

## **Chapter –Four**

### **Analysis of Relationship between Demographic Variables, Work Attributes and Workplace Happiness**

#### **4.1 Introduction**

Happiness is a state of feeling which gives us the drive to stay, the power to move forward and the motivation to do good for others. It is imperative for any organization to agree on whether their employees are happy with their present work. Happiness is not an indistinct and unreal concept but it could build organization successful and direct to a lot of financial implications for the company (Daryl Famacion, 2012).

Happiness at work is a feeling of happiness derived from work. Happiness in the workplace contributes many positive outcomes such as increasing productivity, quality, customer satisfaction, creativity and innovation, flexibility, decreasing loss and, improved interpersonal relationships. On the other hand, unhappiness in the workplace has been associated with decreased work performance, increased risk of accidents, increased absenteeism, sick leave, short term or long term disability, burnout, increased job turnover rates, various health conditions, and increased disability and health care costs (peter war, 2009). It is, therefore necessary to generate and sustain employees' workplace happiness.

#### **4.2 Primary Objective**

1. The aims of this chapter are to study the relationship between Demographic Variables, Work Attributes, and Workplace Happiness.

##### **4.2.1 Sub- Objectives**

The following sub-objectives are considered for this chapter

1. To analyze the relationship between demographic variables with the level of job happiness of medical doctors of North Bengal in West Bengal.
2. To identify the work attributes that affect happiness at work and
3. to study the relationship between works attributes and workplace happiness

### 4.3. Research hypotheses

The hypotheses considered in this chapter are:

H<sub>01</sub>: Demographic Variables (gender, age, education, and experience) have no effect on workplace happiness.

H<sub>02</sub>: Doctors are not satisfied with the important work attributes of happiness in their profession.

#### 4.3.1 Sub Hypotheses

The following statistical hypotheses (sub) have been considered for analysis in this chapter:-

1. There exists a high level of workplace happiness in medical doctors.
2. There is no significant difference between the levels of workplace happiness of medical doctors with the variation in the gender.
3. There is no significant difference amongst the level of workplace happiness of medical doctors with the variations in age.
4. There is no significant difference between the levels of workplace happiness of medical doctors with the variations in the education standard achieved.
5. There is no significant difference amongst the level of workplace happiness of medical doctors with the variations in the experience as doctor.
6. There is a positive relationship between workplace happiness and work attributes.

### 4.4 Findings

This section deals with the analysis and interpretations related to the objectives and hypothesis of the chapter.

#### 4.4.1 Level of workplace happiness

*Table-4.1 Happiness Degree/Level and Interpretation*

Class interval of the score	1-20	21-40	41-60	61-80	81-100
Interpretation of the score	Very Unhappy	Unhappy	Moderate	Happy	Very happy

Source: Compiled from Survey data

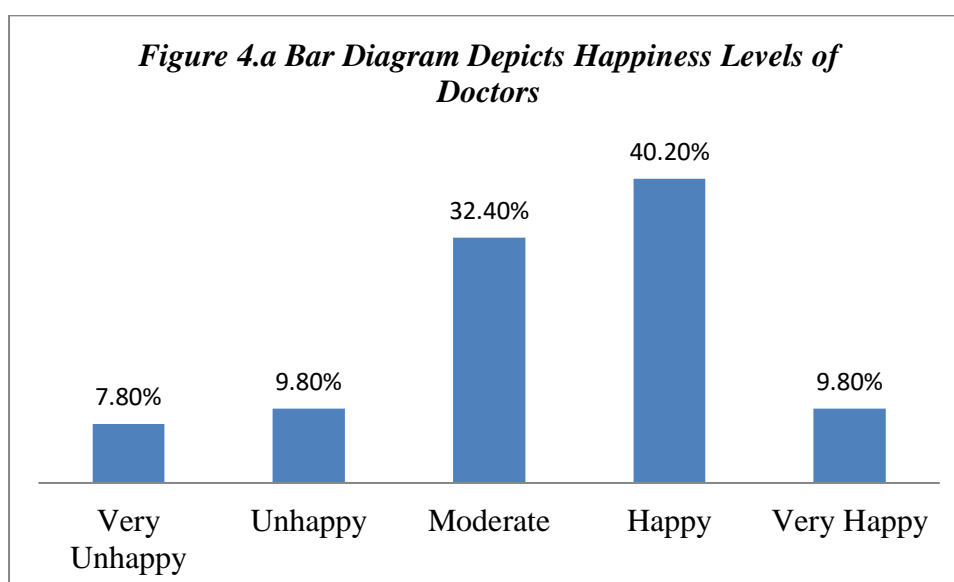
Happiness Indicator measures workplace happiness which uses a 100-point scoring scale. The maximum one respondent can score is 100 and a minimum possible score is 1. The interval of scores from 1 to 100 was divided into five equal classes to represent five different levels of happiness. Details are given in table No.4.1. In other words, if the total scores in respect of any respondent lie between 1 and 20, the respondent will be considered to be very unhappy and so on.

Table 4.2 shows that fifty percent of the doctors are happy at work. Ten doctors as equivalent to 9.8% of the respondents answered that they were very happy at work. The table also shows that 7.8% of the doctors do not like their work.

**Table -4.2 Frequencies and Percentage of Levels of Happiness of Doctors**

<b>Very unhappy</b>		<b>Unhappy</b>		<b>Moderate</b>		<b>Happy</b>		<b>Very Happy</b>	
No.	Percentage.	No.	Percentage.	No.	Percentage.	No.	Percentage.	No.	Percentage.
8	7.8	10	9.8	33	32.4	41	40.20	10	9.8

**Source: Compiled from survey data**



## Hypotheses Testing

**Sub-hypothesis one:** Medical doctors have a high level of Workplace Happiness

*Table -4.3 One-Sample Statistics*

	N	Mean	Std. Deviation	Std. Error Mean	Skewness	Kurtosis
Happiness	102	57.4275	21.15484	2.09464	-.869	.631

Source: Compiled from survey data

From the table - 4.3, it can be observed that mean of medical doctors' workplace happiness scores is 57.4275. At 95% confidence interval; the upper limit of workplace happiness of this population is 11.58 and the lower limit is 3.27 (table 4.4).

**Table -4.4 One-Sample t Test**

	Test Value = 50 .5					
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Happy	3.546	101	.001	7.42755	3.2723	11.5828

Source: Compiled from survey Data

To test the research hypothesis that medical doctors have a high level of happiness, one sample t -test is used. The obtained t is significant,  $t(101) = 3.546$ ,  $p = .001$  (table 4.4). Since the  $p$ -value is significant ( $<.05$ ), we can say that population mean is not equal to sample mean, hence the research hypothesis is accepted.

**Inference:** In table- 4.4 we see that obtained mean for workplace happiness (57.42) is higher than the assumed mean (50.5) and alpha value ( $.01 < .05$ ) is significant. It means that medical doctors have moderate to high level of happiness and the hypothesis one which postulates that doctors expressed a high level of workplace happiness is accepted.

### 4.4.2 Demographic Data

In social science research, to convey and to give the answer to the research problem the personal characteristics of participants play an important role. The detection of the demographic profile of the respondents is required to learn the relationship between various demographic profiles and workplace happiness. Gender is a significant factor in Indian social settings which is erratically influenced by any

social or economic event. So in this study, the variable gender is studied.

Age of the sample is one of the very crucial factor in getting respondents outlooks about the specific problems; age shows maturity level of persons in that logic it comes to be a vital factor to assess workplace happiness.

Educational standard influenced individuals' way of thinking, feeling and looking towards any specific events. To some extent behavior of an individual is likely to be set by his/her educational level. So, it is very important to identify the respondent's educational background. (Mondy, Noe and Premeaux in Kokila.P, 2016).

The demographic data in the sample related to gender, age, education level and experience help to evaluate the personal characteristics of respondents and also enable to assess the research purpose, which is to find out the relationship between doctors' workplace happiness, demographic variables, personalities and intelligence.

### Gender Profile

In present day in health profession male and female work together. The gender issues in workplace happiness are pertinent. So the gender of respondents is studied.

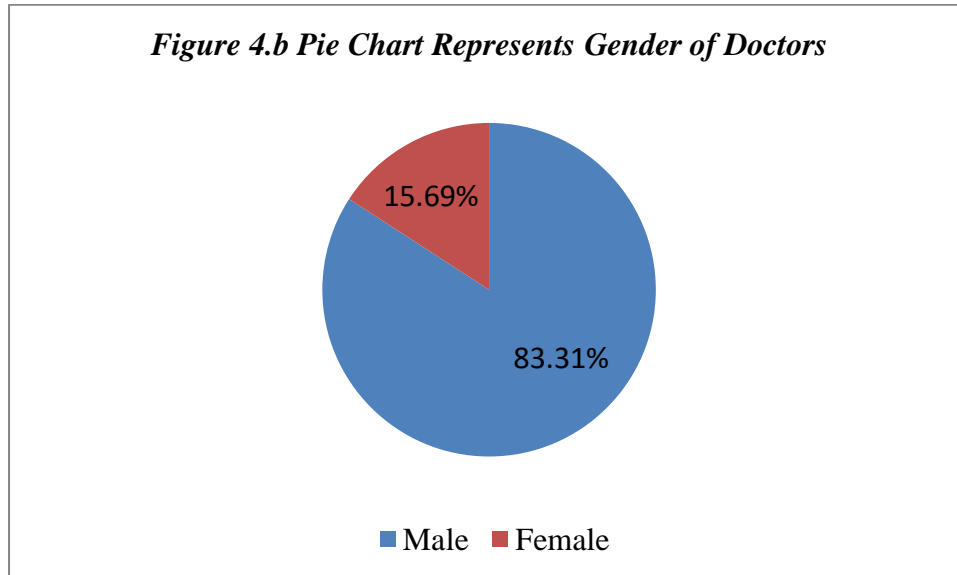
**Table- 4.5 Summary of Demographic Data (N = 102)**

<b>Variables</b>	<b>Frequency</b>	<b>Percentage</b>
<b>Gender :Male</b>	<b>86</b>	<b>84.31</b>
<b>Female</b>	<b>16</b>	<b>15.69</b>
<b>Age</b>	<b>Range:</b>	
<b>25-30</b>	<b>62</b>	<b>60.78</b>
<b>31-40</b>	<b>19</b>	<b>18.63</b>
<b>41-50</b>	<b>15</b>	<b>14.71</b>
<b>&gt;50</b>	<b>6</b>	<b>5.88</b>
<b>Education Level:</b>		
<b>Bachelor (Graduate)</b>	<b>42</b>	<b>41.18</b>
<b>Master (Post Graduate)</b>	<b>60</b>	<b>58.82</b>
<b>Years as Doctors:</b>		
<b>1-3</b>	<b>61</b>	<b>59.80</b>
<b>4-7</b>	<b>14</b>	<b>13.73</b>
<b>8-11</b>	<b>08</b>	<b>7.84</b>
<b>&gt; 11</b>	<b>19</b>	<b>18.63</b>

**Source: Compiled from survey data**

The table-4.5 gives the picture of frequency and percentage distribution of demographic variables. Out of hundred two respondents, eighty-six are male and

sixteen are female. It means that the number of male participants (84.31%) in the survey is higher than female (15.69%) participants. Male and female ratio is 5.37:1



### **Age profile**

As individuals grow older their desires and preferences may vary and people may be tired of something with their current jobs and they need challenges, (Mondy, Noe and Premeaux in Kokila.P, 2016). So aging could weight workplace happiness and thus the age of the respondents is collected to observe whether there is any variation in workplace happiness on the basis of the age of the respondents. The total sample is classified into four age groups.

*Figure 4.c Pie Chart Depicts Age of Doctors*

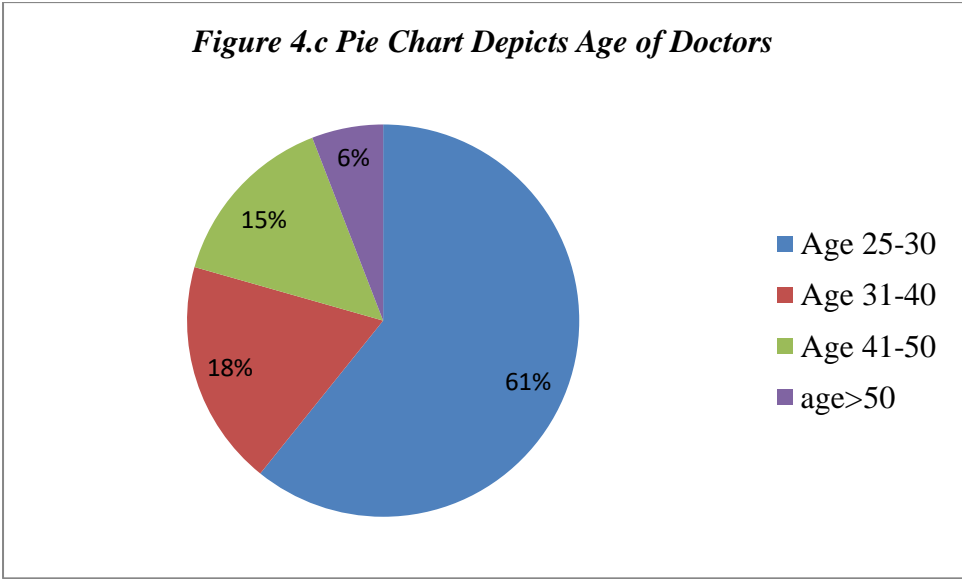


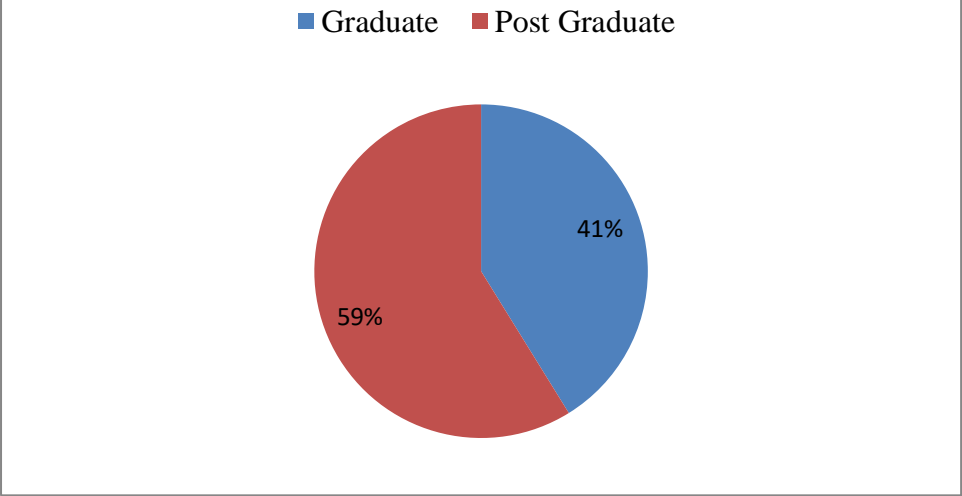
Table-4.5 also shows that the majority of the doctors who participated in this survey are young. Almost eighty percent of them fall under the age of 40 years. There are more participant within the age group of 25 to 30 years (60.78%), followed by the age group of 31 to 40 years (18.63%), while the highest age group in the study is 50 years above and 5.88% participants fall in this age group.

**Education Profile**

It is generally believed that people with higher education standard are happy. Therefore, educational level of the sample is surveyed on the hypothesis that the education level would change the workplace happiness.

In this study, 41.18% of the respondents have graduation degree in medical science. Table-4.5 shows most of the doctors have post graduation degrees (58.82%). Out of sixteen female doctors of the survey, 56.25% have post graduation degree.

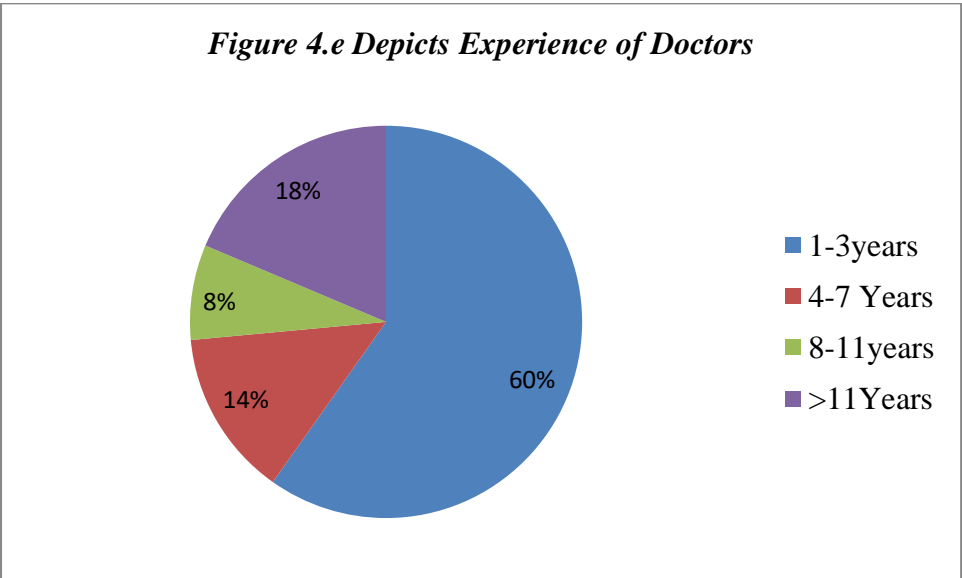
**Figure 4.d Depicts Education Standard of Doctors**



**Experience**

The experience in service carries with it the ability for any individual to choose correctly what he /she requires from service. According to the experience of the doctors of the sample, they are separated into four groups. The doctors of the first group have the experience 1-3 years, second group doctors have 4-7 years experience, third group doctors have experience of 8-11 years and the fourth group doctors have above 11 years' experience. Table 4.5 reveals 7.84% has experience of 8-11 years and rest 18.63% has experienced above 11 years.

**Figure 4.e Depicts Experience of Doctors**





### Hypotheses Testing

**Research hypothesis one:** Demographic Variables (gender, age, education, and experience) have no effect on Workplace Happiness.

#### 4.4.2.1 Level of Workplace Happiness of Medical Doctors Based on Gender Variation

In this section workplace happiness profiles of doctors with respect to gender are analyzed and the hypothesis that there is no significant difference between the levels of workplace happiness of medical doctors with the variation in the gender is tested.

**Table-4.6 Workplace Happiness Profiles of Doctors with Respect to Gender**

Degree of happiness	Very unhappy	Unhappy	Moderate	Happy	Very happy
Gender					
Male	3.9	9.8	31.42	30.63	8.82
Female	3.9	Nil	.98	9.57	.98

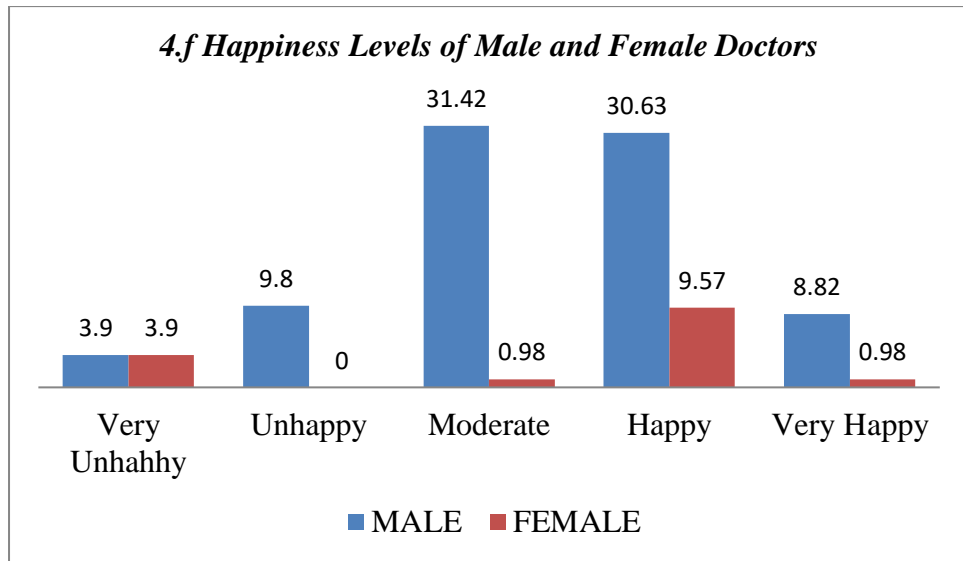
**Source: Compiled from survey data, Figures in percentage**

The table 4.6 shows that out of very unhappy doctors 50% are (4/8) female and the percentage of the very happy female doctor is only 6% (1/16). There is no female doctor in the unhappy group. Only 1% female doctor is moderately happy. Out of happy male doctors, almost 31% are happy and 9% are very happy. The percentage of moderately happy male doctors is 30.

**Table-4.7 Mean of Workplace Happiness of Medical Doctors Based on Gender**

Gender	N	Mean	Std deviation	Std Error	95% confidence Interval	
					Lower Bound	Upper Bound
Female	16	52.653	29.039	7.259	37.178	68.127
Male	86	58.315	19.438	2.096	54.148	62.483

**Source: Compiled from survey data**



In the sample, mean of workplace happiness scores of male and female doctors are 58.315 and 52.653 respectively (table-4.7). At 95% confidence interval, in the population the upper limit of mean of workplace happiness of male doctors is 62.483 and of female doctors is 68.127. In the population, the lower limit of mean of workplace happiness of male and female medical doctors is 54.148 and 37.178 respectively.

**Table-4.8 ANOVA Analysis Based on Gender Variation**

	Sum of Squares	Df	Mean Square	F	Sig.
<b>Between Groups</b>	432.577	1	432.577	.966	.328
<b>Within Groups</b>	44767.687	100	447.677		
<b>Total</b>	45200.264	101			

**Source: Compiled from Survey Data**

From the table - 4.8, we find that the probability calculated i.e. .328 is greater than  $\alpha = 0.05$ . Hence, we accept the hypothesis that there is no significant difference between the level of workplace happiness of male and female medical doctors. We conclude that our experiment does not provide evidence that the difference between the level of workplace happiness of male and female medical doctors is statistically significant in the population.

#### 4.4.2.2 Level of Workplace Happiness of Medical Doctors Based on Age Variation

In this section workplace happiness profiles of doctors with respect to age is discussed and the hypothesis that there is no significant difference amongst the levels of happiness of medical doctors with the variations in age is tested.

**Table -4.9 Workplace Happiness Profiles of Doctors with Respect to Age**

Degree of happiness	Very unhappy	Unhappy	Moderate	Happy	Very happy
<b>Age</b>					
<b>Upto30</b>	<b>1.9</b>	<b>6</b>	<b>16.8</b>	<b>29.4</b>	<b>5.9</b>
<b>31-40</b>	<b>1</b>	<b>1.9</b>	<b>8.8</b>	<b>4.9</b>	<b>1.9</b>
<b>41-50</b>	<b>4.9</b>	<b>Nil</b>	<b>3.9</b>	<b>4.9</b>	<b>1</b>
<b>&gt;50</b>	<b>NIL</b>	<b>1.9</b>	<b>2.9</b>	<b>1</b>	<b>1</b>

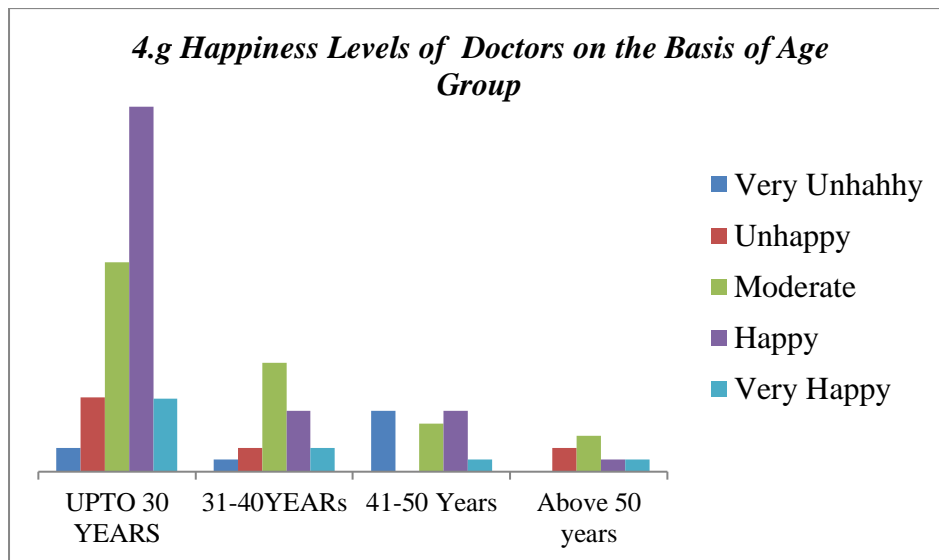
**Source: Compiled from survey data, Figures in percentage**

In table-4.9 we see that 79% of the doctors are young and among the very happy doctors 80% doctors are below the age group of forty whereas only 20% doctors are above forty years in the group of very happy doctors. The happiest age group is up to 30 years which is 5.9 percent.

**Table-4.10 Mean of Workplace Happiness of Medical Doctors Based on Age**

	No.	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
<b>1.00</b>	<b>62</b>	<b>59.8015</b>	<b>17.51108</b>	<b>2.22391</b>	<b>55.3545</b>	<b>64.2484</b>	<b>3.42</b>	<b>88.18</b>
<b>2.00</b>	<b>19</b>	<b>58.2142</b>	<b>18.83801</b>	<b>4.32174</b>	<b>49.1346</b>	<b>67.2938</b>	<b>14.39</b>	<b>90.31</b>
<b>3.00</b>	<b>15</b>	<b>45.9347</b>	<b>32.35985</b>	<b>8.35528</b>	<b>28.0144</b>	<b>63.8550</b>	<b>1.56</b>	<b>94.16</b>
<b>4.00</b>	<b>6</b>	<b>59.1383</b>	<b>24.84927</b>	<b>10.14467</b>	<b>33.0606</b>	<b>85.2160</b>	<b>28.92</b>	<b>99.15</b>
<b>Total</b>	<b>102</b>	<b>57.4275</b>	<b>21.15484</b>	<b>2.09464</b>	<b>53.2723</b>	<b>61.5828</b>	<b>1.56</b>	<b>99.15</b>

**Source: Compiled from survey data; 1== (25-30) yrs, 2= (31-40) yrs, 3= (41-50) yrs and 4=>50yrs**



From the table - 4.10, we observed that in the sample, who is aged between 25-30 years, the mean of workplace happiness scores of that group is 59.801. The upper and lower limit (at 95% confidence limit) of this mean is 64.248 and 55.354 respectively. The mean of workplace happiness scores of those who are under age group of 31-40 is 58.21. The upper and lower limit (at 95% confidence limit) of this mean is 65.293 and 49.134 respectively. The mean of workplace happiness scores of those who are under age of 41-50 years is 45.9347. The upper and lower limit (at 95% confidence limit) of this mean is 63.858 and 28.014 respectively. The mean value of workplace happiness scores of those who are above 50 years is 59.138. The upper and lower limit (at 95% confidence limit) of this mean is 85.216 and 33.060 respectively.

**Table -4.11 ANOVA Analysis Based on Age**

	Sum of Squares	Df	Mean Square	F	Sig.
<b>Between Groups</b>	<b>2360.009</b>	<b>3</b>	<b>786.670</b>	<b>1.800</b>	<b>.152</b>
<b>Within Groups</b>	<b>42840.254</b>	<b>98</b>	<b>437.145</b>		
<b>Total</b>	<b>45200.264</b>	<b>101</b>			

**Source: Compiled from survey data**

From the table -.4.11, it may be concluded that there is no significant difference in the mean scores of happiness of medical doctors having a different age group in the profession. This is because significant value calculated (i.e. .152) is

greater than ALFA=0.05. Thus research sub-hypothesis is accepted and it is concluded that there is no significant difference in the level of happiness of young and aged medical doctors.

#### **4.4.2.3 Level of Workplace Happiness of Medical Doctors Based on the Educational Standard Variation**

In this section workplace happiness profile of medical doctors of North Bengal medical college, with respect to the educational degree is analyzed and the sub-hypothesis that there is no significant difference between the levels of workplace happiness of medical doctors with the variations in the level of educational qualification achieved is tested.

**Table -4.12 Workplace Happiness Profiles of Doctors with Respect to Educational Degree**

<b>Degree of happiness</b>	<b>Very unhappy</b>	<b>Unhappy</b>	<b>Moderate</b>	<b>Happy</b>	<b>Very happy</b>
<b>Education</b>					
<b>Bachelor</b>	<b>2.9</b>	<b>1.9</b>	<b>11.7</b>	<b>19.6</b>	<b>4.9</b>
<b>Master</b>	<b>4.9</b>	<b>7.9</b>	<b>20.7</b>	<b>20.6</b>	<b>4.9</b>

**Source: Compiled from survey data, Figures in percentage**

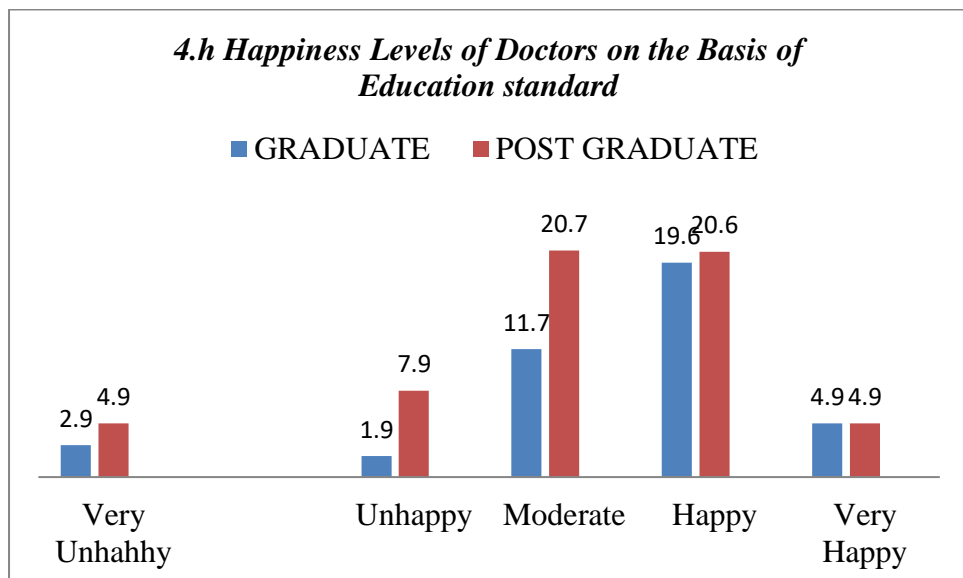
The table-4.12 shows that doctors with bachelor and master degree are in all happiness groups. It can be inferred that level of education not significantly affect workplace happiness, Almost five percent doctors with bachelor and master degrees are very happy in this study. 4.9% doctors with master degree and 2.9% doctors with a bachelor degree are very unhappy in their profession.

**Table-4.13 Mean of happiness of Medical Doctors Based on Education Standard**

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1.00	42	60.7679	17.92884	2.76648	55.1808	66.3549	3.42	86.89
2.00	60	55.0893	23.00495	2.96993	49.1465	61.0321	1.56	99.15
Total	102	57.4275	21.15484	2.09464	53.2723	61.5828	1.56	99.15

Source: Compiled from survey data; 1= Bachelor degree and 2=Master degree

As recorded in the table -.4.13, in the sample, it is observed that medical doctors who have bachelor degree have the high level of workplace happiness. The mean of workplace happiness scores of those who have the bachelor degree in medical science is 60.767. The upper and lower limit (at 95% confidence limit) of this mean is 65.354 and 55.180. The mean of happiness scores of those who have a master degree in medical science is 55.089. The upper and lower limit (at 95% confidence limit) of this mean is 61.032 and 49.146.



**Table -4.14 ANOVA Analysis Based on Education Standard Variation**

	Sum of Squares	Df	Mean Square	F	Sig.
<b>Between Groups</b>	796.657	1	796.657	1.794	.183
<b>Within Groups</b>	44403.607	100	444.036		
<b>Total</b>	45200.264	101			

**Source: Compiled from survey data**

From the table -.4.14, it may be concluded that there is no significant difference between the mean of workplace happiness scores of medical doctors having a different educational qualification. This is because significant value calculated (i.e. .183) is greater than ALFA=0.05. Thus the sub- hypothesis is accepted and it is concluded that there is no significant difference between levels of happiness of medical doctors with the variation in the level of education standard achieved.

#### **4.4.2.4 Level of workplace Happiness of Medical Doctors Based on Experience in Service Variation**

In this section, workplace happiness profile of North Bengal Medical College’s doctors with respect to service experience and the hypothesis that there is no significant difference amongst the levels of workplace happiness of medical doctors with the variations in the experience in service is tested.

**Table-4.15 Workplace Happiness Profiles of Doctors with Respect to Experience**

<b>Degree of happiness</b>	<b>Very unhappy</b>	<b>Unhappy</b>	<b>Moderate</b>	<b>Happy</b>	<b>Very happy</b>
<b>Experience</b>					
<b>1-3</b>	1.9	6.9	19.7	25.5	4
<b>4-7</b>	1	1	4.9	5.9	2
<b>8-11</b>	2	Nil	2.9	2.9	1.9
<b>&gt;11</b>	2.9	1.9	4.9	5.9	1.9

**Source: Compiled from survey data; Figures in percentage**

Table 4.15 reveals that junior (4%) doctors are happier than senior (1.9%) doctors. Young doctors are happier than older doctors. Among the very unhappy

doctors, 4.9% are having work experience above eight years and 2% are with one to seven years in the profession.

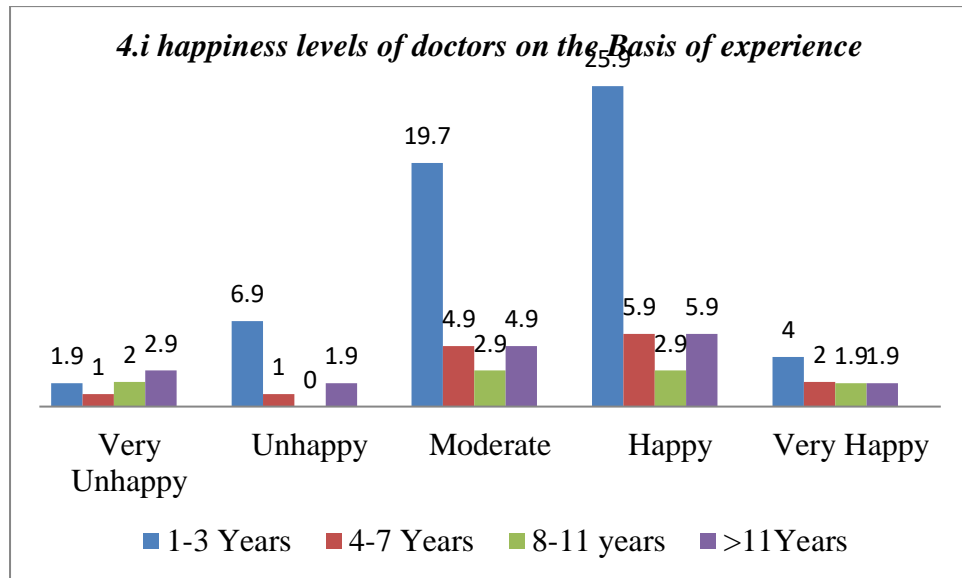
**Table-4.16 Mean of happiness of Medical Doctors Based on Experience**

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1.00	61	59.2779	16.56003	2.12029	55.0366	63.5191	3.82	88.18
2.00	14	55.6943	25.68079	6.86348	40.8666	70.5219	3.42	90.31
3.00	8	58.3150	21.20588	7.49741	40.5864	76.0436	29.20	86.89
4.00	19	52.3905	30.07911	6.90062	37.8929	66.8882	1.56	99.15
<b>Total</b>	<b>102</b>	<b>57.4275</b>	<b>21.15484</b>	<b>2.09464</b>	<b>53.2723</b>	<b>61.5828</b>	<b>1.56</b>	<b>99.15</b>

**Source: Compiled from survey data; 1= (1-3) yrs, 2== (4-7) yrs, 3== (8-11) yrs and 4=>11yrs**

From the table - 4.16, we observed that in the sample, who have experience in the profession of 1 to 3 years have the high level of happiness. The mean of workplace happiness scores of those who have 1 to 3 years of service experience is 59.277. The upper and lower limit (at 95% confidence limit) of this mean is 63.5191 and 55.036 respectively. The mean of workplace happiness scores of those who have 4 to 7 years of service experience is 55.994. The upper and lower limit (at 95% confidence limit) of this mean is 70.52 and 40.86 respectively. The mean of workplace happiness scores those who have 8 to 11 years of service experience is 58.315. The upper and lower limit (at 95% confidence limit) of this mean is 76.043 and 40.586 respectively. The mean of happiness scores of those who have above 11 years of service experience is 52.39. The upper and lower limit (at 95% confidence limit) of this mean is 66.88 and 37.892 respectively.





**Table -4.17 ANOVA Analysis Based on Experience in Service Variation**

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	739.264	3	246.421	.543	.654
Within Groups	44460.999	98	453.684		
Total	45200.264	101			

Source: Compiled from survey data

From the table -4.17, it may be concluded that there is no significant difference in the mean score of happiness of medical professionals having a different level of experience in the profession. This is because significant value calculated (i.e. .2654) is greater than  $P=0.05$ . Thus sub- hypothesis is accepted and it is concluded that there is no significant difference in the level of happiness of less experienced and more experienced medical doctors.

**Inference:** We can conclude that our experiment does not provide evidence that the difference in workplace happiness on the basis of demographic variables is statistically significant in the population. Thus we accept the research hypothesis one that demographic variables (gender, age, education, and experience) have no effect on workplace happiness of medical doctors of North Bengal.

#### 4.4.3 Analysis of Work Attributes Responsible for Workplace Happiness

**Research Hypothesis two:** Doctors are not satisfied with the important work attributes of happiness in their profession.

**Table-4.18 The Work Attributes by Importance**

<b>Rank</b>	<b>Most Important Work Attributes(by rank)</b>	<b>Score (out of 12)</b>	<b>Responses as Highly Important</b>
<b>1</b>	<b>Salary</b>	<b>8.44</b>	<b>24.5%</b>
<b>2</b>	<b>Interesting work</b>	<b>8.11</b>	<b>23.5%</b>
<b>3</b>	<b>Work life balance</b>	<b>7.39</b>	<b>15%</b>
<b>4</b>	<b>Positive impact to society</b>	<b>7.04</b>	<b>8%</b>
<b>5</b>	<b>Autonomy at work</b>	<b>6.78</b>	<b>7%</b>
<b>6</b>	<b>Job security</b>	<b>6.41</b>	<b>7%</b>
<b>7</b>	<b>Advancement opportunities</b>	<b>6.24</b>	<b>7%</b>
<b>8</b>	<b>Good relation with Management</b>	<b>5.9</b>	<b>5%</b>
<b>9</b>	<b>Good relation with colleague</b>	<b>5.53</b>	<b>4%</b>
<b>10</b>	<b>Safe working condition</b>	<b>5.47</b>	<b>3%</b>
<b>11</b>	<b>Location Of Work</b>	<b>5.23</b>	<b>2%</b>
<b>12</b>	<b>Acceptable Work Demand</b>	<b>5.08</b>	<b>1%</b>

**Source: Compiled from survey data**

In table-4.18 we observed the order of work attributes ranked by respondents according to their importance of happiness at work. The five most important work attributes are salary, interesting work, work- life balance, positive impact on society and autonomy at work.

24.5 percent of medical doctors ranked salary as the most important work attribute of their workplace happiness and gave it the highest score of 8.44 (out of a maximum score of 12) . The table also reveals that interesting work is selected by 23.5 percent of the participant as the second most important work attribute for their workplace happiness. With a score of 7 works -life balance ranked to 3rd place.

Work attribute acceptable work demand scored least point 5.08 out of 12 and considered by the respondents as the less important factor of their workplace happiness. The work attribute location of work with a score of 5.23 points comes to the next least important position. This indicates that the doctors considered the internal factors (salary) as the most important for their workplace happiness. They

would get these internal factors from their job rather than the environment that they are working in.

**Table-4.19 Most Satisfied to Dissatisfied Work Attributes**

<b>Attribute</b>	<b>Score(Out of 10)</b>	<b>Highly Satisfied</b>
<b>Job security</b>	<b>7.12</b>	<b>31%</b>
<b>Good relations with colleagues</b>	<b>6.87</b>	<b>27%</b>
<b>Acceptable work demands</b>	<b>6.4</b>	<b>25%</b>
<b>Location of work</b>	<b>6.4</b>	<b>24%</b>
<b>Safe working conditions</b>	<b>6.4</b>	<b>23%</b>
<b>Salary</b>	<b>6.35</b>	<b>22%</b>
<b>Work-life balance</b>	<b>6.03</b>	<b>21%</b>
<b>Good relations with management</b>	<b>5.83</b>	<b>21%</b>
<b>Positive impact to society</b>	<b>5.76</b>	<b>19%</b>
<b>Advancement opportunities</b>	<b>5.74</b>	<b>15%</b>
<b>Interesting work</b>	<b>5.68</b>	<b>14%</b>
<b>Autonomy at work</b>	<b>5.49</b>	<b>9%</b>

**Source: Compiled from survey data**

The table-4.19 reveals that doctors have the highest level of satisfaction with the work attribute of job security. This work attribute scored 7.12 out of 10 and 31% doctor satisfied with it. The next most satisfied work attribute with which doctors are satisfied is the relationship with colleagues. Twenty-seven percent doctors gave it 6.87 points out of ten. The other work attributes which come under the top five mostly satisfied work attributes groups are acceptable work demands, the location of work and safe working condition. Twenty-five percent doctors are satisfied with acceptable work demands and twenty-three percent doctors are satisfied with safe working condition. The work attributes autonomy and interesting work, both scored the least in terms of satisfaction level, but the doctors have rated these two work attributes as most important for their workplace happiness. Only nine percent doctors are satisfied with autonomy at work. Autonomy at work is the least satisfied work factor and it scored 5.49 out of 10. The work attribute interesting work scored 5.68 out of 10 and come to second lowest satisfaction level. Twenty-five percent doctors are least satisfied with this factor. The percentage of doctors who reported that they are not

happy with the advancement opportunities of their current jobs is eighty- five. Good relation with management ranked the fifth place of dissatisfaction level.

Pearson Correlation has been used to test the relation between workplace happiness and work attributes. The table -4.20 shows that all twelve works attributes are positively and significantly related to medical doctors' workplace happiness. Since the Alpha value, .000 is less than.01 we accept the null hypothesis that there is a positive relationship between happiness and work attributes.

**Table 4.20 Pearson Correlation between Happiness and Work Attributes.**

Variables	r	Sig.
<b>Interesting work</b>	<b>.376**</b>	<b>.000</b>
<b>Autonomy at work</b>	<b>.356**</b>	<b>.000</b>
<b>Positive impact to society</b>	<b>.562**</b>	<b>.000</b>
<b>Good relations with management</b>	<b>.509**</b>	<b>.000</b>
<b>Work-life balance</b>	<b>.350**</b>	<b>.000</b>
<b>Advancement opportunities</b>	<b>.380**</b>	<b>.000</b>
<b>Salary</b>	<b>.305**</b>	<b>.002</b>
<b>Good relations with colleagues</b>	<b>.383**</b>	<b>.000</b>
<b>Job security</b>	<b>.513**</b>	<b>.000</b>
<b>Acceptable work demands</b>	<b>.502**</b>	<b>.000</b>
<b>Location of work</b>	<b>.497**</b>	<b>.000</b>
<b>Safe working conditions</b>	<b>.521**</b>	<b>.000</b>

Sources: compiled from survey data

**Table-4.21 Summary of Regression Analysis**

Model Summary				ANOVAs		
R	R <sup>2</sup>	Adjusted R <sup>2</sup>		F	Sig	Durbin Watson
<b>.795</b>	<b>.632</b>	<b>.582</b>		<b>12.710</b>	<b>.000</b>	<b>1.960</b>

Source: Compiled from survey data

The Summary of regression analysis (table No.4.21) shows the adjusted R<sup>2</sup> value to be .632 which predicts that 63 % of the variance in the happiness of the medical doctors is caused by twelve work attributes.

The results of Regression Coefficient (table-4.22) indicate that out of twelve work attribute, five (Positive impacts to society, Location of work, Safe working

conditions, Job security and Advancement opportunities) are best predictors of workplace happiness.

**Table 4.22 Summary of Regression Coefficient**

<b>ATTRIBUTES</b>	<b>BETA</b>	<b>Sig.</b>
Interesting work	.111	.250
Autonomy at work	.048	.584
<b>Positive impact to society</b>	<b>.278</b>	<b>.003</b>
Good relations with management	.059	.640
Work-life balance	.063	.434
<b>Advancement opportunities</b>	<b>.186</b>	<b>.021</b>
Salary	.044	.550
Good relations with colleagues	.020	.805
<b>Job security</b>	<b>.198</b>	<b>.021</b>
Acceptable work demands	-.006	.945
<b>Location of work</b>	<b>.259</b>	<b>.004</b>
<b>Safe working conditions</b>	<b>.200</b>	<b>.020</b>

**Source: Compiled from survey data**

The results of Regression Coefficient (table-4.22) indicate that out of twelve work attribute, five (Positive impacts to society, Location of work, Safe working conditions, Job security and Advancement opportunities) are best predictors of workplace happiness.

**Interference:** We can conclude that our experiment provides evidence that doctors are not satisfied with the important work attributes of happiness in their profession. Thus we accept the research hypothesis two that doctors are not satisfied with the important work attributes of happiness in their profession.

#### **4.4.5 Discussion**

In this chapter two research hypothesis have been tested; one is demographic variables (gender, age, education, and experience) have no effect on workplace happiness and another one is doctors are not satisfied with the important work attributes of happiness in their profession.

Data on happiness across gender indicates that male has a higher mean of workplace happiness scores than female but this difference is statically not significant.

This finding is consistent with the result of Suojaenen, Ilona (2012). The finding is not in line with the result of Ian C. Barrett (1980) who found sex was positively related. Daryl S. Famacion-Quinco (2012) results showed that 50 percent of the administrators of La Salle University were happy at work. They were mostly women. At work, women were more satisfied and happy (Warr 2007). Sharon S. Andrew, 2011 reported 82% women were happy in their jobs compared to 78 percent of men. Blanchflower and Oswald (2011) in their review found that women were happier than men.

The result of ANOVA analysis of happiness based on age reveals that there is no significant difference amongst the levels of workplace happiness with the variation of age. This finding supports the result of Ian C. Barrett (1980) who found that age was unrelated. Blanchflower and Oswald (2011) in his review found that age was not affecting happiness. This finding contradicts the findings of Malee Geounuppakul et al who investigated that age had influenced on workplace happiness of nurses. Mr. Rajnish Ratan et. al. (2011) also discovered that age had influenced on bank employees happiness. Level of happiness decreased with the age (Suojaenen, Ilona; 2012).

The result of ANOVA analysis of happiness based on educational qualification reveals that there is no significant difference between the levels of workplace happiness with the variation of educational standard. This result supports the findings of Ian C. Barrett (1980) that educational achievement not linked with happiness. The research by Gavin and Mason (2004) showed that employee education had an influence on happiness. Ruut Veenhoven and Peter Bakker (1977) reported a negative relationship between happiness and level of education. Clark & Oswald (1994) also found a negative relationship between happiness and education. Malee Geounuppakul et al and Ulf-G Gerdtham and Magnus Johannesson (1994) reported that happiness increases with education level.

The result of ANOVA analysis of happiness based on experience in service indicates that there is no significant difference amongst the levels of workplace happiness with the variation of experience in service. This finding does not support the result of Malee Geounuppakul et. al., who reported that work experience, had an impact on workplace happiness of nurses. David Sirota reported senior employees were less happy than the junior employees.

In the present study, the non-significant differences in the demographic variables (gender, age, educational qualification, and experience in service) is observed, possibly it is the reflection of general happiness score. If the contents are considered separately it may be possible that some significant differences may obtain. The sample size may also influence the results.

Medical doctors have moderate to high level of workplace happiness and five factors—positive impact to society, the location of work, safe working conditions, job security and advancement opportunity are the predictors of workplace happiness. Respondent's ranked salary, interesting work, work-life balance, positive impact on society and autonomy at work as important work attributes for their happiness. Job security, good relations with a colleague, acceptable work demands, location of work and safe working conditions are the factors with which doctors are mostly satisfied.

Findings of this study related to factors of happiness are in the line of some previous studies and contradicted with the findings of some other studies.

Suojanen, Ilona (2012) reported safety of work was an important factor in workplace happiness, which is consistent with the result of the present study. It is also an important predictor of workplace happiness in this study. This result does not support the finding of Sirinthorn Saisoonthorn et.al. (2014); which showed that safety of Thai employees did not matter for happiness.

The result of Syed Shakir Ali Ghazali (2007) study supported the finding that doctors working at Bahawal- Victoria Hospital / Quaid-e-Azam Medical College were not satisfied with their income level. Ian C. Barrett (1980) pointed that income was not significantly related to happiness and on the contrary Malee Geounuppakul et.al. reported that income was related to happiness.

Daryl S. Famacion-Quinco (2012) supported our result that job security has an impact on happiness.

#### **4.4.6 Conclusion**

The research hypotheses which are formulated in this chapter are not tenable. The sub-hypothesis that there exists a high level of happiness of medical doctors working in North Bengal Medical College is acceptable. The happiness level of medical doctors is moderate to high.

Moreover, the influence of four demographic factors considered in the present study is (gender, Age, educational level attained and years of experience or period of service in profession) not significant in ascertaining the level of happiness. Doctors are not satisfied with the work attributes which they considered are important for their workplace happiness.