A STUDY ON RELATIONSHIP BETWEEN SPIRITUAL INTELLIGENCE AND JOB SATISFACTION AMONG EMPLOYEES WITH REFERENCE TO IT EMPLOYEES IN COIMBATORE CITY

1st Jayasurya .D, 2nd Dr.Abirami.V

[1] Research scholar, 2 professor
[1] Dept. of Management Studies,
[1] Dr. N.G.P. Arts and Science College, Coimbatore, India

Abstract - The study aims to investigate the relationship between spiritual intelligence and job satisfaction among IT employees in Coimbatore city and determine if spiritual intelligence can predict job satisfaction among this population. The study uses a descriptive research design and probability sampling method with a sample size of 150 IT employees from a single company. Primary data collection methods including questionnaires and interviews are used to gather information on employees' perception of spiritual intelligence, job satisfaction, and demographic variables. The study finds that there is a significant correlation between spiritual intelligence and job satisfaction among IT employees in Coimbatore city and that spiritual intelligence can serve as a predictor of job satisfaction. The study's limitations include a small sample size, the possibility of bias in collecting data, and the limited scope of the study to one company. The study's findings could be beneficial to the company in decision-making processes regarding employee job satisfaction and spiritual intelligence.

INTRODUCTION

The present study entitled "Relationship between spiritual intelligence and job satisfaction among employees with reference to KPR cars Volkswagen" is intended to measure the levels of spiritual intelligence, job satisfaction and life satisfaction among employees working in KPR cars Volkswagen (operational, middle and top level managers) working with the company. The study also intends to find out the impact of spiritual intelligence on job satisfaction and life satisfaction, the nature and extent of relationship between spiritual intelligence (independent variable) and job satisfaction (dependent variable), between spiritual intelligence (independent variable) and life satisfaction (dependent variable) and also the nature and extent of relationship between job satisfaction (independent variable) and life satisfaction (dependent variable).

SPIRITUAL INTELLIGENCE

SI is a widely used phrase to describe perceptions, motivations, capabilities, abilities and cognitions. The two classical concepts of spirituality and intelligence are well blended in a single modern concept, viz., spiritual intelligence, without having much to do with either spirituality or traditional concept of intelligence. Spirituality on its own refers to the search for and experience of the sacred, ultimate meaning, higher-consciousness and transcendence; SI emphasizes the abilities that draw on such themes to predict functioning and adaptation. Therefore, just as EI is different from emotionality, SI is different from spirituality, spiritual experiences and spiritual beliefs. Spiritual intelligence has wide range of applications in psychology (health psychology, transpersonal psychology), sociology, new age science, neurotheology and increasingly in the field of work psychology.

As mentioned above, compared to rational intelligence and emotional intelligence, spiritual intelligence is a new construct in the field of human psychology. In the early part of twentieth century, Intelligence Quotient (IQ) which spoke of rational intelligence, was given a lot of importance with Stanford and Bennett's scale to measure intelligence quotient of a person. More recently, emotional intelligence, measured in terms of Emotional Quotient (EQ), was identified as a prime requirement for the effective use of rational intelligence. Now there exists much scientific data that points to the presence of spiritual intelligence measured in terms of Spiritual Quotient (SQ), the ultimate intelligence that serves as a necessary foundation for the effective functioning of both IQ and EQ. Thus, growing literature and collective evidences throw light into the fact that there exists a third 'Q'-'SQ" or Spiritual Intelligence.

Spiritual intelligence is the ability to respond to any given situation through the use of pure intuitive logical thought to empower the best use of body/ mind/ spirit complex which is a holistic view of this emerging concept. Pure means without resistance; intuitive means a person already knows the answer/ response; logical means it has identifiable repetitive patterns; thought means it is a function of one mind. Levin opines that there is not any new parcel of knowledge that people have to learn. It is almost as if knowledge or information has little to do with spiritual intelligence. But, there is a new approach; a new way of understanding and acting that one must find. This is the approach of spiritual intelligence.

INTRODUCTION TO JOB SATISFACTION:

Job satisfaction is one of the important factors which have drawn attention of managers in the organization as well as academicians. Various studies have been conducted to find out the factors which determine job satisfaction and the way it influences productivity in the organization. Though there is no conclusive evidence that job satisfaction affects productivity directly because productivity depends on so many variables, it is still a prime concern for managers.

Job satisfaction is the mental feeling of favorableness which an individual has about his job. Durbin's has defined job satisfaction in terms of pleasure and contentment when he says that:

"Job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If dislike your job intensely, you will experience job dissatisfaction."

The study explores the relationship between spiritual intelligence and job satisfaction among IT employees in Coimbatore city. Spiritual intelligence refers to an individual's ability to understand and utilize spiritual and emotional aspects of life to solve practical problems. Job satisfaction, on the other hand, refers to an individual's level of contentment with their job and work environment. The study aims to investigate whether there is a positive correlation between spiritual intelligence and job satisfaction among IT employees and whether spiritual intelligence could serve as a predictor of job satisfaction. The findings of this study could provide insights into the factors that contribute to employee well-being and satisfaction in the workplace. Thus the study is to analyses the relationship between spiritual intelligence and job satisfaction among employees with reference to it employees in Coimbatore city.

STATEMENT OF PROBLEM

Despite the growing recognition of the importance of spiritual intelligence in the workplace, there is limited research on the relationship between spiritual intelligence and job satisfaction among IT employees in Coimbatore city. The study aims to address this gap in the literature by investigating the relationship between spiritual intelligence and job satisfaction among IT employees in Coimbatore city, and to determine if spiritual intelligence can predict job satisfaction among this population. Specifically, the study aims to answer the following research questions:

- What is the level of spiritual intelligence among IT employees in Coimbatore city?
- What is the level of job satisfaction among IT employees in Coimbatore city?
- Is there a significant correlation between spiritual intelligence and job satisfaction among IT employees in Coimbatore city?
- Can spiritual intelligence serve as a predictor of job satisfaction among IT employees in Coimbatore city?

OBJECTIVES OF THE STUDY

- To study about the demographic profile of the respondents.
- To evaluate the perception of employees towards factors related to spiritual intelligence of the employees working with the company.
- To analyses the level of satisfaction of the employees towards activities of the company.
- To find the impact of spiritual intelligence towards job satisfaction.

SCOPE OF THE STUDY

The main scope of the study is that it will help the company to know the perception of employees about spiritual intelligence and job satisfaction which will help them towards decision making process in future period of time.

RESEARCH METOHDOLOGY

Research design: The research design used for the study is the descriptive research design. In this design structural information is used to gather information.

Sampling method: The two major methods are probability and non-probability sampling technique. The study requires probability method since the sample was chosen or random. Hence the study was dealt with sample random tool, which is one of the most popular method sampling.

Sources of data

Primary data collection:

Primary data are those, which are collected afresh and for the first time and thus happen to be original in character, questions and interviews methods were acceded to collect primary data by visiting the factory premises and various departments in it. It was collected from the employees working in the factory. By using both the questionnaire method and interview method. The researcher would gather information from the employees who was not willing or who did not have time for or who was shy about it.

Tools for data collection:

Survey method: The most widely used technique of gathering primary data is the survey method. The sources interviewed personally at the place of work and also with questionnaires. It is a direct and more flexible form of investigation involving face- to-face communication and through recorded questionnaires filled with personality. The information is qualitative, quantitative and accurate. The rate of refusal is low; it offers a sense of participation to the respondents. It usually leads to a broader range of data than observation on experimental methods. The data collected is tabulated and interpreted to draw conclusion.

Field work: It is an important method of data collection. The questionnaire is used for interviewing the respondents. Additional questions (Personal interviews) can be used to secure more information. The respondents are interviewed in the factory.

Secondary data collection: It is collected from the internal records of the company such as library records, trade journals, various manuals of the company, various training programs previously conducted and it's responds etc.; It is also conducted from the officials of the pursued department in the factory. Secondary data provides a better view of the problem study many magazines, tools and other references were also mean important in this study.

Sample size: 150 employees working with various departments of the company.

LIMITATIONS OF THE STUDY

- The sample size is limited to 150.
- There may be bias in collecting the data from the respondents.
- The area of study is limited to one company.

ANALYSIS AND INTERPRETATION

Demographic variables of the respondents

Demographic variables	Particulars	Frequency	Percent
	Male	86	57.3
	Female	64	42.7
Gender	Total	150	100
	Below 25 years	56	37.3
	25-35 years	94	62.7
Age	Total	150	100
	Married	110	73.3
	Unmarried	40	26.7
Marital Status	Total	150	100
Qualification	UG	92	61.3

	PG	32	21.3
	Professional	26	17.3
	Total	150	100
	Senior Level	53	35.3
	Middle Level	53	35.3
	Junior Level	44	29.3
Job level	Total	150	100
	Rs.10,001 – Rs.20,000	50	33.3
	Rs.20,001 –Rs.30,000	19	12.7
Income	Rs.30,001 - Rs.40,000	57	38
	Above Rs.40,000	24	16
	Total	150	100

The table provides the demographic information of the 150 respondents.

Gender: The majority of the respondents were male (57.3%), while 42.7% were female.

Age: The age of the respondents was categorized into two groups. The majority of the respondents (62.7%) were between 25-35 years of age, while 37.3% were below 25 years of age.

Marital Status: The majority of the respondents (73.3%) were married, while 26.7% were unmarried.

Qualification: Among the respondents, 61.3% had an undergraduate (UG) degree, 21.3% had a postgraduate (PG) degree, and 17.3% had a professional degree.

Job level: The respondents were categorized based on their job level. 35.3% of the respondents were in senior-level positions, while another 35.3% were in middle-level positions, and 29.3% were in junior-level positions.

Income: The income of the respondents was categorized into four groups. The highest percentage of respondents (38%) had an income of Rs.30,001 - Rs.40,000, followed by 33.3% of respondents having an income of Rs.10,001 – Rs.20,000. Only 16% of the respondents had an income above Rs.40,000.

DESCRIPTIVE STATISTICS FOR TRUTH

	N	Mean	Std. Deviation
Employee have faith and confidence that things will work out for the best	150	1.63	1.058
Employee mind wanders away from what employee is doing	150	1.90	.880
Employee tend to think about the future or past without attending present	150	2.08	1.383
Employee driven and ruled by fears	150	1.27	.539
Being right is important to the employee	150	2.46	.682
Employee don't know how to just be himself in interaction with others	150	2.20	.912
Employee want to treated as special	150	2.83	1.880
Even when things are upsetting and chaotic around employee, they remain centered and peaceful inside	150	1.03	.230
Valid N (list wise)	150		

The above table shows the descriptive statistics towards truth with reference to spiritual intelligence. It shows that the respondents said almost every time they have faith and confidence in things which will work out for the best(1.63),also said that almost every time their mind wanders away from what they are doing(1.90), almost every time they are driven and ruled by fears(1.27), almost every time they remain centered and peaceful inside even when things are upsetting and chaotic around them(1.03), Employees said every time they tend to think about the future or past without attending present(2.08), every time being

right is important to the employee(2.46), every time they don't know how to just be themself in interaction with others(2.20), every time they want to treated as special(2.83).

GRACE

	N	Mean	SD
Even when employee seem to have very few choices, employee feels free	150	2.93	1.602
Employee brings a feeling of joy to the activities	150	4.39	.842
Employee notices and appreciates the sensuality and beauty of the daily life	150	4.33	.946
Employee find ways to express the true self creatively	150	4.39	.842
In daily life , Employee is disconnected from nature	150	4.39	.842
Employee remember grateful for the abundance of positive things in the life	150	4.33	.946
Employee feels life is a gift, and trying to make the most of each moment	150	4.39	.842
Employee actions are aligned with the values	150	4.48	.800
Valid N (list wise)	150		

The above table shows the descriptive statistics towards Grace with reference to spiritual intelligence. It shows that the respondents said every time they are feeling free even when they seem to have very few choices(2.93), employees said they never bring a feeling of joy to the activities(4.39), said they never notices and appreciates the sensuality and beauty of the daily life(4.33), They never find ways to express the true self creatively(4.39), never disconnected from nature in daily life(4.39), employee never remember grateful for the abundance of positive things in the life(4.33), never feels life is a gift, and trying to make the most of each moment(4.39), and also said their actions are never aligned with the values(4.48).

MEANING

	N	Mean	SD
Employee searching for a meaningful life	150	4.35	.714
Employee work is in alignment with the grater purpose	150	4.31	1.023
In daily life, Employee feels the work is in service to the larger whole	150	4.44	.855
Employee derives meaning from the pain and suffering in the life	150	4.07	1.038
Employee sees advancing in career as the main reason to do a good job	150	4.45	1.053
Valid N (list wise)	150		

Interpretation

The above table shows the descriptive statistics towards Meaning with reference to spiritual intelligence. It shows that the respondents said they never search for a meaningful life (4.35), employee work is never in alignment with the grater purpose (4.31), they never feels like their work is in service to the larger whole (4.44), employee never derives meaning from the pain and suffering in the life (4.07), and they never sees advancing in career as the main reason to do a good job (4.45).

Comparison between educational qualification and level of acceptance towards the spiritual intelligence

Ho1: There is a significant difference between educational qualification and level of acceptance towards the spiritual intelligence

		N	Mean	SD	F	Sig
Truth	UG	92	1.89	0.352		
	PG	32	2.08	0.321	3.374	0.037
	Professional	26	1.88	0.473		
	Total	150	1.93	0.375		
Grace	UG	92	4.11	0.841		
	PG	32	4.33	0.362	3.640	0.029
	Professional	26	4.50	0.449		
	Total	150	4.22	0.719		
Transcendence	UG	92	3.98	1.108		
	PG	32	4.03	0.866	0.700	0.498
	Professional	26	4.27	1.279		
	Total	150	4.04	1.092		
Consciousness	UG	92	4.28	0.661		
	PG	32	4.43	0.486	4.374	0.014
	Professional	26	4.67	0.500		
	Total	150	4.38	0.616		
Meaning	UG	92	4.32	0.784		
	PG	32	4.35	0.703	2.190	0.116
	Professional	26	4.66	0.592		
	Total	150	4.39	0.743		

There is no significant difference between educational qualification and Truth (0.037), Grace (0.029), Consciousness (0.014) with reference to spiritual intelligence.

There is a significant difference between Transcendence (0.498), and Meaning (0.116) and educational qualification with reference to spiritual intelligence.

Truth

The respondents who have completed their UG (1.89), and Professional degree (1.88) said almost every time, and who completed PG (2.08) said every time towards truth with reference to spiritual intelligence.
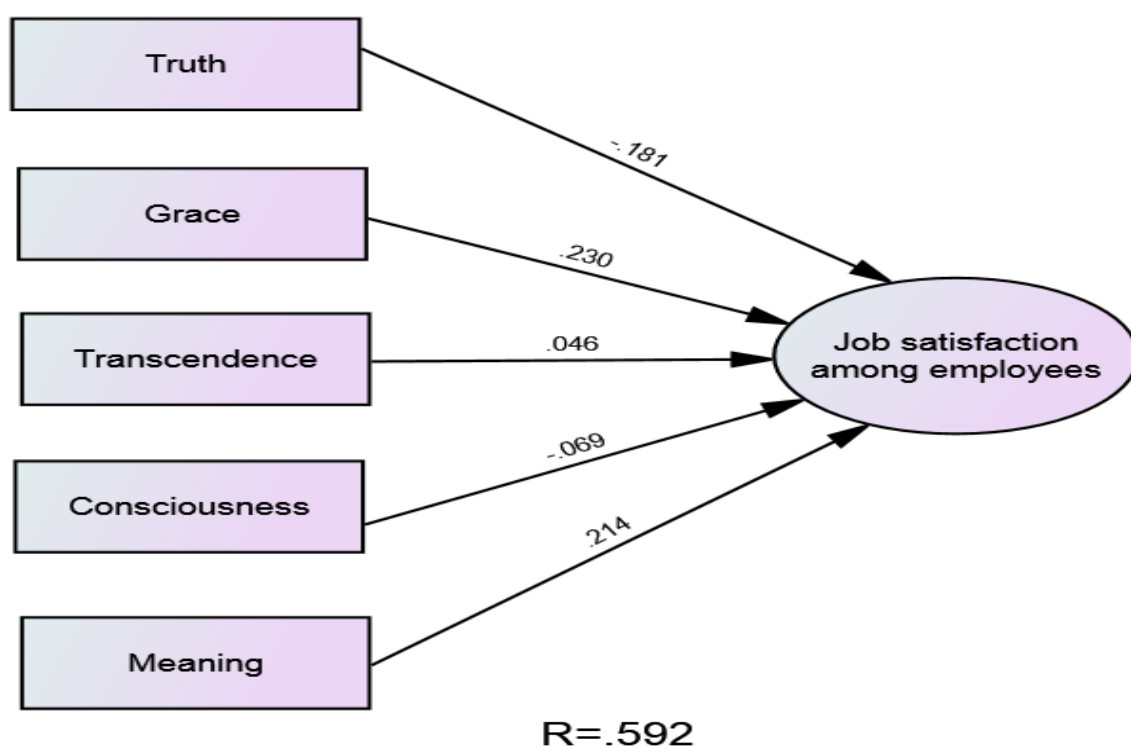
Grace

The respondents who have completed their UG (4.11), Professional degree (4.50), and who completed PG (4.33) said Never towards grace with reference to spiritual intelligence.

Consciousness

The respondents who have completed their UG (4.28), Professional degree (4.67), and who completed PG (4.43) said Never towards Consciousness with reference to spiritual intelligence.

IMPACT OF SPIRITUAL INTELLIGENCE TOWARDS JOB SATISFACTION

The above chart describes that the r value for the model framed is at 0.592 which shows that there is a moderate relationship between the compared variables. It also depicts that the factors grace, transcendence and meaning related to spiritual intelligence have impact on job satisfaction of employees working with the company.

FINDINGS

- Most of the respondents are male.
- Maximum of the respondents are from the age group between 25 to 35 years.
- Most of the respondents are married.
- Majority of the respondents are under graduates.
- Maximum of the respondents are in Senior and Middle Level.
- Most of the respondents are earning between Rs.30,001 - Rs.40,000.
- Maximum of the respondents are feeling satisfactory towards working environment.
- Majority of the respondents strongly disagree towards working according to their qualification and skills.
- Most of the respondents are feeling secured in their job.
- Maximum of the respondents are feeling comfortable.

- Most of the respondents are feeling high about the smooth relationship with their employers and coworkers.

- Majority of the respondents are highly dissatisfied with top management.

- Majority of the respondents strongly disagree towards providing satisfactory salary according to work.

- Maximum of the respondents strongly disagree towards satisfactory physical working condition in the company.

- Most of the respondents are highly satisfied and satisfied with the appreciation or reward system provided by their management.

- Majority of the respondents are highly dissatisfied with the bonus and incentives given.

- Majority of the respondents strongly disagree towards satisfactory welfare facilities provided to the employees by the organization.

- Majority of the respondents strongly disagree with management flexible and understanding the important of balancing employee work and personal life.

- Maximum of the respondents strongly agree with organization organizing counseling programs for employees regularly.

- Most of the respondents says recognition as the factor motivating them the most.

- Majority of the respondents strongly disagree towards manger /supervisor providing the employees with continuous feedback to help them achieve.

- Most of the respondents agree with doing well on the job attending a fair chance of being Promoted.

SUGGESTIONS

- Diversity and Inclusion: The Company could take steps to improve the gender balance of its workforce, and ensure that employees from different age groups, educational backgrounds and marital statuses are represented in the company. This could help to create a more inclusive and diverse working environment.

- Training and Development: Since many of the respondents indicated that they were working below their qualification and skill level, the company could invest in training and development programs to help employees acquire the necessary skills and knowledge to perform their jobs effectively. This could also help to improve employee engagement and motivation.

- Communication and Feedback: The findings suggest that there is a lack of communication and feedback between employees and top management, and between employees and their supervisors. The company could implement regular feedback sessions and open channels of communication to help employees feel heard and valued, and to address any concerns or issues they may have.

- Benefits and Incentives: The majority of the respondents were dissatisfied with the bonus and incentive system in the company. The company could review its current benefits and incentive policies, and consider offering more competitive packages to attract and retain top talent.

- Work-Life Balance: The findings suggest that employees feel that their work-life balance is not being adequately supported by the company. The company could consider offering flexible working arrangements, such as telecommuting or flexible schedules, to help employees balance their personal and professional lives.

CONCLUSION

In conclusion, the findings suggest that while employees are generally satisfied with their working environment and relationships with coworkers and employers, there are several areas where improvements could be made. These include diversity and inclusion, training and development, communication and feedback, benefits and incentives, work-life balance, and recognition and appreciation. By addressing these areas, the company could help to create a more positive and supportive workplace culture, and improve employee satisfaction and engagement. It is important for the company to take action based on these findings to ensure that they are meeting the needs and expectations of their employees, and to create a more productive and successful organization.

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