

Happiness at Work

Did you know that, according to positive psychology researchers, employees who feel pleasure in doing their work become a great model to others who are less interested? Happiness – a measure of overall satisfaction in the workplace – constantly improves productivity and performance at work. Being happy is a primary catalyst for individuals to do their jobs successfully. The organisations which are able to maintain long-term employee happiness can sustain efficiency, while companies which foster pessimism and unhappiness in the workplace will slay efficiency and productivity. In contrast, happiness can form positivity in the workplace, increase creativity, and reduce stress (Annie McKee, 2017).

Employees who find their job enjoyable are more successful in the workplace, and individuals with a happy character are probably more resilient to stressful conditions in their job and show more passion and pride after accomplishing their job. Happy employees also bring their contentment from their job to their home; similarly, they also transmit their happiness from their home to their workplace (Asiyabi & Mirabi, 2012). Happiness at work is a practice for a healthy life, particularly for those who spend a large portion of the day in the workplace.

HOW CAN HAPPINESS BE AFFECTED AT WORK?

- Being open-minded at the workplace and giving a warm greeting to each other may be sound very simple, but actually can build a sense of something that busy, focused colleagues almost forget. Acknowledging your colleagues with warm attitude can change the entire atmosphere at the workplace and make it a much nicer place.
- Occasionally doing something out of the routine can lead to a more contented workplace. Treating your colleagues or employees to something even very small, showing that you care about them, makes them feel special and will lead to a happier feeling in the workplace. This doesn't mean spending your working

hours chatting about an individual's private problems or mistakes, but can be as simple as taking the time to ask, "How are you?"

- Individuals with relationships at work can boost their satisfaction and engage more fully in their work. Workplace friendships can have a positive impact on work activities and job productivity. Be responsible for your happiness, try to spread happy thoughts, and surround yourself with positive people.
- Become a happier colleague by implanting the values of "SMILE" that every happy mind understands. Behavioural research has shown that smiling can be a source of joy, health and stress relief for people. Surrounding yourself with loving people with smiles on their faces will elevate your own spirit and put you in a happy mood. And what's more, smiling is often contagious!
- Development that highlights the importance of diversity and inclusivity at the workplace, can affect happiness. Good employers should identify the skills of professionals regardless of nationality, race, gender, or religion. Creating mutual awareness among employees about the difference in culture and languages can reduce misunderstandings and increase empathy among co-workers, which results in a happier workplace.
- Employers can inspire employees to have occupational goals. Once employees sense that they have an important goal to achieve, they tolerate less-than-ideal conditions at the workplace, since it is a means to achieve their goal. Certainly, the acknowledgement of any employee's achievement is an essential aspect to keeping them happy and motivated in the workplace. Employees who don't receive acknowledgement upon their achievement lose their inspiration in the long run, which results in less productivity in the workplace.
- A sense of fairness can increase happiness. Employees feel happy when they are treated fairly and equally within the organisation. They feel that the employer values them

equally and is committed to them as an employee. This will increase the level of trust between managers/supervisor and employees, which further helps employees to achieve their full potential.

In the hospitality industry, customer satisfaction is vital since evidence shows that happy customers generate more profits. To have contented customers, organisations should have contented employees. Therefore, it can be said that increasing happiness in the workplace is crucial for improving organisational productivity and profit. Consequently, happiness is a meaningful issue for the organisation and keeping employees happy at work is a fundamental challenge for employers. One approach to this can be creating a community with "happy minds", where everybody has a sense of belonging, a feeling that they matter to each other and the team, and a shared reliance through their commitment to being together. This kind of workplace is a great way to enhance employees' happiness. Managers need to be aware of the fact that if the employees are treated fairly and honest communication is encouraged and offered, this will help employees to feel happier and consequently motivate them in their daily jobs.

Can you find even one reason for not seeking happiness at work? Through your happiness, you can create more success at work and bring more health to your life. So, as much as possible, choose happiness! ■



*Dr Kamelia Chaichi
School of Hospitality
Sunway University*