WORKPLACE SPIRITUALITY AND ITS IMPACT ON WORKPLACE DEVIANCE WITH INDIVIDUAL PERSONALITY AS A MEDIATOR

Authors
Richa Sinha1, Dr. Anamika Pandey2
1(Assistant Professor) School of Business, Galgotias University Gautam Buddha Nagar, Uttar Pradesh, 203201, India, richa.sinha@galgotiasuniversity.edu.in
2(Professor) School of Business, Galgotias University Gautam Buddha Nagar, Uttar Pradesh, 203201, India, anamika.pandey@galgotiasuniversity.edu.in

This study explores the effect of workplace spirituality on the workplace deviance of employee with individual personality as a mediator. Data was collected from 395 Indian employees employed at economy hotels of Delhi, India. In this normative survey, a self constructed tool was used to measure workplace spirituality. Besides this, two other standardised tools were also used, i.e. workplace deviance scale developed by Bennett & Robinson, (2000); and personality measurement scale developed by Jain and Sharma, (2021). Simple linear regression method was applied to analyse data. The results revealed that workplace spirituality of employees with energetic, compassionate, organized, confident, and curious personality affects workplace deviance of employees negatively and significantly, but the workplace spirituality of employees with reserved, detached, careless, nervous, and cautious personality affects workplace deviance of employees positively and significantly.

KEYWORDS: Workplace Spirituality, Workplace Deviance, Individual Personality, Big-Five Personality Traits, Hotel Industry.

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INTRODUCTION

In present scenario, most of the people focus on physical and material aspects in terms to maintain interpersonal relationships rather than thinking of spiritual connectedness(Bożek, Nowak, & Blukacz, 2020). People maintain relations for instant benefits. It is hard to find people who like to maintain relationships without thinking of having favours(Manson, 2017). Yet, it is fundamental for realize that we can track down unrestricted satisfaction and harmony assuming we improve our inner spiritual lives(Ghaderi, Tabatabaei, Nedjat, Javadi, & Larijani, 2018).

Brooke and Parker in their article say that people seldom observe spirituality at work, ignoring it, and giving practically no significance to tracking down importance at work.(Brooke & Parker, 2009)

The idea of spirituality at work could appear as though being strict working, yet nothing can be further from reality(Gibbons, 2000). In opposition to popular conceptions, it doesn't have anything to do with religious practices or beliefs(Nagar, Vashishth, & Mishra, 2016).

Workplace spirituality or spirituality at work is characterized as "having sympathy towards others, encountering a careful internal cognizance chasing significant work and that empowers greatness."(Petchsawang & Duchon, 2009)

Workplace at present scenario keeps on developing to address the issues of both, the employer and the employer. New advances are adopted that supports computerized workplaces; employees presently liking to work from a distance or work from home; the entire workplace culture is shifting to a new trend; and new security concerns are a portion of the things characterizing the cutting edge workplace. (Roebuck, 2021)

Roebuck, (2021), further says that; "Present day workplace" is a term used to portray organizations who perceive computerized joint effort, innovation and instruments as the method representing things to come. For instance, workplaces that embrace computerized innovation and devices and 21st-century inside plan, determined to further develop worker efficiency and fulfilment.

Corona virus has brought uncommon human and compassionate difficulties. Many organizations around the planet have adapted to the situation, acting quickly to shield employees and relocate to a better approach for working that even the most outrageous business-coherence plans hadn't imagined. Across enterprises, pioneers will utilize the examples from this huge scope telecommute trial to reconsider how work is finished — and which job workplaces ought to play — in imaginative and striking ways. (Boland, Smet, Palter, & Sanghvi, 2020)

Regardless of the developing significance of workplace spirituality, associations have been hesitant to coordinate spirituality into their workplaces. A study by Yin &Maharous, (2022) found that workplace spirituality is a critical main thrust for the reasonable and solid development of any association; notwithstanding, mixing workplace spirituality into organizations in the modern and computerized times would be a worthless exertion, as modern associations are based on an ethos exceptionally incongruent with otherworldly standards. Consequently, in the post-computerized time, spirituality-driven associations (SDOs) will arise, denoting the start of a valid "Spiritual Paradigm" for business and human culture at large.(Yin & Mahrous, 2022)

Developing spiritual workplace is now a bigger challenge to Human Resource Managers at different organization, especially in hotel industry. Hotel industry is basically a hospitality industry and a key challenge confronting hospitality industry is the manner by which to hold and draw in forefront employees who assume a significant part in impacting consumer loyalty. Despite the fact that commitment has as of late gotten impressive consideration from researchers, much actually still needs to be found out about its characteristic inspiration and work meaning precursors. Workplace spirituality has been conceptualized as offering new bits of knowledge into how people experience a more profound degree of inherent work inspiration and commitment. An investigation done by Milliman, Gatling, & Kim, (2018); discovered that workplace spirituality straightforwardly affects employee's commitment. Commitment was viewed as connected with employees' service delivery,(Milliman, Gatling, & Kim, 2018)

According to a study; "Workplace spirituality is negatively correlated with workplace deviant behaviour" (Ahmad & Omar, 2014). The workplace deviant behaviour is also correlated to the employees' individual personality. Pleasant personality traits are adversely connected with workplace deviance or employees with suitability personality traits stay focused on their work in association. Or on the other hand employees who are low in suitability personality traits are probably going to display degenerate work conduct at work-setting (Khan, Shiraz, & Zia, 2019).

Review of various studies, it was found that in present scenario developing and maintaining workplace spirituality at hospitality industry, especially in hotel industry is an important challenge and no study has been done on the issues of workplace spirituality and its effect

on employees workplace deviant behaviour concerning individual personality. The outcomes of this study will be helpful for the managers of hospitality and hotel industry for developing and maintaining up to date workplace atmosphere.

REVIEW OF RELATED LITERATURE

We have reviewed many research articles and published papers on the issue and found that workplace spirituality impacted workplace deviance; job satisfaction; employees' execution; and workplace deviant behaviour impacted employees' performance(Astuti, Maryati, & Harsono, 2020). Work satisfaction intercede the connection between workplace spirituality and workplace deviant behaviour (Ahmad & Omar, 2014). Workplace spirituality can possibly increase "constructive workplace deviant behaviour" among representatives across various sorts of associations engaging people in significant ways(Garg & Saxena, 2020). Hierarchical equity adversely connects with workplace deviance. At the point when employees see there is an absence of reasonableness in the organisation, they will generally include themselves in deviant behaviour (Haldorai, Kim, Chang, & Li, 2020). The review of related literature helped us to construct objectives on which we should focus in our research.

OBJECTIVES OF THE STUDY

While discussing on the objectives, it was found that there has been no studies conducted on the workplace spirituality and its impact on employees' workplace deviant behaviour with individual personality as a mediator. Hence, a single objective was developed for the present study-

- To find the effect of workplace spirituality on workplace deviance with individual personality as mediator?

VARIABLES

There were three variables taken in the present study- Workplace spirituality as independent variable, workplace deviance as dependent variable, and individual personality as an intervening variable.

HYPOTHESES

The following research hypotheses were formulated for the present study-

- Workplace spirituality does not significantly affect workplace deviance in relation to individual personality.

The following operational hypotheses were formulated for the statistical analysis of research hypothesis.

- Workplace spirituality does not significantly affect workplace deviance in relation to energetic personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to reserve personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to compassionate personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to detached personality as individual personality trait.

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- Workplace spirituality does not significantly affect workplace deviance in relation to organized personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to careless personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to confident personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to nervous personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to curious personality as individual personality trait.
- Workplace spirituality does not significantly affect workplace deviance in relation to cautious personality as individual personality trait.

METHOD

The present study was done by using normative survey method. The study was

conducted during May 1st to June 30th 2022 just after the COVID restrictions were uplifted by government of India. The study was conducted in the hotels of Delhi only.

POPULATION

In present study, the population comprises the employees of economy hotels of Delhi. Only those hotels were taken into considerations which were around the railway stations and bus stands and established at least 10 years before.

SAMPLE

In present study,35 economy hotels were selected randomly and a total of 397 employees were agreed to provide information for the present study. Hence, these 397 employees comprise the sample of the present study.

TOOLS

A self constructed tool for workplace spirituality was used to measure workplace spirituality of employees was used. The scale has total 47 items and it was duly standardised before it was used in research. To measure workplace deviance, the scale developed by Bennett & Robinson, (2000) was used. To measure individual personality, scale developed by Jain & Sharma (2018) was used. This scale is based on big five personality traits and have 34 items distributed in five dimensions. Extraversion diversion categorise the subject in to energetic and reserve personality, Agreeableness dimension categorise the subject into compassionate and detached personality, Conscientiousness dimension categorise the subject into organized and careless personality, Neuroticism dimension categories the subject into Nervous and confident personaloity, and openness dimension categorise the subject into curious and cautious personality.(Jain & Sharma, 2021).

ANALYSIS OF DATA

Simple regression analysis was used to analyze the data in present study.

FINDINGS

After the analysis of data it was found that the workplace spirituality of employees with energetic, compassionate, organized, confident, and curious personality affects workplace deviance of employees negatively and significantly, but the workplace spirituality of employees with reserved, detached, careless, nervous, and cautious personality affects workplace deviance of employees positively and significantly. The findings reveal that the workplace spirituality is not only responsible for workplace deviance; the individual personality also plays a significant role in workplace deviant behaviour of employee.

DISCUSSION

The results of the present study reveal that the workplace deviance of employees somehow affected by workplace spirituality of employees and the individual personality plays a significant role in employees' deviant behaviour. The findings of the study shall be helpful for managers to create, develop and maintain spiritual atmosphere at workplace and also they shall do efforts to improve personality traits of the individual employee.

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Table 1

Regression Analysis betweenWorkplace Spirituality of Employees with Energetic Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.941414

R Square	0.88626	
Adjusted R Square	0.885689	
Standard Error	5.916503	
Observations	201	

	Coefficients	Standard Error	t Stat	P-value
Intercept	206.6906	4.171665	49.54631	6.7E-114
Workplace Spirituality of Energetic Employees	-0.88423	0.022455	-39.3778	6.94E-96

Table 2
Regression Analysis between Workplace Spirituality of Employees with Reserve Personality and workplace Deviance

SUMMARY OUTPUT

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Regression Statistics	
R	0.942525
R Square	0.888354
Adjusted R Square	0.887778
Standard Error	5.761785
Observations	196

	Coefficients	Standard Error	t Stat	P-value
Intercept	52.98938	1.298539	40.80691	3.74E-97
Workplace Spirituality of Reserved Employees	0.503428	0.012813	39.28903	2.65E-94

Table 3
Regression Analysis between Workplace Spirituality of Employees with Compassionate Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.904125
R Square	0.817442
Adjusted R Square	0.816897
Standard Error	12.6106
Observations	337

	Coefficients	Standard Error	t Stat	P-value
Intercept	168.0206	2.36233	71.12496	3.2E-204
Workplace Spirituality of Compassionate Employees	-0.57519	0.014851	-38.7303	9.3E-126

Table 4

Regression Analysis between Workplace Spirituality of Employees with Detached Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.610691
R Square	0.372943
Adjusted R Square	0.362132
Standard Error	12.40822
Observations	60

	Coefficients	Standard Error	t Stat	P-value
Intercept	85.34252	4.464317	19.11659	1.03E-26
Workplace Spirituality of Detached Employees	0.31217	0.053151	5.873295	2.2E-07

Table 5
Regression Analysis between Workplace Spirituality of Employees with Organized Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.941414
R Square	0.88626
Adjusted R Square	0.885689
Standard Error	5.916503
Observations	201

	Coefficients	Standard Error	t Stat	P-value
Intercept	206.6906	4.171665	49.54631	6.7E-114
Workplace Spirituality of Organized Employees	-0.88423	0.022455	-39.3778	6.94E-96

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Table 6
Regression Analysis between Workplace Spirituality of Employees with Careless Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.253085
R Square	0.064052
Adjusted R Square	0.059227
Standard Error	16.68247
Observations	196

	Coefficients	Standard Error	t Stat	P-value
Intercept	88.38447	3.759746	23.50809	1.12E-58
Workplace Spirituality of Careless Employees	0.135179	0.0371	3.643686	0.000345

Table 7
Regression Analysis between Workplace Spirituality of Employees with Confident Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.779122
R Square	0.607032
Adjusted R Square	0.605096
Standard Error	11.44424
Observations	205

	Coefficients	Standard Error	t Stat	P-value
Intercept	173.8511	7.375976	23.56991	5.1E-60
Workplace Spirituality of Confident Employees	-0.70647	0.039895	-17.7082	4.81E-43

Table 8
Regression Analysis between Workplace Spirituality of Employees with Nervous Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.264952
R Square	0.070199
Adjusted R Square	0.065306
Standard Error	16.51697
Observations	192

	Coefficients	Standard Error	t Stat	P-value
Intercept	88.28806	3.755419	23.50951	3.8E-58
Workplace Spirituality of Nervous Employees	0.141397	0.037333	3.787462	0.000204

Table 9
Regression Analysis between Workplace Spirituality of Employees with Curious Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	

R	0.941414
R Square	0.88626
Adjusted R Square	0.885689
Standard Error	5.916503
Observations	201

	Coefficients	Standard Error	t Stat	P-value
Intercept	206.6906	4.171665	49.54631	6.7E-114
Workplace Spirituality of Curious Employees	-0.88423	0.022455	-39.3778	6.94E-96

Table 10

Regression Analysis between Workplace Spirituality of Employees with Cautious Personality and workplace Deviance

SUMMARY OUTPUT

Regression Statistics	
R	0.210631
R Square	0.044366
Adjusted R Square	0.03944
Standard Error	16.85701
Observations	196

	Coefficients	Standard Error	t Stat	P-value
Intercept	90.56398	3.799081	23.83839	1.49E-59
Workplace Spirituality of Cautious Employees	0.112504	0.037488	3.001082	0.003044
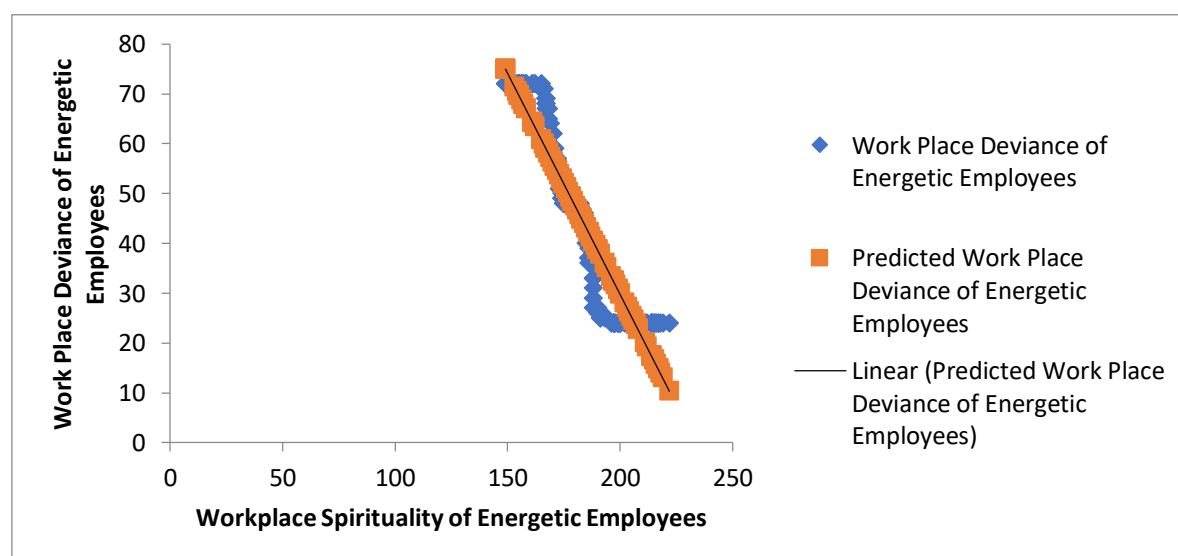
Figure 1: Effect of Workplace Spirituality of Employees with Energetic Personality on Workplace Deviance

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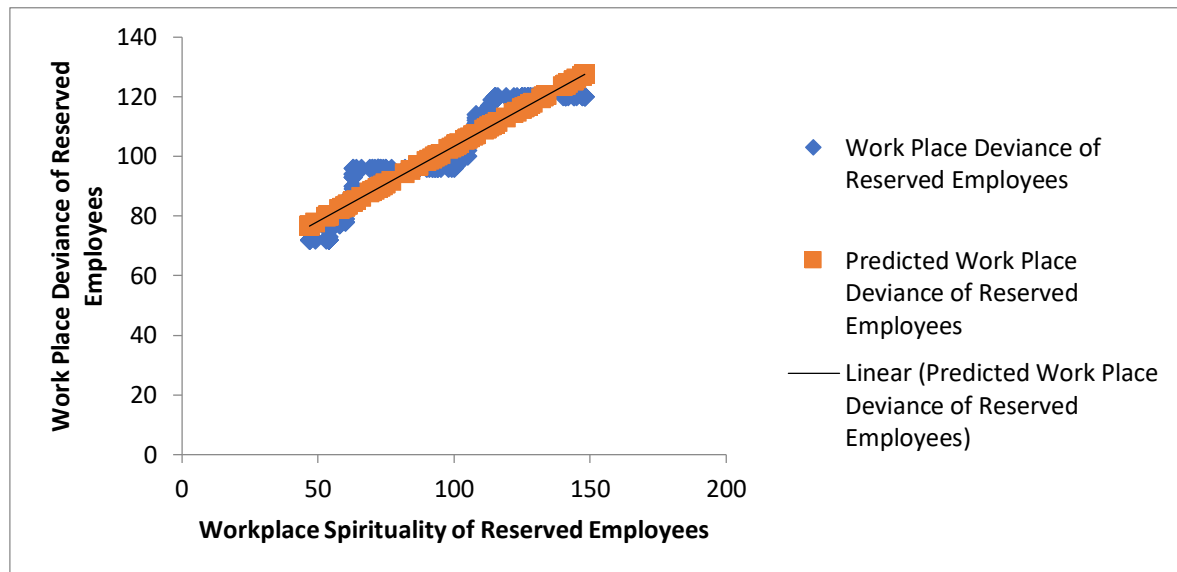
Figure 2: Effect of Workplace Spirituality of Employees with Reserve Personality on Workplace Deviance

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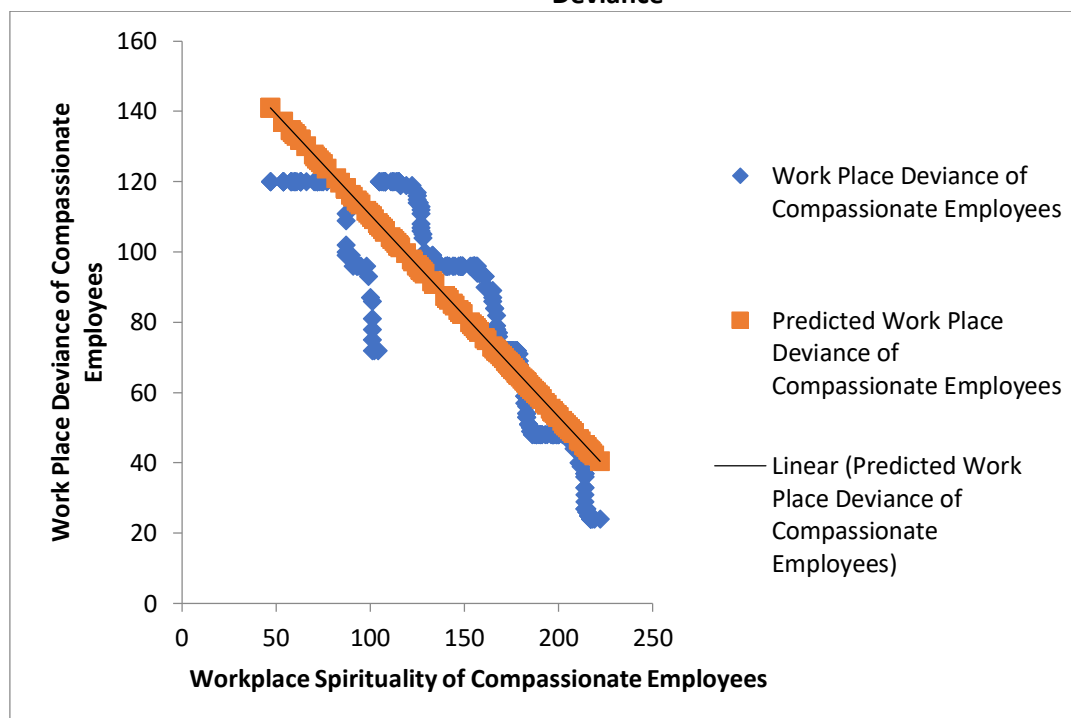
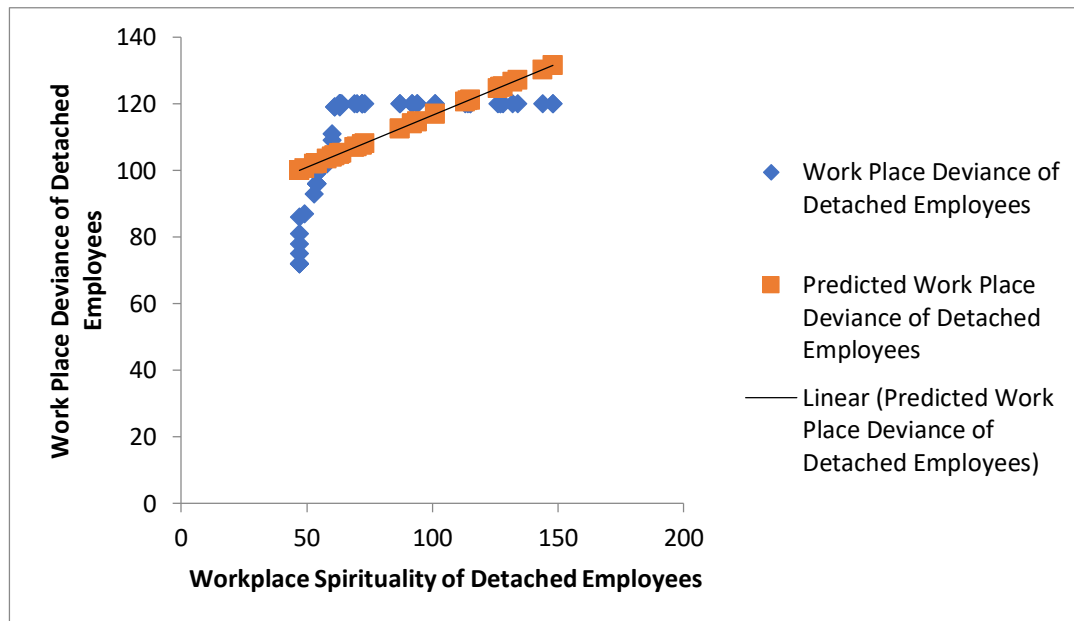**Figure 3: Effect of Workplace Spirituality of Employees with Compassionate Personality on Workplace Deviance**

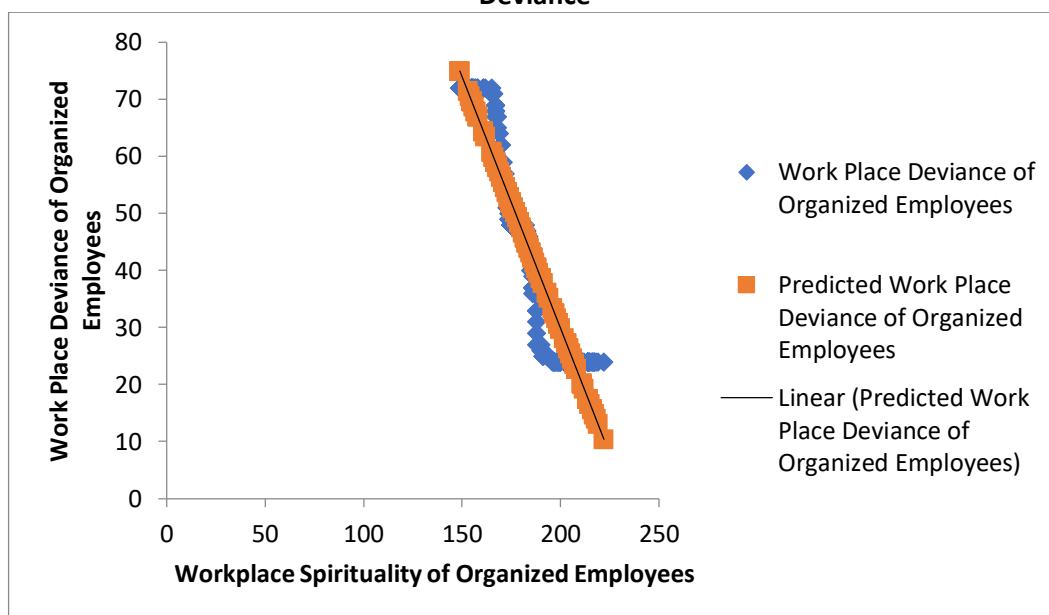**Figure 4: Effect of Workplace Spirituality of Employees with Detached Personality on Workplace Deviance**

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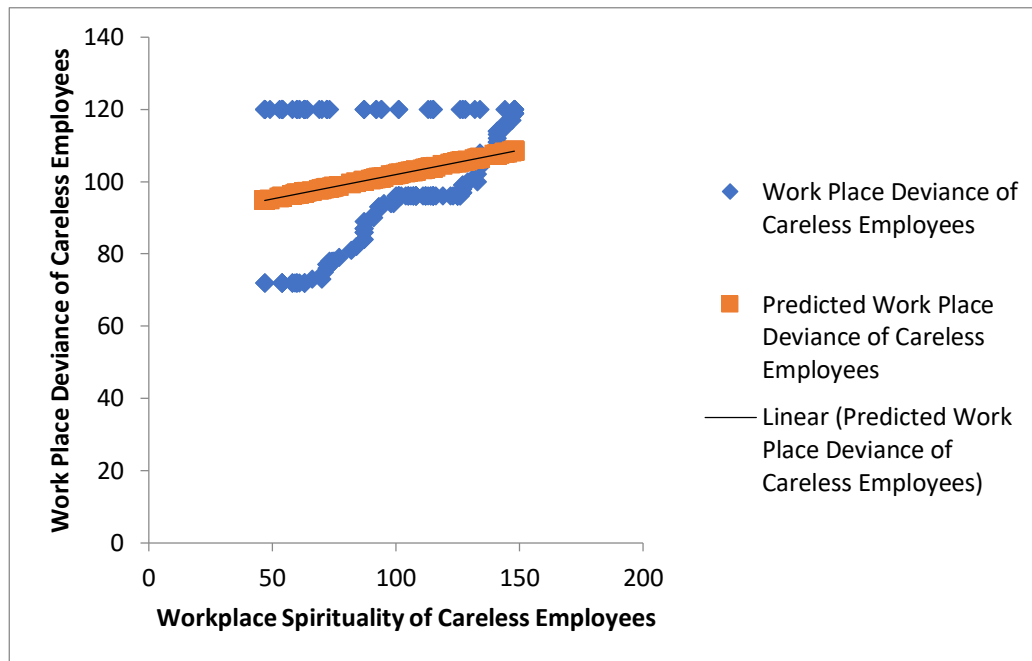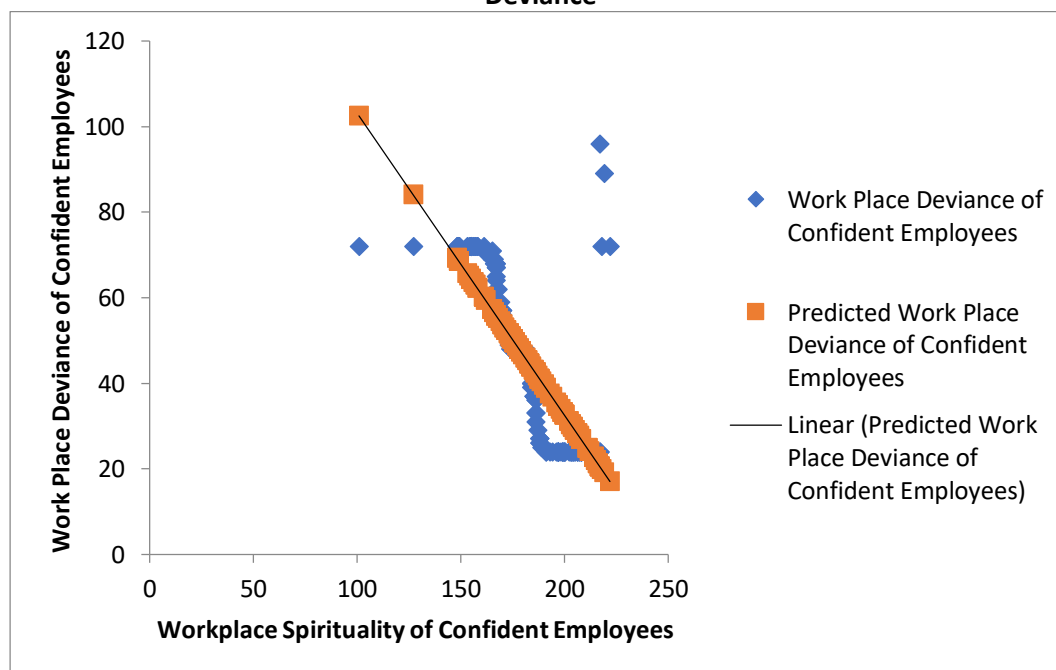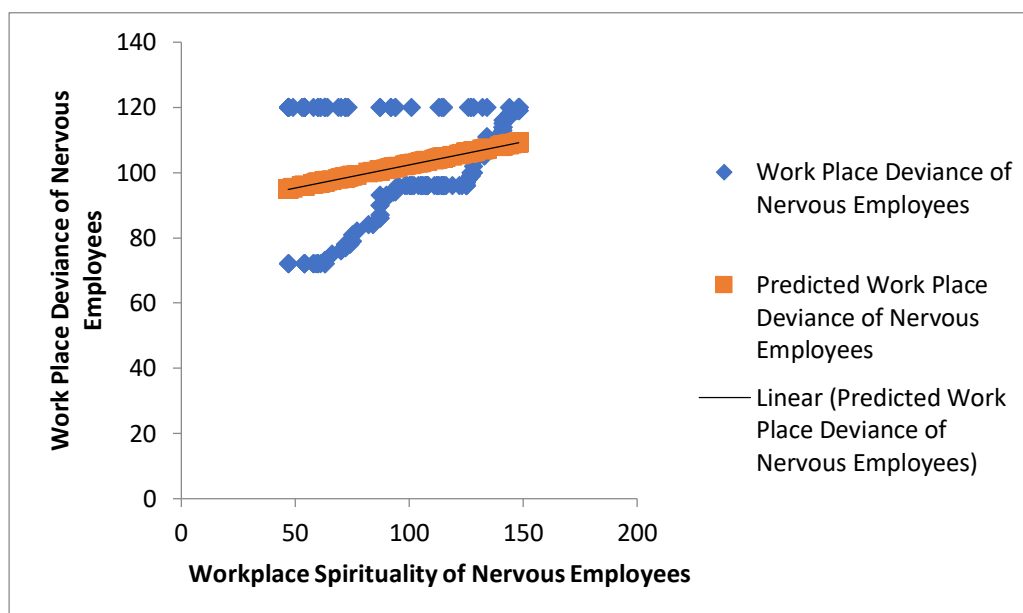**Figure 5: Effect of Workplace Spirituality of Employees with Organized Personality on Workplace Deviance**

Figure 6: Effect of Workplace Spirituality of Employees with Careless Personality on Workplace Deviance

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Figure 7: Effect of Workplace Spirituality of Employees with Confident Personality on Workplace Deviance

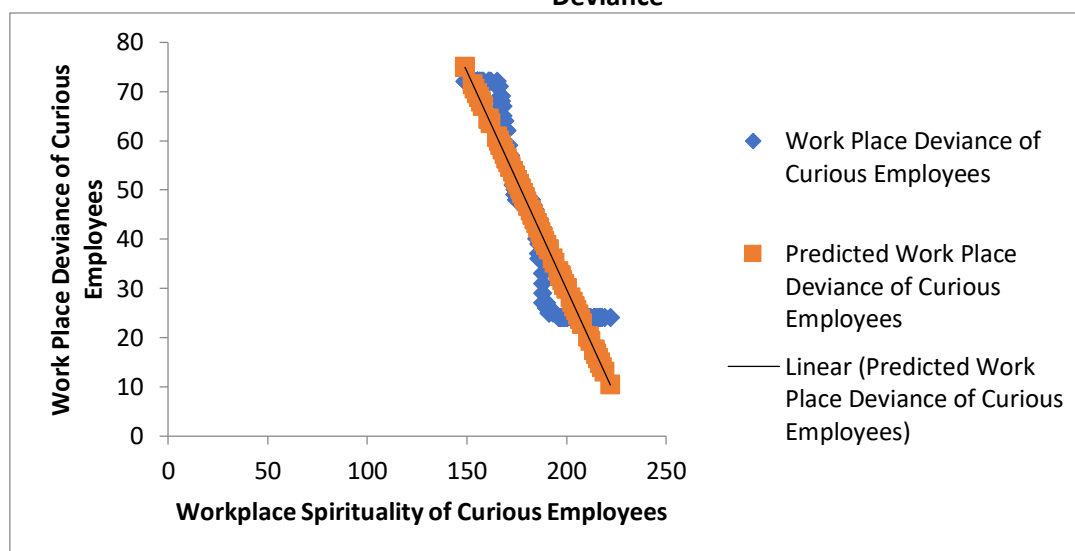**Figure 8: Effect of Workplace Spirituality of Employees with Nervous Personality on Workplace Deviance**

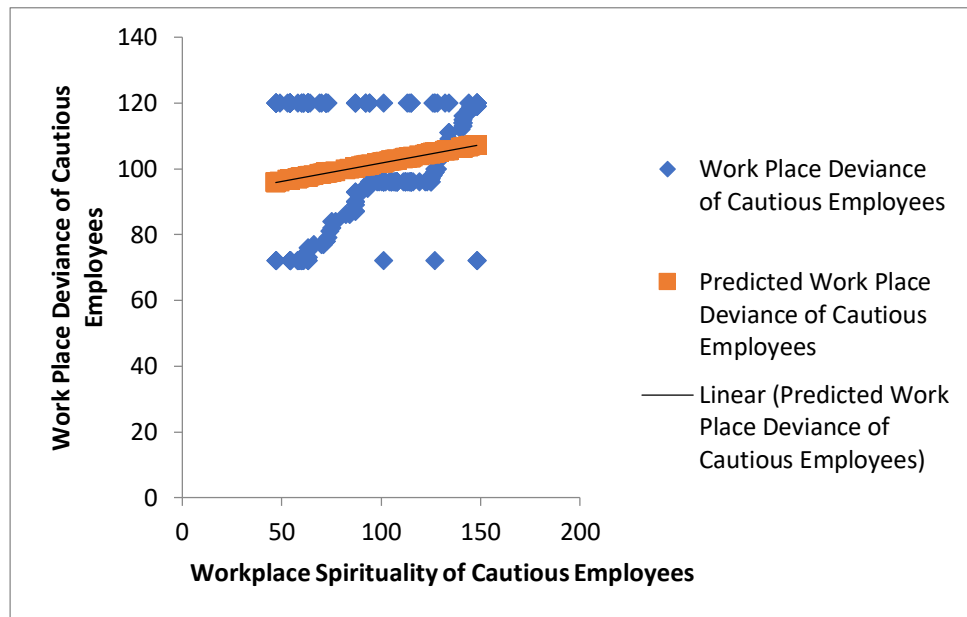**Figure 9: Effect of Workplace Spirituality of Employees with Curious Personality on Workplace Deviance**

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Figure 10: Effect of Workplace Spirituality of Employees with Cautious Personality on Workplace Deviance