

Original Research

A Developmental Tool for Assessment of wellbeing and happiness of employees

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ABSTRACT:

Ensuring the happiness and satisfaction of employees with their workplace and work itself can yield benefits not only for employees, but also for the organization as a whole. This paper was an attempt through which a 25 item self-reported validated structured questionnaire was built and applied upon the employees of the private university of Punjab region. It was assessed that majority of the employees were satisfied with their job workplace as well as with their performances. Even they have strong relationship with their co-workers also which play an influential role in the organization success.

Keywords: wellbeing, happiness, satisfaction, employee

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INTRODUCTION

Happiness in the workplace is a perilous factor that can expressively impact productivity of employee and organizational success. It is widely acknowledged that employees are the backbone of any organization and ensuring their happiness with their workplace can acquiesce benefits not only for employees, but also for the organization as a whole. [1]Employee happiness can be defined as a state of holistic well-being, encompassing both doing well and being well, and feeling a sense of authentic pride and self-esteem in one's achievements. Satisfaction is a major factor for remaining at a job that is capable of influential a change of employment and the professional commotion. [2,3]There are diverse factors likewise the working environment, workers' skills and needs, organizational conditions that influence health, performance, wellbeing, happiness and satisfaction at work. Currently, workers' satisfaction, wellbeing and happiness have an imperative place in modern

management understanding and the organization's success is directly proportional to wellbeing and happiness of the employee in all organizations.[4]Jobsatisfaction, wellbeing and happiness are important topic to study because of the potential linkages between work satisfaction and performance, worker physical and mental health, and worker self-esteem.The job satisfaction and wellbeing of health professionals has been shown to be influenced by a range of individual and organizational factors including personality, the work itself, work organization, remuneration, and workload, interactions with colleagues, training opportunities, recognition, and leadership styles. [5,6]Koslowsky et al in 1974found various levels of association between over-all job satisfaction ,wellbeingand several factors. Over-all job satisfaction was found to be positively associated with satisfaction with better relations with patients, and job autonomy. On the other hand, job stress and lack of personal time were sources of

dissatisfaction. Even Research has shown that happy employees tend to have more successful career paths, higher job satisfaction, and greater motivation to excel in their work, leading to lower turnover rates.[7,8]

In today's business environment, management of employees of university setup has become one of the most challenging elements to consider. To sustain a competitive advantage, highly skilled employees who are perfectly aligned and motivated in the institute are essential. However, happiness becomes essential for these types of employees. Thus the purpose of this study was to assess the well-being and happiness of employees of Private University in Punjab.

METHODOLOGY

A cross sectional study was conducted among 220 employees of Private University in Punjab.

The present study was conducted among all the registered employees of Private University in Punjab who gave their consent to participate in the study. The questionnaire was emailed personally to all study participants after explaining the study design and also with one round of follow-up was sent to non-responders and 212 participants completed the Workplace well-being and happiness questionnaires generated response rate of 96.36%.

Ethical approval was received from the institutional review board. The informed consent was obtained from all the participants in the survey. The 25-item questionnaire containing relationship with staff, colleagues and patients, personal time, intrinsic satisfaction, community in which the employee works, compensation, administrative responsibilities and resources. The participants were asked to indicate their level of agreement or disagreement with the statements on a five-point Likert scale with '5' indicating strong agreement (and hence strong satisfaction) and '1' indicating strong disagreement (and hence strong dissatisfaction). The questionnaire was pretested by conducting a pilot study on 12 of the

study participants. Reliability of the questionnaire was assessed by using Test-Retest and the values of measured Kappa (k) and Weighted Kappa (k) was 0.86 and 0.9 respectively. Internal consistency of questionnaires was assessed by applying Chronbachs-Alpha (α) and the value of $\alpha = 0.78$ was measured. All the collected data was entered in Microsoft excel spreadsheet 2007 version and analyzed using the SPSS version 22.0 (SPSS Inc., Chicago, IL, USA) for descriptive and inferential statistics. The confidence interval was fixed at 95% for the present study.

RESULTS

The present study was conducted among 220 employees of the private university and 212 among them responded to the questionnaire with response rate of 96.36%. Here 43.17% were females and 56.83% were males with mean age of 32.18 ± 5.67 years.

It was also seen that majority of the employees were i.e. 57.07% were calm regarding their perception at workplace (Fig.1) and it was also seen that many of the employees were having good quality of life with little level of stress at workplace. But majority i.e. 42.4% were having moderate level for comfort to take initiative or finding solution at work. All these findings were statistically significant ($p < 0.05$). (Table 1)

If we talk about their attitude level, majority of the respondents were satisfied towards organizational policies, their work level, concentration level, their relationship with organization and co-workers etc, at significant level ($p < 0.05$). Overall 47.6% were having satisfaction towards their organization (Table 2 and 3)

Even it was also seen that although majority i.e. 83.1% were having access to health care services but still 94.8% were interested in attending employee wellness training program offered by the university. (Table 4)

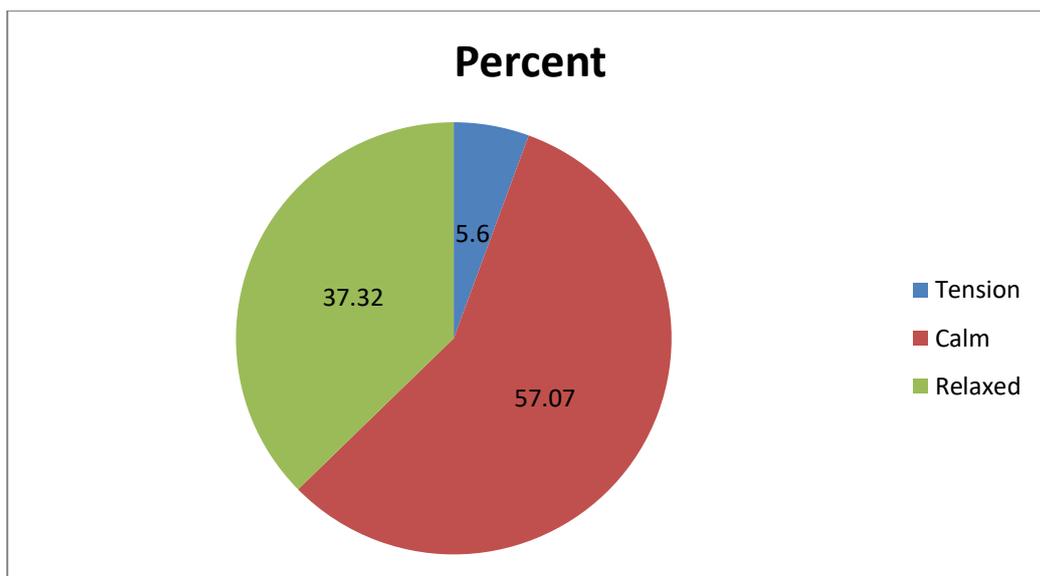


Fig: Perception at work

Table 1: Respondents comments to various questions

Ques	Not at all	A little	A moderate	Very much	Extremely
How much do you enjoy your life	00	00	12(5.6%)	108(50.9%)	92(43.5%)
To what extend do you feel your life is meaningful	00	1(0.47%)	22(10.37%)	102(48.1%)	87(41.04%)
Opinion about your stress level	64(30.18%)	98(46.2%)	39(18.39%)	07(3.3%)	04(1.93%)
How often do you have negative feelings in your life or work place	71(33.4%)	109(51.4%)	25(11.7%)	05(2.3%)	02(1.13)
How well are you able to concentrate	00	03(1.4%)	32(15.09%)	113(53.05%)	64(30.45%)
How much do you need medical treatment to function in your daily life	02(1.13%)	27(12.7%)	69(32.5%)	66(31.13%)	48(22.46%)
Do you have enough energy for your everyday life	03(1.4%)	06(2.8%)	31(14.6%)	99(46.6%)	73(34.5%)
How about your job security at workplace	00	02(1.13%)	18(8.4%)	135(63.6%)	57(26.7%)
My workplace is safe and comfortable	00	00	10(4.7%)	110(51.8%)	92(43.4%)
Reward and recognition impact daily performances of the employee	00	02(1.13%)	08(3.7%)	90(42.4%)	112(52.7%)
How comfortable are you taking initiative and finding solutions at work	00	10(4.7%)	90(42.4%)	51(24.01%)	61(28.8%)
Do you feel tired or distracted at workplace	114(53.7%)	75(35.3%)	17(8.01)	04(1.86%)	02(1.13%)
Are you exposed to any chemical at workplace	172(81.1%)	22(10.3%)	13(5.9%)	2(1.13%)	3(1.4%)

Table 2: Respondents attitude to various questions

Ques	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
How satisfied are you with your work	68(32.07%)	94(44.33%)	47(22.19%)	03(1.4%)	00
How satisfied are you with your sleep	36(16.98%)	99(46.69%)	58(27.35%)	12(5.6%)	07(3.3%)

How satisfied are you with your ability to perform daily activities	62(29.2%)	127(59.9%)	23(10.85%)	00	00
How satisfied are you with your access to health care services	42(19.8%)	67(31.6%)	52(24.5%)	29(13.6%)	22(10.49%)
I feel deeply satisfied & connected to work I do	68(32.07%)	114(53.76%)	23(10.87%)	07(3.3%)	00
How satisfied are you with your relationship to co-worker	51(24.05%)	93(43.86%)	65(30.68%)	03(1.4)	00
I share strong connection at work	65(30.6%)	89(41.98%)	52(24.52%)	05(2.3%)	01(6.5%)
My work is flexible enough to meet my family/personal responsibilities	44(20.7%)	87(41.03%)	49(23.11%)	19(8.96%)	13(6.19%)
I feel appreciated for my contribution at work	67(31.6%)	97(45.86%)	41(19.33%)	4(1.8%)	3(1.4%)
People often energise each other at our workplace	34(16.03%)	92(43.3%)	48(22.6%)	17(8.01%)	21(10.05%)
I feel sense of belonging at work	76 (35.84%)	87(41.03%)	44 (20.75%)	3(1.4%)	02 (.96%)
I can count on my coworkers if I need help/support	89(41.98%)	60(28.3%)	57(26.8%)	06(28.3%)	00
I understand that role at my workplace contributes to the success of organization	92(43.3%)	76(35.8%)	42(19.8%)	02(1.13%)	00
Diversity and inclusion is a priority of our organization	67(31.6%)	89(41.9%)	47(22.1%)	7(3.2%)	2(1.13%)
Opinion of every worker / employee is natural and listen by authority	65(30.6%)	87(41.03%)	43(20.2%)	11(5.3%)	06(2.8%)
Management emphasis at teamwork	72(33.96%)	103(48.5%)	31(14.6%)	02(1.13%)	04(1.7%)
Satisfaction towards organization policy	63(29.7%)	71(33.4%)	40(18.8%)	17(8.01%)	21(10.0%)
Overall satisfaction towards your workplace /organization	87(41.03%)	101(47.6%)	21(9.9%)	03(1.4%)	00

Table 3: Respondents comments to various attitude related questions

Ques	Very poor	poor	Neutral	Good	Excellent
How would you rate your quality of life	–	03(1.4%)	21(9.9%)	121(57.07%)	67(31.6%)
How would you rate your ability to support / assistance for the coworkers	02(1.13%)	02(1.13%)	19(8.9%)	112(52.54%)	77(36.3%)
Opinion about workplace infrastructure	02(1.13%)	08(3.6%)	24(11.3%)	77(36.3%)	101(47.6%)
How much do you feel that you meet expectation that's set for your goal	Very Frequent 121(57.07%)	Frequent 81(38.2%)	Occasionally 10(4.7%)	Rarely 00	never 00

Table 4: Respondents comments to various practice related questions

Ques	Yes	No	Don'tknow
Do you have regular access to health care services	176(83.01%)	13(6.1%)	23(10.87%)
Have you undergone any medical treatment in previous six months	21(9.9%)	180(84.9%)	11(5.2%)
Are you interested in attending employee wellness training program	201(94.8%)	04(1.8%)	07(3.3%)
Are you indulge in any field activity	76(35.8%)	102(48.1%)	34(16.08%)
Are you indulge in any adverse habits (tobacco/ alcohol/ other)	21(9.9%)	145(68.3%)	46(21.7%)

Do you follow any fitness program	84(39.6%)	105(49.5%)	23(10.87%)
Are you interested if your organization provides or introduces any health insurance program /plan	166(78.3%)	14(6.6%)	32(15.09%)
Do you recommend this organization to your friends /family	189(89.15%)	_	23(10.84%)

DISCUSSION

Work should be a permanent source of pleasure and fulfilment. One does not work simply for survival, but for one's complete realization. Work can often cause suffering, and some indicators of this suffering are fear (physical and moral), boredom, overload, misunderstanding of organizational decisions, and conflict between individual and organizational values, uncertainties about the future of the organization. The workers themselves are losing the meaning of the work, doubts about their social and professional value, feelings of injustice, lack of confidence, feelings of inactivity, among others.[5,6]But the Organization with happy employee outperforms their counterpart with 37% in productivity as said by Barba & Hammond in their study .[9] Happy employees are 50% more successful and 88% more loyal to their organizations. In light of the increasing importance of happiness, organizations started to focus on this variable and listed it as an organizational objective aiming to make employees happier and achieve the high organizational productivity. This is because happy employees are more productive and have more commitment as well as satisfaction with their jobs. [10]The present study was conducted to assess the well-being and happiness of employees of Private University in Punjab.

In the present study majority of the employees were calm regarding their perception at workplace along with good quality of work life with little level of stress at workplace. In the present study, an overall measure of achievement in the profession indicated that employees reasonably satisfied with their job as majority of the respondents were satisfied towards organizational policies, their work level, concentration level, their relationship with organization and co-workers, etc.Overall 47.6 % were having satisfaction towards their organization and highly recommend this university for workplace to their known fellows. It was seen that satisfaction scores were higher for autonomy, resources and relationships with staff, patients and colleagues, but at restrained level in milieu to personal time, compensation and administrative duties as moderate level (42%) were only comfortable to take initiative for finding solution at workplace. Even Jeong SH also said in his research paper that relations, perception of income, personal time, staff, and specialty training are important work environment factors for job satisfaction.[11]But Farzaneh et al also showed significantly lower mean scores for relationships with staff, community, compensation and resources.[12,13]Even it was also seen that although majority i.e. 83.1% were having access to health care services but still 94.8% were interested in attending employee wellness training

program offered by the university. It was also seen that that feeling of indulgence adequately met with their devotion of time to the work. This study has thus revealed that there are various dimensions of fulfilment at work place that may be pertinent to issues impacting on recruitment and retention of employees in active practice. In the present study, employees indicated high levels of happiness with similar factors such as relationships with staff and colleagues ;so these aspects could be used to promote the profession to boost recruitment. [14]Relationship with colleagues can also contribute to job satisfaction and happiness by developing an effective and stable team. But the areas of dissatisfaction such as personal time and administrative responsibilities need to be addressed in order for any recruitment campaigns to be effective.

CONCLUSION

We can conclude that the employee of this university are contented and indicate that there is optimistic relationship between workplace satisfaction and employee's well being and happiness. The affiliation between happiness and well-being is multi-dimensional and prejudiced by various factors such as positive emotions, rendezvous in consequential activities; constructive relationships and accomplishing goals, etc and these all contribute to a greater sense of happiness and fulfilment. These factors are reciprocally reinforcing, emphasizing the consequence of adopting a holistic approach to well-being. By understanding and nurturing these elements in our lives, we can plough a deeper sense of happiness and lead more fulfilling lives.

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