

The Psychological Effect of Spirituality on Work Output of Employees in the Service Sector of India

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Received: 18- June -2023

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Revised: 12-July-2023

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Accepted:28-August-2023

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Abstract

These days, there is a rising interest in spirituality in management. Spirituality is an inner consciousness, a transcending experience that is unique to each person. Spirituality is examined in this study by four indicators: peace and harmony, spiritual connections, a feeling of community, and mindfulness. Its impact has been noticed on employees production, teamwork performance and incorporation of spirituality into employees' capacities.

A questionnaire was created, and a trial survey of 40 people was conducted. Its dependability and validity are examined, and it is then this questionnaire was used to obtain primary data. A sample of 424 working employees from the Delhi NCR service industry was obtained. Data was gathered by mail, personal interviews, and visits to various spiritual organizations.

Exploratory Factor Analysis was performed using SPSS-20 software to investigate the latent components. A data reduction approach is employed. Seven components with eigenvalues larger than one were verified using PCA. Structure Equation Modelling was utilized in conjunction with the AMOS-20 and SPSS-20 programme to assess the relationship between Spirituality and the Work Output and spiritual integration. Confirmatory Factor Analysis is used to validate the factors that have been investigated.

A separate model is created to test the hypothesis and the regression weight of distinct constructs measures the link between different components. To assess the model fit, several metrics of goodness of fit, such as GFI, AGFI, NFI, CFI, RFI, and badness of fit, such as RMSEA, were used.

According to the findings of this study, there is a beneficial relationship between spirituality and work output the incorporation of spirituality into employee capacities.

Keywords- Spirituality, Work Output of Employees.

1. Introduction

The business environment has made it possible to include spirituality. Include the workplace. Workplace spirituality has emerged as a new corporate trend. Many different sorts of studies are being undertaken to determine the impact of spirituality on various elements of business and the workplace. Many scholars are interested in studying the effects of spirituality on many elements of the workplace and whether spirituality increases employee efficiency and effectiveness. Does spirituality influence employee productivity and efficiency? Is there a connection between spirituality and work? Many management researchers are attempting to investigate the role of spirituality in development economics. Spirituality is a new topic of study for scholars all around the world. Here in this study, we took mainly three indicators of spirituality- sense of community, spiritual connection, and mindfulness/focus, which measures spirituality. Following is some research that uses the above factors to measure spirituality.

Spirituality is the inner consciousness that grows in a person both physically and psychologically. Spirituality is self-consciousness, awareness of one's own being, knowledge of one's own existence, empathy for all humans,

and perceiving the world as universal and unitarian. We focused on four markers of spirituality that may be obtained by spirituality in this study: mindfulness, spiritual connection, peace and harmony, and a feeling of community.

Workplace mindfulness is a condition of being focused and attentive. It is a state of mind in which individuals complete their tasks completely. Spiritual belief and mindfulness have a strong relationship (Lazaridou & Pentaris, 2016). An increase in mindfulness is associated with an increase in spirituality (Carmody et al., 2008). Spirituality grows as a result of mindful awareness (Feuille & Pargament, 2015).

Spiritual connection is a sense of being connected both inwardly to the intellect, soul, and supreme power and outwardly to nature and all humans. Spirituality is a relationship with nature (Lazaridou & Pentaris, 2016). (Delgado, 2005) defines spirituality as a sense of connectedness with others and oneself. Kinjerski (2013) provides four components to assess Spirituality: a sense of community, spiritual connection, meaningful work, and mystical experience. Individual spirituality entails both internal and exterior relationships (Vincensi, 2019).

2. Literature Review

Jain and Saini(2021) Professionals and scholars alike are becoming increasingly interested in the issue of workplace spirituality, which has been widely researched in recent years. Religion and spirituality initially appeared in the business sector in the early 1920s, when people began to practice their religious and spiritual beliefs at work. Spirituality is becoming increasingly significant in the modern workplace. People are becoming more aware that employment may have a purpose in their lives. According to the study's findings, work spirituality is fairly popular in the IT business.

Rocha and Pinheiro (2021) said that there is no standard idea of spirituality in today's reality. The participation of spirituality at the management level is primarily in the workplace, organizational, and individual spirituality aspects. For the analysis, the cluster analysis approach was employed, as well as the VOS viewer program for bibliometric analysis. The cluster analysis results highlight the gap between workplace and organizational spirituality. The author also emphasized a unified spiritual notion.

Moleka and Pitshou (2021) investigated the relationship between spiritual factors and the job environment. The research examined the advantages of introducing Spirituality into the workplace. To investigate the influence of spirituality on several organizational dimensions, factors such as organizational commitment, culture, behaviour, job satisfaction, and corporate citizenship were considered. The findings showed that it is vital to incorporate spiritual activities of any kind into the organizational process to achieve long-term success and preserve culture.

Onyebuchi and Olakunle (2021) expanded on the need for teamwork in attaining corporate growth and output. The study investigated the effects of teamwork and team development in organizations, as well as the effect on employers. According to the findings, team building promotes service quality, organizational productivity, overall good output, and organizational efficiency and development.

Lalatendu Kesari Jena (2021). The author discussed the significance of workplace wellness or "ideal Workplace" and its implications on employee job output. The author discovered that workplace spirituality correlates favorably with employee output. Furthermore, the author discovers that corporate citizenship conduct has a large and favourable impact on employee output.

Abdurrasodik et al. (2020) investigated the impact of spiritual intelligence and organisational culture on employee output and the elements that influence spiritual intelligence and organisational culture. The findings revealed that spiritual intelligence has no effect on employee output and that organisational culture has a large and beneficial impact on employee output.

3. Research Methodology

A questionnaire was prepared for this research investigation, and a preliminary survey was conducted. Data from 424 respondents was acquired by E-mail, personal interview, and telephone. Using SPSS20, an exploratory factor analysis was performed on 100 samples to corroborate the latent construct.

Confirmatory Factor Analysis was performed using the AMOS-20 programme and SPSS-20 to confirm the structure of the model in order to meet the study objectives and verify the hypotheses.

3.1 Research Objective

1. To evaluate the effect of spirituality on the work output of employees.

3.2 Hypotheses

H0I: There is no influence of spirituality on the work output of employees.

4. Data Analysis and Hypothesis Testing

H0I: There is no influence of spirituality on the work output of employees.

The objective of testing the hypothesis is to check the influence of spirituality on the work output of employees.

Data has been collected and correlation and regression analysis have been done to check the effect of spirituality on the work output of employees. SEM has been employed to confirm the structure of work output.

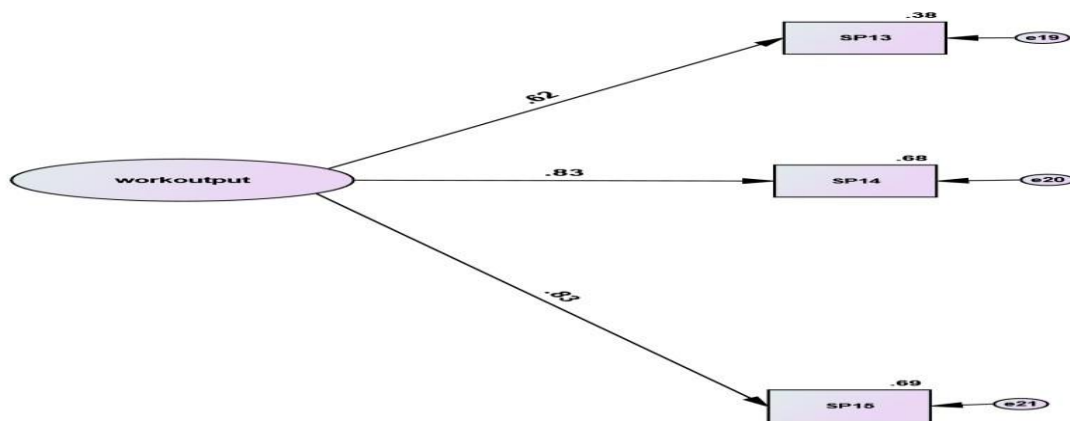


Figure: 4.1 Model of work output of employees.

Table 4.1: Regression weight of work output of employees.

Factors	Standardized Estimates	Unstandardized Estimate	S. E.	CR	P
Sp13<---work-output	.620	1.000			.000
Sp14<--- work-output	.826	1.381	.133	10.354	.000
Sp15<---work-output	.830	1.431	.138	10.340	.000

Table 4.2: Model fit index of work output of employees.

Model fit Index	CFI	NFI	RFI	GFI	AGFI	RAMSEA	Lo-90	Hi-90
Value	1	1	-	1	-	.577	.525	.631

The above figure 4.1 shows the structure of different variables that constitute the latent construct work output of employees. The above tables 4.1, and 4.2 show the findings, and the regression weights of all variables of work output of employees are above .5 and are significant ($p=.000$). CR value is above 1.96 which is significant. Model fit indicators are all above .9 depicting that SEM is a good model fit for work output and it constitutes a construct.

Table: 4.3 Model summary of factors of spiritual practices and work output.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.759 ^a	.577	.573	.458

a. Predictors: (Constant), Sense of community, spiritual connection, focus

Table: 4.4 Effect of factors of spiritual practices on work output.

Anov 1					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	91.218	3	30.406	144.849	<.001 ^b

a. Dependent Variable: Work Output of Employees

b. Predictors: (Constant), Sense of community, spiritual connection, focus

The results of the above Tables 4.3 and 4.4 show that the correlation between spirituality and the work output of employees is .759 (R) and the regression weight is 91.21, which means that spiritual practices have approx., 91% effect on the work output of employees. The above table 4.3 shows that the effect of spirituality on the work output of employees is significant as all values are positive, and the P value is less than .01. Hence concluded that spirituality has a significant effect on the work output of employees.

5. Result and Conclusions

- First, the concept of spirituality had been tested and the results show that All factors of spirituality defines spirituality well with high factor loadings of every indicator and all factors have a significant correlation.
- Findings show that the null Hypothesis "H₀I: There is no significant influence of spirituality on the work output of employees" is rejected. The result suggests that there is a significant effect of spirituality on the work output of employees.
- Tables 4.1, and 4.2 show the findings, regression weights of all variables of work output of employees are above .5 and is significant ($p=.000$) and positive and model fit indicators are all above .9 depicts that SEM is a good model fit for work output and it constitute a construct.

- Goodness of fit indicators such as CFI, NFI, GFI, and AGFI, are above .8, and badness of fit as RMSEA was below .5 and closer to zero. Calculated values in every hypothesis testing show that here SEM is a good model fit.
- The results of the above Tables 4.3 and 4.4 show that the correlation between spirituality and the work output of employees is .759 (R) and the regression weight is 91.21, which means that spiritual practices have approx., 91% effect on the work output of employees.
- The above Table 4.3 shows that the effect of spirituality on the work output of employees is significant as all values are positive, and the P value is less than .01. Hence concluded that spirituality has a significant effect on the work output of employees.

6. Suggestions and Scope for Future Research

To identify appropriate techniques, this study investigated the factors influencing spirituality and their impact on job productivity, teamwork output, and spiritual integration in workers. Other factors influencing spirituality dimensions, other than the parameters established in this study, are respondents' demographic characteristics, life cycle, and field of employment. It is proposed that future studies concentrate on this aspect of spirituality. Spiritual approaches that are already in use can also be taken into account.

- Despite its limitations, the current study reveals relevant facts that other competent and motivated researchers should investigate further.
- Furthermore, comparison research on employees from other organisations should be done to more systematically uncover the aspects impacting spirituality.
- Other aspects that have a substantial influence on Spirituality and Workplace may be explored in addition to the previously identified individual components.
- Furthermore, sectors other than those covered in this study may be investigated for future research, with a large sample size further validating the conclusions.
- This research may be expanded to include groups of employees.

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