Original article

Work-related happiness and general well-being of personnel in addiction management

Thanaporn Suwanvaraboon[a], Rasmon Kalayasiri[b,*]

[a]Program in Mental Health, Department of Psychiatry, Faculty of Medicine, Chulalongkorn University, Bangkok, Thailand
[b]Department of Psychiatry, Faculty of Medicine, Chulalongkorn University, Bangkok, Thailand

Background: Personnel working in addiction management are required to keep improving the quality of their roles which may cause pressure and impact to their work-related happiness and general well-being.
Objective: To explore the level of work-related happiness, general well-being, and factors related to work-related happiness among personnel in addiction management.
Methods: A cross-sectional design was employed with participation of 193 personnel in addiction management, Princess Mother National Institute on Drug Abuse Treatment. A structured questionnaire was applied to ask about demographic information, work-related happiness (Thai version of the job satisfaction), and general well-being (Thai version of The General Well-Being Schedule).
Results: Fifty-six percent of personnel in addiction management with high work-related happiness were detected. The average score of work-related happiness was 3.55. Factors related to high level of work-related happiness with $P < 0.05$ was considered as significant difference included income sufficiency, years of service lower than 15 years, less work time related with patient with substance use disorders (opium, morphine, heroin/ marijuana/kratom), and high general well-being score.
Conclusion: Personnel in addiction management with higher scores of General well-being and less work time related with substance use disorders patients (opium, morphine, heroin) tended to have more work-related happiness. Therefore, these results suggested the need for an action from related parties proactively to pay more attention in factors related to work-related happiness level.

Keywords: Work-related happiness, general well-being, personnel in addiction management.

Drug abuse and addiction can cause many problems. In the treatment setting, personnel or staff have to work with substance abuse patients who are impaired at work or work functions. According to the information from Thai Department of Mental Health, there are 24,196 patients taken care by drug rehabilitation and addiction treatment so that many medical staff are required to be involved.

As the hospital working specifically for drug rehabilitation and addiction treatment needs a lot of staff to perform the tasks which are different from general hospitals, all personnel in addiction management are required to keep updating the information by doing researches for the improvement of their role to be staff with good quality. This impact may affect their work-related happiness and general well-being which may lead to the unproductive and ineffective feeling at work. The personnel with no happiness and trust with the organization may cause the decline in creative strengths to develop the plan for patient's treatment and rehabilitation. Moreover, it is possible that the personnel with inattentive action may cause the unsafe environment for the patients. [1]

Nowadays, the concept of happiness at work is very popular as it can increase the productivity and lead to higher engagement. Having happy employees or staff is important for the organization for the sustainable development. Happier employees work harder, work better together in teams and are generally more productive leading to the friendlier work environment, better general well-being of employees, and less conflict between co-workers. This impact shall lead to the effective development for the

organization. [2] The main factor for a successful organization is the happiness factor. None of working people refuses to be happy because the happiness they have is the tool for them to change and develop their behavior to be a better person. This change leads to productive performance that the organization needs. So, happiness is what everyone is looking for. [3]

In order to understand more specifically of the factors related to the mental situation of personnel in addiction management, the researcher is interested in studying of their work-related happiness and general well-being. The result of this study shall be useful and can be used to apply in the development for the productive work environment. Also, the result can guide related parties how to properly encourage and support the personnel in addiction management.

Materials and methods

A cross-sectional descriptive research design was used to recruit 230 personnel in addiction management from Princess Mother National Institute on Drug Abuse using the Yamane's calculation formula with a 95%confidence level and willing to participate in this study by giving a consent. All personnel who met the criteria were recruited and selected without randomization. The exclusion criteria were the personnel who take vacation, sickness leave, personal leave, or education.

All subjects were invited to provide information by self-reporting using the following questionnaires: 1) a demographic questionnaire; 2) questionnaire about Work-related happiness developed by Phattharayuttawat S, et al.[4], the cut-score of the high level of work-related happiness is over 3.50 with the overall Cronbach's alpha coefficient equaling to 0.89; and, 3) questionnaire about General well-being developed by Chonwitayasitthikul P. [5] with the overall Cronbach's alpha coefficient equaling to 0.61, scores higher than 72 indicates the high level of general well-being. All of 230 personnel, 193 (83.9%) completed questionnaires.

The study has been approved by the Institutional Review Board of the Faculty of Medicine, Chulalongkorn University (IRB no.269/63) and the Institutional Review Board of Princess Mother National Institute on Drug Abuse (IRB no. 030/2563).

Statistical analysis

The analyses were conducted using the SPSS program version 23.0. Statistical analyses of collected data included descriptive statistics using for describing the characteristics of the sample population including number, percentage, mean, standard deviation (SD). Chi-square using for testing the correlations among factors related to work-related happiness, and Pearson correlation coefficients using for the examination of the relationships among all variables. Logistics regression was used to predict the relationship between work-related happiness and factors related to it by using the Forward Likelihood ratio. $P < 0.05$ was considered as significant difference.

Results

A total of 193 personnel in addiction management were invited to participate in this study for the examination of their work-related happiness level and related factors such as general well-being level. Most of the subjects were female. The subject's age ranges from 23 to 60. Most of them were between 40 to 49 years old. Regarding to marital status, there were no significance between married and single. More than half of the subjects had bachelor's degree. The average of their monthly salary was over 10,000 baht. Approximately 37.3% of the subjects declared that their revenue was enough for sustaining their life and enough for saving. Concerning their service year, most of them had been working for over 20 years. More than 60.0% among them were hired as a government officer. Most of the subjects worked in the operational level. Most of them, about 68.4% worked 8 hours per day. Regarding the risk to be harmed or injured by the patients, most patients vandalized belongings and some patients caused verbal abuse. Approximately 91.1% of patients in the treatment program used amphetamine.

Regarding work-related happiness, 55.8% of the subjects were in the high level of work-related happiness, 42.7% among them were in moderate level, remaining 1.0% and 0.5% were in low level and highest level (Table 1).

The Chi-square test examined the correlation between work-related happiness and factors related to it. The results showed that the income sufficiency, years of service and work related with patient with substance use disorders (opium, morphine, heroin/marijuana/kratom were correlated with work-related happiness ($P < 0.05$). The ratio comparison showed that subjects with sufficient income for sustaining their life or for saving had a higher level of work-related happiness than the one with insufficient income.

Subjects who worked less than 15 years had a higher level of work-related happiness than the one working more than 15 years. Subjects who worked with many patients addicted to opium, morphine, heroin/marijuana/kratom had a decrease in the level of work-related happiness (Table 2).

Besides those factors, the results also revealed that the scores of general well-being were correlated with work-related happiness ($P < 0.05$) (Table 3).

The Pearson's correlation examined the correlation between the scores of work-related happiness and the scores of general well-being. The results showed that general well-being scores were positively correlated with work-related happiness with statistical significance ($r = 0.498$, $P < 0.001$).

The logistics regression was used to predict the correlation between work-related happiness and related factors. The Forward Likelihood ratio was used to control external factors or other variables, resulting that the related factors which can predict the work-related happiness were the work related with patient with some types of substance use (opium, morphine, heroin) and general well-being.

According to the analysis, personnel in addiction management who work related with patient with opium, morphine, heroin can predict the decrease in work-related happiness (OR = 0.329, $P < 0.05$) comparing to the subjects who do not work related with patient with opium, morphine, heroin. The subjects with the high scores in general well-being can predict the increase work-related happiness (OR = 3.009, $P < 0.001$) comparing to those having lower score in this trait (Table 4).

Table 1. The number and percentage related work-related happiness among subjects.

Work-related happiness	N	Percentage
Level of work-related happiness (n = 192)		
Low	2	1.0
Moderate	82	42.7
High	107	55.8
Highest	1	0.5
Mean = 3.6, SD = 0.5		
(Min = 2.2, Max = 4.5)		

Table 2. The number and percentage of general information and Chi-square test results of the correlation between related factors and work-related happiness.

Characteristics	Work-related happiness				P - value
	Low and moderate		High		
	N	%	N	%	
Gender (n = 193)					
Male	29	34.5	28	25.9	0.196
Female	55	65.5	80	74.1	
Age (years) (n = 192)					
≤ 30	11	13.2	20	18.7	0.274
30 - 39	18	21.4	28	26.2	
40 - 49	39	46.4	35	32.7	
50 - 60	16	19.0	24	22.4	
Marital status (n = 193)					
Single	39	46.4	49	45.4	0.706
Married	38	45.2	53	49.1	
Divorced/Widowed	7	8.4	6	5.5	
Highest academic qualification (n = 193)					
Less than bachelor degrees	16	19.1	31	28.7	0.291
Bachelor degrees	48	57.1	56	51.9	
More than bachelor degrees	20	23.8	21	19.4	

Table 2. (Con) The number and percentage of general information and Chi-square test results of the correlation between related factors and work-related happiness.

Characteristics	Work-related happiness				P - value
	Low and moderate		High		
	N	%	N	%	
Average monthly salary (baht) (n = 193)					
≤ 10,000	7	8.3	17	15.7	0.406
10,000 - 20,000	19	22.6	26	24.1	
20,001 - 30,000	23	27.4	20	18.5	
30,001 - 40,000	16	19.1	23	21.3	
> 40,000	19	22.6	22	20.4	
Income sufficiency (n = 193)					
Sufficiency	24	28.6	48	44.4	0.024*
Insufficiency	60	71.4	60	55.6	
Years of service (years) (n = 193)					
0 - 15	40	47.6	68	63.0	0.033*
Over 15	44	52.4	40	37.0	
Type of employment (n = 193)					
Government Officer, Employee	68	81.0	81	75.0	0.446
Ministry of Public Health Employee	12	14.3	23	21.3	
Permanent/Temporary Employee	4	4.7	4	3.7	
Classification of job (n = 193)					
Practitioner level	42	50.0	63	58.3	0.250
Professional level and over	42	50.0	45	41.7	
Working hours (hours/day) (n = 193)					
≤ 8	61	72.6	89	82.4	0.104
> 8	23	27.4	19	17.6	
Risk of injury from patient (n = 191)					
Physical injury					
Yes	15	18.3	12	11.1	0.160
No	67	81.7	96	88.9	
Speech damage					
Yes	42	51.2	47	43.5	0.292
No	40	48.8	61	56.5	
Psychological damage					
Yes	36	43.9	39	36.1	0.276
No	46	56.1	69	63.9	
Destruction of property					
Yes	41	50.0	60	55.6	0.447
No	41	50.0	48	44.4	
Typical of patient with substance use disorders which work related (n = 191)					
Opium, morphine, heroin					
Yes	64	78.0	62	57.4	0.001*
No	18	22.0	46	42.6	
Alcohol					
Yes	65	79.3	78	72.2	0.265
No	17	20.7	30	27.8	
Amphetamine					
Yes	78	95.1	95	88.0	0.087
No	4	4.9	13	12.0	
Cocaine					
Yes	31	37.8	28	25.9	0.080
No	51	62.2	80	74.1	

Table 2. (Con) The number and percentage of general information and Chi-square test results of the correlation between related factors and work-related happiness.

Characteristics	Work-related happiness				P-value
	Low and moderate		High		
	N	%	N	%	
Marijuana					
Yes	70	85.4	77	71.3	0.022*
No	12	14.6	31	28.7	
Kratom					
Yes	52	63.4	45	41.7	0.003*
No	30	36.6	63	58.3	
Inhalants					
Yes	50	61.0	67	62.0	0.882
No	32	39.0	41	38.0	
Tobacco					
Yes	64	78.0	79	73.1	0.438
No	18	22.0	29	26.9	

*$P < 0.05$

Table 3. The number and percentage of general well-being score and Chi-square test results of the correlation between related factors and work-related happiness.

Characteristics	Work-related happiness				P-value
	Low and moderate		High		
	N	%	N	%	
General well-being score (n = 193)					
Low	25	29.8	12	11.1	0.001*
Moderate	27	32.1	28	25.9	
High	32	38.1	68	63.0	

*$P < 0.05$

Table 4. The prediction of the correlation between work-related happiness and related factors tested by Logistic regression.

Variables	B	S.E.(B)	P-value	AdjustedOR	95% CI	
					Lower	Upper
Work related with patient with substance use disorders (opium, morphine, heroin)	-1.112	0.346	0.001*	0.329	0.167	0.648
General well-being score	1.102	0.316	<0.001**	3.009	1.602	5.588

*$P < 0.05$, **$P < 0.001$

Discussion

Comparing to the previous study[6], the mean scores of work-related happiness in this study were in the same level. Among the subjects, 55.8% were in the high level, 42.7% were in the moderate level, and only 0.5 – 1.0% were in the low and highest level. In this study, the result shows that 52.3% of personnel in addiction management were in the high level o f general well-being. In this study, 70.0% among subjects were female. However, this did not lead to the bias of the result as all personnel had the similar role in taking care of substance use disorder patients so that they all were equal. By using Chi-square test, the correlation between work-related happiness and related factors was found. Years of service and work related with patients with substance use disorders (opium, morphine, heroin/ marijuana/ kratom) were negatively correlated with work-related happiness, while income sufficiency and general well-being were positively correlated with work-related happiness.

Concerning factors statistical significance related to work-related happiness examined by Logistic Regression. Working with opium, morphine, and heroin persons could predict the low level of work-related happiness comparing to the one who did not work with this group of patients. In line with the manual of Lotrakul M.[7], personnel working with opium, morphine, and heroin had a low work-related happiness level due to receptor interactions of these substances and treatment difficulty. This might cause lower level of work-related happiness when compared to other patients. Also, the level of general well-being could predict the high level of work-related happiness which means that the personnel with high level of general well-being tends to exhibit a higher level which was similar to study of Thongma P. [8] The higher level of stress was correlated to the lower level of general well-being. From this study, good mental health is important for the development of quality of life which could lead to the high work efficiency and higher level of work-related happiness.

Apart from the factors examined by Logistic Regression, some factors such as income sufficiency, years of service and work related with patient with substance use disorders (marijuana/kratom) were correlated significantly with work-related happiness. Working with marijuana and kratom persons tended to decrease the level of work-related happiness of the subjects which is similar to the result of Duangsoithong T. [9] Previous report in the Princess Mother National Institute on Drug Abuse Treatment showed that the factors such as working with aggressive patients caused the moderate level of stress. Regarding to the sufficient revenue for sustaining life and for saving tended to increase the level of the subjects which is in accordance with the study of Panya S. [10] As the sufficient revenue was related to the low level of anxiety and stress, personnel with sufficient revenue would work more effectively and more happily. Finally, the service year less than 15 years tended to increase the level of work-related happiness which is in accordance with the study of Chaipipat M. [6] Personnel with less service year would improve their skills to be an expert and they were able to deal better with the situation happening in the workplace so that they would be satisfied with their job.

As this study was a cross-sectional descriptive, there were some limitations. This study was conducting at Princess Mother National Institute on Drug Abuse Treatment which was only one of seven branches so that it could not generalize to other drug abuse treatment organizations within Thailand. Moreover, the subjects were recruited during July to September 2020 which had global pandemic of COVID-19 causing the adjustment of staff's work schedules to be able to perform the duties assigned. The result might be different from normal situation. Furthermore, there might be some other variables which could be correlated with work-related happiness to study in the future.

Conclusion

Based on the results of current study, majority of the subjects were in the high level of work-related happiness. Years of service and work related with patients with substance use disorders (opium, morphine, heroin/marijuana/kratom) were negatively correlated with work-related happiness. On the contrary, income sufficiency and general well-being were positively correlated with work-related happiness.

Therefore, these results suggested the need of serious concern about factors related to level of work-related happiness. The high priority action to increase level of work-related happiness for personnel is to provide the suitable activities for them. Another suggestion is to provide the workshop or the session for specific knowledge management about the treatment and rehabilitation for patient with substance

use disorders in order to increase the productivity and efficiency of the personnel leading to the higher level of confidence and happiness.

Conflict of interest

The authors, hereby, declare no conflict of interest.

References

1. Sawangphon N. Factors affecting happiness in personnel working at faculty of business administration, Rajamangala University of Technology Thanyaburi [thesis]. Pathumthani: Rajamangala University of Technology Thanyaburi; 2011.

2. Wonganutraroj P. Personnel management psychology. 1st ed. Bangkok: Optional Media Center Bangkok; 2001. p.19.

3. Phuwittayapan A. The pocket training series: Training needs analysis - competency based. 2nd ed. Bangkok: HR Center; 2013. p.23-30.

4. Visalyaputra S, Phattharayuttawat S. The job satisfaction level of Siriraj working staff. Siriraj Med J 2003;9:1-43.

5. Chonwitayasitthikul P. Hardiness and psychological well-being of youth dhammic practitioners: A case study of the young bhuddist association of Thailand participants. [thesis]. Bangkok: Chulalongkorn University; 2005.

6. Chaipipat M. Happiness at work and coping strategies among Supporting Staffs in Faculty of Medicine, Chulalongkorn University. [thesis]. Bangkok: Chulalongkorn University; 2018.

7. Lotrakul M. Manual of mental health and psychiatric nursing care for doctors. 1st ed. Nonthaburi: Radiation; 2001. p.215-23.

8. Thongma P. Factors predicting the well-being of registered nurses in University Hospitals of the government. JNSCU 2017;29:30-41.

9. Duangsoithong T, Chawanakrasaesin K. Stress and related factors among professional nurses working in the princess mother national institute on drug abuse treatment. J Health Sci 2017;23:695-703.

10. Panya S, Thowannang R. Factors affecting work happiness of staffs at a drug addiction Rehabilitation ward in the Northeast. J Ratchathani Innovative Health Sci 2018;2:12-21.