

Happiness Quotient - A Study on Working Professionals in Bangalore

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Abstract

The study aims to understand the meaning and levels of employee happiness. from the angle of remuneration, work schedule, freedom at work etc. The study was done on a sample of 100 employees working at all levels in the organization, conducted within the organization according to the convenience of the researcher. The study was mainly based on primary data obtained by Questionnaire. The results of the study show that the level of employee happiness is increased by intrinsic compensation and extrinsic compensation.

Keywords: happiness, compensation, well-being.

Introduction

Happiness at work brings a positive environment and creates an interest towards the work, career and personal life. A happy person in the environment always shares a positive vibe and motivates the co-workers. It purely depends on each individual emotional state; no outsider can decide the person's happiness, rather than a person's presents of positive vibes and absence of negative emotions. A happy employee will be always satisfied with the work he is doing for the organization and ultimately it will benefit the company and the employee. When the employee is happy they always tend to take the better decisions with confidence and reliable facts.

Literature Review

Happiness and well-being is a highly valued goal for most individuals(Gupta and Januwarsono (2012 and 2015). The research showed that happy employees have a superior performance also they are more sensitive to the opportunities in the workplace, more open and help fellow workers and more positive and confident. Environmental factors such as routine work, money and leisure activities are highly correlated with happiness (Januwarsono, S.2015). Happiness is related to individuals and subjective well-being. Happiness at work can be defined as how satisfied people are with their lives and work. There is a close relationship between

job satisfaction and life satisfaction. In other words job satisfaction affects life satisfaction and also life satisfaction affects job satisfaction (Wesarat, (Yazam and Halim 2014). Happiness is the most important goal that many people pursue in the world, because “happiness” is universal to all persons in every culture and everybody searches for happiness (Fisher. 2010, Aydin, 2012). work contributes to well-being and happiness in different ways(Bhattacharjee and Bhattacharjee 2010). Momentary happiness is related with individual perception about effective performance or progress in achieving goals, also the pursuit of challenging goals but achievable at short-term may improve feelings of happiness at real time(Fisher (2010). Work related attitudes and behavior can be changed with cognitive in cognitive-behavioral training programs may change dysfunctional thinking and adopt an optimistic attributional style. These interventions enhanced job satisfaction, self- esteem, well-being and decreased employee turnover and enhanced performance up to two years later (Pryce-Jones (2010).

Definition of the terms used

1. Intrinsic compensation – Is the feeling of pleasure and satisfaction, etc. that a person feels and is not reliant on sources outside the person such as praise, trophies or money.
2. External compensation – Are tangible rewards given to employees by managers such as pay raise, bonus, and benefits.
3. Emotional commitment – A kind of emotional attachment towards the organization and work
4. Normative commitment -It is based on an individual’s perceived obligation to remain within the Organization.
5. Continued commitment – Facts that an individual cannot afford to leave.
6. Ideal commitment - Satisfying one’s conception of what is perfect and most suitable.

Statement of the Problem

Happiness is a mindset. The human mindset is a combination of different emotions which always has one or the other input or keeps giving different output. When the happy mindset is monitored, people will automatically adjust the remaining parts of their work-life. Happiness of an individual is affected most of the time by either positive or negative influences.Each Individual is different from one another because of their culture, religion and the way they live their life. In the corporate world if employee happiness is frequently dropping down and outcomes aren’t satisfactory, it’s very important for the organization to take some steps in order to increase employee happiness. Otherwise it will lead to very serious causes or problems in the future for the organization.

Objectives of the Study

- To evaluate factors that could increase employee happiness quotient.
- To evaluate factors that could increase employee happiness quotient.
- To measure the satisfaction level of employees at the workplace.

Hypothesis

H0: The level of employee happiness doesn’t increase by intrinsic compensation and extrinsic compensation.

H1: The level of employee happiness increases by intrinsic compensation and extrinsic compensation.

Data Analysis and Discussion

1. Please indicate your response towards the level of importance of factors that could increase employee happiness quotient.

Sl. No	Subjective well-being factors	Extremely Important		Important		Can't Say		Less Important		Not at all important	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
Total Compensation											
1	Intrinsic compensation	5	5%	77	77%	18	18%	0	0%	0	0%
2	External compensation	6	6%	76	76%	18	18%	0	0%	0	0%
Organizational Compensation											
3	Emotional commitment	6	6%	92	92%	2	2%	0	0%	0	0%
4	Normative commitment	74	74%	23	23%	3	3%	0	0%	0	0%
5	Continued commitment	4	4%	91	91%	5	5%	0	0%	0	0%
6	Ideal commitment	5	5%	93	93%	2	2%	0	0%	0	0%

Interpretation: From the above table it is observed that 77% of the respondents have agreed that intrinsic compensation is important and 76% of the respondents have agreed that external compensation is important. 92% of the respondents have agreed that emotional commitment is important, 74% of the respondents have agreed that normative commitment is extremely important, 91% of the respondents have agreed that continued commitment is important and 93% of the respondents have agreed that ideal commitment is important. Inference: Large number of respondents have agreed, for increasing their happiness, subjective well-being factors such as total compensation (intrinsic compensation, extrinsic compensation) and Organizational compensation (Emotional commitment, Normative commitment, Continued commitment, Ideal commitment) is extremely important.

2. Please indicate your response towards the level of importance of factors that could increase employee happiness quotient.

Sl. No	Psychological well-being factors	Extremely Important		Important		Can't Say		Less Important		Not at all important	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
1	Self-realization	2	2%	79	79%	17	17%	2	2%	0	0%
2	Self-value	73	73%	26	26%	1	1%	0	0%	0	0%
3	Sense of success	74	74%	7	7%	19	19%	0	0%	0	0%
4	Sense of value	75	75%	24	24%	1	1%	0	0%	0	0%

Interpretation: From the above table we can interpret that 79% of the respondents have agreed that self-realization is important, 73% of the respondents have agreed that self-value is extremely important, 74% of the respondents have agreed that sense of success is extremely important, 75% of the respondents have agreed that sense of value is extremely important. Inference: Majority of the respondents have said self-realization, self-value, sense of success, sense of value is extremely important for psychological well-being

3. Please indicate your response towards the level of importance of factors that could increase employee happiness quotient.

Sl. No	Other factors	Extremely Important		Important		Can't Say		Less Important		Not at all Important	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
1	Work Enrichment	0	0%	80	80%	19	19%	0	0%	0	0%
2	Work Relationships	73	73%	8	8%	2	2%	17	17%	0	0%
3	Work-life Balance	75	75%	6	6%	2	2%	17	17%	0	0%
4	Work Teams	4	4%	6	6%	73	73%	17	17%	0	0%
5	Work Recognition	92	92%	5	5%	1	1%	2	2%	0	0%
6	Work Reward	89	89%	8	8%	1	1%	2	2%	0	0%
7	Work Engagement	71	71%	26	26%	3	3%	0	0%	0	0%
8	Work Equity	74	74%	4	4%	5	5%	17	17%	0	0%
9	Workplace Leadership	4	4%	71	71%	9	9%	16	16%	0	0%

Interpretation: From the above table we can interpreted that 80% of the respondents have agreed that work enrichment is important, 73% of the respondents have agreed that work relationships is extremely important, 75% of the respondents have agreed that work-life balance is extremely important, 73% of the respondents have agreed that work teams can't say, 92% of the respondents have agreed that work recognition is extremely important, 89% of the respondents have agreed that work reward is extremely important, 71% of the respondents have agreed that work engagement is extremely important, 71% of the respondents have agreed that work equity is extremely important, 71% of the respondents have agreed that workplace leadership is important.

Inference: Large number of respondents are revealed that other factors such as work Enrichment, work Relationships, work-life Balance, work Teams, work Recognition, work Reward, work Engagement, work Equity, workplace Leadership is extremely important for happiness.

4. Please indicate your level of satisfaction towards the factors that could increase employee happiness quotient.

Sl. No	Subjective well-being factors	Highly Satisfied		Satisfied		Somewhat Satisfied		Not Satisfied		Not at all Satisfied	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
Total Compensation											
1	Intrinsic compensation	7	7%	74	74%	18	18%	1	1%	0	0%
2	External compensation	10	10%	71	71%	18	18%	1	1%	0	0%
Organisational Compensation											
3	Emotional commitment	8	8%	73	73%	18	18%	1	1%	0	0%
4	Normative commitment	11	11%	69	69%	19	19%	1	1%	0	0%
5	Continued commitment	11	11%	70	70%	18	18%	1	1%	0	0%
6	Ideal commitment	8	8%	71	71%	19	19%	2	2%	0	0%

Interpretation: From the above table we can interpret that 74% of the respondents have agreed that intrinsic compensation satisfies an individual and 71% of the respondents have agreed that external compensation satisfies an individual. I can also be observed that 73% of the respondents have agreed that emotional commitment is satisfies an individual, 69% of the respondents have agreed that normative commitment is extremely satisfies an individual, 70% of the respondents

have agreed that continued commitment is satisfies an individual and 71% of the respondents have agreed that ideal commitment satisfies an individual.

Inference: Large number of respondents are satisfied with subjective well-being factors such as total compensation i.e intrinsic compensation and extrinsic compensation and organizational compensation (Emotional commitment, Normative commitment, Continued commitment, Ideal commitment) in the organization.

5. Please indicate your response towards the level of importance of factors that could increase employee happiness quotient.

Sl. No	Psychological well-being factors	Highly Satisfied		Satisfied		Somewhat Satisfied		Not Satisfied		Not at all Satisfied	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
1	Self-realization	1	1%	7	7%	73	73%	19	19%	0	0%
2	Self-value	1	1%	79	79%	2	2%	17	17%	1	1%
3	Sense of success	3	3%	8	8%	88	88%	1	1%	0	0%
4	Sense of value	1	1%	78	78%	3	3%	17	17%	0	0%

Interpretation: From the above table we can interpret that 73% of the respondents have agreed that self-realization is somewhat satisfied, 79% of the respondents have agreed that self-value is satisfied, 88% of the respondents have agreed that sense of success is somewhat satisfied, 78% of the respondents have agreed that sense of value is satisfied.

Inference: Most respondents are somewhat satisfied with the psychological well-being factors such as self-realization, self-value, sense of success and sense of value in the organization.

6. Please indicate your response towards the level of importance of factors that could increase employee happiness quotient.

Sl. No	Other factors	Highly Satisfied		Satisfied		Somewhat Satisfied		Not Satisfied		Not at all Satisfied	
		No of responses	%	No of responses	%	No of responses	%	No of responses	%	No of responses	%
1	Work Enrichment	1	1%	8	8%	71	71%	19	19%	1	1%
2	Work Relationships	4	4%	74	74%	21	21%	1	1%	0	0%
3	Work-life Balance	5	5%	73	73%	3	3%	18	18%	1	1%
4	Work Teams	6	6%	72	72%	3	3%	18	18%	1	1%
5	Work Recognition	5	5%	69	69%	7	7%	0	0%	19	19%
6	Work Reward	3	3%	75	75%	3	3%	0	0%	19	19%
7	Work Engagement	2	2%	75	75%	22	22%	0	0%	1	1%
8	Work Equity	2	2%	75	75%	3	3%	1	1%	19	19%
9	Workplace Leadership	2	2%	73	73%	23	23%	2	2%	0	0%

Interpretation: From the above table it is interpreted that 71% of the respondents have agreed that work enrichment is somewhat satisfying, 74% of the respondents have agreed that work relationships is satisfied, 73% of the respondents have agreed that work-life Balance is satisfying, 72% of the respondents have agreed that work teams satisfying, 69% of the respondents have agreed that work recognition is satisfying, 75% of the respondents have agreed that work reward is satisfying, 75% of the respondents have agreed that work engagement is satisfying, 75% of the

respondents have agreed that work equity is satisfying, 73% of the respondents have agreed that workplace Leadership is satisfying.

Inference: Majority of employees are said that other factors in the organization such as work enrichment, work relationships, work-life balance, work teams, work recognition, work reward, work engagement, work equity, workplace leadership is satisfied.

Testing of Hypothesis

H0: The level of employee happiness doesn't increase by intrinsic compensation and extrinsic compensation.

H1: The level of employee happiness increases by intrinsic compensation and extrinsic compensation.

PARTICULARS	O	E	(O-E)	(O-E) ²	(O-E) ² /E
Extremely Important	92	20	72	5184	259.2
Important	5	20	-15	225	11.25
Can't say	1	20	-19	361	341
Less Important	2	20	-18	324	16.2
Not at all Important	0	20	-20	400	20
Total	100				647.65

Analysis

E = total/number of digits

E = 100/5 = 20

Chi-Square $X^2 = \sum (O-E)^2 / E$

Degree of freedom = (n-1) = 5-1 = 4.

Level of significance = 0.05

X² Distribution (4, 0.05)

Table value of X² = 9.488.

Actual value is greater than table value (121.1 > 9.488).

Here the table value is less than the calculated value. Hence the null hypothesis is rejected.

Interpretation: Since the alternate hypothesis is accepted, it is understood that the level of employee happiness is increased by intrinsic compensation and extrinsic compensation.

The organization should ensure that proper intrinsic compensation and extrinsic compensation is given to the employees to make them happy and to increase their loyalty to work efficiently and for organizational growth. Employees feel happy when they are treated properly and get a positive level of response or feedback and incentives from their management at work.

Conclusion

Happiness is a mindset. The human mindset is a combination of different emotions which always has one or the other input and keeps giving different output. Happiness of an individual is affected most of the times by either positive or negative influences. Keeping the employees happy would make it easier to retain the employees in the organization. Further studies can be done on happiness among employees using qualitative research.

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