

MEASURING WORKPLACE HAPPINESS AS A KEY FACTOR FOR THE STRATEGIC MANAGEMENT OF ORGANIZATIONS

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Abstract: The purpose of this research article is to analyze the factors that affect the perception of happiness at work, through the measurement of workplace happiness, as a key factor for the strategic management in organizations in a group of 302 workers of a University in the city of Barranquilla, Colombia. The results have been obtained through the application of a questionnaire that has been adapted for the data collection process. The research has a positivist approach to measuring the perception of happiness at work; its scope corresponds to the quantitative type. Using a simple linear regression model, the research will allow us to know the validity of the model with respect to the variables analyzed. The findings contribute to the existing literature around the element of workplace happiness meaning, there is no evidence of negative results that affect workplace happiness. As for what the work means, respondents perceive it as positive and agree that the work is full of meaning and purpose and think that the organization has a great emotional meaning for themselves.

Key words: workplace happiness, perception, satisfaction.

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Introduction

Organizations over time have evolved around the employee and recognition as the central axis of its success (Parra, 2018; Bray, Budd & Macneil, 2020); various studies recognize how human capital is the key element to achieve the growth and positioning of companies, the reason why these companies must take actions that allow them to capture and retain the best human capital they can access and ensure optimal conditions to this staff from the various perspectives (Parra et al., 2019; Jung, 2021).

In this way, organizational happiness appears as one of the most representative elements of this tendency inclined towards the concern of management levels about the conditions of employees who work within organizations. The study of this element and the factors that could affect it open the door to a new level of understanding about this variable and the opportunities that organizations can have to consider it to improve, not only the quality that the services or products provided

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may have, but also in the quality of life of all employees (Joo & Lee, 2017; Ghasemi et al., 2017).

In this sense, it should be noted that from the managerial perspective, there is a high level of recognition at the scientific level of elements associated with positive attitudes of workers, such as commitment, resilience and workplace happiness. (Lee, Park & Baker, 2018). This situation is a constant within the perspective of business management, where there is also an important level of realization on how workplace happiness can positively affect the productivity of employees, allowing to improve the competitiveness of these organizations (Salas-Vallina & Alegre, 2018).

Certainly, effective and worker-centered management, as a key element of organizational development, recognizes the role that employee's happiness has in the day to day within companies, having positive effects on all the other indicators of the organization (Salas-Vallina & Alegre, 2018). Organizational happiness allows senior management to develop a positive work environment and create leadership figures in employees that can translate this organizational culture into better results (Alameeri et al., 2020; Yao, Li & Wildy, 2021).

In this sense, this element is considered to be key within higher education institutions, which are characterized by developing within a highly competitive market and with a significant role with society, which provides the highest quality training to all those who are in the training process to become professionals (Martínez, Almanza-Vides & Perez, 2018). In this way, higher education institutions must recognize the role of organizational happiness within their organization and thus seek the appropriate tools for its study in order to create the spaces conducive to it (Bhatia & Mohsin, 2020).

To establish the literature, the present study is developed in a university located in the city of Barranquilla, which is a private Higher Education Institution, of common utility, non-profit, with legal status, organized as a corporation, with the academic character of university. The population under study corresponds to 900 employees hired at the designated university during the year 2019; it should be noted that there is no exclusion by the characteristics of these workers, so there is no distinction by their gender, age and positions they perform in the institution. A simple random sample is taken for the present research of 302 workers distributed as follows: (14) Area Manager, equivalent to 5% of the sample; (37) General services, equivalent to 12 % of the sample; (108) Administrative or service assistants, being 36% of the sample; and (143) Teachers equivalent to 47% of the sample. The results obtained were achieved by applying a questionnaire adapted from the theoretical contributions of Segurado & Agullo (2002) and Seligman (2011) to measure the workplace happiness perception.

The objective of this research is to analyze which are the factors that affect the perception of workplace happiness in 302 workers of a university during year 2019. The results of this article contribute to the development of new research to be developed by higher education institutions. They will allow understanding the importance of assessing perceptions of happiness or unhappiness in its collaborators

to carry out work welfare programs that meet the needs and expectations of the internal client and, in this way, generate intervention plans that mitigate aspects of labor unhappiness.

At the level of Higher Education, research was found that aimed at analyzing the levels of satisfaction in the substantive functions of teaching, research, and extension in professors of the Universidad de la Guajira in Colombia. The study was supported by the theories of Maslow, Herzberg, Adelfer, among others and was applied to a sample of 103 teachers. The results showed that the factors that generate dissatisfaction for the performance in teaching activities are bibliographic resources, 7.81%; educational aids, 7.34%; spaces for teaching performance, 7.34%; physical space adequacy, 7.81% as confirmed by 45% and 48% of teachers, these are followed by, academic load, 6.56%; working hours, 6.88%; provision of physical spaces, 6.88%; recognition, 6.56% and training, 6.88%, as confirmed by the range between 40% and 42% of teachers.

On the other hand, the main factors that generate dissatisfaction for the performance in research activities are internal paperwork, 14.70%; recognition, 10.14%; availability and provision of physical space, 9.73%; training 9.32%, academic load 8.90% as confirmed by 45% and 48% of teachers, as confirmed by the range between 50% and 70% of teachers (Ucrós, Sanchez, & Cardeño, 2015).

In another context, a study related to the job and professional satisfaction of teachers was developed in Medellín, which aimed to review and characterize the different research works that are concerned with knowing their level of job satisfaction, studied from self-perception in several categories. This study showed that studies that measure teacher satisfaction have a broad tradition and a diversity of lines: work, psychological, pedagogical, sociological and others (Cantón Mayo & Martínez, 2016).

The studies, developed by the higher education institutions described above, have focused their analysis on variables, such as job satisfaction, allowing the understanding of the aspects that affect the academic community. However, it is necessary to analyze the factors that affect the perception of workplace happiness through the review of the approaches developed by Seligman (2011), who helps to know the aspects that affect the perception of workplace happiness through his Perma method.

This research is quantitative, positivist type, its scope corresponds to the type of simple linear regression, and arises from the need to analyze the factors that affect the perception of employees about variable workplace happiness and the impact it has on the organization, this in order to establish proposals for improvement that mitigate the aspects observed by the management of the department of human talent of the university under study, related to demotivation, negative attitudes, prevalence of complaints, absenteeism, among others.

Considering the previous paragraph, it can be said that currently, the university under study does not know the significant factors that interfere in the workplace happiness of its employees. One of the perceptions of the management of the human talent

department, towards the activities that are developed for the benefit of the workers, is the demotivation evidenced in the little participation in the different special activities, such as celebrations of the secretaries' day, teachers' day, Christmas, and other holidays, directed to the children of the employees. This is corroborated when opinion polls are applied at the end of activities. The excelling aspects related to the negative attitude of a significant number of workers, causing different postures and contemplating an increase in the population that excels in the complaint, and dissatisfaction with these activities. It is also important to note that on several occasions, written and verbal warnings are made due to late arrivals at the working schedule. All these aspects described above lead to the approach of the following question: What factors affect the perception of workplace happiness in a group of 302 workers at the university under study?

To answer this question, the PERMA method is analyzed, this method was created by Seligman (2011), who talks about 5 elements that can influence workplace happiness perception. These elements are redirected into 5 variables to be studied in the analysis of results, know the workplace happiness perception, subjectively allows discovering what behaviors, attitudes, and situations, promote happiness at work and its potential impact on the working environment.

As a result of the review of investigative articles related to workplace happiness, the concept of happiness exposed by Alarcón (2006) was generated as a proposal for the validation of a scale for measuring happiness, with 27 Likert scale items. As for the concept of happiness mentioned, Alarcón (2006) explains the following points:

Happiness is considered an affective state of full satisfaction that an individual subjectively perceives when s/he possesses a longed-for good. By analyzing this definition, it is possible to recognize the following properties of happy behavior:

-Happiness refers to experiencing feelings of satisfaction in a very personal way, and it is an inner experience; it is something very subjective that individualizes happiness in different people.

-Happiness is a "state" of behavior, with temporary stability, of happiness; it can be lasting, but, at the same time, it is perishable.

-Happiness is achieved through the possession of a "good"; there is happiness as long as there is possession of the desired good, that longed-for object that allows a person's happiness.

-The good or goods that contribute to happiness are of varied nature (material, ethical, aesthetic, psychological, religious, social, etc.).

For Seligman (2011), happiness has to do with the perception that each individual has about it. These are things to which people assign axiological qualities or positive valences. This means that a "thing" becomes a longed-for good because of the value attributed to it by a person, from which it is inferred that the desired thing does not necessarily have an intrinsic value and that the same good does not always generate the happiness of all individuals. The common premise presented by most researchers, regarding the concept of happiness, is that it is subjective and therefore difficult to

describe because it is related to the perceptions, feelings, and emotions of each person.

The definition of happiness at work is broad. There are many approaches to it; however, it is highlighted in this research, the stated by Martin Seligman, who is the most important exponent of positive psychology, founder, and the main author on the topic. Seligman (2003) stated that true happiness derives from the identification and cultivation of the most important strengths of the person and their daily use in the work, love, leisure and education of children. Seligman (2011) analyzes and renews or complements his definition of happiness, based on his theory of well-being. It establishes the construct of well-being and affirms that it is defined through five elements: positive emotions, engagement, positive relationships, meaning and accomplishment. These five elements are defined under the acronym PERMA. This new position maintains a close relationship between work and well-being since the five elements indicated have a great relationship with working life.

According to Seligman (2011), raising issues about workplace happiness proposes a significant change from the traditional conception that employment is a kind of punishment that prevents us from owning our time. Some individuals may see work as an impediment from dedicating themselves to what actually generates happiness in them; this could be one of the causes of the perception of unhappiness at work. However, Dutschke (2013) states that what is known as workplace happiness or labor well-being is the manifestation of positive emotions in the work environment. Workplace happiness is then the fullness subjectively perceived by individuals while developing a given work in an organizational environment. To explain the analysis, five factors are taken into account, considering the PERMA process of Seligman (2011).

In the first instance, it is mentioned that positive emotions generated within the workplace positively affect the factor of happiness in organizations. Emotions are subjective reactions to the environment, which are accompanied by neuronal and hormonal responses. Therefore, positive emotions allow individuals to experience a sense of fulfillment and satisfaction that improves their performance and work productivity. For this reason, organizations must promote positive emotions within workplaces, create programs that promote mental health, and teach employees to properly manage their emotions to achieve optimal performance with dynamism and teamwork skills. These elements strengthen the productivity and competitiveness of companies.

Next, it is considered that commitment generated in the workplace positively impacts the factor of happiness in organizations. For Seligman (2011), the commitment that the employee has regarding their work will greatly impact labor productivity. Finally, people need to identify with the organization, feel proud of belonging and identify with the institutional philosophy and goals. In this way, its commitment allows the organization to achieve the desired results. For this purpose, organizations that care about the well-being of their employees generate their commitment, which contributes to goal-achieving. This is evidenced when companies demonstrate

commitment by providing safe work environments with fair policies, promoting teamwork and strengthening relationships in the workplace. According to Meyer & Allen (1984), commitment in the organization comprises three types: emotional, which is related to the degree of identification developed by workers; sense of belonging, which indicates the need for employees to continue in the workplace.

On the other hand, positive relationships generated in the workplace positively impact the happiness factor in organizations. According to Tula (2015), people need to experience love for others; those who care about others are largely happier than those who only care about themselves. For Seligman (2011), having positive relationships leads to good interpersonal relationships at work, thus greatly impacting happiness. Therefore, Dutschke (2013) states that today's organizations seek to avoid unhappiness at work because the lower the job satisfaction, the lower the positive response derived from work. Positive relationships have a significant impact on workplace happiness, so according to Jericó (2017), companies must promote positive relationships as a factor of employee loyalty to achieve a competitive advantage in the global market, which allows them to achieve success.

In turn, the achievement orientation of organizations, positively impacts workplace happiness. Achievement-oriented employees obtain higher levels of workplace happiness perception, manage to increase their levels of concentration, motivation and reflect altruistic behaviors, with positive attitudes mainly affecting the positive impact on the work environment. Once employees commit to achievement orientation, they can focus on achieving the objectives and priorities set, which generates a strong motivation to meet the work objectives and the demands derived from the context of the organization. For Warr (2013), employees who have goals and focus on meeting them, manage to be more creative, have a higher percentage in the fulfillment of positive results for the organization, which becomes an important factor in analyzing in the selection processes of the candidates, and the evaluation of the performance of the workers understanding this competence as an element of high impact on the organizational competitiveness.

Finally, meaning or purpose in organizations positively impacts workplace happiness. Dutschke (2013) states that people need to connect with the sense of work. They need to know the mission they are going to develop, people who are clear about their purpose and how they can contribute from their role to the fulfillment of goals, are individuals who generate a greater contribution to their work, and generally seek collective benefit. That is why companies need to have employees who love their job and know their contribution to the achievement of the goals of the organization and their strategic role inside and outside the organization. Hence, the need for human talent areas to design and adapt jobs that are related to the training and areas of interest of employees. When people are aware of the importance of their job and how their contribution helps develop goals, they manage to be passionate about doing their work in the best way, which encourages employees and institutions to achieve extraordinary results.

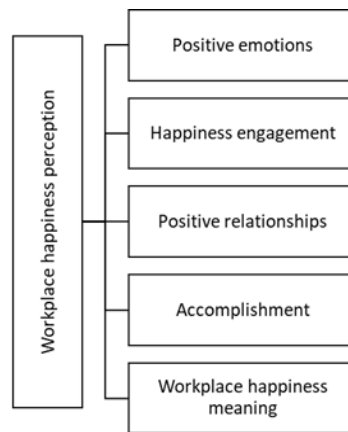


Figure 1: Workplace happiness factors
(Own elaboration, 2021)

Materials and Method

The research is quantitative and has an explanatory approach, focusing on the analysis of a specific situation or problem to explain the patterns of relationships between variables, and seeks to explain the correlation between the factors that affect the perception of workplace happiness, of the variables, analyzed using a linear regression model (Pineda, De Alvarado y De Canales, 1994). In the case of this research, it is sought to describe the perceptions of workers regarding the aforementioned variables, being studied simultaneously at a specific time-lapse between June and July of 2019. Its design is participatory action research because it is part of the context in which the research is carried out.

A simple random sample is taken for the present research of 302 workers, detailed as follows: (14) Area Manager, equivalent to 5% of the sample; (37) General services, equivalent to 12 % of the sample; (108) Administrative or service assistants, being 36% of the sample and (143) Teachers equivalent to 47% of the sample. Table 1 shows the distribution of the sample taken for the studio:

Table 1. Sample

Distribution of Sample	Mean	Standard Deviation
Area Manager	14	5%
General services	37	12%
Administrative or service assistants	108	36%
Teachers	143	47%
Total	302	100%

The proposed questionnaire for data collection aimed to obtain answers on the problem under study. Initially, it was a questionnaire to analyze the quality of

working life and psycho-affective factors of work; this instrument was validated by the authors Martínez, Oviedo & Luna (2013) who designed a tool to evaluate the perception of safety at work, for employees of different companies in the manufacturing sector of the Colombian Caribbean region. In addition, the proposal made by Spector (1994) was considered.

The questionnaire was adapted to achieve the objective set out in the research, called the quality of working life, job satisfaction and workplace happiness questionnaire. On the other hand, for the design of the questionnaire, it was stipulated to answer it anonymously to obtain more truthful and reliable data. For data collection, the managerial authorization of the entity was requested. Before starting the application, informed consent was requested, where each unit of study agreed to the use of the information for academic purposes and that their participation was presented freely and voluntarily. Once the information was read in its entirety, it was processed to carry out the extension through emails.

The questionnaire was organized into three sections following a logical order according to the categories of the research. In the first section, 53 questions were grouped, which were highly related to the category of quality of working life. Then, a second section with a group of 25 questions related to the category of workplace happiness. Finally, the third section groups seven questions that contain specific aspects of the job satisfaction category.

The questionnaire was adapted in order to achieve the objective set out in the research, called the quality of working life, job satisfaction and workplace happiness questionnaire. The questions presented in the questionnaire, directed towards the scope and achievement of the objectives of the research, were multiple choice questions to identify the degree of agreement or satisfaction with them. The answer options for both the first and second sections correspond to the following points: (SD) Strongly disagree, (D) Disagree, (A) Agree and (SD) Strongly disagree.

In order to contrast the variables of this research, the multiple regression analysis was used, which is a technique for multivariate analysis, establishing a functional relationship between a dependent variable and a set of independent variables, in this way, the regression coefficients that establish the effect that variations of independent variables have on the behavior of the dependent variable are estimated.

The simple linear model is given as follows:

$$WHP = \beta_0 + \beta_1 EP + \beta_2 CF + \beta_3 RP + \beta_4 OL + \beta_5 SF$$

Where:

WHP = Workplace happiness perception

PE = Positive Emotions

HE = Happiness Engagement

PR = Positive Relationships

A = Accomplishment

WHM = Workplace happiness Meaning

The intention is to use a multiple linear regression model adapted to workplace happiness perception from independent factors: positive emotions, happiness

engagement, positive relationships, accomplishment and workplace happiness meaning.

Results

Regarding the perception of workplace happiness, analysis and review of the answers given by the workers through the applied questionnaire were developed. While analyzing the results, it is perceived that most respondents have a positive perception of their work in the institution. In general, they are satisfied with their jobs and positively perceive their workplace happiness. According to Seligman (2011), the PERMA method and its five elements allow the understanding of workplace happiness from the intrinsic factors of the individual, so it is possible to identify and evaluate workplace happiness using these theories.

Following the research developed by Baker et al. (2006), the authors consider that the fundamental thing in the organization are emotions and organizational behaviors. Therefore, they express that happy organizations promote healthy work environments that stimulate creativity and develop their employees. So, it is crucial that companies around the world give great importance to workplace happiness.

About the variable WHP, measures of centralization and variability (mean 3.4 and standard deviation of 0.601) evidence that the key aspects, the factors that affect workplace happiness are considered for the argumentation of the strategies (Table 2), suggesting that these factors have a significant impact on workplace happiness perception (Dutschke, 2013). In addition, explanatory variables PE, HE, PR, A and WHM have means of 3.47; 3.35; 3.38; 3.24 and 3.36, respectively, indicating response trends greater than 3 (Agree). In this direction, the statistical test shows that the university employees under study, according to Seligman's approaches, consider that they have a positive workplace happiness perception (Seligman, 2011).

Table 2. Descriptive Statistics

Variables	Mean	Standard Deviation	N
Workplace happiness perception	3,40	0,601	302
Positive Emotions	3,47	0,603	302
Happiness engagement	3,35	0,596	302
Positive Relationships	3,38	0,646	302
Accomplishment	3,24	0,577	302
Workplace happiness meaning	3,36	0,630	302

There is a statistical relationship between the data of two quantitative variables. There are several types of correlations to represent the relationships between two or more variables. In this way, a positive correlation coefficient tends to show that a relative relationship exists; the more this coefficient approaches 1, the higher the ratio between the variables. It should be noted that there is a significant correlation at level 0.01 between the dependent variable, workplace happiness perception and the independent variables (Table 3): positive emotions 0,837, happiness engagement

0,832, positive relationships 0,772, accomplishment 0,635, workplace happiness meaning 0,749. This indicates that there is a strong correlation between dependent and independent variables.

Table 3. Correlations

Variables		Workplace happiness perception
Positive emotions	Pearson's correlation	0,837**
	Sig. (2 tailed)	0,000
Happiness engagement	Pearson's correlation	0,832**
	Sig. (2 tailed)	0,000
Positive relationships	Pearson's correlation	0,772**
	Sig. (2 tailed)	0,000
Accomplishment	Pearson's correlation	0,635**
	Sig. (2 tailed)	0,000
Workplace happiness meaning	Pearson's correlation	0,749**
	Sig. (2 tailed)	0,000

Table 4 shows the positive and significant incidence of 1% of positive emotions on the key factors of Workplace happiness perception (β : 0.337, p-value: 0.00). Consistent with Seligman's (2011) approaches for the aspects that favor workplace happiness in this element, results show that most respondents feel full of energy, strong, vigorous, enthusiastic about their job and reporting to feel happy when they are dedicated to working. In addition to expressing an emotional attachment with the organization, these results expose the factors that affect the perception of positive emotions.

Similarly, there is a positive and significant influence on 1% of the happiness engagement on the key factors of workplace happiness perception (β : 0.306, p-value: 0.00). According to Tula (2015), Seligman (2011) and Dutschke (2013), results related to the engagement element show that respondents perceive with greater concordance the feeling that time flies when the work is being done, that they forget what is happening around when they are working, feel that work inspires them, feeling in the best mood to go to work every morning. This confirms that this is an important factor for workplace happiness perception evidenced in the group of 302 workers evaluated.

Also, the causal relationship between positive relationships is significant at 1%, and about the key factors in the workplace happiness perception (β : 0.186, p-value: 0.00). In this sense, Seligman (2011) explains that towards the element of positive relationships there is no evidence of high negative results that affect the workplace happiness in the results. On the other hand, respondents perceive this element as favorable, feel happy about staying the rest of their career in the organization, enjoy talking about the organization with other people outside the organization and feel like part of a family at the university under study, which states that the factor of positive relationships has a significant impact on workplace happiness perception.

The accomplishment element of workplace happiness is significant (β : 0.105, p-value: 0.000), which is consistent with the sample under study. For Warr (2013), the results show positive aspects that favour workplace happiness, feeling the job as a challenger and persistence at work, demonstrating that the accomplishment factor has a significant impact on workplace happiness perception.

Finally, the results constitute empirical evidence to support the relationship between Workplace happiness meaning and Workplace happiness perception. There is a positive incidence at 1% significance of the meaning of happiness, about the key factors on workplace happiness perception (β : 0.158, p-value: 0.000). The results corroborate the findings of Tula (2015), Seligman (2011) and Dutschke (2013).

Table 4. Regression

Model	B	Error Deviation	Sig
(Constant)	- 0,243	0,088	0,006**
Positive emotions	0,337	0,034	0,000**
Happiness engagement	0,306	0,036	0,000**
Positive relationships	0,186	0,031	0,000**
Accomplishment	0,105	0,029	0,000**
Workplace happiness meaning	0,158	0,030	0,000**

The findings contribute to the existing literature around the element of workplace happiness meaning, there is no evidence of negative results that affect workplace happiness. As for what the work means, respondents perceive it as positive and agree that the work is full of meaning and purpose. In addition to that the organization has a great emotional meaning for themselves. Dutschke evidences that the results of this research are coherent approaches, and the model allows the linking of the meaning or engagement variable as a factor that significantly affects workplace happiness perception (Dutschke, 2013). These results allow the assertion that significance greatly influences the factors that affect workplace happiness perception.

Study Results Discussions

This research highlights the importance of evaluating workplace happiness perception in employees, which allows to conclude that it is necessary to have diagnoses on employees' perception. According to Warr (2013), people need to feel good in the workplace, have good relationships with others, feel companionship, respect, admiration, good treatment by their bosses, and they need to feel that their job has objectives or goals and that they are key elements to contribute from their work to the achievement of the strategies of the organization. According to Seligman (2011), they need to know that their work is worthwhile and has a meaning or purpose. Furthermore, the job itself must have a meaning or purpose. In this way, important information is obtained, which serves as an input to analyze the variables

that favor or disfavor workplace happiness perception. These data provide human talent areas with the necessary material to develop effective labor welfare programs, according to its organizational culture and the present and future needs of the organization according to the company's strategy and changes in the global environment.

The research concludes that organizations that measure workplace happiness manage to demonstrate their impact on the economy of organizations. Through this data, companies can make important decisions, for example, boosting the collective happiness of employees, for the strengthening of the work environment through the training of managerial leaders, as managers of workplace happiness, developing programs for the strengthening of human potential with skills training focused on promoting organizational happiness, leaders who reflect in their actions coherence, passion, optimism, in order to be social and altruistic individuals in the performance of their work (Ravina, Machena & Montañez, 2019). Scientific evidence demonstrates a direction of organizations towards recognising human capital and its well-being as a key factor of success (Mathew, John & Nair, 2020; Raab, 2020).

Conclusion

The aim of the research was to explain the importance of measuring workplace happiness as a key factor for the strategic management of organizations. The developed analysis led to conclude that it is necessary to evaluate the perception of employees, design strategies that strengthen staff satisfaction and promote workplace happiness, intending to achieve higher levels of productivity, profitability and sustainability of companies at a global level. Multiple studies show that happy organizations have great benefits because happy people are more creative, provoke change, solve problems and feel motivated and committed. The latter is an important factor for the workplace happiness perception. In this sense, they develop more collaborative work, perform efficient services and generate innovation processes.

The managerial positions of organizations worldwide must be able to see the need to measure workplace happiness in companies, and specifically know the perception of their employees about happiness at the organization as an important element for strategic management. The conclusions of this study demonstrate that the pursuit of organizational happiness is a means to optimize financial performance and achieve competitive advantages of a sustainable and lasting nature over time.

These findings highlight the importance of generating insights into measuring workplace happiness. So, organizations can make strategic decisions on improving their work environments and guide their policies to attract, develop, and retain their employees. Thus, optimize their resources and invest in benefits that are in accordance with the needs and expectations of employees who are aligned with the vision and culture of the organization.

The study has limitations that constitute opportunities for future research; it is advisable to expand the variables related to individual factors, such as the physical and mental health status of employees, in addition to knowing, external

environmental conditions and familiar data. In future research, it will be possible to have access to better technology with access to a multitude of data. Thanks to Big Data, companies can know which factors motivate and make their employees happy to cross-refer data or information to assess workplace happiness further.

On the other hand, it is considered convenient for companies to develop more significant investments in this type of measurement. Since it provides organizations with valuable information about the positive or negative aspects of business management that they should replace or eliminate and know which ones they should continue developing. Without a doubt, the measurement of workplace happiness allows monitoring company policies and the management of human talent areas, so that, from the business strategy, improvement plans can be designed that strengthen the factors evaluated as weak and can thus align human capital towards a real passion for work and the development of their capacities at the service of the organizations of the world. This could undoubtedly be an element of competitiveness and sustainability of organizations in the present and future of the business environment.

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POMIAR ZADOWOLENIA W PRACY JAKO KLUCZOWY CZYNNIK STRATEGICZNEGO ZARZĄDZANIA ORGANIZACJAMI

Streszczenie: Celem niniejszego artykułu badawczego jest analiza czynników wpływających na postrzeganie szczęścia w pracy, poprzez pomiar szczęścia w miejscu pracy, jako kluczowego czynnika zarządzania strategicznego w organizacjach w grupie 302 pracowników Uczelni w miasto Barranquilla, Kolumbia. Uzyskane wyniki uzyskano dzięki zastosowaniu kwestionariusza, który został dostosowany do procesu zbierania danych. Aby zmierzyć postrzeganie szczęścia w pracy, badanie ma podejście pozytywistyczne; jego zakres odpowiada rodzajowi ilościowemu. Za pomocą prostego modelu regresji liniowej badanie pozwoli poznać trafność modelu w odniesieniu do analizowanych zmiennych. Odkrycia przyczyniają się do istniejącej literatury, wokół elementu szczęścia w miejscu pracy nie ma dowodów na negatywne wyniki, które wpływają na szczęście w miejscu pracy. Jeśli chodzi o to, co oznacza praca, respondenci postrzegają ją jako pozytywną i zgadzają się, że praca jest pełna sensu i celu, oprócz myślenia, że organizacja ma dla nich wielkie znaczenie emocjonalne.

Słowa kluczowe: szczęście w miejscu pracy, percepcja, satysfakcja.

衡量工作场所幸福感是组织战略管理的一个关键因素

摘要: 本文的目的是分析影响工作幸福感的因素, 通过对工作幸福感的测量, 作为组织战略管理的关键因素, 以某大学的 302 名工人为对象。哥伦比亚巴兰基亚市。所获得的结果是通过应用已适应数据收集过程的问卷获得的。为了衡量工作中的幸福感, 该研究采用了实证方法; 其范围对应于定量类型。使用简单的线性回归模型, 研究将允许了解模型对于分析变量的有效性。研究结果有助于现有文献, 围绕元素工作场所幸福的含义, 没有证据表明影响工作场所幸福的负面结果。至于工作的意义, 受访者认为它是积极的, 除了认为组织对自己有很大的情感意义外, 还认为工作充满意义和目的。

关键词: 工作场所幸福感、感知、满意度