

‘Happiness Department’- An Emerging Ideology to Improve Employee Effectiveness & Job Satisfaction

Prem Knowles.S¹, Mohan Kumar², Ashpin Pabi³

¹Research Scholar,MBA dept.,Annamalai University,Chidambaram

²Associate Professor,Annamalai University, Chidambaram

³Assistant Profesor,MITS,Madanapalle

Corresponding Author: Prem Knowles.S

Abstract: To give individual preference in means of happiness, the government of Bhutan has introduced a index named ‘Gross National Happiness Index(GNP)’.Usually, all the countries measure its strength by GNP (Gross National Product), but Bhutan beliefs that the individual happiness leads for a happy sustainable country and so it sets strategies to develop the individual happiness, in which the key importance is given to the work place happiness. The Happiness index(WHR 2018) values India as the unhappy country and India is ranked as 133rd position. Denmark is always ranked in the top five and Finland is assumed as the happiest country.When we compare the GDP rates of these countries, India is the top, but not rated as the happy country.The happiness of the country is not only measured with materials and economy but also with other well-beings which starts from individual, family, group and society. At present European and UK companies are making a new post as ‘Chief Happiness officer(CHO) whose duty is to measure the happiness level of the employees and set strategies. ‘T.John group of Institutions, Bangalore’ is the first educational institution in India to set Happiness Department. The organizations should think to implement ‘Happiness Department’ in their premises in order to enhance the job satisfaction level of the employees which will result in productivity.

Key words: Job Satisfaction,Happiness Department,Gross National Happiness, GNP index,Cheif Happiness Officer

Date of Submission: 27-11-2019

Date of Acceptance: 12-12-2019

I. Introduction

Satisfaction in the work and lives determine the happiness of the employees. Individual’s subjective well being plays a great role in the idea of happiness. Those who are happy will show their result as productive, whereas unhappy people always face lack in productivity.Therefore, organization should follow certain techniques to enhance the employee’s happiness.

To give individual preference in means of happiness, the government of Bhutan has introduced a index named ‘Gross National Happiness Index(GNP)’.Usually, all the countries measure its strength by GNP (Gross National Product), but Bhutan beliefs that the individual happiness leads for a happy sustainable country and so it sets strategies to develop the individual happiness,in which the key importance is given to the work place happiness. It is because ,the workplace happiness has a direct impact with life satisfaction and happiness.

II. Review Of Literature

The ultimate motive of human resources department and organization development professionals are to enhance individual and organizational performance and to develop employees well-being (Baek-kyoo Joo,2016). Work is a part of human life (Ollier-Malaterre, Dulk, Groeneveld & Valcour, 2013). People work in exchange for monetary benefits(e.g. salary and benefits) or non-monetary benefits (e.g. psychological fulfillment from work) (Batinic & Stiglbauer, 2012). The expectation from the work is changing rapidly and fastly(Quinlan, 2012;Baran, Shanock, & Miller, 2012). The change in work leads to the change in work environments (e.g. increase in internationalization of business, new organizational practises and new technology) (Connell,McDonnell, Gough, & Burgess, 2014; Koukoulaki, 2010).

According to Benrazavi and silong (2013), nature of work is defined as the work characteristics or the actual content of the job. Because of job insecurity feeling , the employees show low commitment to their organization and they search for the possible means to leave their jobs(Mañas, Silla, Gracia, and Peiro, 2010).The job satisfaction of the employees have a crucial impact on organizational performance(Brummel, Dalal,Lebreton and Baysinger,2012). The productivity of the employees would be increased if the employees are happy with their job or satisfied with their job(Eberth, Barmby and Bryson,2012).

Generally, the management of the organizations expect a peak level of performance and results from the employees (Goodale & Thompson, 2006). Most of the companies recruit productive workers in order to attain the goals of the organization (Eggleton & Chong, 2007; Williamson and Hales, 2010; Singh & Samnani, 2014). To increase productivity, most companies use managerial tools (Salis and Williams, 2010).

There is a co-relation between job satisfaction and life satisfaction. Job satisfaction has an impact in life satisfaction and life satisfaction has an impact in job satisfaction (Judge & Saari, 2004). Workplace happiness refers to subjective well-being (SWB), individual's work and life satisfaction (Bhattacharjee, 2010; Carleton, 2009). Workplace happiness is important to both organizations and individuals (Simmons, 2014; Fisher, 2010), it's a strange that the researches in employee's happiness are limited (Sloan, 2005; Hosie, Willemyns, & Sevastos, 2012;). The researches in Workplace happiness should be encouraged in all means to practitioners, academics and those who are concerned in the concept of happiness at the workplace (Hosie et al., 2012; Sloan, 2005).

III. 'Happiness Department' - An Emerging Ideology

A. The Happiness Index

World Happiness index, Happy planet index and OECD Better life index are the major surveys which measure the happiness index. There are certain surveys which assess the employee's job satisfaction by the main measurements such as The Minnesota Satisfaction questionnaire (MSQ), the job descriptive Index (JDI) and The Job Satisfaction Survey (JSS).

The main factors which are listed in Happiness index are,

1) Welcoming environment 2) empowering people to develop the employee's culture 3) flexibility in work-life balance 4) Demonstrating transparency 5) Regular communication 6) Growth opportunities 7) focusing social investments 8) working beyond comfort zones 9) Timely encouragement

B. Efforts in making happiness

Sociologists define happiness as 'the degree to which an individual judges the overall quality of his life-as-a- whole positively, or how well one likes the life one lives. It is usually referred to as subjective well-being (SWB) or life satisfaction,.

There are few scales to measure the life satisfaction, which are developed by different countries.

SHS-Subjective Happiness Scale :It is a four item scale to identify happy or unhappy individuals.

PANAS-The positive and negative affect schedule : It is a twenty item questionnaire used to find the relation between personality traits and 'minus' or 'plus' effects.

SWLS – The satisfaction with life scale: It is a global cognitive assessment of satisfaction.

C. GNH Index

Gross National Happiness Index is introduced by the fourth king of Bhutan, Jigme Singye Wangchuk. In Bhutan, the growth and happiness of the people is calculated by GNH not of GNP (Gross National Product). GNH measures the quality of a country in more holistic way and believes that the beneficial development of human society takes place where material and spiritual development occur simultaneously to complement and reinforce each other.

GNH index is measured by means of 1) Cultural preservation 2) Environmental conservation 3) Sustainable socio-economic development and 4) Good governance.

The variables associated with the calculation of GNH are 1) psychological well being 2) health 3) Time usage 4) education 5) Cultural diversity and resilience 6) Good governance 7) community vitality 8) Ecological diversity and resilience 9) Living standards .

The Happiness index (WHR 2018) values India as the unhappy country and India is ranked as 133rd position. Denmark is always ranked in the top five and Finland is assumed as the happiest country. When we compare the GDP rates of these countries, India is the top, but not rated as the happy country. The happiness of the country is not only measured with materials and economy but also with other well-beings which starts from individual, family, group and society. Indians are less concern about environment as well as gender equality and health care. The top rated countries in GNH index are the countries perform well with volunteerism, means individual commitment for the growth of each factor associated with life being.

Along with Cultural preservation, Environmental conservation, Sustainable socio-economic development and Good governance, the other measurable factors of GNH are 1) Political wellness 2) Physical 3) Mental 4) Workplace 5) Environmental 6) economic and 7) Social wellness.

D. 'Workplace' in GNH

The factor 'workplace' plays a crucial role in GNH. Either small, medium or large scale organization, the workplace should favour the employees for the productivity.

The 'human' who are also termed as 'employees' in work nature will have a happy life if they are happy at work, because they are spending one-third or more of their day time in the organization. If they are happy with their work, it will reflect in their life happiness.

India is an unhappy country because of increase in rape cases, honour killings, malnutrition, childhood work, life of below poverty line, inequality life, minor mental dis-order problems such as stress, anxiety and depression.

We could make a change and develop happy life style by personal mind-set and commitment.

E. Happiness Department

'Work Place Happiness' is an usual term used in HR field. With the HR policies, now the organizations are talking about the implementation of new department, known as 'Happiness department'. The actual goal of the department is to analyse the happiness level of the employees and to set timely policies.

Bhutan is the first country to set Ministry of Happiness. In India, Madhya Pradesh is the first state to implement Happiness department and Andhra Pradesh is the second state to form a Ministry of Happiness department.

At present European and UK companies are making a new post as 'Chief Happiness officer(CHO) whose duty is to measure the happiness level of the employees and set strategies. 'T.John group of Institutions, Bangalore' is the first educational institution in India to set Happiness Department.

F. Employee happiness and Job satisfaction

The following are the happiness constructs at workplace

- 1) Employment status
- 2) Income
- 3) Friendship
- 4) Work activities

Employment status : Full time employment leads for happiness

Unemployment leads for unhappiness

Voluntary part time employees are much better happier than full-time employees.

Income : Individual personal income status has direct relation with happiness

Friendship : If the workplace employee friendship paves positive relationship, that affects the happiness.

Work activities : If the job duties are significant, employees will be happy.

G. Employee satisfaction and impact in organization

Employee satisfaction is one of the most factors that affect the organization effectiveness. "Satisfaction refers to the level of fulfilment of one's needs, wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets". Employee satisfaction is a measure of how happy workers are with their job and working environment. When the employees are satisfied with their job, they will be loyal and productive.

Variables on which employee satisfaction depends :

The employee satisfaction variables are classified as 1) Organizational variables 2) Personal variables

Organizational Variables

The employee satisfaction level and happiness could be increased by following the below mentioned ten variables.

- a) **Organizational development** : The organization should adapt with fast changing external environment, technologies and regulations. The organization should show potential development.
- b) **Policies of benefit and compensation** : The employees should be happy with competitive salary packages.
- c) **Career development and promotion** : a) Opportunities for development b) equal opportunities for both genders c) Training programs d) platform to use abilities and skills.
- d) **Job Satisfaction** : Task identity, empowerment, responsibility, recognition
- e) **Job security** : Employee's assurance, transfer facility, reasonable target, leaves.
- f) **Working condition and Environment** : safe feeling, working methods, security guards, parking facility, good light and air, ventilation, neat and clean, wash rooms.
- g) **Relationship with Supervisor**
- h) **Work group** : Group dynamics, group cohesiveness, relationship with group members
- i) **Leadership styles**
- j) **Feed back**

The personal variables are personality, expectations in job, age, education & gender. Those who possess good education background, their capability will be different, means they could show good performance compare to those who possess low education background. Young employees would show high level energy.

IV. Conclusion

The organizations should think to implement 'Happiness Department' in their premises in order to enhance the job satisfaction level of the employees which will result in productivity. The workplace happiness will reflect in the life of employees, which will automatically reflect in job. So the happiness of the employees are very much important to achieve the organizational goals. Individual happiness reflects in workplace, family and society. So the government also should make policies to analyse the job satisfaction and happiness level of citizens. Employee satisfaction is a measure of how happy workers are with their job and working environment. If the employees are satisfied with their job, they will be loyal and productive.

Bibliography

- [1]. Dr. Susan Abraham, "Factors Influencing Workplace Happiness Among Employees In Software Companies In Bangalore", International Journal Of Research In Applied Management, Science & Technology, Issn 2455-7331 - Vol II - Issue II. www.zenonpub.com
- [2]. Sangeeta Bhattacharyya (2019), R. Roy Burman And Sudipta Paul, "The Concept Of Measuring Happiness And How India Can Go The Nordic Way", Current Science, Vol. 116, No. 1,
- [3]. Phathara-On Wesarat, Mohamad Yazam Sharif & Abdul Halim Abdul Majid (2015), "A Conceptual Framework Of Happiness At The Workplace", Asian Social Science; Vol. 11, No. 2;
- [4]. Francisco Mochón (2018), "Happiness And Technology: Special Consideration Of Digital Technology And Internet", International Journal Of Interactive Multimedia And Artificial Intelligence, Vol. 5, N° 3, 2018
- [5]. Richard Heeks (2012), "Information Technology And Gross National Happiness", Communications Of The Acm, 55(4), 24-26, 2012
- [6]. Alam Sageer, Dr. Sameena Rafat, Ms. Puja Agarwal (2012), "Identification Of Variables Affecting Employee Satisfaction And Their Impact On The Organization", Iosr Journal Of Business And Management (Iosr-Jbm) Issn: 2278-487x. Volume 5, Issue 1, 2012, Pp 32-39
- [7]. Richard Heeks (2012), "Emerging Markets Information Technology And Gross National Happiness, Communications Of The Acm, Vol. 55, No. 4.
- [8]. Yufi Adriani (2012), "Social Support And Personality Trait As Factors That Affect Happiness Level Among Employee In State Islamic University Jakarta", International Journal Of Sustainable Development (2012).
- [9]. Escott, K., & Buckner. (2013), L, "Improving Employment And Women's Well-Being In Regeneration Programmes", International Journal Of Public Sector Management, 26(3), 250-263
- [10]. Knowles, Prem & Kumar, Mohan. (2019). Influence of E-learning in Training & Development system and Organizational study. Quest. 7. 49-55.
- [11]. Fereidouni, H. G., Najdi, Y., & Amiri, R. E. (2013), "Do Governance Factors Matter For Happiness In The Mena Region?", International Journal Of Social Economics, 40(12), 1028-1040
- [12]. Knowles, Prem & Kumar, Mohan. (2019). Pullulating & Irreparable Harm of Stress among Students. International Journal of Business and Management. 21. 1-03. 10.9790/487X-2103020103.
- [13]. Ganser, W. G. (2012). Pursuing Happiness With Gratitude And Kindness: An Experimental Intervention Comparing Cognitive And Behavioral Activities. Master's Thesis, Northern Arizona University, United States.
- [14]. Knowles, Prem. (2018). Impact and Need of Laughing Medicine for Sound Mind and Body-An Analysis Study. International Journal of Business and Management. 20. 10.9790/487X-2005084953.

Prem Knowles.S. "Happiness Department'- An Emerging Ideology To Improve Employee Effectiveness & Job Satisfaction". IOSR Journal of Business and Management (IOSR-JBM), Vol. 21, No. 12, 2019, pp. 58-61