

A Study on the Association between Social Service rendered by the Employees and Happiness Experienced by them with Special Reference to College Teachers

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ABSTRACT

Happiness is an emotional state of mind and hence characterized by feelings of joy, satisfaction, contentment, and fulfillment. While happiness has many different definitions, it is often described as involving positive emotions and life satisfaction. In any case, doing good things and leading an ethical life would bring in happiness and public esteem. Social service, in that sense, would be beneficial from the Law of Karma and a practical way of leading a peaceful life, useful to society. Social Service Organizations are doing a great service to mankind by giving opportunities for individuals to engage in social service. The very process of working in a SSO has multifarious benefits to individuals and their families. As there are lots of literature evidences that happy employees are productive employees, it is essential for an organization to ensure that its employees are happy. This study examines the relationship between social services rendered by the employees and the happiness experienced by them.

Keywords: Productivity, Contentment, Multifarious, Positive Psychology.

Introduction

India ranks 118 of 156 in the World Happiness Report 2016, behind Pakistan, Serbia and Ethiopia. Happiness is an electrifying and elusive state. Philosophers, theologians, psychologists, and even economists have long sought to define it. And since the 1990's, a whole branch of psychology has been dedicated to pinning it down. More than simply positive mood, happiness is a state of well-being that encompasses living a good life, one with a sense of meaning and deep contentment.

Feeling joyful has its health perks as well. A growing body of research also suggests that happiness can improve your physical health; feelings of positivity and fulfillments seem to benefit

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cardio vascular health, the immune system, inflammation levels, and blood pressure, among other things. Happiness has even been linked to a longer lifespan as well as a higher quality of life and well-being. Attaining happiness is a global pursuit. Researchers found that people from every corner of the world rate happiness more important than other desirable personal outcomes, such as obtaining wealth, acquiring material goods, and getting into heaven.

Social services are a range of public services intended to provide support and assistance towards particular groups, which commonly include the disadvantaged. They may be provided by individuals, private and independent organizations, or administered by a government agency. Social services are connected with the concept of welfare and the welfare state, as countries with large welfare programs often provide a wide range of social services. Social services are employed to address the wide range of needs of a society. Prior to industrialization, the provision of social services was largely confined to private organizations and charities, with the extent of its coverage also limited. Social services are now generally regarded globally as a 'necessary function' of society and a mechanism through which governments may address societal issues.

Literature Review

Happiness can be defined as the mental state of satisfaction, positive emotions, harmonious homeostasis, achievements and hopes, and freedom from ill-being (Lu, 2001). Topics related to happiness have long attracted widespread attention. Numerous studies discuss the determinants of individuals' happiness, which can be summarized into three categories, namely, (a) demographic characteristics, (b) socio-economic factors (c) social factors. Demographic characteristics, such as gender, age, and marital status, have long been invoked as primary factors underlying the happiness of individuals. Most studies claim that women are more likely to suffer from negative emotions than men (Costa, Terracciano, & McCrae, 2001; Tesch- Römer, Motel-Klingebiel, & Tomasik, 2007). Meanwhile a few papers observe that women are slightly happier than men in certain cases (Hori & Kamo, 2018; Meisenberg & Woodley, 2015). Gender differences in relation to well-being have been found for longevity, morbidity, and mental health (Maccoby, 1998).

Moreover, much evidence exists on the remarkably consistent U-shape relationship between age and happiness, which is called the midlife dip. A possible reason for low levels of happiness

among the middle-aged group is family responsibilities toward elderly parents and children (Frijters & Beaton, 2012). Subjective well-being research finds that married people enjoy happier lives than their unmarried counterparts. Grover and Helliwell (2019) demonstrated that married people have a less deep U-shape relationship in life satisfaction across different age groups compared with unmarried people, thereby suggesting the positive moderating effects of marriage on the midlife dip.

Education and income are the two most investigated socio-economic factors related to happiness. Most empirical studies have determined the positive effect of education on happiness (Gerdtham & Johannesson, 2001). Cuñado and de Gracia (2012) indicated that education impacts happiness through improved self-confidence or the self-estimation effect from the attainment of knowledge (direct effect) and better employment (indirect effect). Another important socio-economic determinant of happiness is income, which has been consistently found to have a positive relationship with happiness. In utilitarian theory, additional income enables people to have happy lives, as it can generate substantial demands for goods and services (Mahadea, 2013). Yu and Chen (2016) further differentiated the difference between relative income and absolute income and determined that happiness is associated only with relative income, whereas negative emotions are associated with relative and absolute income.

Statement of Problem

The problem is lack of happiness among employees at workplace as it is generally misinterpreted that being productive means being serious, stubborn and being happy refers unproductive, non-focused employees.

Research Objectives

- a) To study the relationship between engagement in social services and workplace happiness of employees.
- b) To study the dependency of workplace happiness optimization after engaging in social services on factors like high emotional intelligence development, improves motivation and morale, improves mental well being, increases empathy and develops interpersonal relationships.

Research Questions

1. How engagement in social services and workplace happiness of employees is related?
2. How workplace happiness in social services dependant on factors like high emotional intelligence development, improves motivation and morale, improves mental well-being, increases empathy and develops interpersonal relationships?

Methodology

There search method used for this article is quantitative study. For the first part of this study, primary data on the happiness part of the employees were gathered and used. For the second and most important part of the article, an empirical study was conducted to quantify the association between engagement in social services and workplace happiness of employees. The study concludes with recommendations that there is a very significant association between engagement in social services and work place happiness of employees and these were based on the analysis of the information gathered above. To collect the data random sampling techniques was used to choose the respondents and were collected from 38 respondents who are assistant professors, associate professors and professors. Finally, the data were analyzed using tools such as correlation, regression analysis, ANOVA and Chi-square.

Findings & Discussion

This section is mainly concerned with the various questionnaire responses. Primary data were used for this study.

Demographic Profile of the Respondents

In order to understand the demographic profile of the respondents a frequency analysis was done by taking all the 38 respondents in to consideration and the results are given below.

Table No.1: Demographic Profile of the Respondents

S. No	Variables	Groups	Frequency	Percent
1	Age	21-30	5	13.2
		31-40	18	47.4
		41-50	15	39.5
		51-60	0	0
		Above60	0	0
2	Designation	Assistant Professor	29	76.3
		Associate Professor	8	21.1
		Professor	1	2.6
3	Work Experience	Lessthan5years	7	18.4
		5-10years	9	23.7
		11-15years	13	34.2
		16-20years	4	10.5
		21-25years	3	7.9
		Above25years	2	5.3
4	Salary	Below30k	16	42.1
		31-50k	10	26.3
		51-70k	4	10.5
		71-90k	3	7.9
		Above91k	5	13.2

It was found that most of the respondents belonged to the category of 31-40 age group and works as an Assistant Professor in various institutions (76.3%). Majority of the respondents are with 11 - 15 years of work experience and their salaries range is below 30k.

Impact on Workplace Happiness Optimization through Social Services based on Designation

Table - 2 Workplace happiness optimization after engagement in social services * Designation

ANOVA					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.057	2	.029	.055	.947
Within Groups	18.259	35	.522		
Total	18.316	37			

H₀: There is no significant difference in workplace happiness optimization through social services based on designation

H₁: There is a significant difference in workplace happiness optimization through social services based on designation

Table - 2 shows that the significance value or p-value is 0.947, which is greater than 0.05. Hence we accept H₀ stating that there is no significant difference in workplace happiness optimization through social services based on designation.

Impact on employee happiness after rendering social service [As it increases Empathy] based on age

H₀: There is no significant difference employee happiness after rendering social service [As it increases Empathy] based on age

H₁: There is significant difference employee happiness after rendering social service [As it increases Empathy] based on age.

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Table-3 Age* Employee happiness after rendering social service[As it increases Empathy]

Chi-Square Tests			
	Value	Df	Asymptotic Significance(2-sided)
Pearson Chi-Square	2.198 ^a	4	.699
Likelihood Ratio	2.468	4	.650
Linear-by-Linear Association	.000	1	.983
No. of Valid Cases	38		

a. 0 cells have expected count less than 5.

Table-3 shows that the significance value or p-value is 0.699, which is greater than 0.05. Hence we accept H₀ stating that there is no significant difference in employee happiness after rendering social service [As it increases Empathy] based on age.

Impact on employee happiness after rendering social service [as it Improves motivation and morale] based on work experience

H₀: There is no significant difference in employee happiness after rendering social service as it [Improves motivation and morale] based on work experience

H₁: There is significant difference in employee happiness after rendering social service as it [Improves motivation and morale] based on work experience

Table-4 Employee happiness after rendering social service [Improves motivation and morale]
*work experience (in years) Chi-Square Tests

	Value	df	Asymptotic Significance(2-sided)
Pearson Chi-Square	5.056 ^a	10	.887
Likelihood Ratio	4.008	10	.947
Linear-by-Linear Association	.862	1	.353
No. of Valid Cases	38		

a. 0 cells have expected count less than 5.

Table-.4 shows that the significance value or p-value is 0.887, which is greater than 0.05. Hence we accept H₀ stating that there is no significant difference in employee happiness after rendering social service as it [Improves motivation and morale] is based on work experience

Hypothesis

H₀: There is no significant relation between engagement in social services and workplace happiness of employees

H₁: There is a significant relation between engagement in social services and workplace happiness of employees

Analysis of Objective - I

To study the relationship between engagement in social services and workplace happiness of employees.

To analyze the above correlation analysis were used and the results have given below.

Table-5 Correlation between engagement in social services and workplace happiness of employees

Correlation		Engagement in social service	Workplace happiness
Engagement in social service	Pearson Correlation	1	.863
	Sig.(2-tailed)		.011
	N	38	38
Workplace happiness	Pearson Correlation	.863	1
	Sig.(2-tailed)	.011	
	N	38	38

Source: Primary Data

Table-5 shows the significance value or p-value is 0.011, which is less than 0.05. Hence we reject H_0 stating that there is a significant relationship between engagement in social services and workplace happiness of employees

Analysis of Objective II

To study the dependency of workplace happiness optimization after engaging in social services on factors like high emotional intelligence development, improves motivation and morale, improves mental wellbeing, increases empathy and develops interpersonal relationships

H_0 : The workplace happiness optimization after engaging in social services is not dependent on factors like high emotional intelligence development, improves motivation and morale, improves mental well being, increases empathy and develops inter personal relationships

H_1 : The workplace happiness optimization after engaging in social services is dependent on factors like high emotional intelligence development, improves motivation and morale, improves mental wellbeing, increases empathy and develops inter personal relationships.

The results are given below.

Table-6 Regression Analysis

Model Summary ^b				
Model	R	R. Square	Adjusted R Square	Std. Error of the Estimate
1	.946 ^a	.898	.818	.134

- a. Predictors: (Constant), Workplace happiness of employees after rendering social services
[Develops high emotional intelligence], [Improves motivation and morale], [Improves mental wellbeing], [As it increases Empathy], [Develops inter personal relationships].
- b. Dependent Variable Workplace happiness can be optimization after engaging in social services.

Table-6 shows R square is 0.898 which means that 89.8% of the dependency of workplace happiness optimization after engaging in social services is explained by factors like high emotional intelligence development, improves motivation and morale, improves mental well being, increases empathy and develops inter personal relationships and has high positive correlation.

Table-7 ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.458	5	1.092	2.717	.037 ^b
	Residual	12.858	32	.402		
	Total	18.316	37			

- a. Predictors: (Constant), Workplace happiness of employees after rendering social services as it [Develops high emotional intelligence], [Improves motivation and morale], [Improves mental well being], [As it increases Empathy], [Develops interpersonal relationships].
- b. Dependent Variable Workplace happiness can be optimized after engaging in social services.

Table-7 shows the significance value or p-value is 0.037, which is lesser than 0.05. Hence we reject H_0 stating that workplace happiness optimization after engaging in social services is dependent on factors like high emotional intelligence development, improves motivation and morale, improves mental wellbeing, increases empathy and developed interpersonal relationships.

Conclusion

When it comes to the happiness of the employees especially at workplace can be optimized to a positive level when employees are engaged in social services. The differences are high between happy employees and employees who have job satisfaction. The differences are attributed to the different mindset orientations of employees. Although many organizations are part of NGOs, many employees take self initiation in rendering social services. To optimize the workplace happiness of employees, they must be engaged more in social services and it must be a part of their career development like benefits, annual appraisal. This type of engaging employees not only keeps employees happy but also helps in building nations.

Scope of Future Research

The future research can be focused on how can engaging employees in social services improves psychological aspects and enhances co-existence of employees within the organization which may indulge in conflict reduction within an organization.

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