



Employee happiness index and its impact on employee performance

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Article Info

ISSN (online): 2582-7138

Volume: 04

Issue: 02

March-April 2023

Received: 03-03-2023;

Accepted: 21-03-2023

Page No: 360-364

Abstract

Employee Happiness Index research is used to examine the elements that affect employees' general well-being and job satisfaction. The goal of the study is to examine how several workplace factors, including corporate culture, work-life balance, employee benefits, and job security, affect employee happiness and its impact on employee performance. To observe and analyze the research, a descriptive design was adopted. The researcher employed a descriptive research design to emphasize the qualities and importance of the study. Simple random sampling technique was adopted and 40% of the population from the production and maintenance division was taken for the study. Cronbach's Alpha as a measure used to assess the reliability and the study has an alpha value (0.812) of above .70. The level of investment that employees have in their work and in the organization is known as employee engagement. The majority of employees admitted that they lacked the qualifications necessary to demand a pay, and many of them expressed anxiety about their professional standing and employment because they might not be able to get employment elsewhere at the prior employer's wage. About fifty percent of employees expressed satisfaction with the management in general, however sometimes there is less participation and empowerment among the workers. Some of the staff are willing to adopt new working practices. Despite being content, employees nevertheless need a cheerful and stress-free workplace.

Keywords: Individual factor, Job satisfaction, Employee commitment, Work-life balance, Employee engagement, Employee empowerment

Introduction

Employee happiness and wellbeing are often relegated to footnotes in the HR report, "Happiness Index" of employees are a positive work culture that has such immense benefits all round for individuals and organizations, "Employee happiness is an integral function. It depends on the work conditions, motivation and personal problems," said Sergey Parkhomenko. Happiness Index will inevitably lead to an upward trend in profits. In Employee Happiness Index, a monitoring tool that analyses staff feedback in real-time companies with more than average employee happiness indicate financial performance and customer satisfaction. High stress leads to a number of emotional and physiological problems that can result in higher employee absenteeism. Having happy employees means that more of them show up for work, sometimes employees do not work out of any compulsion but because employees dream of taking their organization to a new level. Employees may be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace. Numerous studies demonstrate that people who are happy are successful in a variety of spheres of life, including marriage, friendship, earning potential, productivity at work, and health.

When it comes to Employee happiness, it attributes good financial performance and customer satisfaction. Good working environment also brings the comfort place to work. Employee happiness index exhibit the fact that happiness is deeply a personal matter and subjective. Employees who like their work set a positive example for their co-workers and motivate them to feel the same way. The key component of any organization is employee satisfaction. Workplace contentment is the attitude one has about one's work. Someone joins an organization with specific expectations, and if they are not met, they become unhappy. The issue shows if an employee enjoys or detests their work. The success of an organization depends on happy employees. Today's workers prioritize both their work and their personal lives equally. More engaged workers are happier workers. Employees that are engaged at work are more productive absent from work less frequently. A healthy workplace is important. A friendly workplace environment promotes employee relationships, enhances personal wellbeing, and ultimately boosts productivity. Employee happiness is a prominent to the organization and here in this study reflects about the employee's happiness in many aspects such as job satisfaction, employee commitment, employee empowerment, employee engagement, work-life balance.³

International Review

Clement S. Bellet, Jan-Emmanuel, De Neve, George ward (2020), a study on 'Does employee happiness have an impact on productivity?' at Massachusetts, this study is all about natural experiment on the relationship between positive affect and productivity. It was carried out in Telecommunication Company with survey reports of employee happiness. In different dimensions study was carried out such as the interaction between call center architecture and outdoor weather conditions a quasi-experimental test of the effect of happiness on productivity. This study is similar to Hawthorne experiment like how external or internal factors affects the employee happiness or performance and what kind of impacts that employees are exhibiting through undergoing such type of scenarios. Findings and suggestions of this study was in setting of effects on scale of measurement which measures high frequency labor supply was needed and labor performance different with their contentment and happiness. Palihakkara. N, Weerakkody. W.S (2019), carried a study on 'The impact of employee happiness on organizational citizenship behavior'. The purpose of the study was to identify the impact of employee happiness on organizational behavior in telecommunication industry at Sri Lanka. Standard questionnaire was used to collect the primary data from 153 executive level employees using simple random sampling technique, Employees using simple random sampling technique, Employees are more likely to be work in zone with a satisfied and contended space, This may lead to a fine circumstances to work because Fisher defines happiness at work as "happy feelings towards the job itself, job characteristics and the organization as a whole", Employees who are happy at work will have a happy positive feeling towards the organization as whole. Researchers used the Fisher's conceptualization of happiness to analyze whether what influences with what and how happiness relates to organization behavior, this study shows that both happiness and its impact is significant to organization behavior and through this study researchers suggests that employee happiness is more important for organization

growth and behavior, Organization has to be more responsible for retaining employees.

Kriti Gupta (2020), 'Organizational happiness index' A study on Pune academicians. "Happy employees lead to happy customers" is a universal truth which also applies to the education sector employees. Organizations need to ensure the sustainability of their businesses by understanding the levels of happiness of their employees, happiness index is a very useful tool that helps to find what kind of problem has been prevailing in the actual workplace or premises and this helps to identify the problem. The academicians in the universities are an important resource not only for the institution but for the society and the world. This study focused upon studying the organizational happiness index of B-School in Pune which can be an important analytical tool for an organization. it's all about finding happiness index using analytics to understand the factors leading to employee happiness. The major findings of the study would help the organization understand, map, measure and monitor the employee satisfaction, work life balance, employee value proposition. Neha Chauhan et al, (2021), conducted 'A Study on Employees Happiness Index at workplace' at Bartoli, India. The act Happiness Index is a real-time monitoring tool that analyses employee comments. People that are happy live for a longer period of time. On average, they have stronger immune systems and can comfort better. The purpose of this study is to examine several factors influencing employee happiness at work and measuring employee happiness at work there are a total of structured questionnaires were used to interview 100 employees. According to the findings of the study, organizational variables. Employee satisfaction at work is substantially influenced by factors such as well-being and job. While other variables. Employee pleasure at work was not significantly influenced by factors such as people or organization. The research shows a favorable indicator of total employee pleasure at work.

Significance of the study

Development of the country depends on the productivity of the nation, then the productivity of the country directly related to the efficiency of the employees this chain relation ultimately ends with happiness of the employees. If an employee happily indulges in his or her work the productivity of the company will increase exponentially. Employee's happiness and enthusiastic involvement always had an immense impact in the production process. By studying and analyzing deep about the Employee happiness index, the problems which impedes the focus of employees and it reflects on production. Employee Happiness Index assists organizations in measuring the important factors that influence employee engagement and happiness. Employee's satisfaction is a foundation for corporate success.

Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario employee may work for salary and in order to fulfill their needs as well as family's needs. The purpose of the study is to observe whether employees are really satisfied and happy employees' contribution, their cohesiveness on company. Satisfying employees to the mark is impossible now a days, because employability increases a lot in prevailing years. Retaining the employees and observing whether they are really feeling contentment with their work is a significant

thing recent time. Employees that are happy in their organization commit twice as much time to their tasks than those that aren't happy. Happy team members will be more energy than unhappy employees.

Aim of the study

To study Employee Happiness Index and its impact on Employee Performance.

Objectives

1. To understand the level of happiness index of employees.
2. To observe whether Employees Happiness reflects on their performance.
3. To find out if gender has an important on the happiness index of employees.
4. To understand the association between the educational qualification of the respondents and their happiness index.
5. To study the association of various factors contributing to the happiness index of employees and the job performance.

Research design

Descriptive design was used to observe, analyze the present research. Descriptive research design was undertaken by the researcher to highlight the characteristics and significance of various parameters used in the study. Descriptive research design is a type of research design that aims to systematically obtain information to describe a phenomenon, situation, or population.

Universe & sampling

The total population of the industry consists of 1800 respondents. The researcher selected the production and maintenance division which constituted of 250 employees. Simple random sampling technique was adopted and 40% of the population from the production and maintenance division was taken for the study. This resulted in 100 employees being selected as a sample.

Tools of data collection

This tool includes the following dimensions; Individual

factor, job satisfaction, employee commitment, employee engagement, work-life balance, employee empowerment. Cronbach's Alpha as a measure used to assess the reliability and the study have an alpha value (0.812) of above .70, inferring a better reliability of the tool. Researcher has used the five-point Likert scale as measuring value for the tool.

Table 1

Variable	Low	High
Individual Factor	53.0%	47.0%
Job satisfaction	54.0%	46.0%
Employee commitment	52.0%	48.0%
Work-life balance	72.0%	28.0%
Employee engagement	56.0%	44.0%
Employee empowerment	62.0%	38.0%
Overall Job performance	51.0%	49.0%

It can be understood from the given table more than half of the respondents (53.0%) have low individual perceptual factor and less than half of the respondents (47.0%) have high individual perceptual factor. More than half of the respondents (54.0%) have low job satisfaction and less than half of the respondents (46.0%) have high job satisfaction. It is evident that more than half of the respondents (52.0%) have low employee commitment and less than half of the respondents (48.0%) have high employee commitment. Almost three fourth (72.0%) of the respondents have low work-life balance and more than one-fourth (28.0%) of the respondents have high work-life balance. More than half of the respondents (56.0%) have low employee engagement and more than two-fifth of the respondents have high (44.0%) employee engagement and majority (62.0%) of the respondents have low employee empowerment and less than two-fifth (38.0%) of the respondents have high employee empowerment. more than half of the respondents (51%) have low level of overall job performance and almost half of the respondents (49.0%) have high level of overall job performance.

Table 2: T-test between gender of the respondents and its impact on employee happiness

Variable	Mean	Standard deviation	Statistical Inference
Individual factor			
Male (10)	43.80	4.237	't' = 0.392
Female (90)	42.78	3.958	P> 0.05
			Not significant
Job satisfaction			
Male (10)	41.40	1.713	't' = 0.157
Female (90)	40.41	2.796	P> 0.05
			Not significant
Employee commitment			
Male (10)	28.10	1.449	't' = 0.247
Female (90)	26.84	1.878	P> 0.05
			Not significant
Work-life balance			
Male (10)	32.20	.919	't' = 0.060
Female (90)	31.41	2.016	P> 0.05
			Not significant
Employee engagement			
Male (10)	26.80	1.989	't' = 0.770
Female (90)	26.67	2.072	P> 0.05
			Not significant
Employee empowerment			
Male (10)	26.50	1.958	't' = 0.576

Female (90)	26.40	1.847	P> 0.05
			Not significant
Overall Job performance			
	198.80	9.908	't' = 0.817
	194.51	11.387	P> 0.05
			Not significant

The presented table reveals that, there is no significant difference between male and female respondents with regard to their employee happiness. It is also evident that there is no significant difference between the gender of the respondents

and the dimensions of the study which include; individual factor, Job satisfaction, Employee commitment, Work-life balance, Employee engagement, Employee empowerment, and the overall work-life balance.

Table 3: Various factors of happiness index the salary of the respondents and their job performance

Variables		Sum of Squares	Df	Mean Square	Statistical Inference
Individual factor	Between Groups	54.849	3	18.283	F= .328
	Within Groups	1507.711	96	15.705	P>0.05
	Total	1562.560	99		Not significant
Job satisfaction	Between Groups	12.679	3	4.226	F= .639
	Within Groups	718.311	96	7.482	P>0.05
	Total	730.990	99		Not significant
Employee Commitment	Between Groups	11.799	3	3.933	F= .342
	Within Groups	335.111	96	3.491	P>0.05
	Total	346.910	99		Not significant
Work-life Balance	Between Groups	9.319	3	3.106	F= .488
	Within Groups	365.671	96	3.809	P>0.05
	Total	374.990	99		Not significant
Employee Empowerment	Between Groups	15.883	3	5.294	F= .291
	Within Groups	401.877	96	4.186	P>0.05
	Total	417.760	99		Not significant
Employee Engagement	Between Groups	.997	3	.332	F= .963
	Within Groups	337.193	96	3.512	P>0.05
	Total	338.190	99		Not significant
Overall Job Performance	Between Groups	38.493	3	12.831	F= .961
	Within Groups	12551.147	96	130.741	P>0.05
	Total	12589.640	99		Not significant

The presented table reveals that, there is no significant difference among the various factors of happiness index which include; Individual factor, Employee commitment,

Work-life balance, Employee engagement, Employee empowerment, and job performance.

Table 4: Association between educational qualification and employee happiness

Variables	Educational qualification				Statistical Inference
	Middle school	High school	Diploma	Under graduate	
Individual factor					
Low	16	25	8	4	X ² = .732 P>0.05 Not Significant
High	18	17	8	4	
Job satisfaction					
Low	16	25	9	4	X ² = .739 P>0.05 Not Significant
High	18	17	7	4	
Employee commitment					
Low	13	23	11	5	X ² = .182 P>0.05 Not Significant
High	21	19	5	3	
Work-life balance					
Low	23	33	10	6	X ² = .578 P>0.05 Not Significant
High	11	9	6	2	
Employee engagement					
Low	16	26	9	5	X ² = .607 P>0.05 Not Significant
High	18	16	7	3	
Employee empowerment					
Low	18	31	10	3	X ² = .127 P>0.05 Not Significant
High	16	11	6	5	
Overall Employee Happiness					
Low	14	25	7	5	X ² = .348 P>0.05 Not Significant
High	20	17	9	3	

The presented table states that, there is no significant association between the educational qualification of the respondents and the dimensions of the study which include: individual factor, Job satisfaction, Employee commitment, Work-life balance, Employee engagement, Employee empowerment and overall happiness index.

Suggestion

This study indulges about various dimensions which includes Individual factor, employee commitment, job satisfaction, employee engagement, employee empowerment. Employee engagement is the degree to which employees feel invested in work and for their organization. Many employees shared about their commitment towards work but some of the employees are not showing involvement in work. Some employees in the organization revealed that career advancements are low. Majority of the employees revealed that they were not qualified up to the level to demand for salary and many of the employees were felt insecure about their qualification and job whereas they may not be employed in some other company with the salary of previous organization. Almost of half of the employees were happy about their overall happiness regarding the management but in some cases, employees have less engagement and empowerment. Some of the employees are open to change and willing to adapt to new ways of working. Employees expect a positive and stress-free workplace though they were happy.

Conclusion

The central conclusions are employee is an essential factor for the success of any employees. Happy employees are more productive, engaged and motivated which leads to improve job performance, higher job satisfaction, and increased employee retention. To achieve employee happiness organization should focus on creating a positive work environment offering a fair compensation and benefits, promoting work-life balance, providing opportunities for growth and development and fostering a supportive workplace culture. By prioritizing employee's happiness organizations can create a more productive and fulfilling work environment and that generates the employee's happiness which lead to a better performance.

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