

# The Influence of Workplace Happiness on Job Performance

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## ABSTRACT

Given the increasing importance attached to job performance the author has tried to understand the present the quantum of researches done so far in this area and their observation in this study. Through the review of literature of related studies, it is noted that the research including happiness and job performance or both, mainly, which focus on the impact of workplace happiness on job performance have been limited in numbers.

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## INTRODUCTION

A literature review is a vital step in the research process, which helps present the current knowledge on the subject. It can be initiated by analyzing the literature, performing exploratory studies, or organizing a systematic review. A meta-analysis is a type of systematic review that draws on the data of all studies. . The literature review in the present study is descriptive. At both the individual and organizational levels, happiness at work refers to the state in which human resources are eager to work, resourceful, and achieve the intended goals. **Maenapothi (2007)**. A variety of new constructs have evolved in the last two decades that indicate some type of job pleasure or pleasant affective experience. All of these phrases refer to optimistic attitudes (positive attitudes) or pleasant experiences (positive sensations, moods, emotions, flow states) that occur while working. Organizational researchers use a variety of different constructs to study employee happiness, as will be discussed below. The first consideration is their perceived existence level, followed by the duration or stability of their occurrence over time, and finally, by the specific content of their existence. **Cynthia D. Fisher (2010)**. Within a work, role, or organization, job performance is the means of achieving any specific goal or collection of goals.

## LITERATURE REVIEW

**E.Agustien et al.(2020)** conducted a study on “How does happiness at work affect Employees performance in the head office of BKKBN.” The purpose of the study was to see how important pleasure at work is in enhancing employee performance at BKKBN's headquarters. The primary data was gathered using a questionnaire. A total of 200 people responded to the survey. The author concluded that we must work hard to achieve success, and that once we have done so, we can pursue happiness. Happiness, on the other hand, can lead to success if the principle is reversed, which isn't a problem. High employee happiness does not necessarily boost employee performance, but it can increase job motivation, which will improve employee performance, according to the findings.

**Cynthia D. Fisher (2010)** conducted a study named “Happiness at work”. Happiness was defined in his study as pleasant moods and emotions, well-being, and positive attitudes. The pursuit of happiness has spilled over into the workplace. Aspects of happiness have been (and should be) conceived and quantified at multiple levels, including transient experiences, stable person-level attitudes, and collective attitudes, and with respect to multiple emphases, such as discrete events, the job, and the organisation. There is evidence that happiness has significant consequences for both individuals and organisations at all levels. Previous research has tended to underestimate the importance of workplace happiness.

**Gudivada Venkat et al.(2017)** in study “A STUDY ON FACTORS OF WORKPLACE HAPPINESS. The study's goal was to determine the extent and impact of intrinsic, extrinsic, and work-life concerns among STEM faculty with three years of experience at an NAAC-accredited private higher education institution. Using mean analysis and ANOVA statistical techniques, the three variables of happiness, intrinsic, extrinsic, and work-life concerns, were studied with profile and employment factors. Workplace pleasure is derived from all three components, namely extrinsic, intrinsic, and work life. The importance of age as a factor in workplace happiness cannot be overstated. The inputs in extrinsic, intrinsic, and work-

life issues must be modified as the average age of the organization rises. Extrinsic elements grow more relevant as you become older, while work-life concerns are more crucial in the early phases of employment. The findings demonstrate that by providing monetary and in-house facilities that are appropriate for employees' age and experience, the firm can increase workplace happiness. Faculty members pick this profession because of its flexibility, and allowing them to work at their own speed inside the business might boost their happiness.

**Rituparna Roy, Dr. Juthika Konwar** in paper named “Workplace Happiness: A Conceptual Framework” shows that a happy employee will like what they are doing and will go above and beyond in their everyday work. If employees are not given challenging tasks, they are less likely to become dedicated, engaged, or positive about their jobs, making it more difficult to maintain strong performance over time. Employers who put their employees first are more likely to succeed; otherwise, the most capable but miserable employee may leave. Employees who are happy at work are more likely to concentrate on their work and produce more. **(Fitria Rahmi, 2018)** This signifies that a person's professional and personal life are likely to be closely linked. **(Phathara-on Wesarat et al. 2015)**

**M. Rajeswari & R. Magesh (2017)** in their study named “A Study on Psychological Well-Being among Employees of I.T Companies” concluded that there is little evidence of an association. Work is a necessary component of life, and job satisfaction contributes to overall happiness. People who are satisfied and motivated are valuable assets to any firm, and they will always retain a positive attitude and a happy demeanour. They are quick to adapt to new situations and are not afraid to work hard and go above and beyond for the organization. As a result, the study suggests that emphasising positive employee attitudes is important not just for the organization, but also for the health and well-being of the employees. Employees' psychological trauma lowers when they are satisfied with their occupations, resulting in a more balanced and healthier well-being.

**Nesreen Ibrahim Awada, Fadillah Ismail (2019)** in their study “Happiness in the workplace” shown that Workplace happiness has a variety of specific benefits, including enhanced productivity, willingness to participate actively in team activities, engagement in work-related processes, and reduced employee turnover – as well as the achievement of work-life balance among team members. However, workplace happiness comes at a price because it necessitates the development and implementation of complete programmes that will allow the existing happiness to be preserved and extended into the operations of the impacted enterprises in the long term. In conclusion, workplace happiness has a number of positive consequences and motivates senior executives and managers to pursue empowerment programmes. There is likely to be an increase in productivity as well as company profitability as a result of implementing appropriate programmes.

**W-Christoph Egermann (2018)** found a substantial association between happiness and productivity in his study titled “The effect of employees happiness on their productivity”. These findings, according to the author, are relevant for businesses because they can gain a competitive advantage by enhancing employee happiness. Rising productivity fosters growth and development, and public strategies to ensure a happy population should be implemented. Author also show that despite the fact that some critics of this new area of research majority of the literature places a high value on happiness research.

**Thomas A. Wright Russell Cropanzano (2004)** in their study “The Role of Psychological Well-Being in Job Performance : A Fresh Look at an Age-Old Quest” define that happiness is a design element that has unique significance for everyone of us. At least three characteristics characterise happiness:

1. Happiness is a highly personal feeling. People are content to the extent that they believe they are content.
2. Happiness is defined as the presence of positive feeling and the absence of negative emotion in a certain situation.
3. Happiness is a subjective evaluation. It refers to a person's entire existence.

**Santoso Januwarso no (2015):** Happy employees are more motivated to help coworkers and customers, have higher performance, are able to complete more of the work themselves, and have a high level of loyalty to the organization when compared to dissatisfied employees. When examining the factors of happiness at work, the author uncovered six important predictors of happiness at work:

1. Employees' competency performance.
2. Harmony in the workplace due to organizational culture.
3. The company's trust in the organization.
4. Job satisfaction combined with fairness in advancement.
5. Leadership behaviour in the presence of dependable leaders.
6. Personal traits in relation to the field of work.

Subjective satisfaction and professional commitment are both predicted by psychological capital. To a limited extent, subjective well-being mediated the association between psychological capital and job commitment. The author also advised

that in order to expand employee numbers, Supervisors should train employees who have a better level of psychological capital development for subjective well-being. Supervisors should hire individuals who have previously demonstrated four dimensions at work (A) Hope (B) Efficacy (C) Resilience and (D) Optimism) in order to boost life happiness, positive effect, reduced negative effect (three SWB components), and career commitment. **(Hansika Singhal and Renu Rastogi, 2018)**

**Sarasvathy Munisamy (2013)** conducted a study on “Identifying factors that influences job performance amongst Employees in Oil Palm Plantation”. The study's author is used a random sampling technique to pick 50 employees. Data was obtained through a questionnaire examining many areas of job performance in order to meet the study's aims. Stress, salary, working conditions and workload all have a major influence on the job performance of oil palm plantation workers, according to the research. Overall, the comparisons revealed that stress and the working environment are intertwined. Employees have more control over their workload and are paid more for their work performance.

**Sharon S. Andrew (2011)** in his paper “S.M.I.L.E.S.1: The Differentiating Quotient for Happiness at Work” concluded that individuals who feel their life rewarding and gratifying (both within and outside of work) are more likely to be successful in the job. People with positive attitudes are more proactive and resilient in the face of adversity, and are less prone to stress symptoms. They are also enthusiastic about their work and take pride in it. Employees that maintain a positive attitude at work are often regarded as likeable and enjoyable to be around by their coworkers. This upbeat attitude spreads across the office and has an impact on those who work with them. Having a positive attitude empowers and motivates employees, especially when they are confronted with difficult conditions.

**Mansour Sharifzadeh and Jeanne Almaraz** conducted a study named “Happiness and Productivity in the workplace”. The author of this study gathered a sample of 850 students from California State Polytechnic University, Pomona. According to the majority of respondents, a happy employee is more productive than an unhappy employee. If they didn't have any worries, employees would focus on their jobs rather than other aspects of their lives, such as having enough money, according to the majority of respondents. Many respondents responded that they believe respect, salary, and a pleasant personal life will benefit employers, without asking whether or not an individual can be happy 24 hours a day. When one spends more time at work, they should do something that brings them joy. Employees believe they have a significant job, value the task, accept responsibility, learn and develop at work, feel motivated and energised, and enjoy their work when they believe they have a significant job, value the task, accept responsibility, learn and develop at work, feel motivated and energised, and enjoy their work. **(Kjerulf, 2007)**. Happiness at work, according to **Maenapothi (2007)**, refers to a situation at work in which people resources are happy to come to work, are resourceful, and achieve the necessary results, both individually and organizationally. The study's purpose is to assess the importance of workplace happiness, as well as its consequences for individual and organisational functioning and achievement.

In her paper Importance of Being Happy at Work, **Vibhuti Gupta (2012)** says that one must first enjoy what one does. Happiness at work is the most efficient approach to enhance productivity. The joy that comes from within, the flow of ideas, and the will to succeed can only come when one enjoys the work that he or she is doing. People who are happy collaborate better with others, are more creative, can solve issues rather than make a fuss about them, have more strength, are more enthusiastic, and are more determined, learn faster, are little concerned about making mistakes, and make better decisions .A cheerful and motivated staff is the most important competitive advantage in today's economy. Hundreds of people and corporations are increasingly pointing to a basic fact: happy people work better. Those who are enthusiastic about their employment and their coworkers work harder and smarter. **(Dr. Susan Abraham)**

**Cibele Satuf et.al (2016)** conducted a study “The protective effect of job satisfaction in health, happiness, well-being and self-esteem”. This article examines how job satisfaction influences mental and physical health, happiness, subjective well-being, and self-esteem. The survey included a total of 971 people who spoke Portuguese. The majority of respondents were pleased with their coworkers, the nature of their work, and their supervisors, but were dissatisfied with their pay and advancements. According to the author job satisfaction has a protective effect on health, happiness, subjective well-being, and self-esteem. Author also highlighting the necessity of keeping a good attitude toward one's work.

**Ana Suzete et.al (2017)** conducted a study “Authentic leadership and creativity: the mediating role of happiness ”. This study aims to see how authentic leadership affects employee creativity and emotional well-being. The mediating role of AWB and the moderating role of contentment with management were studied. The researchers reviewed data from a questionnaire provided to 543 employees from various governmental and commercial organisations in Cape Verde. The hypotheses were investigated using structural equation modelling, and a multi-group analysis was performed to see how the level of satisfaction with management may affect the proposed correlations. Employees' perceptions of authentic leadership influence their creativity both directly and indirectly through the mediation effect of affective well-being, according to the

findings of this study. Satisfaction with management appears to regulate the relationship between authentic leadership, affective well-being, and creativity.

A study titled “Relationship between Spiritual Intelligence and Job Performance: A Case Study of Nurses and Nursing Aids in the Main University Hospital of Qom, Iran” was undertaken by **Mohammad khandan et.al(2017)**. In 2016, researchers at Qom's primary teaching hospital wanted to discover if there was a link between Spiritual Intelligence (SI) and job performance among nurses. In this cross-sectional study, participants were chosen at random from a convenience sample. A spiritual intelligence survey, a Peterson job performance survey, and a demographic survey were utilised to gather information. In SPSS 20, the data was analysed using ANOVA, t-test, Pearson correlation coefficient, and Poisson regression. Gender and job performance have a significant link, according to Poisson regression. SI, on the other hand, did not differ significantly between men and women

**Mohamad mousa et.al (2020)**. Conducted a study titled “Gender, diversity management perceptions, workplace happiness and organizational citizenship behaviour”. 260 questionnaires from a number of public hospitals in Egypt were analysed using the t-test and structural equation modeling. Female physicians had a more favourable response of diversity management initiatives than their male counterparts, according to the findings. Gender has little or no bearing on how pleased doctors are at work. Physicians' organizational citizenship behaviour is undoubtedly influenced by their workplace pleasure. The link between workplace satisfaction and physicians' organizational citizenship behaviour can be halved when diversity management strategies are used. Managers can boost their employees' happiness by maintaining a strong relationship with their a supportive workplace balance. Encourage after-work social gatherings, coffee-time talks, and open discussions.

Personality, values, and moral foundations all influence one's well-being, resilience, job performance, and job happiness. They also stressed the importance of moral and ethical standards in fostering resilience. In this experiment, the link between personality and values of power, universalism, compassion, and moral foundations is demonstrated. According to the study, individual moral foundations are essential or fundamental in dealing with the uncertainty of mass migration, fighting terrorism fears, and boosting resilience and well-being. **Vidya S. Athota et.al (2019)**

**Yasir Mansoor Kundi et.al(2021)** conducted a study titled “Employee psychological well-being and job performance: exploring mediating and moderating mechanisms”. The goal of this study is to look into the function of affective commitment as a mediator in the relationship between psychological well-being and job performance, as well as the role of job insecurity as a moderator in the relationship between affective commitment and psychological well-being. Employees of Pakistani cellular companies were polled using paper and pencil polls. There were 280 total responses. Hypotheses were tested using the structural equation modelling technique and Hayes' Model 1. Affective commitment, according to the findings, has an impact on the relationship between employee job performance and psychological well-being (hedonic and eudaimonic). Furthermore, the relationship between psychological well-being (hedonic and eudaimonic) and affective commitment is weakened by perceived job insecurity.. According to the findings, increasing employee psychological well-being may be helpful to the business. It is possible, however, that if no steps are done to preserve job security, employees' attitudes and behaviour at work will deteriorate.

**Khaled adnan Bataineh (2019)** conducted a study titled “Impact of Work-Life Balance, Happiness at Work, on Employee Performance”. The purpose of this research is to investigate the link between work-life balance, happiness, and employee performance. As a result, utilising a dataset of 289 employees from Jordan's medical and pharmaceutical sectors, a questionnaire-based survey was built to test the aforementioned model. Multiple regression was used to evaluate the study hypotheses. Employee performance is positively and considerably affected by work-life balance and happiness, according to findings. Job satisfaction, on the other hand, has no bearing on employee performance. The findings have much implications for Jordan's pharmaceutical industry.

### CONCLUDING REMARKS

Following the above review of a variety of literature, it can be concluded that the relationship between workplace happiness and the job performance of employees has been extensively studied. However, the measurements have shifted over time. To understand the impact of workplace happiness on job performance the researchers have mainly uses primary data. To find out the happiness and measure their performance level the researchers have mainly focused on various scales .To understand the impact of workplace happiness on job performance researchers uses Anova, Pearson correlation coefficient, Poisson regression and structural equation modeling. However, studies that include workplace happiness and job performance or both have been very limited in numbers particularly in Indian context. This leaves a gap for future



research where additional variables of workplace happiness based on changing environment can be examined to understand how workplace happiness play a role in job performance of employees.

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