

## **A Study on Job Satisfaction, Spirituality and Stress in Academic Institutions of Central Kashmir, Kashmir**

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**Abstract:** The present study was carried out with the purpose to examine the association between spirituality and stress on one hand; and also stress and job satisfaction on the other hand among workers in central Kashmir of Kashmir valley. The study used a non-experimental research design, over interviewing a total of 400 workers chosen according to convenience of ability to answer the questionnaire in academic institutions of central Kashmir of Kashmir valley. We use five-point Likert scale to measure spirituality, stress and job satisfaction of the respondents. Data collected was analyzed using standard statistical tools like correlation, Mann-Whitney U-test etc. The results of our study revealed that stress was not related to spirituality because spiritual people did not protest when congested with work increasing stress levels of the spiritual. Further, it was observed that stress is negatively linked to job satisfaction. The workers having different levels of spirituality have not the same job satisfaction. The literature on philosophy and theology showed that spirituality has many types which may lead to produce a systematically different human behavior. The results of given sample revealed that the conventional variables such as income, education, age, health and job satisfaction, a particular type of spirituality is a significant predictor of workers job satisfaction. It was recommended that further study on this topic may be conducted using a large sample in order to establish the stress and spirituality relationship.

**Keywords:** Stress, Spirituality, Job Satisfaction, Workplace, Educational Institutions, Kashmir, Statistics

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### **Introduction**

In the economics literature Spirituality is a neglected variable and is very less explored area in economics, however, has deeper roots in other disciplines such as psychology, sociology and management science. Today in technological era, change has been predominant theme in the workplace. Globalization and technological advancements are becoming important contributors to the constant transformation in the workplace (Sparks, Faragher, & Cooper, 2001). The assets of any type of Institution give best results only if they are utilized in an effective manner. Human resource is the most important asset and forms the intellectual capital of any set up. In the field of education, faculty members or teachers are among the most important factors who not only function as guides and facilitators for acquisition of knowledge but also as inculcators of values and transformers of inner being. The employee of any institution needs to demonstrate that they can add value to the institution (Harari, 1993). The monetary disturbances have compelled people to rethink and bring a new perspective to workplace values through spirituality. The people have started promoting Cooperation rather than fear at the work place. Spirituality helps in instilling values and builds culture in an institution. (Jurkiewicz & Giacalone, 2004). High Spirituality makes employees more responsible and even loyal (Rego & Cunha, 2008). Many institutions are now making effort to achieve success by using all its potential to make best use of dedication, job satisfaction and domestic motivation of employees throughout various spiritual domains (Mallik, Danish, & Ali, 2010). People with higher level of spirituality have healthier, happier and more productive lives at work (Tischler, Biberman, & and Mckeage, 2002). Spirituality is considered one of the key factors for the success of the educational institutions and ultimately for the professional life of the human being. Spirituality is concerns itself with make straight with the human will and mind with that dimension of life and the universe. According to the various background spirituality may take on different names like; 'path' and 'practice'. According to Alister (1999) Spirituality involve improving ones wisdom and will power, achieving a faster association with deity, removing illusions or fake thoughts at the sensory, sentiment and belief aspects. An

important distinction exists between spirituality and religion Spirituality in context of religion often carries suggestion of the believer having a more personal faith which is less rigid and also it connotes the believer's personal relationship with their God as opposed to a 'general' relationship or connection between the god and 'all' members.

### Material and Method

The present study on spirituality, Job satisfaction and stress in Academic Institutions of Central Kashmir of J&K state was carried out during the period of January 2018 to July 2019 with the help of well-structured open ended validated questionnaire. The study was carried out in district Srinagar, Ganderbal and Budgam of Kashmir valley to understand the relationship between job satisfaction and spirituality. The data for the same was collected at random from 400 respondents from the selected districts. Based on the five-point scale, a mean score of 3.00 was used as the benchmark of the study. Therefore, any item that scored below 3.00 was rejected while any item that scored 3.00 and above were accepted. The data collected was analyzed using appropriate statistical tools with the help of statistical software SPSS (version 20).

### Results and Discussion

#### 1. Distribution of the studied population

The data presented in Table 1, shows the distribution of study population as per the characteristics, Economic status, Education level, Age and Residence. It is observed that majority of the respondents under study were Post graduate (52.5%), Gazettted (54.25%), 31-40 age group (52.50%) and Urban (68.5%). The study also showed that there is a positive correlation between variables Economic status, Education level, Age, Residence and Job satisfaction.

Table 1: Distribution of the study population in Central Kashmir

| Characteristics | Type          | Frequency | Percentage (%) |
|-----------------|---------------|-----------|----------------|
| Education Level | Graduate      | 118       | 29.5           |
|                 | Post Graduate | 210       | 52.5           |
|                 | M.Phil/Ph.D   | 72        | 18.0           |
| Economic Status | Gazettted     | 217       | 54.25          |
|                 | Non-Gazettted | 183       | 45.75          |
| Age (years)     | 20-30         | 45        | 11.25          |
|                 | 31-40         | 210       | 52.50          |
|                 | 41-50         | 55        | 13.75          |
|                 | 51-60         | 90        | 22.5           |
| Residence       | Urban         | 274       | 68.5           |
|                 | Rural         | 126       | 31.5           |

#### 2. Measuring Workplace Spirituality

##### Dimension 1 - Transcendence

The transcendence is defined as a connection with a superior power (Delaney 2005) but should not be mistaken for any religious statements connection with God as it is not related to religion. The work of Delaney's (2005) was combined with the work of Kinjerski and Skrypnek (2006) on measuring spirituality in order to create a measurement system. The authors Kinjerski and Skrypnek (2006) described this dimension as a mystical experience and 'a sense of perfection, transcendence, and experiences of joy and bliss'. The results obtained for this dimension are presented in Table 2.

##### Dimension 2 – Compassion

Comparison is defined by Farlex (2007) as a wish to relieve other people's suffering and before him Twigg and Parayitam (2006) defined comparison as deep sympathy for others. It is stated that compassion triggers a sense of responsibility for others who are suffering or less fortunate and furthermore, it is an ambition to help others (Delgado (2005). It is noticed that a spiritual person develops awareness for the needs of other people around them and offers help. To quantify comparison, we follow work of several authors (e.g., McCormick 1994; Mahoney and Graci 1999; Ingersoll 2003; Delgado 2005; Twigg and Parayitam 2006). The results obtained for this dimension are presented in Table 2.

**Dimension 3 - Meaningful Work**

It is observed that there are two meaningful characteristics of a work; adding a meaning to the employee’s life, such as doctors saving lives, and representing a significant portion of an employee’s activities. The authors (Duchon and Plowman 2005) reported that when a work offers something more than material rewards, individual will feel that it is meaningful which can lead to a higher energy and more happiness in the workplace. The studies show that meaningful work empowers the individual to express themselves and creates a reason for why the individual has to be in the workplace (Krishnakumar and Neck 2002: 156; Ashfort and Pratt 2003: 311). We criteria to assess this dimension. The results obtained for this dimension are presented in Table 2.

**Dimension 4 – Mindfulness**

Mindfulness is defined as a state of awareness of actions and thoughts of the individual. It requires the individual to be focused on the moment and his or her surroundings. According to (Baer et al. 2004: 193) Mindfulness can be defined as the exact opposite of ‘autopilot’. This state enables a stronger governance of the spirituality and emotions of the individual. It this study we together use ‘Freiburg Mindfulness Inventory’ (FMI) (Walach et al. 2006) and ‘Mindful Attention Awareness Scale’ (MAAS) (Brown and Ryan 2003) to assess this dimension. The results obtained for this dimension are presented in Table 2.

Table 2: Spirituality at workplace

| S. No. | <i>Dimension 1: Transcendence</i>   | Mean | S.D  | Decision |
|--------|---|------|------|----------|
| 1.     | At times, I experience an energy or vitality at work that is difficult to describe                            | 3.96 | 2.08 | Agree    |
| 2.     | I experience moments at work where everything is blissful   | 4.10 | 2.14 | Agree    |
| 3.     | At times, I experience happiness at work  | 4.54 | 1.84 | Agree    |
| 4.     | At times, I experience happiness at work no sense of time or space  | 3.75 | 2.52 | Agree    |
| 5.     | At moments, I experience complete joy and ecstasy at work   | 4.16 | 2.18 | Agree    |
|        | Overall Average Score   | 4.10 |      | Agree    |
|        | <i>Dimension 2: Compassion</i>  |      |      |          |
| 6.     | I can easily put myself in other people’s shoes   | 3.29 | 1.88 | Agree    |
| 7.     | I am aware of and sympathize with others  | 4.15 | 0.72 | Agree    |
| 8.     | I try to help my co-workers relieve their suffering   | 4.64 | 0.59 | Agree    |
| 9.     | I am aware of my co-workers’ needs  | 4.19 | 0.79 | Agree    |
|        | Overall Average Score   | 3.93 |      | Agree    |
|        | <i>Dimension 3: Meaningful Work</i>   |      |      |          |
| 10.    | I experience joy in my work   | 4.56 | 0.98 | Agree    |
| 11.    | I look forward to coming to work most days  | 3.86 | 1.28 | Agree    |
| 12.    | I believe others experience joy as a result of my work  | 3.89 | 1.32 | Agree    |
| 13.    | My spirit is energized by my work   | 4.48 | 1.49 | Agree    |
| 14.    | I see a connection between my work and the larger social good of my community                                 | 4.57 | 1.52 | Agree    |
| 15.    | I understand what gives my work personal meaning  | 4.18 | 1.39 | Agree    |
| 16.    | The work I do is connected to what I think is important in life   | 4.26 | 1.98 | Agree    |
|        | Overall Average Score   | 4.26 |      | Agree    |
|        | <i>Dimension 4: Mindfulness</i>   |      |      |          |
| 17.    | I do jobs or tasks automatically, without being aware of what I’m doing                                       | 1.21 | 1.19 | Disagree |
| 18.    | I find myself working without paying attention  | 1.27 | 1.23 | Disagree |
| 19.    | At work, I break or spill things because of carelessness, not paying attention, or thinking of something else | 1.12 | 1.02 | Disagree |
| 20.    | I rush through work activities without being really attentive to them   | 1.24 | 1.29 | Disagree |
|        | Overall Average Score   | 1.21 |      | Disagree |

- Strongly Agree =5, Agree =4, Neutral = 3, Disagree=2 and Strongly Disagree =1

### 3. Measuring Job Satisfaction *Job Satisfaction*

Upon studying various definitions, for the purpose of this paper, Job Satisfaction is defined as ‘the overall state of satisfaction with one’s occupation in an organization in a given instant of time’. The study (Spagnoli et al. 2012) reported that the challenge in assessing satisfaction exists because of conflicting opinions on different aspects of the job such as being satisfied with some but not with the rest or vice versa. There are two common frameworks for assessing job satisfaction: focusing and breaking down the aspects of the job and rating these parts separately or having an overall measure to oversee every aspect. In view of the studies (Wanous et al. 1997; Spector 1985; Smith et al. 1969 and Weiss et al. 1967; Martins and Proença 2012) we measure job satisfaction of the sample under study. Questions were rated on a 5-point Likert scale and these points were then averaged or summed to come up with a total score for job satisfaction on a scale of 1 to 5. To check the reliability of the numbers given by respondents Cronbach Alpha technique was used. The results can be seen in Table 3.

**Table 3: Reliability analysis**

| Scale Name                          | Number of items | Coefficient alpha value |
|-------------------------------------|-----------------|-------------------------|
| <b>A. Spirituality at Workplace</b> |                 |                         |
| Compassion                          | 4               | 0.68                    |
| Mindfulness                         | 4               | 0.64                    |
| Meaningful work                     | 7               | 0.91                    |
| Transcendence                       | 5               | 0.64                    |
| <b>B. Job Satisfaction</b>          | 16              | 0.84                    |

Source: Developed by the researchers using data from the respondents under study

The data presented in Table 4, reveals that in all statements the average score was >3 that means the respondents were satisfied.

**Table 4: Job satisfaction at workplace**

| S.No. | Job satisfaction questions                                | Mean | S.D  | Decision  |
|-------|---|------|------|-----------|
| 1.    | Being able to keep busy all the time                      | 4.18 | 1.02 | Satisfied |
| 2.    | The chance to work alone on the job                       | 3.46 | 1.12 | Satisfied |
| 3.    | The way my boss handles his/her workers                   | 3.76 | 1.04 | Satisfied |
| 4.    | The competence of my supervisor in making decisions       | 4.12 | 1.24 | Satisfied |
| 5.    | The way my job provides for steady employment             | 3.59 | 0.98 | Satisfied |
| 6.    | The chance to tell people what to do                      | 4.25 | 0.62 | Satisfied |
| 7.    | The chance to do something that makes use of my abilities | 4.12 | 0.87 | Satisfied |
| 8.    | The way company/Institute policies are put into practice  | 3.45 | 1.14 | Satisfied |
| 9.    | My pay and the amount of work I do                        | 3.16 | 1.18 | Satisfied |
| 10.   | The chances for advancement on this job                   | 3.85 | 1.53 | Satisfied |
| 11.   | The freedom to use my own judgment                        | 3.31 | 2.12 | Satisfied |
| 12.   | The chance to try my own methods of doing the job         | 3.19 | 1.82 | Satisfied |
| 13.   | The working conditions                                    | 4.17 | 1.08 | Satisfied |
| 14.   | The way my co-workers get along with each other           | 4.38 | 0.91 | Satisfied |
| 15.   | The praise I get for doing a good job                     | 4.28 | 1.84 | Satisfied |
| 16.   | The feeling of accomplishment I get from the job          | 4.23 | 1.94 | Satisfied |

|                       |      |           |
|-----------------------|------|-----------|
| Overall Average Score | 3.67 | Satisfied |
|-----------------------|------|-----------|

Highly Satisfied =5, Satisfied =4, Neutral = 3, Dissatisfied=2 and Highly Dissatisfied =1

The data presented in Table 5, shows that majority of the respondents disagree that Stress and Spirituality are related. Statistically, non-significant difference was observed between teaching and non-teaching respondents ( $p>0.05$ ). It is noticed that spiritual person handles stress easily as compared to others.

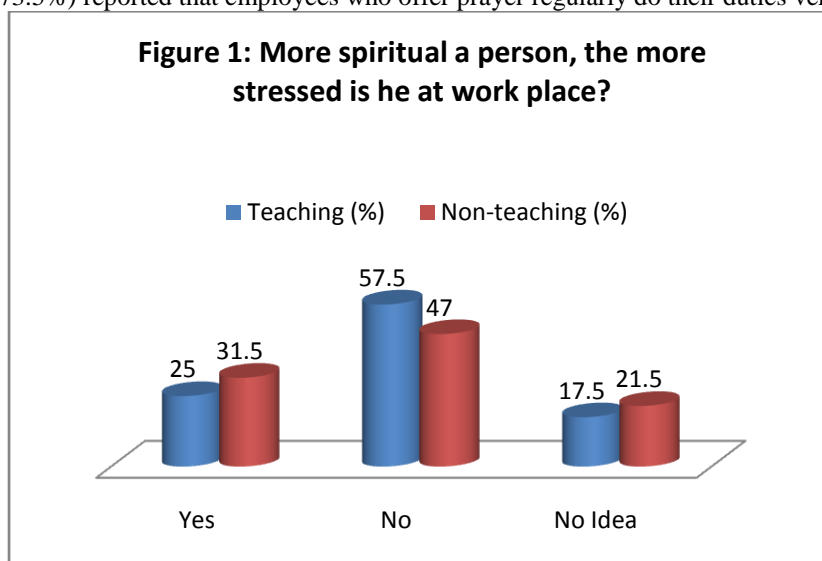
**Table 5: Comparison between Teaching Teaching and Non-teaching staff in Attitude Towards Relation between Stress and Spirituality**

| Statement                           | Mean±S.D  | Mean±S.D     | P-value |
|-------------------------------------|-----------|--------------|---------|
|                                     | Teaching  | Non-teaching |         |
| Stressed is related to spirituality | 2.48±1.13 | 2.57±1.24    | >0.05   |

Strongly Agree =5, Agree =4, Neutral = 3, Disagree=2 and Strongly Disagree =1

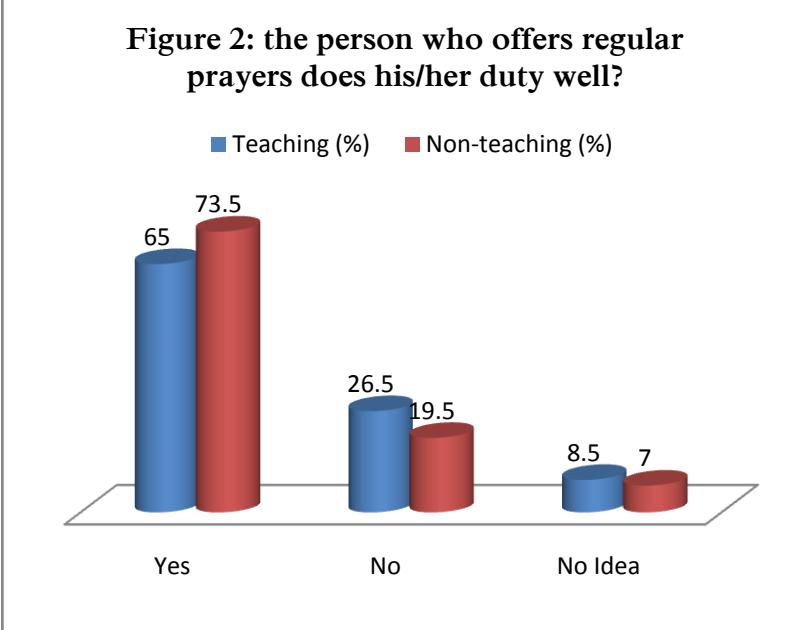
**4. More spiritual a person, the more stressed is he at work place**

The data presented in Figure 1 shows that majority of the teaching and non-teaching respondents (65.0% and 73.5%) reported that employees who offer prayer regularly do their duties very well.



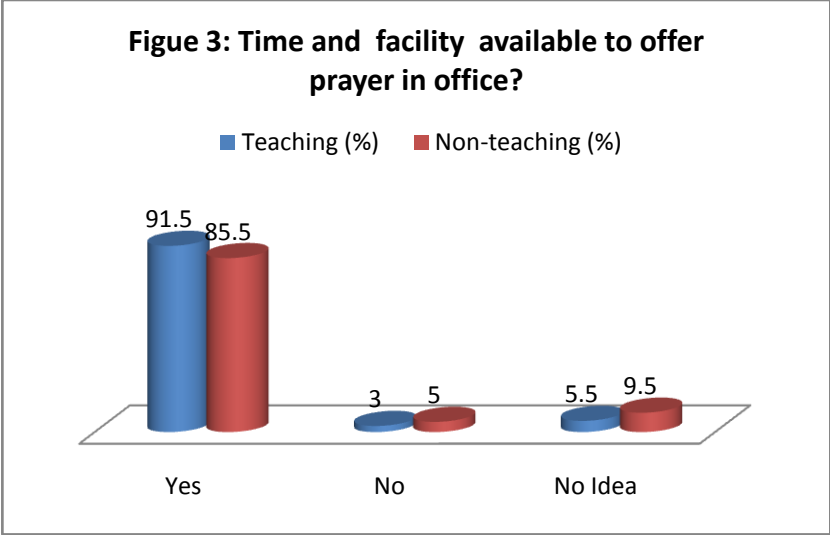
**5. Person who offers regular prayers does his/her duty well**

The data presented in Figure 2 shows that majority of the teaching and non-teaching respondents (65.0% and 73.5%) told that employees who offer prayer regularly do their duties very well. The spiritual persons in general are free from any form of corruption.



**6. Time and facility available to offer prayer in office**

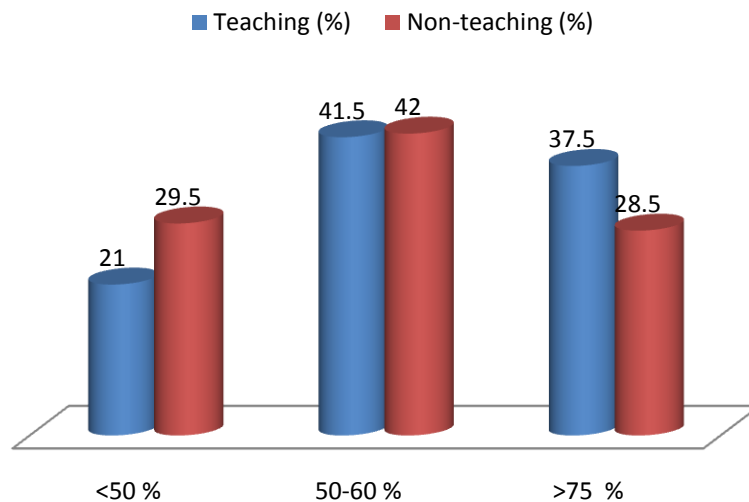
The data presented in Figure 3 shows that majority of the teaching and non-teaching respondents (91.5% and 85.5%) told that employees are free to offer prayer at work place. The employees believe that spiritual persons are free from moral corruption as compared to others.



**7. Employees in office who offer regularly prayer at work place**

The data presented in Figure 4, shows that majority of the teaching and non-teaching respondents (41.5% and 42.0%) told that 50-60 % employees in their office offer prayer regularly at work place. The respondents without disturbing working atmosphere of institute generally use lunch time for prayer purpose. All respondents understudy believe that prayer and moral character of employees are related.

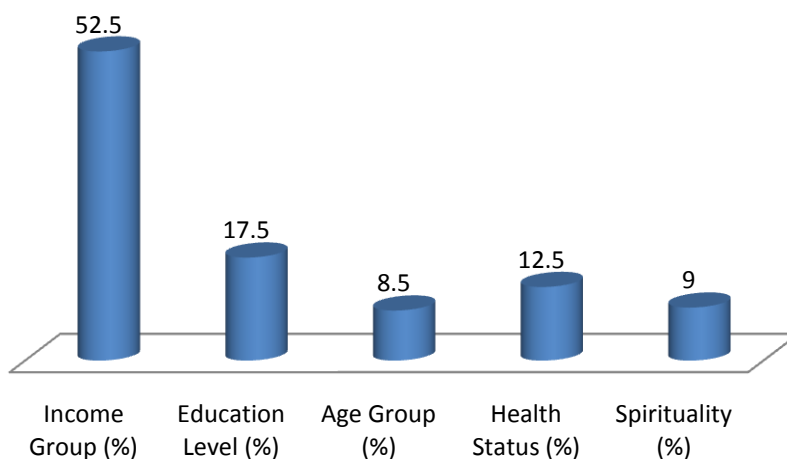
**Figure 4: Percentage of employees in office who offer regularly prayer at work place?**



**8. Predictors of workers job satisfaction**

The data presented in Figure 5, shows that the main predictors for job satisfaction were Income group (52.5%), Education level (17.5%), Health status (12.5%), Age group (8.5%) and spirituality (9%). The results of our study are in agreement with the earlier studies ( e.g., Shaad and Khan, 2018).

**Figure 5: Predictors of workers job satisfaction (%)**



**Conclusion**

It is experiential in non-economics literature that spirituality is something which people value in their life. This study focused on role of spirituality in achieving job satisfaction. Job satisfaction is an indicator of positive worklife (e.g., Freeman 2000). The results of our study have yielded a deeper understanding of workplace spirituality amongst the government employees in educational institutions of Kashmir valley. There is a clear positive correlation between workplace spirituality and job satisfaction. The respondents under study

were in majority Muslims. In religion Islam, spirituality occupies a significant place. Different words are used in Islamic scripture to discuss the spirituality such as soul, spirit, Nafs, Qalb, fawad, Aql etc. The main objective of Islamic spirituality is nearness to Allah. Nearness to Allah can be achieved through a process of spiritual purification. Holy Quran, says “He has succeeded who purifies it (Soul)” (91:9), the same message has been given in (87:14) that “He has certainly succeeded who purifies himself”. The different ways of practicing spirituality by Muslims have common objective that is purification of soul and nearness to God. Like Quran says “O you, who have believed, fear Allah and seek the means [of nearness] to Him and strive in His cause that you may succeed” (5:35). Presence of thankfulness, remembering death and after life and serving humanity are some of possible indicators of spirituality in Muslims. In majority respondents told that they were satisfied with their job as they fair Allah. Majority of the respondents told that they also offer prayer during work, reciting Holy verses and practicing other spiritual activities as Muslims practice spirituality along with religious obligatory practices to ensure the success after life. The empirical study finds that in the present sampled population of Central Kashmir, spirituality level of workers understudy is found positively affecting job satisfaction. It is concluded that spirituality level raises the transcendence level and improves the mental health of workers, which has been proven in earlier studies to enhance job satisfaction (e.g., Clark, 1996; Jones et al., 2011). It was observed that stress is negatively linked to job satisfaction. The study report that there is a positive relation between spirituality and job satisfaction. The predictors of job satisfaction were reported by respondents as Income, Education level, Age, Health status and spirituality.

### **Recommendations**

There is a positive correlation between workplace spirituality and job satisfaction so it is important that every institution should encourage an environment that enables spirituality in the workplace. Positive pure environment eventually will lead to an increased performance in the workplace through increased job satisfaction among employees.

### **Limitations**

There are some limitations of our study which are due to time, political and resource constraints. The sample size for our study was chosen 400. It is believed that for large sample size the results may differ and we have get more interesting results.

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