

## Implementation of Spirituality Value in the Company

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**ABSTRACT:** *This study explores the value of spirituality in the business organization practices of PT Emdeki Utama, Gresik, East Java. The method used in finding data from this study uses an interview approach with management and customers. To answer the research objectives, researchers used structured and unstructured questions to triangulate research results. So from the effects of his study found the value of work spirituality at PT Emdeki Utama; The first is openness. The value communicated here from the start is more openness between office workers. This shows that management considered open systems design when building this office. Second, the value of discipline in work, the company has tested this work process without incident. Third the value of transparency, the company always calls for being honest with oneself and being honest with others. Every employee works hard to maximize their skills. Employees develop their capabilities and potential. In addition, PT Emdeki Utama also thanks its customers for their honest, thorough and thorough work. The commitment of customers and employees to work with Emdeki is unquestionable. Emdeki asks to work with honesty, dedication and hard work.*

Penelitian ini bertujuan untuk menggali nilai spiritualitas dalam praktik organisasi bisnis PT Emdeki Utama, Gresik, Jawa Timur. Metode yang digunakan dalam mencari data dari penelitian ini menggunakan pendekatan wawancara dengan pihak manajemen dan pelanggan. Untuk menjawab tujuan penelitian, peneliti menggunakan pertanyaan terstruktur dan tidak terstruktur untuk dapat melakukan triangulasi hasil penelitian. Sehingga dari hasil kajiannya menemukan nilai spiritualitas kerja di PT Emdeki Utama; Pertama keterbukaan. Nilai yang dikomunikasikan di sini sejak awal adalah lebih banyak keterbukaan antar pekerja kantor. Hal ini menunjukkan bahwa manajemen mempertimbangkan desain sistem terbuka saat membangun kantor ini. Kedua, nilai disiplin dalam bekerja, perusahaan telah menguji proses kerja ini tanpa insiden. Ketiga, nilai transparansi, perusahaan selalu menyerukan untuk jujur dengan diri sendiri dan jujur dengan orang lain. Setiap karyawan bekerja keras untuk memaksimalkan keterampilan mereka. Karyawan mengembangkan kemampuan dan potensinya. Selain itu PT Emdeki Utama juga berterima kasih kepada pelanggannya atas kerja jujur, teliti, dan teliti. Komitmen pelanggan dan karyawan untuk bekerja sama dengan Emdeki tidak diragukan lagi. Emdeki meminta untuk bekerja dengan kejujuran, komitmen, dan kerja keras.

**Keywords:** *Spiritual Value, Work Environment, Work Spirituality.*

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## I. INTRODUCTION

In developing business concepts, each company has various approaches to succeeding in its business interests. One of the business concepts that play a role in the success of its business is developing the concept of spirituality. Thus, companies that apply this aspect of spirituality have various business philosophies. In the thinking of the ancient people, the philosophy of spirituality in doing business was known as spirituality is the mind, business is the feet. Without these two aspects, no individual or society is incomplete (Purnamasari & Amaliah, 2015). Therefore, to ignore the role of spirituality in people's daily lives, including in the workplace, is to miss an essential part of human identity and motivation. This is confirmed in the definition put forward by Ashmos and Duchon (2000) in (Fatih, 2022), namely spirituality in the workplace as a recognition that employees have an inner life nurtured and nurtured through meaningful work done in society (Banerjee, 2022). This spiritual aspect of work is manifested in human behaviour at the group level, focusing on interactions between employees and their co-workers. The work performed is consistent with the values of the team member's personal life and benefits society (Cooper et al., 2016).

Various research findings indicate that the structure of workplace spirituality significantly contributes to the development of intrinsic motivation in employees, especially the value retention component. Spirituality has always been an integral part of organizations for simple human reasons, but this aspect needs to be addressed for various reasons. These factors can explain 64.728% of the construction of spirituality at work. The results of this study indicate that in the context of a company, the development of spiritual awareness in the workplace is necessary if the organization wants to continue to grow and face various challenges healthily through attention to spiritual needs that have become human (Mangala & Nilam, 2015).

This study's results align with the research findings of (Putra & Dian, 2021). The results of this study indicate that there is a positive relationship between work spirituality and organizational engagement. This means that the higher the value of work spirituality, the higher the value of organizational commitment, and vice versa.

The results of this study also show that most participants have high work spirituality and organizational commitment. Integrating spirituality into the workplace (Theory and Practice), namely 1). has higher loyalty, commitment, and retention. 2). community and cooperation. 3). Developing good morals and ethics. 4). Performance, productivity, creativity (Smudde, 2021). Organizations whose work environments flexibly support and encourage emotional growth will achieve improved individual and organizational performance, profitability, employee satisfaction, and sustainable competitive advantage (Bagis, 2022).

In an empirical study on spirituality in the workplace, a Sloan Management Review article reported that organizations perceived as more spiritual also appear to be more profitable. In an experiment spanning 35 years, Robert Ouimet, owner of the privately held company Ouimet- Cordin Bleu Inc. in Montreal, Canada, showed that spirituality contributes to the success of an organization (Salem et al., 2023).

Then Wasril Mia Rosyawati and Naim Amelia Indrajaya, 2019 in their article explained spirituality in the workplace, namely aligning individual and work values with higher spiritual meaning and purpose. Based on the findings of this study, the company has critical spiritual values, which are conceptualized by the company owner and shared with all employees. The company develops and implements substantial meaning and spiritual values in the workplace (Rosyawati & Indrajaya, 2019).

Some companies in America have evidence that leaders who consider their organizations spiritual also see their businesses as more ethical. In his view, companies that bring spirituality to the workplace can create a different organizational culture where employees will be more satisfied and perform better. Although some experts suggest that spirituality should be an end in itself and not used to increase profits, there is a trend toward recognizing spirituality as a tool to engage employees and organizations (Fludra et al., 2023). Organizational culture significantly influences employee perceptions of community, connectedness, and spirituality. It has been shown that cultural factors related to workplace spirituality override political-economic influences on employee productivity. The results suggest that the discipline of spirituality will improve workplace life as long as they are not restrained by legal and religious phobias (Mackenzie & Servant, 2011).

Majeed Nauman, Mustamil Norizah Mohd, 2018 in an article entitled Which Spirituality at the Workplace? Is Corporate Spirituality the Answer recognizes that workplace spirituality has three broad dimensions, namely. 1). meaningful work; 2). sense of community; 3). Alignment with organizational values.

The research that has been submitted has similarities and differences with the study conducted by the author. The similarities are both looking for the value of spirituality in the workplace. The difference lies in the results because the results of this study are based on very in-depth research so that the results are in-depth. Therefore, this study's peculiarity or novelty element is the direct recognition of management and employees of implementing spiritual values in the workplace at the PT Emdeki Utama company in Driyorejo, Gresik, East Java. This research discusses the values instilled and experienced by the organization from its establishment until now.

Therefore, the theory used to understand this research is applying corporate spirituality. Spirituality at work explains the idea of implementing spirituality in the workplace, namely 1). linking our work with the value system we have; 2). look at things in the company positively; 3). treat others well; 4). Taking time for ourselves; 5). Find our employees; 6). Talk to our superiors about ideas to spread spirituality in the workplace; 7). Be careful and aware of what we do and how it affects those around us; 8). Put people first; 9). Find people in the workplace who share our beliefs and values; 10). Go slow; 11). No one is perfect, and we all learn how to put our value system into practice in different real-life situations (Dinesh, 2017);(Saxena & Prasad, 2023);(Čaputová, 2023).

In connection with the above views, the author considers it necessary to examine the value of corporate spirituality in the company under study. Therefore, this research wants to find answers to whether there are spiritual values in practice in the company organization of PT Emdeki Utama in Gresik, East Java. Therefore, this study aims to explore and discover the deals of spirituality in training at the company organization of PT Emdeki Utama in Gresik, East Java.

## II. METHOD

The approach used in this research is qualitative. In conducting this qualitative research, the author makes descriptive data in the form of words and pictures. This form of study is related to the point of view (Creswell, 2016), which explains: qualitative research obtains descriptive data in the form of written or spoken words from people and observed behaviour. It is a form of research that aims to describe or describe existing phenomena, both natural and human technology.

This descriptive research aims to identify systematically, factually, and accurately the facts of the application of corporate spiritual values to provide customer satisfaction at PT Emdeki Utama, Doryorejo, Gresik, East Java, and provide a clear picture. At this stage, the author first communicates with respondents or informants about the management and experiences related to applying the company's spiritual values in general and customer service. At this stage, the researcher asked respondents about the development of the role of spirituality in public to satisfy customers who buy and use carbide. By doing so, the researcher can better understand the phenomenon of assessing spiritual values that influence customer satisfaction. In this phenomenological descriptive phase, the researcher transfers the material presented by the informants and classifies it based on the phenomenon so that the researcher gains meaning from the training experience and understands the impact of the role of spirituality in the company, and also provides material for description (Mey, 2022).

The author conducted a focused and planned research study to deepen the case. Researchers did not examine all MDQ users or customers but selected several customers directly at locations that could be reached. This research is focused on analyzing the application of the role of spirituality in providing satisfaction to carbide customers at PT Emdeki Utama Driyorejo, Gresik, East Java.

## III. RESULT AND DISCUSSION

Based on the thesis in the problem, is there a perspective on the value of spirituality at PT Emdeki? The results of on-site research found that there are spiritual values at PT Emdeki. The value of spirituality in PT Emdeki is seen in the following table:

**Table 1. Work spiritualits in the Company**

| No | Work Spirituality Score        |
|----|--------------------------------|
| 1. | Openness                       |
| 2. | Discipline at work             |
| 3. | Transparency                   |
| 4. | Honesty, commitment, hard work |

*First*, an open value. The values conveyed since the company was founded are more open among employees. In the office of PT Emdeki, no treatment distinguishes one emplemployeem another. This is because, in the 25 years of the company's existence, there has never been a strike by factory workers. In this regard, Emdeki's management has also sought input or suggestions from employees and the SPSI (Indonesian Workers Union) Federation organization to develop the company's business further. SPSI always comes to debt collection because everything is going well, because there are no problems bec, and ause the company lives with a culture of openness.

*Second*, learning the benefits of discipline at work. Time management is the responsibility of the employee. Time to depart for work and time to get there. It has developed a certain level of awareness at work. The business, incidentally, adheres to the ISO 9001 method for quality control. There are so many different things that affect this. Everything is integrated into a system, whether it involves work ethics, conduct, or work directives. As a result, the system must be fixed. The company does regular audits or oversight. As an enzyme employee, your responsibilities are (a), (b), and (c). Do you always make a report, then whether there is a violation? Then if there is a violation because the breach occurred. So, if the enzyme is a deviation, the company must know why there is a deviation. The principal divergence occurs because of the human factor, the system that is still not right, or what kind of work procedures. All of that is controlled. Even the most minor thing must be maintained (Ikhwan & Jailani, 2014).

Because the system has been formed automatically, employees' work patterns and attitudes become accustomed to what the company has made together. Regarding work safety, the company has P2K3 (Panitia Pembina Keselamatan dan Kesehatan Kerja). Before starting work, employees must wear safety equipment. This applies to all. For instance, workers must wear gloves and helmets in the furniture (fornes) sector. This procedure is continually observed. A principal employee only employs work processes if they meet all these conditions. As a result, it is always followed, causing all the rules to become second nature. When it comes to the idea of occupational health and safety, the company tries to avoid accidents. There were no mishaps or issues. An accident is defined as preventing production from continuing for two consecutive 24-hour periods. The notion of an accident does not apply to minor incidents, like a nudge to the hand.

*Third*, transparent value. How to bring the value of transparency (transparency) to employees. The strategy is to practice transparency every day. This practice goes on endlessly. It has become a habit and an obligation. If you get used to it, you can go independently, which was initially tricky when this practice was introduced. When it becomes a habit, it becomes employee-owned. Everything works spontaneously without having to order it.

*Fourth* is the value of honesty. This means being honest with yourself and honest with others. Every employee honestly maximizes their skills. Just tell it like it is. Everyone works according to their abilities. But all commands must be carried out legally and openly. That's where the base of the company starts. Employees develop their skills and potential. Many people have potential, but it is often not utilized. Businesses need to control all of this. The organizational structure becomes shorter and more straightforward.

Acceptance of the value of honest, conscientious, and thorough work is also conveyed to Emdeki's customers. One customer who claims to be satisfied with the corporate culture at Emdeki is Haryanto, Emdeki's coal supplier. Haryanto's commitment to working with Emdeki is unquestionable. He receives much input from Emdeki when consulting with the Emdeki board. And Emdeki's moral message has been remembered. Emdeki asked him in the year to work with "honesty, dedication, hard work" This was the advice Emdeki gave Haryanto when he was initially hired to supply limestone raw materials for Emdeki. Long before working, he had asked Emdeki for advice. Not only that, but he also often consulted Emdeki to ask what

steps he should take in the future. President Emdeki first emphasised and said: "You have to be honest".

Hearing those words, Haryanto smiled inwardly. He smiled because he didn't feel he was cheating others when he ran his business from the start. "It means I can't change. I don't have to change what MDQ suggested at the time because I don't want to harm others," says the father of two. Haryanto was also reminded: "You have to commit yourself, you have to work hard." Entrepreneurs run out of intuition. So what is at stake for the entrepreneur is the opportunity, which must be seized or not. And indeed, this opportunity exists to this day. The same goes for the next generation. "Emdeki advised me and passed everything on to his sons and nephews. The fruits of this message are interesting. The results are no joke. Orders are currently increasing. For example, in the supply of coal".

Being a key supplier means taking action and being honest, dedicated, and hardworking. This is the advice Emdeki gave to Haryanto when he initially went to work supplying Emdeki with limestone. Long before going to work, he had asked Emdeki for advice. Because he realized that he was still young and wanted to progress, not only that, but he also often asked Emdeki what steps he should take next.

### **Discussion on the Implementation of Work Spiritual Values in the Company**

The results of research on the perspective of spiritual values in the business entity of PT Emdeki are the value of openness, instilling the value of discipline at work, the value of transparency, the value of honesty, the value of responsibility through hard work and commitment, the value of responsibility through hard work and dedication that continues to increase to improve the company's business. According to Max Weber, work is meaningful for the work itself, employees, and the company, which shows that the company's owner is very aware of applying spiritual values. Corporate spirituality, as presented by Majeed Nauman and Mustamil Norizah Mohd, 2018 has the following values: (1) meaningful work, (2) solidarity, 3) alignment with organizational values. The success of the company and employees in integrating spiritual values into the company is for the management of the company is very specific in the selection of employees where they can fit in. This follows the concept of spiritual realization through choice with the following steps (Mackenzie & Servant, 2011);(Segev, 2023).

Previously Wasril Mia Rosyawati and Naim Amelia Indrajaya, 2019 discussed the impact of work ethic in business. The same study found that moral values in the workplace include the importance of discipline, integrity, respect, punctuality, responsibility, and consistency, which are also crucial. As a result, more and more organizations are embedding spirituality into their environment because the impact of good on the environment is not only felt by employees but can also be measured through economic benefits, using metrics such as quality, productivity, and profitability. This study reviewed the previous literature to investigate the growing concern about spirituality in the workplace and understand its importance to employees in an organization. As a result, it was found that the impact on work attitudes such as organizational performance, work engagement, work commitment, and overall job satisfaction on employees for workplace spirituality as seen from empirical and theoretical evidence (Rupa & Pallavi, 2020).

Spiritual values in the company would put employees in the correct position as humans (Dehaghi et al., 2012). The evidence is that the religiosity constructs of the

belief, commitment, and behaviour dimensions are positively related to organizational commitment and work engagement. Furthermore, there is also evidence that organizational commitment and work involvement positively affect job satisfaction. In the long run, these positive impacts will accumulate and have a broader positive impact on human life in carrying out its function as a servant and caliph on earth.

Working in an environment that supports employees' right to express their beliefs openly helps them develop better working relationships with coworkers, feel safer, and be more engaged in their work. The study found that spirituality at work has a significant impact on attitude towards work, among other things: Some models show that spiritual leadership also plays a role in influencing workplace spirituality, suggesting that workplace spirituality has a significant and positive impact on employees (Liu et al., 2023).

This systematic view of global business means that companies continually reassess their long-term view of the risks and benefits associated with long-term operations. This includes a careful and ongoing review of our business decisions' potentially harmful and unintended consequences for individuals, communities, and society. Or the environment. A spiritual workplace provides resources to help people discover their creative potential and exercise creativity within their organization. Companies that understand workplace spirituality encourage learning and development by assisting employees to develop a sense of their "calling" and identify their passion for life and work, not just support it (Rhodes, 2006);(Huda et al., 2020).

The results of this study also support the work ethic in organizations where meaningful work is embodied in the concept that work has great personal value for the individual and satisfies the need for deepest interests for greater interest and motivation. An essential aspect of workplace spirituality is articulated as a sense of community, a mental, emotional, and spiritual connection between employees to boost morale within teams and groups and across the organization. Its essence is to bring employees into deeper relationships at work where valued support, freedom of expression, and genuine care are needed. This level involves personal experiences with a strong alignment between personal values and the organisation's mission and goals (Majeed et al., 2018).

#### IV. CONCLUSION

According to the research report submitted, work spirituality at PT Emdeki is the value of openness. *First*, the value conveyed here from the beginning is greater openness by office workers here. In this office, no visible partition distinguishes one from the other. All are open. The work system is also maintained. This means that the management has implemented an available system design and an open plan when building this office. *Second*, the value of discipline at work. Employees have to manage their own time. The awareness aspect has been built into the work. The company has checked this work process without accidents regarding the work safety concept. Zero accidents (zero incidents). What is meant by accident here is if the accident has disrupted the production process twice within 24 hours. Unless it is a minor incident, such as a hand slap, it does not fall under the definition of an accident. *Third*, the value of transparency. How to bring the value of transparency (transparency) to employees. The strategy is to practice transparency every day. This practice goes on endlessly. It has become a habit and an obligation. If you are used to

it, you can go independently, which was initially tricky when this practice was introduced. When it became a habit, it became employee-owned. Everything works spontaneously without having to order it.

Based on the conclusions, the authors expect this research to have implications. *First*, it is an input for the management of PT Emdeki Utama to improve and renew services to customers so that they feel comfortable with the services provided so far. Providing rewards or bonuses to customers in the form of activities that have been carried out should be maintained and improved. *Second*, visits by the management team to customers should continue to be carried out to monitor the progress of product use carried out by customers so far because it can provide a stimulus for customer economic empowerment. *Third*, customer satisfaction surveys on product use should be carried out, and respondents need to be alternated and improved because it helps provide feedback to management.

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