Prediction of Staff Performance in Clinical and Para-clinical Fields in Ahvaz Imam Khomeini Hospital Based on Happiness Components According to Fordyce Model

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Abstract

The aim of the present study was to predict staff performance in clinic and Para-clinical fields of Ahvaz Imam Khomeini hospital based on happiness components according to Fordyce model. In this study, the descriptive research method was of the correlational type. Necessary information was prepared from selected sample from the research statistical population, namely clinic and Para-clinic staff of Ahvaz Imam Khomeini hospital who was 1000 ones and 280 of them was selected as volume of the sample based on Cochran formula using available sampling. Data were collected using a researcher-built happiness questionnaire based on Fordyce's 14-point model with 42 questions and performance questionnaire by Stephen E. Candrie with 10 aspects and 32 questions. Cronbach alpha coefficient for happiness questionnaire and performance questionnaire were 0.97 and 0.94, respectively indicating acceptable reliability. Also, validity of the questionnaire was confirmed based on supervisors and number of experts in the field of management through content validity. Data analyses were done in to levels of descriptive and inferential statistics. In inferential part, a regression analysis was done using SPSS software. The results of the present study showed that the aspects of being more active, collective activity, reduced expectations, being optimistic, healthy personality, being own self, and social character of Ahvaz Imam Khomeini hospital staff are as predictor of their performance and with enhancement of collective activity up to 0.3 of a unit, the being optimistic, healthy personality, being more active, decreased expectations, being own self, and social character are increased up to 0.4, 0.3, 0.4, 0.7, 0.4, and 0.3 of a unit, respectively.

Keywords: Organizational happiness, Performance, Performance management

1. Introduction

Happiness is the most fundamental human discussion for all generations and is the most canonical stimulus of human purposes. Plato in his book "Republic" refers to three elements in the human essence that are: wisdom or reasoning, emotions and wills. Plato knows happiness as a state of human that there is a balance and conformity among these three elements. Jan Rich (2002) believes that happiness is not only being aware about occurrence of good events in your life, but it is being aware about this issue that you oneself are the creator of these events. You are reason, creator, and controller of events; because you play a great role in good events occurred for you. You feel happy. The lowest level of happiness is being aware of this issue that you can prevent the occurrence of bad events. This feeling of dominance and control on good and bad events of the life aggregately creates a good feeling for you (Baseri, 2010). The happiness causes a positive attitude to life, positive imagination, having mental health and emotional balance, being hopeful to future, desire and satisfying attitude with respect to oneself and the others, balanced social communications, shirking from grudge and hate, selection of life purposes with aware, try to achieving purposes, shirking form time waste and laziness, enhancement of life successes, having high life indices, better performance of safety system against stress, better dream, more willing to help others and better decisions (Sharifi et al., 2010). Some researchers such as Alipour, Nourbala, Ezheie, and Motieian in 2000 stated this point that happiness improves safety system and safety system improvement tailors the health of the person (Pahlevan Sadegh and Bakhtiar Nasrabadi, 2009). Today, the advancement of every society depends on optimal use of human force of that society and it is one of the most important principles in the field of human force management, attention to happiness and happiness issue of humanity, because a happy human is an efficient, productive, and creative one and just these positive actions will greatly help his/her physical and mental health. It is noteworthy to be said in today world in which machine life has been prevailed and others do not pay attention to issues such as prank and making happiness and since managers' and leaders' spirits has had an effect on excitations of people around, thus, employees must melt available ice by making happiness and work beside colleagues with a pleasure feeling and employees feel calm from working in the environment and newcomers know themselves as a member in the group and when the manager is happy, thus, people around also see everything from a more positive

window and increase their creativity and efficiency in order to improve organizational performance to prepare a field for being useful and effective people. By making advantages and the importance of a happy work environment obvious, various countries have paid special attention to this issue. In this basis, considering this issue in great policy making is very important. Enhancement of individual and social happiness is one of the purposes and priorities of many organizations and institutions. At a great level, officials and superior managers of various countries always try to act in laws and executive methods of their country in such a way to enhance happy and happiness among people continuously. Having happy and efficient employees is one of goals of organizational and industrial sets. One the most sensitive organizations in which organizational performance of its employees plays a fundamental role in health and life of the society is hospital. Despite conducted attempts in these centers, feeling the lack of organizational happiness can usually affect their organizational performance. Zarei Matin et al. (2009) based on their studies reported outcomes such as better mental health of employees under effect of creating a happy work environment. Studies done in abroad also show that people who are happier have more organizational commitment than the others (Boehm and Lyubomirsky, 2007). People who are happier show less job burnout than the others (Dutton and Edmund, 2007). They have less absence at their workplace and it is less possible than the others to leave their job (Boehm and Lyubomirsky, 2007). The present study aims to predict the staff performance in clinical and para-clinical fields of Ahvaz Imam Khomeini hospital based on happiness components according to Fordyce model.

2. Research Background

Suphaphun et al. (2014) in a research in Thailand studied 254 employees of Amata Nakorn Company. Their research was done using combinational method (Quantitative and Qualitative). In quantitative and qualitative sections, data were collected using researcher-built questionnaire and through observing, investigating the documents and interviewing, respectively. The results of their study showed that welfare and friendship are the main key for happiness at work environment. After investigating the ideas and suggestions of employees for creating happiness at workplace and the attitude of employees for the future of the organization, the happiness components at work environment were identified. The findings of this research were investigated both in individual and organizational level. Kalayanee and Anusorn (2014) in a research investigated the happiness in Thailand and studied the effect of family, health, and job satisfaction on people happiness. The results of their research showed that family plays a decisive role in people happiness. Also, three variables of family, health, and job satisfaction are as predictor of people happiness and these three variables were effective on people happiness in life. Proctor (2014) in a research investigated the effectiveness of organizational relations under the effect of staff attitude and their happiness and job satisfaction. He in this research reported that there was a bilateral relation among these variables. The employees who had better communicational skills and more desirable organizational relations had more job satisfaction and also more happiness at work environment. Also, the results showed that employees, who had better communicational skills, had more positive attitude. In 2002, Lee Bark and Stanly Tun conducted some controlled studies in the field of happiness, performance, and work stress of staff. The results of these studies showed that mental effects resulted from heart laughing act exactly in the reverse direction of mental stress so that some people knew laughing loudly for ten minutes as a equivalent for sleeping for two hours. In 2003, Die et al. conducted a research about identification of effective factors on staff employees in transportation companies in Australia. They concluded from their results that happiness among employees has been more effective on staff performance improvement than the other factors and has had more effect on productivity, efficiency, and finally performance of the organization. Zarei et al. in 2009 did a research about the identification of happiness components at work environment and assessing the status of these components in Qom executive organizations. Despite doing a literature survey and investigating the research background, they in their research recognized 10 components for the happiness at work place and according to these components they designed a questionnaire for assessing happiness at workplace. The results obtained from information analysis showed that in selected organizations in Qom the components of organizational learning, self-openness, participation, justice, optimism, and flexible structure were in an improper status and the components of meaningfulness of work, interest in work, safety at workplace, and interaction with colleague were in a medium level. Alipour and Erabi in 2011 conducted a research about the relation of hope and happiness with job satisfaction of employees in Tabas and selected and investigated 240 teachers based on sampling. The results of their research showed that both of hope and happiness have a relationship with job satisfaction as well as they have a relationship with each other. Totally, teachers who have more hope and happiness have higher job satisfaction score.

3. Theoretical Framework

Happiness or happiness has been known as a combination of positive affection, absence of negative affection, and satisfaction from life. Joy is one of three types of happiness and cheerfulness. As it has been defined in Argyle's definition two other aspects happiness are satisfaction from life and absence of negative affection. Joy is the exciting aspect of happiness and satisfaction from life is its cognitive aspect. Fordyce's model includes following components:

3.1 Being more active and entertainment

Happy people spend their life with various activities and more important point is that the most of times they spend their time to do interesting and joyful activities (Luma, 2001).

3.2 Spending more time in communities and social activities

The active life is the most important factor of happiness. The studies have shown that the existence of social interactions has increased the feeling life satisfaction, having support from the others, and a sense of belonging to the group and consequently, all of these cases are very effective on creating and enhancement of happiness in people (Luma, 2001).

3.3 Being generative and doing beneficial and intellectual things

Happiness and life satisfaction have a relationship with meaningful and generative work. The investigations show that the happiest people are who enjoy from their work. The important point is attention to this that in today communities, people spend about 80 percent of their awakening time in their own workplace and therefore if they enjoy from their work and the job make them happy, it will be very effective on enhancement of their total happiness. People must always have a sense of more responsibility with respect to their commitment and purposes and try to not lose their goal to not feel lack of productivity and profitability (Luma, 2001).

3.4 Better programming and organizing

The studies show that people who are happier often have better programming and organizing in their works. They are efficient and do not postpone affairs. Despite being effective in daily affairs, organizing also has a significant effect on long-term programs (Luma, 2001).

3.5 Distance anxieties

Happy people become less concerned. Fordyce in his training program introduced anxiety and concern as number one enemy for happiness. In this stage of training, learners learn to spend more free time for joyful activities and control negative thoughts (Luma, 2001).

3.6 Decrease expectations and wishes

Daily expectations and long-term successes play an important role in people happiness. Very high expectations usually result in frustration and failure but lower expectations usually result in desirable outcomes. Happy people tend to select goals in their life that have ability to achieve them. Therefore, they achieve whatever they want. Happiness is obtained by achieving achievable goals not in failure in imaginary ones (Luma, 2001).

3.7 Increase positive thoughts and optimism

Happiness affects on the process of creating happiness through various ways and optimism is interpretation and positive understanding of events. Happiness is not resulted from having something but depends on individual view with respect to that thing (Luma, 2001).

3.8 Living at the present time

Happy people always pay attention to the present time and try to get maximum pleasure from their daily activities according to their facilities. Happy people enjoy their life more than unhappy ones because they do not focus on bitter events of the past and do not feel sorrow about doing some affairs (Luma, 2001).

3.9 Training perfect character

The fundamental principles of mental health include loving, self-acceptance, self-knowledge, and self-help and the existence of happiness in life depends on the right decisions. Earth human can decide correctly to recognize own self and determine does he/she has necessary ability for successful implementation of the decision (Luma, 2001).

3.10 Educating social and extrovert character

People are happier who enjoy an active social life. So Fordyce knows being social and extroversion as the most important way to happiness (Luma, 2001). .

3.11 Having self-confidence

Other features of happy people are self-motivation and being natural that cause comfort in daily life and that when a person accepts his/herself as he/she is and express honestly things progress largely according to his/her desire (Luma, 2001).

3.12 Eradicating negative feelings and problems

People with anxiety, emotional problems, and addiction should try to eliminate these issues to become a happy person (Luma, 2001).
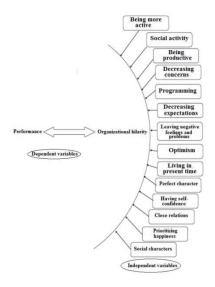
3.13 Intimate and close relation

The importance of close contact with friends, family and romantic relationships should be considered and doing them is strongly recommended (Luma, 2001).

3.14 Prioritizing and valuing happiness

Happy people know happiness as the most important thing in their life and the achieving the happiness depends on how much a person wants to be happy and how important being happy is for him (Luma, 2001).

Conceptual Model of the Research

4. Method

This research is descriptive of the correlational type. It is descriptive because it studies happiness and performance in Ahvaz Imam Khomeini Hospital in the present conditions and it is correlational because it aims to study the relation between happiness and organizational performance. The statistical population of the present research is all clinical and para-clinical staff in Ahvaz Imam Khomeini Hospital that according to the selection of Hospital was 1000 persons. 280 of them were studied based on Cochran formula. In this study, two questionnaires were used to collect data and information. Staff happiness questionnaire was developed by researcher and based on Fordyce model indices. Totally, 42 questions were prepared based on Fordyce's 14 fundamentals. This questionnaire was prepared based on 5-point Likert scale (very low, low, medium, high, and very high). The lowest and the highest score for items of questionnaire was 1 and 5, respectively. A high score in this questionnaire shows more happiness among staff. Staff performance questionnaire evaluated 10 dimensions using 32 questions. Each question had three options (beyond expected, as expected, needs improvement). In each question, the score for selection of "beyond expected", "as expected", and "needs improvement" was 3, 2, and 1 respectively. If staff score was 64 to 96, their performance was "beyond expected"; if staff score was 32 to 64, their performance was "as expected"; if staff score was lower than 32, their performance needed programming for improvement. In this study, face and content validity were used to investigate the validity of questionnaires. Therefore, after developing the questionnaire, each of questions was investigated by experts for the purpose of determining connection of items with the variable under assessment. After doing investigations, improper and obscure items were eliminated or moderated. The validity assessment or repeatability of questionnaire items also done using Cronbach alpha that it was for happiness questionnaire 0.973 and 0.945 for performance questionnaire indicating acceptable validity of the research questionnaire. The method of information analysis in this research is both descriptive and inferential. Average descriptive statistics, standard deviation, frequency, and percentage were used in descriptive section of data and information analysis. Regression analysis using SPSS software was used in inferential section due to determining the prediction of staff performance based on happiness components according to Fordyce's model.

5. Findings

5.1 Demographic description

59% of respondents were women with the frequency of 166 and 41% of them were men with the frequency of 114. 70% of respondents were married with the frequency of 196 and 30% of them were single with the frequency of 84. The highest percentage and frequency was related to people with Bachelor of Science (118 persons with 42.1% of statistical

population) and the lowest percentage and frequency was related to people with Master of Science (29 persons with 10.4% of statistical population) and diploma (28 persons with 10% of statistical population).

5.2 Describing happiness and happiness and their aspects

Data obtained from organizational happiness questionnaire among Ahvaz Imam Khomeini Hospital employees that show frequency distribution of respondents in terms of happiness and happiness are given in Table 1.

Table 1. Distribution of respondents in terms of total happiness and happiness

	Frequency	Percentage	Percentage of validity	The cumulative percentage
Very low	12	4.3	4.3	4.3
Low	7	2.5	2.5	6.8
Medium	100	35.7	35.7	42.5
High	104	37.1	37.1	79.6
Very high	57	20.4	20.4	100.0
Total	280	100.0	100.0	

As shown in Table 1, happiness and happiness of 57% of respondents are high and very high and happiness and happiness of 7% of them are low and very low.

Table 2. Descriptive indices of total happiness and happiness

	Number	Minimum	Maximum	Average	Standard deviation
Total happiness and happiness	280	50	196	156.92	34.477

As it is clear from Table 2, the average of happiness and happiness aspects of employees is 156.92 out of 210. Also, adapted data in terms of each of happiness and happiness aspects for Ahvaz Imam Khomeini Hospital employees have been presented as follows:

Table 3. Descriptive indices of happiness components based on Fordyce model

	Number	Minimum	Maximum	Average	Standard deviation
Being more active	280	3	15	11.74	2.956
Social activity	280	3	14	10.66	2.903
Being productive	280	3	15	11.55	3.211
Programming	280	3	15	11.45	3.119
Removing concerns	280	3	15	10.53	3.185
Decreasing expectation	280	2	15	11.16	3.092
Optimism	280	3	15	11.55	3.035
Living in the present time	280	3	14	10.80	2.698
Perfect character	280	5	15	11.69	2.296
Having self-confidence	280	4	15	11.78	3.065
Close communications	280	3	15	10.24	3.286
Prioritizing happiness	280	3	15	12.41	3.006
Social character	280	3	14	10.60	2.690
Leaving aside negative feelings	280	3	15	10.77	3.359

As shown in Table 3, the average of the earned score of employees in aspect of leaving aside negative feelings is 10.77.

5.3 Description of performance and its aspects

The description of total performance and its aspects, data obtained from staff performance questionnaire in Ahvaz Imam Khomeini Hospital based on determined performance aspects are presented in following Table in three scopes of "beyond expected", "as expected", and "need improvement":

Table 4. Distribution of respondents in terms of total performance

	Frequency	Percentage	Percentage of validity	The cumulative percentage
As expected	3	1.1	1.1	1.1
Beyond expected	277	98.9	98.9	100.1
Total	280	100.0	100.0	

As it is observed from Table 4, total performance of 99% of respondents with a frequency of 277 is "beyond expected" and total performance of 1% of them with a frequency of 3 is "as expected".

Table 5. Descriptive indices of performance

	Number	Minimum	Maximum	Average	Standard deviation
Total performance	280	32	156	135.78	15.177

As seen in Table 5, the average of total performance with the frequency of 280 is 135.78.

5.4 Inferential findings

In this section, at first, the normality of the distribution of variables under investigation is evaluated using normality test to use parametric and non-parametric tests for investigating study hypotheses.

5.5 Kolmogorov-Smirnov test

Kolmogorov-Smirnov test is used to investigate normality. In this test, the normality of distribution of variables is investigated at level of 0.05. The rejection of initial hypothesis means the rejection of the normality of distribution of variables.

Table 6. Investigating the normality of staff happiness and its components

	Number	Average	Standard deviation	Statistics	p-value
Being more active	280	11.74	2.956	3.633	0.061
Social activity	280	10.66	2.903	5.792	0.055
Being productive and doing significant and useful things	280	11.55	3.211	4.728	0.060
Programming	280	11.45	3.119	3.514	0.063
Removing concerns	280	10.53	3.185	3.552	0.062
Decreasing expectation	280	11.16	3.092	5.387	0.057
Optimism	280	11.55	3.035	2.507	0.068
Living in the present time	280	10.80	2.698	3.396	0.064
Training perfect character	280	11.69	2.296	3.834	0.061
Having self-confidence	280	11.78	3.065	5.114	0.059
Close communications	280	10.24	3.286	3.991	0.058
Prioritizing happiness	280	12.41	3.006	3.154	0.064
Social character	280	10.60	2.690	3.819	0.058
Leaving aside negative feelings	280	10.77	3.359	3.62	0.066
Happiness in total	280	156.92	34.470	3.624	0.077
Performance in total	280	135.78	15.177	3.413	0.074

According to Table 6, p-value obtained for organizational happiness and its whole aspects and also the staff performance was obtained higher than 0.05 and consequently, initial hypothesis at level of 0.05 is not rejected. Therefore, the distribution of staff happiness and its components and also staff performance is normal.

6. Regression

In order to investigate the effect of independent variable (happiness and happiness aspects) on dependent variable (total

performance), regression test was used. In this test, initial and opposite hypotheses are as follows:

$$\begin{cases} H_0 : \beta = 0 \\ H_1 : \beta \neq 0 \end{cases}$$

In which, β is the effect of independent variable on dependent variable. In this test, if initial hypothesis is rejected it can be concluded that independent variable has a significant effect on dependent variable.

6.1 Investigating the interaction effect of staff happiness and happiness aspects on their performance level

Table 7. Investigating the relationship of happiness and happiness aspects with total performance

	The sum of squares	Degree of freedom	Square of average	Statistics F	p-value
Regression model	31870.547	14	2276.468	16.621	0.000
Residual	32397.724	265	122.256		
Total	64268.271	279			

According to Table 7, p-value was obtained lower than 0.05 and consequently, initial hypothesis at level of 0.05 is rejected. Therefore, the regression model is significant and there is a significant relation between happiness aspects of Ahvaz Imam Khomeini Hospital employees and their performance level.

Table 8. Investigating the effect of happiness aspects on total performance

	Non-standard coefficients		Standard deviation	Statistics t	p-value
	B	Standard error	Beta		
Constant amount	101.279	3.978	-	25.460	0.000
Being more active	2.090	0.521	0.411	4.013	0.000
Social activity	1.729	0.572	0.331	3.022	0.003
Being productive	0.517	0.748	0.109	0.691	0.490
Programming	0.776	0.531	0.160	1.463	0.145
Removing concerns	0.704	0.441	0.148	1.596	0.112
Decreasing expectation	3.910	0.681	0.797	5.737	0.000
Optimism	2.359	0.945	0.472	2.496	0.013
Living in the present time	0.92	0.572	0.164	1.609	0.109
Training perfect character	2.319	0.730	0.351	3.178	0.002
Having self-confidence	2.219	0.387	0.448	5.730	0.000
Close communications	0.112	0.629	0.24	0.178	0.859
Prioritizing happiness	0.563	0.414	0.111	1.357	0.176
Social character	1.761	0.799	0.312	2.204	0.028
Leaving aside negative feelings	1.104	0.593	0.244	1.860	0.064

As seen in Table 8, in cases that p-value is lower than 0.05, initial hypothesis is rejected at the level of 0.05. Thus, there is a positive significant relationship between being more active, social activity, decreasing expectations, optimism, perfect character, having self-confidence, and social character of Ahvaz Imam Khomeini Hospital employees with their performance. Therefore, with enhancement of social activity up to 0.3, optimism, perfect character, being more active, decreasing expectations, having self-confidence, and social character are increased 04, 0.3, 0.4, 0.7, 0.4, and 0.3 of a unit of staff performance, respectively. In other words, after investigating the interaction effect of happiness components on staff performance using multivariate regression test it was determined that mentioned components are as better predictor of staff performance.

7. Discussion and Conclusion

This research was done to investigate the relationship between happiness and performance of 280 staff in clinical and para-clinical fields of Ahvaz Imam Khomeini Hospital and their performance. The results showed that regression model is significant and there is a significant relationship between happiness and happiness aspects of Ahvaz Imam Khomeini Hospital employees and their performance. Results showed that there is a positive significant relationship between aspects of being more active, social activity, decreasing expectations, optimism, perfect character, having self-

confidence, and social character of Ahvaz Imam Khomeini Hospital employees and their performance. Therefore, with enhancement of social activity up to 0.3, optimism, perfect character, being more active, decreasing expectations, having self-confidence, and social character are increased 04, 0.3, 0.4, 0.7, 0.4, and 0.3 of a unit of staff performance, respectively. In other words, after investigating the interaction effect of happiness components on staff performance using multivariate regression test it was determined that mentioned components are as better predictor of staff performance. These findings can be consistent with the results of Suphaphun (2014) and Proctor (2014). Lee Bark and Stanly Tun (2002) based on their studies about the mechanism of effectiveness of happiness on staff performance reported that psychological effects resulted from laughing, act exactly in reverse direction of mental stress so that some people knew laughing loudly for ten minutes equal to two calm sleep. The results of Die et al. that recognized the effective factors on staff performance in transportation companies in Australia showed that happiness of employees had more effect on staff performance with respect to the other factors and had a great impact on productivity and efficiency and finally organizational performance. Alipour and Erabi in 2011 reported that more happiness of employees is accompanied by their more job satisfiation and studied have shown that job satisfaction is accompanied by staff performance improvement in the organization that these results are consistent with the results of the present study. However, researchers have faced with some restrictions such as accessing to world new results, questionnaire distribution, collecting it, and etc in doing their studies, but research restrictions can be merely considered in generalizing results and findings of this study to the other organizations especially hospitals in aspect of doing research. This research was performed using a quantitative method and utilizing the questionnaire. It is suggested that a research can be done on employees through a qualitative method and by interviewing and its results can be compared with the results of the present study. In this study, employees of clinical and para-clinical fields in Ahvaz Imam Khomeini Hospital were studied. It is proposed that a research in wider level can be performed in whole hospitals available in Ahvaz and the other cities of the country. Also, it is suggested that such a research can be done in the other governmental and non-governmental organizations in the country and its results can be compared with the results of the present study.

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