

# The state of happiness and its effective dimensions among emergency technicians: A qualitative study

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## Abstract

**Background:** Today, organizations and institutions are seeking to increase their employees' organizational sustainability and commitment. This is achieved by providing a satisfying and happy environment. Meanwhile, the upgrading of the performance of emergency technicians is of paramount importance for improving the health system's services. Purpose: Regarding the nature of emergency technicians' occupation, as well as the positive relationship of happiness and performance enhancement, this study sought to determine the status of happiness and its impact on the performance of emergency technicians in Shiraz. **Methods:** This qualitative study was conducted through semi-structured interviews with 9 managers and emergency technicians of Shiraz who were purposefully selected. Data was collected, recorded and implemented using the interview guide. The accuracy and reliability of the data were evaluated according to the international standards of quality assurance studies and the data were analyzed using the framework analysis method in the form of MAXDA software version 10. **Results:** The average age of the participants were 42.32 years and had an average of 14.55 years of work experience, of which 8.86 years had been in the emergency and emergency facilities. In total, two main components, (1- Definition, dimensions and happiness in the work environment and 2- Factors affecting the creation of happiness), were identified in this study. The main component of the definition, dimensions and happiness in the work environment are three sub-components of the definition of happiness, dimensions of happiness and happiness in the work environment, with 5 items. The main components of the factors affecting the creation of happiness are the three subsets of behavioral factors, management factors and environmental factors with a total of nine items were created. **Conclusion:** The present study showed that the concept of happiness from the viewpoint of emergency technicians is more about the internal satisfaction of the work and the conditions governing it. Also, behavioral factors such as reducing the tension and stress of the work environment, empowerment and increasing the participation spirit along with management factors including proper payment, respect for justice and equality, and environmental factors such as happiness changes in the workplace, the creation of a safe working environment and the improvement of amenities are the most important factors influencing happiness in the workplace which was identified by emergency technicians and should be considered in the planning and future policies of the health system for this sector

**Key Word:** Emergency technicians, work happiness, qualitative study

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A Happiness and vitality are one of the most important factors in the process of human life, without which the field of activity, creativity, initiative, invention and healthy life is not created. Based on Argyle's view, happiness and vitality are a phenomenon and feature in humans that have three main components (positive emotion, life satisfaction, and lack of negative emotions)<sup>1</sup>. Organizations can influence the increase or decrease of happiness and the physical, mental and emotional health of their employees, as well as the extent of their absence and change<sup>2</sup>. Cheerful people will

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burn out less, less emotional exhaustion and fewer absences, and there will be less chance to leave their jobs<sup>3</sup>. Emergencies in the hospital are one of the most stressful areas of the health system<sup>4</sup>. As a result, emergency staffs as frontline forces that provide pre-hospital services, are always exposed to a lot of stressful factors<sup>5</sup>. Study results in the United Kingdom showed that Emergency medical technicians were the highest in terms of physical stress, second in terms of dissatisfaction, and in terms of mental and psychological problems, the fourth most stressful occupation in comparison to 25 other occupations<sup>6</sup>. A Swedish study revealed that unspecified conditions in pre-hospital emergency lead to stress in the emergency staff<sup>7</sup>. Emergency medical technicians reported in a study in the United States that life-threatening clinical conditions, such as respiratory, cardiac and traumatic problems in children had a lot of stress and anxiety<sup>8</sup>. In Iran, studies showed that 94% of emergency personnel had moderate post-traumatic stress disorder<sup>9</sup>. Therefore, promoting the performance of emergency nurses is so important that the World Health Organization, in this regard and in order to achieve the standards of care, suggested to make effective use of the existing nurses and more use of multi-skills staffs, where appropriate, and ensuring better matching between skills and function of individuals<sup>10</sup>. Hence, due to the existence of stress factors in the emergency department of the hospital and the limited information on the status of happiness in this section, this research has investigated the status of happiness and its affective dimensions of the performance of emergency technicians in the city of Shiraz.

## METHOD OF THE STUDY

**Study Design:** In terms of the type of research this research is a qualitative one, but due to the proposed suggestions it is also known as an applied research.

**Sampling:** The research environment in this study included emergency wards of Shiraz hospitals. According to the type of study, in this study, the sampling method was purposeful. For this purpose, based on the suggestion of the research team, one hospital in Shiraz was first selected as the first sample and with the guidance of the administrators of the selected hospital; one of the experienced staff and technicians of the emergency department was selected as the first sample. Subsequently, sampling was continued with the goal-oriented method, with respect to the required criteria and the observance of maximum variation (Max-Variation) among the technicians and managers of the emergency department of Shiraz hospitals. To reach the saturation point in terms of the

goals and components of the study was the end of the sampling. Finally, according to the criteria for diversity in the work experience, age and organizational rank of the participants, 7 interviews were carried out and with regard to reaching the saturation point in terms of goals and components; three additional interviews were conducted to explain the incomplete dimensions. Finally, the comments from one of the interviewees, due to generalization and lack of data related to the topic, were omitted and the study ended with 9 interviews.

**Data Collection tools:** In order to collect the information, an interview guide was used by the researcher. The interview guide was developed based on the objectives of the study and then shared by the professors and the field experts, and finally the approved version was used in this study. To evaluate content validity, after three interviews, the interviews were analyzed and the extent of the overlap of the findings with the goals was considered as the criterion for the correction and validation of the tool.

**Study process:** Before the interview, the information sheet and the consent form were given to the participants in person or by email and within a week they were asked to be interviewed in person if they were satisfied. The interviews were conducted individually and recorded with the consent of the interviewees and then word-for-word was transcribed. The average time of each interview was 20 to 30 minutes. The implementation version was matched with the recorded version of the interview.

**Data accuracy:** In this study, for the purpose of confirming the results, the rigor and accuracy of the research (Rigor), the validity or credibility of the data (Dependability) and the conformability of the data were examined. For the criterion of acceptability in this study, the researcher tried to gain the trust of participants by listening carefully and drowning in the data, creating diversity in the selection of interviewees, and conducting interviews at selected participants' venues. For authentication, the handwritten notes and codes which were extracted by the contributors as well as two researcher colleagues were reviewed and the comments were summarized in a joint meeting. Then, a foreign scholar/researcher and expert familiar with qualitative research were used as an observer. Given the same understanding of the findings, the consistency was confirmed. In order to control the objectivity, a member check was used and peer check and repeated reviews were used.

**Data analysis:** The data were collected by semi-structured interviews and were implemented and analyzed by using MAXQDA version 10. The data were

analyzed by using the Framework Analysis method, which includes five stages of identification, identifying

the conceptual framework, indexing, reordering of the data, mapping and interpretation.

**RESULTS:**

In the present study, 9 technicians and emergency managers who had experience and knowledge about the subject were included. The average age of the participants was 42.32 years and had an average of 14.55 years of work experience, of which 8.86 years had been in the emergency and emergency facilities. The results also showed that 100% of the participants were male.

**Table1:** The characteristics and specifications of the participants of the study

Row	Title of organizational position	Age	Sex	Work experience	Work experience in emergency
1	Emergency technician	42	Male	14	8
2	Manager of emergency quality improvement	35	Male	7	3
3	Emergency supervisor	47	Male	19	10
4	Emergency technician	38	Male	10	10
5	Manager of Emergency Department	46	Male	20	12
6	Emergency technician	36	Male	12	12
7	Emergency technician	47	Male	20	13
8	Director of the Emergency Center	51	Male	23	6
9	Head of Emergency Department	39	Male	6	6

The main components (themes), sub-components (sub themes), and extracted items from the analysis of participants' interviews in the study are presented in Table 2.

**Table 2:** Main components, sub-components and items

Row	Main component Theme	Sub-component Sub-theme	Items
1	Definition and dimension of happiness in the workplace	Definition of happiness	Relativity of happiness definition
		Dimension of happiness	Types of happiness Friendly environment
		Happiness in the workplace	Job performance Satisfaction Education, awareness, job recognition
2	Factors affecting the creation of happiness	Behavioral factors	Reducing stress and tension Behavioral and professional empowerment of employees Participation in the workplace
		Management factors	Financial factors (salary) Observance of justice and equality Revising improper management rules
		Environmental factors	Physical changes in the work environment Observing safety and protection in the workplace Improvement of amenities and equipment

**Definition and Dimensions of Happiness:** One of the most important components of this study was to examine the opinions and perspectives of the participants on the definition and concept of happiness as well as the dimensions and concept of happiness in the workplace. Participants defined happiness as an

internal(mental and psychological) and external (physical) harmony. "Happiness is an expression of the health of the body and soul; the healthier the body, the more physically fit it, also more successful in physical work, and healthier in terms of psychological and mental health." (Participant N. 6) Some participants

expressed happiness as everything that caused the worries, anxiety and stress to disappear and the creativity and initiatives to flourish. "The individual has more creativity and initiative power; in general, happiness includes, relaxation-tastes-and-trust, and leads to the loss and reduction of anxiety and depression..." (Participant N. 9) Accordingly, happiness is a relative issue, and depends on various individual, environmental, and background factors. "A mother who can have a childhood taste after years can have an ineffable happiness, and can be like an emergency staff, by saving individuals' relationship, or by saving people's lifestyles, or even by creating a simple encouragement/exhortation in a life, experience double happiness" (Participant N. 4) Participants also noted that happiness had different dimensions, including social and group dimensions, which were emphasized by most of the participants in the study. "In my opinion, one of the dimensions of happiness is its social and group dimension, which is very influential; because it is not possible to be happy in a group that everyone is upset or be uneasy in a group that everyone is happy or the atmosphere is full of joy" (Participant N. 1) Some other participants of the study categorized happiness in two parts: short-term happiness (inside the family) and long-term happiness (workplace). "We have two types of happiness, short and long term, in the short term happiness, the emergency staff with their families participate in some of the camps and concerts and such as these. This is great and not to be underestimated, but the long-term happiness refers to things that existed in the Emergency Stations, things we created for happiness." (Participant N. 3)

Most of the participants believed that having happiness in the workplace would crystallize the staff creativity and initiatives. "Job satisfaction and job security make the staff more refreshed and cheerful, and cheerfulness leads to creativity and quality of the staff, and consequently, their performance will be better." (Participant N. 3) On the other hand, the other participants stated that the more a person's knowledge of his job and its dimensions, the higher incentive he will have to perform his duties and accordingly he will have a higher happiness level than others. "The interest in a job is related to the level of education. The more an individual's information and awareness of an occupation increases the feeling of happiness and cheerfulness will appear more." (Participant N. 2) The study found that having a good colleague, the appropriate physical environment and equipments would increase the satisfaction of the individuals from the workplace, and thereby increasing the happiness of individuals. "The satisfaction of the colleague, who is working with you in

the same shift, from your treatment, performance, and your moral features... in what place does he work, whether the building is a wreck or so equipped or whether the equipments doesn't work properly or they are new and up-to date, all in will determines the happiness in the workplace" (Participant N. 7)

**Factors Affecting the Creation of Happiness:** The main discussion in this study was the effective factors in creating happiness among emergency technicians. In this form, three sub-components of environmental factors, management factors and behavioral factors were created. Participants believed that one of the main factors affecting the creation of happiness was behavioral factors among emergency technicians. One of the most important items in this area was the management of stress and tension in the workplace. "I think that as much as we can reduce the stress and tension, I think we will be happier. However, stress makes you not do your job properly, and your brain gets involved, and happiness will make no sense to you" (Participant N. 3) Participants said that the best way to reduce stress and anxiety among emergency technicians was to provide counseling and mental health courses. "There was also a lack of a psychologist when hiring personnel and lack of understanding of the personality, or at the time of stress and hazardous missions, because those personnel who have personality problem harm both the organization and himself I think that counseling helps to control stress and anxiety" (Participant N. 2) Behavioral and professional empowerment of the intended employees was another issue that as presented. "One of the most important factors is the employee's awareness of his organizational tasks which can be enhanced by outset- career training, awareness of his organizational task and teaching organizational behavior... This will improve the conditions and boost the employees' happiness" (Participant N. 3) Almost most of the participants emphasized participation as a principle of happiness in the light of its main components. "Participation not only in the workplace, but also in every place and in every situation, will make happiness. If you know that you have someone that you can count on him, will create a spirit of empathy and happiness." (Participant N. 9) The participants believed that the principle of participation, especially in the emergency field, could be more effective more than other components in the feeling of happiness in the emergency staff. "One of the basics of living in our community is being 48 to 72 hours outside the city center, especially on the roads. If there is no partnership, staying in the emergency station will be like a prison. If there is no participation in the work, the stress and



anxiety will actually increase, which will have repercussions. (Participant N. 2) As a sub-component, the interviewees mentioned the participants' participation as the most important barrier to creating partnerships between emergency personnel, and lack of belief in the principle of participation in some areas. "We choose partners that cannot be matched together, so they won't make problem against the manager, which is wrong. In my opinion, if two colleagues are matched with each other, things are easy to do successfully, like other countries while lack of partnership will eliminate peace in the workplace" (Participant N. 5) In addition to behavioral issues, participants emphasized the management structure and dimensions of it as an effective factor in creating happiness. One of the most important of these issues was the emphasis on financial factors and salaries, and its effect on this issue is relative, for example: "Salary can be somewhat effective, but it is not everything. You see a lot of wealthy people, most of them, for example, suffering from depression; well, wealth alone cannot, for example, we cannot say that if we increase their salary, they will be happier. In my opinion, there is a relative relationship between these two items" (Participant N. 7) Mostly, they believed that money, though not everything was the main element to the well-being, peace and happiness of the people. "If you do not receive proportional benefits and salaries in proportion to your work and performance, your performance will be greatly reduced, and this reduction will affect all aspects of your performance and your happiness will be affected either." (Participant N. 4) In the following discussion about management factors, in addition to the discussion of the payroll, another item refers to the justice and equality as the views of the participants in the study. The interviewees emphasized that equity and justice should exist in the entire system. "Personally, justice is a prerequisite for the establishment of all governments. Any government that does not have justice is immediately collapsed. Justice and equity can be said not only in the workplace, but also in all places and times has a direct impact on the happiness of each person" (Participant N. 7) Participants further emphasized that the key challenge regarding the formation of justice and equality is the dominance of political demands and instincts on the decisions made by the managers. "In our management system, unfortunately, the partisanship and politics are dominant, and it can be seen that most people, who have a special relationship with managers are employed, and therefore justice and equality are not seen in the workplace" (Participant N. 1) According to the viewpoint of the participants, despite the domination of

the political viewpoint, on the performance and selection of the managers, this view prevents meritocracy, and thus threatens justice and equality in the system. "This is the biggest weakness in the system, which causes staff to be demotivated and causes depression, as justice and equity relies on the meritocracy and the effectiveness of the people, and these political mechanisms are the killer of meritocracy" (Participant N. 9) One of the most frequent solutions to improving justice, from the perspective of the participants, was paying attention to meritocracy. "First of all, if an organization adhered to meritocracy, it leads to a right competition among staff, and secondly, it leads to satisfaction among the personnel and this satisfaction is one of the main components of happiness" (Participant N. 4) Another approach, as suggested by the participants of the study, was the coordination of duties and responsibilities, in the form of an organizational hierarchy. "The division of job descriptions, based on the organizational hierarchy and consequently, the salary in accordance with the description of duties, and the organizational hierarchy, seems to improve justice and therefore can be effective on the state of happiness" (Participant N. 5) Ultimately, there should be a strong and efficient management that can interact with the personnel, and listen to their needs, and respond to each one. "A strong and efficient management that overcomes personnel problems, not a launch pad for personal goals. It can make employees feel that they are right, meaning employees are getting the job done without worrying about their right. And they work in a calm and happy atmosphere." (Participant N. 8) Improvement of the managerial structure and inadequate managerial rules from the participants' point of view was considered as another effective factor for happiness. "In my opinion, the executives that have been on the job so far have been similar in one thing; in order to sustain themselves on their position, they adhere to this method " Divide and Conquer". So, they try to engage the personnel together to reach their goals, and the lack of staff reliance on one another, the creation of tension between the personnel and discrimination among operational personnel, with the staff at the center, which claims to be commander-in-chief." (Participant N. 8) Organizing regular management courses to select appropriate and up-to-date, and knowledge-based individuals, and to provide employees with the freedom to act on their assigned tasks, in a safe and quiet environment, were another solution which was presented in the form of managerial tasks. "I think at first we have to deal with meritocracy and we need to cultivate good managers to do this. you have to abandon the closed management rules and

create a greater freedom of work for technicians. This can be psychologically a great help for the technicians".(Participant N. 2) After the behavior and management factors, environmental factors were considered as other sub-factors affecting this issue with the content of the conducted interviews. Exterior and structural changes in the body of the workplace, along with the provision of modern facilities and amenities, were also mentioned by the participants. "See, I believe, the changes to the work environment and even the displacement of the place of service are somehow saying that there are somehow good changes that can make happiness if you can use the relaxing colors and joy in the working environment Not everywhere covered with the cool color which can affect our spirits".(Participant N. 2) In the opinion of the participants, the pressure from the work due to the high volume of work itself leads to a reduction of employees' comfort and happiness. "A few very simple things that can make the staff perform better, or in your words, the employees be happy. In my opinion, one of these simple things is working hours when I won't sleep a wink for 72 hours, the happiness has no longer meaningful to me With the increase in personnel, even at the emergency stations can compensate for the labor force deficit" (Participant N. 1) Some believed that actions such as changing the colors and uniforms of the personnel from time to time could promote their happiness. For example, one of the participants believed: "I have a strong belief that it's easy to have fun, for example, with a slight change in technician's clothes, after a few years, a joyful change occurs" (Participant N. 8) The participants, along with appearances and physical changes, said that if there was not enough security for the personnel at the workplace or the location of the emergency operations, due to their stressful occupation, they would not be able to perform optimally, and thus would not be satisfied with their performance. "Basically, the safety condition is a main element in the workplace of emergency personnel, because if the safety of personnel is not met, there will be no efficiency and effectiveness at the time of the mission" (Participant N. 8) The study participants believed that the provision of welfare facilities to the staff and their families, such as the provision of tickets for concert and cinemas or the provision of recreational facilities in the workplace alone, could have a significant effect on job satisfaction and increasing the happiness of individuals. "I believe that issues such as choosing regions closer to one's place of residence or even paying attention to personal issues such as their motivations can be very helpful in improving their happiness" (Participant N. 9) In this regard, some participants said that the improvement of

the quality of equipment used by the personnel could also affect job performance and ultimately job satisfaction and happiness. "Thinking about safety in the workplace for technicians is now very high compared to several years ago. Since, some medical equipment has become more and more up to date, which in my opinion, this makes us more secure and more relaxed and therefore happier." (Participant N. 5)

## DISCUSSION

Happiness and vitality in different studies and from different perspectives have had different definitions. In some studies, happiness is defined as the feeling and emotion that manifests itself in satisfying the needs of mankind and makes life happy.<sup>11</sup> Aristotle considers cultivating the highest traits and human qualities as happiness<sup>12</sup>. In the present study, the findings also showed that the definition of happiness was relative and varied from person to person depending on its viewpoint and the material and spiritual needs. In addition to the definition of happiness, in this study, various dimensions, such as social and group happiness, and that happiness can be explained in the short and long term, was also presented. In Wright's study, which deals with all sorts of happiness and obstacles facing it, happiness is categorized as a multidimensional, intrinsic and apparent form, and in each class, it presents short-term and long-term happiness, and states that happiness in both short-term and long-term can be classified internally and externally<sup>13</sup>. Accordingly, the concept of happiness was introduced into the workplace. McDowell (2005) defines happiness in work, engaging in a special activity that is not related to work and is enjoyable or entertaining. According to the studies, happiness in the work is a feeling that a person who do a work and enjoy it<sup>14</sup>. Miawoo (2009) states in his study on workplace happiness that happiness in the workplace has different definitions relative to the outside of the workplace, and in the workplace, more happiness, in terms of job satisfaction, and assurance of the future of the job, Can be considered. In his study, he showed, the higher the individual's interest in his job, and this interest was based on job awareness, the happiness at work would be higher for him than for others<sup>15</sup>. In the present study, satisfaction and job security were identified as two main factors affecting the happiness of the staff and emergency technicians, and this happiness would have far more effects on individual performance if a person were fully aware of his occupation and its dimensions.

Stream (2012), in his study of the dimensions of happiness in the workplace, noted that the amount of comfort and sincerity in the work environment and

space, optimal interaction with colleagues, individual job satisfaction and mental relaxation from performing major tasks of interest are agents that determine the happiness in the workplace<sup>16</sup>. Bagheri *et al.* in their study of security and interaction with colleagues and their relationship with organizational performance defined individuals as the pillars of the definition of happiness in the workplace<sup>17</sup>. In the present study, the amount of intimacy in the work environment, along with the proper and unrestrained physical environment, was introduced as the principle of happiness in the workplace. Happiness in the work is an indicator of positive feelings and work commitments and the related consequences. In addition, the happiness in work is investigated in relation to positive feelings and commitment, and with consideration of emotional and cognitive factors<sup>18</sup>. Accordingly, behavioral categories can be explained as the most important factors affecting happiness. One of the most important factors known in the present study was the behavioral factors affecting the happiness at the workplace, stress and tension management in the workplace. Ghorbaninia *et al.* (2012) examined the occupational stress in the medical emergency staff and found that the most important factors in reducing the happiness among emergency technicians are stress and anxiety which were caused due to various factors in the work environment, and they could be controlled by appropriate behavioral interventions, such as the provision of psychiatric counseling based on the nature of the job. Our results are in general agreement with the findings of the present study<sup>19</sup>. Also, Nam and Kwan (2013) have been studying the nurses' happiness indices that behavioral issues such as stress management through stress management courses and workshops can be a factor in nurses' happiness that is consistent with the findings of this study<sup>20</sup>. In terms of behavioral components, participation in the work environment was identified as an effective element in promoting the happiness of emergency technicians. The present study showed that the more is the amount of participation in the missions and the work environment of the emergency department, the more is the amount of happiness and satisfaction of the emergency technicians. Studies have shown that each individual joining the organization with some desires and wishes, the coordination and alignment of the organization with these desires and wishes creates happiness and this happiness and satisfaction in the workplace leads to innovation, initiative in work, increased productivity, survival, loyalty to the organization and subsequently the organization will enjoy health and dynamism<sup>21</sup>. At the beginning of the nineties, a new culture emerged in the

corporate world, called Happiness. Recent research suggests that employees are more inclined to happy working environments. In one example of Southwest Airlines, the company aims to create a happy working environment in its work to promote friendly and amicable environments. At IBM, employees are encouraged to try the game and imaginative spaces<sup>22,23</sup>. So, how much corporate culture can encourage work happiness in the workplace can affect its creation and survival. Various studies have shown that organizational well-being is high in organizational environments which are based on collaboration and participation and that the staff happiness is also high, which fully supports the findings of the present study<sup>24</sup>. Considering the fact that many studies have reported a direct relationship between employees' happiness and the productivity of organizations and that it has been proven that "organizations that have happier employees are more productive", then it can be inferred that the organizations and managers who are looking for an increase in the productivity, they can work at a minimum cost and create a happy environment to upgrade their organization<sup>25</sup>. In this study, various management factors, including financial factors in the form of wages and salaries, are important determinants of the happiness of emergency technicians. Nam and Kwan (2013) state that there was a positive and significant relationship between the nurses' salary increase and their happiness<sup>20</sup>. Komber (2007) states in his study that payroll had a direct relationship with job satisfaction and job satisfaction have a direct relationship with the sense of happiness in the workplace<sup>26</sup>, which is in the same line with the findings of this study. In the present study, the more justice and equality in the distribution of managerial duties and positions, and meritocracy are observed in the system; respectably, the sense of happiness and welfare will grow among the emergency technicians. Hatam *et al.* showed that organizational justice is known as a predictor of job satisfaction, which, according to other studies, increases happiness among the hospital staff<sup>27</sup>. Additionally, Moradi *et al.* showed that there is a positive and significant relationship between organizational justice and job satisfaction, and there is a sense of satisfaction and happiness among the employees of the welfare organization<sup>28</sup>. According to a study, only 30 percent of full-time US employees are happy and satisfy with their work. In these studies, environmental factors are among the variables that affect the motivation and happiness of American employees<sup>29</sup>. Accordingly, in this study, some issues related to the environmental factors affecting happiness in the emergency room for emergency technicians were

introduced. One of the most important of these factors was the physical and structural changes in the workplace and its transformation into an attractive place with appropriate appearance. If the conditions are unfavorable at the workplace, it has a negative effect on the performance of the employees. The motivation of the people is taken into some kind of interior design of the workplace. Psychologically, the state and the place looks like can have a positive or negative result<sup>30,31</sup>. Dadashzadeh *et al.* (1396), in their study of the stress burden on emergency operations in emergency medical technicians, is one of the key elements of the performance of medical emergency technicians, improving the quality of equipment used by the personnel. He believes that the extent to which equipment is up-to-date and the technology that facilitates emergency and emergency work, will be a major factor in the happiness of medical emergency technicians<sup>32</sup>. In the present study, the results showed that benefiting from up-to-date and advanced technology that facilitates the work of emergency technicians could be an effective factor in their happiness.

## CONCLUSION

Based on the results of the present study, it was found that happiness is a relative issue and has different definitions based on the views of individuals in terms of individual and social components. Given the nature of the work of individuals, such as emergency technicians, it is necessary to define and on the basis of this, the necessary proceedings, regarding the managerial, environmental and behavioral components be taken into account. In the form of management components, it is necessary to pay attention to various mechanisms, especially appropriate financial management, as well as organizational justice as factors affecting job satisfaction, in order to create happiness among emergency technicians and improve their performance. This issue should be addressed by policymakers and health system planners. In the context of environmental factors, it is necessary to pay attention to the attractive work environment, the use of up-to-date equipment and advanced technology, the creation of security and job satisfaction in order to promote and create happiness among emergency technicians. Finally, in the form of behavioral components, stress management and workplace stress management, along with observance of ethical and professional principles, by providing counseling and guidance to the personnel, empowering staff and promoting a culture of participation in the workplace, in line with the promotion of happiness among emergency technicians should be taken into

consideration. Accordingly, it is suggested that different studies be done with quantitative methods in order to confirm the extracted hypotheses in the present study and explain the final model.

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