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HAPPINESS AT WORKPLACE –A STUDY ON SOFTWARE INDUSTRY IN BANGALORE, INDIA

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ABSTRACT :

Happiness at work place refers to how contented people are with the jobs that they are doing and their personal lives. The notion of happiness is linked to individual's subjective well-being. Happiness at the workplace is very important for improving overall productivity in any organization. Happy people are said to be productive people while the people who are not happy may not carry out any work with full attention. Some studies believe that the organizations which maintain long-term happiness in their places have better chances of enhancing and sustaining productivity. Therefore, they should be aware of the factors which contribute to employees' happiness and take steps to enhance those factors leading to happiness in their workplaces. Since research on employees' happiness was very few in the past, there is a need of proper conceptualization of it so that proper research on it could be conducted. This paper tries to find out the factors responsible for happiness at the workplace that could add value to the existing knowledge of research in this area. Therefore the study tries to analyse the extent to which the factors explain the level of happiness and how the individual factors affect the happiness level of employees especially in the context of software industry.

KEYWORDS : *Happiness, efficiency, performance, workplace, employees.*

INTRODUCTION

The context of motivation plays a vital role when it comes to the efficiency of the workers at workplace. It has been found that the efficiency of the employees increases significantly when the workers are happier at workplace. Most of us feel that probably we don't require a proper definition of happiness as it is an emotion which can be expressed when we feel that. However, a lot of terminologies have been used synonymously to define happiness like pride, joy, positive emotions, gratitude and contentment.

Happiness may be defined as an expression of regular positive affect, irregular negative affect and an overall feeling of satisfaction with life as a whole (Myers & Diener, 1995). Therefore this study tries to find out how the level of happiness affects the performance of individuals. In order to do so, the factors determining the happiness levels were found out. In addition to it, there were also factors which were handy in determining the happiness at work. The factors included are job inspiration, organization's shared value and relationship, quality of work life, leadership and income. The level of happiness was determined by the factors such as feel joy at work; have fun working, satisfied with work: enjoy; feel contented and enthusiastic at work: want to work. Work is one of the essential

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characteristics of people's lives (Dulk, Groeneveld, Ollier-Malaterre, & Valcour, 2013). They perform their job in return of monetary (e.g. salary and other benefits) or non-monetary rewards (e.g. psychological satisfaction from work) (Stiglbauer et al, 2012). In today's dynamic world, the nature of work is changing rapidly (Baran et al 2012; Quinlan, 2012). The dynamic work environment consisting of new technology, increasing internationalization of business and innovative organizational practices leads to the changing nature of work (Connell et al, 2014; Koukoulaki, 2010). According to Benrazavi & Silong (2013), the nature of work can be defined as the real content of the work characteristics. According to the human resource management approach, HRM practices like outsourcing, downsizing, and temporary employment influence the scope and nature of job (Colakoglu, et al 2006). Corporate initiatives like downsizing and restructuring which aim to decrease the workforce for enhancing organizational performance can make the employees feel dissatisfied with their jobs (Klehe, Zikic et al, 2011). Employees who perceive that their job is insecure have lower commitment for their organizations and they have an intention to quit their jobs (Silla, et al 2010). Job satisfaction of employees' also has an impact on organizational performance (Dalal, & Lebreton, 2012). The employees' productivity increases if they are satisfied with their work (Barmby, Bryson, & Eberth, 2012). Generally, employers expect better productivity and a high level of performance from their employees (Thompson & Goodale, 2006; Samnani & Singh, 2014). Most companies require efficient and productive workers to work for them so that they can be successful in achieving organizational goals (Chong & Eggleton, 2007; Hales & Williamson, 2010). Many companies use different managerial tools for increasing employees' productivity (Salis & Williams, 2010; Samnani & Singh, 2014). The studies by Samnani and Singh (2014), Salis and Williams (2010) and Abu Bakar and Tabassi (2009) considered various HRM practices like face-to-face communication and compensation system as the means to enhance productivity. Moreover, sustaining happiness at the workplace can go a long way in increasing employees' productivity (Quick & Quick, 2004). The previous studies (e.g. Rego & Cunha, 2008 Quick & Quick, 2004) state that happy employees contribute more in terms of productivity whereas unhappiness at the workplace decreases productivity (Fereidouni, Najdi, & Amiri, 2013). A number of studies have also been done on happiness in various fields such as sociology, philosophy, psychology, religion and economics (Aydin, 2012). The term "happiness" has been a topic of discussion and many scholars have contributed to it (Björke, 2012; Johnston et al & Rossier, 2013). "Happiness" as an emotion is universal across all culture for all individuals as everyone looks for happiness (Aydin, 2012; Fisher. 2010). It is also linked to an individual's subjective well-being (Angner et al, 2011; Jiang, et al, 2012) or life satisfaction (Van Praag, et al 2010). There is also a close relationship between job and life satisfaction (Saari & Judge, 2004) as life satisfaction affects job satisfaction and vice versa (Saari & Judge, 2004). Thus, happiness at workplace is all about an individual's job and life satisfaction as well as subjective well-being in the organization (Bhattacharjee, 2010; Carleton, 2009). Frey & Stutzer, (2000) in their paper uses the two terms "happiness" and "subjective well-being" interchangeably. Whereas happiness at the workplace plays a very important role for both individuals and organizations (Simmons, 2014, Fisher, 2010), there is limited research on employee's happiness in organizations (Fisher, 2010; Hosie, et al 2012; Sloan, 2005). There is a need for further research in order to provide adequate knowledge to practitioners, academicians and those interested to gain insight in the happiness at workplace (Hosie et al., 2012; Sloan, 2005). In the globalized economy, organizations today face intense competition. Economic, technological, political and social changes in today's world force organizations to acclimatise and improve themselves very fast. People are the most important resource for the success of an organization. They need to be skilled, knowledgeable, responsible and have positive attitude for the organization. They should be change-resistant, enthusiastic, happy at work and be able to work in teams. Happiness at work leads to good attitude towards organization which in turn results in efficiency and achievement of organizational goals. This is the crucial benefit an organization could get (Tseng, 2009). Ongkana (2006) in a study found that the happiness of nurses in private hospitals in Bangkok was at the highest level. She also tried to study the impact of personal factors on happiness at work and found that work environment and self-value awareness positively correlated with happiness at work at the medium level and educational level positively correlated with

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happiness at work at the low level. Age, gender, marital status, and work experience had no relationship with happiness at work. Poopanit (2008) found that social relationship within the organization was rated as the most important component leading to happiness at work whereas benefits provided by the organization was ranked as the lowest component contributing to happiness at work. He also found that employees aged between 20-34 years were very happy at work place rather than those aged between 35-49 years, and that female employees were happier than males. Ouyprasert (2009) found that the factors that predicted happiness of employees at work were relationship, quality of work life and organization's shared values. Fapinyo (2009) in his study discussed that the intensity of employees' happiness at work place was at moderate level. Five factors that were able to predict happiness at work were job inspiration, organization's shared value, quality of wok life and relationship.

Factors Affecting Happiness at Work:
Happiness at workplace implies a scenario at the workplace where persons are at bliss working and not feeling the burden of work, are effective and reach targeted goals, at the personal and organizational levels. Five factors affecting the happiness at the work place are as given below:
1) Job inspiration: it means that the employees are contented with their designated job, and are able to reach goals.
2) Organization's shared value: It is the collective behaviours portrayed and the association with the culture in the organization.
3) Relationship: It can be defined as the interactions, group bond strength and acceptance between co-workers.
4) Quality of work life: It stands for the relationship between three factors, namely - Work Environment, Humanization of Work and Employee Participation. The proportionate balance among the 3 factors ends in total satisfaction which paves way for the highest level of efficiency.
5) Leadership: Executives or top management create and promote happiness for individuals when they perform by bringing in awareness, motivation and dedication amongst their juniors. Leaders also participate in two ways i.e., by having open and transparent communication with the staff and sustaining good atmosphere for their juniors as well.
6) Income: The happiness of the employees is directly proportional to the level of salary paid to them and therefore is one of the most important determinants of the happiness at workplace. Income includes the wage and salary income earned by an individual (Mathur, 2012). A study of income and happiness by Caporale, Georgellis, Tsitsianis and Yin (2009) confirms that there is a strong relationship between a person's income and life satisfaction. This is because people who have higher income have more opportunities to buy desired goods and services (Frey & Stutzer, 2002; Schnittker, 2008).

OBJECTIVE:
- To find out the factors of the happiness at workplace in the software industry in Bengaluru, India
- To find out the factors that significantly affects the level of happiness at workplace.

Hypothesis:
H_o =   The factors of happiness explain the level of happiness of the employees in software industry in Bengaluru.
H_1 = The factors of happiness do not explain the level of happiness of the employees in software industry in Bengaluru.

METHODOLOGY:
The study aimed at finding the factors which affect the happiness of employees at workplace and to measure the level of happiness at work. Since software industry forms the core employment especially in the Indian context therefore it becomes necessary to analyse the level of happiness of the employees in the industry. Primary data was collected from the Software technical specialists who were recently recruited in one of the five mentioned firms. All the technicians were Graduate B-Tech degree

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holders and were currently functional at Bengaluru. Both the genders were inclusive and the study was confined to the employees who had recently joined the company or had not yet reached senior positions. Therefore a designation no less than Assistant System Engineer and no more than a Senior Software Engineer were chosen. In total 70 employees were surveyed by means of structured Google questionnaire. All the respondents were from the age group of 21- 26 years since the attrition of the employees was on the higher side of individuals from this age group. Based on the six factors of happiness in the workplace which were 1) job inspiration 2) organization's shared value 3) relationship 4) quality of work life 5) leadership and 6) Income, a structured questionnaire was prepared. The questionnaire was communicated to them via Google forms. In total there were 20 questions asked administering the above mentioned factors .the respondents were also asked to state the relative importance of the factors on a five-point Likert scale. The survey was conducted exclusively in the city of Bangalore, India. The data collected was analysed using descriptive statistics. In addition, regression analysis was used to analyse the relationships between factors affecting happiness at work and happiness at work level.

DATA ANALYSIS

A sample of 102 individuals was surveyed using a structured questionnaire. The idea was to map the responses on a five point likert scale. There were 22 different questions addressing six different constructs. These constructs were the factors defining the happiness of employees at work place. There were three added questions which marked the level of happiness at workplace. Therefore in order to find out the extent to which the above mentioned factors impacted the happiness level at work place, a multiple regression analysis was conducted. The dependent variable was the level of happiness at work place and the independent variables were the six constructs of happiness.

Initially the sum of the responses of individuals for each construct was found out. Then a mean of the response of one individual for one construct was determined. The process was repeated for every single construct with respect to every individual. Then the same process was used to determine the mean value of the level of happiness which comprised of three different questions.

Regression Analysis

Regression Statistics					
Multiple R	0.724661035				
R Square	0.525133616				
Adjusted R Square	0.495142055				
Standard Error	0.366674497				
Observations	102				
ANOVA					
	df	SS	MS	F	Significance F
Regression	6	14.12483577	2.3541	17.50938	1.48999E-13
Residual	95	12.77276771	0.1345		
Total	101	26.89760349			
	Coefficients	Standard Error	t Stat	P-value	Lower 95%	Upper 95%
Intercept	0.449193633	0.358008052	1.2547	0.212665	-0.26154219
Income	0.127258138	0.085610934	1.4865	0.140466	-0.04270105
Leadership	-0.193766437	0.097624977	-1.985	0.050051	-0.38757651
Quality of work life	0.345981127	0.074789323	4.6261	1.18E-05	0.197505551
Relationship	0.124911251	0.095285827	1.3109	0.193048	-0.06425503
Organization,s Shared Value	0.398692376	0.092473578	4.3114	3.96E-05	0.215109118
Job Inspiration	0.033309285	0.105830133	0.3147	0.753647	-0.17679009

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The value of R Square was computed equal to 0.52 (52%). This implied that the level of happiness could be defined up to 52% by the help of the six different factors. With a single unit increase in the parameters defining the Income construct there would be increase in the happiness of the employees by a factor of 0.12. Similarly the inference could be drawn about all the constructs looking at the value of the coefficients. The significance of f value was found to be 48999E-13, which is significantly lower than 0.05. Only leadership had negative coefficient which implied that the increase in the leadership marked decrease in the happiness of the employees. It was found that the above mentioned factors were able to explain 52% of the level of happiness of the employees at work place. In addition to it the following factors had primary role in defining the happiness of the employees:

CONCLUSION

In the present study, an attempt has been made to find out the factors responsible for attributing to happiness at workplace. There are a number of studies which discusses the antecedents and outcomes of happiness. It can be said that happiness leads to three types of consequences – physiological, social and psychological. Physiological consequence is related to good health and well-being. Social resources mean having satisfaction in the company of friends and relatives. This helps in developing cooperation, resolving conflicts and maintaining cordial relationships both in the personal and professional lives. Psychological consequences lead to effective decision making, better creativity, thoughtfulness and information processing. So, if the organization takes proactive measures to keep its work force happy, it will gain in terms of having satisfied and productive people and together, they can contribute to high organizational commitment and better performance.

Appendices:

Table for mean values of all the constructs (Fig 1)

Level of Happiness	Income	Leadership	Quality of work life	Relationship	Organization's Shared Value	Job Inspiration
3.67	3.67	3.5	3	3.8	4	3.6
3.33	3	3.75	3.5	4.4	4	4.4
5	3.33	3.5	4.5	4	4	4.6
3.33	3	3	3.5	3.2	3.67	3.8
3.33	3.33	3.25	3.5	2.8	3.67	4
3.67	3.33	3.5	4	3.2	4	3.8
3.33	3.67	3.25	4	3	3.33	3.8
3.67	3	3	3.5	3	3.33	3.6
3.67	3.67	3.75	3.5	3	3	3.8
3.67	4	4	3.5	3.8	4.33	4.2
4	3.67	3.25	3.5	3	3.33	3.6
3.33	3.67	4	4.5	3.6	3.33	3.6
3.33	3.67	3.25	4	3.2	3.33	3.8
4	4	3.25	3.5	3	4	3.8
3	3.67	3.25	3.5	2.8	4	3.4
4	3.67	3.25	3.5	2.6	3.67	3.4
4	3.67	3.5	4	3.6	3.67	4
3.67	3.67	3.25	4	3.2	3.67	3.8
4	4	3	3.5	3.4	3.67	4
3.67	3.67	4	3.5	3.6	3.67	3.6
3.33	3	3.25	4.5	3.2	4	3.6
4	4.67	3.5	4	3	4	4.4
4	4.33	3.5	4	4	3.33	3.6

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4	4.33	4	4.5	4	4.33	4.4
3.33	3.67	3	3.5	3.6	4	4.2
3.67	4.67	2.75	3.5	3.8	3.67	4.6
3.67	4	3.5	4	3.6	3.67	3.6
3.67	4	4	3.5	3.6	4	3.8
3.67	3.33	4	3.5	3.8	3.67	3.6
3	4	3.25	4	3.2	3	3.2
3.67	3.67	4.25	4.5	3	3	3.4
3.67	3.33	3.25	4.5	2.8	3.33	3.6
3.33	4	3.25	4	3.2	3.67	4.2
3.67	4	3.25	3.5	3.2	4	4
3.67	3.67	3.75	3.5	3.8	3	3.8
3.33	3.67	3.5	4.5	3	3.33	3.8
3.67	4	3.25	4.5	2.8	3.33	3.8
3.67	4	3.25	4.5	3.2	3.33	3.8
3.33	4	3.25	4	3.2	3.33	4
3.33	4.33	3	4	2.6	4.67	3.6
4	3.33	3.75	4.5	3.8	4	3.8
3.67	3.67	3.25	4	3.4	4.33	3.2
3.67	3.33	3.5	4.5	3.4	4.33	3.6
3.67	2.67	3.25	4.5	3.6	4.67	4.4
3.33	4	3.5	4	3.2	3.67	3.8
3.67	3.67	3.25	4.5	3.6	3.67	3.8
3.33	4	3.25	4	3.2	3.33	3.8
3.33	4	3.25	4	2.8	3.67	3.6
3.67	3.67	2.75	4	3.2	4	4
4	3.33	3	4.5	2.8	3.33	3
3.33	3.67	2.75	3.5	2.8	3.33	3.6
3.33	4	3	4	3.2	3	3.4
4	4	4.25	4.5	4.6	4	4.6
3.33	3	3.5	3	3.2	3.33	3.8
4.67	4.67	4.5	4.5	4.6	4.67	4
4	4	3	4	3.8	3.67	3.2
4	4.67	4.25	4.5	5	4.33	4.6
3.67	3.67	3.5	4	3.6	3.67	3.6
3	3	3	3	3	3	3
5	5	5	5	4.8	5	4.8
3	3	3	3	3	3	3
5	4.67	4.75	5	5	4.67	3.8
3.33	4.33	3.75	3.5	3.6	3	4.2
4	4	3.75	3.5	4	4	4
3	4	3.75	3.5	3.8	3.33	4
3	4.67	4	3.5	3.4	3.67	3.4
3	3	3.25	3.5	3.8	3	3.6
3	3	3	3	3.6	3.33	3.6
3	3	3.25	3	3.6	3.33	3
3	3	4	4	3.8	3	3.4
3	4	3.75	3	3.4	3.33	4
3.33	4	4	4	4	4	3.8
3	4	3.5	3	3	3.67	3.6
3	4	3	3.5	4	3	3.6

3.67	3	3.5	3.5	4	4	3.6
3	3.67	4	3.5	3.8	3	3.8
3	4.33	4.5	3	4	3.67	3
3	4.33	5	3.5	4.2	4.33	5
4	5	4.25	4	4.8	4.33	4.8
4	4.33	4.75	4.5	5	4.33	4
3	4.33	4	4	3.8	3	3.4
2	3.33	3.75	3	3	2.67	3
3.33	3	3	3.5	2.8	2.67	3.4
4	3.67	3	4.5	2.8	3.33	3.8
4	4.67	4.5	4.5	3.8	3.67	3.8
4	4	4	4	4	4	4
3	3	3	3	4	3.33	3.4
2.67	2.33	2	2	2.2	2.33	2.2
3.67	3.33	3.75	3.5	3.2	3.33	3.6
5	5	5	5	5	5	4.8
4	3.67	2.75	4	3	3.67	3.8
3.33	4	3.5	4	3	3	4.4
4	3.67	3.5	3.5	3.8	4	3.2
3.33	2.67	3.5	4.5	2.8	3.67	3.2
3.33	4	3	4	4	3.67	3.6
4.67	4	2.5	4	3.2	3.67	3.4
3.67	4	3	2.5	3	3.67	3.6
3.67	3.67	2.75	4.5	3.4	4	3.8
3.67	4	3.75	4.5	3.6	3.33	3.8
3.67	3.67	3	4.5	2.8	3	4.2
4.67	4	3.5	4	3.8	4.33	4.2
4.33	3.67	3	4	2.8	4	3.6

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