

“The Influence of Spiritual Intelligence on Ethical Behaviour in ITES Organizations with respect to Bengaluru”

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Abstract:-In recent decades, the topic of spirituality in organizations, are increasingly trepidations the researchers that it will be remembered as a benevolent of intelligence. Nowadays, the two concepts of spirituality and ethicality are extensively debated by organizations. Spiritual intelligence is defined as a set of mental capacities which contribute to the awareness, integration, and adaptive application of the nonmaterial and transcendent aspects of one's existence, leading to such outcomes as deep existential reflection, enhancement of meaning, recognition of a transcendent self, and mastery of spiritual states. Spiritual intelligence concerns the ability to become more conscious of the lower motivations (i.e. fear, greed, ego) and how to transform these to higher motivations that are more sustainable (i.e. creativity, serving the community, etc.). The term “ethical behaviour” refers to how an organization ensures that all its decisions, actions, and stakeholder interactions conform to the organization's moral and professional principles.

The objectives of the research is to examine the influence of spiritual intelligence and human values on ethical behavior in selected ITES Organizations in Bangalore and to find and use the deepest inner resources (Spiritual Intelligence & Ethical Behavior) from which comes the capacity to care and the power to tolerate and adapt in ITES

Research instruments in a form of a questionnaire will be used to obtain data from managers and employees about their spiritual intelligence and humane values of selected ITES Organizations in Bengaluru. Spiritual intelligence is defined as a set of mental capacities which contribute to the awareness, integration, and adaptive application of the nonmaterial and transcendent aspects of one's existence, leading to such outcomes as deep existential reflection, enhancement of meaning, recognition of a transcendent self, and mastery of spiritual states. Spiritual intelligence represents the extent to which higher values, meaning and a sense of purpose influence an individual's decisions and actions. Spiritual intelligence concerns the ability to become more conscious of the lower motivations (i.e. fear, greed, and ego) and how to transform these to higher motivations that are more sustainable (i.e. creativity, serving the community, etc. *This research will try to study the understanding of the connection of spiritual intelligence and human values, as well as the influence they have on employees and managers ethical behavior.*

Keywords: Ethical Behavior, Spiritual Intelligence, Human Values, Organizations, ITES

I. INTRODUCTION

Examining past civilizations and societies shows that in no period, the need to moral and spiritual revolution was not felt like nowadays. Nowadays all claim that the major crisis of society particularly in the advanced industrial societies is moral crisis (Bleazby, 2006). Modern spirituality has made differences in modern human life through presenting different though. Teaching ethics is the primary goal of practical programs focusing on the modern moral problems. On the one hand, spiritual quotient as the foundation of individual beliefs plays a crucial role in promoting and providing psychic health so that nowadays world health organization introduces human with four complementary dimensions of physical, psychic, social and spiritual.

Researchers distinguish human moral values and spiritual ones that are accepted universally. Moral principles such as patience, generosity, honesty and diligence are considered worthy in each culture, but when these values are enriched with the spiritual dimension.

Since the beginning of the 20th century, there has been an increasing focus on the spirit, spirituality, and spiritual phenomenon in Western society. Lately, this focus has shifted to the modern workplace with numerous articles and books, both popular and academic, championing the role of spirituality in improving organizations, markets and economies, and subsequently all of society. Contained within this discourse is the notion that spiritual individuals are ethical in business, and consequently, are of significant benefit to an organization. Indeed, the research literature to date provides some evidence of this link.

What is Spirituality?

Spirituality can be found through exploring our inner selves, looking for connections with the natural world or by losing ourselves in self-expression. There are many paths to

becoming a more spiritual person; they all start with small, simple steps. Since spirituality gives you a sense of freedom that religion sometimes cannot, it usually tends to feel a lot more unrestricted.

Spirituality does not mean that you have to stick to any particular religion or faith. Spirituality refers to the common experience behind the viewpoints of several religions. It is an experience that involves an awareness and relationship with something that transcends your personal self.

Spirituality teaches that the art of living is to find real abiding happiness and satisfaction. This elusive inner happiness will come when one can discover our inner self. It is spirituality that helps to find this inner reality, which is inner self.

Spiritual intelligence is the ability to access deeper meaning and multiple ways of knowing to see and solve or resolve the right problems. Its attributes include: being fully present, operating out of values/purpose, asking the question behind the question, inviting diverse and conflicting views, integrating left and right brain responses into a whole brain approach and moving from "I" to "We."

Spirituality is simplicity. When life is complex, complicated and cluttered and the feeling of stress arises and no time is left to appreciate the finer things in life then spirituality can help, what a person needs to do is to minimize the demands from the outer world, minimize his desires so as to enjoy the inherent simplicity of life.

Ethical Behaviour - Ethical behaviour is acting in a manner that is in tandem with what society considers to be good morals. Ethical behaviours are important because they guide people's actions. Examples of ethical behaviour include integrity, fairness, honesty and dignity.

Ethical behaviour is acquired at all levels of socialization such as in the family, in temple and at school. In a workplace, employees are expected to uphold certain outlined ethical behaviours. For instance, employees may be required to dress in a defined way and use acceptable language as indicated in codes of conduct. Using abusive language towards a client or a colleague is usually deemed unethical and may result in some form of punishment. Employees may also be expected to maintain a high level of integrity and accountability. For instance, reporting to work late may indicate a lack of commitment to a company. Similarly, for a company to be profitable, it has to conduct its business in a way that upholds certain key moral principles.

Ethical behaviours determine an organization's reputation to the public as well as to its employees. An organization's leadership effects employee morale and loyalty. Employees with good ethical behaviour display integrity and honesty in the dispensation of their duties.

Business ethics refers to the set of guidelines or values which are used to judge an individual's actions and behaviour in organizations. Irrespective of the nature of an organization

and its function, an unethical employee promotes corruption and could also be a liability to the organization.

Workplace ethics and behaviour are a crucial part of employment, as both are aspects that can assist a company in its efforts to be profitable. In fact, ethics and behaviour are just as important to most companies as performance as high morale and teamwork are two ingredients for success. Every business in every industry has certain guidelines to which its employees must adhere, and frequently outline such aspects in employee handbooks.

Employee Behavior in organization

Many organizations are highly concerned about employee behaviour for a number of reasons; Decreases in organizational performance, financial losses, reputational damage, safety concerns, and a loss of customers are all concerns that are connected with unethical behaviour. Unethical behaviour in the organization, defined as behaviour in and by organizations that violates generally accepted moral norms of behaviour (Jones, 1991), is a widespread phenomenon. It is also defined as behaviour that violates generally accepted moral norms which may impact an entity's costs, stakeholders, and the society in general. Many researches on ethics have centred on cultural diversity and ethical behaviour. The findings of these researchers point to the fact that ethical behaviour is a function of culture. Understanding the why behind these types of behaviours could possibly dictate the success of a given organization. For instance, unethical behaviour may be an employee looking in the opposite direction of a wrongdoing, failure to report wrongdoings, or directly engaging in unethical activity.

How are Spiritual Individuals in the Workplace Virtuous and Consequently Ethical?

A variety of studies demonstrates a clear link between values and workplace behaviour. People bring to work their values that drive behaviour (Roe & Ester, 1999). These values are relatively stable over time and have an impact on attitudes and behaviour. Spiritual persons have internalized a certain conception of authentic excellence. This means that they not only intellectually adhere to specific values but also are committed to carrying them out.

A moral value, on the other hand, when one lives according to it, contributes to the perfection or flourishing of the individual as a human being. In this way, moral values are objective. Striving to acquire courage, humility and honesty would truly enrich their humanity and consequently make them a more attractive person. These objective moral values are known by the human reason. The inclinations of human nature, lead us to recognize what is good for the human being. Every person has the inclination to conserve his or her life, so life is a good. Similarly, we are inclined to know and to live in society so truth and peace must be good for the human being. Living according to these values means a person will respect themselves and others in whatever they do. They will be

among other things honest, hardworking, kind, and responsible and a good listener.

The self of decision-makers is important in determining the ethicality of their decisions. Decisions might be understood as self-expressions of the decision-makers. Spiritual experiences have a vital role in developing the self of managers and therefore in influencing the ethicality of their decisions.

If we want to improve the ethicality of management decisions we should enhance the development of the self of decision-makers toward a more inclusive, holistic and peaceful state

of consciousness. Empirical evidence suggests that *spiritual experiences* help the person to transcend his or her narrow self-conception and enable him or her to exercise genuine empathy with others and to take an all-compassing perspective.

Spirituality is badly needed in management. Management decision-making considerably affects the life and fate of human communities, natural ecosystems, and future generations. The well-being of these stakeholders requires *authentic care*, which may develop from experiential one-ness with others and with the universal source of creation

Literature Review

Zohar and Marshal (2000) defined spiritual intelligence as intelligence which people address and solve problems of meaning and value, place their actions and live meaningfully. Emmons (2000) recommended that spirituality as an element of intelligence because it predicts functioning and adaption and offers capabilities that enable people to solve problems and attain goals.

Joseph and Lakshmi (2012) stated that spiritual intelligence happening at the workplace, the environment will be more favourable. They emphasize the significance of spiritual intelligence to commitment to righteousness and ultimate wisdom at the workplace, which develops skills such as interpersonal and intrapersonal relations, problem solving, goal attainment, motivation, commitment, responsibility, self-awareness, team spirit, stress management, time management, leadership and transformation, all necessary for work and to be successful at workplace.

The core values of spirituality are moral values to the extent that they resemble the objective moral goods of human nature. Spiritual persons are not driven by their ego in the workplace. They seek wholesome relationships with others and a greater meaning in what they do (Mitroff & Denton, 1999). Spirituality can be the basis for ethical conduct in business. Where spirituality is absent, these are a lack of understanding that we are deeply connected. Being in touch with spiritual principles and values helps to stimulate the moral imaginations of individuals and can provide depth of understanding of the many ethical problems that arise in business. The potential influence of personal values on ethical decision-making and behaviour has been recognized in

empirical literature (Frederick and Weber, 1987; Hunt et al., 1989; Rokeach, 1973). Research results show that the most important values associated with behaviour consistent with ethical conduct are “honesty” and “equality” (Palermo & Evans, 2012).

Giacalone and Jurkiewicz (2003) defines workplace spirituality as organisational values promoting employees experience of transcendence and facilitating their sense of being connected to others. They further describe workplace spirituality in terms of practical and ethical utility, the former producing better work outputs and the latter ensuring that such work is held within a moral framework.

The **objective** of the research is to study the understanding of the connection of spiritual intelligence and human values, as well as the influence they have on employees and managers ethical behaviour.

Hypothesis

H0 – Spirituality in the workplace won’t enable employees to acknowledge the relationship between their own spiritual beliefs and ethical issues at work

H1 – Spirituality in the workplace enables employees to acknowledge the relationship between their own spiritual beliefs and ethical issues at work.

O	E	O-E	(O-E) ²	(O-E) ² /E
9	5	4	16	3.2
8	5	3	9	1.8
3	5	-2	4	0.8
3	5	-2	4	0.8
2	5	-3	9	1.8
TOTAL				8.4

Calculated Value – 9.488

Tabulated Value – 8.4

H1 = true = accepted

II. RESEARCH METHODS

2.1 Research Design

The research design used in this study is a survey method. Survey research design is a design study with the aim of testing a careful and thorough study of an object based on a specific situation or condition by looking compliance with statement or certain values that followed and observed carefully and thoroughly. Research on the influence of SQ on ethical behaviour in ITES as a moderating variable, the survey will be made to employee’s works in IT sector

2.2 Population and Sampling Techniques

The populations in this study are the IT professionals. The selection of this profession in Bangalore as the respondent is expected to increase the rate of questionnaires return from respondents and the questionnaire can be quickly returned, so that will minimize response bias.

The sampling technique used in this study was purposive sampling, this technique is also called judgmental sampling or sample aims consideration. Purposive sampling is a type of non-random sample selection that the information is obtained by using a certain consideration, which is the basis for determining the sample are the purpose of the study. Then the number of samples used in this study correspond calculation formula of purposive sampling is 25 respondents.

2.3 Data Collection Method

This study uses primary data which is source of research Method of data collection in this study is the questionnaire collection techniques. The total questionnaires sent whole sample is 25 questionnaires according to the number of samples determined. This study used mail questionnaires (questionnaires by post) which means that this technique allows researchers obtain answers from respondents geographically dispersed

III. ANALYSIS

Innovative work process, transformational leadership plays a vital role for any job for the employee to get good production in the organization. In order to give cent per cent work efficiency every employee can respect the value, ethics, and professionalism and maintain group dignity to achieve the organization goals. A comfortable state of equilibrium achieved between an employee's primary priorities of their employment position and their private lifestyle leads to well-balanced personal as well as job.

When the employees are aware of spirituality and experiencing it by motivation, enabling, empower and as an ethical behaviour leads to organizational sustainability. Even the spirituality in the workplace can solve stressful and attitude problems with the employees and guide to the changes in ethical behaviour.

Smart companies help promote ecological concerns for the Earth, and these efforts are spiritual and reaffirming. Employees and employers at companies and at non-profit and trade associations benefit from allocation of time for personal leave, as long as the hours are used for volunteer work with charities for environmental causes in their communities. The idea is that we must grow as human beings to be good employees and managers. Individuals pursuing spiritual paths are finding that these practices contribute to improving work life.

Spirituality in the workplace enables employees to acknowledge the relationship between their own spiritual beliefs and ethical issues at work. It emphasizes sustainability which is a systemic view of work and contribution in the

world promotes links between sustainability and an awareness of limited resources. Today's spiritual organization should deliberate implement a vision that is built around contributions to the betterment of mankind which promotes work outside of the organization that contributes to and "gives back" to society through community and volunteer service. Results indicated a statistically significant relationship between spiritual intelligence and ethical behaviour. Through application of spiritual intelligence components, employees would experience less exhaustion and it would enhance the organizational efficiency and effectiveness. It gives the managers and employees a broader perspective and ability to create, convert, and transform human and organizational values.

SQ is the best predictor of happiness, serenity, good self-esteem and harmonious & loving interpersonal relationships.

IV. DISCUSSIONS

Spiritual quotient is the last quotient which has been known by human being and it is just for human. The quotient makes people creative because it helps people to replace the rules and play with borders. It gives us the ability of selecting and choosing. It makes us full of kindness and perception.

Spiritual intelligence provides an opportunity to change the situation for better managing. It is the intelligence that gives deeper sense of fulfilment and satisfaction to high levels of our life. The growth of spiritual intelligence helps us achieve a new level of understanding of ourselves and increase our self-confidence in order to have a stable self and decrease our daily tensions

As a result, organizations should start the changes, not just waiting for it. They cannot reach it without using and supporting creative, innovative and entrepreneurial employees. The aim of the study is studying the relationship between spiritual quotient and ethical behaviour of employees in ITES. The results reveal that there is a positive and meaningful relationship between spiritual quotient and ethical behaviour. Consequently, the more mark of spiritual quotient they get, the more ethical behaviour they show. Also, amongst 3 elements of spiritual quotient, "the ability of facing and interacting problems", "Paying attention to good behavioural characteristics", "self-awareness and interest" have a positive meaningful relationship with employees and just "total thinking and religious dimension" of spiritual quotient has no meaningful relationship with employee's ethical behaviour.

V. CONCLUSION

This conceptual paper discusses the influence of SQ on ethical behaviour of employees in ITES. In present times, employees are considered as the most valuable asset to their organization. In the decade, it is also noted that employees are confronting behavioural problems due to lack of spirituality, and that is critical to organizations. The premise of the current paper is

that nurturing and promoting SQ among the employees of the organization will help to achieve the ethical behaviour in employees. Spiritualized management opens up opportunities for personal development an individual self-realization in organizations, rather than reducing the members of organization to machines for the profit. Spiritual values in organizations should include making world meaningful, respect for the employees, and humanizing the complex relationships between the organization and the society. To implement the new spiritual-based management paradigm in ITES, we need to have the courage to see the economy in different light which requires a thorough re-thinking of our mind set and positive changes in the economy. The propositions explained in this paper have provided an insight into the ethical issues. SQ guides the entire human to live their life meaningfully and with values.

Gull and Doh (2004) argue that spirituality can be the basis for ethical conduct in business. Where spirituality is absent, there is a lack of understanding that we are deeply connected. Being in touch with spiritual principles and values helps to stimulate the moral imaginations of individuals and can provide depth of understanding of the many ethical problems that arise in business. This paper has sought explain the link between individual spirituality and ethical behaviour in the workplace. The moral values practiced over time become virtues. Spiritually virtuous individuals contribute significant benefits to organizations. Thus, Employee unethical behaviour in an organization can be solved through SQ.

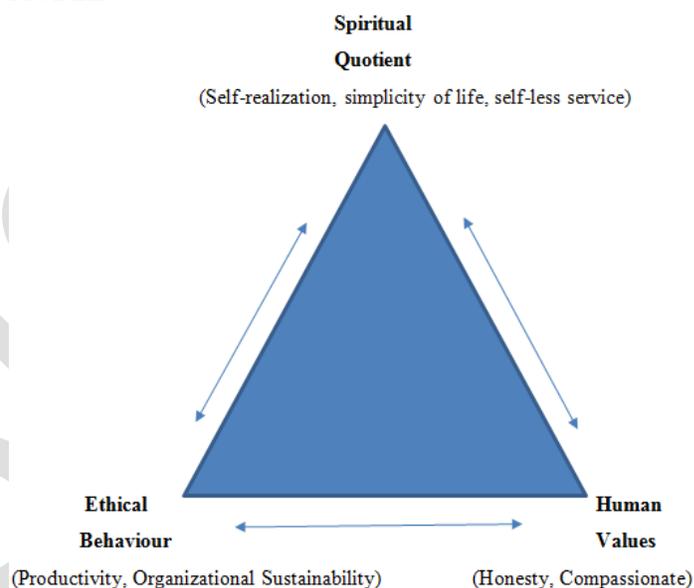
VI. LIMITATIONS AND SUGGESTIONS FOR FUTURE RESEARCH

The findings in this study stated that the SQ has a significant effect on the ethical behaviour of the IT professionals. The concepts of spiritual intelligence have not been sufficiently studied in the field of Management, especially its influence on ethical behaviour. Further empirical research can make significant contributions to the field of Management research and practice. Scholars can develop new research agenda first to identify the nature of effects it might have on employee's performance which can boost the ultimate goal of the organization. For this reason, managerial levels of spiritual intelligence can be measured, and based on the findings, appropriate HRD interventions could be designed and implemented for improving employees' and organizational performance. Moreover, future researchers can also study the mediation effects of personal values and ethical behaviour in the relationship between SI, EI and ethical behaviour. Finally, the sample size of the study is considered small. Further research should be conducted in large sample thus it can provide better generalization. Hopefully, this paper would raise the levels of interests among scholars to conduct more spirituality related studies that may contribute to the new dimensions organizational management, particularly in the contexts of recent episodes of corporate scandals and ethical violations. In this regard, this research could be a stepping

stone for conducting further studies in relevant fields of studies for advancing the knowledge.

This research has sparked numerous additional questions to be addressed by future research. Research like this is rare in Bangalore, and it would be the best to replicate the same study on other employees to provide more data about IT employees and their ethical values and spiritual intelligence. Further surveys will probably enhance the organizations and the educational system to take bigger steps in educating the employees of ITES in these topics and create greater awareness on the topic of spiritual intelligence and ways to build right values among the young population.

MODEL



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