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HOW HAPPINESS CAN BE EXPEDIENT TO THE ORGANIZATIONAL SUCCESS?

Human Resources lie at the heart of what really makes up a successful business, they are the ones who craft and carry out the vision that helps businesses to thrive. If you ask any CEO or director what their company's most critical asset is, the majority will assert their people. According to a study conducted by the University of Warwick, companies are becoming more aware of the benefits associated with investing in making employees happier.

Before diving into how happiness can be expedient to the organizational success, the present article shall provide a clearer insight into what happiness is. The term “happiness” has been studied and discussed by many scholars in different realms like art, philosophy, psychology and science. Happiness is shown through the pleasant moods and positive emotions, subjective well-being, and positive attitudes of the individuals. In recent years, the interest in happiness has long intrigued organizational researchers and practitioners.

According to a study conducted by [The-Happy-Index \(2018\)](#), happiness can lead to a 12% increase in productivity. The present article will explore how HR practitioners can implement happiness at the workplace to harvest success in the turbulent business world they operate in through the exploring the cases of the happiest places to work.

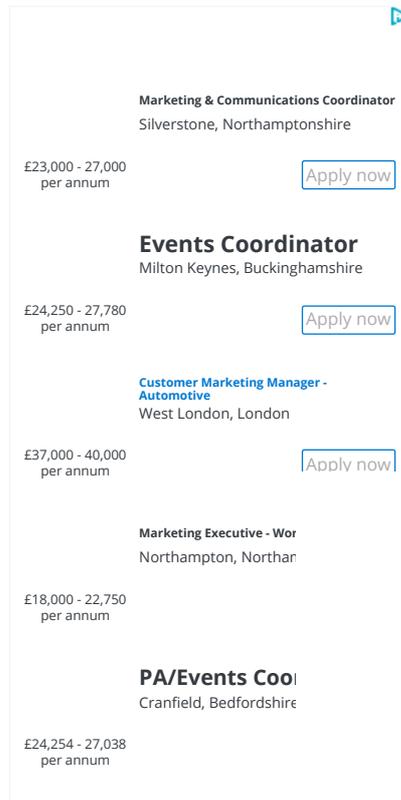
Facebook: The Happiest Place to Work

According to the [Businessinsider](#), Facebook has been attracting and retaining the best talents, it has been ranked as the number one best place to work on account of the

premium Facebook places on its employees' happiness; the tech pioneer has proven itself to be the gold standard for employers.

How Facebook makes HR asset happy?

The most distinctive focus comes in terms of the company culture. The organizational culture at Facebook consists of collectively empowering and inspiring the workforce. Also, Facebook integrates the employee' lifestyle onto their workplace. In Facebook, employees are allowed to bring in their personal lives and customize their Personal space accordingly. For instance, in their open-space employees are allowed to wear even surf on rollers. According to Sheryl Sandberg, Facebook's COO, "The best thing about working at Facebook is that we encourage people to bring their full selves to the work," They provide the employee with a friendly working environment and office layout which makes everyone happy to work and produce. In other words, people find meaning in their work. "Every morning when I go in, I feel like the luckiest guy on earth forever landing a job here," a Facebook Data scientist claimed on a [Glassdoor Review](#).



The screenshot shows a list of five job openings from Facebook. Each listing includes the job title, location, salary range per annum, and an 'Apply now' button.

Job Title	Location	Salary Range (per annum)
Marketing & Communications Coordinator	Silverstone, Northamptonshire	£23,000 - 27,000
Events Coordinator	Milton Keynes, Buckinghamshire	£24,250 - 27,780
Customer Marketing Manager - Automotive	West London, London	£37,000 - 40,000
Marketing Executive - Wor	Northampton, Northar	£18,000 - 22,750
PA/Events Cooi	Cranfield, Bedfordshire	£24,254 - 27,038

The second most remarkable feature of Facebook's workplace is the [spirit of equity and equality Facebook grants to its employees](#). Everyone at Facebook works in the big bull-pen like a workspace. Mark Zuckerberg, the CEO, does not have an office as he is rather opting to work alongside the other employees. Sometimes, it happens for the CEO to be working alongside an intern. Henceforth, employees are more motivated yet pride to work at Facebook. Further, According to Don Fraul, a former Facebook executive "You get zero credit for your title here at Facebook; it's all about the quality of the work, the power of your conviction, and the ability to make your people happy."



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Focusing on the employee well-being and happiness can be easily converted into higher employee productivity; henceforth, higher benefits as argued by Sigal Barsade in a [study](#) of employee productivity. The same study asserted that organizations that focus on their employee's happiness have a significantly decreased turnover, job burnout, and absenteeism. In addition, the moods of the workforce were among the critical factors which emerged as contributors to organizational productivity. In other words, organizations with happier employees were found to perform better on all facets of work including financial revenues.

Happiness as a Business Model

It is more obvious that the organizations need more than monetary reward to support their business models. Jenn Lim, the chief Happiness Officer at Zappos, highlighted the difference between a CEO and a CHO, he said: “The difference between a CEO and CHO is that the CHO is doing it through the lens of happiness as a business model.”

Furthermore, According to Oswald (2017), a Professor of Economics at Warwick Business School, “We find that human happiness has large and positive causal effects on productivity as positive emotions appear to invigorate human beings, while negative emotions have the opposite effect.” The key behind implementing a position of Chief Happiness officer is for organizations to be as productive as possible. Happy employers stay at their jobs longer, work harder, and follow thoroughly through the organizational mission and vision.

Chief Happiness Officer: The Linchpin to HR Corporate Strategy

CHOs have the diagnosis of the emotional wellbeing of their employees as a mission. They focus on adjusting the HR policies and the organizational cultures to fits best with the needs of the employees and to establish the right conditions for happiness. The job under such position is conducted throughout several ways ranging from distributing surveys to measure contentment, initiating workshops to tackle communications, psychological wellbeing, to meditation and mindfulness. It also incorporates respecting employees and providing them with feedback and keeping track of the employee contentment.

A Chief Happiness Officer brings about changes which are viable and important for the individual. A CHO gives the employees a voice as they need to be heard and empowered; he or she has the duty of making sure the organizational values are demonstrated. Values are the foundation on which an organization is built, the role of the CHO is not only to state those values but to convert them into actionable behaviours to ensure that people demonstrate those values. Also, the CHO offers freedom to the employees to manage their time, personalize their working space, and to implement their own ideas. Supporting employee growth and development is another duty of the CHO.

The encouragement of an enjoyable environment is another prominent duty. Re-energizing employees through making them work in a joyful environment, ensure they relax from time to time, and trust them to perform at their best; performance of the whole team is granted to be at its peak. Making the employees happy is the surest way organizations can strengthen their HR corporate strategy as it decreases turnover and job burnout, it increases the productivity, it retains the best talent, and make the employees more engaged.



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