

Workplace Spirituality and Employee Performance: Mediating Role of Organisation Citizenship Behaviour

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Abstract

In this era of globalization and growing competition, it has become paramount importance on the part of the organization to understand the business strategies for its survivability. Number of research studies in behavioral and management science has suggested that in this competitive world it is the human being and his performance at workplace, which can only help an organization to become sustainable in the long run. Therefore, it has pushed the HR functionary to identify factors that may lead to enhance a professional's personal and emotional competency towards augmentation of their performance at workplace. We have felt that, this kind of focus in today's workplace can be enhanced by consistently connecting people's behavior in a constructive way, which may potentially engage and bind them with the organizational objective. Therefore, organizational citizenship behavior (OCB) and workplace spirituality are understood to be two vital terms, which can play an integral role in making and transcending the individual behaviors at workplace to perform their best at the work environment. Therefore, this conceptual review paper is aiming to attempt for understanding the construct of organization citizenship behavior and workplace spirituality in detail. Further, both the concepts have been studied through unfolding their theoretical and practical functionality along with proposing a conceptual model for achieving higher employee performance and organizational effectiveness.

Keywords: Workplace Spirituality, Organization Citizenship Behavior, Job Satisfaction, Employee Engagement

To run a business human resource occupies a centralized position in an organization for efficiently coordinating other factors of production. Human being is the most complex creature of all, and there have been a lot of studies carried out in behavioral science to explore the mysterious aspects of human being employed at workplace by applying different techniques. It is debated by both academicians and management practitioners' that empowering this resource may easily harvest competitive advantage in today's world which has apparently set no boundary for competition. Due to rapid changes happening in the society and structure of the organization, the challenge on the part of the management is to

how best the human resources can be utilized and aligned to derive organizational effectiveness. One aspect of it is, in this age of competition, the urge for whole-hearted commitment from employees for realizing the organizational goals is one of the most exciting researchable concepts in the fields of management and organizational behaviour. We have explored from the available literature, supporting with the facts that business establishments, which are focusing on routes that include the spiritual element, such as bringing together employees' emotional need, motivation at work and encouraging them to find meaning in work is enhancing organizational commitment and retention. On

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