



An Emperical Study of Workplace Happiness of Nurses

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Abstract

Stability of any organization and institutions largely depends on good human resources management. Workplace happiness has been recognized to be one of the major factors for increased productivity, enhanced quality of work and workplace efficacy. Since workplace productiveness is of prime importance for the health care profession it is important to know if health care service providers are primarily happy in their workplace and with their profession. This study dwells with the levels of existing workplace happiness of nurses in North Bengal and examines the factors that affect the levels of workplace happiness. The study was a descriptive research study and used the Jobs Central work happiness indicator. To analyze the data descriptive statistics and SPSS software were used.

KEYWORDS: Work, Workplace, Happiness Health Care and Nurses

I. Introduction:

Happiness is an important topic in organizational and economics research because it has many effects on the success of the organization and human well being. Happy individual can contribute in national development and happiness of an employee helps to create a more positive working environment for organizations.

Happiness is an emotional state of pleasure, contentment and feelings of satisfaction. Daryl Famacion, 2012 stated that according to *Mahatma Gandhi* we are happy when our thinking, our saying and our doing are in harmony.

Sharon S. Andrew, 2011 explained that happy employees were more motivated, engaged, committed and loyal to their colleagues. Happy employees are favorable to their organization and employers and ready to put extra efforts for the benefit of customers. In 2009 Peter War's work showed that happiness increased productivity, quality of service, customer satisfaction. Happy worker are more creative and innovative, flexible,

decrease loss and, improved interpersonal relationships. . On the other side unhappiness decreased work performance, increased risk of accidents, increased absenteeism, increased sick leave, short term or long term disability, burnout, increased job turnover rates, various health issues and health care costs .

Skills and capabilities of the health workers are most important things in providing good quality of health care service. At present healthcare workers are worked in such an environment where they faced limitations of materials and human resources which lead pressure and influence their quality of service. Hence, the turnover of health service provider, specially nursing is high and complicated to keep these professionals. When an employee joins service has high level of happiness but with the passage of time happiness declines significantly (David Sirota). It is, therefore a felt need for generating and sustaining nurses' workplace happiness for rendering good health care service. The aim of this paper is to study the degree of happiness at work of public sector nurses in North Bengal.

Research Objectives: The present study was conducted to study the level of happiness of nurses working in public sector health centers in North Bengal and also to find the relation between happiness and demographic variables of nurses.

Data Collection and Research Instruments:

This study was carried out with the help of primary data. Random sampling technique was applied to select the health centers and around five hundred ninety two nurses of different health centers returned the filled-in questionnaires. Two questionnaires were used to collect demographic information and data on happiness. The demographic information questionnaire included information about age, education background, working experience, family type and location of health center. Happiness was assessed by the Oxford Happiness Questionnaire (HILLS & ARGYLE 2002).



Data Analysis and Interpretation

The collected data were analyzed with the help of descriptive statistics (percentages, mean scores, and standard deviations). The respondents of the survey were female nurse. The collected data were analyzed using the SPSS package. Their age ranged from 18 to 50 years. Major nurses were young .They belonged to age group 18-30 years. Thirty five percent of respondents were fall in the age group 31-40 years and remaining five percent were in middle age i.e. 41-50 years age group. There were no respondent in the age group 50-60 years. Analysis of data revealed that there was no nurse who was very old. Maximum nurses had more than one and up to ten years of service experience. Eight percent of them had length of service of eleven to twenty years. Four percent has twenty to thirty years of service experience and only remaining two percent of they had more than thirty years of service experience.

A good number (56.8.0%) of the nurses worked at rural health center, 20.12% of them at semi urban hospital. Data revealed that no one worked at metro hospitals and twenty three percent of them at urban health centers. One third of the respondent belonged from nuclear type family and remaining one third of them lived in joint family type. With regard to educational qualification only four percent had BSC nursing degree and ninety six percent nurses had general nursing degree.

The following table shows frequency and percentages of the Oxford happiness questionnaire. In this survey eighty one percent and six percent nurses were happy and very happy respectively in workplace. The study found that there was no nurse who was unhappy at her workplace. Table -1 reveals that mean of happiness is higher than assume mean. The one sample t test's result shows that sig. value is less than.05 .It signify that nurses working in North Bengal public sector were moderately happy.

Table-1 Frequency and Percentages of Level of Happiness and Summary of Single Group t-test

Happiness										
Level of Happiness	Unhappy	Moderate	Happy	Very Happy	Total					
Frequency	Nil	80	479	33	592					
Percentage	Nil	13.5	80.9	5.6	100					
T value= 4 For Happiness										
95% Confidence interval of the difference										
	Lower	Upper	Mean difference	Sig.(2 tailed)	df	t	Std.Error difference	Meam	Sd	N
Happiness	.402	.475	.438	.000	591	23.88	.01843	4.438	.448	592

*Happiness=(<3=unhappy,3.1-4=Moderate,4.1-5=Happy and 5.1-6=Very happy); (Mamata Prasad,2019)

An independent samples t-test was conducted to test significant difference in the happiness scores by demographic variables. Results of t-test in table-2 exhibited that there was significant differences according to age range and settings of health centers. No significant differences in happiness were found according to type of family, service experience and educational background. Respondent up to age up to thirty were happier than other age group. There was no hesitation that individual excited as they start to

build a career. Younger nurses were happier than older one. The reason could be that the nurses in this age group were young, full of liveliness and had constructive attitude in life that they were competent to value whatever thing and the whole thing around them. David Sirota also found that at entry level employee had a high level of happiness and its organization duty to maintain the level (Mamata Prasad, 2019).



Degree of happiness differs according to the location of the health center. In table – 2 we can see that there are significant differences of happiness among the nurses working in urban and rural area. Nurses who were attached with urban

hospital were happier than others. The differences in happiness of nurses in different hospitals could be the cause of the hospital's conditions and set up of the centers.

Table -2 Happiness by demographic variables using t-test and analysis of variance

Variables	MEAN	SD	t/F value	P value
Age Range: Upto-30	4.490	.488	8.051	.000
31-40	4.402	.400		
41-50	4.189	.195		
Types of Family:				
Joint	4.397	.411		
Nuclear	4.460	.465	-1.612	.107
Hospital Settings:				
Rural	4.497	.440		
Semi urban	4.207	.436	21.527	
Urban	4.498	.448		.000
Experience:				
Upto-10 yrs	4.438	.458		
upto-20 yrs	4.446	.406		
Upto-30 yrs	4.376	.260	.311	.818
Above-30 yrs	4.724	Nil		
Occupational Qualification:				
General Nursing				
BSC Nursing	4.443	.453	-.522	
	4.448	.318		.602

(Mamata Prasad,2019)

Significance and Conclusion of the Study:
Working People spend most of their lives in their working environments. Therefore, this study is relevant because it analyses level of happiness of nurses .Findings of the study will help the top authority to identify the factors which influence happiness among nurses and hence affect their performances. Top Authority can use the study results to develop strategies for improvement.

The work had undergone certain limitations. Positive response ratio was not satisfactory level. It is not possible to say that this study had an error free sample. Nurses and hospitals were selected at random.

Doctors and Nurses are the strength of any health institutions and they should be honored and respected for their honesty and hard work. They are loaded with the tasks in their personal life as well as achieving the higher work expectations in their professional life. Unhappiness affect their productivity and performance. In this research

study the level of happiness of nurses was moderate. Findings of the study showed that nurses were happy at their workplace. Younger nurses were happier than older nurses and nurses working in urban health institution were happy. In this study an attempt has been made first time to understand the level of workplace happiness of nurses. The result of the study may be affect by the use of self reported instrument .Further studies should be carried on with more intent instruments.

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