

Notification No: F.NO. COE/Ph.D/ (Notification)/560/2024

Date of Notification: 14/06/2024

Name of the Scholar: Monika

Student ID: 20169271

Name of the Supervisor: Prof. Devender Kumar Dhusia

Department- Department of Commerce & Business Studies, Faculty of Social Sciences, Jamia Millia Islamia

Topic of Research- Influence of Spiritual Work Environment on Employees' Job Satisfaction

Keywords: Workplace Spirituality, Job Satisfaction, Organisational Trust, Job Stress, Spiritual values, Service sector

Research Findings

The key findings from the study demonstrated that the significant effect of Workplace Spirituality on Organisational Trust shows that the aspects of meaningful work, sense of community, and value alignment when considered from the perspective of person-environment fit affects the perception of Organisational Trust in employees. Interpersonal trust is one of the crucial aspects of superior-subordinate relationships and intra-team relationships have time and again been a part of employees' work satisfaction.

The findings of this study show that the impact of Workplace Spirituality on the job- stress is negative and significant in the service sector employees. The service sector employees especially private sector employees are stressed because of continuous pressure from seniors and management, frequent layouts, and organisational politics and when the element of value alignment and interconnectedness are infused by the team leaders and superiors, it decreases the Job Stress in employees. When talked about mediation, both Organisational Trust and Job Stress mediates the relationship of Workplace Spirituality and Job Satisfaction but partially. The relationship of Workplace Spirituality and Job Satisfaction remained significant in the presence of both the mediators.

Further Multi-group Analysis was used to check the moderation of demographics on the hypothesized paths. The public and private service sector industries did not have any major difference in the hypothesized paths except for the relationship between Organisational Trust and Job Satisfaction. The results indicated that Organisational Trust plays a stronger role in enhancing the Job Satisfaction of employees in private sector employees as compared with public sector employees. The moderating effect of gender did not show any significant effect on hypothesized paths. In the case of Graduation- Post graduation, only one hypothesized path came out to be significant. The impact of Job Stress on Job Satisfaction is perceived differently by graduate and post-graduate employees. In the case of employees with Post-Graduation and Doctorate qualifications, the only significant moderation can be seen on the hypothesized path of Organisational Trust and Job Satisfaction. In the case of employees with Graduation- Doctorate qualifications, the only significant moderation can be seen in the Organisational Trust and Job Satisfaction path.

The purpose of the study was to thoroughly and theoretically investigate the relationship between spirituality at work and the Job Satisfaction of employees. Two potential mediators (i.e., Organisational Trust, and Job Stress) were taken into consideration and integrated into the model. This made it possible for the researcher to empirically examine the mediating effects of the two mediators—both collectively on Job Satisfaction. The new study's thorough and integrated methodology makes it very evident how Workplace Spirituality affects employees' Job Satisfaction. In terms of methodology, this study advances the field by utilising a multiple mediation technique to examine Job Satisfaction, as opposed to earlier studies that frequently used regression analyses or structural equation modelling. Multiple mediation analysis can simultaneously assess several indirect effects. This allows for the determination and comparison of the mediating effects of several potential mediators.