



The
HAPPINESS
Matrix, and How
to Create it....



YOU NEED THE RIGHT PEOPLE | **WE GET THE RIGHT RESULT**

Happiness

What Is Happiness?

Happiness means different things to different people, this should be self-evident, but it bears mentioning because sometimes we steam ahead without thinking about our people as individuals; we categorize them as “employees” or “staff”, and that already creates a “one-size fits all” mentality.

Having said that, there are some general principles that can be applied to creating “happiness” – defining what it means to you as a Company, getting “buy-in” to that vision, and then, most important, living the vision. We’ll detail these principles later in this article but the sentence above is the core of what this is about.

Why Care About Happy People?

A happy team’s output goes straight to the bottom-line of a business; happy people are more productive and therefore more profitable – simple as that.

The Basics

Fair Money: People compare what they make, and also check what they are worth in the market. If people perceive they are being under-valued, they will often leave, and certainly be unhappy about it.

Good Working Environment: Friendly people in a relaxed atmosphere and work that provides a comfortable challenge – this seems to be what the “average person” wants (some want more challenge, but most want to be tested within their limits and slowly grow). Also, and very important, being treated with respect by superiors and colleagues.

Beyond The Basics

So you’ve got the above covered and the working environment is cool, but still there doesn’t seem to be many smiling faces or the “go, go, go” attitude you want – it’s more like the “let’s go to lunch early and come back late”, attitude is prevailing -s o what’s missing?

Performance Bonus: Among almost all companies in Bangkok a bonus is expected; bonuses range between staff and it is not unheard of for bonuses of six month’s salary being negotiated at time of hiring.

Beyond The Basics (Continued)

Health Checks and Medical Insurance: Medical insurance and an annual health check are also expected and considered standard within a package.

Company Trips and other activities: At a minimum this should be an annual trip but more is better – also important is regular “coffee-type” meetings between managers and staff to support smooth communication.

Way Beyond The Basics

Internal Training related to Work: Studies show that staff who receive training (hours paid by company on company time) really appreciate the company training them and are more likely to stay with the company.

Ownership: This is a little difficult to describe, because it is beyond responsibility but has similar meaning. In effect if you can get your staff to “own” the work that they do, then they take more pride in that work. To own the work means more than being responsible for it – it means that it belongs to you and therefore is representative of you.

Participate in Decision-Making: Studies show here that staff who are involved in decision-making related to their roles feel empowered to do their jobs and understand more about the company’s vision. i.e. the thinking behind decisions and how that relates to the company’s goals.

Conclusion, and The Matrix

Of course a short article cannot cover the whole range of topics that inspire staff to stay with companies’ all we can do here is present a simple guide to keeping people happy using tried and tested tools and techniques.

In the Matrix on the next page you will see a list of topics each of which can be turned into questions for you to ask your colleagues when you are providing guidance to them.

If you assign a ranking, i.e. 1-5 where 5 is very happy and 1 not at all happy; you will be able to quantify the collective feeling about your company and the level of happiness within it.

Thus, the answers to these questions when looked at collectively will provide management with the direction they should take when thinking about their people.

The Happiness Matrix

Financial Happiness

- Financial security of the company.
- Good salary according to market rate and paid on time.
- Good bonus paid at least once a year preferably twice.
- Provident fund or other means of saving.
- Other financial incentives i.e. mobile phone allowance etc.

Work Happiness

- Workplace is easily accessible
- Workplace is well organized
- Individuals have their appropriate space
- Workplace is safe
- There is good food nearby
- Workplace is trendy and hip to be in

Health Happiness

- Company provides at least one annual health checkup
- Company provides health insurance
- Company provides health guidance and fitness programs
- Company proactively manages health of staff and with staff

Self-Esteem Happiness

- Managers respect individuals and treat them as colleagues
- People are good at their jobs and proud of what they do and who they do it for
- Able to coach others
- Good Performance is consistently and constantly being recognized
- The company invests in people through training

Future Happiness

- Staff believe in the vision and future of the company
- There is a clear progression of career based upon merit
- Financial benefits perceived to improve in accordance with tenure

High Work Satisfaction
High Material Benefits
High Work Satisfaction
Low Material Benefits
Low Work Satisfaction
High Material Benefits
Low Work Satisfaction
Low Material Benefit

High Retention, Productivity, and Performance

Medium i.e. short to mid-term Retention, decent Productivity, and Performance

Medium i.e. short-term Retention, bad Productivity, and Performance

Low Retention, Productivity, and Performance



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