WORKPLACE SPIRITUALITY, RELIGIOSITY AND EMPLOYEE PERFORMANCE: A STUDY OF SERVICE SECTOR ORGANIZATION IN SAUDI ARABIA

A thesis submitted to the graduate school in partial

fulfillment of the requirement for the degree

Masters of Business Administration

By

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DECLARATION

I certify that the substance of this thesis has not been already been submitted to any degree and is not currently being submitted for and other degree qualification.

I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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ABSTRK

Kajian yang luar biasa telah melihat sesuatu yang mustahil untuk membezakan manusia dengan spiritualiti dan agama mereka. Ramai penyelidik telah lama melaungkan pentingnya spiritualiti dan agama dalam organisasi moden . Namun demikian keduanya tidak dapat menghurai dari aspek keperibadian dan prestasi pekerja di tempat kerja. Kajian ini bertujuan untuk mengeksplorasi hubungan antara spiritualiti di tempat kerja dan agama Islam dengan prestasi pekerja di Bank Riyadh Arab Saudi. Kajian ini menggunakan responden seramai 142 kakitangan daripada tiga cawangan Bank Riyadh yang berbeza (Riyadh, Jeddah, dan Dammam). Keputusan korelasi, dan regresi berganda menunjukkan bahawa tempat kerja spiritualiti dan agama Islam mempunyai hubungan yang positif terhadap prestasi pekerja. Hipotesis kajian ini telah diuji dan persoalan kajian telah dijawab dengan baik. Hasil kajian juga mengesyorkan agar kajian akan datang meneroka pengaruh agama lain terhadap prestasi pekerja di korporate organisasi.

ABSTRACT

Tremendous research has noticed the impossibility of disentangling human with their spirituality and their religiosity. Many researchers have long echoed the importance of spirituality and religiosity in recent modern organizations. Thus both cannot be disentangled of from employee personalities and performance at the workplace and these two can be of distinct interest as people's culture and ideology differ. Thus this study is aimed at exploring the relationship between workplace spirituality and Islamic religiosity with employee performance in the Riyadh Bank of Saudi Arabia. This study investigates 142 staff from three different branches of Riyadh Bank (Riyadh, Jeddah, and Dammam). The result of the correlation, and multiple regressions revealed that workplace spirituality and Islamic religiosity positively affect employee performance. Conclusively all the hypotheses of this study are tested correctly and the research question are well answered. This research ends by recommending to future research explore the effect of other religious content on employee performance in cooperate organizations.

DEDICATION

This work is dedicated to:

My beloved father

YOUSEF SAAD AL KHATHRAN

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Firstly I give thanks to my Creator, the able and powerful Almighty Allah for his blessings on me and my life, and for his help that sees me through to the end of this program; it was not an easy corridor, but with His love and mercy I am able to make it to the end. I commend the unforgettable guidance, and unlimited support of my proficient, understanding, and efficient supervisor Dr. Norazuwa Bt Mat , I am so much grateful for your effort, and time spent on this research. Your professional advice and suggestions would forever be valued.

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LIST OF ABBREVIATIONS

H_1 : Hypothesis one

H_2 : Hypothesis two

UUM: Universiti Utara Malaysia

RQ1: Research Question one

RQ2: Research Question two

CHAPTER ONE

INTRODUCTION

1.0 Background of the Study

Practically, pillars that hold corporate organizations, particularly financial instructions, and other service sectors of any country's economy are more than one. One of the ineligible pillars is the employee performance. Employee or human resources is as important as capital in on organizational setup, and the wellbeing, supply, and performance will directly influence the success of the organization and vice-versa.

Meanwhile the most common feature or measure of employee performance is the performance management, which most business researchers, practitioners, and commercial theorists define as one of the organizational leadership, employee spirituality and their valued personality and fidelity (Smith & Goddard, 2002). The traditional definition of performance management (PM) corroborates this notion, as the definition places the individual employee as the focus of attention in any prospective organization, success determinate, and one of the mediators of their goals, aim and vision achievement. In this sense, the definition of employee performance is assumed to be relatively un-contentious, deriving from an organizational strategy that is taken as given, and the

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