

CHAPTER I

INTRODUCTION

1.1 Background to the Research

Many people want a job that can make them feel comfort in that place, a job that can bring satisfaction for their live. It is included the factors like the condition in that place, the type of the work that will be done even consideration for satisfaction for doing that job, how the commitment is created in that place and many others factors. Workplace spirituality can be one of that and also organizational commitment.

Ashmos and Duchon (2000) have defined workplace spirituality as recognition that employees have an inner life which nourishes and is nourished by meaningful work, taking place in the context of a community. “Spirit at work is a term that describes the experience of employees who are passionate about and energized by their work, find meaning and purpose in their work, feel that they can express their complete selves at work, and feel connected to those with whom they work” (Kinjerski & Skrypnek, 2004).

Workplace spirituality is not totally about the religious thing, it also included integrity and also the condition of that workplace. Organizations with a spiritual culture recognize that people have a mind and a spirit, seek to find meaning and purpose in their work, and desire to connect with other human beings and be part

of a community. It promote a sense of purpose through meaningful work taking place in the context of community.

Perhaps the most glaring challenge is the meaning of workplace spirituality itself. While the definitions of spirituality itself remain elusive in the literature (Giacalone and Jurkiewicz, 2003), the general thrust of workplace spirituality research has focused on individuals rather than organizations, examining such individual level concepts as spiritual well-being (Ellison, 1983; Moberg, 1984), spiritual distress (Kim et al., 1987), and spiritual development (Chandler et al., 1992). As the study of workplace spirituality is still in its infancy, the concept of workplace spirituality has yet to be clearly defined. In fact, three distinct conceptual understandings of workplace spirituality are possible.

Organizational Commitment, therefore, comprises of three components, namely, strong acceptance, participation and loyalty. It was even proposed that commitment was sometimes a better alternative construct to predict turnover intentions as opposed to job satisfaction. It is characterized by a belief in and strong acceptance of the company's values, norms and goals, the willingness to exert substantial effort for the well-being and prosperity of the organization, and a resilient aspiration to serve the organization with loyalty and commitment (Mowday et al., 1979).

Organizational commitment will be mediating variable in this research because organizations are a great human achievement, and work is the centre piece of most people's lives and inextricably impregnated in people's search for ultimate meaning and in order to perform better at work, workplace spirituality

and organizational commitment can be used to aims that, as long as this is done in a context of respect for the dignity of people (Mitroff, 2003). Organizational commitment restrict and decrease the freedom of action. The employee must involve while accepted the rule or commitment that already made with the organization. They must be loyal, and try to engage toward good organizational outcome. Organizational commitment also related with the employee behavior, occupation, the workgroup, representative employee bodies, and work itself that could be lead to the performance. When the commitment already created it mean the employees already have a bond with their organization. It can be form economic side, their job, their performance and many others factor.

Work performance is the most important studied in the organizational behavior and human resource management. It related with the activities that expected by the people and how well they execute that work which means work performance have same definition with whether a person perform a job well. Work performance is needed to measure how well the persons that are selected to do that job can fulfill the task which are given to them.

Borman and Motowidlo (1993) divided performance into task and contextual performance. Task performance was defined as the effectiveness with which job incumbents perform activities that contribute to the organization's technical core (Borman and Motowidlo, 1997). Contextual performance was defined as performance that is not formally required as part of the job but that helps shape the social and psychological context of the organization (Borman and Motowidlo, 1993).

Using role-based theory and identity theory to develop a theory-based, generalizable measure of performance. Role theory provides an explanation for why work performance should be multidimensional, and identity theory suggests how to determine which dimensions to include in a model of work performance

University of Andalas has a program in order to create character building which called Andalusian Character. Andalusian character divided into some categories which are empathy, honest, fair, responsibility, sincere, and patient. All of that type of character building in Andalusian character is implemented to the whole members in University of Andalas, not only for students but also for lecture, academic staff including for non-academic staff. So it become an interesting issue, is it non-academic staff in University of Andalas realize and implement that andalusian character as their commitment when they are worked? How they served the students even the lectures and do their job well that suite with andalusian character. It also give an impact to their work, their spirituality in workplace and it is including as their commitment when run their job.

In other hand, Yapa et al. (2014), and Seng and Wai (2015) that focused on non-academic staff matter found that, a phenomenon and a perception which said non-academic staff is not important element especially in the case in university. But in case, non-academic staff play an important role for running the learning process especially in university case. Not just in academic stuff but also in administration process needed even Lacy and Sheehan (1997) states that non-academic staff given the current rapid growth in the education system.

Because they believe non-academic staff is not too important, so sometime it make the person as non-academic staff don't get something that must they deserve to get it like appropriate treatment while running their job, respectfulness, environment condition and any other thing that related with their job. Because of these phenomenon, it could be affect the non-academic staff performance. The students and the academic staff that have more understanding, should support them to understand it. Their spirituality in workplace, their commitment while doing their job that affect their performance.

This phenomenon is interesting to be research. Based on that, researcher will analyze through discussion on title **“Organizational Commitment as Mediating Factor between Workplace Spirituality to Role-Based Performance (Case: Non-Academic Staff University of Andalas)”**

1.2 Problem Statement

Based on the background, this research questions formulated as follows:

1. How does the workplace spirituality give an effect on non-academic staff role-based performance in University of Andalas?
2. How does the organizational commitment as mediating factor give an effect on non-academic staff role-based in University of Andalas?
3. How does organizational commitment as mediating factor give an influence for workplace spirituality on non-academic staff role-based performance in University of Andalas?

1.3 Objectives of Research

Based on the problem statement above, the goal of this study is to obtain data and information that is appropriate for analyzing the data. Specially, the objectives of this research are:

1. To analyze the effect of workplace spirituality on non-academic staff role-based performance who work at University of Andalas
2. To analyze the effect of organizational commitment as mediating factor on non-academic staff role-based performance who work at University of Andalas
3. To analyze the impact of organizational commitment as mediating factor for workplace spirituality on giving the effect for non-academic staff role-based performance at University of Andalas

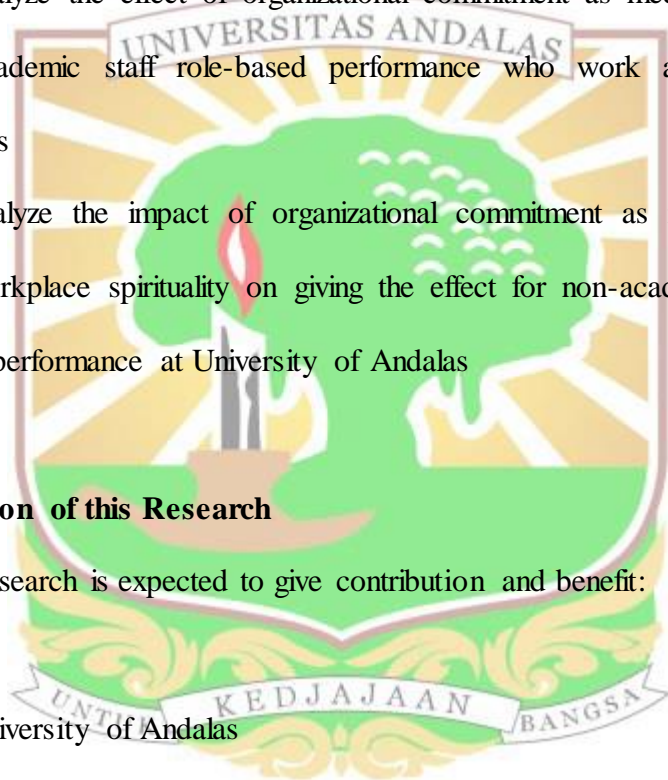
1.4 Contribution of this Research

This research is expected to give contribution and benefit:

1. For University of Andalas

It is expected that, this research can provide feedback to Andalas University in order to enhance their service and performance of their non-academic staff

2. For Non-Academic Staff Andalas University



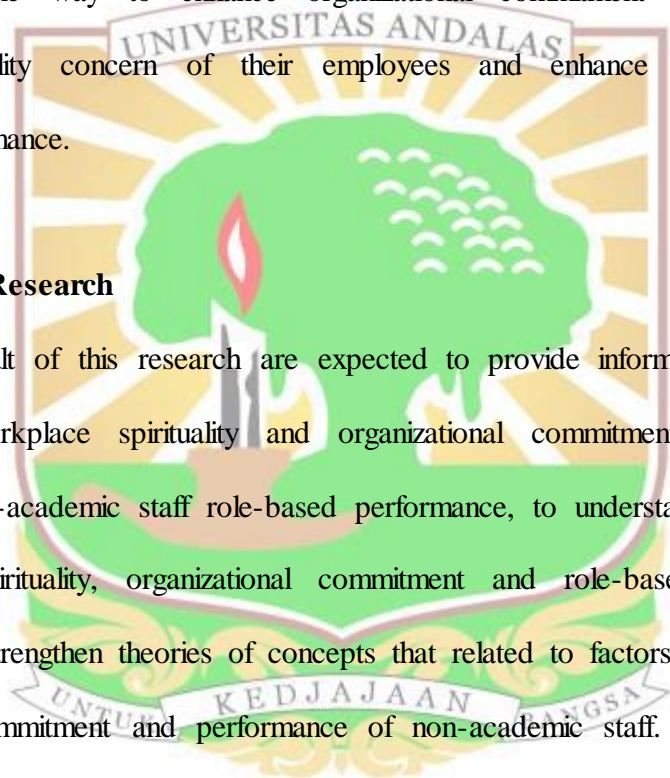
It is expected that, this research can provide feedback to Non-Academic staff at University of Andalas to evaluate their job and enhance their job performance while doing their job.

3. For Human Resource Management Department

As consideration for the human resources department in every institution even in company in the application of theory and concept appropriate to find the way to enhance organizational commitment and workplace spirituality concern of their employees and enhance their employee performance.

1.5 Scope of Research

Thus Result of this research are expected to provide information about the effect of workplace spirituality and organizational commitment as mediating factor on non-academic staff role-based performance, to understand variables of workplace spirituality, organizational commitment and role-based performance and also to strengthen theories of concepts that related to factors that influencing spirituality, commitment and performance of non-academic staff. The researcher limit the research context by focusing on University of Andalas.



1.6 Outline of Research

In order to make it easier and make moderate the forwarding of context for this research, it divided into five chapter, they are:

Chapter I Introduction. Containing the background of the problem, the formulation of the problem, the aim of the research, the benefits of research, the scope of research and systemic writing.

Chapter II Literature Review. Containing the theoretical foundation of the basic concept of store atmosphere, location and buying interest consumers, earlier research comes with the hypothesis.

Chapter III Research Methodology. Containing about the population and sample research, the technique of data collection, research variables and operational definitions, testing data and data analysis techniques.

Chapter IV Result and Discussion. Explaining about surveys result that consist of respondent characteristics, frequency of distribution of each variable, validity test, reliability test, and discussion about analysis the effect of workplace spirituality and organizational commitment on non-academic staff



performance in University of Andalas.

Chapter V

Conclusion, Limitation, and Recommendation.

On this chapter, researcher will explain about conclusion of research, suggestion of research, limitation of the research and recommendation for further research.

