

CHAPTER I

INTRODUCTION

1.1 Background

Spirituality in workplace is not a new phenomenon, nowadays organization encourage the development of spirituality in workplace, because they believe there is positive impact for organizational existence. An important trend in business in the twenty-first century is a focus on employee spirituality in the workplace (Shellenbarger, 2000). Workplace spirituality has been the subject of many business magazines, such as the cover story for both Business Week (Conlin, 1999) and Fortune (Gunther, 2001). In addition, there have been many books written about spirituality at work (Neal, 1997). More recently, academics have begun investigating spirituality in business. This growing body of literature on workplace spirituality has offered a number of insights, but it also has been criticized for lacking rigor or critical thinking (Gibbons, 2000).

The development of spirituality in workplace also recognized has a positive effect to organizational performance. The success of individual in the business of intellectual and emotional intelligence, referring to the high level of spiritual intelligence person (Wenning N, & Choerudin, 2015). For individual level, it also give positive impact as effort to satisfy individual needs in order to get work meaningfulness and serenity, also environmental needs to improve its self potentially. However, according to Garcia-Zamor (2003) & Sharabi (2009), a majority of employees wants to find meaning in their work. As a result, although

working people have desire to fulfil their spiritual requirement they are unable to do so because of time constraints. In response to this, many organisations started to focus on creating a work environment that brings a greater sense of meaning and purpose. Many corporations are encouraging the development of this new trend because they believe a humanistic work environment creates a win-win situation for both employees and the organisation (Garcia-Zamor, 2003). Various researchers (Chawla & Guda,2010; .Komla & Ganesh,2007; Rego & Cunah, 2007 & Pawar, 2009) have done empirical studies and found that workplace where spirituality is respected and motivated, their employees are more consistent, more satisfied, more committed, productivity is high and there is also low rate absenteeism as compared the wokplace where spirituality is not motivated and respected.

The expression of spirituality at work involves the assumptions that each person has his/her own inner motivations, truths and desires to be involved in activities that give greater meaning to his/her life and the lives of others (Ashmos & Duchon, 2000; Hawley, 1993). The quest for purpose in work is not a new idea. However, the spirituality view is that work is not just meant to be interesting or challenging, but that it is about things such as searching for deeper meaning and purpose, living one's dream, expressing one's inner life needs by seeking meaningful work, and contributing to others (Ashmos & Duchon, 2000; Fox, 1994; Neal, 1998). According to many studies, Spirituality can be any sense of connectedness, under-standing and satisfaction with in respect to not only our religion but also toward the people and oneself. Hungelmann (1985) has provided

better and most appropriate categories and properties of spirituality. These include transpersonal (relationship with God), interpersonal (relationship with friends and family etc) and intrapersonal (relationship with one's inner-self). Others described spiritual well being as expression of satisfaction with one life and perceive life to be meaningful (Moberg 1986).

Spirituality has been a major area of focus over the years. Many researchers have given different views on spirituality. Many of us believe that our strong interconnection with the hereafter and our God would be spirituality. The stronger our connection with our religion and our God, the stronger the spirituality within us. Workplace spirituality seems to have positive affect on the job satisfaction. Studies conducted by MvLaughlin (1998) emphasized on workplace spirituality as it increases the profitability of organizations by better performance. A satisfied employee makes them to be better performers. Therefore, spirituality at workplace tends to show better performance on being satisfied. The more the spiritual work environment, the more the positive working conditions and positive satisfaction. This finally results in increased job performance, job involvement, higher profits, organizational commitment, and success at large.

There are numerous social and economic changes and shifts in demographics of the workforce that have contributed to the growing interest of spirituality in the workplace. These contributing factors include layoffs, downsizing, mergers, increased employee stress and burnout, decline in job satisfaction, environmental pollution and energy crisis, technological advancements, unethical corporate behavior, workplace violence and threats of

terrorism, and unraveling of school and family.” In these turbulent times, it is only natural that workers turn to spirituality and religion for remedies, security, and inner peace,” (Wong, 2005).

Religion plays an important role in creating good feelings for employees. Despite the recognizable role religion plays in the lives of the general population (Hill et al, 2000), a stronger desire by workers to express their beliefs at work (Atkinson, 2000), much discussion and general interest, organization research have given very modest attention to religion and we still know very little about the religiosity affects people in the workplace (Day, 2004). Religiosity (also known as religiousness) can be succinctly defined as the strength of one’s connection to or conviction for their religion. However, this begs the obvious and more complicated question of what is religion. Religion is an organized system of beliefs, practices, rituals and symbols designed:

- A) to facilitate access to the sacred or transcendent (God, Higher power, or Ultimate truth/reality), and
- B) to foster an understanding of one’s relation and responsibility to others in living together in a community (Koenig *et al.* 2000, p. 18).

Managers and employees of labor all over the world are continually being faced with an important and crucial managerial problem that is job satisfaction among their employees. In the field of management, job satisfaction refers to an employee’s overall sense of well-being at work. It is an internal state based on assessing the job and job-related experience with some degree of favor or disfavor (Lockwood, 1976; cited from Nguni *et al.*, 2006). Based on Robbins (2003), Job

satisfaction as an employee tend to react negatively toward their job which caused withdraw of behavior and feeling the motivated toward their job function. Thus, job satisfaction is positive and negative feeling and attitudes the people hold about the job.

Bukittinggi is one of the largest cities in West Sumatera. This city also known as a tourist destination, one of most favorite travel destination is the Clock Tower (Jam Gadang), Which is a similiar to Big Ben, this city even very suitable applicant for sharia tourism, because the most majority society is muslim, according to the local government of Bukittinggi compared with the past year on 2017 the total tourist come to this city increased into a million people (www.JawaPos.com). it automatically makes a good opportunity in business condition specially for the sevice Business is Hotel, the Chef of PHRI Bukittinggi (the association of Indonesia's Hotel in Bukittinggi) Vina Kumala said, the Hotel in Bukittiggi must be ready to serve the occupants or tourists, she hopes the Hotel can give their best performance, with showing them our friendly culture to treat the guests (minangkabaunews.com). this statement related with the issued came up by the researcher. So In this research try to conduct the Spirituality and Religiosity as one of the important factor for the best performance which is to determine the success of the Hotel.

Hotel Pusako is one of the four-star hotels in Bukittinggi, they really concern with the performance of employee, the efforts doing by Hotel Pusako Manager in Bukittinggi regarding with achieving their goals are increasing the optimal performance of employee by satisfied them in work equalizing some intelligence

toward employee, it is not just about intellectual intelligence but also spiritual intelligence. Because that concepts of its intelligent as a worth investment which makes influenced employee performance.

In order to improve the quality of employees we try to make the employees be satisfied with their work by considering some spiritual aspect so that the employees feel that they have in the right place to work, and what they expect is the same as what they receive (HR Manager of Hotel Pusako Bukittinggi, MR, Surya). producing a perfect human which is smart, creative, prominent, dignified and skilled and has high character and personality, the hotel continuously give a space time for employee, so at the time the employees be peaceful and satisfied and they can act as a good employee in this Hotel so it surely has the impact to their performance. even the Hotel lately trying periodically held an religious event and islamic seminar by inviting a famous Ustad or cleric in order to fulfill faith needs and adding more event regarding with religiosity to meet the best of best performance. (Surya Samudra, HR Manager of Hotel Pusako Bukittinggi). Based on that issue and the conceptualization, this research will investigate and analyze the topic of the thesis with the title: **Job Satisfaction as Mediating Effect On The Impact Of Workplace Spirituality And Religiosity Toward Employee's Job Performance**

1.2 Problem Statement

The research questions addressed in this study are:

1. How does the the workplace Spirituality and Religiosity affect to employee job performance at Hotel Pusako Bukittinggi?
2. How does the workplace Spirituality and the Religiosity affect to employee job satisfaction at Hotel Pusako Bukittinggi?
3. How does the Job Satisfaction affect to Empolyee Job Performance at Hotel Pusako Bukittinggi?
4. How does the Job Satisfaction mediate the impact of the workplace Spirituality to Job Performance?

1.3 Objective of the reaserch

This research intended to analyze and investigate the impact of Spirituality, Religiosity and Job Satisfaction toward job performance:

1. To determine the impact between the workplace Spirituality and Religiosity toward employee's Job Performance at Hotel Pusako Bukittinggi.
2. To determine the impact between the workplace Spirituality and Religiosity on Job Satisfaction among employees in Hotel Pusako Bukittinggi.
3. To determine the impact of Job Satisfaction to employee's job performance among employees in Hotel Pusako Bukittinggi.
4. To determine the effect of job satisfaction as mediating in the impact of Workplace Spirituality toward Employee's job performance at Hotel Pusako Bukittinggi.

1.4 Contribution of the research

Contribution of this research are:

1. Organization

To give contribution and input to Hotel Pusako Bukittinggi about the effect of workplace spirituality, religiosity and Job Satisfaction to employee job performance. Therefore, it will help the company increase consumer desires to stay in this Hotel and visiting again in the Future

2. Researcher / student

This research hoped that can be useful as reference for subsequent researcher, who is interested in conduct researcher related to similar problem. This research can be used by researchers as a reference for the next research so that they can conduct a further research about this topic but with a different problem, approach, methodology, and analysis.

1.5 Scope of the research

Based on the problem statement, this research will be limited to explain and analyze the effect of spirituality, religiosity and employees job satisfaction toward employee's job performance in Hotel Pusako Bukittinggi.

1.6 Research Outlines

In consideration of moderating the content, this research will be divided into five chapter:



CHAPTER I. Contains about background of the research, problem statement, objectives, contribution of research, research scope and research outlines

CHAPTER II. This chapter contains the literature, theory, last research related with this research. This chapter also contains the literature that evaluate the variables of this research, which are trusting beliefs, trusting intentions, and purchase intentions. This chapter also contains the theoretical framework of this research.

CHAPTER III. This chapter contains the explanation about research method which are research design, population, and source of sample, type of data and variable measurement, research variables, operational definition, data analysis, test of instrumental, structural model test, and hypothesis testing.

CHAPTER IV. This chapter contains the explanation about result and consists of characteristic of respondent, descriptive analysis, structural measurement of the job satisfaction as mediated affect on the impact of workplace spirituality and religiosity toward job performance.

CHAPTER V. This chapter explains about conclusion of research, implication, limitation and recommendation further research.



