



**Department of
Economics & Statistics
District Office, Ernakulam**



Happiness Level Survey

Civil Station, Ernakulam

Happiness Level Survey

Measuring Well-Being Among
the Government Employees of
Civil Station, Kakkanad





UMESH NSK IAS

DISTRICT COLLECTOR & DISTRICT MAGISTRATE
ERNAKULAM

Date...17-07-2024.....

MESSAGE

“The Happiness Level Survey Report” reveals the happiness of the Government employees with respect to job satisfaction, well-being and contentment within the workplace.

I congratulate all the employees of economics & Statistics Department, District office who have taken effort in the preparation of this socially relevant report “Happiness Level of Government Employees at Ernakulam Civil Station”.



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I express my sincere appreciation to the staff of District Office, Ernakulam for the contributions made in preparing of the 'Happiness Survey Report' of Government employees in various offices at the Civil Station, Ernakulam.

Your dedication, hard work, and commitment to excellence in collecting and analyzing data, conducting surveys, and compiling the report are laudable. Your efforts have resulted in a comprehensive and insightful report that will significantly throw light into employee well-being and happiness.

I, once again, congratulate the team for bringing out such a worthy report. I hope that such research oriented reports will benefit the administrators as well as researchers.

Sincerely,



Sreekumar B.

ആമുഖം

സമൂഹത്തിന്റെ സമഗ്ര വികസനത്തിന് സർക്കാർ ജീവനക്കാർ നിർണ്ണായകമായ പങ്കാണ് വഹിക്കുന്നത്. അതുകൊണ്ട് തന്നെ തൊഴിലിടങ്ങളിൽ സർക്കാർ ഉദ്യോഗസ്ഥർ സന്തോഷവാൻമാരാണോ എന്ന ചോദ്യത്തിന് ഇന്നത്തെ കാലത്ത് ഏറെ പ്രസക്തിയുണ്ട്.

ഈ സാഹചര്യത്തിലാണ്, തൊഴിലിടങ്ങളിൽ സർക്കാർ ഉദ്യോഗസ്ഥർ സന്തോഷവാൻമാരാണോ എന്ന വിഷയത്തെ അധികരിച്ച് സർവ്വെ സംഘടിപ്പിച്ചത്. എറണാകുളം ജില്ലയുടെ ഭരണസിരാ കേന്ദ്രമായ സിവിൽ സ്റ്റേഷനിലെ സർക്കാർ ഉദ്യോഗസ്ഥരിൽ നിന്നുമാണ് ഇതിന് ആവശ്യമായ വിവരങ്ങൾ ശേഖരിച്ചത്.

വിവിധ വകുപ്പുകൾക്ക് കീഴിലുള്ള 37 ഓഫീസുകളിലെ ജീവനക്കാരിൽ നിന്നും 20% ഉദ്യോഗസ്ഥരെ റാൻഡമായാണ് സർവ്വെയ്ക്ക് വേണ്ടി തിരഞ്ഞെടുത്തത്. തിരഞ്ഞെടുത്ത ജീവനക്കാരിൽ 30% പേർ ഗസറ്റഡ് ജീവനക്കാരും 70% പേർ നോൺ ഗസറ്റഡ് ജീവനക്കാരാണ്. ആകെ 246 ജീവനക്കാരാണ് ഈ സർവ്വെയിൽ പങ്കെടുത്തത്.

മേൽ ഉദ്യോഗസ്ഥരും സഹപ്രവർത്തകരുമായുള്ള ആശയവിനിമയം, തൊഴിൽ ആനുകൂല്യങ്ങൾ, തൊഴിലിടത്തെ സാഹചര്യം, തൊഴിലധിഷ്ഠിതമായ പരിശീലനങ്ങളും മാർഗനിർദ്ദേശങ്ങളും, തൊഴിൽ സ്വാതന്ത്ര്യം, തൊഴിലിനോടുള്ള ആഭിമുഖ്യം, തൊഴിൽ സാഹചര്യവുമായി ബന്ധപ്പെട്ടിട്ടുള്ള ശാരീരിക ബുദ്ധിമുട്ട്, തൊഴിൽപരമായ സമ്മർദ്ദം എന്നീ 8 സൂചകങ്ങളെ അടിസ്ഥാനപ്പെടുത്തിയിട്ടുള്ള ചോദ്യാവലിയിലൂടെയാണ് സർവ്വെയ്ക്ക് ആവശ്യമായ വിവരങ്ങൾ ശേഖരിച്ചത്. ശേഖരിച്ച വിവരങ്ങൾ ആധുനിക സങ്കേതിക വിദ്യകൾ ഉപയോഗിച്ചാണ് വിശകലനം ചെയ്തിട്ടുള്ളത്.

സർവ്വെയിൽ പങ്കെടുത്ത ബഹുഭൂരിപക്ഷം ജീവനക്കാരും തങ്ങൾ തൊഴിലിടങ്ങളിൽ സംതൃപ്തരാണ് എന്ന വിവരമാണ് റിപ്പോർട്ട് സൂചിപ്പിക്കുന്നത്. 5 പോയിന്റ് സ്കെയിലിലാണ് സർവ്വെ ഫലങ്ങൾ വിശകലനം ചെയ്തിട്ടുള്ളത്. ഇതിൽ 3.55 എന്ന സ്കോറാണ് (100 ൽ 71) സർക്കാർ ജീവനക്കാരുടെ തൊഴിലിടത്തിൽ സന്തോഷവാൻമാരാണോ എന്ന കാര്യത്തിൽ രേഖപ്പെടുത്തിയിരിക്കുന്നത്. ഈ റിപ്പോർട്ട് തയ്യാറാക്കുന്നതിന്റെ ഭാഗമായുള്ള സർവ്വെ രൂപകൽപനയിലും ഡാറ്റാ ശേഖരണത്തിലും വിശകലനത്തിലും പങ്കാളികളായ സാമ്പത്തിക സ്ഥിതിവിവരക്കണക്ക് വകുപ്പ് ജില്ലാ ഓഫീസിലെ എല്ലാ ഉദ്യോഗസ്ഥരെയും അഭിനന്ദിക്കാൻ ഈ അവസരം ഞാൻ വിനിയോഗിക്കുന്നു.


ഡെപ്യൂട്ടി ഡയറക്ടർ
സാമ്പത്തിക സ്ഥിതിവിവരക്കണക്ക് വകുപ്പ്, എറണാകുളം

TABLE OF CONTENTS

1. Introduction	1
2. Literature Review	2
3. Data Collection	3
4. Methodology	4
5. Analysis & Interpretation	5
5.1. Happiness Score Analysis	5
5.1.1. Department-wise Happiness Score Analysis	5
5.1.2. Gender-wise Analysis	7
5.2. Happiness among different employment category	8
5.3. Analysis of Work Freedom	9
5.4. Analysis of Reasons for Happiness	11
5.5. Analysis of Reasons for Unhappiness	13
5.6. Analysis of Reasons for Stress	14
5.7. Correlation Analysis	17
5.8. Suggestions for Improvement of Happiness: Employees' responses	19
6. Discussion and Solutions	20
7. Conclusion	21
Questionnaire	22
References	32

Abstract

In today's dynamic work environment, understanding and enhancing employee happiness is not just beneficial but essential for organizational success. This study focuses on the happiness levels of government employees at Ernakulam Civil Station, Kerala, examining various factors such as communication, job security, working conditions, and physical health, among others. By employing a comprehensive methodology that includes a well-structured questionnaire and a randomized sampling technique, this study aims to provide insightful data on the well-being of these employees, thereby contributing to the broader discourse on employee satisfaction and organizational efficiency.

1. Introduction

Happiness to a government employee encompasses various aspects of job satisfaction, well-being, and contentment within the workplace. It involves feeling valued, respected, and supported by the organization, having a sense of purpose and fulfillment in their work, and experiencing a positive work environment that fosters growth and collaboration. For government employees, happiness may also involve feeling a sense of pride in their contributions to society, having opportunities for career advancement, and being part of a supportive and inclusive community within the workplace. Ultimately, happiness for a government employee is about finding meaning in their work, feeling appreciated, and having a sense of belonging and fulfillment in their professional role.

Conducting a happiness level survey is crucial for Government Sector employees to gauge their job satisfaction, well-being, and overall happiness. Research indicates that measuring employee happiness provides valuable insights that can increase productivity, reduce turnover rates, and improve customer service interactions. Happy employees are more likely to be productive, engaged, and less likely to leave their jobs, which can save costs associated with recruitment and training (Scott, 2024). Additionally, a study on the determinants of happiness at the workplace among government sector workers highlighted the significant influence of organizational factors like well-being and job on employee happiness levels. Employee happiness surveys in the Government Sector are essential as they help identify areas where employees may be dissatisfied, allowing organizations to take corrective actions to enhance workplace culture and employee morale. The surveys can reveal factors affecting happiness levels at work, such as work environment, job satisfaction, and overall well-being, providing valuable insights for organizational improvement

Moreover, the survey findings emphasize the importance of leadership in fostering a positive work environment, with 95% of employees believing that managers hold the primary responsibility for ensuring employee happiness.

2. Literature Review

Being happy at work isn't just a win for employees; it's also a win for employers. Research shows a causal link between happy workers and a 13% increase in productivity. On the flip side, unhappiness at work costs the world \$8.8 trillion in lost productivity, equal to 9% of global GDP (Harvard Business Review, 2023). The Journal of Public Administration and Research Theory found that public servants find meaning in their work by making a positive difference in the lives of the citizens they serve and are highly motivated by this. Research on job satisfaction among government employees has identified various factors that contribute to their happiness index. (Jaiswal, 2015) found that communication, benefits, working conditions, and co-workers significantly influence job satisfaction, while (Tan, 2013) highlighted job security, immediate supervisor behaviour, recognition, interpersonal relations, workload, career growth, and pay/compensation as key factors. (Ellickson, 2001) emphasized the importance of understanding and explaining job satisfaction to increase productivity and organizational commitment, while (Hassan & Rohrbaugh, 2011) suggested that employee perceptions of management climate, mobility possibilities, and personal influence also play a role. Employee health also plays a major role. When employees feel supported and valued in terms of their physical well-being, they are more likely to be satisfied with their job and exhibit loyalty towards their employers (2021 National Return to Work Survey Report). Encouraging physical activity, providing ergonomic workspaces, offering healthy eating options, and promoting work-life balance are effective strategies to enhance physical health in the workplace. (Stowen, 2016). According to (Pandya et al., 2022) companies that invest in employee mental health initiatives observe a significant increase in productivity. A positive work environment, characterized by supportive leadership, clear communication, and work-life balance, contributes to higher levels of happiness. These studies provide valuable insights for calculating the happiness index of government employees.

Indicators:

1. Communication at work:
 - Quality of understanding and interaction with colleagues.
 - Communication and relationship with immediate supervisor
2. Job Benefits:
 - Job Security
 - Salary and Allowances
 - Societal recognition
 - Promotion opportunities
3. Working Condition:
 - Hygiene
 - Technical facilities
 - Work safety

4. Training and Guidance: Hosting workshops and classes for training employees related to the employment
5. Autonomy in Work: Freedom to suggest ideas, order tasks, and choose methods.
6. Engagement with Work: Level of interest and enjoyment in job tasks.
7. Physical Health Strain: Physical strain due to work
8. Stress: Emotional or Mental Stress due to work

3. Data Collection

The data was collected in the form of "supervised self-administration," where the questionnaire was self-administered by the participant, but under the supervision of the researcher. The privacy of the respondent to respond freely was ensured and aims to combine the advantages of self-administration (privacy and less social desirability bias) with the benefits of having a researcher present (clarifying instructions if needed and ensuring the questionnaire is completed).

Rationale:

Minimising Response Bias: Conducting interviews in person allows the interviewer to clarify questions, ensure understanding, and observe non-verbal cues, thus reducing the likelihood of misinterpretation or superficial responses.

Reducing the Impact of Heuristics: Face-to-face interaction helps mitigate quick, heuristic-based answers (mental shortcuts) by encouraging respondents to reflect more deeply on their responses through direct engagement and follow-up questions.

Questionnaire Design:

The questionnaire was carefully crafted to encompass all relevant aspects of employee happiness and well-being, as previously outlined (e.g., communication with colleagues, job benefits, working conditions, etc.). Questions were structured to encourage thoughtful responses, using a bipolar, 5-point Likert scale. To further reduce bias, the questionnaire was designed to be clear and neutral, avoiding leading questions that could influence the respondents' answers.

4. Methodology

To accurately assess the Happiness Level among government employees at the Ernakulam Civil Station, Kerala, the following methodology was employed:

Sampling Technique:

Random Sampling - This approach ensures that every employee has an equal chance of being selected, thereby providing a representative cross-section of the entire workforce at the Civil Station.

Survey Distribution:

The survey was conducted across every office within the Ernakulam Civil Station. This comprehensive approach ensures that all departments and units are represented in the study, providing a holistic view of employee happiness and well-being.

Sample Size Determination:

To achieve a balanced representation, the survey aimed to cover 20% of the total employee strength in each office. This sample size is substantial enough to yield statistically significant insights while being manageable regarding survey administration and analysis.

Composition of the Sample:

Of the 20 % sample drawn from an office, 30% gazetted Officers and 70% non gazetted officers were randomly selected.

Gazetted Officers: These are the employees holding positions of substantial authority and responsibility. Including a significant proportion of gazetted officers ensures that the perspectives of higher-level management and decision-makers are adequately represented.

Non-Gazetted Officers: This group forms the majority of the workforce and includes employees who are not in executive positions. Their inclusion guarantees that the survey captures a broad spectrum of experiences and views related to job satisfaction, working conditions, and overall happiness.

Happiness Level Calculation:

The happiness level was calculated by adding the numeric value of each indicator, and then dividing by the total number of responses on Microsoft Excel.

5. Analysis & Interpretation

5.1. Happiness Score Analysis

Upon collection of responses from the respondents, the Happiness Score was calculated using Likert Scale Averaging. The Happiness Level for Ernakulam Civil Station Employees was calculated as 3.55.

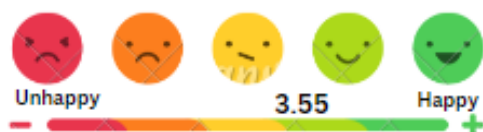


Figure 01: Happiness Level Score - 5 point scale

A score of 3.55 is above the midpoint (3.0) on the scale, suggesting that, on average, employees lean towards agreeing with statements related to their happiness. It shows that employees generally feel happy, though not overwhelmingly so. There might be some areas where they feel neutral or slightly less happy, but overall, the sentiment is positive.

5.1.1. Department-wise Happiness Score Analysis

Table 01 shows the Happiness Score of different departments in Civil Station. It is evident from the table that Department of Factories & Boilers is the happiest office with a score of 4.5, Department of Economics & Statistics ranks second with a score of 4.14. The Cooperative Society, Dairy Development Department, Department of Civil Supplies, District Sainik Welfare Office, Drugs Controller Office, Poverty Alleviation Unit, Taluk Statistical Office, Kannayannur, Vocational Higher Secondary Education Regional Office come third, all tied up with a score of 4. The District Social Justice Office ranked the lowest with score 2.

Sl No	Department	Happiness Score
1	Factories & Boilers	4.50
2	Economics & Statistics	4.14
3	Co-operative Society	4.00
4	Dairy Development Department	4.00
5	Department of Civil Supplies	4.00
6	District Sainik Welfare Office	4.00
7	Drugs Controller Office	4.00
8	Poverty Alleviation Unit	4.00
9	Taluk Statistical Office, Kannayannur	4.00
10	Vocational Higher Secondary Education Regional Office	4.00

11	Principal Agricultural Office	3.92
12	Regional Town Planning Office	3.90
13	Irrigation Department	3.86
14	Treasury	3.86
15	National Employment Service (Kerala)	3.75
16	State GST	3.75
17	Backward Classes Development Department	3.67
18	Department of Survey	3.60
19	Motor Vehicles Department	3.58
20	Women & Child Development	3.57
21	LSGD District Panchayath	3.56
22	Department of Food Safety	3.50
23	District Office for Development of Scheduled Caste	3.50
24	Information & Public Relations Department	3.50
25	National Savings Scheme	3.50
26	Revenue	3.44
27	Department of General Education	3.38
28	District Planning Office	3.22
29	PWD	3.20
30	District Industries Centre	3.17
31	District Labour Office	3.14
32	District Soil Conservation Office	3.00
33	Kudumbashree	3.00
34	Youth Welfare Board	3.00
35	LSGD District Panchayath Engineering Wing	2.67
36	Mining & Geology	2.33
37	District Social Justice Office	2.00
District Score		3.55

Table 01: Happiness Level Score across various offices and department

5.1.2. Gender-wise Analysis

Gender Distribution

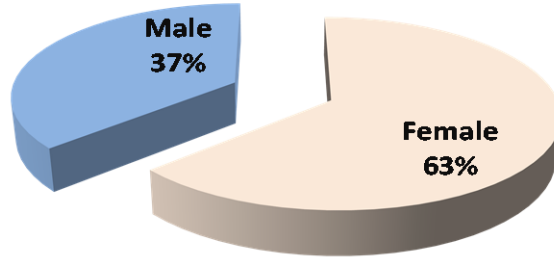


Figure 02: Gender wise distribution of respondents

	Total		Female		Male	
	Responses	%	Responses	%	Responses	%
Very Happy	33	13.41	20	12.66	13	14.77
Happy	101	41.06	70	44.30	31	35.23
Occasionally Happy	16	6.50	8	5.06	8	9.09
Satisfactory	93	37.80	58	36.71	35	39.77
Unhappy	3	1.22	2	1.27	1	1.14
Total	246	100	158	100	88	100

Table 02: Happiness Responses - Gender wise

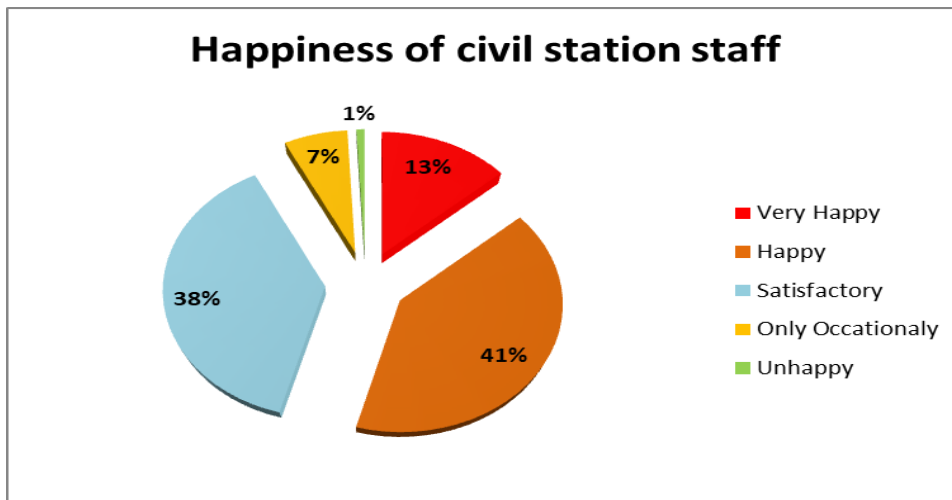


Figure 03: Happiness Among Ernakulam Civil Station Employees

13% of the employees describes themselves as very happy, 41% says they are happy and 38% says their happiness level is satisfactory. This indicates a stable work environment reported by 92% of employees of various departments in Civil Station Ernakulam. 7% employees says they are feeling happy only occasionally, whereas 1% describes themselves as unhappy.

Gender wise analysis of happiness shows 12.66% of female employees are very happy, 44.30% female are happy and 5.06% of female says they are occasionally happy. 36.71% female staff is feeling satisfactory level of happiness and only 1.27% female employees describes themselves as unhappy. 14.77% of male staff of Ernakulam civil station are very happy in their office premises, 35.23% male staff are happy and 9.09% describes they are feeling happy only occasionally. 39.77% male staff have a satisfactory level of happiness but 1.14% male staff are unhappy in their work environment.

5.2. Happiness among different employment category

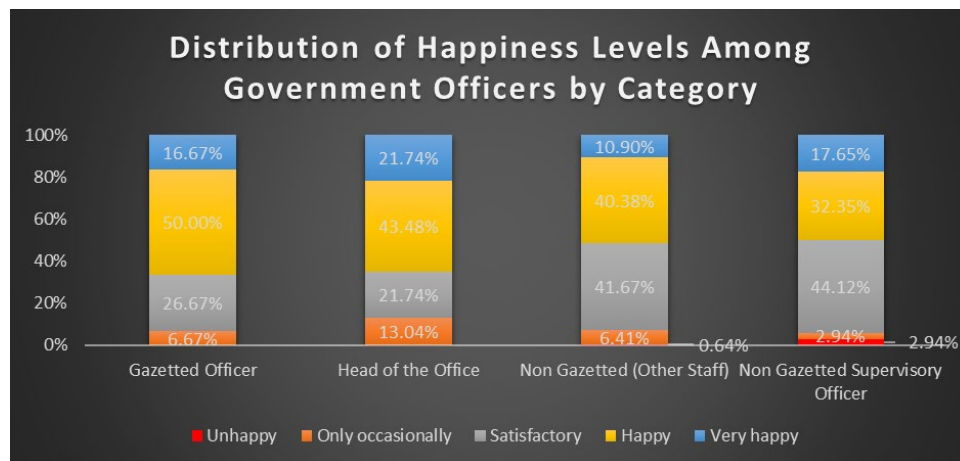


Figure 04: Happiness Among Employment Categories

The majority of Gazetted Officers are content with their job, with 50% reporting that they are happy and an additional 16.67% describing themselves as very happy. This suggests a high level of job satisfaction within this group. Furthermore, 26.67% find their happiness level satisfactory, indicating a stable work environment for a significant portion of the officers. However, a small percentage (6.67%) are either unhappy or only occasionally happy, highlighting that there are some who do not find the same level of satisfaction in their roles.

Heads of the Office also show a considerable level of happiness, with 43.48% happy and 21.74% very happy. This indicates that a substantial portion of office heads are quite satisfied with their positions. Nonetheless, there is a notable percentage (21.74%) who only find their happiness satisfactory, and a combined 34.78% are either unhappy or only occasionally happy. This mixed distribution may reflect varying levels of job stress and responsibility associated with their roles.

Non Gazetted (Other Staff) exhibit a more varied distribution of happiness levels. The largest segment, 41.67%, reports a satisfactory level of happiness, closely followed by 40.38% who are happy. This suggests that while many are content, there is still a significant number who might be seeking better job satisfaction. A smaller group, 10.90%, are very happy, whereas 6.41% are unhappy and 0.64% only occasionally happy, pointing to a need for addressing the concerns of those less satisfied in this category.

Among Non Gazetted Supervisory Officers, 44.12% find their happiness satisfactory, and 32.35% are happy, indicating that most officers in this category are content with their roles. Additionally, 17.65% are very happy, showing a decent level of high satisfaction. However, 2.94% are either unhappy or only occasionally happy, which, although a small percentage, suggests that there are still areas that could be improved to enhance overall job satisfaction in this group.

5.3. Analysis of Work Freedom

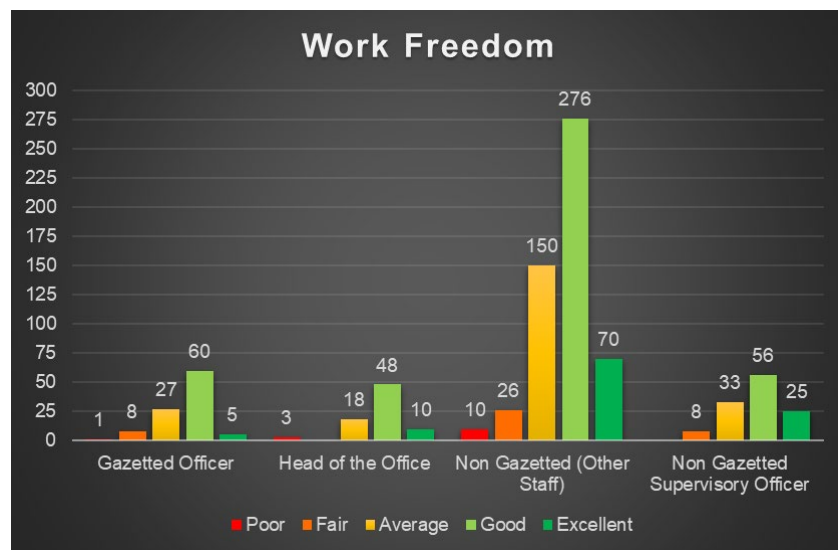


Figure 05: Work Freedom Among Employment Categories

Gazetted Officers experience a range of work freedom levels, with the majority (60 officers) rating their work freedom as good. A smaller group of 27 officers rate it as excellent, suggesting that a considerable portion of this category enjoys substantial autonomy in their roles. However, there are 18 officers who find their work freedom to be average, while a few officers rate it as fair (8) and poor (1). This distribution indicates that while most Gazetted Officers have a positive perception of their work freedom, there is still a minority who feel restricted in their roles. Heads of the Office have a varied experience with work freedom. The largest group (48 officers) rates their work freedom as good, followed by 26 officers who rate it as excellent. This suggests that a significant number of office heads feel they have ample autonomy. However, 18 officers consider their work freedom to be average, indicating some limitations in their roles.

A smaller number of officers rate their work freedom as fair (10) and poor (3), reflecting that there are some who feel their autonomy is insufficient.

Non Gazetted (Other Staff) have the most diverse experience with work freedom. The largest group by far (276 officers) rates their work freedom as good, with 150 officers rating it as average. This indicates that while many feel they have reasonable autonomy, a substantial number feel only moderately free in their roles. Additionally, 70 officers rate their work freedom as excellent, showing that some enjoy significant freedom. However, a smaller group rates it as fair (26) and poor (10), indicating areas where work freedom is perceived to be lacking. Non Gazetted Supervisory Officers show a mixed perception of work freedom. The majority (56 officers) rate their work freedom as good, and 33 officers rate it as excellent. This suggests that many feel they have adequate or substantial autonomy in their roles. However, 25 officers consider their work freedom to be average, indicating some limitations. A smaller group rates their work freedom as fair (8) and poor (3), showing that there are still challenges regarding autonomy for some supervisory officers.

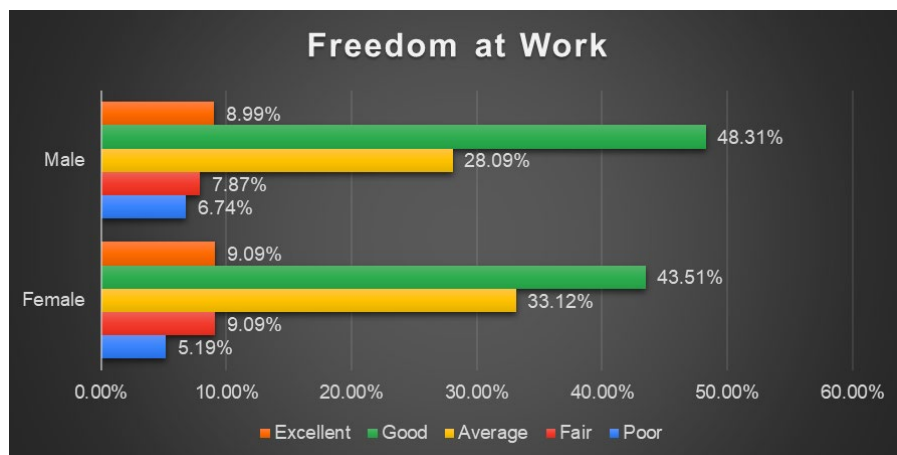


Figure O6: Work Freedom Among Males & Females

For male employees, the majority, 48.31%, rated their freedom at work as "Good." Following this, 28.09% rated it as "Average," and 8.99% rated it as "Excellent." Lower percentages of males felt that their work freedom was "Fair" (7.87%) or "Poor" (6.74%). For female employees, 43.51% rated their work freedom as "Good," while 33.12% rated it as "Average." Similarly to their male counterparts, 9.09% of female employees rated their freedom at work as "Excellent." Lower percentages of females felt that their work freedom was "Fair" (9.09%) or "Poor" (5.19%).

The data indicates that both male and female employees predominantly perceive their work freedom to be "Good" or "Average." However, a slightly higher percentage of males rate their freedom as "Good" compared to females. Conversely, more females rate their freedom as "Fair" compared to males.

5.4. Analysis of Reasons for Happiness



Figure 07: The respondents' reasons for happiness at workplace

The graph titled "Reasons for Happiness at Workplace" reveals that the most significant factors contributing to workplace happiness among Ernakulam Civil Station employees are cooperation among colleagues (69.96%), job security (62.55%), and recognition in society (53.09%). Passion for work (52.67%) and having an official post according to qualification (31.69%) also play important roles, while appreciation received from the department on work completion (21.81%) and opportunities to showcase artistic and cultural skills (13.99%) are less influential.

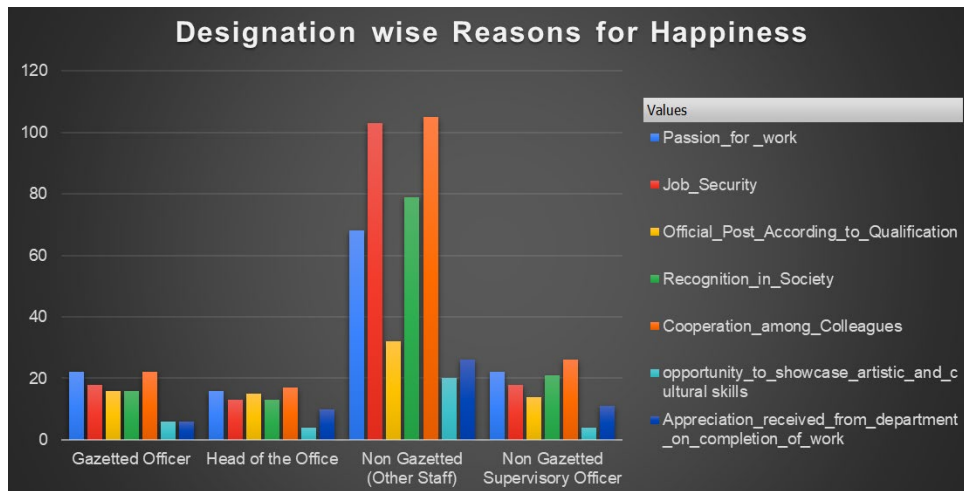


Figure 08: Reasons For Happiness Among Employment Categories

For Gazetted Officers, the most prominent reason for happiness is job security, with a significant number of officers (around 60) highlighting this factor. Other notable reasons include cooperation among colleagues and passion for work, with both categories contributing moderately to overall happiness. Official post according to qualification and recognition in society are less influential, while appreciation

received from the department, opportunities to showcase artistic and cultural skills, and other reasons have minimal impact on their happiness.

Heads of the Office show a varied set of reasons contributing to their happiness. The most significant factor is cooperation among colleagues, followed by passion for work and job security. Recognition in society and appreciation received from the department are also important, though to a lesser extent. Opportunities to showcase artistic and cultural skills and having an official post according to qualification are the least influential factors for this group.

Non Gazetted (Other Staff) have a distinct distribution of happiness reasons, with job security being the most significant factor, reaching over 100 officers. Recognition in society is also a major contributor to their happiness, followed closely by cooperation among colleagues. Passion for work and having an official post according to qualification are also notable reasons. Appreciation received from the department and opportunities to showcase artistic and cultural skills have a smaller impact on this group's happiness.

For Non Gazetted Supervisory Officers, the key reasons for happiness are job security and cooperation among colleagues, both having significant contributions. Passion for work and recognition in society also play important roles. Having an official post according to qualification and appreciation received from the department are moderate factors. Opportunities to showcase artistic and cultural skills and other reasons have minimal influence on their happiness.

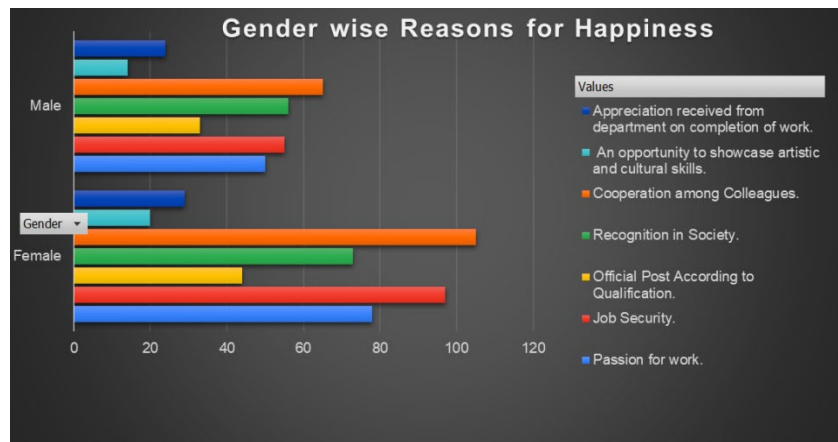


Figure 9: Reasons For Happiness Among Males & Females

Appreciation received from the department upon completion of work is a significant reason for happiness for both genders. However, female employees report this as a more substantial factor, with approximately 80 female employees versus about 30 male employees finding this factor crucial for their happiness. This indicates that acknowledgment and recognition from the department play a vital role in boosting morale, especially for female employees. Opportunities to showcase artistic and cultural skills contribute significantly to happiness, more so for female employees. Around 60 female employees reported this

factor compared to approximately 10 male employees. This suggests that creative and cultural expression is more valued by female employees, highlighting the importance of providing such opportunities in the workplace. Cooperation among colleagues is an essential factor for happiness for both genders, but it has a slightly higher impact on female employees. Around 50 female employees versus about 20 male employees reported this as a happiness factor. This emphasizes the importance of a collaborative and supportive work environment, particularly for female employees.

Recognition in society is a moderate factor for happiness for both genders. Around 40 female employees and approximately 10 male employees consider this important. This suggests that societal recognition plays a role in overall job satisfaction, albeit to a lesser extent compared to other factors. Holding an official post according to one's qualification is a notable factor for both genders. Approximately 60 female employees and about 20 male employees reported this as a reason for happiness. This underscores the importance of aligning job roles with qualifications to enhance job satisfaction and happiness.

Job security is a more significant factor for female employees than for male employees. About 70 female employees versus approximately 30 male employees reported this as a key reason for their happiness. This indicates that job stability and security are critical for the well-being of female employees, making it a crucial area for workplace policies. Passion for work stands out as the most significant factor for happiness among female employees, with nearly 100 female employees citing it as a reason for their happiness. In contrast, about 40 male employees reported this factor. This highlights that a deep-seated passion for their job is a primary driver of happiness, especially for female employees.

5.5. Analysis of Reasons for Unhappiness

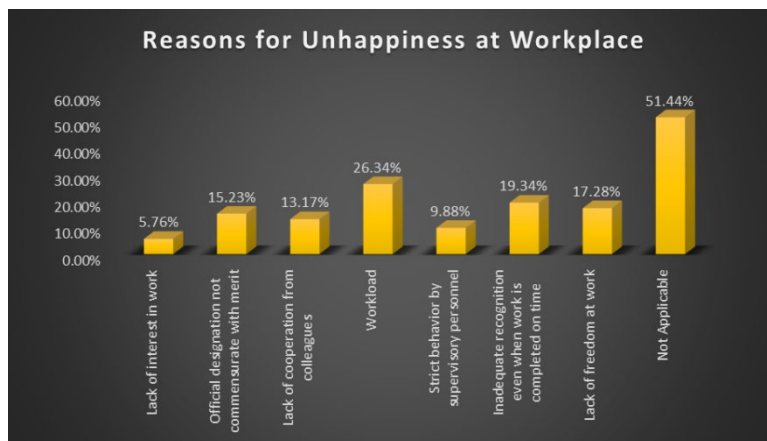


Figure 10: The respondents' reasons for unhappiness at workplace

The graph titled "Reasons for Unhappiness at Workplace" shows that the primary reasons for employee unhappiness at Ernakulam Civil Station are workload (26.34%) and strict behavior by supervisory

personnel (19.34%). Other significant factors include lack of freedom at work (17.28%), lack of cooperation from colleagues (13.17%), and official designation not commensurate with commitment (15.23%). Lesser contributing factors are inadequate recognition upon completion of work (9.88%) and lack of interest in work (5.76%). A notable portion of respondents (51.44%) indicated that the listed reasons were not applicable to them.

5.6. Analysis of Reasons for Stress



Figure 11: The respondents' reasons for stress at workplace

The graph titled "Reasons for Stress at Workplace" shows that the primary reasons for employee stress at Ernakulam Civil Station are lack of training (16.05%) and personal problems (14.81%). Lesser contributing factors are workplace hygiene (6.17%) and lack of job skills(1.23%). A notable portion of respondents (51.85%) indicated that the listed reasons were not applicable to them.

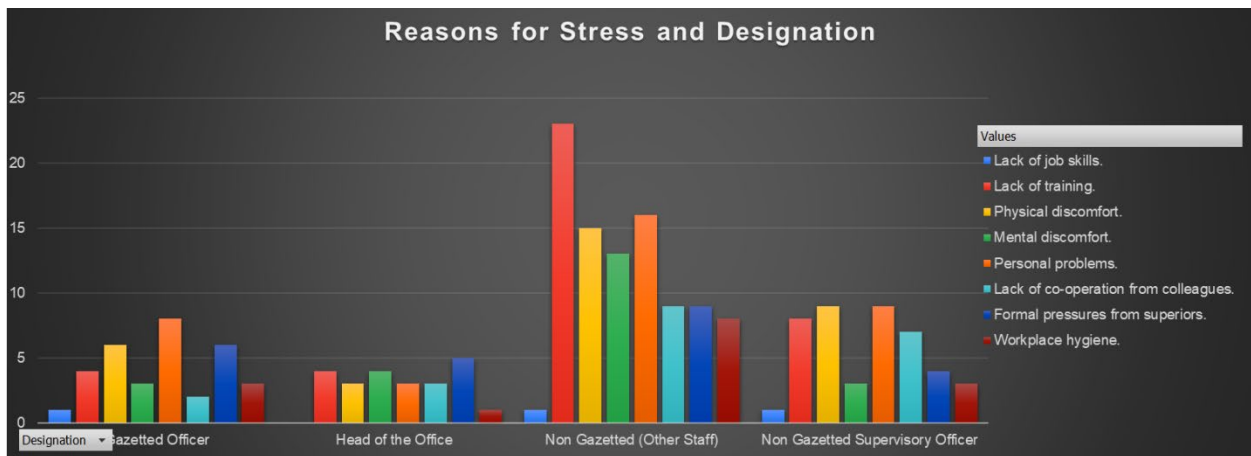


Figure 12: Work Freedom Among Employment Categories

For Gazetted Officers, the most significant sources of stress are fairly evenly distributed among lack of job skills, lack of training, mental discomfort, and formal pressures from superiors. Each of these reasons is represented by moderate bars, indicating that these factors contribute equally to their stress levels. Personal problems and physical discomfort are less prominent but still notable stressors.

Heads of the Office experience relatively low stress compared to other designations. The most notable stressors for them are mental discomfort and personal problems, with moderate bars. Other stress factors such as lack of job skills, lack of training, physical discomfort, lack of cooperation from colleagues, formal pressures from superiors, and workplace hygiene show minimal impact, as represented by lower bars.

Non-Gazetted (Other Staff) have the highest stress levels among all designations. The most significant stressor for this group is personal problems, represented by the tallest bar. This is followed by lack of job skills, lack of training, mental discomfort, and lack of cooperation from colleagues, all showing substantial bars. Physical discomfort, formal pressures from superiors, and workplace hygiene also contribute but to a lesser extent compared to the primary stressors.

For Non-Gazetted Supervisory Officers, the main stressors are lack of training and formal pressures from superiors, each with moderately high bars. Lack of job skills, mental discomfort, and personal problems also contribute significantly to their stress levels. Physical discomfort, lack of cooperation from colleagues, and workplace hygiene are less significant stressors for this group

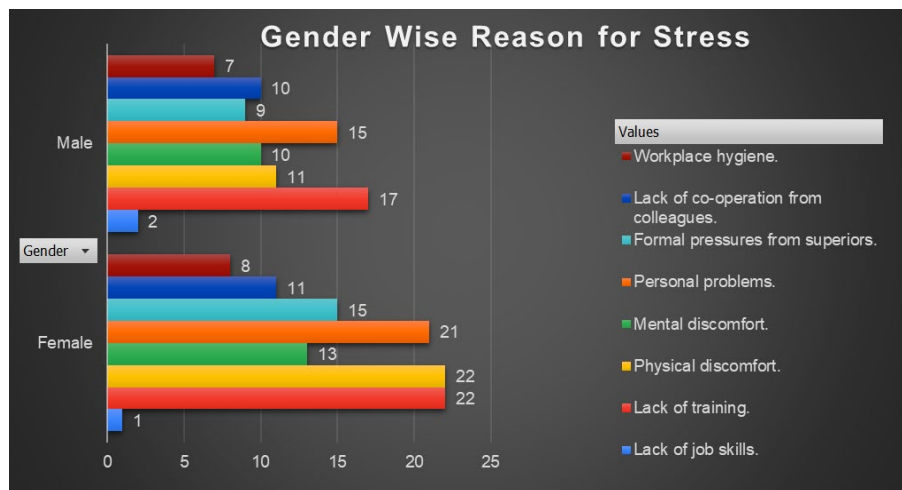


Figure 13: Reasons For Stress Among Males & Females

Workplace hygiene is a relatively minor stress factor for both genders, with a slightly higher concern among female employees. Seven male employees and eight female employees reported workplace hygiene as a stress factor, indicating that while it is not the primary source of stress, it is still a relevant issue that could benefit from attention to improve the overall work environment. Both genders experience stress due to a lack of co-operation from colleagues, with females reporting slightly higher instances. Specifically,

nine male employees and eleven female employees cited this issue as a stress factor. This suggests a need for initiatives to foster better teamwork and collaboration within the workplace.

Formal pressures from superiors are a significant stress factor for both genders, particularly for females. Fifteen male employees and twenty-one female employees reported this as a source of stress. This disparity underscores the importance of addressing hierarchical pressures and creating a more supportive and communicative environment between superiors and their subordinates, especially for female employees.

Personal problems contribute notably to stress, with female employees reporting higher levels of stress due to personal issues. Ten male employees and fifteen female employees identified personal problems as a stress factor. This highlights the need for workplace policies that support employees in managing personal challenges, perhaps through counseling services or flexible work arrangements. Mental discomfort is a notable stress factor for both genders, with a slightly higher impact on female employees. Eleven male employees and thirteen female employees reported experiencing mental discomfort. Addressing mental health in the workplace, through initiatives such as mental health days, mindfulness programs, or access to professional mental health resources, could alleviate this stressor. Physical discomfort is a major stress factor for both genders, with a higher incidence among female employees. Seventeen male employees and twenty-two female employees reported physical discomfort as a stress factor. This significant concern points to the need for ergonomic assessments and interventions, as well as policies that ensure the physical well-being of all employees.

Lack of training is the least reported stress factor, affecting both genders equally but minimally. Only two employees from each gender cited this issue. While it is not a predominant stress factor, continuous training and development opportunities should still be provided to ensure that employees feel competent and confident in their roles. Lack of job skills does not appear to be a stress factor for either gender, as no employees reported this issue. This suggests that employees feel adequately skilled for their jobs, which is a positive indication of the current training and recruitment processes.

5.7. Correlation Analysis

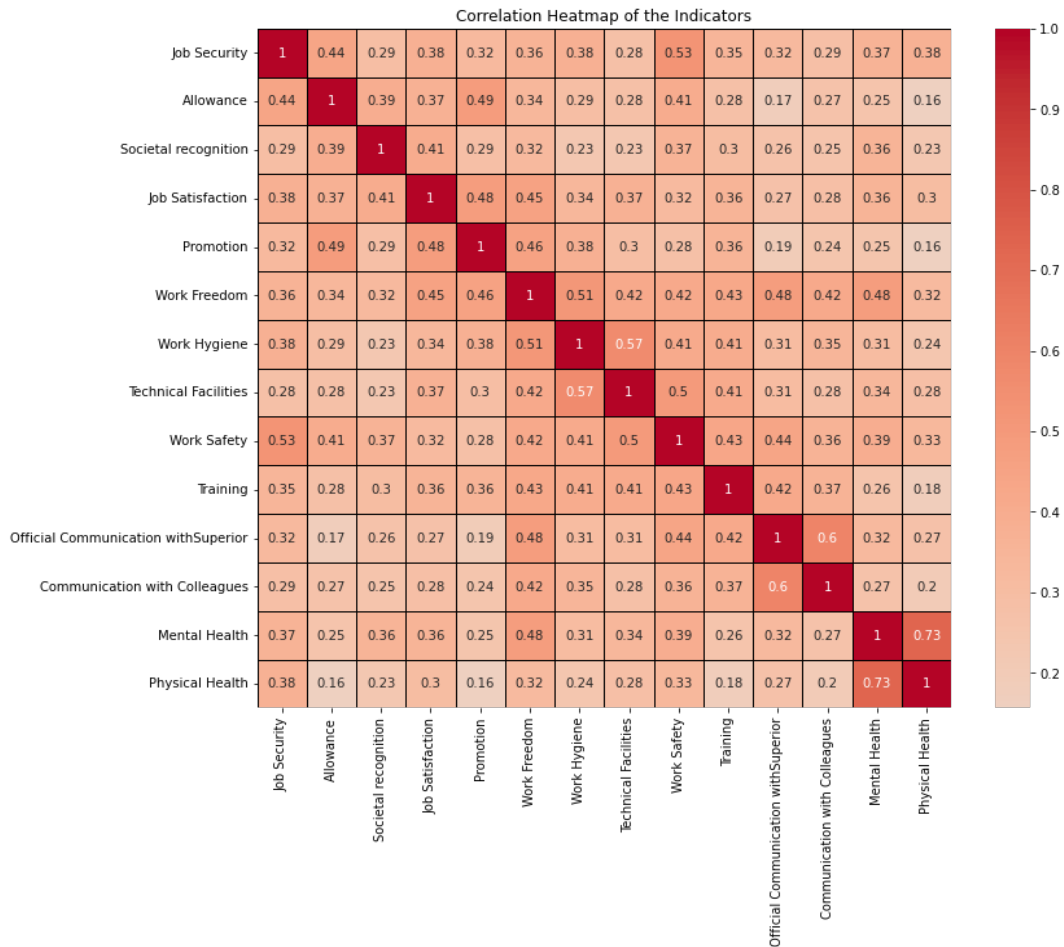


Figure 14: Correlation Heatmap

Job satisfaction has strong positive correlations with mental health (0.50) and promotion (0.45), indicating that employees who are satisfied with their jobs are likely to have better mental health and more opportunities for advancement. This underscores the importance of job satisfaction in overall well-being and career progression. Mental health shows strong positive correlations with job satisfaction (0.50) and physical health (0.73). This highlights that better mental health is closely associated with higher job satisfaction and better physical health. Addressing mental health issues can significantly improve overall job satisfaction and physical well-being. Physical health is strongly correlated with mental health (0.73) and job satisfaction (0.36). This indicates that employees in good physical health are likely to have better mental health and higher job satisfaction. Promoting physical health can thus lead to better mental well-being and increased job satisfaction. Technical facilities show strong correlations with work freedom (0.57) and work hygiene (0.57). This indicates that better technical support is associated with

more freedom at work and better workplace hygiene. Investing in technical infrastructure can thus improve multiple aspects of the work environment. Work freedom is strongly correlated with promotion (0.46) and technical facilities (0.57). This implies that greater autonomy at work is associated with more opportunities for promotion and better access to technical resources. These correlations suggest that giving employees more control over their work can lead to significant positive outcomes. Work hygiene has a strong correlation with technical facilities (0.57), suggesting that better-maintained work environments are often equipped with superior technical resources. This correlation emphasizes the importance of investing in both hygiene and technology to enhance the workplace environment. Work safety shows moderate positive correlations with job security (0.53), technical facilities (0.41), and physical health (0.33). This suggests that a safe work environment is linked to higher job security, better technical resources, and better physical health. Ensuring workplace safety is crucial for overall employee well-being. Allowance is moderately correlated with job security (0.44), promotion (0.49), and societal recognition (0.39). This indicates that better financial benefits are linked with higher job security, more opportunities for promotion, and greater recognition in society. These correlations highlight the importance of financial rewards in overall job satisfaction and perceived job value. Promotion shows strong correlations with allowance (0.49), job satisfaction (0.45), and work freedom (0.46). Employees who receive promotions tend to have better financial benefits, higher job satisfaction, and greater freedom in their work. This highlights the multifaceted benefits of career advancement. Societal recognition shows moderate positive correlations with allowance (0.39) and job satisfaction (0.41). This suggests that employees who receive better allowances and feel more satisfied with their jobs also experience greater recognition from society. This highlights the role of external validation in job satisfaction and employee morale. Training correlates moderately with promotion (0.41) and official communication with superiors (0.31). This implies that training programs are associated with more promotions and better communication with superiors. Effective training can thus enhance career development and improve managerial relationships. Job security shows a moderate positive correlation with allowance (0.44), indicating that higher job security is associated with better allowances. It also correlates positively with work safety (0.53) and physical health (0.38), suggesting that employees who feel secure in their jobs tend to perceive their work environment as safer and report better physical health. Communication with colleagues is moderately correlated with official communication with superiors (0.31) and mental health (0.48). This indicates that better peer communication is linked to improved communication with superiors and better mental health. Fostering a collaborative environment can thus benefit mental health and managerial relationships. Official communication with superiors shows a moderate correlation with training (0.31) and communication with colleagues (0.31). This suggests that good communication with superiors is linked to better training and improved peer communication. Strengthening communication channels can enhance overall workplace cohesion.

5.8. Suggestions for Improvement of Happiness: Employees' responses

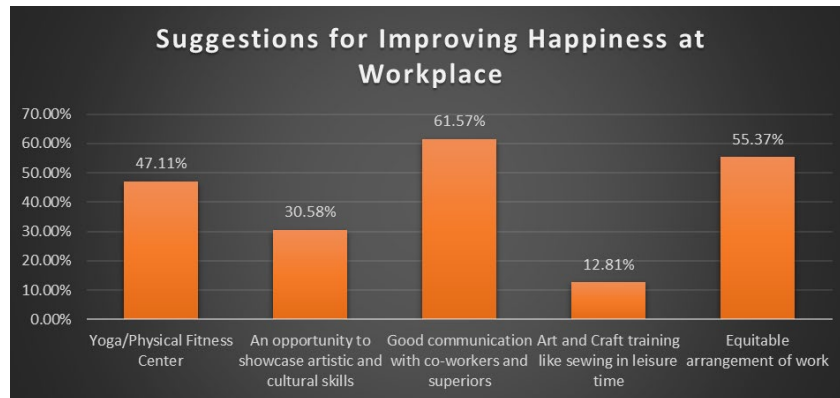


Figure 15: Respondents' Suggestions To Improving Workplace Happiness

The bar graph titled "Suggestions for Improving Happiness at Workplace" provides insights into the various initiatives employees believe would enhance their workplace happiness. The suggestions and their corresponding percentages are as follows:

1. Yoga/Physical Fitness Center: 47.11% of respondents believe that the introduction of a yoga or physical fitness center would improve their happiness at work. Physical fitness programs are known to reduce stress, improve mental health, and increase overall well-being, contributing significantly to employee happiness.
2. An Opportunity to Showcase Artistic and Cultural Skills: 30.58% of employees think that having opportunities to showcase their artistic and cultural skills would make them happier at work. Providing platforms for creative expression can help employees feel valued and recognized for their diverse talents beyond their professional roles.
3. Good Communication with Co-workers and Superiors: A significant 61.57% of respondents highlight the importance of good communication with co-workers and superiors. Effective communication can foster a collaborative and supportive work environment, reducing misunderstandings and conflicts, thereby enhancing overall job satisfaction.
4. Art and Craft Training like Sewing in Leisure Time: 12.81% of employees suggest that offering art and craft training during leisure time could improve their happiness. Engaging in creative activities can provide a productive outlet for stress and allow employees to develop new skills and hobbies, contributing to a more balanced and fulfilling work experience.
5. Equitable Arrangement of Work: 55.37% of respondents believe that an equitable arrangement of work would enhance their workplace happiness. Ensuring fair distribution of tasks and responsibilities can prevent burnout, improve work-life balance, and create a sense of fairness and equity among employees.

6. Discussion and Solutions

To improve the happiness levels of employees at Ernakulam Civil Station, especially in low-scoring departments like the District Social Justice Office, targeted interventions are necessary. Implementing specific initiatives such as better resource allocation, workload management, and employee recognition programs can help. Fostering a supportive work environment through team-building activities and wellness programs will also boost overall happiness.

Addressing workload management should be a priority. Introducing flexible working hours and redistributing tasks to ensure a balanced workload can significantly reduce stress. Training in time management and stress reduction techniques can be beneficial. Improving supervisory behavior by conducting leadership training programs to enhance interpersonal skills and promoting positive supervisory behaviors is crucial. Implementing anonymous feedback mechanisms will allow employees to report issues without fear of retaliation. Increasing work freedom is essential. Enhancing autonomy by allowing employees more control over their tasks and decision-making processes, and regularly reviewing and adjusting job roles to align with employees' skills and career aspirations, will support this goal. Establishing comprehensive training programs to enhance job skills and offering continuous professional development opportunities will reduce stress and promote job satisfaction. Providing access to employee assistance programs (EAPs) that offer counseling and support for personal issues, along with encouraging a work-life balance culture, will help manage personal problems. Ensuring regular maintenance and cleanliness of the work environment will improve workplace hygiene, contributing to a healthier workspace. Enhancing communication and collaboration can be achieved by encouraging open and transparent communication channels between employees and management, holding regular meetings to discuss issues, gather feedback, and involve employees in decision-making processes. Fostering a collaborative environment through team-building activities and cross-departmental projects, while promoting a culture of mutual support and respect among colleagues, is also important. Implementing structured recognition programs to regularly acknowledge and reward employee achievements is essential for promoting job satisfaction. Providing opportunities for career advancement and personal growth will further enhance job satisfaction. Reviewing and adjusting compensation packages to ensure they are competitive and fair, along with offering performance-based bonuses and incentives, will motivate employees and recognize their contributions.

A holistic approach to well-being should include offering wellness programs that support mental health, physical fitness, and nutritional guidance. Creating a supportive work environment that prioritizes employee well-being through various health and wellness activities is crucial. By addressing these key issues through targeted interventions, the overall job satisfaction, happiness, and well-being of employees at Ernakulam Civil Station can be significantly improved. For both male and female employees, fostering a supportive and cooperative work environment is crucial. Initiatives to enhance cooperation among

colleagues, such as team-building activities, mentorship programs, and open communication channels, can significantly reduce stress related to lack of cooperation and formal pressures from superiors. Encouraging a culture of mutual support and collaboration will benefit all employees, reducing overall stress and promoting happiness.

By implementing these targeted solutions, the organization can effectively address the specific stress factors identified in the gender analysis, thereby improving overall happiness and job satisfaction among employees.

7. Conclusion

This study investigates the happiness levels of government employees at Ernakulam Civil Station, Kerala, focusing on various factors such as communication, job security, working conditions, and physical health. Data was collected using a well-structured questionnaire and a randomized sampling technique. The overall happiness score for employees was 3.55 on a 5-point scale, indicating a generally positive sentiment with room for improvement in certain areas.

The department-wise analysis revealed that the Department of Factories & Boilers scored the highest in employee happiness with a score of 4.5, while the District Social Justice Office scored the lowest at 2. When examining happiness by employment category, Gazetted Officers and Heads of the Office reported the highest levels of happiness, with 66.67% and 65.22% of employees in these categories feeling happy or very happy, respectively. Non-Gazetted (Other Staff) and Non-Gazetted Supervisory Officers reported lower happiness levels, with 51.28% and 49.98% of employees feeling happy or very happy.

Regarding work freedom, Gazetted Officers and Heads of Office generally reported high levels of work freedom, though some felt restricted. Non-Gazetted (Other Staff) had diverse experiences, with many rating their work freedom as average. The primary reasons for happiness among employees included cooperation among colleagues (69.96%), job security (62.55%), and recognition in society (53.09%). Passion for work and having a position matching qualifications were also significant factors.

Conversely, the major reasons for unhappiness included workload (26.34%), strict supervisory behavior (19.34%), and lack of work freedom (17.28%). The study also identified key stressors such as lack of training (16.05%) and personal problems (14.81%). Correlation analysis showed that job satisfaction strongly correlates with mental health (0.50) and promotion opportunities (0.45), while physical health and mental health are closely linked (0.73).

The study concludes with suggestions for improvement based on employee feedback. Recommendations include better communication, enhanced job security, improved working conditions, and greater recognition for their work. Addressing these factors is essential for enhancing overall job satisfaction and organizational efficiency.

The Happiness Index Survey

Department of Economics & Statistics, District Office, Ernakulam

* Indicates required question

1. Email *

2. ഫോൺ നമ്പർ *

3. ജൻഡർ *

Mark only one oval.

പുരുഷൻ

സ്ത്രീ

Other: _____

4. വയസ്സ് *

5. ഡിപ്പാർട്ട്മെന്റ് (Example: PWD Building, District Industries Office, Information and Public Relations....) *

6. തസ്തിക *

Mark only one oval.

- ഓഫീസ് മേധാവി
- ഗസറ്റഡ് ഉദ്യോഗസ്ഥൻ
- നോൺ ഗസറ്റഡ് സൂപ്പർവൈസറി ഉദ്യോഗസ്ഥൻ
- നോൺ ഗസറ്റഡ് (Other Staff)

7. വിദ്യാഭ്യാസ യോഗ്യത *

Mark only one oval.

- Doctorate
- Post Graduate
- Graduate
- Diploma
- 12th
- 10th

8. താങ്കൾ എത്ര വർഷമായി ഗവണ്മെന്റ് സെർവീസിൽ ജോലി ചെയ്യുന്നു

*

9. തൊഴിലിടത്തിൽ താങ്കളുടെ സന്തോഷം 5 - പോയിന്റ് സൂചികയിൽ *
വിലയിരുത്തിയാൽ

Mark only one oval.

- തീരെ സന്തോഷമില്ല
- വല്ലപ്പോഴും മാത്രം
- തൃപ്തികരം
- സന്തോഷമുണ്ട്
- വളരെ അധികം സന്തോഷമുണ്ട്

10. തൊഴിലിടത്തെ സന്തോഷത്തിന് താഴെ പറയുന്നവയിൽ ഏതെല്ലാം *
കാരണമാകുന്നു

Tick all that apply.

- തൊഴിലിടങ്ങളിലുള്ള അഭിനിവേശം
- തൊഴിൽ സുരക്ഷ
- യോഗ്യതയ്ക്കനുസരിച്ചുള്ള ഔദ്യോഗിക പദവി
- സമൂഹം നൽകുന്ന സ്ഥാനം
- സഹപ്രവർത്തകരുടെ സഹകരണം
- കലാസാംസ്കാരിക കഴിവുകൾ പ്രകടിപ്പിക്കാനുള്ള അവസരം
- ജോലി പൂർത്തീകരിക്കുമ്പോൾ വകുപ്പിൽനിന്ന് ലഭിക്കുന്ന അംഗീകാരം
- Other: _____

1. തൊഴിലിടത്തെ സന്തോഷമില്ലായ്മയ്ക്ക് താഴെ പറയുന്നവയിൽ ഏതെല്ലാം കാരണമാകുന്നു

*

Tick all that apply.

- തൊഴിലിടത്തുള്ള താൽപര്യക്കുറവ്
- യോഗ്യതക്കനുസരിച്ചല്ലാത്ത ഔദ്യോഗിക പദവി
- സഹപ്രവർത്തകരുടെ സഹകരണമില്ലായ്മ
- അമിത ജോലിഭാരം
- സുപ്പർവൈസറി ഉദ്യോഗസ്ഥരുടെ കർക്കശമായ പെരുമാറ്റം
- ജോലി സമയബന്ധിതമായി പൂർത്തീയാക്കിയാലും വേണ്ടത്ര അംഗീകാരം ലഭിക്കാത്തത്
- ഔദ്യോഗികമായ നവീനാശയങ്ങൾ പ്രകടിപ്പിക്കാൻ ഉള്ള സ്വാതന്ത്ര്യമില്ലായ്മ
- Not Applicable
- Other: _____

12. ജോലി സുരക്ഷയെ കുറിച്ച് താങ്കൾ എങ്ങനെ വിലയിരുത്തുന്നു? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

13. നിങ്ങൾക്ക് ലഭിക്കുന്ന ശമ്പളവും അലവൻസുകളും എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

14. ഈ ജോലിയിൽ ആയിരിക്കുന്നതിനാൽ നിങ്ങൾക്ക് സമൂഹത്തിൽ കിട്ടുന്ന പരിഗണനയെ എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

15. താങ്കളുടെ ജോലിയിലുള്ള സംതൃപ്തി എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

16. പ്രമോഷനും കരിയർ വളർച്ചയ്ക്കും ഉള്ള നിങ്ങളുടെ അവസരങ്ങളെ എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

17. തൊഴിലിടത്ത് ജോലിസംബന്ധമായ ആശയങ്ങളും അഭിപ്രായങ്ങളും രേഖപ്പെടുത്തുന്നതിന് നിങ്ങൾക്കുള്ള സ്വാതന്ത്ര്യം എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

18. ജോലിസ്ഥലത്തെ ശുചിത്വം / സൗകര്യങ്ങളെ നിങ്ങൾ എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

19. തൊഴിലിടത്ത് ലഭ്യമാകുന്ന സാങ്കേതിക സൗകര്യങ്ങൾ എങ്ങനെ വിലയിരുത്തുന്നു? (Internet Connectivity , softwares , tablets, devices etc) (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

20. തൊഴിലിടത്തെ നിങ്ങളുടെ സുരക്ഷയെ എങ്ങനെ വിലയിരുത്തുന്നു? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

21. നിങ്ങളുടെ തൊഴിലുമായി ബന്ധപ്പെട്ട് ആവശ്യമായ പരിശീലനം ലഭിക്കുന്നത് സംബന്ധിച്ചു വിലയിരുത്തൽ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

2. താങ്കളുടെ സുപ്പീരിയർ ഓഫീസറുമായുള്ള ഔദ്യോഗിക വിഷയങ്ങളിലുള്ള ആശയവിനിമയം എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

23. താങ്കളുടെ സഹപ്രവർത്തകരുമായുള്ള ഔദ്യോഗിക വിഷയങ്ങളിലുള്ള ആശയവിനിമയം എങ്ങനെ വിലയിരുത്തുന്നു ? (5 Point Scale) *

Mark only one oval.

- Poor
- Fair
- Average
- Good
- Excellent

24. ജോലിസ്ഥലത്ത് ജോലി *
സംബന്ധിച്ച് നിങ്ങൾ സമ്മർദ്ദം നേരിടുന്നുണ്ടോ ? (5 Point Scale)

Mark only one oval.

- വളരെയധികം
- നല്ല രീതിയിൽ
- മിതമായ രീതിയിൽ
- വളരെ കുറഞ്ഞ രീതിയിൽ
- തീരെ ഇല്ല

25. തൊഴിലിടത്തെ സമ്മർദ്ദങ്ങൾ താങ്കളെ ഏതെങ്കിലും ശാരീരിക *
ആസ്വാസ്ഥ്യങ്ങളിലേക്കോ ജീവിതശൈലി
രോഗങ്ങളിലേക്കോ നയിച്ചിട്ടുണ്ടോ ? (5 Point Scale)

Mark only one oval.

- വളരെയധികം
- നല്ല രീതിയിൽ
- മിതമായ രീതിയിൽ
- വളരെ കുറഞ്ഞ രീതിയിൽ
- തീരെ ഇല്ല

26. ഇപ്പോഴത്തെ ജോലി സ്ഥലത്ത് താങ്കൾക്ക് താഴെ പറയുന്നവയിൽ ഏതെല്ലാം സമ്മർദ്ദത്തിനു കാരണമാകുന്നു

*

Tick all that apply.

- വേണ്ടത്ര തൊഴിൽ പ്രാവിണ്യം ഇല്ലായ്മ
- പരിശീലനത്തിലെ കുറവ്
- ശാരീരികമായ അസ്വാസ്ഥ്യം
- മാനസികമായ അസ്വാസ്ഥ്യം
- വ്യക്തിപരമായ പ്രശ്നങ്ങൾ
- മേലുദ്യോഗസ്ഥരിൽ നിന്നുള്ള ഔദ്യോഗികമായ സമ്മർദ്ദങ്ങൾ
- സഹപ്രവർത്തകരുടെ സഹകരണം ഇല്ലായ്മ
- തൊഴിലിടത്തെ ശുചിത്വം
- NA
- Other: _____

27. സർക്കാർ ജീവനക്കാരുടെ ഹാപ്പിനസ് ലെവൽ മെച്ചപ്പെടുത്തുന്നതിന് നിർദ്ദേശങ്ങൾ

*

Tick all that apply.

- യോഗ/ഫിസിക്കൽ ഫിറ്റ്നസ് സെൻറർ
- കലാസാംസ്കാരിക കഴിവുകൾ പ്രകടിപ്പിക്കാനുള്ള അവസരം
- സഹപ്രവർത്തകരും മേലുദ്യോഗസ്ഥരുമായുള്ള നല്ല രീതിയിലുള്ള ആശയവിനിമയം
- ഒഴിവുസമയങ്ങളിൽ തയ്യാർ തുടങ്ങിയ ക്രാഫ്റ്റ് പരിശീലനം
- തുല്യമായരീതിയിൽ ജോലിയുടെ ക്രമീകരണം
- Other: _____

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