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Evaluating the Effectiveness of Indian Social Welfare Policies in Enhancing Citizen Happiness: Implications for Economic Stability and Business Ecosystems

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Abstract

Citizen happiness is the main thrust of the social welfare policies. A happy society is essential not only for a good quality of life but also for economic stability, growth, and a good business ecosystem. Several articles and research studies show that the happiness of people is becoming a business imperative, as when people are happy, businesses, society, and the state thrive. A happy workforce increases productivity because employees are more focused, creative, and entrepreneurial (Elliot et al 2018). In this paper, the effectiveness of the social welfare policies of the governments in India is studied in achieving the objective of citizen happiness. In the study, first, the relevance of the policy and intensity of implementation by way of providing resources/budgets as well as deploying good processes, persons, and systems to implement are examined. At a second level, the implications of happy citizens, who are the workforce for the business, are studied towards creating a business ecosystem of high productivity, creativity, and innovations, along with a positive and cooperative environment with quality, safety, and environmental consciousness.

Keywords: Citizen Happiness, Government Social Policies, Business Ecosystem, Economic Stability.

1 Introduction

Happiness is not a life without worries or struggles. Happiness is the robust sense of fulfilment, that is, the fulfilment one feels when bravely confronting and surmounting hardship, that elevation of the spirit, which we have all experienced, like an airplane gaining lift from the air resistance against its wings-Daisaku Ikeda

After Moksha, happiness is the most sought-after requirement of the human being. According to the World Happiness Report (2024), India's ranking is quite low despite several efforts being made by the state and central governments. The United Nations (UN) Sustainable Development Solutions Network has developed the World Happiness Index to measure and rank countries based on the happiness of their citizens. It has six indices, namely GDP per capita, social support, healthy life expectancy, freedom to make life choices, generosity, and perceptions of corruption. India, being a developing

country, has a GDP per capita of USD 2000, whereas the country at number one in the ranking, i.e., Finland, has a per capita GDP of USD 25000. Though India is the fifth largest economy in the world, due to being number one in population, the per capita GDP is quite low. Further, in India, the disparity between the rich and the poor is increasing. Oxfam India's report on inequality, released in May 2023, finds that more than 60 per cent of the Indian wealth is owned by just 5 per cent of Indians, and only 3 per cent is owned by the bottom 50 per cent of the population. As per the World Happiness Index 2023, India's rank of 126 is one of the bottom-most countries in the ranking. The major reasons for the low ranking, as per the score of various parameters of the index, are low per capita income, low human development index, high corruption perception, etc.

Government policies towards citizens and corporate policies related to the workforce are the major enablers to create a happy and meaningful society. This happy society works towards economic stability and a conducive business environment to promote productivity, creativity, and innovation. The social policy is a term used for an action plan or strategy of government or institutional agencies that aims to improve the day-to-day life of the citizens and thereby creates societal happiness. Social policy helps citizens by directing welfare like providing subsidized food, free COVID-19 vaccine, non-economic benefits like providing toilets, developing parks, and providing educational loans with state guarantee, which promotes growth opportunities. Through these policies, the prime objective is to reduce the hardship, provide better civic amenities, and create growth opportunities. All these together help to enhance the happiness of the citizens, which can be defined as a state of harmony, which emerges with the satisfaction of their physiological and psychological needs, leading to a meaningful and contented life (Singh et.al. 2022). Earlier definition by (Fisch 1928) states that happiness is influenced by thriving in social, economic, and behavioural domains. It is not only the framing of relevant policy that is important; equally desirable is to provide necessary funds and an administrative setup for the corruption-free implementation. Table 1 provides the ranking of India on various global parameters.

Table 1: Ranking of India on Global Index

Global Index	Rank of India
World Happiness Index 2023	126
Human Development Index 2023	132
Ease of doing business 2022	62
World Competitiveness Index 2023	40
Corruption perceptions rank	85
Index of Economic Freedom	131
Knowledge economy index	91
Global entrepreneurship index	Score 6.1
Global gender gap index	127
Global innovation index	40

Source: Compiled by Authors

The performance of India is not very impressive on these global indicators, though it has improved on certain factors. The Ease of Doing Business (EODB) index has improved by 3 rungs due to widespread governance reforms, including Aadhaar-enabled services for company registration, tax filings, and utility connections, and online dispute resolution and digitized land records. A nation has to keep in mind the above indices to provide good governance. It also shows that India needs to do much more to improve its ranking on all the indices. This scenario only indicates that social welfare is highly important in framing the government policies to provide good education, health services, reduce stress, and improve mental health by developing parks and arranging tours. The lower strata of people must trust the government for its support in need, just like the free vaccine during COVID-19. The government's responsibility increases manifold in developing social welfare policies for its citizens. By developing the relevant policies, the happiness of the citizens can be enhanced. It is not only the relevance of the policy; the policy also should be provided with adequate budgets and administrative support to meet the expectations of a large population size. Corruption in implementation can plague any good policy, however well backed with resources. Thus, it is very important to see that the quality of the implementation is corruption-free.

The present research is guided by the two objectives:

- i. To study the impact of social welfare policies of the governments (Central Government and Government of NCT of Delhi) in enhancing the happiness of the Indian citizens.
- ii. The implications of happy citizens in creating a conducive business environment and economic stability

2 Literature Review

A brief literature review of the various studies on happiness and public policies has been carried out to identify the major welfare policies of the government. Singh et al.(2022) have defined happiness as a state of harmony where all times physiological and psychological needs are fulfilled, leading to a meaningful and satisfying life. Thus, the state of happiness is a holistic state where a person feels elated, stress-free, and motivated to live their life in a highly productive way. Happiness is ascertained by the attainment of growth in social, economic, and behavioural domains. (Akgun et al, 2023)

have the view that happiness is important for people of all countries, developed as well as developing, and it is the ultimate objective of human life. In addition, people's actions at their workplace, in social settings, and also in the family at home are influenced by their level of happiness.

Some authors have tried to examine the issue of happiness with religion, economic growth, public policy, natural environment, etc. (Easterlin 2013) studied happiness in the context of economic growth and public policy. In general, economic growth leads to happiness, whereas some other studies have found an inverted U-shaped relationship between economic growth and happiness. In the beginning, economic growth leads to happiness, maybe following the Maslow hierarchy, where the physiological needs are best met by the physical resources. However, after achieving a certain level, economic growth is no longer able to motivate the person and keep them happy. This happens when other needs, like social acceptance and self-actualization, overtake the physiological needs. (McMahan and Estes 2015) studied the positive and negative effects of natural environmental contact on states of happiness. In general, nature inspires everyone, and those who spend time consciously with nature feel energetic and happy. (Ryan and Deci, 2001) identified two prominent viewpoints of happiness, namely Hedonic and Eudemonic. Pleasure, enjoyment, desire, etc, are the characteristics of hedonic, whereas meaningful and purposeful life are the important characteristics of eudemonic happiness. Eudemonic further seeks opportunities for personal growth, enabling a person to live a healthy and independent life.

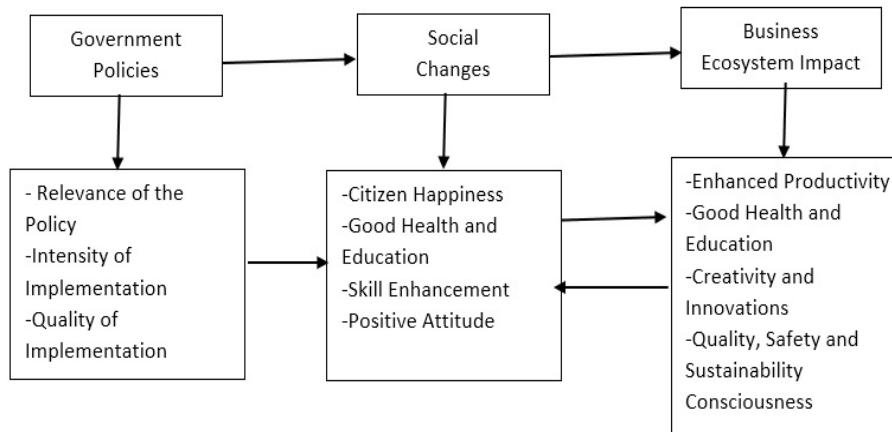
The correlation between the quality of governance and happiness has been the area of research of many studies. (Fereidouni et al., 2013) discussed the six governance factors namely voice and accountability, political stability and absence of violence, control of corruption, government effectiveness, regulatory quality of private sector development, and rule of law which affect the happiness and found that the factors political stability and absence of violence, government effectiveness and rule of law are directly related to happiness. (Anoruo and Dipietro, 2006) studied the GDP per capita as a measure of happiness and found that initially, income has a good correlation with happiness, but beyond a point, economic growth will not enhance happiness.

Business-centric policies prioritize economic growth, investment promotion, and competitiveness. Although they drive profitability and innovation, their effects on broader societal well-being are complex. (Freeman, 1984), while emphasizing that businesses should be accountable to all stakeholders, not just shareholders, suggested that inclusive policies addressing labour rights, environmental concerns, and consumer interests can lead to collective happiness. (Andersen 2003) discussed about policies supporting fair wages, job security and professional development augment employee satisfaction. He mentioned that Denmark's flexicurity model exemplifies how flexible labor markets paired with social safety nets can increase workforce happiness.

Pro-business policies help in the development of competitive markets, resulting in improved product quality and reduced prices, boosting consumer satisfaction. However, insufficient regulation may compromise safety (Stiglitz, 2010). (Layard, 2005) emphasized that strong corporate governance and ethical practices enhance investor confidence. (Porter & Kramer, 2011) advocates that CSR-driven strategies and PPP models have demonstrated positive effects on community well-being. However, business policies that neglect environmental and social responsibilities may harm local communities. Aggarwal and Singh (2022) studied the role of organization culture in business growth. They developed the model of developmental culture and relational culture. Sharma and Singh (2017) studied the factors contributing to employees' commitment in their review paper. Commitment has a strong relationship with the culture. Environmental, Social, and Governance (ESG) practices are increasingly linked with higher stakeholder happiness. Companies with strong ESG ratings are perceived as responsible and reliable, leading to improved employee retention, customer loyalty, and public trust (Eccles et al., 2014).

3 Conceptual Framework and Social Welfare Policies

Social welfare policies are important policy interventions to build the society, workforce, and the business ecosystem, along with other policies like economic, trade, etc. A conceptual model of how the policies impact the business ecosystem with social changes is presented in Figure 1. The model provides the framework for how the Government policies are helping in developing a happy, healthy, and sensitive society. Workforce coming out of such a society will create an impact on the business ecosystem in the form of enhanced productivity, skilled workforce, conscious towards quality, safety, and sustainability, etc.

Figure 1: Conceptual Model of Policy Social Change and Impact on Business Ecosystem

Source: Author's representation

There are several policies in India designed to promote the social welfare of the citizens. However, in this paper, which is part of an ongoing comprehensive research, ten policies that are more recent or widespread have been considered to analyze their impact on citizen happiness. The following social policies are considered:

a) Government policy of providing ration at a subsidized rate

The National Food Security Act (NFSA), provides 5 kilograms of food grains per person per month at Rs 2-3 per kg to ensure food and nutritional security for all. From December 2022, a scheme to provide free ration to 81.35 crore poor people was launched for one year. To address the issue of migration of workers, a new Central Sector scheme was launched to fulfill the vision of One Nation – One Price – One Ration.

b) The government policy of taking care of senior citizens through the local police

The population of senior citizens was 104 million (2011 census) and is expected to reach 173 million by 2026. (Agarwal, 2021) observed that the senior citizens are one of the vulnerable sections of society. Small families and migration of children to other cities and countries leave the older people to fend for themselves. Community policing is one of the solutions to provide safety to elderly people. It envisions the citizens taking the lead in finding the issues of crime/order in their area, with police playing the role of facilitators.

c) The government policy of building toilets

In order to attain a national status of 'Open Defecation Free', the initiative of building toilets was taken by the Government of India. As per the Ministry of Housing and Urban Affairs, GOI Report 2021–22:

- i. 66,020 public toilet blocks across 3,296 cities are visible in Google Maps, covering more than 70% of India's urban population
- ii. A total of 4,371 cities (out of 4,372) have declared themselves ODF (99% progress), of which 4,316 cities/ ULBs have been certified as Open Defecation Free (ODF) after third-party certification.

d) Government policy of providing a Free COVID-19 vaccine

During the tough time of the COVID-19 pandemic, the Government of India and state governments, took a policy initiative to provide a free vaccine to the citizens. Approximately 2.2 crore covid vaccines were administered. Having access to preventive and curative healthcare, helps the workforce to take fewer sick leaves and remain productive throughout the year. Ayushman Bharat Scheme provides free health insurance to low-income Indians, creating a sense of confidence and security that illness doesn't prevent them from economic activities.

e) Government policy on the Allotment of Yoga teachers

Govt of Delhi launched a scheme named 'Dilli ki Yogshala', where any group of residents who want to learn Yoga in any part of the city could give a missed call, and yoga teachers would be sent by the Delhi government to their place. The objective of the scheme has been to help yoga aspirants learn yoga in a perfect way.

f) Government policy of Tourism for elderly persons

The Govt of NCT of Delhi launched the 'Mukhyamantri Tirth Yatra Scheme' in 2018. Under this scheme, senior citizens, i.e., people over the age of 60, are taken for a pilgrimage free of cost. Though the scheme was to be suspended for a year and a half due to the COVID-19 pandemic, it has been very popular among the senior citizens. Between 2018 and 2020, 35,000 people from Delhi were taken on trips for pilgrimages to religious places.

g) The government policy of providing free travel for women in DTC buses

The Government of NCT of Delhi offered free travel facilities to women in state-run buses since 2019. This facility has empowered women to pursue their careers and also to save money for the welfare of their families. Women passengers availed 13.04 crore free trips in DTC and 12.69 crore in cluster buses during the year 2021–22.

h) Government policy of developing parks

Parks play an important role in maintaining the closeness of humans to nature. The Government of Delhi is transforming around 18000 city parks into world-class ecological assets of the city. For this purpose, the Delhi Government formulated a policy to create community-owned accessible green spaces for all residents through the digitization of parks, increasing civic participation, capacity building of horticulture agencies, and going beyond beautification. Green spaces have been designed for multiple activities such as gyms/sports, botanical, food, dog walks and live events. A support mechanism has been created to develop/maintain these facilities with active involvement of the public.

i) Government policy of direct benefit transfer to the marginalized society

The Direct Benefit Transfer scheme was launched in 2013, with the primary motive of ensuring that benefits are directly transferred electronically to the bank accounts of beneficiaries. Direct Benefit Transfer (DBT) Mission was the nodal point for the implementation of the DBT programs to reduce delay in payment, curbing theft, duplication, and ascertaining perfect delivery. The policy has altered the mechanism of 380 schemes administered through 55 ministries. In the financial year 2017–18, benefits worth INR 2,02,224 crores (USD 30.58 billion) were transferred by the central government to 12.4 billion beneficiaries under different DBT programs.

Digital Policy Implementations help in enhancing the ease of doing business. Aadhaar has been adopted as a national digital identity that simplifies 'Know Your Customer' processes for banks, telecom, and government services through faster verifications, less paperwork, and smooth operations. Aadhaar-linked bank accounts ensure subsidies and welfare benefits reach the right individuals by reducing fraud and leakages. It streamlines governance and service delivery, improving transparency, reducing red tape, and making it easier to start and run businesses. This integrated approach strengthens both the supply (workforce) and demand (business climate) sides of the economy.

j) Government policy of providing educational loans with a state guarantee

The government policy of providing educational loans with state guarantees aims to support students in pursuing higher education by offering financial assistance, thereby increasing the overall skill level of the workforce, adaptable to changing industry needs and technological advancements, leading to increased productivity. With the state guarantee, banks and financial institutions are more willing to provide loans to students, as the government assures repayment in case of default. Moreover, the educated population promotes innovation as well as entrepreneurship.

4 Research Instrument

The objectives of the research are to identify the policies that are highly relevant for the citizens in enhancing their happiness. The Government of India and state governments conceive policies for the social welfare of their citizens. Due to several reasons, like poor design of the policy, lack of adequate resources and budgetary support, and pilferage in the implementation, the policy has been ineffective many times. To achieve the objectives, a measurement instrument is developed that is valid and reliable. The variables proposed in the study match the questions of the measurement instrument. The questionnaire consists of socio-demographic data of the respondents, questions to measure the relevance of the policies, rigor in the implementation of the policy, and quality of implementation of the policy. The Likert-type scale with five points has been used in the measurement instrument. The questions of the model ask for the opinion of the respondents. The instrument is composed of questions related to 10 policies (part of a full study of about 32 questions) related to the social welfare of the citizens. The questionnaire has been designed on the basis of qualitative findings.

A pilot test is conducted to select the kind of user that will give his/ her opinion; the design of the model; finding the measurement instrument; devising application procedure; carrying out the analysis of the model; noting the variation in the answers; to carry out adjustments to the design for the evaluation; and to lay down criteria for the design of the sample. A structured questionnaire was developed to study the impact of various policies in the domain of social welfare. To identify the policies, a list of policies of both the central government and the state government, relevant for the people of NCR Delhi, was generated. The pilot test was carried out. Students, faculty, and staff of universities, government officers, and professionals like doctors, lawyers, and residents of NCR Delhi were included in the sample of the pilot test. From the pilot study, certain statements were reframed to attain clarity and remove ambiguity. Out of a list consisting of more than 30 such policies, ten are selected for the present study. These represent both the state and the central government, new as well as old ones.

4.1 Policy Relevance and Implementation

The ten policies selected for the study have been evaluated on three aspects, namely:

- i. Relevance of the policy in enhancing happiness:

- ii. Intensity of implementation:
- iii. Quality of implementation:

Government policies are meant to improve the well-being of the citizens. Many a time, due to a lack of proper understanding or due to a lack of data, the policies are framed for which citizens and beneficiaries are not able to connect resulting in wastage of efforts and resources. Thus, policies must be relevant and helpful in solving the problems of society.

Along with the relevance of the policy, it is equally essential that the policies are implemented in right earnest. To successfully implement a policy, it is desired to provide sufficient resources in terms of administrative setup, planning, budgets, and other resources. All this together will define the intensity of the implementation. Along with the resources, it is also important that adequate mechanisms should be set up to prevent corruption, reduce wastages of the resources, and focus on the quality of services delivered. In this study, these aspects of policy design and implementation have been kept in view throughout the study.

To study the implications of happy citizens for business environment and economic stability, a Delphi study was conducted. The study had six senior-level corporate executives, six bureaucrats responsible for policy planning and implementation, and three university professors in the areas of strategic management, human resources, and social sciences to discuss the implications of the social policies, happiness, on the business environment. The help of literature on these aspects is also taken as input for discussions and to validate the outcome of the discussions.

4.2 Research Hypotheses

The research aims to examine the impact of some select social policies implemented by the Indian Government and the Delhi Government on the citizens' happiness. The following hypotheses were formulated:

Hypothesis 1: All the social policies considered in this research are relevant to enhance citizen happiness.

Hypothesis 2: All the social policies considered in this research have a good intensity of implementation.

Hypothesis 3: All the social policies considered in this research have a moderate level of quality of implementation.

Through testing of these hypotheses, the most relevant policies and the quality and intensity of their implementation have been identified.

4.3 Profile of the Respondents

A total of 305 responses were collected, and out of that, 271 were used for the present study. The others were discarded due to their incompleteness. The respondents consist of Administrators (8.1%), Faculty (22.1%), Students (31.7%), Lawyers (14.8%), social workers (9.6%), corporate employees (7.0%), and others from miscellaneous areas. About 84% have an annual income below 20 Lakhs, and the male-female respondents ratio is 60.1:39.9. Further, 40% respondents were below 48% and 45.8% are between 41% and 60%. The rest are above the age of 60 years.

5 Results and Discussions

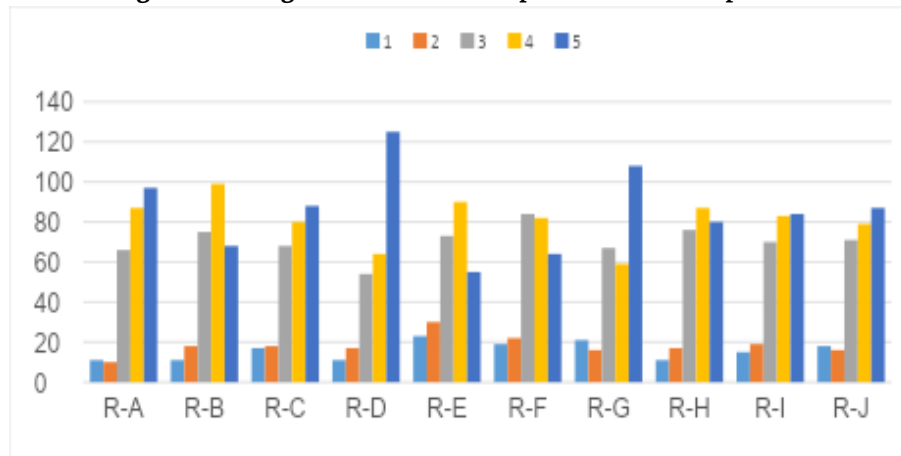
In this section, the results of the analysis of responses received from the participants of the study are presented and discussed.

5.1 Relevance of the Social Policies in Enhancing Happiness

The respondents were asked to rate the ten social policies identified for this study on a Likert scale, where 5 means the policy is highly relevant in enhancing happiness, whereas 1 means it has the least relevance. The results are presented in Figure 2. For the policy of providing ration at a subsidized rate, out of 271 respondents, 97 rated the policy as highly relevant, 87 as relevant. So, together 67.9% respondents feel that it is very helpful, especially for the weaker section of the society, as India has poor performance in terms of malnutrition of children below the age of ten.

The responses on the policy of taking care of senior citizens through local police, 68 respondents have perceived that it is highly relevant, whereas 99 respondents have opined it as relevant; together, the percentage is 61.6%. For the policy of building toilets, 88 respondents observed that it is highly relevant, and 80 respondents expressed that it is relevant; together, the percentage is 61.9%. For the policy of providing a Free COVID-19 vaccine, 125 respondents feel that it is highly relevant, and 64 respondents feel it is relevant; together, the percentage is 69.7%. For the policy of Allotment of Yoga teacher, 55 respondents think that it is highly relevant and 90 respondents feel it is relevant, together the percentage is 53.5%. For the policy of Tourism for elderly persons, 64 respondents perceived it to be highly relevant and 82 respondents observed it as relevant, together the percentage is 53.8%. For the policy of providing free travel for women in DTC buses, 108 respondents feel that it is highly relevant, and 59 respondents mention it is relevant; together, the percentage is 61.6%. For the policy of developing parks, 80 respondents opined that it is highly relevant, whereas 87 respondents found it to

Figure 2: Rating-wise number of respondents of social policies



be relevant; together, the percentage is 61.6%. For the policy of direct benefit transfer to the marginalized society, 84 respondents mentioned it to be highly relevant, and 83 respondents stated it to be relevant; together, the percentage is 61.6%. For the policy of providing educational loans with state guarantee, 87 respondents thought that it is highly relevant, and 79 respondents expressed it to be relevant; together, the percentage is 61.2%.

The above analysis shows that policies like providing free COVID-19 vaccine, free ration are the most relevant, whereas allotment of yoga teachers and providing free pilgrimage to the elders are relatively less relevant. The p-value for all the policies concerning relevance is zero, indicating that hypothesis 1 is rejected, thereby policies are relevant in enhancing happiness. However, the descriptive analysis shows that the degree of relevance is different for different policies.

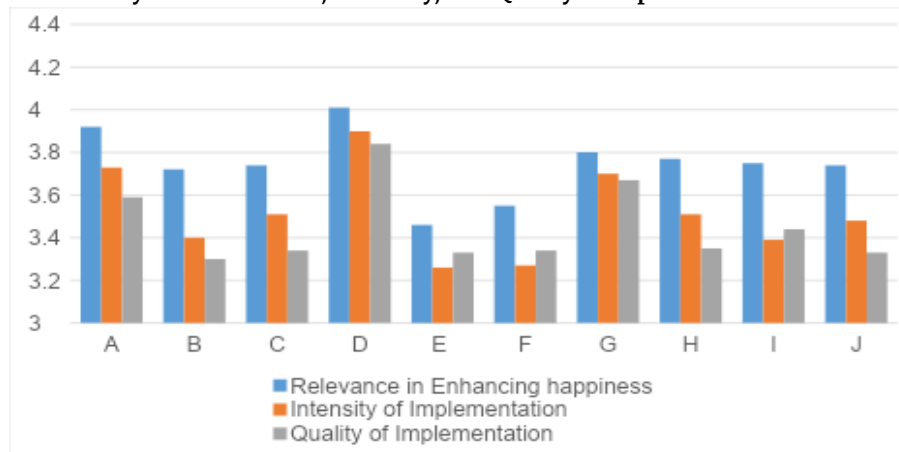
5.2 Descriptive Analysis: Relevance, Intensity, and Quality of Implementation

In the questionnaire, each social policy was evaluated on three aspects by the respondents. Table 2 presents the descriptive statistics of the same. The policy of providing free ration has a mean score of 3.92 as far as relevance is concerned. However, the study indicates that the intensity of implementation has a mean score of 3.73, slightly less than the relevance. The mean score is 3.59 as far as the quality of implementation is concerned. The policy of taking care of senior citizens through local police has a mean score of 3.72 as far as relevance is concerned. However, on the basis of respondents' perception, it is found that the intensity of implementation has a mean score of 3.40, slightly less than the relevance. The mean score is 3.30 as far as the quality of implementation is concerned. The similar results of other policies indicate that some policies have high relevance, but they lack adequate implementation.

The p-test of significance with a test value of 3, all the policies are significant on all three aspects, namely relevance, intensity of implementation, and quality of implementation. The results are also available in Table 2 itself. Figure 3 provides the results of this analysis as a bar chart. The bar chart shows that the relevance of all the policies varies from 3.46 (providing Yoga teacher) to 4.01 (Free Covid Vaccine), i.e., much above the moderate relevance value of 3. Further is observed that the mean score for Intensity of implementation is lower than the mean score of relevance. This indicates that at the implementation stage, no policy is overemphasized. The mean score of intensity of implementation varies from 3.26 (providing yoga teacher) and 3.9 of providing free vaccine. The quality of implementation mean score for most of the policies is below the mean score of intensity of implementation, and it varies from 3.30 for taking care of senior citizens through local police to 3.84 for the free COVID-19 vaccine. It is interesting to note that the quality of implementation is higher than the intensity of implementation for two policies, namely, providing yoga teachers and providing free tourism for senior citizens. For these two policies, the implementation is highly efficient compared to the budgets and resources allocated.

Table 2: Significant analysis and Mean score of Social Welfare Policies.

Sr. No.	Statement about the Government policy and Happiness	Relevance of the policy in enhancing Happiness			Intensity of the Implementation (resources committed/ budgets provided)			Quality of the Implementation (corruption free/ efficient/ well planned and controlled)		
		Mean	SD	p-value	Mean	SD	p-value	Mean	SD	p-value
A	Government policy of providing ration at subsidized rate	3.92	1.054	0.00	3.73	1.053	0.00	3.59	1.138	0.00
B	Government policy of taking care of senior citizens through local police	3.72	1.041	0.00	3.40	1.087	0.00	3.30	1.133	0.00
C	Government policy of building toilets	3.74	1.183	0.00	3.51	1.074	0.00	3.34	1.166	0.00
D	Government policy of providing Free Covid Vaccine	4.01	1.132	0.00	3.90	1.093	0.00	3.84	1.119	0.00
E	Government policy of Allotment of Yoga teacher	3.46	1.179	0.00	3.26	1.177	0.00	3.33	1.112	0.00
F	Government policy of Tourism for elderly persons	3.55	1.143	0.00	3.27	1.166	0.00	3.34	1.103	0.00
G	Government policy of providing free travel for women in DTC buses	3.80	1.243	0.00	3.70	1.204	0.00	3.67	1.211	0.00
H	Government policy of developing parks	3.77	1.069	0.00	3.51	1.132	0.00	3.35	1.119	0.00
I	Government policy of direct benefit transfer to the marginalized society	3.75	1.134	0.00	3.39	1.096	0.00	3.44	1.097	0.00
J	Government policy of providing educational loan with state guarantee	3.74	1.164	0.00	3.48	1.154	0.00	3.33	1.273	0.00

Figure 3: Respondents' analysis of Relevance, Intensity, and Quality of implementation of ten social welfare policies

5.3 Comparative Analysis Between Relevance and Intensity of Implementation of Social Policies

A cross tabulation was created using SPSS between the relevance of the policies and intensity of Implementation for the policy of providing ration at a subsidized rate. The frequency is presented in Table 3. The table shows that 16.9% respondents

have given a moderate score for both relevance and intensity, further 14% have given a score of significance for relevance and intensity; 21% have given a highly significant on relevance and high intensity. This shows that 52% respondents have given the same rating for relevance and implementation. The Pearson Chi-Square test, as given in Table 4, to test Hypothesis 4; the p value is 0.0, which indicates that the Intensity of implementation is not independent of the relevance of the policy. Rather 52% respondents have given the same rating to both aspects of public policy.

Table 3: Cross Tabulation of Relevance and intensity of implementation of the Government policy of providing ration at a subsidized rate

		Intensity of the Implementation					Total
		1	2	3	4	5	
Relevance of the Policy	1	6	1	1	1	2	11
	2	2	2	3	1	2	10
	3	1	4	46	10	5	66
	4	2	5	31	38	11	87
	5	0	1	10	29	57	97
Total		11	13	91	78	77	271

Table 4: Chi Square Test of Independence of Relevance of Policy and Intensity of Implementation for the Government policy of providing rations at a subsidized rate.

	Value	df	p-Value
Pearson Chi-Square	197.511 ^a	20	.000
Likelihood Ratio	149.588	20	.000
Linear-by-Linear Association	86.858	1	.000
N of Valid Cases	271		

5.4 Relation between Relevance and Quality of Implementation of Social Policies

A cross tabulation was created using SPSS and between relevance of the polices and the quality of Implementation. The frequency is presented in Table 5. The table shows that 14 % respondents have given a moderate score for both relevance and intensity; further 14.7 % have given a score of significant for relevance and quality; 18.8 % has given highly significant on relevance and high quality Thus overall, only 47.5% respondents have given the same rating for relevance and implementation. The analysis also shows that only 42 respondents out of 271 (15.5%) have given a higher rating to the quality of implementation, as compared to 92 respondents (34%) who have given a low rating to the quality of implementation.

The Pearson Chi-Square test indicates that the policy attributes' relevance of the policy and quality of implementation of the policy are not independent at $p=0.0$. Rather, 47.5% respondents have given the same rating on both attributes.

Table 5: Cross Tabulation of the Relevance of Policy and the Quality of Implementation of the Policy

R1 * Q1 Cross tabulation							
Count		Quality of Implementation					Total
		1	2	3	4	5	
Relevance of the Policy	1	5	1	2	1	2	11
	2	1	3	4	0	2	10
	3	4	5	38	13	6	66
	4	3	8	25	40	11	87
	5	3	5	22	16	51	97
Total		16	22	91	70	72	271

6 Implications of Citizen Happiness on Economic Stability and Business Ecosystem

Happiness leads to high motivation, good health, and better behavior. Several studies have indicated that happy citizens lead to a more productive, creative, and stable workforce. Citizen happiness positively impacts the work culture, team spirit, and fosters a higher level of industrial relations. Keeping the workforce happy is the responsibility of both the employer and the government.

6.1 Social Policies and Capacity Buildup for Business

The policy of education loans helps students, particularly from low and middle-income backgrounds, to have access to higher education and vocational training on one hand, and on the other hand, it increases the overall skill level of the workforce, that is adaptable to changing industry needs and technological advancements, leading to increased productivity. Moreover, the educated population promotes innovation as well as entrepreneurship.

Having access to preventive and curative healthcare, helps the citizens in many ways - a) availability of free medicines help citizens to maintain them in healthy state b) free vaccinations and chronic disease management services ensure long life and better health; c) Schemes like Ayushman Bharat provide free health insurance to low-income Indians that creates a sense of confidence and security that illness doesn't prevent them from economic activities and d) all these collectively help workforce take fewer sick leaves and remain productive throughout the year. In a way, 'Healthcare Access leads to Healthier Workforce'.

Digital Policy Implementations help in enhancing the ease of doing business. Aadhaar has been adopted as a national digital identity that simplifies 'Know Your Customer' processes for banks, telecom, and government services through faster verifications, less paperwork, and smooth operations. Aadhaar-linked bank accounts ensure subsidies and welfare benefits reach the right individuals by reducing fraud and leakages. It streamlines governance and service delivery, improving transparency, reducing red tape, and making it easier to start and run businesses. This integrated approach strengthens both the supply (workforce) and demand (business climate) sides of the economy.

6.2 Happiness and Business Ecosystem

Some of the implications of happy citizens on the business ecosystem are:

- i. **High productivity:** A happy citizen has better health, reduced stress, and thereby less illness and higher motivation. A mentally and physically fit workforce provides high productivity, leading to improved financial health of the organization and better wages for the employees. Thus, a happy worker triggers a virtuous cycle.
- ii. **Low Attrition rate:** Due to better health, improved wages, and a stress-free work environment, there are fewer chances for a worker to search for another job, leaving the current employer. Having a long-term relationship and trust, the employer provides opportunities for career growth within the organization, just like in Japanese work culture, where lifetime employment is a norm.
- iii. **High creativity and innovations:** A positive mood is essential to be creative, and also creativity and happiness are interconnected. Happy people are more creative, and creativity boosts their positive mood. Creative people are happier as they have the feeling of creating something new.
- iv. **Passionate to learn additional skills:** Multiskilled workers provide flexibility in the scheduling of the activities, especially in environments where the demand is uncertain, new products launch, and design changes are frequent, and technology is changing at a faster pace.
- v. **Participative and entrepreneurial mindset:** For a good business environment, it is important that employees involve themselves and own the business operations. A participative mindset is willing to work as a team in problem solving, improvement, and development. They look for opportunities for improvement, new business ideas to create value, and are usually flexible and adaptable.
- vi. **Positive and cooperative feelings about the organization:** Positive emotions like happiness, social well-being, and emotional attachments build and spread positive and strong feelings towards the organization. A happy worker feels their work is meaningful and always has a feeling of cooperation and involvement.
- vii. **Enhanced quality, safety, and Sustainability Consciousness:** A business ecosystem should have the basic elements that the employees are sensitive towards, quality of products, safety of the workplace, and care for the environment.

6.3 Business Support for Social Policies and Public-Private Partnerships (PPP)

Businesses can both support and benefit from effective social policies by aligning their core operations with broader societal goals. For instance, companies that invest in workforce welfare, such as healthcare, education, and family-friendly workplace policies, often experience higher productivity, lower attrition, and enhanced reputation. Corporate Social Responsibility (CSR) initiatives aligned with national development priorities can magnify the impact of social policies while also building goodwill and trust among consumers and regulators. In return, businesses gain a stable and skilled labor force, improved market access, and resilience against social unrest.

Private sector partnerships can significantly enhance the implementation of social policies through Public-Private Partnerships (PPP). These models leverage private sector efficiency, innovation, and capital for the delivery of public services such as education, healthcare, infrastructure, and sanitation. Successful PPPs involve shared governance structures, risk-sharing mechanisms, and transparent accountability systems. For example, collaborations between corporations and vocational training institutions have improved employability outcomes and aligned educational outputs with labor market demands.

7 Conclusions

Happiness is an innate state of human beings, but the same is affected by worries and anxiety experienced in various dimensions – health, law and order around oneself, old age security, fulfilment of physical and social needs, etc. People feel miserable when they are not secure about their jobs, worried about their health, feel insecure due to law and order, worry about old age security and need for help, or their loved ones are in danger or have restricted personal freedom, or are treated unfairly. These worries can be substantially addressed and reduced by the implementation of appropriate government policies, thereby enhancing the happiness among the citizens. During the COVID-19 pandemic, it has been observed that governments of many countries have played a significant role in reducing the possible threats due to this disease so that citizens may live fearlessly. Social policies of the government in every country and state are very important for the welfare and happiness of the citizens. These policies safeguard them from crimes through various preventive actions and institutions. Moreover, government policies help in increasing the safety not only in general but also while traveling by air, by sea, or on the road.

The social policies help in enhancing social well-being and the happiness of the citizens, which in turn leads to the development of a conducive business environment and a stable economy of the country. A happy and healthy workforce forms the foundation for economic development, labor productivity, human capital, and public-private partnerships. It also influences consumer behavior, entrepreneurship, and a positive mindset. Policies like education loans and healthcare access create a skilled and healthier workforce. Workers show their willingness to upskill themselves and also to learn other contemporary skills.

The Government policies have strong relevance in the enhancement of citizens' happiness in any country, be it developed or developing. Through appropriate policy formulation and implementation with the required zeal, governments not only overcome societal challenges and provide relief to the citizens, it also help to create a business environment which meets the global standards of productivity, quality, and sustainability. The growth in business activities with high productivity also leads to organizations supporting the government's social policies through CSR activities. In a way, the economy can create a virtuous cycle where governments craft policies of social welfare, leading to citizen well-being and happiness. The happy citizen, a workforce, helps in enhancing productivity and excellence in business, and then the business supports the government in its social policies.

The above research has been undertaken with the objective of finding out the impact of appropriate government policies on the life of citizens in terms of their happiness and ease of life. However, there is another dimension related to the happiness and ease of life from the viewpoint of business and involvement of business in public projects through public-private partnerships. Businesses can both support and benefit from effective social policies by aligning their core operations with broader societal goals. Corporate Social Responsibility (CSR) initiatives aligned with national development priorities can magnify the impact of social policies while also building goodwill and trust among consumers and regulators. Similarly, Private sector partnerships can significantly enhance the implementation of social policies in areas such as education, healthcare, infrastructure, and sanitation. However, these areas are not covered in the domain of this paper and may be included in future studies.

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