

Happy Workplace according to Buddhist Way

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Abstract

Objectives of this academic article were to consider and describe the concept of the ultimate happiness of both body and mind which is the quality of human life. The ultimatum goals in life that we seek are the happiness or Suddha in Buddhism. The happiness is strongly linked to the sense of joy induced from relationships, spirituality and resilience in the workplace of their organization. The well-being of an organization or a “healthy organization” not only refers to its productivity and profitability but also includes the health and the quality of work and the well being and balanced life of its workers. This concept is closely related to the definition of health dimensions comprising physical, mental, social and spiritual conditions which was in line with recent definition and framework of World Health Organization emphasizing comprehensive healthy workplace. The conceptual framework of happy workplace is to create the holistic environment in workplaces that bring a balanced and happy life for employees, consisting of three pillars. They are people, family and society. These three pillars will induce happiness in workplace to better the employees’ mental and physical health.

Keywords: Happy Workplace, Buddhist Way, Quality of Life

Introduction

Happiness management is the management of condition that one knows what one wants and succeeds, being oneself, being proud of what one does, positive thinking, energetic in daily living that bring to having good health. Self development to have good relationship with surrounding people, society, having moderate and peaceful life, the life that one chooses to have a laity or worldly happiness or the supermundane happiness. The worldly happiness, one must seek for it at a moderate state or Mattanyuta, that is the moderation in having, consuming and appropriate sharing until one reaches the supermundane state, the state of being beyond the cycle of birth and death. As for the present daily living, one must perform and live the live worthwhile judged by work performance that is the outcome of happy life that yields better performance. In the future, the human resource development must included how to make surrounding people happy. This happiness is like fluid that lubricates one’s behavior for better performance that all organizations set for. The happiness is the factor for which every one seeks.

Happiness Management

Happiness management in working life is very important conduct in the sensitive and fragile Thai society. Problems confronting working condition help[workers dare to change to gain the happy workplace (Vithayapan, 2008) in line with P.D.C.A. acronym as:

1) Plan; there must be clear target of working to avoid the risk of loosing workers’ enthusiasm and confusion with their duties. Clear performance planning to see what to be

done in each day is very necessary. This type of planning help create a systematic thinking, It is a written plan that is like the compass or navigator that lead organizations to their goals.

2) Do; performance feedback is the process of giving information to workers to examine themselves in every day performance. This is to check that what job has been done, what job has not been done and for what reasons. However, while working, worker should concentrate on one piece of work physically and mentally. For the concentrated mind would induce wisdom and with that wisdom the job would be done completely and successfully.

3) Check; Job evaluation or work performance appraisal is a process of giving feedback to worker so that they would know their performance and keep improving all the time. Workers might finish their works but if the customers are not satisfied, the workers must change the way and method of working to satisfy the customers. The simple way to evaluate the work performance is to question or talk to customers, but not only outside customers but also to the boss, the supervisors, the subordinates, coworkers and partners.

4) Act; the process of finding out the cause that the customers are not satisfied with and to find the new way to satisfy the customers. Performance development is the way the workers use to improve and to change themselves regularly. The performance by the rules of thumb is one cause that makes workers unhappy and bored.

Now a day, both public and private sectors try to promote activities that help workers be happy in workplace. Research findings indicated that if workers are happy in the workplace, they will produce better productivities. Furthermore, workers will have good interpersonal relations which yield the long lasting good performance in the organizations. The research findings also indicated that there were two factors that helped workers worked happily in organizations (Pantasen,2001). They are;

1) Satisfaction with colleagues; Satisfaction with Coworkers. It is a workplace with good friends, working in friendly atmosphere, not a working place with jealousy and back stabbing. If workers have good feeling toward each others and have good relationship, they will like to work and work happily.

2) Satisfaction with the nature of job and project. Another factor is that workers got to do the work they like. They like the nature of jobs and projects assigned to them. If they like the jobs, they will work better ever more.

These two factors convinced that if we want to work happily, workers work happily, we have to create these two factors; good relationship with coworkers, work loving habits since starting working with organizations. Then how can we obtain these things?

1) Hire for culture fit. Personnel selection on the basis of behavior and culture compatibility which is core value and core competency that reflex the part of organizational culture. If we can select workers who are compatible with the organizational culture, the good relationship between workers in the organizations would arise easily.

2) Hire for work fit. Hiring workers who are fir for the jobs we want them to do. Not just like to do but love to work with passion. They really love to work that reveal the real self.

This type of workers will pursue the best in working happily regardless of problems and obstacles. And also the research findings revealed that factors that effected unsatisfied and unhappy working conditions were as;

1) Unsupportive managers. The first factor that spoiled the good working condition and made workers unhappy was the manager who has no skill in being good manager, who does not support workers in working, who was not helpful, who did no create intensives for workers and who did not build teamwork. Any organizations that had more than 30 percent of this kind of managers, workers in the organizations do not work happily as they should be.

2) Not having the right tools to do the job. Second factor is lacking of working tools or programs that are appropriate to support workers to do the job. Some organizations have the most modern tools and program but there are no appropriate tools. Computers are obsolete

but the expectation of the organizations is very high. This is one factor that cause workers to work without happiness.

3) No opportunity for advancement; this factor indicated that workers do not see their future or the future that is not appropriate to their jobs. Workers who worked in this kind of organization are not happy at all.

This statement indicated that those who had direct experiences can apply the experience in creating the happiness in workplace for employees. At present, happiness in workplace does not depend on large income every year. The factor that make workers happy in workplace were planning and operation, monitoring. Happiness creation in the workplace is considered the planning, operation, checking, and improvement. Happiness creation in the workplace is the tool for problem solving (Watnabutr, 2015) When people are happy in working, the job performance will be more effective in line with happiness. Workers in organizations will have better quality of life and the quality of life will enhance the better quality of work. The organizations will have high productivities. When workers and executives have good and close relationship, the workers will feel at ease and have sense of belonging and sense of valuable resource of the organizations. The same knowledge can be extended to families to make family the happy families and also can extend to the happy communities. When workers process good qualities, this would reduce turn over and save resource used for selecting and training the new workers. This also will help create the image of organizations, reduce un-satisfaction towards executives, reduce accidents in workplace. When workers have better quality of life, they will not have family problems. Society will be the better place to live. This condition would help you yourself and people around you be happy in the workplace.

The Happiness Management According to Buddhism

Buddhism teaches that the perfect life is the life with three benefits in life destination, consisting of three levels according to Attha 3, benefits, in Buddhism. They are the primary, the middle and the highest benefits. The primary benefit or Tithadhammikattha, the instant benefit is the benefit with economical security. The middle benefit, Samparayikattha, is the metal and ethical benefits, the quality of life. The highest benefit, Paramattha, which is the highest destination in life refers to every person's mental liberation or freedom from attachment. The primary or the first benefit is the stepping stone that coordinates the two higher level of benefits. This can be said that these three levels of happiness coincide with the three levels of happiness already mentioned; the bodily, mentally and wisdom levels of happiness.

Venerable Phrapromkunaporn (P.A.Payutto) (2000) explained the three benefits, Attha 3 as follows:

First level of happiness can be seen with naked eyes, consisting of:

- 1) good health; strong body without sickness, happily living in good working condition.
- 2) wealthy; secured jobs with economically self-sufficiency.
- 3) good human relationship; social status, such as rank holding, status, honor, fame, social acceptance including having friends and disciples.
- 4) good family, being happy; These benefits can be seen instantly and are the first bases of security, and beneficial to each others. The benefit at this level is largely sought and still not enough. It might cause many problems, because human is never enough, still fighting more for oneself. This level of happiness should be used for the stepping stone to higher level of happiness

Second level of happiness is quite abstract. It is the happiness of mind in depth beyond the naked eye can see. It is the beneficial life that we have the opportunity to help others to share with others and society. This benefit makes us happier and want to use the first benefits such

as assets, money and materials to help other human beings, or using rank, positions, charisma and dignity to help make things easier. Having self confidence to live with others in harmony. Internal ethics helps human beings have deep internal happiness, willing, faith in doing good, purified mind, fine happiness and the social happiness. When we are happy, we help society and others be happy. When others are happy from our help, we are even happier. It is really happiness from giving, from helping which is different from the first level of happiness, the individual level everybody fights for. For this reason, human should use the first level of happiness as stepping stone to step up to the second level of happiness, the happiness from broader sharing, the happiness in-depth that help one have self confidence, self-life worthiness, wisdom to understand the true nature of things and react appropriately.

However, these two levels of happiness are still not perfect, because they depend on materials and mind (virtue, our goodness). We still expect the praise and social acceptance of the goodness we have performed, still expect good treat. Our minds are not completely liberated or free, still could be in suffering. We should develop ourselves to the highest level of happiness.

The third level of happiness. That is to liberate our mind with wisdom or bring our mind into the stream of wisdom to truly understand the true nature of things by natural laws and react to things that happened appropriately. By the stream of wisdom, man will not create problems, will treat others appropriately, will understand others according to the true value, not by personal liking, hatred or our own desires. Looking at things according to the cause and effects to gain benefits from experiences we involved. That happiness is the highest because we use the wisdom to lead mind to liberation, to abstract and to the supermundane state or Lokuttara, being above the world with wisdom knowing the world, living in the world without threat and stress from the world and other avoidance. It is brightened happiness. Man who has sustainable happiness can have sustainable develop. The development to the level of true happiness will bring the peace and tranquility to the world.

Other research by other monks also indicated that the real happiness was the highest level that is to discard our ego and attachment. To understand the true natures of things that are impermanent and non-self. The person who has developed to this level is very beneficial to the world.

Another study of Thai happiness connected with moderation which was a field study (Kaewtep, 2009) indicated that those who knew enough were happier than those who did not. The Sufficiency Economy Philosophy has its root from Buddhism which coincides with the concept of the happiness comes from the moderation, enough. To live with wisdom, reasons and inner happiness rather the materially happiness is the real happiness. In another word, it is the higher inner happiness of mind knowing enough that does not cause any suffering. In case of Thailand, the main Kamma, problem is the problems from the quality of human resource that is not developed, not equipped with wisdom. To solve this big problems is to seek wisdom development in Thai society. That is to use Sammatithi, the right view, to develop Thai society.

In conclusion, the indicator of social and country development at first step is to reduce the wrong view. The more the right view the society has the more the society has been developed. We must develop human resource to be able to use wisdom to gain real happiness, in return, the beneficial to others and society. As to measure the happy benefit, if this study is interested in the second level of happiness, it can be measured from the reflection from giving and sharing with others that induce inner happiness of mind. As for the third level of happiness, it depends on how many persons have wisdom happiness, the more persons who have happiness at this level, the more the society would be happy and beneficial. Therefore, the promotion of higher Dhamma practice to reduce self or ego and wrong view is to promote

good and ethical society that in return would induce the wider and beneficial happiness for society, community, organizations and nation.

Happiness Management According to Happy Workplace

Now a day many organizations see the importance of personnel. Concept of happy workplace becomes materialized due to human beings spend one third of the time at working places. We spend two in three part of our lives involving working. So it is important for human beings to lay down the good ground for happy life, destination and alternatives. After that we should equipped our lives with wisdom in order to live our lives correctly when confronting with problems in daily life. By this way, we can solve all problems in the long run and live our lives to the fullest by living normal life, having love and faith in human friends and literate the happiness for better life.

In conclusion, in order to create the happy workplace to systematically change society, it begins from the concept of new administration that emphasizes the preventive happiness the policy makers give the importance to the quality of life of workers in organizations. Resources and budget should be allocated to generate the sustainable quality of life. After that new paradigm of administration that promotes attitude, behavior adaptation, continuous learning to energize, to generate the concept of quality of life, working and mind development by telling success story, sharing experiences and lesson with each others.

Organizational culture that gives importance to workers, that has policy to support appropriate quality of life, that has the process of quality of life development, appropriate working to promote workers to live and work together happily, is called the organizational happiness culture. The process of organizational culture generation consisted of 3 steps (Vasantanarat, 2008). They are;

- 1) Body; organization must emphasize workers to understand that thinking, doing, living together in the organization is the body of the organization.
- 2) Confidence; organization must create self confidence for workers so that they will know what is good and what is not good for organization. Leaders play the important roles in sharing and connecting the self confidence of the chief executives to that of workers to move to the same direction for the growth of organization.
- 3) Faith; the organization that passed through the two steps of cultural creation will convince workers that what the organization does is the best for the organization.

Organizations with good cultured will have good outcome, the happiness, the high trust, human capital value, teamwork, flow-based organization, innovation, productivities, social responsibility, profit requirement. From the concept of happy organization, 8 kinds of happiness were induced to create balanced life, the balance between working and living by looking at 3 kinds of happiness as the important components; personal happiness, organizational happiness and social happiness. More details of these 3 kinds of happiness as follows:

- 1) Personal happiness, consisting of;
 - 1.1) Happy body, physical and mental health arising from knowing how to use life, how to eat, how to sleep that bring happy life.
 - 1.2) Happy heart, kind and generous heart that helps and share appropriately. Knowing roles of individuals, from boss, subordinates, parents and things that come into the life.
 - 1.3) Happy relaxation, knowing how to relax and take it easy with things in life.
 - 1.4) Happy brain, knowledge seeking to develop oneself toward professionalism in order to be progressive, secured and ready to be teachers for others.

1.5) Happy soul, having Hiri, moral shame, Ottappa, moral dread, being shameful and afraid of doing bad things whci is considered the primary ethics for living together in society and working together as a team.

1.6) Happy money, capacity to manage the personal and family expenditures by using family accounts.

2) Family happiness consisted of happy and warm family. Good family is the good shield and good motif to confront with the future or obstacles.

3) Happy society is the society that has love, unity, Generosity to society where one work and live in.

This concept of happy workplace supported by the Thai Health Promotion Fund with the comprehension that “man” is the important resource and “happiness” is what every man wants. So 8 kinds of happiness or happy 8 is the concept to arrange the balanced life for private, family and social world.

Happiness in workplace is one solution to many problems. When workers are happy in workplace, the products would be more effective in line with their happiness. When workers have good quality of life, they would perform the best, the productivities increase. Good human relations with the supervisors will make workers feel that they are important human resources. They can also would take the knowledge gained at the organizations to disseminate at families, in return the families will be happier with good mental health. This can be extended to the society. When workers are more capable, the returning rate will drop and save selection expenses. The image of organizations will look good. The anti-feeling toward executives will also drop and accident in workplace can be prevented because workers are happy with good mental health. This mental health can be extended to their families and society will be better place to live in.

Quality of Life

Quality of life plays a big role in yielding happiness to human beings. The quality of life involved welfares and happiness (Oliver, 1996), the development of concepts of quality of life continued to progress. Between 1950-1989 Maslow, (1954), developed the theory of the hierarchy of human needs, the motivation theory that helped managers have interest in the needs of human resources that can be used to motivate workers to perform to their fullest capacity so that their needs would be met. If the needs were not met, the stress arises and motivation to drive to the target that they need. To reduce stress, ones must work, for the work is more important factor in life than any activities. In the near future human being will spend more working. Quality of life is more important factor for working. Human beings work for maintaining life and to respond to the basic needs. Therefore, workplace should be appropriate that can create happiness and security. If workers have good feeling toward working, This would yield good outcome to workers as well as the organization. Quality of life that has direct effect to organization. If workers have good feeling toward the jobs, it would yield the good outcome to workers themselves and organizations. Quality of life in working place yields 3 outcomes; 1) help productivities, 2) yield morale and motivation of workers and 3) help improve the workers; quality of work.

The working atmosphere that help workers to have motivation to work hard with satisfaction is to let them participate in decision making and problem solving process. This will help workers have more satisfactions in the following areas.

1) The quality of life in working in the broader sense involves compensation, hours of work, working environment, benefits, job advancement and human relations. These things motivate and make workers satisfied.

2) The quality of life in working in the narrow sense involves organization improvement and specification of work. Workers are more specified and specially promoted for the better

quality of life, job satisfaction, participation in decision making concerning their working status.

3) Quality of life in working in the sense of humanization of work that France and the French speaking countries used the words “improvement of work condition”. The socialist countries use the word “workers protection” Scandinavian countries and Japan use the word “working environment” and democratization of the workplace. The meaning of the quality of life in working covers methods, process and technology that support working environment for more satisfactions of workers and organization as well.

The overall meaning emphasizes living together with satisfaction, satisfaction with the job to do and to do the job. It is mechanism to improve the quality of life to balance the life and work to have the total life space. This opens the opportunity for workers to spend their lives in the working place and privately outside the organizations in balance. That is to say the organization does not let workers work too hard, should assign appropriate working hours to avoid stress and so that workers would have free time for private life. Workers must know the Social relevance, the social relations the organization has. Workers should know that the organization has the obligation with society in production, pollution and environment protection, labor laws, marketing techniques. Those who spend their lives working in the place they like would have good mood, would work better. Therefore organizations should have work process that fit with workers needs in order to have the best productivities. The strike and protest against employers caused by overworking and right abuse. In this case the productivities will reduce to stop. Export will be suspended causing big loose to the organizations, workers loose their income and great effects to society and nation.

Working is the important activity in life. Working with happiness will lead the work to success. Working, not only bringing in some incomes, as a student of rehabilitation looks at working as the time allocation, time management for appropriate time spending for happiness. In the future when we enter into ASEAN, we have to work together with different people. We have to know how to manage the time in order to work effectively. We have to divide time in good proportion for working, rest, recreation, association with others and self caring. If we can manage the time in life, we will be happy and have better quality of life.

There should be good consideration of balanced life of workers and labors. The balanced life will help generate effective work, love and obligation in the organizations which is the most important success. Besides, this will yield good people, good society and good country. The only thing to do is to expend goodness far and wide, using goodness to create more goodness. Then happiness in workplace will be multiplied.

Conclusion

Happiness is the power that drives social activities from the far away past to the present. All these times, human beings always think of the way to gain happiness, where to gain happiness. At present, we have more knowledge and can answer all questions clearly. That is to say, happiness arises from inside, rather than outside. Money, materials and amusement cannot always yield happiness. The origins of real happiness is the contentment with what one has, what one is. The components of this contentment consist of balanced contents, such as positive attitude toward life, moderation, knowing how to give, to share with others of what one has, good relationship with family and friends, the art of life spending to gain happiness in every time, mind training to really comprehended and accept things happening in the world as they are, living life moderately in line with the sufficiency economy philosophy and Buddhhadamma (Radcliff, 2013) which is the Eightfold Path; 1) right view, 2) right thought, 3) right speech, 4) right action, 5) right livelihood, 6) right effort, 7) right mindfulness and 8) right concentration. This new knowledge is like the path to happiness descending from the past and provable by science in every period. This path will be useful

when we use it to guide the life. When the society governors understand this path clearly, they should legislate it in the policy to support people to reduce sufferings and increase happiness in the right path, not to get lost. When the path to happiness has been discovered together and it has been disclosed that happiness is the miracle that some people seek for all their lives, but cannot see. As a matter of fact, the happiness is located at the easy, clear and close to you spot. That spot is our mind. The source of suggestion is that the body of knowledge discloses that happiness is the result of both internal and external factors. But the economics has limitation in explaining. It can explain only when each individual has fixed needs. Natural resources are limited. The market mechanism is perfect and the happiness index is measured by Gross National Products. In fact, human happiness depends on more factors than money and freedom. It involves unfixed needs. People like to compare oneself with others and needs vary according many factors such as education and advertising. Besides, human needs job, family and social environmental security that are beyond one man's control. Man also needs to trust others and the present society seems to have less and less.

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