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## *Impact of Workplace Happiness and Well-Being on Individual Job Performance*

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*Abstract: Nowadays, the company is no longer attracted towards profitability but instead optimizing the quality and long-run relationship with consumers, as well as the positive and happy work environment. The present situation shows that happiness and well being are essential issues that must be considered, especially in the corporate environment.*

*Employees who feel happiness at work tend to focus more on their work and increase their productivities (Fitria Rahmi, 2018). In this study, we are going to study the impact of workplace happiness and well on employees performance.*

*Workplace happiness, we can say it is a human emotion that turns on when experience positive about the work they perform and when they feel involved in professional commitment. On the other side well being includes so many positive things like feeling happy, joyful, healthy and purposeful. Our third and responding variable is job performance. Job performance is the means to reach any particular goal or set of goals within a job, role, and organization.*

*Keywords: Workplace happiness, Well-being, job performance.*

### I. LITERATURE REVIEW

Happiness is the most important goal that everyone in the world seeks for (Fisher, 2016). This concept had gained consideration continuously. Previously, most of the human resource personnel functions revolved around the practice of employee motivation. Currently, the parts stretch beyond financial operations to include the workforces overall well being in the workplace. (Nesreen Ibrahim Awada and Fadillah Ismail) The happiness at the workplace is derived from all the three factors extrinsic, intrinsic and work life. (Gudivada Venkat et al., 2017).

Employees who realize happiness at the workplace tend to focus more on their work and increase their productivities. Happiness at the workplace is influenced by many factors like job satisfaction, job engagement, workplace security, managing stress and self-confidence (Fitria Rahmi, 2018)

Experimental laboratory studies and real-world evidence both validate gains to companies from paying attention to employees well being. Happiness seems to motivate more significant effect, increasing output without affecting its quality and thus boosting productivity. (Eugenio Proto, 2016)

There is an association between feeling unhappy/depressed due to work done by the respondent and psychological well being of the respondent. (M. Rajeswari & R. Magesh, 2017).

Palihakkara N. and Weerakkody W.A.S. conducted a study titled "The impact of employee happiness on organizational citizenship behavior: A study of executive level employees in selected mobile telecommunication companies". The study shows that employees' organizational citizenship behaviour extends beyond the formally prescribed role and does not appear in the context of the organization's formal reward structure.

**Işık, Ali. (2019).** conducted a study titled “Factors Affecting the Organizational Citizenship Behaviour of English Language Teachers”. The purpose of the study was to see how well demographic factors, job satisfaction, and emotional commitment predicted the OCB of ELT teachers in Turkish public high schools. According to the findings, the teachers were happy with their jobs, and their emotional commitment and OCB levels were above average. As a result, it can be deduced that they were content in their organizations, that they felt attached to them, and that they were willing to take voluntary actions to improve their own and the performance of the other members of the organization. Furthermore, positive correlations were discovered between OCB and job satisfaction, as well as between emotional commitment and OCB.

**Lila Bismala(2018)** in her study “Factors Affecting Organizational Citizenship Behavior: A Literature Review” concluded that OCB refers to a single employee's endeavour to go above and beyond in the workplace. OCB has the ability to affect organizational performance and contribute to its success. Organizational compliance, organizational loyalty, and organizational participation are all elements of OCB. Job satisfaction, leadership, and organizational atmosphere are all elements that influence OCB. Employees will be willing to accomplish more than just formal responsibilities and produce performance beyond organizational objectives if they have work satisfaction, effective leadership, and a positive corporate atmosphere. Individual acts that go beyond specified tasks, typically for the good of the organization – and may be driven by personal desires – are referred to as organizational citizenship behaviour. The essential components of OCB, its measurement, and some of its potentially negative or damaging elements have all been explored in this paper. The role of the company in promoting positive OCB and allowing employees to achieve at their best without the risk of negative consequences is a critical but difficult topic of research. **Helen Campbell Pickford and Genevieve Joy(2016).**

## II. ORGANIZATIONAL CITIZENSHIP BEHAVIOUR

Organizational citizenship conduct, according to **Smith et al (1983)**, is voluntary behaviour that is not required or compensated by the organization and includes the upkeep of the organizational eco system and a positive image that benefits the organization.

**Organ (1988)** defined organizational citizenship behaviour as discretionary behaviour that is traced within predefined performance standards but is not recognised by prescribed reward systems. However, the described behaviour leads to organizational development and, as a result, to the best results and performance levels.

It has found that voluntary activities and mutual understanding without any reward or compensation in return is at the core of organizational citizenship behaviour. The concept was initially introduced as a “good soldier syndrome” by **Organ (1988)**

Based on the literature review, the concept of organizational citizenship behaviour was already introduced in the 1930s but it was only officially defined in the 1980s. Since then the organizational citizenship becomes the subject of investigation of many researchers (**Ocampo, et.al. 2018**).

## III. EMPLOYEES PERFORMANCE

One of the most important variables investigated in the organizational setting is an employee's performance at work, which is considered one of the determinants of the quality of the working environment in organizations (**Koopmans et al., 2011**). Employee work performance is defined as an employee's ability to complete duties after putting forth the necessary effort (**Hellriegel et al., 1999; Karakas, 2010**).

**Sedarmayanti (2004)** states that: "Performance is defined as the record of the outcomes produced or a specific job function or activity during, a specific time period". **Irawan( 2004)** states that “the keywords of the definition of performance are: 1. The work of the workers, 2. Process or organization, 3. Proven concretely, 4. Can be measured, and 5. Can be compared with specified standard". Job performance is considered from both a behavioural and an outcome standpoint (**Roe, 1999**).

**IV. NEED OF THE STUDY**

Organizations today operate in dynamic contexts and are continually changing in terms of structure, content, and work processes. A capable and skilled human resource is critical for organizational performance in such a dynamic and uncertain environment. The success of an organization is determined by how well its people perform inside it. Job performance is influenced by motivation, well-being, and happiness, in addition to qualifications and competence. Internal and external elements like as work circumstances, organizational support, role clarity, job autonomy, work unpleasant sentiments, motivation, wellbeing, and the quality of work life given all influence how well an individual performs at work. Employee happiness and overall well-being have a significant impact not only on work performance but also on how he or she interacts within and outside the organization, and when an employee is unhappy, it can result in negative consequences for the organization such as high turnover, low job satisfaction, absenteeism, and so on. As a result, research into employee happiness at work is necessary. While many studies have been conducted to investigate the impact of various organizational variables on job performance, also in the field of psychology but little research has been conducted to investigate the impact of workplace happiness on organizational citizenship behaviour and employee job performance in industries specially in Delhi-NCR. As a result, the current study is a modest attempt to fill in the gaps in the subject's research in this area which is found through extensive literature.

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