World Applied Sciences Journal 35 (10): 2264-2268, 2017
ISSN 1818-4952
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DOI: 10.5829/idosi.wasj.2017.2264.2268

Fun At Workplace of Employees In Small And Medium-Sized Enterprises (SME)

[1]*Maizatul Akmar Binti Mohd Rasli,* [1]*Nuruljannah Afiqah Binti Johari,*
[1]*Noor Awanis Binti Muslim and* [2]*Abd Rahim Romle*

[1]College of Business and Accounting, Universiti Tenaga Nasional, Muadzam Shah, Pahang, Malaysia
[2]School of Government, Universiti Utara Malaysia, Sintok, Kedah, Malaysia

Abstract: The purpose of this research is to study the level of happiness of employees who works in SMEs Pahang by relating it to five factors of happiness: job inspiration, organization shared value, relationship quality of work life and leadership. In Malaysia, SMEs play an important role where they contribute 98.5% of business establishment and act as a backbone of the country's economy. On the other hand, 70% of Malaysian workers were seeing more stress-related illness and if not properly handle, it will bring a negative influence on the humanity in the future. 250 sets of questionnaires were distributed in Pahang state and the data collected were analysed using IBM SPSS Software. This paper indicates that five factors contribute to the level of happiness. In highlight, three out of five have been identified as the most dominance happiness factor among SMEs employees in Pahang. The factors are leadership, quality of work life and job inspiration. Thus, both hypotheses I and II are accepted.

Key words: Component · Happiness at work · Small and medium enterprises (SME) · Job inspiration · Leadership

INTRODUCTION

Small and medium enterprises (SMEs) portray much an extensive aspect in the Malaysian profitable economy as well as the backbone of the industrialized development in the country [1]. SMEs signifies both involvement total output and total employment in Malaysia [2]. Eventually, Malaysia will perform to be develop and as to become one of the industrialized business population by exploiting on the nation's effectiveness as well as by survive the flaws through the SMEs in the year of 2020 [3]. Past researcher has noted that a contented labour pool is more dynamic and people will stay much longer in their working environment. Happiness can be specifying as the mix of the frequent positive affect, infrequent negative effect as well as high level of satisfaction with life [4]. Literally, happiness exists due to the form of emotions, amusing moods, firm characteristics and well-being [5]. Corresponding to Boehm and Lyubomirsky (2008), happiness much coordinate with the pleasant workplace achievement and mostly extends the measures of success as well as outline better affect which to extend more the workplace outcomes [6]. The antecedents which will devote to the happiness at the workplace are jobs inspiration, organization's shared value, relationship, quality of work life and leadership. Henceforth, these antecedents will be standardized based on high, middle or low level of happiness in the working environment.

The Keywords

Concept of Happiness at Workplace: In Positive Sharing Company, Alexander Kjerulf, Chief Happiness Officer [7] (referred in Chawsithiwong, 2007) says happiness at workplace is when a person responds to and love what he is doing at work. Happiness has pulled in the consideration of scholars since the start of recorded history [8]. Aristotelian thought of "Eudaimonia" is a case. Eudaimonia is fun which originates from the Greek "eu" (great) and "daimon" (God, soul). Happiness additionally method for doing great [9]. Happiness can be characterized as the experience of positive emotions and a feeling of fulfillment with life all in all [10].

Corresponding Author: Amira Nadila Binti Anuar, Diviya Tharisini A/P Ramoo, Nur Aisyah Binti Mohd Karim, Nursyafiqha Elya Binti Kamarudin, Satis Nair A/L Balakrishan, College of Business and Accounting, Universiti Tenaga Nasional, Muadzam Shah, Pahang, Malaysia.

Diener, (2014) found that "the most notable qualities imparted by the 10% of understudies to the largest amounts of joy and the least indications of sadness were their solid binds to loved ones and responsibility to investing energy with them" [11].

Factors Affecting Happiness In The Workplace

Leadership: Leadership is a social influence process in which the leader seeks the voluntary participation of subordinates to reach organization goals [12]. Today's organizations need effective leaders who understand the complexities of the rapidly changing global environment. If the task is highly structured and the leader has good relationship with the employees, effectiveness will be high on the part of the employees [13]. According to [14], leadership behavior can affect trust and satisfaction of employees to organization and organizational citizenship behavior, further enhances the relationship between leadership style and organizational commitment directly.

Job Inspiration: Job Inspiration is a new approach to workplace experience. An approach that lifts it away from the broom pushing experience many young people have had, into a way for business, schools and young people to build real and meaningful connections. It provides an experience for the young people which inspires and motivates them. And it makes a real difference to their lives.

Bartol and Martin (1998), think about motivation as an intense device that strengthens conduct and triggers the propensity to proceed [15]. At the end of the day, motivation is an interior drive to fulfill an unsatisfied need and to accomplish a specific objective. It is additionally a strategy that starts through a physiological or mental need that empowers an execution set by a goal. Motivation, a Latin word "movere" means intends to move. The procedures represent an individual's power, heading and diligence of exertion toward achieving an objective[16].

Relationship: Interpersonal relationship is very important issues involving any organization. Most of them are facing with human problem rather than business problem. Relationship at workplace have an advantageous impact on both organizational and individuals, variables [17, 18]. According to Maenapothi (2007), based on the journal "Happiness at Workplace of Employees in Small and Medium-sized Enterprises, Thailand", relationship consists of communication and acknowledgment among associates in an organization [19].

The Quality of Work Life (QWL): The Quality of Work Life alludes to all the authoritative information sources that go for the representatives' fulfillment and improving hierarchical adequacy. Walton (1973), credited the advancement of Quality of Work Life to different stages ever [20]. Performing authorized in mid twentieth century to shield representatives from dangers characteristic in employment and to dispose of dangerous working conditions, trailed by the unionization development in the 1940s were the underlying strides. Conferring to Maenapothi (2007), quality of work life is the relationship between 3 elements, specifically employee involvement, humanitarian work and work environment [19].

Organization's Shared Value: A value is a persisting conviction that a method of lead is actually or socially desirable over another. People have values. These qualities control our activities and judgments. Our qualities are the guidelines that impact us as we settle on decisions among option approaches. Esteem frameworks are moderately changeless systems that shape and impact our conduct.

The key is, the gathering must well-spoken its qualities. These mutual values then give the system that guides the activities and judgments of the gathering (or association). Gatherings (and associations) work best through accord and solidarity of reason and activity. This implies that the individual's qualities must match those of the aggregate substance. According toMaenapothi (2007), based on the journal "Happiness at Workplace of Employees in Small and Medium-sized Enterprises, Thailand", organization's shared value is a culture of the organization and shared behaviors [19].

Researches have proven that interpersonal relationship can create fun at workplace. Communication and acknowledgement among associates are examples of relationship that discussed [21]. A good communication may shut the work ambiguity off [22]. Thus, employees will always be being on the right track which leads to happiness for both employees and organization. For SMEs cooperation, this been an advantage because of the size of those companies. Normally, small and medium size of company does not have a complex structure of organization which may make it easier to control.

Problem Statement: A worldwide working conditions provider, Regus, noted that most exactly at 70% of Malaysian employees were stress-related illness when there once happened on the worldwide fiscal crisis. Related to the survey that been conducted by past

researcher, shows that almost 48% of Malaysian respondent shows their stress-illness levels higher. This also caused of 42% respondents are lacked sleeps due to overthinking work tasks (The Star Online – Bernama, 2013). Public Services Department (PSD) senior deputy director (psychology management) Dr. Abdul Jalil Hassan, illustrates that stress much likely to become world ill health by 2020, which may lead to negative influences on the humanity, which we should reconsider properly as to avoid it. Generally, small and medium enterprises (SMEs) are the pillars of Malaysia's growth development and thus, happiness shows the fundamental in SMEs. As part of emotions existence in the SMEs environment, it lowers down the aligned happiness rates of employees. Wherefore, this research post to investigate the employee's level of happiness and the level of happiness to overcome the problems that are stated before.

Public Services Department (PSD) senior deputy director (psychology management) Dr. Abdul Jalil Hassan, said stress was anticipated to become world's number one illness by 2020, which will bring about negative influences on the humanity, if not properly undertaken. Besides that, he also categorized stress in two natures: eustress, which is positive stress to achieve success and distress, which is negative stress that must be reduced (Human Resources Online - 2016).

In sum, small and medium enterprises (SMEs) is the backbone of Malaysia's economy and thus happiness at SMEs are vital. Due to stress emotions linger in the SMEs environment, it decreases the level of happiness of employees there. Therefore, it is important to make employees happy at workplace because it would result in efficient operation and valuable employees can be kept within the organization for a long time. Hence, this research aims to investigate the employee's happiness and level of happiness to overcome the problem that are stated above.

Research Questions:

- 5 five factors affecting happiness at the workplace?
- Are there any differences between the level of happiness at workplace of SMEs in Pahang?

Purpose of the Study: This study aims to investigate the SMEs employee happiness in Pahang. Happiness is important in every daily of work because it will affect the productivity and attitudes of employees to behave and perform at the workplace. Since this study never conducted in Malaysia especially in SME's industry thus, we would like to extend the contribution of knowledge in terms on SMEs literature. In addition, the purpose of this study is also to validate the research framework, in Malaysia context.

- To identify the factors affecting happiness at workplace.
- To explore the level of happiness at workplace of SMEs in Pahang.

Research Methods: This section has two folds 1) identifying the tabulation of SMEs population in Pahang, 2) to test whether to use in Malay set questionnaire or dual language or English full set only.

- Identifying the Tabulation of SMEs Population in Pahang

At first, this paper used the existing list of SMEs which obtained from the website. Then crosschecked was done to ensure the reliability of listing, unfortunately there is consistent answers. In second thought, this paper decided to explore the Pahang state began from the centre to the south (Temerloh, Maran, Kuantan, Pekan, Rompin). The final sampling for this project is 208 SMEs employees across the selected districts in Pahang. See Figure 1.

To Test Whether to Use in Malay Set Questionnaire or Dual Language or English Full Set Only: Three waves of survey distribution were employed:

Wave 1: the survey was distributed but in Malay language. This paper wanted to give convenience situation. But the result showed biasness and less consistence. This reason proceeds to second wave.

Wave 2: the survey continued with the similar group, but this time with dual language. The same reason with previous wave that was to give pleasant situation. Unfortunately, the result was no improvement but it better that wave 1. Therefore, this paper decided to continue with the further step that is wave 3.

Wave 3: similar group but with the original questionnaire. We assisted the respondents in answering the questionnaire. Finally, the result from wave three able the researcher to proceed the actual survey distribution.

The present paper distributed the survey to 250 of employees

Findings

Hypothesis 1: There is a relationship between happiness factors (Jobs inspiration, Organization shared value, Relationship, Quality of work life and Leadership) and level of happiness (Low, Medium and High).

Fig. 1: States of Pahang Map

Regression:

Table 1: Regression

Model	R	R Square	Sig. F Change
1	0.716[a]	0.512	0.000
2	0.764[b]	0.584	0.000
3	0.770[c]	0.593	0.029

a. Predictor: (Constant), Leadership
b. Predictor: (Constant), Leadership, Quality of Work Life
c. Predictor: (Constant), Leadership, Quality of Work Life, Job Inspiration

Hypothesis 2 = There is a difference between levels of happiness (Low, Medium and High)and the happiness factors (Jobs inspiration, Organization shared value, Relationship, Quality of work life and Leadership). (Accepted). (Refer Table 2 ANOVA)

CONCLUSION

The relationship between five factors and level of happiness is in positive direction. Extension from this direction, it explains three models were involved. The three models are 1) leadership, 2) leadership and quality of work life and 3) leadership, quality work life and job inspiration. The ANOVA reveals that the level of happiness among SMEs are varied. These findings proved that to create the variety level of happiness, the employer must consider those three dominant factors and practice it in the work environment.

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Appendices:

Table 2: ANOVA

ANOVA							
No.	Factors	Level of Happiness		Significant Value	Level of Happiness		Significant Value
1	Job Inspiration	Low	Medium	0.025	Medium	High	0.012
			High	0.000			
2	Organization Shared Value	Low	Medium	0.006	Medium	High	0.001
			High	0.000			
3	Relationship	Low	Medium	0.000	Medium	High	0.000
			High	0.000			
4	Quality of Work Life	Low	Medium	0.014	Medium	High	0.000
			High	0.000			
5	Leadership	Low	Medium	0.000	Medium	High	0.000
			High	0.000			