

The Role of Demographic Variables in Understanding Workplace Happiness among Hospital Professionals

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Abstract: This study examines how age, gender, area, work experience, and nature of job affect workplace happiness among hospital staff in Chhattisgarh. Based on 532 responses and analyzed using Smart PLS 3 (trial version), the results show that older employees are generally happier, while those with longer experience, temporary jobs, or living in certain areas feel less satisfied. Gender had no major effect. Permanent jobs were linked to greater happiness due to job security. These insights can help hospital managers create better work environments by understanding and addressing the different needs of employees.

1 INTRODUCTION

In today's fast-changing and competitive work environment, workplace happiness has become an important topic for researchers, HR professionals, and leaders in organizations (Awada & Ismail, 2019; Zhenjing et al., 2022). Workplace happiness means how satisfied and emotionally positive employees feel about their job and work setting (Kun & Gadanez, 2022; Santhosh, 2024). It is now well understood that happy employees are usually more productive, creative, and committed. They also build better relationships at work and help the organization reach its goals.

Many researchers have studied how workplace practices, leadership, and job roles affect happiness at work (Muttalib et al., 2023; Al-Shami et al., 2023). However, the effect of demographic factors—like age, gender, place of living, job experience, and type of job is also gaining attention. These factors influence how employees view their work, handle pressure, and react to workplace rules (Kumar, 2020; Amegayibor, 2021). For example, older employees may feel happier because they have more stability and control, while younger ones might prefer flexibility and growth (Kollmann et al., 2020). Gender can also make a difference, as men and women may have

different experiences with fairness and support at work (Stamarski & Son Hing, 2015).

People from rural or urban areas may have different workplace expectations due to their different backgrounds (Litsardopoulos et al., 2020). Also, whether someone's job is permanent, part-time, or contract-based affects their sense of security and belonging, which connects closely to happiness (Kundi et al., 2021). Understanding these demographic factors is important for organizations that want to create friendly and encouraging workplaces (O'Donovan, 2018). By realizing that different employees have different needs, organizations can make better policies, offer targeted support, and create a culture that respects diversity and employee well-being. This is especially important now, as today's workforce includes people from many different backgrounds, and knowing how these differences affect happiness at work can help reduce employee turnover and improve long-term success (Charles-Leija et al., 2023). This study focuses on how age, gender, residence, experience, and job type influence workplace happiness, using both theory and data to suggest ways for organizations to improve happiness for everyone.

2 LITERATURE REVIEW

2.1 Age

The relationship between age and workplace happiness is not straightforward and can change depending on the situation. Some studies found that age has an effect, while others did not. For example, Altan and Turunç (2021) found that older employees react differently to support at work, which can affect their emotions and happiness. Noguchi et al. (2022) showed that for older workers, having the right job fit and control over their work leads to more happiness. Raab (2016) pointed out that older employee's value things like learning opportunities and being recognized, but age by itself doesn't strongly affect job satisfaction. On the other hand, Ngatuni and Gasengayire (2022) found that age makes a difference for younger employees how satisfied they are with their job affects how committed they feel to the organization. Thus, age can influence workplace happiness, but this depends on other factors like the type of job, level of support, and what employees need at different stages of life. Hence, the present study hypothesizes, H1: Age demography would emerge as significant predictor of workplace happiness.

2.2 Gender

The link between gender and workplace happiness is not the same in every situation and can vary from one place to another. Some studies, like Islam and Penalba (2024), show that having a mix of men and women at work can improve job satisfaction and make people happier. But other research found that gender doesn't always make a big difference. For example, Al-Taie (2023) found no major difference in happiness between male and female university professors in the UAE. Similarly, Silva et al. (2023) found that men and women in Brazil were equally happy at work, showing that other factors matter more. In contrast, some studies found different things. Rodríguez-Leudo and Navarro-Astor (2024) said that in architecture firms in Spain, women cared more about a good work environment, while men focused more on career growth. Also, Sabir et al. (2019) found that female teachers in Pakistan were happier and showed more positive behavior at work than male teachers. Thus, gender may not always decide how happy someone is at work, but it can affect what makes people feel happy in different jobs and cultures. The present study hypothesizes, H2: Gender demography

would emerge as significant predictor of workplace happiness.

2.3 Area

The connection between where a person lives (rural or urban area) and workplace happiness is not simple and depends on many different factors. Some studies, like Prati (2023), found a small link between living in rural or urban areas and overall happiness, but the difference wasn't very strong. Schuler (1973) pointed out that some research shows no real effect, while other studies say people from rural areas may feel more satisfied with their jobs. Other researchers, like Goffe (2023) and Burger (2021), found that people in rural areas often feel happier than those in cities. This is known as the rural-urban happiness paradox. But this can also depend on things like the cost of living and who lives in those areas. Elburz et al. (2022) said city life can increase happiness, but if a city is too crowded, it can make people feel stressed. In another study, Idaiani and Saptarini (2023) found that urban women in Indonesia were generally happier than rural women, although living in very busy cities didn't always mean higher happiness. Hence, the study hypothesizes, H3: Area demography would emerge as significant predictor of workplace happiness.

2.4 Experience

The connection between work experience and workplace happiness is not straightforward. Some studies say that the experiences people have during their working years can affect how happy they feel later in life (Wu et al., 2018). However, many researchers believe that what matters more is how satisfied people are with their current job, how committed they feel to their organization, and how good their overall work environment is (Agustiani et al., 2024; Felicia et al., 2024). Things like feeling supported by the organization, being engaged in the job, and having a positive attitude play a bigger role in workplace happiness than just the number of years someone has worked (Joo & Lee, 2017; Rashid & Al-shami, 2024). Older employees might feel happier because they have higher positions or better salaries, but this is due to career growth, not just years of experience (Tugade & Arcinas, 2023). Overall, while work experience can help, having a supportive, satisfying, and positive work environment is more important for workplace happiness (Fisher, 2010; Fidelis et al., 2017; Gouri & AS, 2024). Hence, the study hypothesizes, H4: Experience demography

would emerge as significant predictor of workplace happiness.

2.5 Nature of Job

The connection between the type of job permanent or temporary and how happy people feel at work is not always straightforward. Many studies have found that people in permanent jobs are often more satisfied and happier because they feel more secure about their future (Goldan et al., 2022; Saputri & Dwityanto, 2018). But some research shows that there isn't always a big difference in job satisfaction between permanent and temporary workers, although things like involvement and motivation might be different (Handayani, 2015). Also, how happy temporary workers feel often depends on whether they chose the job willingly or had no other option (Krausz et al., 1995). Thus, permanent jobs are more likely to make people happy at work, but other things like job

security, personal choice, and the work environment also matter a lot. Hence, the study hypothesizes, H5: Nature of Job demography would emerge as significant predictor of workplace happiness.

3 RESEARCH METHODOLOGY

3.1 Sampling and Data Collection

The study used simple random sampling to fairly select employees from government and private hospitals across Chhattisgarh. A total of 300 printed questionnaires were shared, and 274 were returned. After checking the responses, 243 were found valid. Additionally, an online Google Form was used, which received 295 responses, out of which 289 were complete and usable. In total, 532 valid responses were collected, providing a strong and reliable dataset for the study (see Table 1).

Table 1: Demographic description.

Gender		Nature of Job		Locality			Total
Male	Female	Permanent	Temporary	Rural	Urban	Tribal	532
448	84	322	210	147	336	49	

3.2 Research Instrument

To ensure accurate measurement for this study, the researchers adapted one existing scale Workplace Happiness and included key demographic variables such as age, gender, area of residence, work experience, and job nature. Since many participants spoke Hindi, the questionnaire was translated into Hindi to improve understanding and increase participation. This helped avoid confusion and made sure the questions clearly reflected the intended meanings. A step-by-step process was followed to check the reliability and accuracy of the modified questionnaire. First, the items were reviewed by four subject experts to check content validity. Based on their feedback, the number of items was reduced to avoid repetition and make the questionnaire easier to answer. Minor changes in wording and formatting were also made. A pilot study with 50 participants was then conducted, which helped identify areas for improvement. Based on the responses, the questionnaire was further refined and finalized with 9 items. To measure workplace happiness, the final version used a 7-point Likert scale ranging from

Strongly Disagree to Strongly Agree. This careful process ensured that the tool was reliable, easy to understand, and suitable for the cultural and linguistic background of the respondents.

3.2 Data Analysis Tools

The study used Smart PLS 3 (trial version) for the study to test the reliability and validity of the collected data, as well as to test the formulated hypotheses of the study.

3.3 Ethical Considerations

Before starting data collection, the researchers received ethical approval from the institutional ethics committee, showing their commitment to following proper research guidelines. This approval ensured that the study's design and methods respected the rights and well-being of all participants. Each participant gave informed consent after being clearly told about the purpose of the study, how it would be conducted, any possible risks, and the expected benefits. This helped them make a free and informed

choice to take part. Participants were also assured that their personal details and responses would stay confidential, and they had the right to withdraw at any time without any negative consequences. By following these ethical steps like clear communication, voluntary participation, and privacy protection the study maintained high ethical standards, which adds to its trustworthiness and credibility.

3.4 Reliability and Validity

To measure Workplace Happiness, five items (WH5 to WH9) were used in the study. These items showed good item loadings, ranging from 0.754 to 0.881,

which means they were strongly related to the main concept being measured. Some items with loadings below 0.7 were removed to improve the quality and accuracy of the scale. The reliability of the scale was confirmed with a Cronbach's Alpha of 0.887, showing that the items are consistently measuring the same concept. Further, Rho A was 0.891, and the Composite Reliability (CR) was 0.917, both indicating high internal consistency. The Average Variance Extracted (AVE) was 0.691, which means that more than 69% of the variance in the items is explained by the construct of workplace happiness (see Table 2). These values confirm that the measurement model for workplace happiness is both reliable and valid.

Table 2: CFA for reliability and validity values.

Variables	Item Code	Item Load	Cronbach Alpha	Rho A	CR	AVE
Workplace Happiness	WH5	0.79	0.887	0.891	0.917	0.691
	WH6	0.754				
	WH7	0.854				
	WH8	0.868				
	WH9	0.881				

4 ANALYSIS AND INTERPRETATION

The analysis of the relationship between different demographic variables (i.e., age, gender, area, experience and nature of job) and workplace happiness provides several important insights (see Table 3 and Figure 1). Age has a positive and statistically significant effect on workplace happiness ($\beta = 0.192$, $t = 3.281$, $p = 0.001$), which means that as individuals grow older, they tend to feel happier at work. In contrast, the area of residence shows a strong negative relationship with workplace happiness ($\beta = -0.262$, $t = 3.988$, $p = 0.000$), suggesting that people living in certain locations may experience challenges that reduce their job satisfaction. Work experience also has a negative impact on workplace happiness ($\beta = -0.157$, $t = 2.699$, $p = 0.007$), indicating that employees with more years on the job may face increased stress, routine, or declining enthusiasm, which affects their overall happiness. Gender does not show a statistically significant impact ($\beta = -0.095$, $t = 1.791$, $p = 0.074$), although the slightly negative coefficient suggests that there might be differences in experiences between men and women, but not enough

to be considered meaningful in this study. Lastly, the nature of the job significantly affects workplace happiness in a negative way ($\beta = -0.258$, $t = 5.408$, $p = 0.000$), highlighting that the kind of work, its responsibilities, and work conditions can strongly influence how happy employees feel.

Table 3: SEM result of objective 1.

Predicted Relationships	β value	STDEV	t value	p value
Age --> Workplace Happiness	0.192	0.059	3.281	0.001
Area --> Workplace Happiness	-0.262	0.066	3.988	0.000
Experience --> Workplace Happiness	-0.157	0.058	2.699	0.007
Gender --> Workplace Happiness	-0.095	0.053	1.791	0.074
Nature of Job --> Workplace Happiness	-0.258	0.048	5.408	0.000

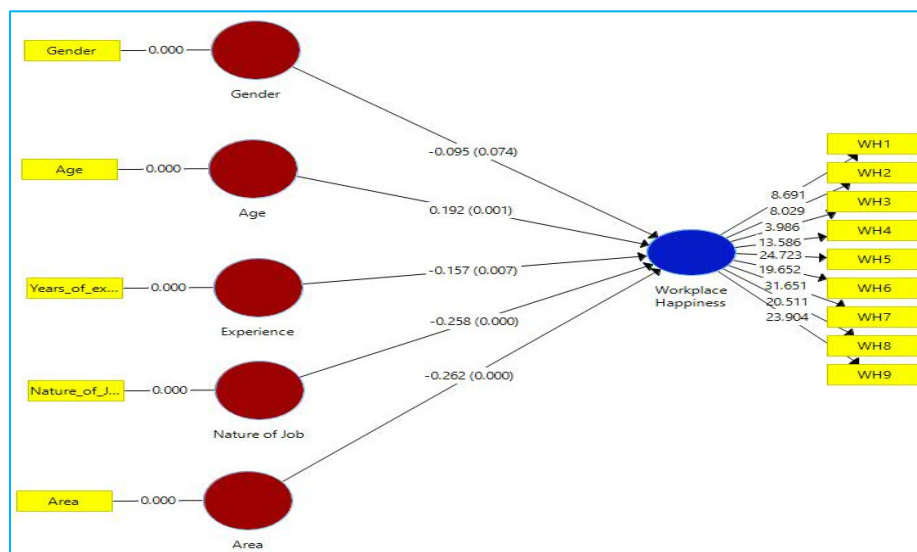


Figure 1: Effect of Demographic Variables on Workplace Happiness.

5 DISCUSSION

The analysis, done using Smart PLS 3 (trial version), gave useful insights into how different personal and job-related factors affect workplace happiness. The study found that age has a positive and significant effect on workplace happiness ($\beta = 0.192$, $t = 3.281$, $p = 0.001$), which supports Hypothesis 1 (H1). This means that as people grow older, they tend to feel happier at work. This could be because older employees usually have more stability, experience, and are better at handling challenges. They might also hold senior positions that offer more job security and independence, which increases their satisfaction. This result matches earlier studies showing that job satisfaction often goes up with age due to career growth and a better work-life balance.

There was a strong negative connection between area of residence and workplace happiness ($\beta = -0.262$, $t = 3.988$, $p = 0.000$), supporting Hypothesis 3 (H3). This suggests that where a person lives can affect how happy they feel at work. People in urban areas might face high stress due to heavy traffic, long commutes, or high living costs, while those in rural areas might struggle with fewer job opportunities and less support. These issues can lower job satisfaction. So, organizations need to be aware of these differences and create location-based strategies to support all employees. The study also found that work experience has a negative impact on workplace happiness ($\beta = -0.157$, $t = 2.699$, $p = 0.007$),

confirming Hypothesis 4 (H4). This means that the longer someone works, the less happy they might feel. Reasons could include boredom with routine tasks, feeling stuck in the same role, or having too much responsibility. Also, experienced employees might be more aware of problems in the organization, which could reduce their satisfaction. To address this, companies should offer training, career development, and new challenges to keep long-term employees motivated.

Also, job nature had a strong negative effect on workplace happiness ($\beta = -0.258$, $t = 5.408$, $p = 0.000$), supporting Hypothesis 5 (H5). This means that the type of job someone has whether it's stressful, repetitive, or has poor working conditions can lower how happy they feel. Jobs that don't allow employees to grow or have control over their tasks tend to lead to low satisfaction. On the other hand, jobs that offer meaningful work, flexibility, and opportunities to learn tend to make employees happier. Companies should focus on improving job roles, offering support, and helping employees balance their work and personal lives. When it comes to gender, the analysis shows no significant effect on workplace happiness ($\beta = -0.095$, $t = 1.791$, $p = 0.074$), meaning Hypothesis 2 (H2) is not supported. Even though the number is slightly negative, it's not strong enough to say that men and women have very different experiences when it comes to happiness at work. Still, other research suggests that things like company culture or hidden gender bias can affect how people

feel at work, so creating a fair and inclusive environment is still important.

Thus, the study shows that age helps improve workplace happiness, while area of residence, work experience, and job nature can reduce it. Gender does not play a major role by itself, but fairness and inclusiveness still matter.

6 MANAGERIAL IMPLICATIONS

The present study contributes to the management field by offering clear insights into what affects workplace happiness. These findings can be useful for HR managers, team leaders, policy makers, organizational psychologists, and business owners who want to improve employee well-being and productivity. The study shows that older employees are generally happier at work, so organizations can benefit from encouraging age diversity and using their experience in leadership or mentoring roles. It also highlights how location affects happiness, which means offering flexible work arrangements or region-specific support can help. The negative link between long work experience and happiness suggests that companies should keep experienced employees engaged through skill development, job rotation, and recognition programs. Although gender didn't have a strong impact, promoting fairness and inclusion is still important. Job nature had the strongest effect on happiness, showing that meaningful work, growth opportunities, and manageable workloads are key to keeping employees satisfied. Additionally, what makes this study unique is that it takes demographic factors using Smart PLS 3 software to give a clearer picture of what truly matters for workplace happiness. This helps decision-makers understand not just *who* is happy, but why making their strategies more effective and employee-focused.

7 CONCLUSIONS

This study helps us understand how demographic factors affect how happy people feel at work. The results show that as employees get older, they tend to be happier in their jobs. However, where they live, how long they have been working, and the type of job they do can lower their workplace happiness. Gender does not have a strong effect on happiness in this study. These findings show that companies need to

pay attention to each employee's background and job situation to improve their overall well-being. Using Smart PLS 3 software gave us a clear and reliable way to study these relationships. This research adds useful knowledge to the field of management and gives practical ideas for managers and HR professionals to create a better and more supportive workplace.

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