

## **Abstract of the Thesis**

Happiness has been the subject of study, since the beginning of written history. It is an elusive concept and yet a familiar tune in modern society. The concept has been the subject of much scrutiny and debate in recent years. Happiness refers to the experience of a sense of joy; satisfaction and positive well-being combine with a sense that one's life is good, meaningful and worthwhile. It is estimated by the researchers that more than half of the world's population are not happy. They lack motivation and are not enthusiastically and efficiently affianced in the world. The findings of research studies show that happiness manifests various positive results. Happiness gives us the drive to stay, the power to move forward and the motivation to do good for others.

An individual's happiness depends on three factors-----personal life, work life and social life. We spend more than one-third of our life at work or work-related activities. Since the work is central to our existence, we tend to build our identities around work and hence, work has become one of the key determinants of our health and happiness.

The workplace happiness is an important concept both for individual and organization. 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, increases profitability, and improved interpersonal relationships. On the other hand, it reduces the risk of accidents, the rate of absenteeism, sick leave, short term or long term disability, burnout, job turnover rates, various health conditions, disability and overall health care costs.

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 help the organization to be successful and to direct a lot of financial implications for the company. It is, therefore necessary to generate and sustain employees' workplace happiness.

An employee is said to be happy at work if his or her cognitive abilities, talents and interests match those required by the job or if he/she fits the job. Job fit makes an individual happy. Job fit is there, where the passion and talents of the individual matches those required by the job; a person is doing what he/she likes to do or what he/she can do the best.

Psychologist, Mihalay states that happy employees are engaged at work. An American study shows that 75% of employees of companies are not engaged at work and one of the reasons for disengagement is lack of job fit. The lack of job fit does not mean that they do not have proper academic qualification or skills. This lack of job fit cost havoc to the organization and to individual cause mental health problems. One study estimated the cost of this disengagement that ranges from 254-353 billion dollars which is larger than US budget for education and defense.

Analysis of happiness theories shows that happiness is influenced by life circumstances and major life events. Psychologists' set point theory of happiness believes that an individual has a fixed set point around which happiness fluctuates. This set point is mainly innate and determined by hereditary factor and personality. The idea of biologically predetermined set point implies that happiness level will remain stable over time and irrespective of life situation some people experience more happiness than other.

In this backdrop, the present study aims to identify the combination of personality type and multiple intelligence profiles of very happy and very unhappy employees and work attributes responsible for workplace happiness. It also assessed the relationship between emotional intelligence, the locus of control, occupational stress and workplace happiness.

To meet the research objectives an empirical, quantitative and descriptive study was conducted on doctors/physician of North Bengal Medical College in West Bengal. This medical college is one of the most important public sector healthcare delivery institutions which are giving specialized healthcare service to the people of the north zone of West Bengal. The research tools applied to carry on the survey were

The Myers Briggs Type Indicator, Jobs Central Works Happiness Indicator, Gardener's Multiple Intelligence Test, Linac's EI scale, A.K.Srivastava's Occupational Stress Scale and Loco Inventory.

To test the formulated hypotheses the researcher applied quantitative research techniques. The researcher was able to collect data from one hundred and two medical doctors. The influence of four demographic factors considered in the present study is (gender, age, educational level attained and years of experience in profession) not significant in ascertaining the level of workplace happiness. The research hypothesis that there is no difference in the combination of personality types and intelligence factors between doctors who are very happy in their profession and doctors who are very unhappy in their profession is not tenable. The findings supported the other two research hypotheses that there exists a positive relationship between locus of control (internal and external), Emotional Intelligence and Workplace Happiness and there is a significant adverse relationship between Occupational Stress, Emotional Intelligence, Locus of Control and Workplace Happiness.