
RESEARCH ARTICLE

The Influence of Workplace Spirituality on the Performance of Health Workers and Employees at Annisa Hospital Cikarang, Indonesia

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ABSTRACT

A person's spirituality in the workplace can be defined as their understanding and practice of religious principles as they pertain to the workplace, with the goal of fostering positive connections with coworkers, increasing productivity, and enhancing overall morale. At the present time, health services are crucial for both health workers and the officers who assist them in performing their tasks. It is imperative that health care providers and those who assist them have a healthy work-life balance, which includes practicing good spirituality both personally and collectively. Finding out how spirituality affects the productivity of healthcare professionals and hospital staff was the primary goal of the study. Using primary data collected from hospital staff, this study was carried out in Annisa Hospital Cikarang, Indonesia. A total of ninety-six people filled out a questionnaire that measured workplace spirituality and employee performance; the methodology was quantitative. Simple regression analysis in SPSS was used to examine the gathered data. The computed t-value is bigger than the table t-value ($7.133 > 1.9855$), as the results demonstrated a computed t-value of 7.133 with a significance value of 0.000. Employees' performance at Annisa Hospital is positively and significantly impacted by workplace spirituality, as the significance value is less than 0.05 ($0.000 < 0.05$). In order to advance healthcare organisations' human resource management practices, this study's findings shed light on the connection between spirituality in the workplace and employee performance in hospitals. Organisational leaders and managers in the health care sector can benefit practically from this study. All of the hospital's staff can benefit from a more upbeat and productive work atmosphere if spirituality is more recognised and supported in the workplace. This, in turn, will improve patient care.

KEYWORDS

Employee performance, healthcare worker, hospital, workplace spirituality.

ARTICLE INFORMATION

ACCEPTED: 01 February 2024

PUBLISHED: 20 February 2024

DOI: 10.32996/jpbs.2024.1.3

1. Introduction

Hospitals are services for the community in the health sector. At the hospital, people come to consult about their complaints and hope that health workers can help them overcome or treat various complaints or diseases. Health workers' performance in hospitals is a critical aspect of serving the community in health services. The most important benchmark in assessing the performance of health workers is related to how well and effectively the service reaches the patient (Arias-ulloa et al., 2023; Bernales-turpo et al., 2022; Ruiz-fern et al., 2021).

However, there are many complaints in the community related to the performance of health workers in hospitals, even though this is an essential factor for the sustainability of companies, including hospitals. Companies or hospitals can continue to grow along with the development of employee performance. All companies want their employees to have excellent and reliable performance, which will later impact employees. The main dimensions of performance include *Task Performance*, *Contextual Performance* and *Counterproductive Behaviors* (Ramos-Villagrasa et al., 2019). Employee performance will have a significant impact on the overall

achievements of the company and the sustainability of the Company, and it takes place very dynamically (Abdelmegeed et al., 2023; Alefari et al., 2020; Paais & Pattiruhu, 2020; Sharma & Taneja, 2018). Because of the importance of this performance problem, various things that can encourage and improve employee performance continue to be pursued by various companies and organizations as quickly as possible.

Environmental factors are one of many that influence employee performance (Hafeez et al., 2019; Syriac et al., 2022; Zhenjing et al., 2022). Spirituality in the workplace is one of them. Employees' spirituality at work is said to have an effect on their productivity, particularly in the healthcare industry. When employers value their workers' spiritual lives, they foster a spiritual workplace. Workplace spirituality is defined by Shrestha (2016) as an organisational value system that fosters a culture that allows employees to transcend themselves through their work, which in turn helps them feel more connected to others and more fulfilled. Although workplace professionalism is still a relatively new idea, it is already having a positive effect on employee performance (Astakoni et al., 2021; Sapra & Mathur, 2020), making it a crucial notion for both the present and the future. Companies and organisations in the current day, especially hospitals, need to pay close attention to workplace specifics.

Integrating spirituality for health workers in hospitals can increase employee satisfaction, boost morale, and promote a healthy organizational culture. Several studies have shown that workplace spirituality can positively affect health workers' performance and job satisfaction in hospitals (Jin & Lee, 2020; Pouragha et al., 2021). However, it is essential to respect diversity of beliefs and believe that this approach is inclusive and does not impose specific values on employees. Hospitals that serve the community in the health sector are critical in paying attention to the spirituality of this workplace. Health workers and other hospital employees have a high workload and stress. Setting working hours arranged by shifts is difficult because their working hours are different from employees in general in other sectors. For example, night shifts require heavy work hours, which can interfere with a person's sleep hours or biological clock when employees from other sectors have rested. However, health workers continue to work to serve the community. The quality of sleep of health workers is an important issue related to performance and quality of service to patients (Coelho et al., 2023). The physically and emotionally exhausting work of health workers that they need to care for patients must be balanced with the spirituality of the workplace (Asamani et al., 2015; Biebl et al., 2023; Du, 2021; Herraiz-recuenco et al., 2022; Holden et al., 2007; Jalali et al., 2023; Larsson et al., 2022; Mulherin et al., 2023; Niichel et al., 2019; Tawfik et al., 2023)

Due to the heavy workload on health workers and employees in hospitals, and there is still very little research related to workplace spirituality on the performance of health workers, this research is urgent to be carried out. The spirituality of the workplace in the hospital is expected to improve the spiritual well-being of each health worker and employee in the hospital, improve performance in providing excellent service to patients, and reduce fatigue among health workers and employees in the hospital. The results of this research will be beneficial in shaping the quality of health worker services in hospitals to provide excellent health services for the community.

2. Literature Review

2.1 Definition of Employee Performance

According to Tahiri et al. (2022), there are several aspects that contribute to an employee's performance on the job. These include not only the amount and quality of work that is produced but also the employee's timeliness, accommodation, and assistance. Task performance, contextual performance, and counterproductive behaviours are the major characteristics of performance, according to Ramos-Villagrasa et al. (2019). In order for a business to thrive and grow, employee performance must be constant. The way employees perform is constantly changing. Consequently, it has the potential to greatly affect the long-term viability and performance of the Company (Alefari et al., 2020).

2.2 Definition of Spirituality in the Workplace

According to Shrestha (2016), a spiritual workplace is one in which employees are encouraged to transcend themselves through their work and feel a sense of belonging to a community that brings them joy and fulfilment. According to Shrestha (2016), the dimensions of workplace spirituality include "*compassion, meaningful work, transcendence, and Mindfulness*". Spirituality in the workplace involves employees actively aligning values in the organization, including spirituality, in addition to social and cognitive; this process is through the inner awareness of employees in identifying and adding needs for their inner values and beliefs (Gatling et al., 2016).

3. Methodology

This study used the quantitative method. According to Sugiyono (2021), Quantitative research methods are scientific research methods that are by scientific principles, including empirical, objective, measurable, and systematic, and can be replicated or repeated; research instruments are used for data collection and then tested using statistical analysis in the context of testing hypotheses that have been previously determined. The design of the study can be described as follows:

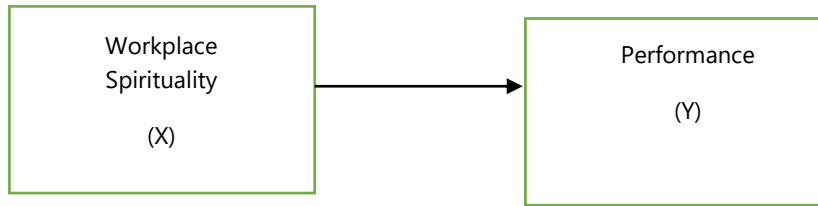


Figure 1. Research Design

3.1 Data Collection Techniques

In this study, the instrument used was to collect primary data in the form of questionnaires. The questionnaire consists of Informed consent and identity data. Next, the questionnaire is entered in the variable measuring instrument section. In this study, the variable measurement tool of workplace spirituality using "the Workplace Spirituality Scale developed by Shrestha (2016), which consists of 22 statement items and a performance variable measuring tool using the Individual Work Performance Questionnaire (IWPQ) developed" by Ramos-Villagrasa et al. (2019) consisting of 18 statement items.

3.2 Data Analysis Techniques

A straightforward SPSS regression analysis method was applied in this investigation. The relationship between the dependent variable (Y) and one independent variable (X) in this analysis is linear. Additionally, the purpose of this analysis is to forecast the dependent variable's value (Y) in response to changes in the independent variable's value (X) and to ascertain the nature of the relationship between the two variables, whether it is positive or negative.

4. Results and Discussion

This study was conducted on 96 respondents selected as research samples who met the criteria as members of all Annisa Hospital staff. The characteristics of the participants of this study were then described as follows:

Table 1. Characteristics of Respondents

Characteristics of Respondents		Number of Samples (n)	Percentage (%)
Gender	Male	38	39,6%
	Woman	58	60,4%
Total		96	100,0%
Recent Education	SMA	25	26%
	D3	42	43,8%
	S1	27	28,1%
	S2	2	2,1%
Total		96	100,0%

Source: Primary Data Processed (2023)

The characteristics of respondents in this study were primarily female (60.4%) and had the last education D3 (43.8%).

4.1 Research Validity and Reliability

Validity and reliability testing in research is carried out to ensure that all items used have been proven valid and reliable for research purposes. Based on the validity test with the number of respondents (n) as many as 96, the table r value was obtained at 0.2006, requiring the calculated r-value to exceed the table r value. Furthermore, the study is considered reliable in reliability testing if the Cronbach alpha value exceeds 0.60. The results of the validity and reliability test in this study are described as follows:

Table 2. Test Validity and Reliability

Variable	Indicators	R Calculate	R Table	Cronbach Alpha	Standard Cronbach Alpha
Workplace Spirituality	STK1	0,375	0,2006	0,839	0,60
	STK2	0,435			
	STK3	0,369			
	STK4	0,472			
	STK5	0,349			
	STK6	0,348			
	STK7	0,386			
	STK8	0,369			
	STK9	0,383			
	STK10	0,386			
	STK11	0,409			
	STK12	0,398			
	STK13	0,461			
	STK14	0,369			
	STK15	0,422			
	STK16	0,411			
	STK17	0,346			
	STK18	0,436			
	STK19	0,472			
	STK20	0,420			
	STK21	0,481			
	STK22	0,408			
Employee Performance	KIN1	0,482	0,2006	0,879	0,60
	KIN2	0,527			
	KIN3	0,586			
	KIN4	0,487			
	KIN5	0,551			
	KIN6	0,534			
	KIN7	0,625			
	KIN8	0,600			
	KIN9	0,674			
	KIN10	0,564			
	KIN11	0,528			
	KIN12	0,597			
	KIN13	0,312			
	KIN14	0,382			
	KIN15	0,463			
	KIN16	0,366			
	KIN17	0,381			
	KIN18	0,421			

Source: Primary Data Processed (2023)

Evaluation of validity and reliability in this study indicates that each item has a calculated r value more significant than the set table r value (0.2006), and the Cronbach alpha value exceeds the required Cronbach alpha standard (0.60). Therefore, it can be concluded that this study's items can be considered valid and reliable.

4.2 Normality Test

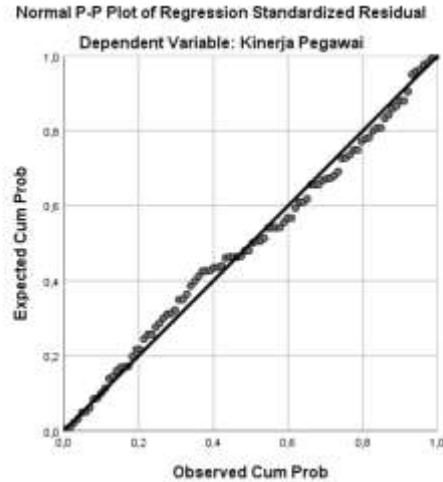


Figure 2. Normality Test

Source: Primary Data Processed (2023)

Dots are visible and scattered around the diagonal line. The spread of points around the diagonal line shows that the residual follows the normal distribution, so it can be concluded that the residual between variables has a normal distribution.

Table 3. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,29957525
Most Extreme Differences	Absolute	,060
	Positive	,048
	Negative	-,060
Test Statistics		,060
Asymp. Sig. (2-tailed)		,200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Primary Data Processed (2023)

By referring to the Kolmogorov-Smirnov Z value for the variable Workplace Spirituality to Employee Performance of 0.060 and the significance value (sig) of 0.200, which is greater than 0.05, it can be concluded that all residuals in the variable Workplace Spirituality to Employee Performance follow the normal distribution.

4.3 Heteroscedasticity Test

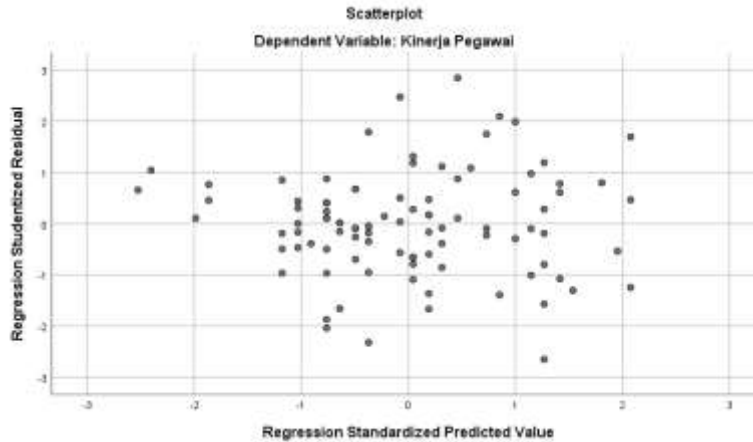


Figure 3. Heteroscedasticity Test

Source: Primary Data Processed (2023)

Workplace spirituality as it relates to employee performance is a heteroscedasticity variable, meaning that the data points are not uniformly distributed around zero. We can conclude that the regression model does not exhibit heteroscedasticity since the pattern of dot spread does not exhibit a regular pattern.

4.4 Test the hypothesis

Table 4. Test the hypothesis

Coefficients						
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,059	,198		10,374	,000
	Workplace Spirituality	,539	,076	,593	7,133	,000

a. Dependent Variable: Employee Performance

Source: Primary Data Processed (2023)

Test the hypothesis in this study shows the results of a simple regression analysis with the following equation :

$$Y = a + bX + e$$

$$Y = 2.059 + 0.539X + 0.198$$

Where:

- Y: Employee Performance
- X: Workplace Spirituality
- a: Constant
- e: Std Error

In this simple regression equation, a constant of 2.059 can be interpreted as an Employee Performance value when Workplace Spirituality has a value of 0. In other words, if Workplace Spirituality equals zero, Employee Performance will have a value of 2,059. Furthermore, a Workplace Spirituality regression coefficient of 0.539 indicates that every one-unit increase in Workplace Spirituality will lead to a 0.539 increase in Employee Performance. Since this coefficient is positive, it can be concluded that the relationship between Workplace Spirituality and Employee Performance is positive.

The above results also reflect the t-test results, which aim to assess how much influence Workplace Spirituality has on Employee Performance. The criteria for this result are a calculated t value that must exceed the table t value (1.9855) and a significance value that must be less than 0.05. In the context of this study, it was found that the calculated t-value was 7.133 with a significance value of 0.000. This indicates that the calculated t value is higher than the table t value (7.133 > 1.9855), and the significance value is lower than 0.05 (0.000 < 0.05). Thus, it can be concluded that Workplace Spirituality positively and significantly influences the Performance of Annisa Hospital Employees.

4.5 Coefficient of Determination Test

Table 5. Coefficient of Determination

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.593a	.351	.344	.30116
a. Predictors: (Constant), Workplace Spirituality				
b. Dependent Variable: Employee Performance				

Source: Primary Data Processed (2023)

It is common practice to think of the coefficient of determination in linear regression analysis as the degree to which each independent variable accounts for the variation in the dependent variable. Squaring the coefficient is a straightforward way to determine the coefficient of determination. This study's R Squared score of 0.351 (or 35.1% confidence interval) indicates the results of the coefficient of determination. Based on this number, we may say that workplace spirituality variables account for 31.5% of the variance in employee performance or that they explain approximately 31.5% of the variance in employee performance. At the same time, factors outside the scope of this study model explained or impacted the remaining 68.5%.

Spirituality became a vital topic of conversation in many seminars, discussions, and conferences. (Rathee & Rajain, 2020). The previous aspects of spirituality are still considered not objects of science. However, after Zohar & Marshall (2004) and Covey (2005) launched the concept of spiritual intelligence / KS (*spiritual quotient/SQ Spiritual Capital/SC Spiritual Intelligence/SI*), the spiritual concept of this place finally became known. In the context of religion in the world, the concept of spirituality has long been known, but as a scientific construct, it is still relatively new, so there is no uniformity in its formulation (Shobir, 2020).

From the information from the HRD department of Annisa Cikarang Indonesia Hospital, there are non-physical facilities and several programs to facilitate the maintenance of the spirituality of health workers and employees:

- 1) Binroh officers who provide spiritual guidance to patients, health workers, and employees.
- 2) Prayer programs and morning wisdom readings
- 3) Regular employee recitation
- 4) Khataman Quran
- 5) Guidance for health workers and employees who are not fluent in reading the Quran
- 6) Mandatory training in patient jurisprudence

There are also physical facilities that include:

One mosque in the parking area, one prayer room in the outpatient poly area (for patients, health workers, and employees), and one prayer room in the office area (for health workers and employees).

The correlation between spirituality on the job and productivity is outlined in this research. This study discovered a high association between spirituality and performance on the job. Every task requires an integrated environment to be successful. The future of work will be positively impacted by these results because of the substantial benefits they can bring to both researchers and practitioners.

In the coefficients table, the workplace spirituality (X) variable had a Sig. value of 0.000, an α value of 0.05 (degree of significance), and a t-count value larger than the t table value of 13.033, which is greater than 1.9761, according to the statistical analysis. This principle states that there is a strong correlation between religious practices in the workplace and productivity.

According to Crossman (2010), The spiritual paradigm that valued consciousness and understanding began to shift to the mechanistic paradigm based on rationality and science. Based on the spiritual paradigm, man works not only physically but also in his spirit or heart (Afsar et al., 2016). This will have a good impact on finding the meaning of the work itself, and the workplace can be a means to be able to express themselves totally. Expression of experience related to tasks at work is not only able to reduce stress and conflict but will improve employee performance (Budiono, 2014). Furthermore, work spirituality also extends to the realm of collective or group performance (Duchon & Plowman, 2005). The results have also shown the positive influence of workplace professionalism on employee performance (Khusnah, 2020; Rosari & Suhartatik, 2022; Sobyrint, 2021).

The finding of a positive relationship between workplace spirituality and the performance of health workers and other employees at Anisa Hospital is because the work environment that pays attention to workplace spirituality has a good impact on employee

performance. In line with this study, previous studies have also provided good results on workplace spirituality on performance, especially for the future, especially health workers, including research by (Albaqawi et al., 2019; Ali & Hasan, 2021; Baskar & Indradevi, 2021; Farahani et al., 2023; Khalaaf et al., 2022; Khan, 2022; Oh & Ja, 2019; Wei et al., 2020). Good spirituality in the workplace improves the performance of nurses and has a good impact on the patients they care for. Workplace spirituality has a significant and positive relationship with an organization's ethical climate. Dal et al. (Dal et al., 2020) In his research said that spirituality in the workplace correlates with positive affectivity, resilience, self-efficacy, and higher work engagement.

5. Conclusion

The overarching purpose of this research is to learn how spirituality in the workplace affects productivity at Annisa Cikarang Hospital. The study's findings reveal that the Workplace Spirituality (X) variable is very significant, with a Sig. value of 0.000 in the coefficient table. The α value is 0.05, which means that $0.000 < 0.05$. Additionally, the t-count value of $7.133 > 1.9855$ is more significant than the t-table value. There is clear evidence that spirituality in the workplace affects productivity. Good performance will follow a spiritually healthy workplace. This study's findings will be useful for decision-making at Annisa Cikarang Hospital, which will lead to a marked increase in spirituality in the workplace. The results could not be extrapolated to other hospitals because this study only included one. Consistent with the study's caveats, future investigations should include additional factors and objects to compare.

5.1 Implication

The research results are beneficial by taking a model from Annisa Cikarang Hospital, Indonesia. They can contribute science to other hospitals in improving the performance of health workers and other hospital employees by paying attention to the importance of workplace spirituality.

This study is valuable for academics and professionals in the health industry since it improves the efficiency of healthcare providers and hospital workers. There is a belief that spirituality in the workplace can improve performance and services to patients and their families by appealing to the hearts of health workers and employees. The findings of this study have real-world implications for hospital administration. Recognising and encouraging the spiritual dimension in the workplace will substantially help health care providers and other hospital personnel by creating an environment that is pleasant, supportive, and productive. Personal and professional development strategies that involve spirituality can boost the performance of health professionals and all hospital staff. The significance of providing exceptional care to patients and their families can be better understood with the help of these strategies. The study's correlational design means that it cannot definitively establish a cause-and-effect relationship. Research in the future should employ experimental methods or undertake longitudinal studies to delve further into the correlation between spirituality at work and the efficiency of healthcare professionals and hospital staff.

Funding: This research received no external funding.

Conflicts of Interest: Leaders and managers in organisations can benefit practically from this study. A more pleasant and productive work environment can be achieved by raising consciousness about and providing assistance for the spiritual aspect of the workplace. Staff morale and productivity can be boosted by personal and professional development plans that incorporate spiritual elements. The research approach is correlational, which prevents us from drawing firm cause-and-effect conclusions; this is one of the research's weaknesses. So, to better understand the causal relationship between spirituality in the workplace and the performance of health workers and hospital staff, additional research involving experimental or longitudinal studies is needed.

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