

FACTORS INFLUENCING WORKPLACE HAPPINESS AMONG EMPLOYEES IN SOFTWARE COMPANIES IN BANGALORE

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Abstract

In the globalized world, organizations face intense competition. Economic, political, social, and technological changes in the world force organizations to adapt and improve themselves all the time. Research in companies and hundreds of people increasingly points to a simple fact: Happy people are better workers. The present study was done to identify the factors causing happiness among employees and to find the relationship between Workplace happiness and Job Satisfaction. Analysis revealed that vitality, personal resilience, Personal happiness, well managed team and a manager who trusted in their efforts were the factors that resulted in Workplace happiness. And workplace happiness had a moderate relationship with Job satisfaction.

Introduction:

In the globalized world, organizations face intense competition. Economic, political, social, and technological changes in the world force organizations to adapt and improve themselves all the time. Human resources are important for the success of an organization. They need to be knowledgeable and skillful; they need to have good attitude and be responsible for the organization; they need to be enthusiastic, change-resistant, able to work with others, and happy at work. Happiness at work results in good attitude towards the organization, which in turn leads to efficiency and organizational goals. This is the ultimate benefit an organization could obtain (Tseng, 2009).

The greatest competitive advantage in the modern economy is a positive and engaged workforce. Research in companies and hundreds of people increasingly points to a simple fact: Happy people are better workers. Those who are engaged with their jobs and colleagues work harder and smarter.

Researchers from the University of Warwick in the UK found that people who are happy at work are about 12% more productive. Shawn Achor, author of *The Happiness Advantage*, has quantified the benefits of a happy company – sales increase by 37%, productivity 31%, and

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accuracy on tasks improves by 19%, not to mention the health and quality of life improvements for staff.

Happier workers do help their company boost performance. Oswald et al (2009), Freeman (1977), Boehm & Lyubomirsky (2008), and Amabile & Kramer (2011) found that workplace happiness can help employees to achieve career success, improve their job satisfaction, and encourage them work harder; at the same time, the turnover rate of happy employees can be lower. Companies achieve higher profitability and decrease the healthcare costs. Workplace happiness can even positively impact other aspects of company operations, not only its productivity.

Definition:

Myers and Diener (1995) define “happiness” in general as the experience of high - frequent positive affect, low - frequent negative affect, and an overall life satisfaction.

Workplace happiness is also quoted as work-happiness or happiness at work. Fisher (2010) asserted the definition of workplace happiness as a construct that reflects pleasant judgments (positive attitudes), pleasant experiences (positive feelings, moods, emotions, flow states) or positive affective experience in the workplace.

In Pryce-Jones’ (2011) book, Happiness at work: Maximizing your psychological capital for success, workplace happiness was described as “a mindset which allows you to maximize performance and achieve your potential.”

According to Maenapothi (2007), happiness at the workplace means a situation at the workplace when personnel are happy working and not feeling like it is work, are efficient and achieve targeted goals, both at the personnel and organizational levels.

On average, adults spend as much as a quarter to perhaps a third of their waking life in work. Research indicates that a fifth to a quarter of the variation in adult life satisfaction can be accounted for by satisfaction with work. (Campbell, Converse & Rodgers, 1976) These numbers again justify the work’s affection to worker’s happiness and emphasize the importance of workplace happiness to a person.

Factors affecting happiness at work

- 1) Job inspiration: employees are satisfied with their assigned job, and are able to achieve goals.
- 2) Organization’s shared value: collective behaviors and culture of the organization.

3) Relationship: there are interaction, group bonding and acceptance among co-workers.

4) Quality of work life: the relationship between 3 elements, namely work environment, employee participation, and humanization of work. The good balance among the 3 elements results in collective satisfaction which leads to the highest level of efficiency.

5) Leadership: executives or heads of the organization promote and create happiness for personnel when they work by creating motivation, awareness, and dedication in their subordinates. Leaders also engage in 2-way, transparent communication with their staff and they themselves are dedicated to create good atmosphere for their staff as well.

6) Job Satisfaction

Job satisfaction gives workers a sense of achievement and success on the job. It is directly related to productivity as well as to personal well-being.

7) Job Engagement

Kahn (1992) has provided a significant conceptual basis for job engagement (1992) and according to his view, the more an individual gets engaged in work role, the more he/she will have the comprehensive understanding of performance

8) Safety at Workplace

Safety refers to catering for the well-being of workers by employers, trade union, as well as by governmental and non-governmental agencies. It largely depends on recognizing the unique place of the worker in the society and doing good to him or her by motivating employees, minimizing social evils and building a company's brand image which is based on employees' welfare and safety.

9. Freedom

Happiness mostly results from an individual's autonomy power or the ability to personally take decisions. People who choose working as a choice are happy. Roles therefore, should be assigned to individuals with discretion depending on their level of autonomy.

10. Valued Social Position

Warr (2007) has explained that the basic features associated with happiness, includes the opportunity for personal control, the opportunity for skill use, externally generated goals, variety, environmental clarity, contact with others, availability of money, physical security, and a valued social position.

11. Stress Management

According to Fairbrother and Warn (2003), work stress is associated with a low level of job satisfaction and personal well-being. It leads to other consequences as absenteeism, job hopping tendency, conflicts, lack of confidence and so on.

12. Work Family Conciliation

According to Rego and Cunha (2008), work family conflict reduces both career and life satisfaction and enhances unhappiness. and stress. So the lack of work-family conciliation will lead to less productivity as the workers may see the workplace as less meaningful.

13. Self-Esteem

Self-esteem is strongly associated with happiness. Although the research has not clearly established causation. We are persuaded that a high self-esteem does lead to greater happiness.

Need for the study:

Workplace happiness decides whether the employees will stay in the organisation. Employees in the software sector hop jobs very often for various reasons. This study focuses on identifying factors leading to workplace happiness among a sample of these employees in order to design workplaces that may provide satisfaction to them.

Review of literature

Finding from related researches and studies are as following

1. Ongkana (2006) found that happiness of nurses from private hospitals in Bangkok was at the high level. In terms of the relationship between personal factors and happiness at work, she found that educational level positively correlated with happiness at work at the low level; and self-value awareness and work environment positively correlated with happiness at work at the medium level. Age, marital status, and work experience had no relation to happiness at work.

2 Chiumento supported the findings of other researchers and determined that the people who are happiest at work are 180% more energized, 180% happier with life, 155% happier in their job, 108% more engaged at work, and love their job 79% more. According to Chiumento, 50% of the happiest people at work are also more motivated than others. Their confidence is 40% higher, and they reach their goals 30% more often (Chiumento, 2007).

3. Poopanit (2008) found that opinion towards happiness at work which was ranked at the highest level was social relationship within the organization; and that which was ranked at the lowest level was benefits provided by the organization. He also found that personnel aged 20-34

were more happy at work than those aged 35-49, and that female personnel were more happy than male.

4. Ouyprasert (2009) found that the level of happiness at work was high level (mean=3.49). Age and education level had no effect on 5 factors of happiness at statistical significant level of 0.05. Variables that significantly predicted happiness at work of employees were relationship, organization's shared value and quality of work life.

5. Fapinyo (2009) shown that the level of employees happiness at work was at moderate level. Five factors that led to happiness at work and were able to predict happiness at work were job inspiration, organization's shared value, relationship, leadership, and quality of work life.

Factors affecting happiness at work

1. Job inspiration
2. Organization's shared value
3. Relationship
4. Quality of work life
5. Leadership

Objectives of the study:

1. To identify the factors causing happiness among employees.
2. To find the relationship between Workplace happiness and Job Satisfaction

Methodology:

The study is descriptive in nature as it explains the status of workplace happiness among software employees in Bangalore. For the purpose of the study, a questionnaire (Happiness Works and New Economics Foundation) was used to collect data from respondents. The questionnaire covers the experience of work, functioning at work, organizational system and personal resources. A sample of 150 employees was selected from each of the five software companies in Bangalore using simple random sampling technique. The data collected from the sample was analysed using descriptives, averages, correlation and chisquare. Secondary data regarding Workplace happiness was collected from journals and World Wide Web.

Findings:

Table 1: Level of Workplace Happiness

	Frequency	Percent
Low	56	38.0

High	93	62.0
Total	150	100.0

The above table shows the level of workplace happiness in the organisation . A majority 62% of the respondents are experiencing high level of workplace happiness.

Table 2: Table showing mean values of factors and subfactors of workplace happiness

Factor	Sub-factor	Mean
Organisational system	Job content	3.72
	General experience at work	3.61
	Working life	3.58
	Pleasant work environment	3.82
	Learning and growth	3.68
	Team well managed	4.01
	Achievable job	3.91
	Fair pay	3.82
	Constructive feedback	3.74
	Trusted by manager	3.86
Meaning of work	Open organisation	3.70
	Job security	3.67
	Customer benefits	3.52
Personal resources	Societal benefit	3.42
	Work life balance	3.79
	Personal happiness	3.96
	Personal health	3.97
	Sense of vitality	4.15
	Personal resilience	4.05
	Self confidence	3.65
	Supportive relationships	3.65

From the above table it can be inferred that positive attitude is most important to experience happiness. This is proved by the factors sense of vitality ($m = 4.15$) followed by personal resilience ($m = 4.05$) and Personal happiness ($m = 3.96$). Along with these factors the respondents felt happy as they worked with a well managed team ($m = 4.01$) and had a manager who trusted in their efforts ($m = 3.86$). The factor Meaning of work with subfactors such as customer benefit and societal benefit had low mean values which meant that the respondents did not have access to customers' feedback.

Table 3: Relationship between Workplace happiness and Job satisfaction

	Job satisfaction	p-value
Workplace happiness	0.323**	0.000

**. Correlation is significant at the 0.01 level (2-tailed).

H0: There is no relationship between Workplace happiness and Level of happiness

Ha: There is relationship between Workplace happiness and Level of happiness

The above table shows the correlation between Workplace happiness and Job Satisfaction. The correlation $r = 0.323$ is significant at 0.01 level. The p-value is less than 0.05 and hence the null hypothesis is rejected. This means that there is 32.3% relationship between Workplace happiness and Job Satisfaction. This means that Workplace happiness is an important factor in experiencing Job satisfaction.

Table 4: Chisquare between Factors of Workplace happiness and Level of Happiness among employees

H0: There is no association between Workplace happiness and Level of happiness

Ha: There is association between Workplace happiness and Level of happiness

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.209	5	.000
Likelihood Ratio	32.742	5	.000
Linear-by-Linear Association	24.629	1	.000
N of Valid Cases	150		

Table shows the association between workplace happiness and level of happiness of the respondents. At 5 degrees of freedom and significance more than 0.05, the Chi-square value of Workplace happiness is 31.209. Since the p value is less than the 0.05 the null hypothesis is rejected. This means that there is significant relationship between Level of happiness and Workplace happiness. It can be concluded that level of happiness of the respondents did play an important role in experiencing Workplace happiness by the respondents.

Table 5: Mean values of Factors of Workplace happiness of Levels of Happiness

Factors	Low	High
Organisational system	90.68	104.69
Meaning of work	6.43	7.25
Personal resources	25.36	28.38

The above table shows that employees with high level of Happiness has high mean values for all the three factors of Workplace happiness

Conclusion:

The study proved that Workplace happiness is an important factor in organisation. All the three factors of workplace happiness were equally important for the employees of software sector.

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