

Perceived Work Environment in Relation to Happiness Among the Employees of Call Centers

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Abstract

The study was carried out to find out the relationship of perceived work environment with happiness among the employees of call centers. The sample consisted of 149 call center employees of mean age of 24.5 years with work experience of 2 years, selected by purposive sampling method from various call centers of Jaipur city like Banana Outsourcing, Genpact, Go4customers etc. Work environment and happiness were measured by organizational climate inventory (Chattopadhyae & Aggarwal (1976) and subjective happiness scale (Lyubomirsky and Lepper 1999), respectively. The results showed that happiness was found significantly correlated with motivational level and support which are domains of work environment. Multiple regression analysis indicated that only support was found important predictor of happiness.

Key Words: Work Environment, Happiness, Call Centers.

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