

SPIRITUALITY AT THE WORKPLACE: A STUDY WITH RESPECT TO SERVICE SECTOR EMPLOYEES

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ABSTRACT

A person's ability to do work and progress depends on their spiritual aptitude. They feel comfortable in their workplace, have been given permission to work long hours, and can demonstrate their dedication to the company. The office has a tremendous effect on both workers' personal and professional lives, and thus it is crucial to keep staff motivated and pleased. In order to understand the effects of appreciation on their participants, researcher just needed to know which participants were workers of small businesses in Jharkhand, since their employers only needed to thank them. A passionate desire to make a good contribution to society and the world motivated the company's employees to use their skills to their full extent. It's the work that influences what life means. For most individuals, faith and spirituality are significant components of their life. There is something or someone we all see as holding the world together. Data was collected from 442 employees from service and product sector of 5 major cities of Jharkhand State.

Keywords: *Organisation, Spirituality, Workplace, Service Sector, Small Businesses.*

Introduction

Humans in today's society need to be intelligent and capable of working with others in order to be successful. Emotional and spiritual intelligence is far more significant in terms of running a country, and it is increasingly seen as such. Being aware of one's spiritual self. We all have an innate need to understand and make sense of our world, but society tends to ignore any religious thoughts or activities. Spirituality in a broader sense includes many goals, beliefs, ethics, and a communal feeling, along with considerations for the environment. When creating a positive workplace culture, companies should aim to provide employees a sense of identity and meaning. Workers and managers are placing greater importance on values like spirituality, knowledge, contemplation, inspiration, creativity, and compassion. No group has addressed spirituality. What is spirituality defined as? The notion of a "spiritual core" (essentially, a spiritual reservoir) is found in people's internal "spirituality," which corresponds to their deepest feelings and beliefs.

Superior has always believed that a belief in something greater than oneself is important for the advancement of employees' honesty, drive, and general job satisfaction. High moral standards are developed with spirituality, which provides reliable signs of the workplace's spiritual influences. Many CEOs think it is necessary to behave ethically but that bringing their own personal beliefs into the workplace does not result in it. This study examined several strategies to promote employee spirituality.

Review of Literature

From a faith-based viewpoint, **(Fred Milacci, 2002)** looked at how spirituality was co-opted and commodified to suit the goals of the business. Employee spirituality was proposed and implemented by **(Lewis, 2000)** among the management. **(Ilan I. Mitroff, 1999)** discovered that in order to create superior goods and services, companies must establish a spiritual energy inside the company. **(Grant, 2004)**

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discovered that even at a company with a huge number of workers, the work culture is spiritual. However, they struggled to find a way to put their ideas into practise. The spirituality measure has content validity, face validity, discriminating validity, convergent validity, and structural reliability, according to **(Caroline H. Liu, 201)**. Maintaining organisational spirituality was not a simple job, according to **Gregory N.P.Konz (1999)**. Employees were seeking assistance from their bosses in their quest, and maintaining spirituality in the workplace was becoming a problem. Individual spirituality would have a modest impact on workplace spirituality elements on work attitude, according to **(Pawar, 2009)**. **(Ashar, 2004)** defined spirituality and argued that spirituality and the idea of success were linked, as well as proposing a conceptual model of success with four components that included both success and spirituality.**(Karen C. Cash, 2000)** employers took a look at how companies manage religion and spiritual activities, and then considered how regulations affected religious and spiritual practise in the workplace.

Research Gap

The topic of workplace spirituality is informed by a previous literature study that instructs readers on how to integrate spirituality into their work settings. It has been widely researched, but none of the prior studies looked at the precise importance of spirituality in the workplace and how it affects organisations. Researchers that specialise in workplace spirituality are attempting to raise public awareness of it.

Objectives of the Study

The following objectives were identified for the study:

- To study the importance given to spirituality at workplace.
- To study the activities involved in enhancing spirituality at the workplace.

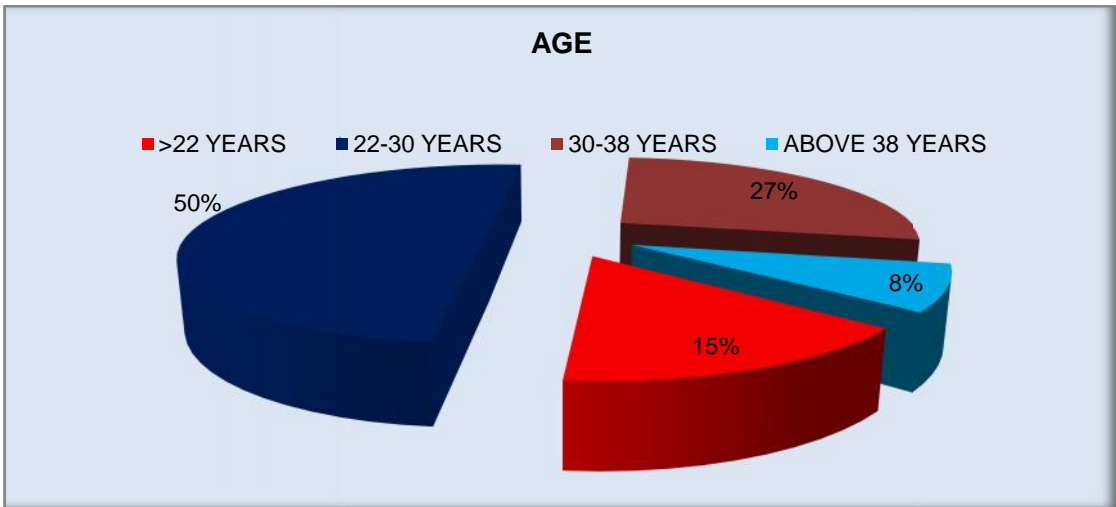
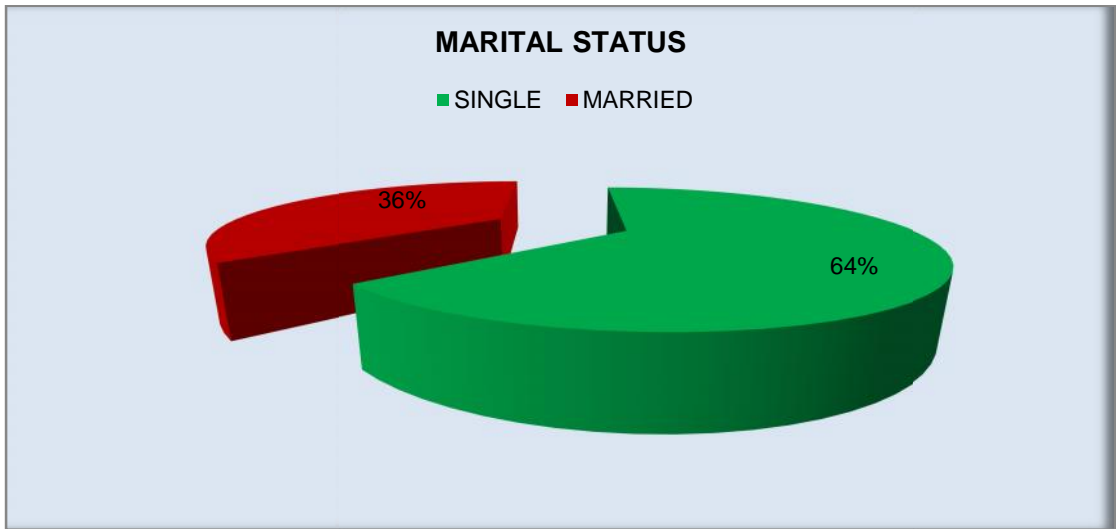
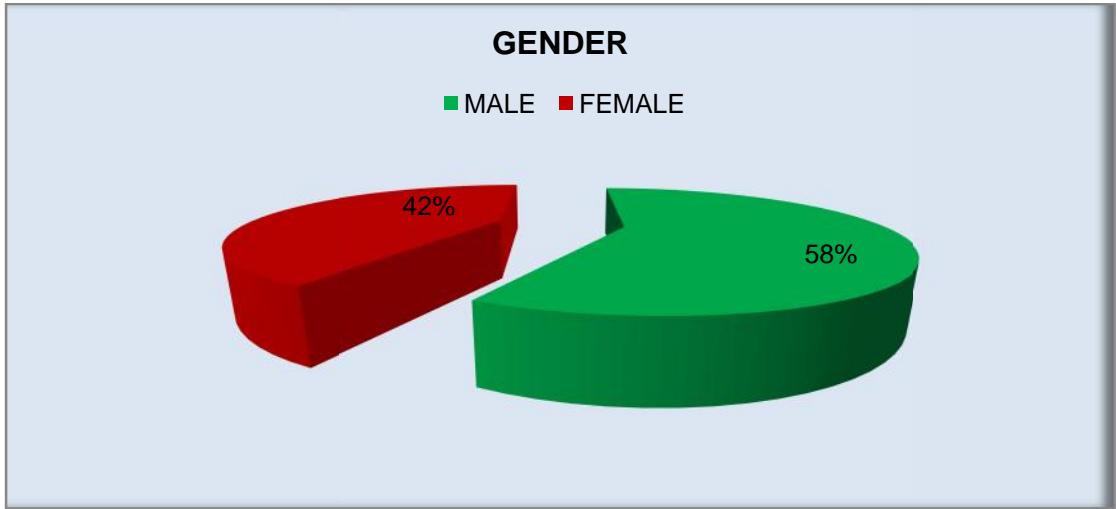
Research Methodology

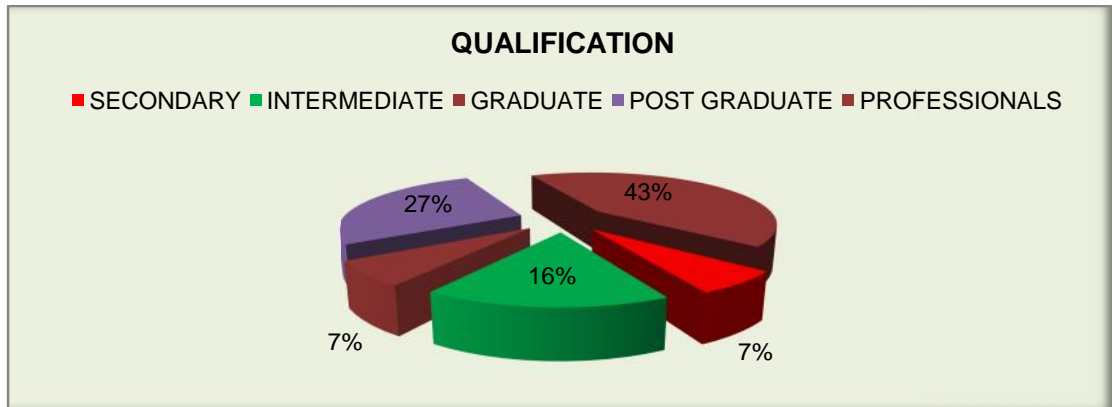
The majority of the work was done in the five major towns of Jharkhand: Jamshedpur, Ranchi, Dhanbad, Bokaro, and Hazaribagh. The reason why this study was exploratory was because of the lack of existing data on this specific subject. The original sources were the primary places of information. The information was obtained by using a questionnaire to ask the respondents. A non-probabilistic judgment-cum-convenience sampling technique was used to choose the sample. 500 people at different levels of management in several organisations were approached personally. There were three hundred and forty-two surveys that were fully completed and thus used for analysis. The Cronbach alpha values were calculated for the selected variables, and it was determined that the responses were valid for the study, with alpha values ranging from 0.79 to 0.91. The results were obtained through cross-tabulations of the data.

Data Analysis and Interpretation

Table 1: Demographic Profile of Respondents

	Particulars	Frequency	Percentage
Gender	Female	255	57.7
	Male	187	42.3
	Total	442	100.0
Marital Status	Single	282	63.8
	Married	160	36.2
	Total	442	100.0
Age	>22 years	68	15.3
	22-30 years	220	49.7
	30-38 years	119	27.0
	38 and above years	35	8.0
	Total	442	100.0
Qualification	Secondary	29	6.5
	Intermediate	73	16.5
	Graduate	31	7.2
	Post graduate	119	26.9
	Professionals	190	42.9
	Total	442	100.0
Industry in which you are working	Service	364	82.3
	Product	78	17.7
	Total	442	100.0

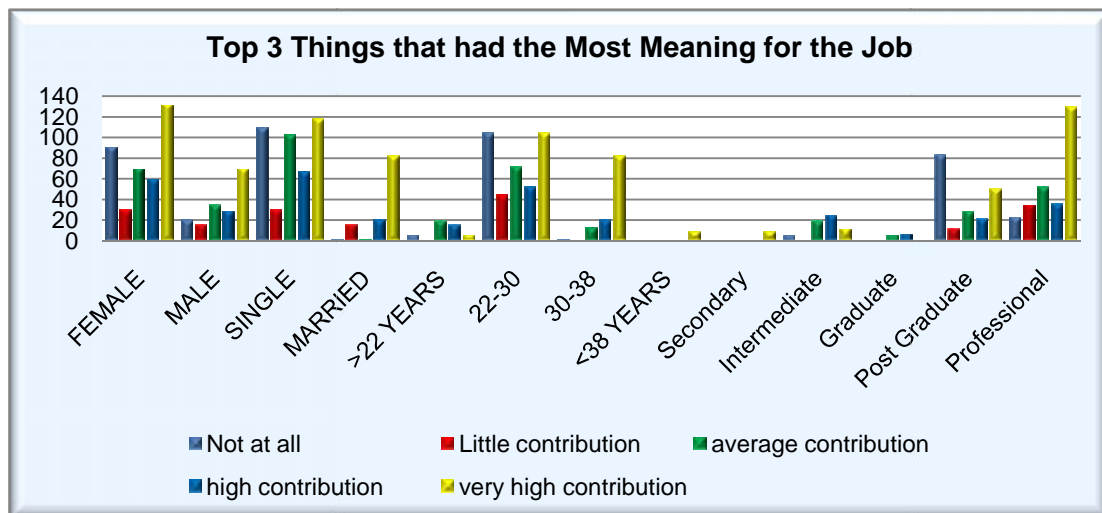




More than 49.7% of those polled were between the ages of 22 and 30, with women accounting for more than half of those polled (57.7 percent). They were 63.8 percent unmarried and 63.8 percent had a professional degree (42.9percent). Almost majority of them worked in the service industry (82.3 percent).

Table 2: Top 3 Things that had the Most Meaning for the Job

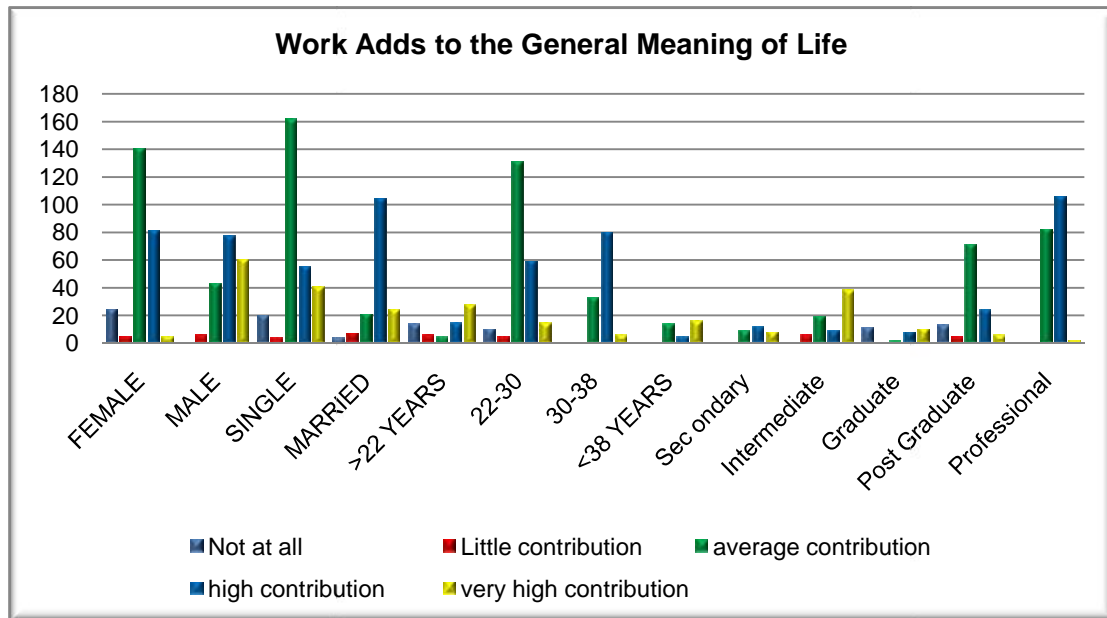
		Realizing the Full Potential as a Person	Being Associated with an Ethical Organization	Having Good Co-workers	Interesting/ Meaningful Work	Service to the Community
Gender	Female	90	30	69	59	131
	Male	20	15	35	28	69
Marital Status	Single	109	30	103	67	118
	Married	1	15	1	20	82
Age	>22 years	5	0	19	15	5
	22-30 years	104	45	72	52	104
	30-38 years	1	0	13	20	82
	38 and above years	0	0	0	0	9
Qualification	Secondary	0	0	0	0	9
	Intermediate	5	0	19	24	11
	Graduate	0	0	5	6	0
	Post graduate	83	11	28	21	50
	Professional degree	22	34	52	36	130



Many women believed that serving the community was more important than personal achievement, and that their jobs were unimportant. Singles, on the other hand, were more concerned with personal development and the development of a social network in order to contribute to the community. This goal piqued the attention of many 22-30 year olds. A significant majority of individuals polled felt that their jobs required them to participate in their communities. The participants in the service class placed a high value on serving the community while also feeling empowered.

Table 3: Work Adds to the General Meaning of Life

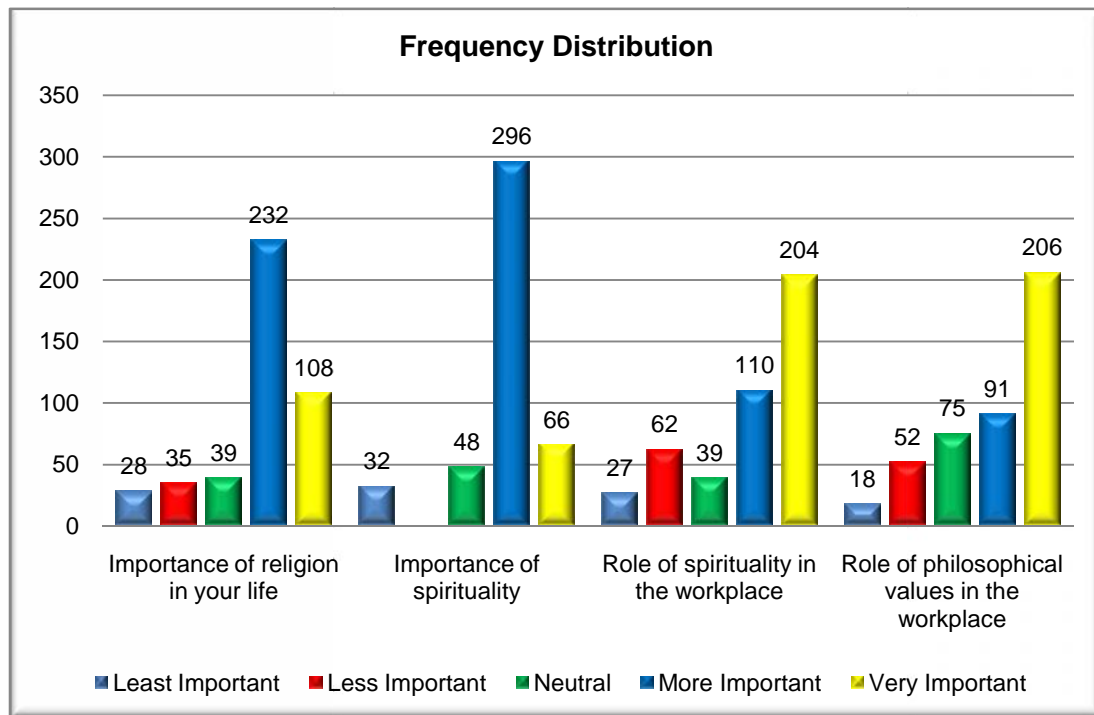
		Not at all	Little Contribution	Average Contribution	High Contribution	Very High Contribution
Gender	Female	24	5	140	81	5
	Male	0	6	43	78	60
Marital Status	Single	20	4	162	55	41
	Married	4	7	21	104	24
Age	>22 years	14	6	5	15	28
	22-30 years	10	5	131	59	15
	30-38 years	0	0	33	80	6
	38 and above years	0	0	14	5	16
Qualification	Secondary	0	0	9	12	8
	Intermediate	0	6	19	9	39
	Graduate	11	0	2	8	10
	Post graduate	13	5	71	24	6
	Professional degree	0	0	82	106	2
Industry in which you are working	Service	9	1	144	64	26
	Product	5	0	9	76	8



The majority of women and singles say that their jobs have little influence on their life, according to a new study. Those who believe that their jobs have had a significant impact on their lives often attribute this to the global environment in which they operate. Workers from different socioeconomic backgrounds saw their employment differently, with the service class valuing their positions at a medium level of importance, while those in the professional class saw their occupations as crucial.

Table 4: Frequency Distribution

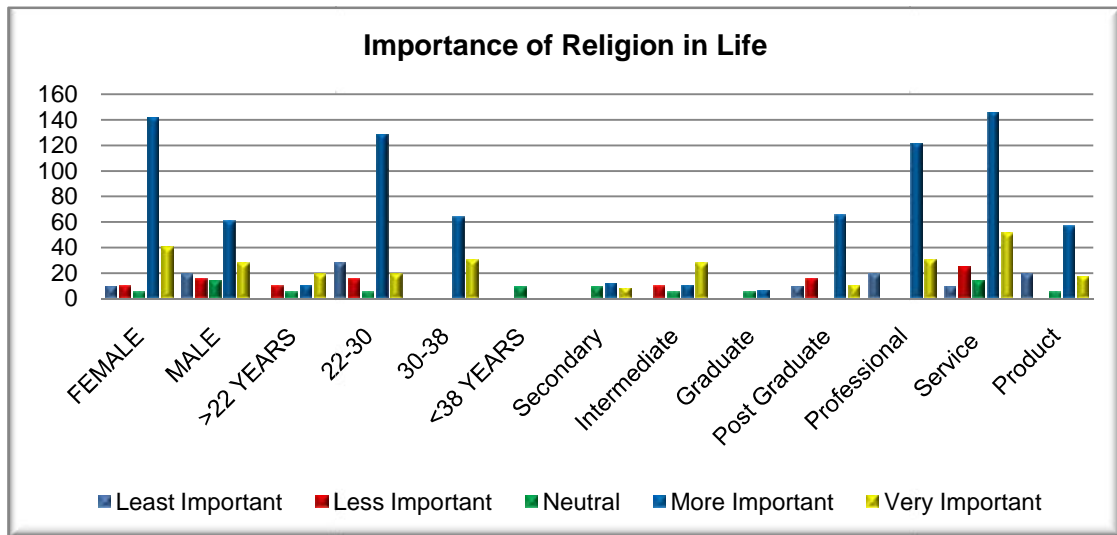
		Frequency	Percent
Importance of religion in your life	Least important	28	6.4
	Less important	35	7.9
	Neutral	39	8.9
	More important	232	52.4
	Very important	108	24.4
	Total	442	100.0
Importance of spirituality in your life	Least important	32	7.3
	Neutral	48	10.9
	More important	296	66.9
	Very important	66	14.9
	Total	442	100.0
Role of spirituality in the workplace	Least Irrelevant	27	6.1
	Less Irrelevant	62	14.2
	Neutral	39	8.8
	More relevant	110	24.8
	Very relevant	204	46.1
	Total	442	100.0
Role of philosophical values in the workplace	Least Irrelevant	18	4.6
	Less Irrelevant	52	11.6
	Neutral	75	16.8
	More relevant	91	20.5
	Very relevant	206	46.5
	Total	442	100.0



Religion and spirituality matter to the majority of people, according to a recent survey. They strongly felt that faith's involvement was crucial in the workplace. Only a handful of them were interested in spirituality and religion. Beliefs and values related to spirituality influence employees greatly, according to survey results.

Table 5: Importance of Religion in Life

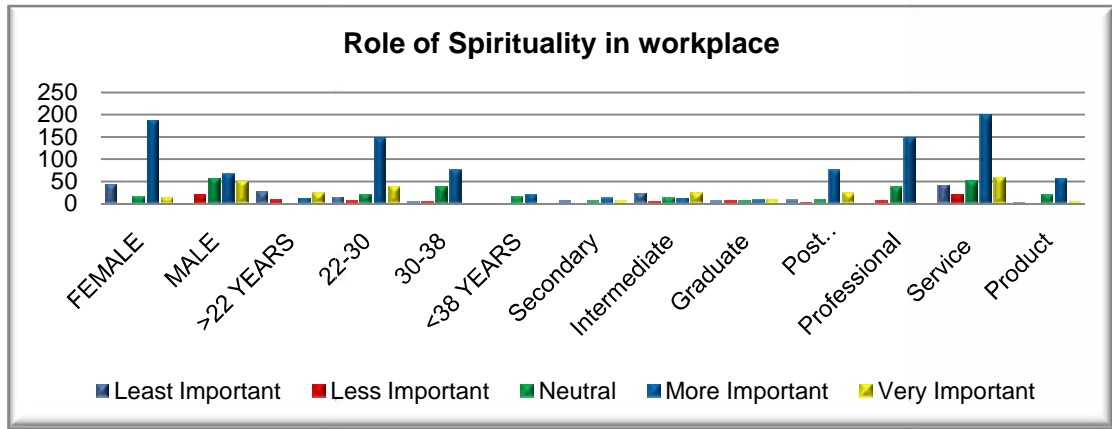
		Least important	Less important	Neutral	More important	Very important
Gender	Female	9	10	5	141	40
	Male	19	15	14	61	28
Age	>22 years	0	10	5	10	19
	22-30 years	28	15	5	128	19
	30-38 years	0	0	0	64	30
	38 and above years	0	0	9	0	0
Qualification	Secondary	0	0	9	0	0
	Intermediate	0	10	5	10	28
	Graduate	0	0	5	6	0
	Post graduate	9	15	0	65	10
	Professional degree	19	0	0	121	30
Industry in which you are working	Service	9	25	14	145	51
	Product	19	0	5	57	17



Women, particularly those between the ages of 22 and 30, place a high value on religion. Religion plays an important role in the lives of individuals with a higher education as well as those who serve in the military.

Table 6: Role of Spirituality in Workplace

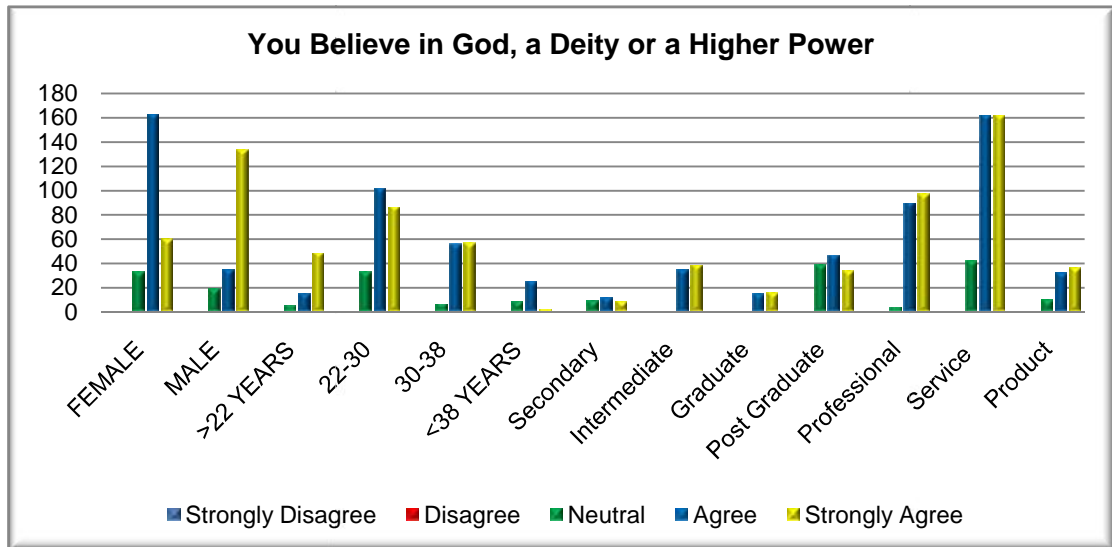
		Least important	Less important	Neutral	More important	Very important
Gender	Female	42	0	15	186	12
	Male	0	18	54	67	48
Age	>22 years	25	9	0	11	23
	22-30 years	13	5	19	147	36
	30-38 years	4	3	36	76	0
	38 and above years	0	1	14	19	1
Qualification	Secondary	6	1	5	12	5
	Intermediate	22	4	12	11	24
	Graduate	5	6	6	7	7
	Post graduate	9	2	8	76	24
	Professional degree	0	5	38	147	0
Industry in which you are working	Service	40	18	50	199	57
	Product	2	0	19	54	3



The study concluded that women believe spirituality has a strong impact on the workplace. All responders of all ages acknowledged the relevance of spirituality in the workplace. Everything connected to the job and the individual must include spirituality.

Table 7: You Believe in God, a Deity or a Higher Power

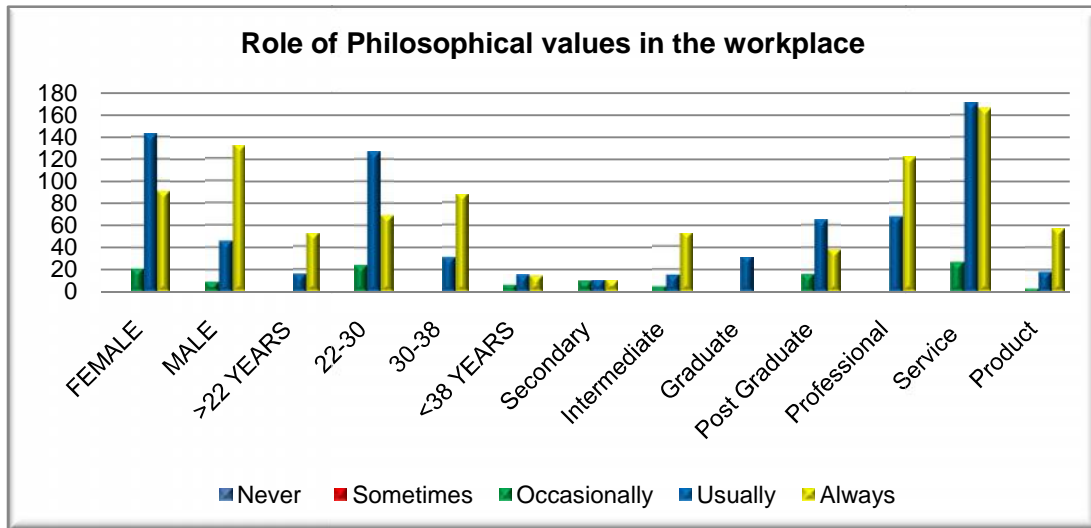
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Gender	Female	0	0	33	162	60
	Male	0	0	19	35	133
Age	>22 years	0	0	5	15	48
	22-30 years	0	0	33	101	86
	30-38 years	0	0	6	56	57
	38 and above years	0	0	8	25	2
Qualification	Secondary	0	0	9	12	8
	Intermediate	0	0	0	35	38
	Graduate	0	0	0	15	16
	Post graduate	0	0	39	46	34
	Professional degree	0	0	4	89	97
Industry in which you are working	Service	0	0	42	161	161
	Product	0	0	10	32	36



All survey participants, regardless of demographics, claimed that there was a god, a deity, or a superpower that determines the outcome of worldly events.

Table 8: Role of Philosophical Values in the Workplace

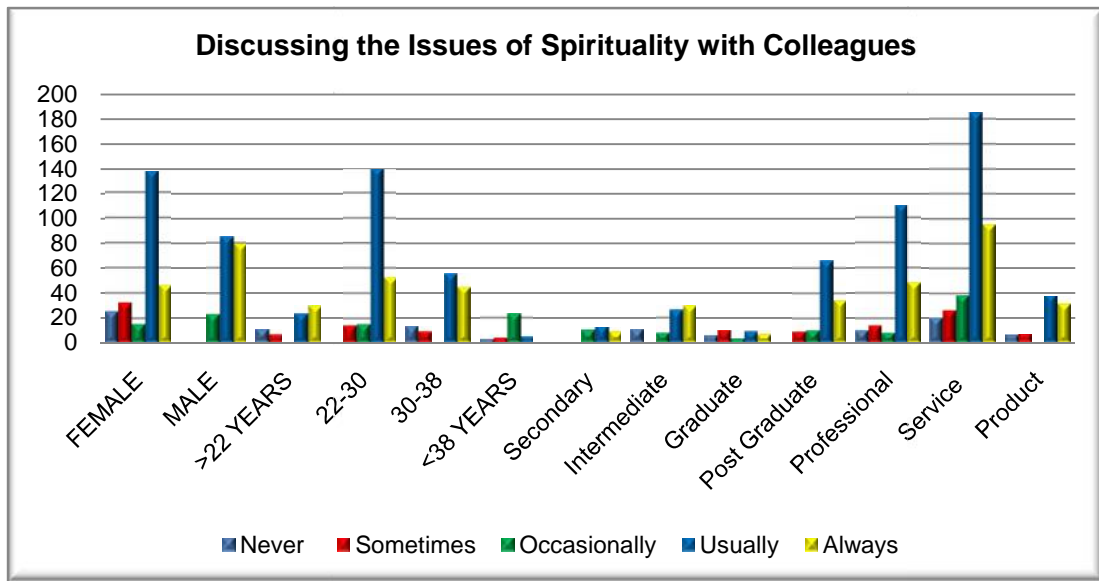
		Never	Sometimes	Occasionally	Usually	Always
Gender	Female	0	0	21	143	91
	Male	0	0	9	46	132
Age	>22 years	0	0	0	16	52
	22-30 years	0	0	24	127	69
	30-38 years	0	0	0	31	88
	38 and above years	0	0	6	15	14
Qualification	Secondary	0	0	9	10	10
	Intermediate	0	0	5	15	53
	Graduate	0	0	0	31	0
	Post graduate	0	0	16	65	38
	Professional degree	0	0	0	68	122
Industry in which you are working	Service	0	0	27	171	166
	Product	0	0	3	18	57



A large percentage of respondents said that philosophical values had a significant effect on the business environment.

Table 9: Discussing the Issues of Spirituality with Colleagues

		Never	Sometimes	Occasionally	Usually	Always
Gender	Female	25	32	15	137	46
	Male	0	0	23	85	79
Age	>22 years	10	6	0	23	29
	22-30 years	0	14	15	139	52
	30-38 years	12	8	0	55	44
	38 and above years	3	4	23	5	0
Qualification	Secondary	0	0	9	12	8
	Intermediate	10	0	8	26	29
	Graduate	5	9	3	8	6
	Post graduate	0	9	10	66	34
	Professional degree	10	14	8	110	48
Industry in which you are working	Service	20	26	38	185	95
	Product	5	6	0	37	30



There were some respondents who sometimes did not discuss the issues of spirituality with their co-workers. Otherwise in almost all the cases across all the demographic considered respondents discuss the issues of spirituality with their co-workers.

Table 10: Reasons for Praying and Meditating in Workplace

		Through the Day	Help with Feelings of Loneliness	Renew Myself	Fight of Attacks to my Esteem	Overcome Adversity	Cope with an Angry Boss or Co-workers	Exist in a Dysfunctional World
Gender	Female	183	54	149	95	0	24	32
	Male	68	46	62	34	39	29	32
Marital Status	Single	152	58	165	72	28	32	34
	Married	99	42	51	57	11	21	30
Age	>22 years	29	33	28	23	11	11	8
	22-30 years	150	31	135	78	14	29	22
	30-38 years	57	36	39	28	8	14	28
	38 and above years	15	0	9	0	6	0	6
Qualification	Secondary	10	0	6	0	6	0	6
	Intermediate	25	13	30	26	15	15	0
	Graduate	12	5	6	0	0	9	0
	Post graduate	91	21	75	55	6	9	24
	Professional degree	113	61	94	48	12	19	36
Industry in which you are working	Service	169	58	192	101	28	38	50
	Product	82	42	19	28	11	15	14

A lot of attention has been paid to those who pray and perform religious services in the workplace.

Conclusion

There are many ways to perceive a workplace's spirituality. According to recent studies, adding spirituality to the workplace fits well with emerging beliefs. Practitioners learn ideas and recommendations for integrating spirituality into companies, as well as potential benefits of embracing spirituality in the workplace. Spirituality and religious policy should be about appreciating variety and openness. Employees should be allowed to speak openly and honestly, even if they reveal sensitive information like personal beliefs and feelings, the findings say. A strong feeling of belonging, along by the need to maximise one's potential, made people at the company want to get involved in their community. Work contributes to overall life meaning in a significant way. The impact of religion and spirituality is tremendous on the lives of individuals. Most people believe in a higher power that supervises the events on Earth.

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