

A STUDY OF SPIRITUALITY IN A PUBLIC SECTOR BANK IN RAJASTHAN.

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ABSTRACT -Spirituality is ending up increasingly a well known field of enthusiasm for administration. Spirituality in administration is about individuals sharing and encountering some basic connection, fascination, and fellowship with each other inside their work unit and association in general. Administrations tend to utilize all the more frequently criteria that identify with connectedness to others in the public eye and connectedness to individual qualities together with business execution criteria in seeking after development and advancement openings. The motivation behind this investigation is to decide if the association, a main open division bank in India, is a profound working environment and the representatives are profoundly satisfied at work, while living the center estimations of the bank The outcomes show that the representatives trust the bank to be an otherworldly work environment and they are profoundly satisfied at work and appear to experience the qualities. The discoveries of this examination give a chance to evaluate the representative fulfillment inside the association and to decide the interface between spirituality at work and representative fulfillment and also the connection between spirituality at work and living the bank's center qualities. Additionally, it is trusted that the outcomes could be duplicated over the bank's whole organize, receiving the favorable circumstances and rewards of an otherworldly working environment

Key Words: - Spirituality, Spirituality in Management, Spiritual Audit, Spiritual workplace, Spiritual fulfillment, Workplace Spirituality

INTRODUCTION

CONCEPT OF SPIRITUALITY

There are more than seventy definitions, and still, there is no widely accepted definition of spirituality [2]. The term "spirituality" comes from the Latin word "spiritus" or "spiritualis" that means breathing, breath air or wind. Spiritus is defined as "an animating or vital principle held to give life to physical organisms". This implies spirit is the life force that inhabits us when we are alive and breathing [3]. Howard [4] concluded spirituality encompasses the way an individual lives out his or her sense of interconnectedness with the world through an ability to tap into deep resources. It encompasses truth, service, and wholeness. It is about self awareness and unity. Spirituality, as defined by Ian and Elizabeth [5] is "the basic feelings of being connected with one's complete self, others and the entire universe" "Spirituality can refer to an ultimate or immaterial reality, an inner path enabling a person to discover the essence of their being; or the deepest values and meanings by which people live" [7]. However, according to Michael [6], the spirituality usually involves the following:

- An experience of love and connection to the world and others
- Recognition of the ultimate unity of all being, and through that, of the preciousness of the earth and the sanctity of every human being on the planet.
- A conviction that the universe is not negative or neutral but tilts toward goodness and love.
- A joyous and compassionate attitude towards oneself and others.
- A deep trust that there is enough for all and feeling of fairness towards equality in distribution.
- A sense that the world is filled with a conscious spiritual energy that transcends the categories and concepts that govern reality and inclines the world towards freedom, creativity, goodness, connectedness, love, and generosity.
- A deep inner knowing that our lives have meaning through our innermost being as manifestations of ultimate goodness of the universe.

Work Spirituality

Work Spirituality has been demonstrated a purified and favored elusive resource for an authoritative long haul advancement and survival. The reasoning of spirituality wins Gods esteems at working spot i.e. peace, love, mind, affection, interconnectedness and affiliation which resultantly construct a solid association among representatives and their associations. The work spirituality is a determinant of emotional hierarchical responsibility as it alters worker's conduct and comprehension towards work, subsequently making a solid affiliation and a feeling of wholeness among them.

As per Aydin and Ceylon (2009) spirituality states the effect on learning capacities of representatives with the earlier association of warmth, care and steadfastness which impacts their profitability as well as builds the level of authoritative responsibility. The profound qualities are discovered very noteworthy in updating representatives ethical quality, conduct helping them in fortifying their association with the association. Mario, Frederick, and Geroy (2009) are of the see cap profound initiative advances greatness by the successful exhibition of warmth, care and compassion towards devotees and helping them in procedure

of significance creation which accordingly builds up a solid inward association with work put making them more dedicated, connected and steadfast with the associations. The more grounded is the profound culture more grounded will be the full of feeling hierarchical duty.

SPIRITUALITY & MANAGEMENT

There's an extensive variety of vital viewpoints about spirituality in administration. A few people say that it basically typifies their own estimations of genuineness, respectability, and great quality work. Others say it's treating their associates and workers in a capable, mindful manner. For other people, it's partaking in profound examination gatherings or utilizing supplication, contemplation, or instinctive direction at work. What's more, for a few, it's making their business socially capable by the way it impacts nature, serves the network or makes a superior world. When all is said in done, enter profound qualities grasped in a business setting incorporate uprightness, genuineness, responsibility, quality, collaboration, benefit, instinct, reliability, regard, equity, and administration. A few researchers have been endeavoring to answer the inquiry why spirituality matters to the business world. Krishnakumar and Neck [8] offer two clarifications for this. To begin with, the significance of work has changed and individuals invest more energy at work than before. So individuals don't just jump at the chance to encounter spirituality in their own life yet additionally at their work. Second, there is an assent among analysts that spirituality has a few advantages to the association. The advantages uncover a constructive connection between i) work environment spirituality and individual imagination ii) work environment spirituality and responsibility to hierarchical objectives iii) work environment spirituality and genuineness and trust inside associations iv) Workplace spirituality and a feeling of individual satisfaction.

Karakas presents three alternate points of view on how spirituality underpins hierarchical execution in view of the surviving writing: a) Spirituality upgrades representative prosperity and personal satisfaction; b) Spirituality gives representatives a feeling of reason and significance at work; c) Spirituality gives representatives a feeling of interconnectedness and network. The key results that everybody can profit by spirituality in administration are:

- Boosts confidence - Engaging in honed that help soul in the working environment can inspire the spirits of everybody included.
- Influences fulfillment - Since the soul in work environment urges every person to bring the entire self to both work and home, it expands fulfillment level in the two zones.
- Strengthens responsibility - Being lined up with an association that encourages the embodiment of which you are empowers you to feel and show a colossal feeling of faithfulness.
- Increases profitability - When you feel a more prominent feeling of association with your work, you are more inspired to deliver great work which thus expands in general efficiency.
- Improves the primary concern - Organizations which incorporate spirituality, really increment the monetary main concern. These associations trust that spirituality could at last be the best upper hand.

As per Corinne, bringing morals and otherworldly qualities into the working environment can prompt expanded efficiency and benefit and in addition representative maintenance, client steadfastness, and brand notoriety. An examination done at the University of Chicago by Curtis and distributed in Management Accounting found that organizations with a characterized corporate pledge to moral standards improve the situation monetarily than organizations that don't make morals a key administration part. Business Week magazine gave an account of late research by McKinsey and Company in Australia that discovered efficiency enhances and turnover is incredibly lessened when organizations take part in programs that utilization otherworldly strategies for their workers. As per Ian and Elizabeth [5], the issue of whether spirituality and benefits are good targets is unquestionably significant for anybody in business. The confirmation, albeit constrained, demonstrates that the two goals might be especially perfect. In inquiring about organizations for his book, A Spiritual Audit of Corporate America, Ian and Elizabeth [5] found that "spirituality could be a definitive upper hand".

Review of Literature

Spirituality is found in the dominant part of standard writing as an approach to discover significance in work, an implying that expands more distant than financial gain. Spirituality is about individuals who see themselves as energetic creatures, whose soul needs invigorating at work. Broad writing audit demonstrates that spirituality is winding up increasingly a prominent field of intrigue. In the course of the most recent decade, researchers report a relentless increment of enthusiasm for spirituality at work issues among administration scientists and experts. Howard notices "the blast of enthusiasm for spirituality as another measurement of administration... likely the most huge pattern in administration since the 1950s." Wagner and Conley proposed that there has been "an authoritative fourth wave", alluding to an outcome of Toffler's innovative third wave and they called this as "the profoundly based firm". Karakas [18] has solely investigated around 140 papers in the writing on working environment spirituality.

Spirituality all in all, and in the work environment specifically, has turned into an imperative theme as of late, coming to even the first page of the Wall Street Journal says Miller. An investigation detailed by Ian and Elizabeth [9] in MIT's Sloan Management Review inferred that, "Individuals are ravenous for manners by which to hone their spirituality in the work environment without culpable their colleagues or causing sharpness". Business Week detailed that 95% of Americans dismiss the possibility that an enterprise's solitary reason for existing is to profit. 39% of U.S. speculators say they generally or every now and again keep an eye on business practices, qualities and morals before contributing. The Trends Report found that 75% of buyers surveyed say that they are probably going to change to brands related with a decent aim if cost and quality are equivalent.

Research Design

The Organization at which this study was conducted is India's largest bank. State Bank of India (SBI) is an Indian multinational, public sector banking and financial services company. It is a government-owned corporation headquartered

in Mumbai, Maharashtra. The company is ranked 216th on the Fortune Global 500 list of the world's biggest corporations as of 2017. It is the largest bank in India with a 23% market share in assets, besides a share of one-fourth of the total loan and deposits market. This research was undertaken in one of the main branches of the bank situated in Ajmer in state of Rajasthan. Main reason to select this branch was the relation of researcher with the top management. Also this branch provides every type of solution related with banking, insurance, mutual fund and Internet banking. Result of this study can be implemented on other branch of this bank.

Sample Design

For this study, non probability convenience sampling was used as all the sample was selected non random. Total 80 samples of employees were taken.

Research Objective

The motivation behind this investigation is to direct a profound review in the part of a main open division bank in India with a view to evaluating the effect of otherworldliness in the work environment through the points of view of representatives and the examination involves the accompanying two destinations viz.:

- To decide if the part of the bank under examination is a Spiritual working environment or not.
- To discover whether the representatives of the bank are Spiritually satisfied at work and living the center estimations of the bank.

Research Questions

The aim of this study is to explore answers to the following key research questions:

- Does a bank provide an atmosphere of a spiritual workplace?
- Do employees of the SBI feel spiritually satisfied at work and living the values

Research Design

This is study is basically field study based in which survey method was used for collecting primary data. Primary data was collected through well structured questionnaire. Secondary data was collected through journal, Books, Websites and news papers. Questionnaire was distributed among all the employees of particular branch in which 20 employees was unable to answer due to some reasons. Sample of 80 employees were taken for the research.

Results & Discussions

Administrative staffs and the reactions acquired in a normal way. After investigation of the surveys, some were dismissed because of fragmented reactions. At long last, the finished polls were utilized for the present investigation. Test statistic attributes are appeared in Table-1.

Part I of Questionnaire is about demographic characteristics of respondents –

	Description	Respondents	Percentage
Gender	Male	52	65
	Female	28	35
Marriage	Married	64	77.5
	Single	16	22.5
Age	25-40	32	40
	41-50	24	30
	50+	24	30
Status	Senior Level	24	30
	Middle Level	56	70
Education	High School	8	1
	Graduate	16	20
	Post Graduate	56	70

As per the above table, we have seen the most of repondents are male as they dominate with 65 % in total sample. Most of the married respondents are working in bank. This branch also have younger workforce lies within 25-50 age group. When we talk about status, middle level people dominate with 70 %. Most of the repondents are well educated with post graduate degree.

In part – II of questionnaire respondents were asked about their workplace spiritulatiy [1]

Sr. No	Proclamation portraying work environment	Not at All	Very Seldom	Sometimes	Very often	All the time	No response
1	The working environment is a protected situation creating a positive and lovely atmosphere	6	10	17	33	14	-
2	There exists a climate of trust in the working environment	5	20	25	20	10	-
3	The administration takes great care of the workers	6	9	17	26	22	-
4	There is resilience for assorted variety of individuals and contrasts	5	13	27	25	10	-
5	The distinctions in culture, identities and aptitudes are regarded esteemed and utilized	7	12	19	29	12	1
6	There is an administration introduction in the work environment	10	19	24	21	6	-
7	There is vitality, fun and inventiveness in the working environment	-	17	40	21	3	-
8	There is a feeling of shared qualities and regular reason for motivation and inspiration	5	10	20	26	19	-

As per above given data given by respondents, most of the respondents think that work atmosphere of bank is good for working. When we talk about trust at workplace most of the respondents go for sometimes and few go with very often. When question is asked about resilience most of the people gave positive answer. In this bank culture, identities are regarded esteemed with management introduction at work environment. As per the respondents work environment of bank is inventiveness and feeling of shared qualities is also there.

In part –III of Questionnaire respondents were asked about Spirituality satisfaction at work [1]

Sr. No	Proclamation portraying work environment	Never	Occasionally	Sometimes	Often	Almost always	No response
1	Feel excited about work	2	3	20	28	27	-
2	Feel a feeling of weightiness and satisfaction at work	5	7	12	24	37	-
3	Feel really dedicated to work	1	7	21	25	25	1
4	Feel stimulated and appreciate doing work	1	13	22	22	22	1
5	Feel enabled in work	2	7	19	30	22	2-
6	Feel making profitable commitment in work	2	7	23	24	24	-
7	Encountering professional stability	-	1	22	24	32	1
8	Feel the potential is perceived and utilized adequately at work	1	4	19	33	21	2

As per the above table all the employees of this bank is all about satisfy with their work experience with this bank. As most of the respondents feel excitement, satisfaction, dedicated and utilized.

The findings of this study enable the bank to assess the employee job satisfaction within the organization confirming the link between spirituality at work and employee satisfaction as well as the link between spirituality at work and living the bank's core values

Conclusion

The objective of this study was to determine whether the bank is a spiritual work place and the employees feel a sense of spiritual fulfillment at work and living the values. The results have shown that the bank, as a workplace, is a spiritual workplace as characterized by the sixteen indicators measured in this study.

Employees of the bank have affirmed that they feel a sense of fulfillment at work spiritually and demonstrated that they are living the values. The findings of this study provide an opportunity to assess the employee satisfaction within the organization and to determine the link between spirituality at work and employee satisfaction as well as the link between spirituality at work and living the bank's core values. Also, it is believed that the results could be replicated across the bank's entire network, reaping the advantages and benefits of a spiritual workplace.

Based on the study, following recommendations are proposed for organizational implementation:

- The bank should make efforts to help employees feel comfortable expressing themselves and it is important to encourage people to maintain balance between work and personal values.
- Employees must be cared for and counseled in order to increase their satisfaction in the organization based on the spirituality aspects identified as per the study.
- The management team should exercise initiatives and strive hard to implement spiritual practices at all levels of the organization in other branches of the banking network.
- The management should arrange spirituality related coaching classes/courses such as 'Art of living', yoga and meditation classes, attending seminars/conferences for their employees to learn and enhance their knowledge and benefits of spirituality in management.
- The leadership need to show their employees that they are valued based on who they are as an individual rather than what they can do for the bank.
- Efforts should be made to include spirituality as a subject in management training programs of the bank

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