

PERSPECTIVES ON JOB HAPPINESS AND HARMONY AMONG HUMAN CAPITAL: EVIDENCE FROM DUBAI

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ABSTRACT--Philosophers and social researchers have described happiness in different ways (Kesebir & Diener, 2008). In evaluation to the hedonic view of happiness as concerning best emotions and judgments of pride, eudemonic nicely-being, self-validation, self-actualization, and associated principles propose that a happy or “correct” life entails doing what is right and virtuous, growing, pursuing vital or self-concordant desires, and the usage of and developing one’s abilities and capabilities (Ryan and Deci, 2001; Ryff & Singer, 2008). Productive employees can benefit the government which effect of optimism on the economy and growth when people have faith in the future (Shk. Mohammed, 2017). The study examined human capital (n=156) in Dubai so to determine the job happiness and harmony in the workings of job satisfaction at the workplace. Descriptive method was used utilizing a case study and survey questionnaire as well as in depth interviews for data gathering. The findings suggest very positive which helped organizations enhance its performance, career growth opportunities and job satisfaction which played essentials for competitive advantage in the marketplace. The organizations have worked out for initiatives on the culture of happiness among the talents in dealing with their clients, peers and superiors. However, it will be appropriate to recommend for the organizations to have an integrated approach of happiness program.

Keywords--Job Happiness, Job Harmony, Human Capital, Dubai

I. INTRODUCTION

Research on the structure of influence, mood, and emotions constantly finds that the maximum vital dimension in describing individuals’ affective reports is hedonic tone, or pleasantness – unpleasantness (Watson, Wiese, Vaidya, & Tellegen, 1999). Job happiness is important to a workforce and it leads to good performance and revenue generation. It is highly valued in most societies especially in the United Arab Emirates (UAE). It is essential to human nature and it is a form of joy that appears in every human emotion. Happiness at workplace is fundamental element of human capital’s satisfaction because work is an important part of a person’s identity. The interest in happiness has also extended to workplace experiences. Therefore, happiness at work not only produces significant personal consequences for talents, but also a factor for business success. In addition, businesses and teams often focus on success and assume that people will be happy and satisfied as a result. However, job success is not the same as job happiness. Moreover, employees will not be happy with their jobs if they are spending too much time in activities that do not involve and motivate them. In the study, the researchers

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aimed to find if happiness lead to a totally satisfied human capital that can lead to business commitment, motivation and loyalty.

1.1 Research Problem

In every organization there are many types of talents, those who are very satisfied and happy related to work but on another hand, there are employees who are unsatisfied and unhappy. Past researches said that a happy and satisfied talents are more successful in the work place.

Happiness will increase the motivation and passion of the employees to do job perfectly.

On this study, is there a relationship between satisfaction and happiness? And what are the indicators of happiness that affect the human capital's satisfaction?

1.2 Research Questions:

- 1- What are the indicators of human capital's job happiness that affect the employee's satisfaction?
- 2- What are the effects of human capital's job happiness that affect the employee's satisfaction?
- 3-What are the outcomes of human capital's job happiness that affect the employee's satisfaction?

1.3 Research Objectives:

- 1- To identify indicators of human capital's job happiness that affect the employee's satisfaction.
- 2- To determine human capital's job happiness that affect the employee's satisfaction.
- 3- To know the outcomes of human capital's job happiness that affect the employee's satisfaction.

II. LITERATURE REVIEW

2.1 Happiness: Its Definition

The biggest divide was between hedonic perspectives of happiness as exceptional feelings and favorable judgments as opposed to eudaimonic perspectives of happiness involving doing what's virtuous, morally proper, actual to at least one's self, meaningful, and/or growth producing (Ryan and Deci, 2001; Ryff & Singer, 2008). The hedonic method was exemplified by way of studies on subjective properly-being. Subjective properly-being was typically visible as having correlated components: judgments of lifestyles pride (assessed globally in addition to in unique domains inclusive of relationships, health, work, and leisure), and affected stability, or had a preponderance of superb emotions and comparatively few or uncommon bad feelings (Diener, Suh, Lucas, & Smith, 1999; Schimmack, 2008). In the conventional influence circumplex, "happy" anchored the acute effective stop of the pleasantness-unpleasantness size (Russell, 1980; 2003; Remington, Fabrigar, & Visser, 2000).

Conventional information showed that hedonic happiness, conceptualized as mere pursuit of gratifying experiences, was unsustainable over the long time in the absence of eudaimonic well-being. When hedonic and eudemonic factors of well-being were, each measured, they were located to be reasonably strongly correlated, and some scholars had puzzled the application of the distinction in empirical work (Kashdan, Biswas-Diener, & King, 2008; Waterman, Schwartz, & Conti, 2008).

2.2 Happiness and Job Satisfaction

The maximum frequently studied constructed by means of far was job satisfaction. Job satisfaction was a mind-set so needs to comprise each cognitive and affective component (Eagly & Chaiken, 1993). But, there had been a history of mismatch between the definition of the construct and its measurement. In his classic definition, Locke described job satisfaction largely as affect: “a pleasurable or positive emotional state resulting from an appraisal of one’s job or job experiences” (1976, p. 1300). Others had pointed out that the most commonly used measures of job satisfaction ignored affect and had a major focus on the cognitive component (Brief, 1998; Brief and Weiss, 2002; Organ & Near, 1985; Weiss, 2002). Widely used instruments such as the Minnesota Satisfaction Questionnaire (MSQ, Weiss, Dawis, England, & Lofquist, 1967), the Job Descriptive Index (JDI, Smith, Kendall, & Hulin, 1969), and the Job in General Scale (JIG, Ironson, Smith, Brannick, Gibson, & Paul, 1989) asked for descriptions and assessments of job features rather than feelings about the job or emotional experiences while working. It had been shown that these commonly used verbal measures did not capture affect very well, not as well as a “faces” scale of job satisfaction. Faces scales literally asked respondents to pick out one in every of 11 faces ranging from a very unhappy/frowning face to a very glad smilingly face to symbolize their emotions approximately the process or some aspect of the job (Kunin, 1955). Brief and Roberson (1989) showed that a reflective rating of positive mood at work over the past week did not account for unique change beyond job cognitions in the MSQ or JDI, but did contribute to a faces measure of job satisfaction.

Although there may be nothing inherently wrong with equating a satisfied employee with a glad employee, in so doing, one is required to make tacit assumptions. First, due to the fact job satisfaction is unique to at least one’s task, it does no longer include components of one’s lifestyles out of doors of work. This surprisingly narrow scope stands in evaluation to investigate on mental properly-being wherein the happiness factor is usually considered as a broader assemble than process pride, one that refers to aspects of a man or woman’s life (Diener, 1984).

The second assumption involved the way task pride had been typically measured in organizational research. Although job pride had been operationalized in lots of extraordinary approaches, it generally was taken into consideration to be a mind-set (Weiss & Cropanzano, 1996).

Moreover, in any research of process-associated attitudes, Weiss and Cropanzano stated that it was far essential to separate the notion, or cognitive, component from the emotional, or affective, element. More mainly, it indicated that task pride was based in part on what one felt and in part on what one thought.

2.3 Reflections on Happiness:

The role of government was to create the environment through which people could achieved their dreams and ambitions and did it for themselves; also to create an environment and not to control it, the job of government was to empower people, not to have the power over them .To achieve happiness and seeking to make people happy was the embodiment of happiness itself in Islam, bringing happiness to humans was one of the greatest acts and the most gracious people were recognized as those who were the most beneficial to others. Furthermore, happy people produced more, lived longer and were better drivers of economic development, in

consequence happiness was measurable; it can be nurtured and attributed to a group of values and initiatives (Shk. Mohammed 2017).

Productive employees could be benefitted the government which effect of optimism on the economy and growth when people had faith in the future (Shk. Mohammed 2017). Happiness shaped one's perspective, if one's outlook was optimistic, the way one dealt with matters be positive, as well as many of the decisions and policies .

Positive energy inspired those around people, and they had more likely to work productively and effectively. Moreover, feelings of happiness and contentment prevailed a person's value which lied in the things he or she did well and any job was a chance to prove on self and bring about added value in one's life (Shk. Mohammed 2017). It was also an occasion to learn, to serve one's community and to prove one's abilities and skills as one unleashed potential, so if a human capital viewed job in this way, rest assured that achievement will be one's ally and success be one's companion (Shk. Mohammed 2017). Happiness will create positive energy that gave one's strength, a glow in one's face and a sparkle in one's eyes; it will help one achieved the impossible (Shk. Mohammed 2017).

2.4 Happiness Report:

A research was conducted in one of the organizations in UAE in 2015 in order to measure the satisfaction, loyalty, harmony and happiness of employees at work.

The research showed that job harmony positively affected the rates of job satisfaction and loyalty, also satisfaction and loyalty affected each other. Also work harmony, satisfaction and loyalty worked to raise positive emotions and improved their impression of their current and future prosperity.

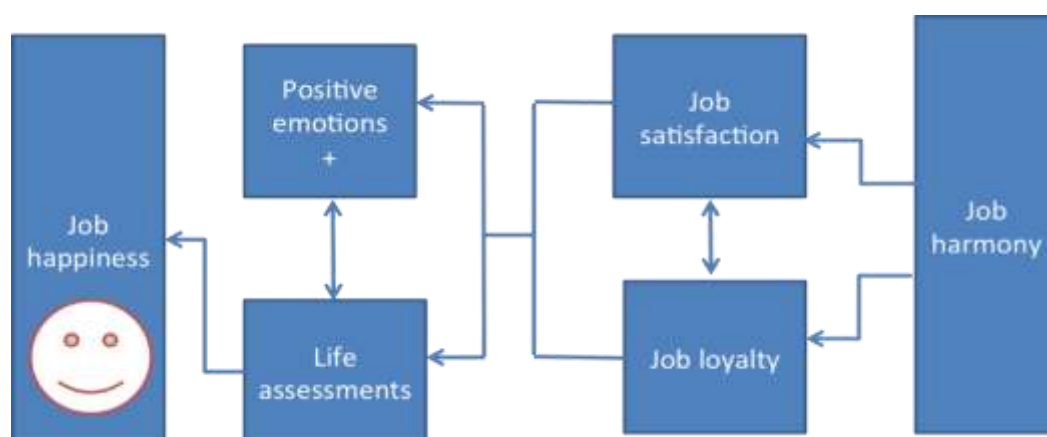


Figure 1: Job Happiness Architecture

Measurements of job satisfaction depended on how much one was satisfied with the work environment a talent working in. According to the report, they found out that 59 % of employees from ages 20 to 41 were satisfied with their jobs.

Measurements of job happiness depended on two scales, first: life assessment scale, second: a measure of positive and negative experiences that measured the burden of memory from positive and negative

experiences from the previous day. The results showed that 46% of employees think that life assessment had thrived while 8% believed it suffered, however 46% thought it struggled, also it showed that 67% of the employees had positive emotions, nevertheless 34% had negative emotions.

The authority also compared their results internationally on a scale of 5 and the results: job harmony equal 3.77, job satisfaction equal 3.65 and on a scale of 10 job happiness equal to 6.8

2.5 Dubai

Dubai considered the largest city in the United Arab Emirates. It is located on the south-east coast of the Persian Gulf, in the Arabian Desert, and is the capital of the Emirate of Dubai, one of the seven emirates that make up the country. Dubai is known for luxury shopping, ultramodern architecture and lively night-life (<https://www.impz.ae/dubai/>).

III. METHODOLOGY

Research Design

The study was a quantitative, descriptive study that utilized the survey method in collecting data. It also involves identifying trends that are developing and deals with relationships between variables.

Research Site

The study was conducted in Dubai and on selected organizations. These organizations were purposively selected based on inclusion criteria set for the current study. Organizations that have been in existence for the last ten years were included in the initial selection of organizations.

Participants

Employees from selected organizations were purposively selected to participate in the study. One hundred fifty six sample size actively participated in the survey.

Instrumentation.

Descriptive research utilizing quantitative and qualitative data had been collected as primary and secondary sources. Primary data gathered using questionnaire consisting of open and closed ended questions to collect both quantitative and qualitative information from the selected organizations' employees to elicit their views on job happiness (Bryman and Bell, 2011). Secondary information on study variables had been gathered from published material from company website, journals, articles and newspapers. The secondary literature was important because it will enable the researchers to check results against records. Pilot study had been conducted on 10 employees of an organization prior to the distribution of study questionnaires to establish the reliability of the instruments (Kothari, 2009)

Research Ethics Protocol

This study addressed the three main ethical issues required of any credible study (Andrews, Squire, & Tamboukou, 2013). Approval was sought from the research committee of the University and organizations

seeking permission to carry out the research. The consent of the respondents was sought to determine their voluntary participation in the study. The privacy of respondents was not disclosed to anyone and were kept private as numerical numbers were used instead of real identities during data collection and analysis.

Data Collection

There are two major types of sampling: Probabilistic and non probabilistic sampling. Probabilistic sampling is where every unit of study has an equal chance to be included in the research. In non probabilistic samplings, subject of study does not have an equal chance of being included in the final sample (Creswell, 2013). The probabilistic random sampling technique will be used to select 156 participants from selected organizations' employees. Access to relevant, accurate and adequate data is critical for the success of research (Kothari, 2009). Access to relevant data is guaranteed because the target population is employees of selected organizations that can be easily reached. The use of survey questionnaire enabled the researchers to access adequate data on variables of the study.

Statistical Techniques

The Statistical Package for Social Sciences (SPSS) was used to analyze data. Descriptive statistics was also used to determine the means, frequency of gender, age of the respondents.

IV. RESULTS AND DISCUSSIONS

The following demonstrate the results of the study :

4.1 Relation between Age and Gender:

From the table 1 it manifests that 60 of the participants are from the ages 23-32, 55 of them are from ages 33-42, and 40 of them are from 43 and up, and regarding on gender, 85 of the participants are males while 71 are females.

Table 1: Profile of the participants as to Gender and Age

Age Gender	M	F	Total
18-22	-	1	1
23-32	20	40	60
33-42	31	24	55
43-up	34	6	40
Total	85	71	156

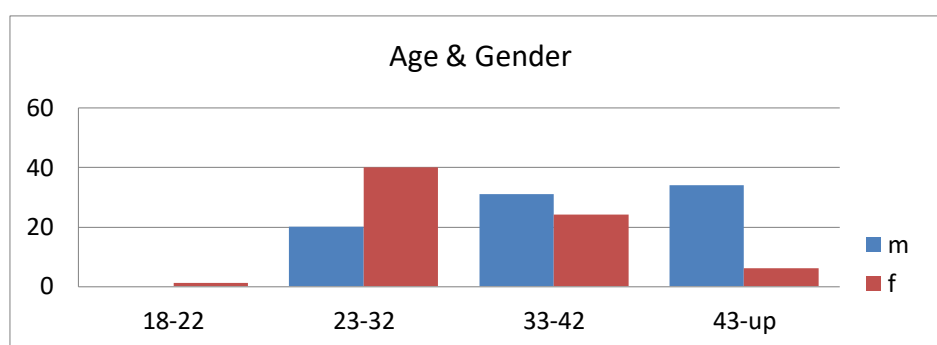


Figure 1: Profile of the Participants as to Gender and Age

In figure 1 Age profile of the female participants are 71 out of 156 while male participants are 85 out of 156.

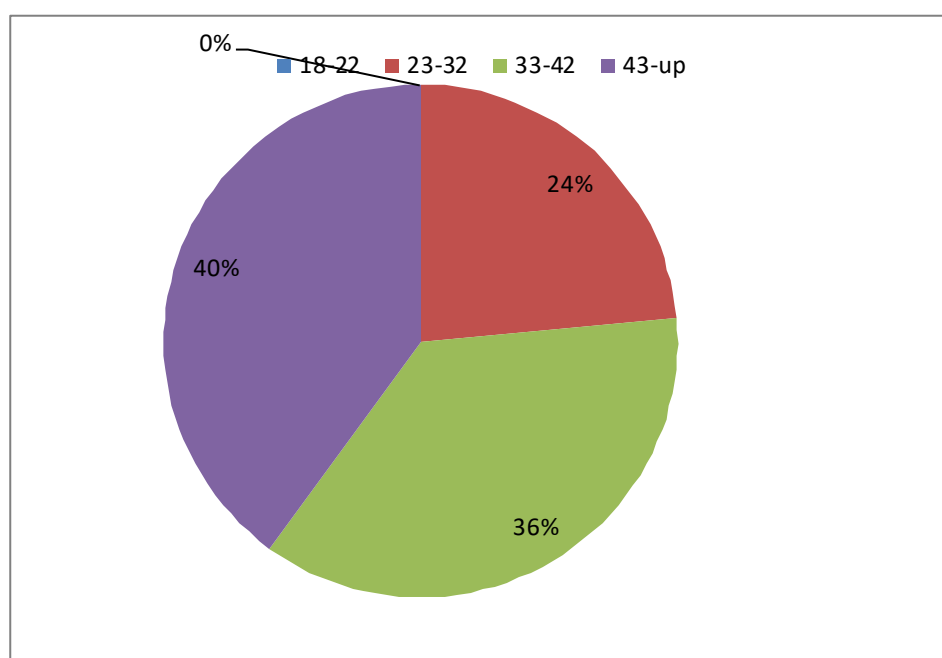


Figure2: Age Profile as to Percentage

In figure2, 40% of the participants are from age 43and up, 36% from age 33-42, and 24% from age 23-32.

4.2 Work Expectations:

Table 2 shows that 70 of the participants agree that they know exactly what is expected from them at work, 55 strongly agree, 23 neutral, 5 disagree, and 3 strongly disagree.

Table 2: Participants Response towards Work Expectations as to Numbers

Degree of satisfaction	No of employees
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5:Strongly agree	55
4:Agree	70
3:Neutral	23
2:Disagree	5
1:strongly disagree	3
Total	156

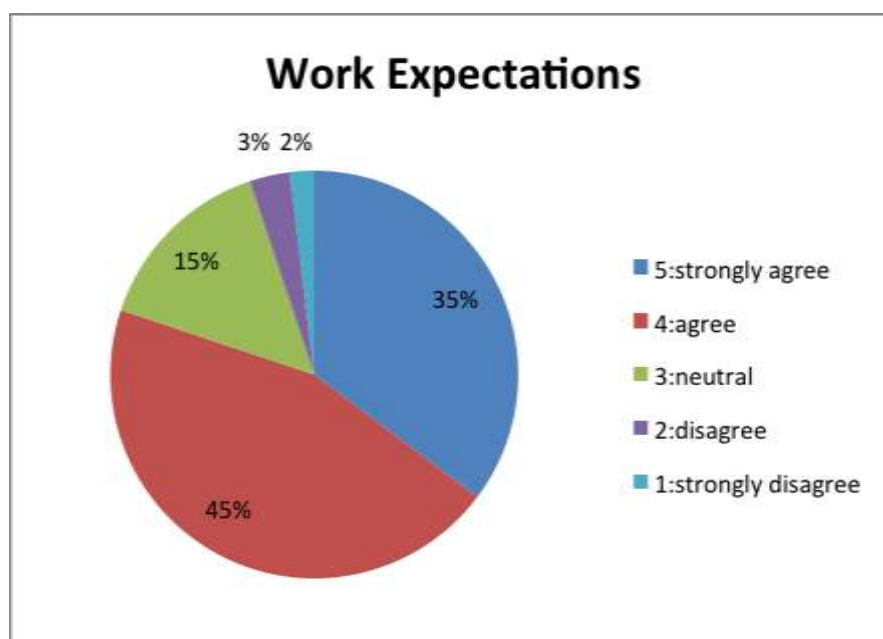


Figure3: Participants Response towards Work Expectations as to Percentage

Figure 5 shows that 45% agree that they know exactly what is expected from them at work, 35% strongly agree, 15% neutral, 3% disagree, and 2% strongly disagree.

4.3 Opportunities at Work:

Table3: Respondents Response towards Work Opportunities as to Numbers

Degree of satisfaction	No of employees
5:Strongly satisfied	39
4:Agree	67
3:Neutral	37
2:Disagree	6
1:Strongly disagree	7

Total	156
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Table 3 shows that 39 of the participants strongly agree that they have the opportunities to do what they want and what they love at work, 67 agree, 37 neutral, 6 disagree, and 7 strongly disagree.

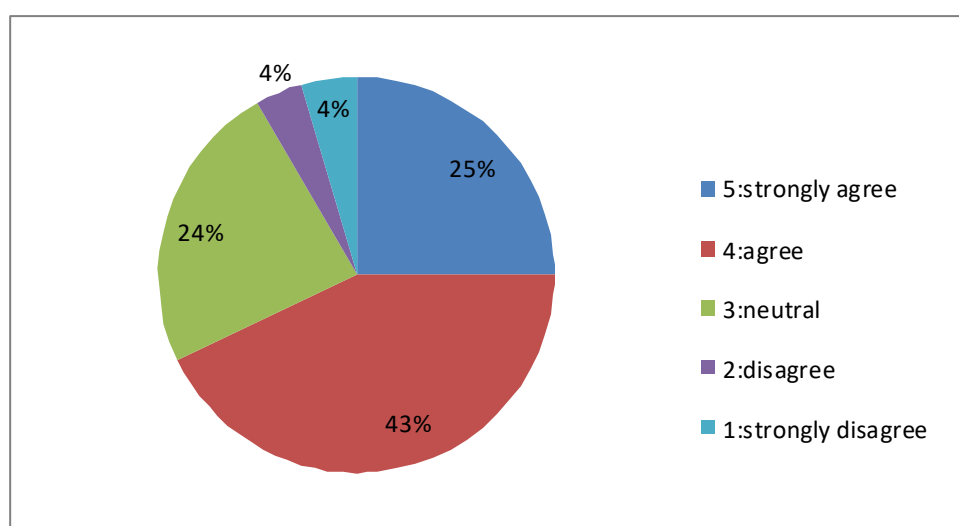


Figure 4: Respondents Response towards Work Opportunities as to Percentage

Figure 4 show that 43% of the participants agree that they have the opportunity to do what they what and what they love at work and 25% strongly agree while 4% don't think that they have opportunity to do what they want and 24% of them were neutral.

4.4 Materials and Equipment:

Table4 shows that 47 of the participants strongly agree that they have enough materials and equipment to do their work, 59 agree, 33 neutral, 14 disagree, and 2 strongly disagree.

Table 4: Materials and Equipment Support to the Respondents as to Numbers

Degree of satisfaction	No of employees
5:Strongly satisfied	47
4:Agree	59
3:Neutral	33
2:Disagree	14
1:Strongly disagree	2
Total	156

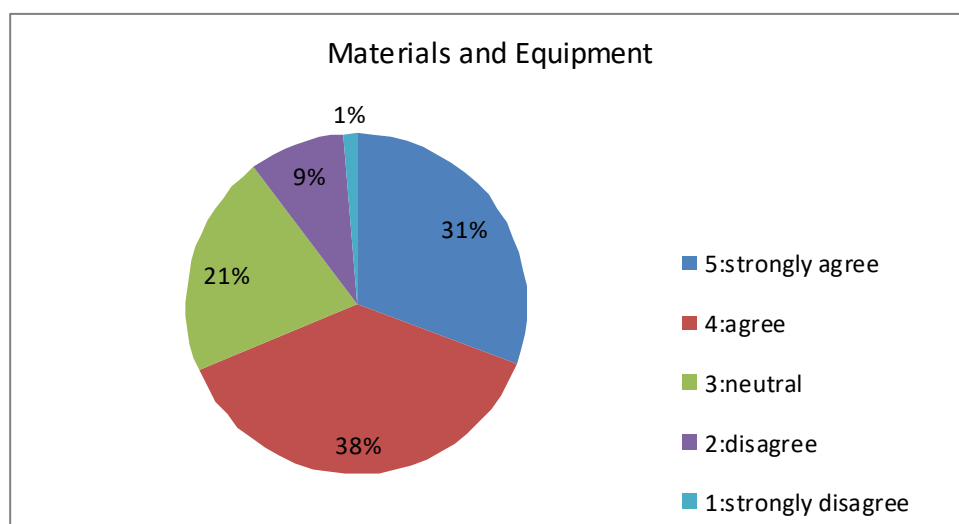


Figure 5: .Materials and Equipment Support to the Respondents as to Percentage

Figure5 shows that 31% strongly agree and 38% agree, while 21% is neutral, 9% disagree and 1% strongly disagrees.

4.5 Opinion:

Table 5 shows that 29 of the respondents strongly agree that their opinions seem to count, 68 agree, 40 neutral, 13 disagree, and 6 strongly disagree.

Table 5: Respondents Opinion about Work as to Numbers

Degree of satisfaction	No of employees
5:Strongly satisfied	29
4:Agree	68
3:Neutral	40
2:Disagree	13
1:Strongly disagree	6
Total	156

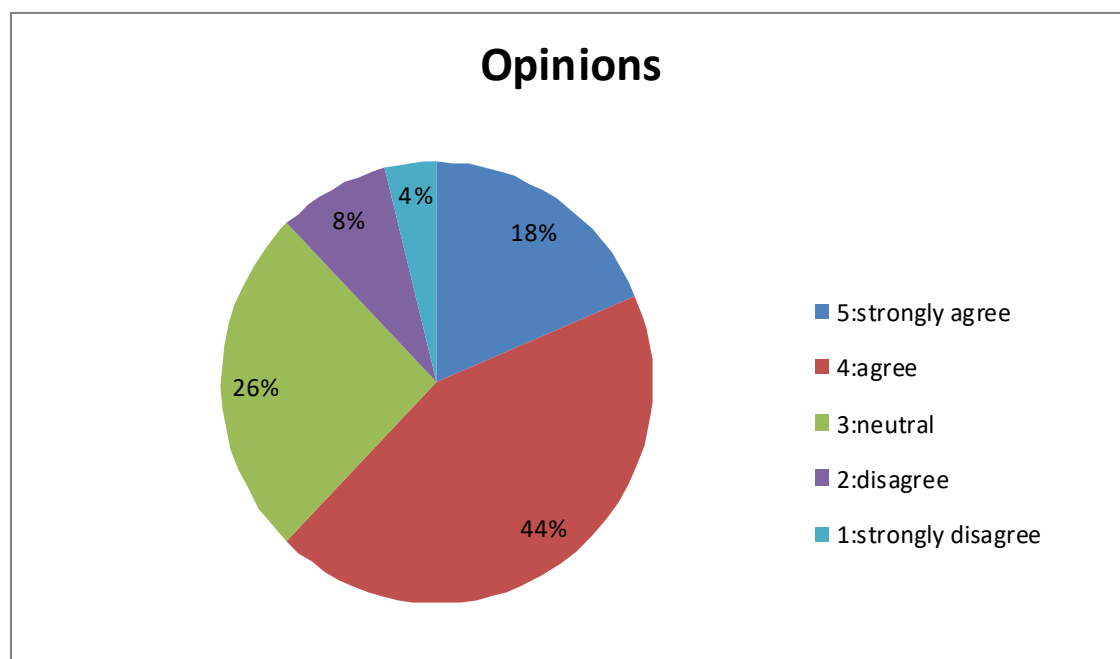


Figure 6 shows that 5%strongly agree and 44% agree, while 26% neutral and 8% disagree and 4% strongly disagree.

4.6 Opportunities to Learn and Grow:

Table 6 shows that 39 of the participants strongly agree that they have the opportunities to learn and grow, 49 agree, 44 neutral, 15 disagree, and 9 strongly disagree.

Table 6: Participants Response towards Opportunities to Learn and Grow as to Numbers

Degree of satisfaction	No of employees
5:Strongly satisfied	39
4:Agree	49
3:Neutral	44
2:Disagree	15
1:Strongly disagree	9
Total	156

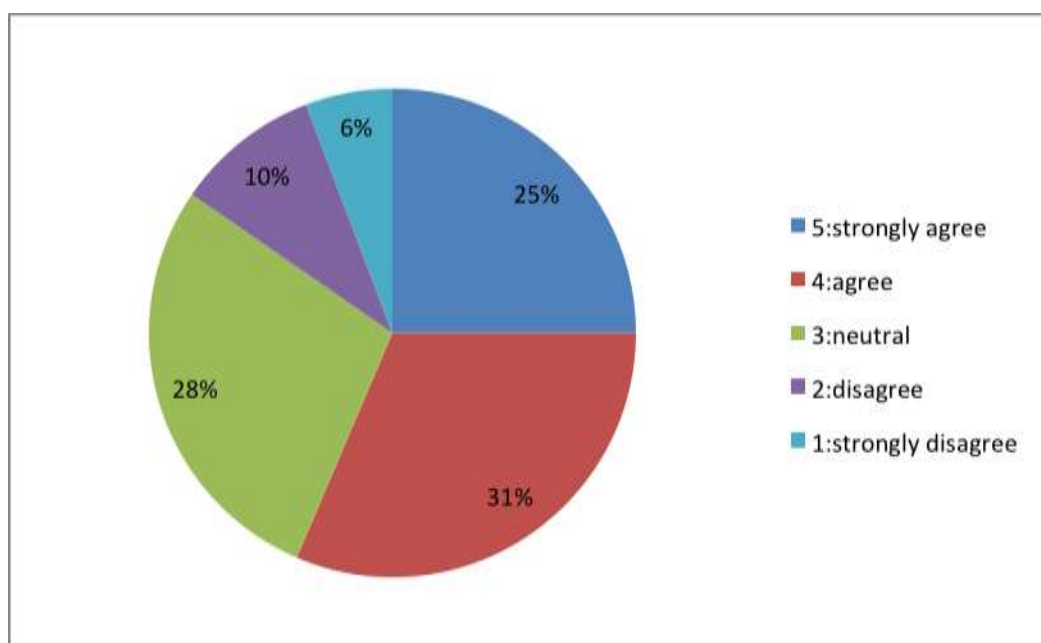


Figure7: Participants Response towards Opportunities to Learn and Grow as to Percentage

Figure7 shows that 25% strongly agree and 31% agree, while 28% were neutral and 10% disagree and 6% strongly disagree.

4.7 Purpose of the Company:

Table7 shows that 46 of the participants strongly agree that their superior can communicate the purpose of the company easily, 56 agree, 36 neutral, 3 disagree, 6 strongly disagree.

Table 7: Respondents Attitude towards the Company Purpose as to Numbers

Degree of satisfaction	No of employees
5:Strongly satisfied	46
4:Agree	56
3:Neutral	36
2:Disagree	3
1:Strongly disagree	6
Total	156

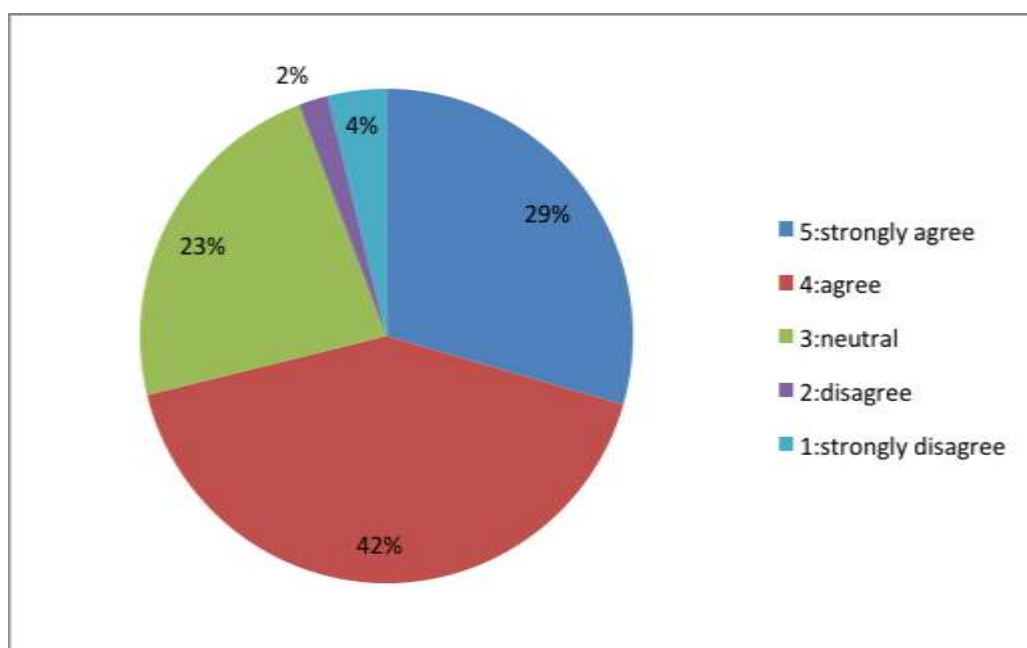


Figure 8: Respondents Attitude towards the Company Purpose as to Percentage

Figure8 shows that 29%strongly agree and 42% agree, while 23% neutral and 2% disagree and 4% strongly disagree.

4.8 Office Environment Happiness:

Table 8 shows that 121 of the participants are happy with their office environment, and 35 are not happy.

Table 8: Attitude of the respondents towards the Environment of the Work place as to Numbers

Degree of satisfaction	No of employees
Yes	121
No	35
Total	156

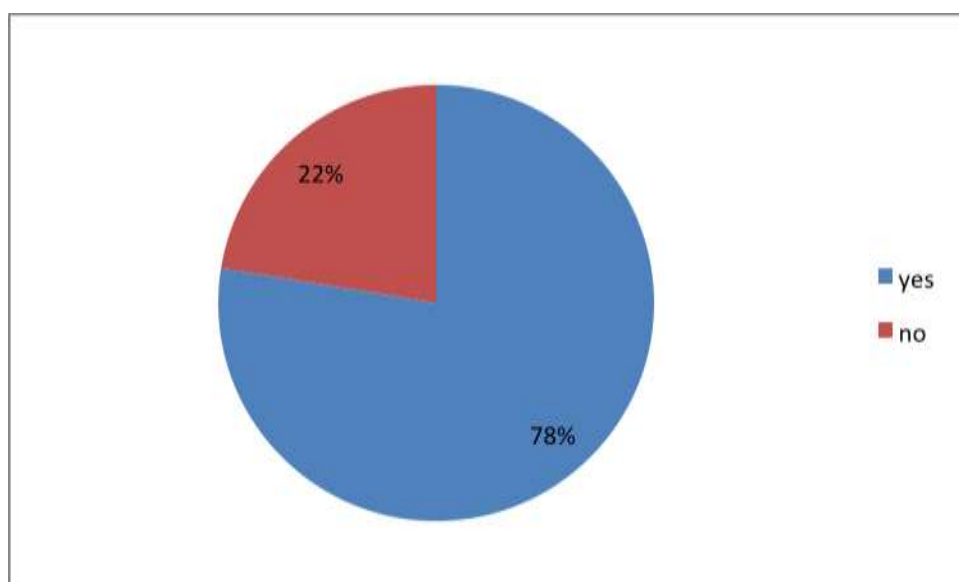


Figure 9: Respondents Attitude towards the Environment of the Work place as to Percentage

Figure9 shows that 78% of the participant says yes they are happy from their current office environment, while 22% says no.

4.9 Office Setup and Work Productivity:

Table9 shows that 79 of the participants say yes they think that an open office setup can improve their work productivity, and 59 say no.

Table 9: Respondents Attitude towards Open Office setup as to Numbers

Degree of satisfaction	Number of employees
Yes	79
No	59
Total	156

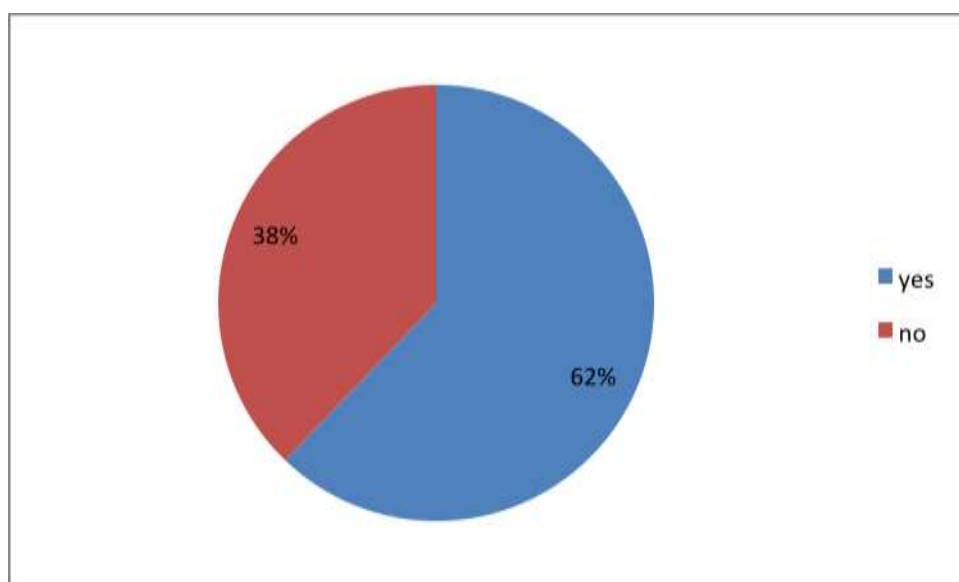


Figure 10: Respondents Attitude towards Open Office setup as to Percentage

Figure10 shows that 62 percent says yes that an open office environment will increase their productivity, and 38% says no.

4.10 Career Building Opportunities:

Table10 shows that 52 of the participants are satisfied with their career building opportunities, 81 neutral, and 23 unsatisfied.

Table 10: Respondents Attitude towards Career Building Opportunities as to Numbers

Degree of satisfaction	No of employees
Satisfied	52
Neutral	81
Unsatisfied	23
Total	156

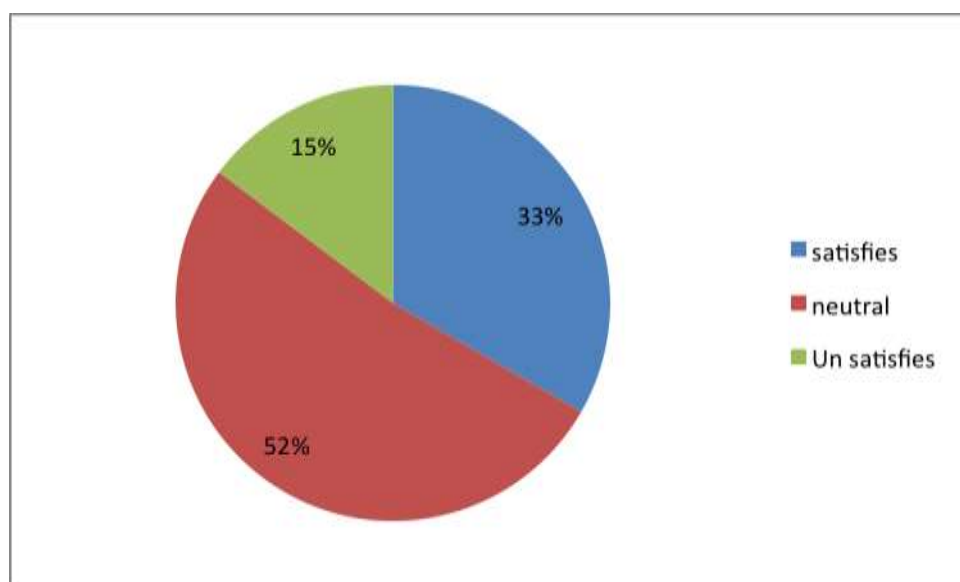


Figure11: Respondents Attitude towards Career Building Opportunities as to Percentage

Figure11 shows that 33% are satisfied with their career building opportunities, while 52% are neutral and 15% are unsatisfied

4.11 Awareness of Co-workers Happenings:

Table11 shows that 115 of the participants say yes they are aware of what is happening with their coworkers, and 41 say no.

Table 11: Awarness of the Respondents on the Coworkers Situation as to Numbers

Degree of awareness	No of employees
Yes	115
No	41
Total	156

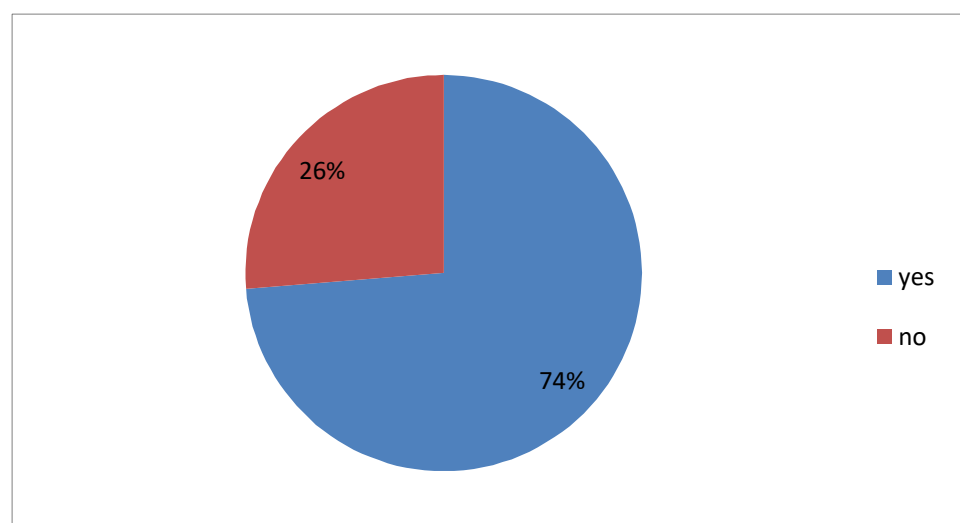


Figure12: Awareness of the Respondents on the Coworkers Situation as to Percentage

Figure12 shows that 74 % says yes, while 26% says no.

4.12 Teammates Job Happiness:

Table12 shows that 120 of the participants think that their teammates are happy with their jobs, and 36 say no.

Table12: Respodents Attitude towards Colleagues Happiness as to Numbers

Degree of wareness	No of employees
Yes	120
No	36
Total	156

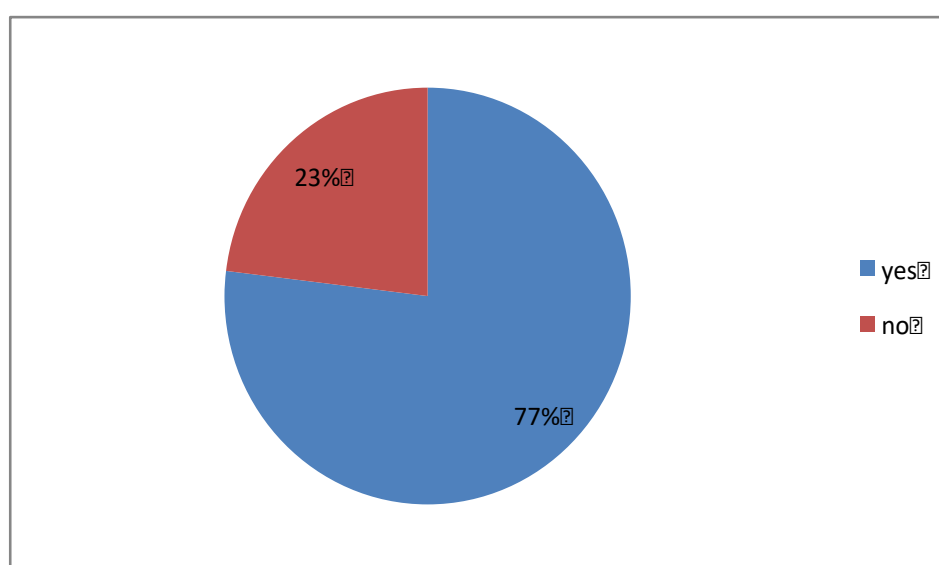


Figure13: Respodents Attitude towards Colleagues Happiness as to Percentage

Figure13 shows that 77% of employees say yes and 23% says no.

4.13 Meeting Motivation:

Table 13 shows that 121 of the participants say yes they feel motivated after each meeting with the team, and 35 say no.

Table 13: .Respondents Attitude towards Motivation as to numbers

Degree of motivation	No of employees
Yes	121
No	35
Total	156

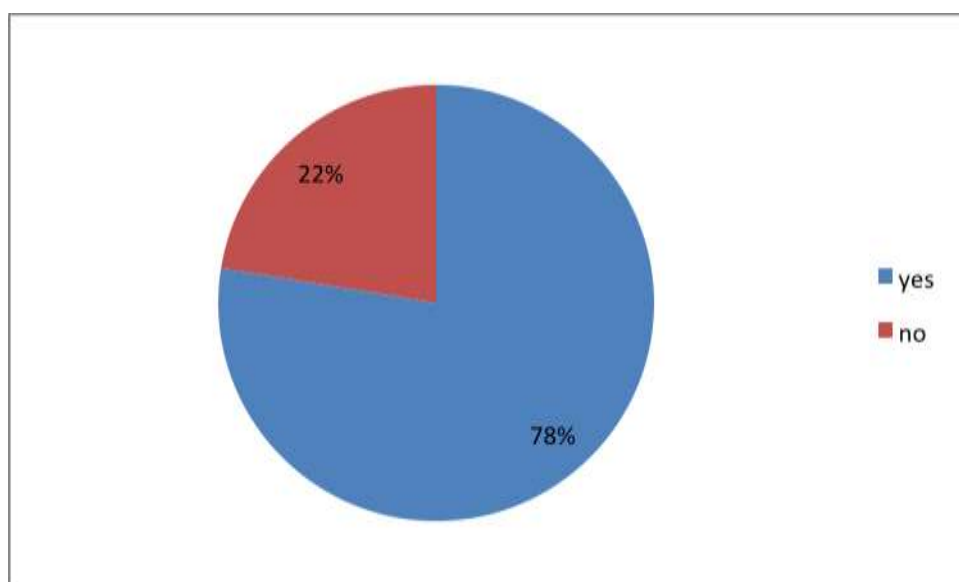


Figure14: Respondents Attitude towards Motivation as to Percentage

Figure14 shows that 78% of the participants say yes they feel motivated and inspired after each meeting, and 22% say no.

4.14 Job Satisfaction:

Table14 shows that 92 of the participants are satisfied with their jobs, 53 neutral, and 11 unsatisfied.

Table14: Respondents Response towards Job satisfaction as to Numbers

Degree of satisfaction	No of employees
Satisfied	92
Neutral	53
Unsatisfied	11
Total	156

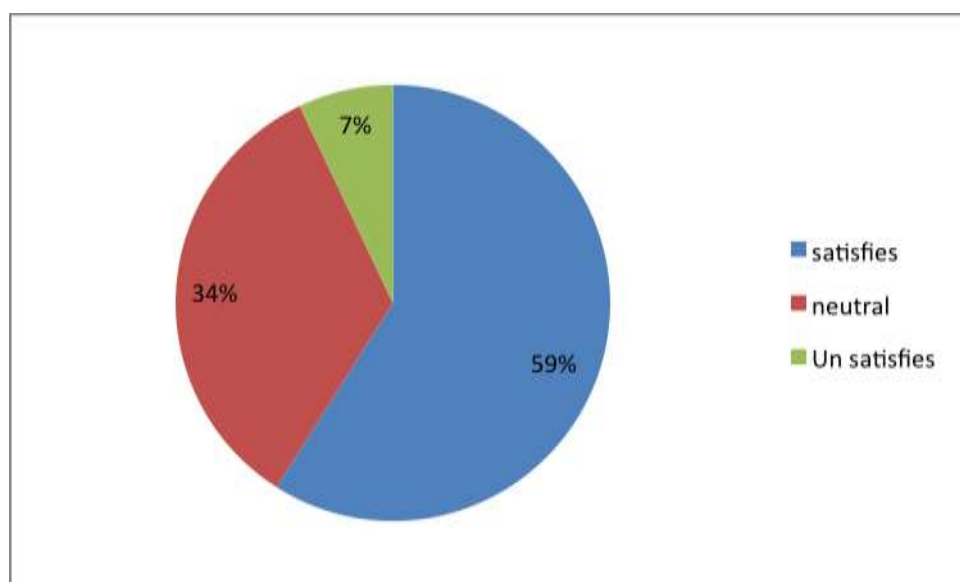


Figure15: Respondents Response towards Job satisfaction as to Percentage

Figure15 shows that 59% are satisfied, while 34% are neutral and 75% are unsatisfied.

4.15 Superior and Communicating the Company Vision:

Table15 shows that 131 of the participants say yes their superior is communicating the company vision well to them, and 25 say no.

Table15: Respondents Attitude towards Company Vision as to Numbers

Degree of satisfaction	No of employees
Yes	131
No	25
Total	156

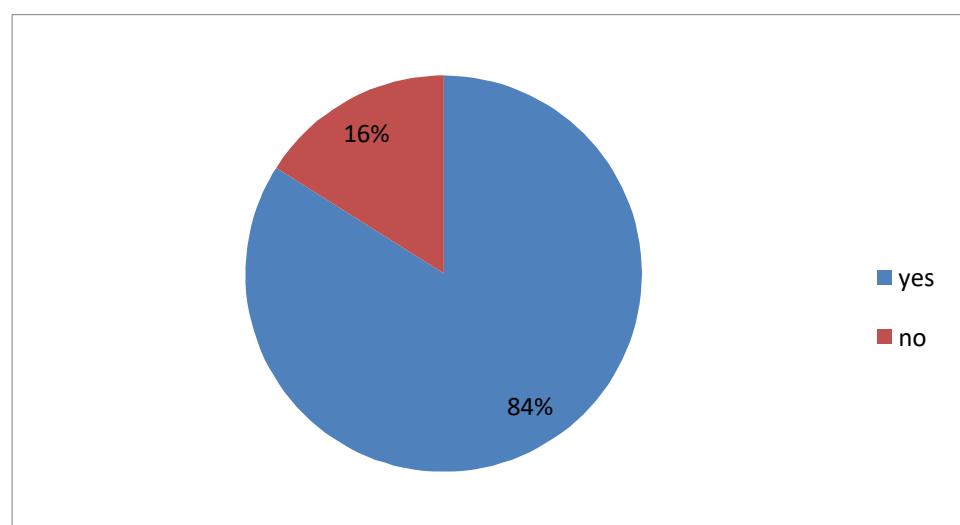


Figure16: Respondents Attitude towards Company Vision as to Percentage

Figure16 shows that 84% of the participants say yes and 16% say no.

4.16 Coping with Boss:

Table 16 shows that 142 of the participants say yes they can cope well with their boss, and 14 say no.

Table16: Respondents Attitude towards Their Superior as to Numbers

Degree of satisfaction	No of employees
Yes	142
No	14
Total	156

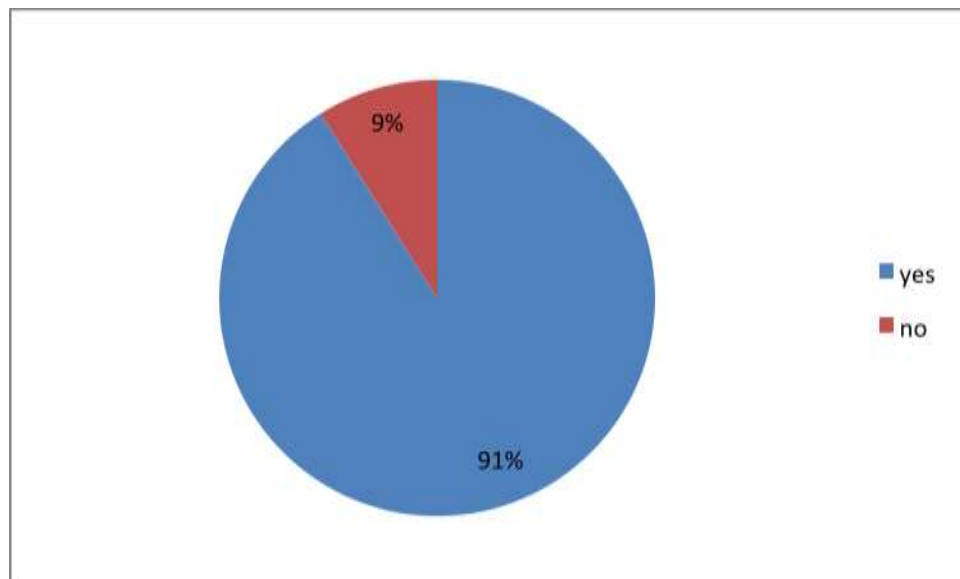


Figure17: Respondents Attitude towards Their Superior as to Percentage

Figure17 shows 91% of the participants say yes they can cope well with their boss, while 9% say no.

4.17 Coping with Colleagues:

Table 18 shows that 144 of the participants say yes they can cope with their colleagues well, and 12 say no.

Table17: Respondents Response towards Coping with Their Colleagues as to Numbers

Degree of satisfaction	No of employees
Yes	144
No	12
Total	156

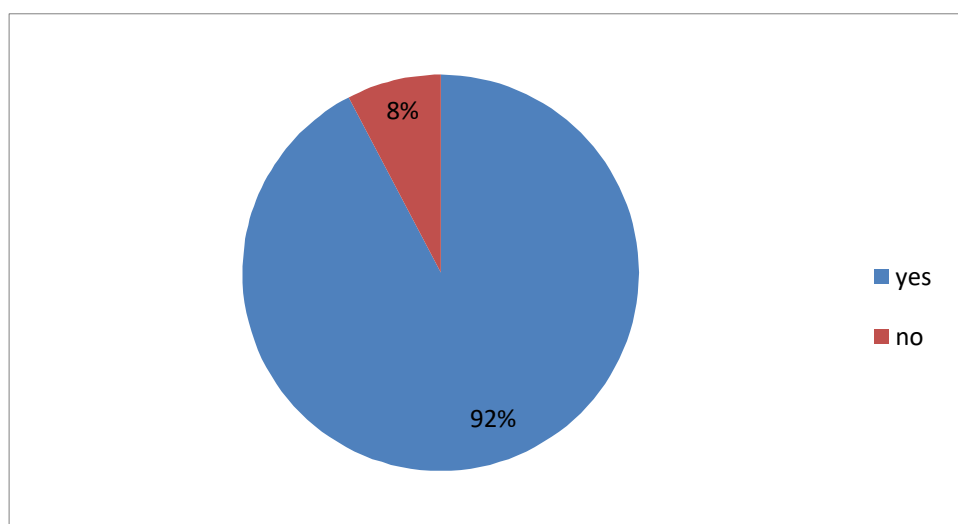


Figure18: Respondents Response towards Coping with Their Colleagues as to Percentage

Figure19 shows that 92% of the participants say yes they cope well with their colleagues, while 8% say no.

4.18 Coping with work Load:

Table18 shows that 139 of the participants say yes they can cope well with work load, and 17 say no.

Table18: Respondents Response towards Coping with Work Load as to Numbers

Degree of satisfaction	No of employees
Yes	139
No	17
Total	156

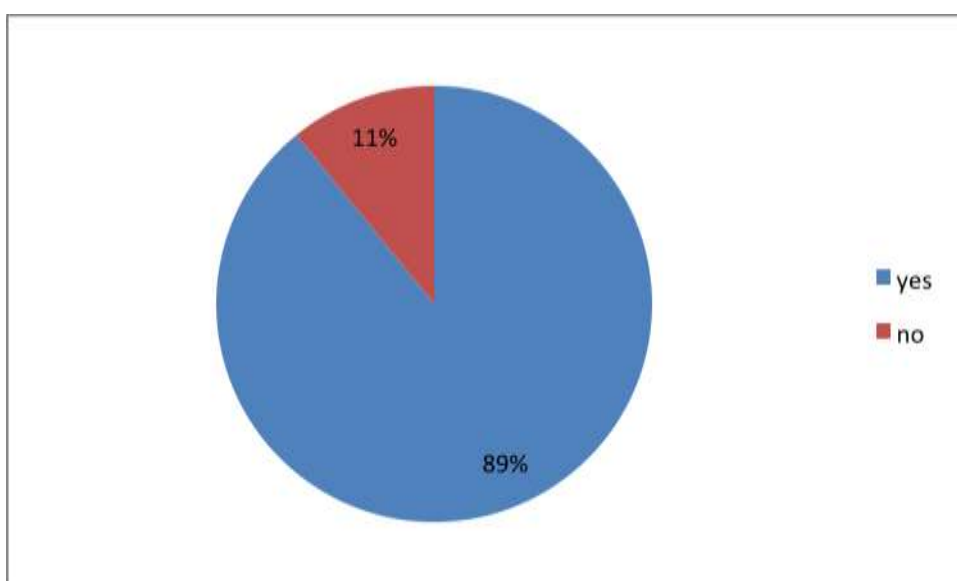


Figure19: Respondents Response towards Coping with Work Load as to Percentage

Figure19 shows that 89% of the participants say yes they can cope well with the work under their role.

4.19 Job Happiness Main Factor:

Table19 shows that the two major factors that affect happiness and satisfaction in job are salary and opportunities to learn and growth.

Table19: .Respondents Opinion Related to Job Happiness Main Factor as to numbers

Happiness main factor	No of employees
Role and responsibility	22
Relationship with colleagues and boss	29
Work life balance	25
Opportunities to learn and grow	33
Salary	33
Working hours	14
Total	156

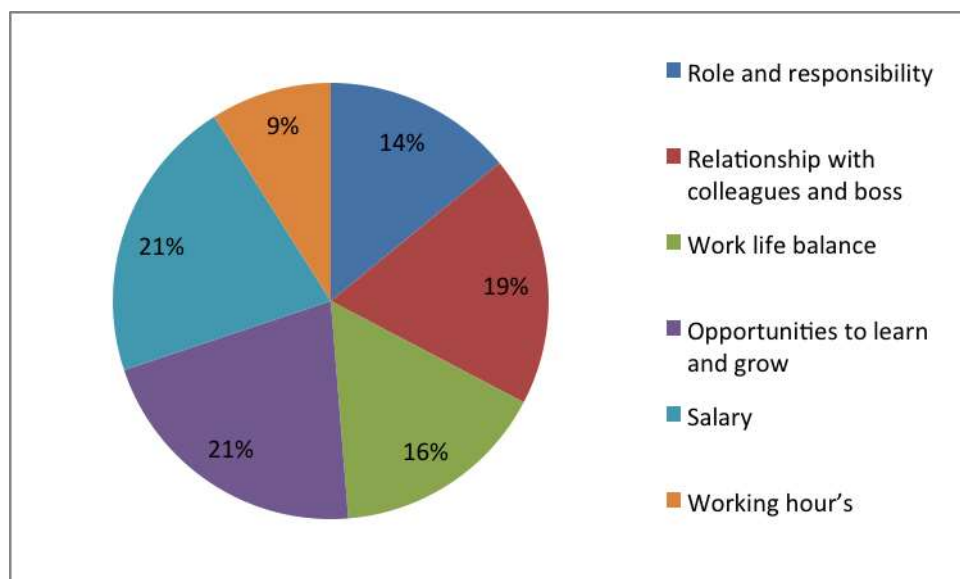


Figure20: Respondents Opinion Related to Job Happiness Main Factor as to Percentage

Figure 20 shows that 21% of the participants believe that salary and opportunities to learn and grow are both important factors for being happy and satisfied at work, while 16% choose work life balance, 19% choose relationship with colleagues and boss, 14% choose role and responsibility, 9% choose working hours.

V. SUMMARY, CONCLUSION and RECOMMENDATIONS

5.1 Summary:

The researchers aimed to know the impact of job happiness among human capital working in Dubai. The researchers wanted to determine what were the indicators of happiness that had an effect on job satisfaction. The researchers had identified the indicators that affect job satisfaction such as: salary, role and responsibility, relationship with colleagues and boss, opportunities to learn and grow, work life balance and working hours.

5.2 Conclusion:

The researchers found out that the main factors that affected the satisfaction of human capital were on economic aspect or salary and opportunities to learn and growth as 42% of the respondents had manifested that salary and opportunities to learn and grow as a priority. The employees felt happy and satisfied when they had good salary package and when their company gave them the opportunities to learn more and grow in their respective position.

The researchers found out too that 78% of the participants were happy with their jobs, and happiness came from other factors such as enough material and equipment in their workplace. They felt satisfied and it led to happiness. The motivation that human capital got after each meeting led to satisfaction and it manifested that 78% of the employees felt motivated after work meetings that led to their overall happiness.

In conclusion, job satisfaction played a major part in job happiness of human capital in Dubai. The talents coped well with their colleagues, their boss or superior as the result showed that 91% of the employees could cope well with their boss, and 92% of the employees could be good with their colleagues.

All of the factors led to make human capital satisfied at the workplace. Happiness was an overall outcome of job satisfaction. Job satisfaction acted as a control factor as well as a big determinant to a happy and satisfied human capital.

5.3 Recommendations:

The researchers recommended that top level officials of any organizations to start working on satisfying human capital through various initiatives by attaining most of the company's objectives, offer good remuneration package to them and provide with good opportunities to learn and grow as part of training and development endeavors. The variables mentioned will affect the overall happiness of the human capital in any organization and will make a difference to the society.

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