Happiness Indicator of MTUN Staff's Success Factor

Ahmad.F, Khairunesa ISA, Sarala Thulasi Palpanadan, Siti Sarawati JOHAR, Jamin. J

Abstract: *Feeling happy is fundamental to human experience in life. The interest in happiness has also extended to workplace experiences. There are some ways to know the factors that can contribute to the employee happiness. This paper tries to identify the success factors to determine happiness at the workplace among public university staff. A simple random sampling technique was executed as a methodology for this research. The data was collected using questionnaire from 535 university staff One of the Malaysian Technical University Network has been choose. The results showed that family and social factors have a high mean score to staff happiness while organizational factor has a low mean score to staff happiness. Therefore, this study tries to propose some approaches for organization to do in order to make staff happy in the workplace especially on the aspect of employee welfare.*

Keywords: *staff happiness, workplace, human experience, employee welfare.*

I. INTRODUCTION

Most adult spend almost the entire time of the day at workplace. Therefore, it is no wonder if the values of a job and workplace affect the worker. Occupation not only contributes to the economic level but also contributes to the psychological aspect of workers such as work satisfaction, happiness and prosperity in human life. Happy individuals at workplace will be more inclined to immerse aid to other individuals, have high creativity, behave socially, charitable and healthier (Diener Dean, 2007). Easily, happy individuals can also avoid themselves from being exposed to threats of stress, distress and hypertension.

II. WHAT CAUSES UNHAPPY EMPLOYEES

There are some workers who tend to feel unhappy while working when they face challenges to achieve the

Ahmad, F*. Faculty of Technical and Vocational Education, UTHM, Batu Pahat, Malaysia.
Khairunesa ISA, Science Social Department, Center for General Studies and Co-Curricular, UTHM, Batu Pahat, Malaysia. nesa@uthm.edu.my
Sarala Thulasi Palpanadan, English & Linguistic Department, Centre of Language Studies, UTHM, Batu Pahat, Malaysia.
Siti Sarawati Johar, Science Social Department, Center for General Studies and Co-Curricular, UTHM, Batu Pahat, Malaysia.
Jamin. J, Faculty of Technical and Vocational Education, UTHM, Batu Pahat, Malaysia

organisational goals. This has finally given implications to the occurrence of the imbalances the work life balance (Rashid et al., 2012). The joy of the workplace can be referred to as a condition of a healthy and happy employee while performing jobs (Wesarat, Sharif and Abdul Majid, 2014). A happy worker will be more productive in doing other work (Wok and Hashim, 2015) and will help in stimulating their organization's performance (Hongyi Hung, 2016). The reverse will happen to the workers who are unhappy while at the workplace.

The Indeed Job Happiness Index (2016) reports that Malaysia was ranked at the sixth out of the top ten countries in the job list of job unhappiness, which showed that employees are not happy at work. The index of happiness is related to the level of job satisfaction that indicates that Malaysian workers are not happy to work because they are faced with work and family imbalances and other organizational issues. Meanwhile, an online survey conducted by In-Tune Outsourcing (2012) showed that 78 per cent of Malaysian workers were unhappy with their current job. The study found that most of the respondents were not happy to work due to the scope of the task which was too complex and incompatible with low pay.

A study conducted by Ranstad's Workmonitor in 2018, found that 63 per cent of Malaysians felt sluggish and agile where excessive use of technology made workers more frustrated at work. Some situations like having to respond to an instant messaging system or email quickly at night or on weekends and constantly having to report on their whereabouts and activities that they do especially when doing off-site work through a video messaging system can cause employees to feel overwhelmed. Not only does it interfere with the quality of time with family, technology-oriented work systems are also seen to cause employees to feel distrustful, confined and depressed over the need to respond quickly. Other findings showed that 68 percent of youth workers felt more depressed than older workers between the ages of 55 and 67 (39%). Therefore, this study was conducted to identify the success factor that determines the happiness of the worker at the workplace

III. PREVIOUS STUDY ON UNHAPPINESS EMPLOYEE

According to Cummings (1982), the three main sources of satisfaction in life are home, health and employment. Just as Carr (2004) and Fisher (2010) have argued that work is an element that can make employees feel happy. However, not all people are comfortable with work because it is influenced by factors such as job satisfaction and job meaning.

Both of these factors determine the relationship between the attitude and behavior of the worker towards the work performed and ultimately affect the level of stress or happiness of the worker at the workplace.

Stress in the organization occurs when the job requirements do not match with the employee's abilities, resources and needs. In the early stages, the employee will feel dissatisfied with the job. Repeated feelings of unhappiness will cause stress to employees. Stressed employees will show the behavioral changes, adverse effects on personal health and organizational productivity.

Stressful employees experience changes in the workplace in which their behavior is inappropriate or inconsistent to the needs and expectations of the organization or with other colleagues (Ma'arof, 2001). Ma'arof (2001) added that this situation not only impedes the organizational achievement but also influences the performance of other colleagues.

In the organizational context, there are many factors that make employees feel unhappy especially when it comes to work structure, increased market flexibility, organizational size reduction, the existence of exit policy, and unstable economic balance. According to Holmen and Rahe (1967), major changes that occur in an individual's life are easier to cause employees to feel unhappy than small changes. Consequently, this will be seen as a stressful event in the life of the employee. There are three types of events that may adversely affect the employee: (i) negative and unpleasant events; (ii) uncontrollable and predictable events; and (iii) vicious events such as the chairman being scolded without any reason or wrongdoing.

Causes of unhappy workers in the workplace can be viewed from a variety of angles including excessive workload, unclear workforce, inefficient organizational management, autocratic leadership, poor communication systems, challenges in the workplace, and improving employees' living standards (Yozgat et al , 2013). The ergonomic work environment and inconsistent workload can also cause stress in the workplace to worsen (Zafir, 2010). Work environments are also closely related to the stress levels of workers because almost all employees will spend their entire working hours at their work stations.

The organizational environment such as ventilation systems, poor lighting, crowded workspace design, noise, and temperature systems greatly affects the emotions, productivity and happiness of employee (Sutton and Rafaeli, 1987; Bao, Spielholz, Howard and Silverstein, 2009). In addition, organizational structures and climates that limit workers' autonomy also cause employees to feel uneasy about their job. In this context, workers feel they have no control over their work and feel that the oraganizations do not trust them in performing a task. As a result, workers feel overwhelmed by having to do the same job, do not feel the challenge in doing the new job and ultimately contribute to job dissatisfaction, frustration, inferiority, and loss of identity as a worker (Haryati, 2013).

Leadership factors in the organizations such as cooperation in management, structure and work systems, decision-making power, leadership credibility, and employer recognition are also seen as the reasons for employees being unhappy at work (Chiumento, 2006). According to Zainah Hamdan, (2002),

other factors such as job ambiguity, role conflict, responsibility towards others, lack of responsibility, lack of management support, lack of involvement in decision making, and rapid technological change (Ranstad's Workmonitor, 2018) can also influence the level of happiness of employees in the organization. Indefinite career development such as lack of promotion opportunities and uncertain job security are also factors contributing to employee happiness (Haprizar et al., 2005).

IV. METHODOLOGY

The aim of this study is to identify the success factors that contribute to the employee happiness at workplace. This survey used the quantitative method using questionnaire as an instrument for data collection. The simple random sampling technique was executed as a methodology for this research paper. This study involved 535 respondents from the population at one of Malaysian Technical University Network staff. All the data was analyzed descriptively using SPSS version 2.0.

V. FINDINGS AND DISCUSSION

The study involved 535 public university staff consisting of men and women. Both categories of academician and non academician were included in this study. The analysis of 535 respondents found that the three main factors contributing to staff happiness at public universities were the organizational factors (n = 281,77.84%), individual factors (n = 66,18.28%) and family factors (n = 14, 3.88%).

Almost all (77.84%) respondents expected organizational factors to be the main factor in making employees feel happy at work. According to the respondents, elements such as (i) chief leadership, (ii) personality, (iii) co-operation, (iv) support of staff, (v) environment, (vi) welfare, (vii) promotion, (viii)) division of labor, (ix) attendance / working hours, (x) bureaucracy, (xi) workload, (xii) task force, (xiii) appointment, (xiv) carefree edge, (xv) openness and support, (xvi) uninterrupted leave, (xvii) relocation, as well as (xviii) job targets were strongly associated with the level of happiness of the workforce. (x) Bureaucracy, (xi) workload, (xii) task force, (xiii) appointment, (xiv) carefree edge, (xv) openness and support, (xvi) uninterrupted leave, (xvii) relocation, as well as (xviii) job targets were strongly associated with the level of happiness of the workforce.

This finding directly supports the findings of Agbozo et al., (2017) who state that the environment in the workplace is an important factor influencing the level of satisfaction and can also increase employee motivation in the organization. Supporting the findings of this study also, Golparvar and Abedini (2014) and Tadicet al., (2013) find that individuals are happy when they get the jobs that suit their job specification.

The findings also show that respondents expected individual factors to influence employee happiness in the workplace. 18.28% of respondents stated that elements such as (i) personal economy, (ii) personal honor, (iii) personal encouragement,

(iv) personal work environment, and (v) personal belief have impacts on the happiness of the workforce. Relatively, the element of self is the determinant of the employee whether to be happy or depressed while at work. This is consistent with the findings of Pryce and Jones (2010) that positive individuals are self-satisfied individuals in their lives and careers. The skills and the ability to manage and control themselves will ultimately give them satisfaction in their careers. Achieved self-satisfaction will encourage individuals to work better and have a high level of engagement with the organization (Diannisa, 2018).

Only small proportion (3.88%) of respondents expected the influence of family and social factors on employee happiness in the workplace. This indicates that family and social factors clearly have a bearing on staff happiness, so respondents' expectations of this factor are not significant. In simple words, the level of happiness of the respondents in the workplace is strongly influenced by the family and social factors. The respondents no longer focus on this factor on their happiness. Supporting this finding, Putri (2009) also states that families are found to have strong relationships in determining individual happiness while Siska and Ami (2014) state that positive relationships with others are the major factors that make a person happy and happy at work.

VI. WAYS TO KEEP EMPLOYEES HAPPY

There are many ways to make employee happy at workplace. Based on the analysis, this study tries to propose some approaches that organization can apply as a success factor to make employee happy which stresses on employee welfare.

1. Maternity/ Paternity Leaves

Provide a maternity leave scheme at the appropriate time to female workers and husbands with full pay. Not only does this provide comfort for workers to recover fully, but it also gives couples the opportunity to have better parenting. For newlyweds, it is a phase for them to adapt to the new environment. So, of course, couples will face many challenges and problems that will affect their emotional and psychosocial aspects. This holiday scheme can also be given to couples who wish to adopt an adopted child. Adopting a baby will involve a lot of procedures, so of course couples will take time off and will have an impact on the postponement of office work. Some of the organizations that have implemented such schemes are Spotify technology S.A., a music application organization located in Stockholm, Sweeden. So do the Johnson and Google companies.

2. Compassionate Leave

The loss of a loved one or the closest person in life can have a profound effect in life. Individuals who experience family death will face a new phase of adaptation and emotional well-being in the event of losing their family leader. In addition to needing emotional and psychosocial recovery time, the beneficiary also needs time to deal with other matters related to the deceased such as pensions, bank savings and so on. By allocating an appropriate number of days for the beneficiary to complete the deal, he or she will no longer interfere with the work of the beneficiary when the deal is completed. The same leave scheme can also be given to beneficiaries who care for other sick family members. The need to follow up the hospital and to provide for the needs of family members with serious illnesses such as cancer and stroke can cause the beneficiary to take frequent breaks. Not only does it interfere with the work of the heirs, but it will also affect the productivity of the heirs due to fatigue. Therefore, allocating a number of days for this special holiday scheme should be introduced to those in need. Bank of America, Deloitte and Vanguard Group are among the organizations that practice this policy by changing their death leave policy to provide better benefits to workers.

3. Career and Staff Development

Provide career and personal development opportunities to employees and focus on employee social investment. Providing career development opportunities that are a dream for employees by identifying the NEWS (need, expectation, wants and satiffaction) needs to be done to make the employee feel valued. It can also be a reward for the employees as this development opportunity will be seen as a platform to train employees to be leaders in the organization. Focusing on social investment of workers refers to the social activities conducted on the basis of the employee's interest and at the same time can provide financial return or reward to the employee. This is to ensure that employees have the opportunity to enhance their personal skills for the purpose of personal and career development within a specified time period. Industry co-training or self-negotiation opportunities can be seen as an approach that can help improve career development and employee knowledge.

4. Flexible working hour and working station

The psychological elements of each human being cause employees to have different work environments in order to stimulate their interest and motivation. In addition to the traditional office space, other areas such as the library, cafeteria or the lakefront can serve as an alternative for employees to do their work as long as they are in the organization. Try introducing the Take-5 concept to employees to relieve themselves after a few hours of work. Hobby-themed spaces such as play station, mini garden and pet parks can be made as a mind or recharge for employees. The April 2017 issue of TIMES magazine reported that scientists had shown that pets, cats, rabbits, fish, and horses were found to help improve the mental health of individuals including those with mental disorders.

5. Smart Meeting Approach

The concept of an all in one day meeting is to set aside one day in a week to hold a meeting to discuss a few things. In addition to limiting the number of hours allocated to each meeting, compliance with time and agendas must be adhered to.

This approach can help to address issues that deviate from the actual agenda of the meeting. Sunday's vote to hold a meeting could be seen as a proactive alternative to boosting the worker's morale during the week as workers already have ample breaks on Saturdays and Fridays.

6. KIS

Keep it Secret! Every organist has the responsibility to protect the dignity of himself and other co-workers. The practice of keeping the privacy of yourself and other partners from spreading can reduce stress and conflict in the workplace. Leaders and management level need to play this role as an example for other employees. The tendency to tell employees' personal things in a sarcastic manner can disrupt employees' emotions. Likewise, the matters discussed in the forum should be kept confidential, especially on issues affecting the personal matter of the employee.

VII. CONCLUSION

Employee happiness is one of the foundations for organizational performance. Happy employees at work can easily do the job willingly and sincerely as well as remain loyal to the organization. In a nutshell, organizations need to play an important role in ensuring that employees are always happy as this also increases employee productivity. Aspects of employee welfare are the key factors that organizations need to research and emphasize in order to create a good working environment and culture so that employees do not feel pressured to work

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AUTHORS PROFILE

Muhammad Fazrulhelmi Bin Ahmad, Master, is a student master of technical and vocational education, Universiti Tun Hussein Onn Malaysia. He graduated degree in Bachelor of Vocational Education (Multimedia Creative) from Universiti Tun Hussein Onn Malaysia at 2018 and he current research interests include web based collaborative learning, blended learning, MOOC.

Khairunesa Isa, Assoc Prof, Dr is a lecturer at Science Social Department, Center for General Studies and Co-Curricular, Universiti Tun Hussein Onn (UTHM). She is also leader of Social Impact Focus Group at the same department. She actively doing research in Sociology, Human Development and Social Transformation

Sarala@Thulasi Palpanadan, Dr is a lecturer at English & Linguistic Department, Centre of Language Studies, Universiti Tun Hussein Onn Malaysia (UTHM).

Sarawati Johar, Dr is a lecturer at Science Social Department, Center for General Studies and Co-Curricular, Universiti Tun Hussein Onn (UTHM). She is also research felo at Institute of Social Transformation and Regional Development. She actively doing research in Psychology and Social Transformation.

Johanisma Binti Jamin, Master, is a student master of technical and vocational education, University Tun Hussein Onn Malaysia (UTHM). He graduated degree in Bachelor of Education with Honour (Economics) from University Malaysia Sabah (UMS) in 2016 and her current research interests including management and solid waste management in technical and vocational school.

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