

SYNTHESIS AND ACCUMULATION KNOWLEDGE FROM HAPPY WORKPLACE MANAGEMENT

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The purpose of this research was to synthesize and accumulate knowledge from 5 dimensions of Happy workplace in Organizations: Management, Atmosphere, Process, Health, and Result. Data were collected from 8 published documents and 20 executives of human resource management as the sampling. Quantitative data analysis was used to analyze Frequency, Percentage, and Crosstabs. Qualitative data analysis from knowledge sharing was used for content analysis to interpret, summarize and conclude. The results were as follows: 1) Most organizations were big, and most were established over ten years ago. 2) The 5 dimensions were as follows: Dimension 1, Management, had welfare in money, non-money, and adds in knowledge. Dimension 2, Atmosphere, had relationship and social activity. Dimension 3, Process, had happy activity and conscious. Dimension 4, Health, had taken care for health staff and promoted health activity. Dimension 5, Result, had the happy result for employees and happy result for organizations.

Keywords: Happy workplace, Synthesis knowledge, Accumulation knowledge.

Introduction

The Concept of Happy Workplace in Thailand was adopted from the WHO's definition of Healthy workplace "A Healthy workplace is a way of person that works together have environment factors well-being for health and mental. Managers and staff can control health, safety and increase their happiness, physical, mental, and social for all".(John, 2010; Burton, 2010).

Thai Health Promotion Foundation is responsible for people to implement health promotion activities in organization. Thai Health Promotion Foundation has 12 Plans, and Happy Workplace is in Plan 8th: Health Promotion in Organizations. Thai Health's vision is "Sustainable Health for Thai Citizens" (Thai Health, 2011) .The objectives are 1) to support policy of Health promotion in organization and driving into concrete action. 2) to support system and management mechanisms of an internal organization that affect the health of people, their families and those involved. 3) to promote the development and promotion of the corporate

network and public health organizations, the private sector, and 4) to improve the health of the organization and to communicate the concept of enterprise-wide health promotion.

Thai Health Promotion Foundation has a policy for organization to use Happy Workplace concept with the Happy 8 activities on figure 1 which are Happy Body, Happy Heart, Happy Relax, Happy Brain, Happy Soul, Happy Money, Happy family, and Happy Society.

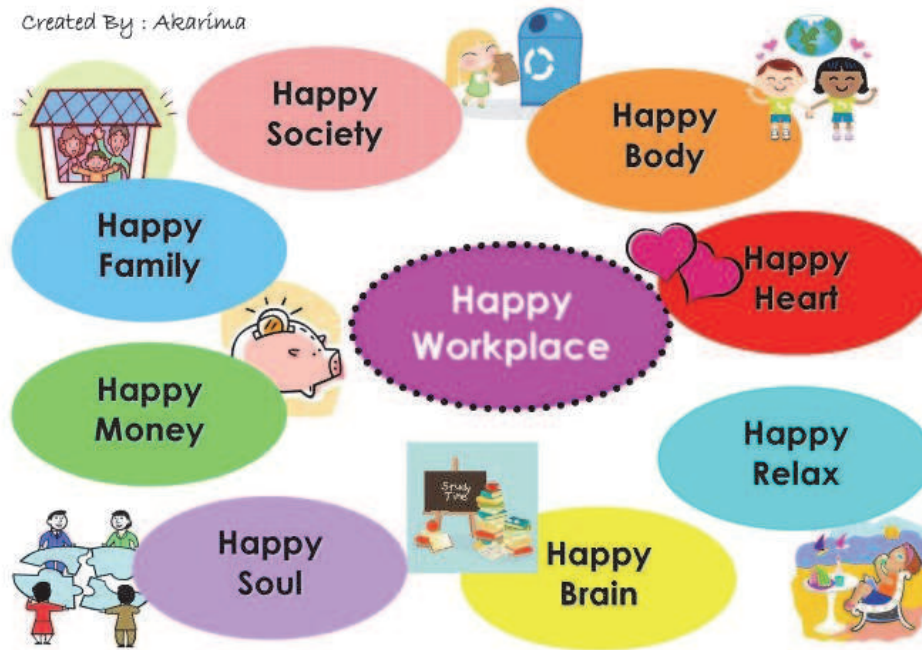


Figure 1. Happy 8 Workplace Model From: <http://www.library.kku.ac.th/kmlib/?p=1679>.

Organizations can adapt the model to suit and support the organization through the development to each organization (Kaeodumkoeng and others, 2011) and the model can be used to create an innovation and fun to drive as a healthy organization. And it can support organizations and self-monitoring of Happy Workplace Index (HWI) to detect healthy organizations.

This paper was used Happy Workplace Index (HWI), an instrument for self – monitoring in organization. HWI consists of five dimensions, on figure 2 as follows:

- Dimension 1: Happiness with Management (M: MANGEMENT)
- Dimension 2: Happiness with Atmosphere in the Workplace (A: ATMOSPHERE)
- Dimension 3: Happiness with Process of Happy Workplace (P: PROCESS)
- Dimension 4: Happiness with Health of Physical and Mental (H: HEALTH)
- Dimension 5: Happiness with Result of the Organization (R: RESULT)

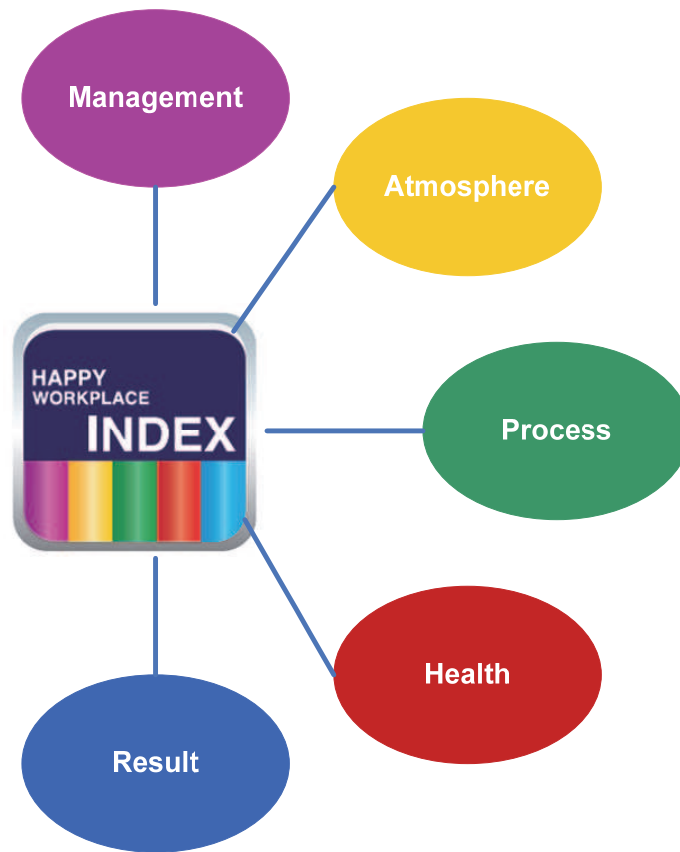


Figure 2. Happy Workplace Index Frameworks.

The Purpose of this Research

The purposes of this research were:

- to synthesize knowledge from 5 dimensions (MapHR: Management, Atmosphere, Process, Health, and Result) of Happy workplace in Organizations
- to accumulate knowledge from 5 dimensions in MapHR of Happy workplace in Organizations

Methodology

3.1 Data were collected from 8 published documents and 20 executives of human resource management as the sampling.

3.2 The instruments were the records from the implementation of Happy Workplace and the informal interviews of corporate executives.

3.3 Statistical analysis

3.3.1 Quantitative data analysis was used to analyze Frequency, Percentage, and Crosstaps.

3.3.2 Qualitative data analysis from knowledge sharing was used for content analysis to interpret, summarize and conclude.

Results

The results were showed 3 parts as Part 1: Basic Statistical, Part 2: Synthesize knowledge from 5 dimensions (MapHR), Part 3: Knowledge sharing in happy workplace

Part 1: Basic Statistical

Basic Statistical were showed in these graphs 1) Established Period in organizations were over ten to twenty years (44%), but organizations did not have less than 5 years see on figure 3. Most organizations were large that over 200 staff (69%), but only 9% of organizations were small. see on figure 4.

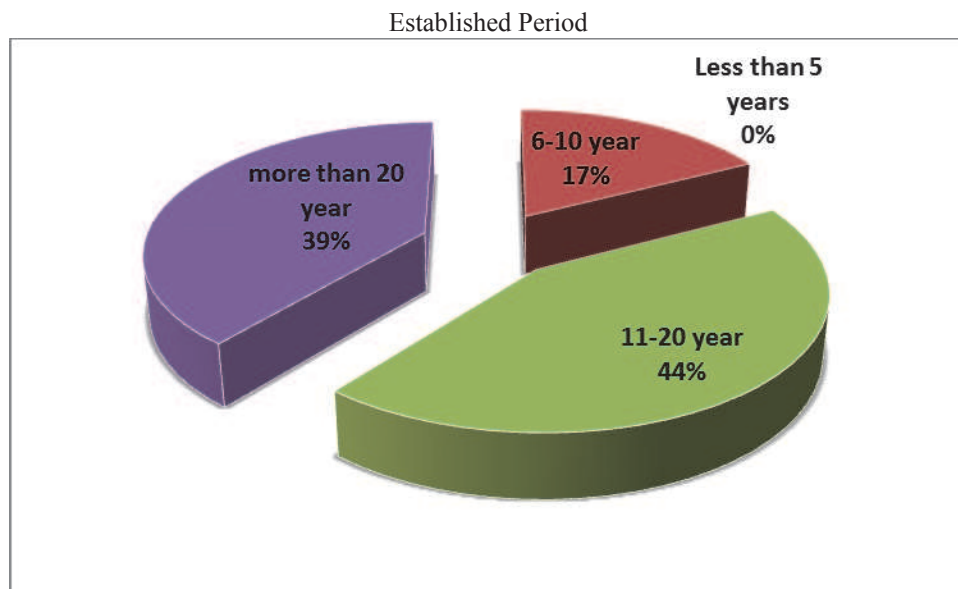


Figure 3. Established Period in organization Organization size.

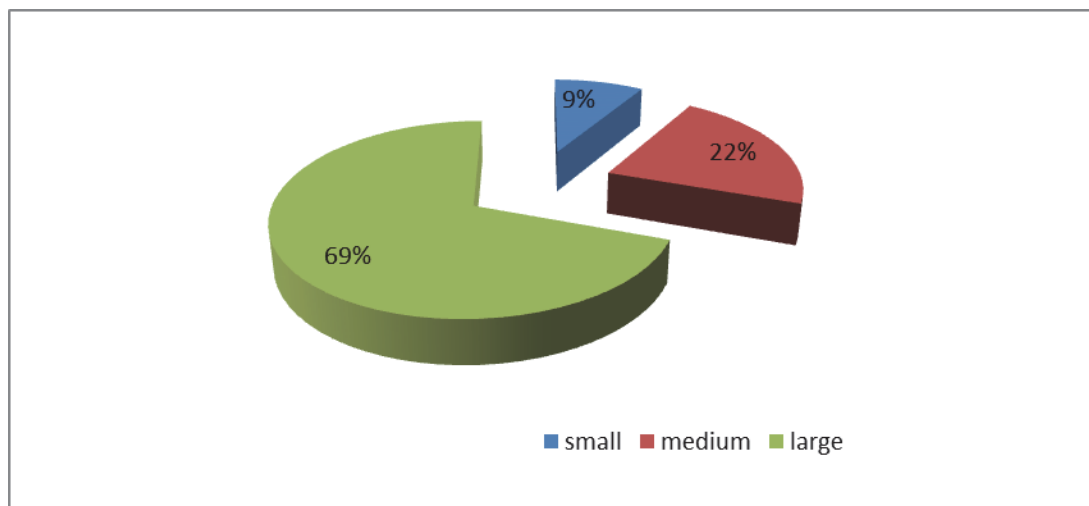


Figure 4. Organization size.

Part 2: Synthesize knowledge from 5 dimensions (MapHR)

The 5 dimensions were as follows: Dimension 1, Management, had welfare in money, non-money, and adds in knowledge. Dimension 2, Atmosphere, had relationship and social activity. Dimension 3, Process, had happy activity and conscious. Dimension 4, Health, had taken care for health staff and promoted health activity. Dimension 5, Result, had the happy result for employees and happy result for organizations.

Dimension 1: Happiness with Management (M: MANGEMENT)

Welfare payment (18)

Such as Low-interest loans, Funding for education of children, Aids for the wedding, Maternity allowance, and Funeral grants.

1.2 Non-financial benefits (28)

Such as Cooperatives, Provident fund, free rice, Shuttle bus, Uniform, Health check, Drinking water, and Employee dormitory.

1.3 Special leave (3)

Such as Leave for child support and Leave to marry.

1.4 Knowledge development (43)

Such as Library, General and technical training, Study, Knowledge sharing, Work in country and work abroad, and Training center.

Dimension 2: Happiness with Atmosphere in the Workplace (A: ATMOSPHERE)

Work environment (41)

Such as giving away a gift: Birthday, Awards, Congratulations, Improvement of work, Consultation, and The honor of an occasion .

2.2 Social Responsibility (53)

Such as Donations, Community development volunteer, Donate blood, Tradition merits, Reforestation, and Scholarship for student.

Dimension 3: Happiness with Process of Happy Workplace (P: PROCESS)

3.1 Happy activities (42)

Such as Songkran Day, New Year's Day, Project Contest, Game, Sing a song, the event activities, and Useful information.

3.2 Consciousness (39)

Such as Promote saving, Selling used- products, Increased revenues, Growing vegetables, Reducing energy, Efficient use of water, Paperless, Debt-free, Bank of junk, and Grateful.

Dimension 4: Happiness with Health of Physical and Mental (H: HEALTH)

4.1 Health care workers (34)

Such as The annual health check, The stadium, Canteen, Life insurance, Primary health care, Chamber music, Health insurance, Medical expenses, and Designated smoking areas.

4.2 Health activities (46)

Such as Family activities, Sporting events, Health activities, Quit smoking and alcohol, Exercise, Health screening, Mask, Helmet campaign, Child care, and Breastfeeding mothers.

Dimension 5: Happiness with Result of the Organization (R: RESULT)

5.1 Happiness of employees (55)

Such as Satisfaction, Workmate relationships, Work more than 10 years, Reduce turnover, Reduce absence, Proud membership, Family relationships, and Brand Loyalty.

5.2 Happiness of Organization (44)

Such as Quality products and services, Good image, Increase productivity, Reduce costs, and Capacity increases.

The frequency size and Happy Workplace Activities show on table 1: Organization in large size had high percent Happy Workplace Activities, which New Year and Project Contest were high percent. Organization in small size had low percent Happy Workplace Activities, that Project Contest only one activity.

Table 1. Frequency of Organization size and Happy Workplace Activities.

Organization size	Happy Workplace Activities			Total
	New Year	Sport/ Sing a song	Project Contest	
Small	0	0	1	1
	.0%	.0%	16.7%	100.0%
Medium	2	0	1	3
	33.3%	.0%	16.7%	100.0%
large	4	5	4	13
	66.7%	100.0%	66.7%	100.0%
Total	6	5	6	17
	35.2%	29.4%	35.2%	100.0%

Part 3: Knowledge sharing in happy workplace

Knowledge sharing in happy workplace from 5 organizations was as follows:

- **Pet food company** “ We used Happy Workplace Index for monitoring in the company and at present, the managers from all 11 factories get score about 60 but late last year the score was up to 75”.
- **Hard disk company** “President used Happy Workplace from Thai-health and relayed to team leaders and they talked to their staff by using open mind”.
- **Consultant Company** “In 5 years, we would compete with international markets and need to change organization. These tools are more important to drive the first consultant company that uses Happy Workplace”.
- **HR club in Chonburi** “HWI were covering 5 dimensions in HR club”.
- **Fertilizer Company** “Mind was the most important for staff which we take the best care, always housing allowance. If managers take good care of staff then the company will gain profit without cost”



Figure 5. Knowledge Sharing Forum http://www.happy-workplace.com/userfiles/Sharing_1%20HWI_26Jan2012.pdf.

Conclusion

- Most organizations were large, time period of setting up for organization are over ten years.
- The 5 dimensions were as follows: Dimension 1, Management, had welfare in money, non-money, and adds in knowledge. Dimension 2, Atmosphere, had relationship and social activity. Dimension 3, Process, had happy activity and conscious. Dimension 4, Health, had taken care for health of staff and promoted health activity. Dimension 5, Result, had the happy result for employees and happy result for organizations.

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