THE STUDY ON WORKPLACE SPIRITUALITY AND ORGANIZATIONAL COMMITMENT: THE MODERATING ROLE OF EMOTIONAL INTELLIGENCE



By

KANGESWARAN SINTHUJAH

REG NO: EU/IS/2013/MS/42

INDEX NO: MS 1572



FCM2350

Project Report Library - EUSL

A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Business Administration (BBA) Specialization in Human Resource Management.

DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA

ABSTRACT

In recent times the concepts of Workplace Spirituality have been acknowledged as an important humility for supplementing a meaning environment. Today's organizations are compelling the need for committed persons for its growth and development. This is obviously workable when the experts in a work set-up can infer importance and essential in their work profile. Emotional Intelligence is about the ability to reason and solve problems based on the emotions that we experience. In other words, the person who has the Emotional Intelligence is aware of emotions in him/herself and others and uses reason to identify, understand and handle the emotions effectively.

The objectives of this study are to explore the levels of Workplace Spirituality, Organizational Commitment and Emotional Intelligence, explore the relationship between Workplace Spirituality and Organizational Commitment and to investigate the moderating role of Emotional Intelligence on the relationship between Workplace Spirituality and Organizational Commitment in the selected schools from Koralaipattu Educational Division. To attain these objectives, the data were collected through 53 items questionnaires which was filled by 174 school teachers of selected schools in Koralaipattu Educational Divisions that were selected by simple random sampling technique. Based on the findings of the study, it concludes that there are high levels of Workplace Spirituality, Organizational Commitment and Emotional Intelligence. The findings also revealed that there is strong positive relationship between Workplace Spirituality and Organizational Commitment. Emotional Intelligence does not moderate the relationship between Workplace Spirituality and Organizational Commitment. Results of the study suggest that that there is no any moderating role of Emotional Intelligence in the relationship between Workplace Spirituality and Organizational Commitment.

Key words: Workplace Spirituality, Organizational Commitment, Emotional Intelligence

TABLE OF CONTENTS

ACKNOWLEDGEMENTI	
ABSTRACTII	
TABLE OF CONTENTSIII	
LIST OF TABLESVII	[
LIST OF FIGURESVIII]
ABBREVIATION IX	
Chapter-1: INTRODUCTION1	
1.1 Background of Study1	
1.2 Research Problem/ Research Gap2	
1.3 Research Questions	
1.4 Research Objectives	
1.5 Significance of the Study	
1.6 Scope of the Study5	
1.7 Organization of the Chapters	
1.8 Chapter Summary6	
Chanter-2: LITERATURE REVIEW	
2.1 Introduction	
2.2 Workplace Spirituality	
2.2.1 Meaningful work	
2.2.2 Sense of community)
2.2.3 Alignment of values)
2.3 Organizational Commitment	1
2.3.1 Affective commitment	2
2.3.2 Continuance commitment	2
2.3.2 Continuance commitment	
	3
2.3.3 Normative commitment	3
2.3.3 Normative commitment 13 2.4 Emotional Intelligence 14	3
2.3.3 Normative commitment	3 4 5
2.3.3 Normative commitment	3 4 5

2.6 Conceptual Framework	17
2.7 Chapter Summary	17
Chapter-3: CONCEPTUALIZATION AND OPERATIONALIZATION	18
3.1 Introduction	18
3.2 Conceptualization.	18
3.3 Conceptual Framework	18
3.4 Variables relevant to the conceptual model	19
3.4.1 Workplace Spirituality	19
3.4.2 Organizational Commitment.	20
3.4.3 Emotional Intelligence.	21
3.5 Operationalization,	21
3.6 Chapter Summary	24
Chapter-4: RESERCH METHODOLOGY	
4.1 Introduction	25
4.2 Research Philosophy	25
4.3 Research Approaches.	26
4.4 Research Strategy.	26
4.5 Time Horizon.	
4.6 Sample Design.	27
4.6.1 Population	27
4.6.2 Sample	28
4.7 Method of Data Collection.	29
4.7.1 Primary Data	30
4.7.2 Secondary Data	31
4.8 Reliability Analysis	31
4.9 Method of Data Evaluation	
4.9.1 Univariate Analysis	32
4.9.2 Bivariate Analysis	33
4.9.3 Moderation Analysis	35
4.10 Testing Hypotheses through Correlation Analysis and Moderation Analysis.	35
4.11 Chapter Summary	36

Chapter-5: DATA PRESENTATION AND ANALYSIS37
5.1 Introduction
5.2 Reliability Analysis
5.3 Data Presentation for Personal Information
5.3.1 Frequency distribution of Gender
5.3.2 Frequency distribution of Age
5.3.3 Frequency distribution of Educational Qualification
5.3.4 Frequency distribution of Experience
5.4 Data Analysis for Research Information
5.4.1 Univariate Analysis
5.4.2 Bivariate Analysis
5.4.3 Moderation Analysis of Study Variables44
5.5 Testing Hypotheses
5.6 Chapter Summary
Chapter-6: FINDINGS AND DISCUSSIONS
6.1 Introduction
6.2 Discussion about Personal Information
6.2.1 Gender
6.2.2 Age
6.2.3 Education
6.2.4 Experience in the current position
6.3 Discussion: Objective One
6.3.1 Level of Workplace Spirituality and its dimensions
6.3.2 Level of Organizational Commitment and its dimensions
6.3.3 Level of Emotional Intelligence and its dimensions.,
6.4 Discussion: Objective Two
6.4.1 Relationship between Workplace Spirituality and
Organizational Commitment50
6.5 Discussion: Objective Three
6.6 Chapter Summary
Chapter-7: CONCLUSION AND RECOMMENDATIONS53
7.1 Introduction 53

7.2 Conclusion:	53
7.2.1 First Objective of the Study	53
7.2.2 Second Objective of the Study	54
7.2.3 Third Objective of the Study	55
7.3 Contribution of the Study	55
7.4 Recommendations and Directions for the Future Studies	
7.5 Limitations of the Study	57
List of References.	58
Appendix-A	69