

A STUDY ON RELATION BETWEEN THE LEVEL OF SPIRITUAL QUOTIENT AND THE PERFORMANCE OF PROFESSIONALS W.R.T MUMBAI CITY, MAHARASHTRA

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Abstract

In this quote, Matshona Dhliwayo emphasizes the supremacy of the human mind, highlighting the evolution of intelligence assessment over the 20th century. Initially measured solely through Intelligence Quotient (IQ), the concept expanded to include Emotional Quotient (EQ) and, later, Spiritual Quotient (SQ). Spiritual Quotient involves accessing profound meanings, values, and motivations, becoming a crucial factor for effective functioning alongside IQ and EQ. The present research paper deals with impact of SQ on the performance of selected professional w.r.t. Mumbai city. Therefore, let us try to understand the meaning of the term 'professional'. A professional is defined as someone with specialised knowledge and recognised competence in a field. Professionalism involves adhering to ethical codes, displaying punctuality, reliability, effective communication, collaboration, and maintaining expertise. Furthermore, it is noted that SQ can influence a person's professional performance by shaping their values and sense of purpose, making individuals with high SQ more reflective, purpose-driven, and compassionate in the workplace. It is believed that professionals can enhance their SQ through reflection, aligning their work with values, and engaging in purpose-driven activities.

Keywords: Intelligent Quotient (IQ), Emotional Quotient (EQ), Spiritual Quotient (SQ) and Professional

INTRODUCTION

"The world's greatest computer is the human mind, not the machine." – Matshona Dhliwayo.

In this quote, Matshona Dhliwayo emphasizes the supremacy of the human mind, highlighting the evolution of intelligence assessment over the 20th century. Initially measured solely through Intelligence Quotient (IQ), the concept expanded to include Emotional Quotient (EQ) and, later, Spiritual Quotient (SQ). Spiritual Quotient involves accessing profound meanings, values, and motivations, becoming a crucial factor for effective functioning alongside IQ and EQ. The present research paper deals with impact of SQ on the performance of selected professional w.r.t. Mumbai city. Therefore, let us try to understand the meaning of the term 'professional'.

A professional is defined as someone with specialised knowledge and recognised competence in a field. Professionalism involves adhering to ethical codes, displaying punctuality, reliability, effective communication, collaboration, and maintaining expertise. Furthermore, it is noted that SQ can influence a person's professional performance by shaping their values and sense of purpose, making individuals with high SQ more reflective, purpose-driven, and compassionate in the workplace. It is believed that professionals can enhance their SQ through reflection, aligning their work with values, and engaging in purpose-driven activities.

CONCEPTUAL BACKGROUND

(1) **Intelligence Quotient (IQ):** Intelligence Quotient is a measure of an individual's intellectual abilities, derived from standardized tests assessing various cognitive skills such as logic, problem-solving, and memory (**American Psychological Association**).

(2) **Emotional Quotient (EQ):** Emotional Quotient refers to a person's ability to recognize, understand, and manage their own emotions, as well as to perceive and influence the emotions of others, indicating emotional intelligence (**Psychology Today**).

(3) **Spiritual Quotient (SQ):** Spiritual Quotient, also known as spiritual intelligence, relates to an individual's capacity to access and comprehend deep meanings, values, and motivations, contributing to a sense of purpose and fulfillment (**Danah Zohar, "SQ: Connecting with Our Spiritual Intelligence"**).

(4) **Professional:** A professional is an individual possessing specialised knowledge, skills, and expertise in a particular field, recognised for high competence and ethical conduct. Professionals adhere to ethical codes, maintain a commitment to excellence, and often belong to organised bodies that regulate their conduct (**Cambridge Dictionary**).

OBJECTIVES OF THE STUDY:

To study whether Spiritual Quotient (SQ) has any impact on the professional performance of the professionals.

RESEARCH HYPOTHESIS

H0: There is no relation between the level of spiritual quotient (SQ) of professionals and their professional performance.

H1: There is a relation between the level of spiritual quotient (SQ) of professionals and their professional performance.

REVIEW OF LITERATURE

Mayura Kemkar (2019):

Mayura Kemkar's research investigates the relationships between intelligence quotient (IQ), emotional quotient (EQ), spiritual quotient (SQ), and managerial effectiveness in the service sector. Through a sample of 630 managers, the study establishes that cognitive, emotional, and spiritual intelligences significantly contribute to managerial effectiveness. The findings highlight the importance of these intelligences in enhancing competencies and addressing personal and societal responsibilities.

Howard Gardner (1993):

Gardner's theory of multiple intelligences includes interpersonal and intrapersonal intelligence, forming the basis for the concept of emotional intelligence (EQ). Gardner emphasizes that social intelligence, encompassing interpersonal and intrapersonal abilities, is crucial for understanding oneself and others. This perspective integrates emotional intelligence as a blend of intrapersonal and interpersonal intelligences, emphasizing its significance in social interactions.

Lekha P. (2017):

Lekha P.'s study explores the influence of spiritual quotient on work environment and job performance in IT industries in Chennai. Using a sample of 500 employees from top IT companies, the research reveals a significant association between socio-economic variables and awareness of spiritual quotient. The study concludes that a higher spiritual quotient enhances employee commitment, well-being, and job performance, suggesting organizations should prioritize factors related to spiritual quotient in the workplace.

Tilottama Singh (2020):

Tilottama Singh's research focuses on the impact of emotional spiritual quotient (ESQ) on managerial effectiveness in selected banks in Uttarakhand. The study identifies factors affecting ESQ levels among bank employees, measures ESQ levels, and demonstrates a significant effect of ESQ on managerial efficiency. The findings emphasize the relevance of emotional and spiritual intelligence in enhancing the managerial effectiveness of bank employees.

RESEARCH METHODOLOGY

Nature of Research:

The research study is exploratory in nature. As per **Saunders (2004)**, in his book *Research methodology*, exploratory study is a valuable means of finding out 'what is happening; to seek new insights; to ask questions and to assess phenomena in a new light. The present study has aimed to explore the relationship between the level of spiritual intelligence of professionals working in the city of Mumbai and the level of their professional performance.

Universe:

Kothari C.R. (2004) in his book 'Research Methodology Methods and Techniques' has defined universe as the total collection of elements and sample as a part of such universe that is selected according to some rules and statistics. The universe for the present study includes professionals from fields such as accounting and finance, legal, marketing, medicine, and education, who are actively engaged in their respective professions in Mumbai.

Sample:

The sample size for the study is 500 individuals, consisting of 100 professionals from fields such as accounting and finance, legal, marketing, medicine, and education and 400 clients, subordinates, superiors, and co-workers.

Table 1. Sample Size

Type of Profession	No. of Respondents	No. of Assessors (Clients, Subordinates, Seniors, Peers etc.)
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Accounting and Finance	20	80
Medicine	20	80
Legal	20	80
Education	20	80
Marketing	20	80
Total	100	400

Source: Field Survey

Data:

The study has made use of both primary as well as secondary data. Primary data has been collected using closed ended questionnaires. Secondary has been mainly collected from the published sources like news articles, research reports, dissertations and theses.

Tools of Data Collection:

The researcher has used “**the Spiritual Intelligence Self-Report Inventory (SISRI 24)**” constructed by **King David (2008)** to measure Spiritual Quotient (SQ) of professionals under consideration. This questionnaire has four dimensions, namely the existence of critical thinking, the creation of personal meaning, the passing of awareness and the development of consciousness. Having 24 items, responses have been collected using Likert scale which is ‘not true at all with me’, ‘is not true with me’, ‘quite true to me’, ‘very true to me’, ‘is true to me’. The reliability of the questionnaires has been tested and found to be alpha 0.92 using Cronbach’s Alpha.

The Impact assessment of professionals under consideration was measured by seeking responses from their clients / subordinates / superiors using ‘**Impact Assessment Questionnaire**’ measuring their various personality traits such as ability to take effective decisions, communication skills, technical expertise on the subject, problem solving capabilities, integrity, measures taken to advance one’s profession, leadership skills and capabilities to demonstrate team work. A total of 6 such traits have been evaluated using 25 parameters measured with the help of scale from 1 to 5.

Descriptive Analysis:

In any research study, profiling of respondents is important as it has a great influence on the outcome of the research.

Table 2. Gender-wise Distribution of Respondents

Type of Profession	No of Professionals			No. of Assessors		
	Males	Females	Total	Males	Females	Total
Accounting & Finance	10	10	20	33	47	80
Medicine	10	10	20	48	32	80
Legal	10	10	20	38	42	80
Education	10	10	20	48	32	80
Marketing	10	10	20	43	37	80
Total	50	50	100	210	190	400

Source: Field Survey

Table 3. Age-wise Distribution of Respondents

Type of Profession	No of Professionals						No. of Assessors					
	21-30	31-40	41-50	51-60	>60	T	21-30	31-40	41-50	51-60	>60	T
Accounting & Finance	3	6	8	3	0	20	19	17	31	11	2	80
Medicine	2	8	7	2	1	20	13	18	29	20	0	80
Legal	1	4	8	4	3	20	10	24	26	20	0	80
Education	3	7	8	2	0	20	45	12	3	20	0	80
Marketing	9	8	3	0	0	20	15	25	24	16	0	80
Total	18	33	34	11	4	100	102	96	113	87	2	400

Source: Field Survey

Inferential Analysis:

Using the ‘**Spiritual Intelligence Self-Report Inventory (SISRI 24)**’ and ‘**Impact Assessment Questionnaire**’ SQ Scores and Performance of each professional under the consideration has been measured and summarised in the following table.

Table 4. Spiritual Quotient and Performance of the Professionals

Sr. No.	Field	Gender	SQ Score	Impact Measurement (Performance)
P.1	Finance	Male	58	294
P.2	Finance	Male	34	289
P.3	Finance	Male	82	404
P.4	Finance	Male	12	304
P.5	Finance	Male	14	268
P.6	Finance	Male	24	262
P.7	Finance	Male	62	353
P.8	Finance	Female	58	163
P.9	Finance	Female	34	379
P.10	Finance	Male	80	399
P.11	Finance	Female	15	268
P.12	Finance	Female	66	169
P.13	Finance	Female	17	172
P.14	Finance	Male	25	276
P.15	Finance	Male	30	394
P.16	Finance	Female	79	409
P.17	Finance	Female	30	286
P.18	Finance	Female	76	372
P.19	Finance	Female	11	387
P.20	Finance	Female	80	385
P.21	Law	Female	14	290
P.22	Law	Female	31	471
P.23	Law	Female	24	285
P.24	Law	Female	75	390
P.25	Law	Male	34	378
P.26	Law	Male	49	184
P.27	Law	Male	58	476
P.28	Law	Male	14	297
P.29	Law	Female	24	375
P.30	Law	Female	71	479
P.31	Law	Female	12	296
P.32	Law	Male	34	286
P.33	Law	Female	34	366
P.34	Law	Male	82	364
P.35	Law	Male	73	352
P.36	Law	Female	48	340
P.37	Law	Male	81	349
P.38	Law	Male	30	356
P.39	Law	Female	30	368
P.40	Law	Male	30	389
P.41	Medicine	Male	79	382
P.42	Medicine	Female	10	293
P.43	Medicine	Male	70	379
P.44	Medicine	Male	78	469
P.45	Medicine	Male	30	375
P.46	Medicine	Male	82	465
P.47	Medicine	Female	52	395
P.48	Medicine	Female	58	376
P.49	Medicine	Female	14	396
P.50	Medicine	Female	12	375
P.51	Medicine	Male	75	371
P.52	Medicine	Male	82	471
P.53	Medicine	Male	34	373
P.54	Medicine	Female	34	374
P.55	Medicine	Male	61	377
P.56	Medicine	Female	66	368
P.57	Medicine	Female	48	368

P.58	Medicine	Female	21	361
P.59	Medicine	Male	30	369
P.60	Medicine	Female	30	468
P.61	Education	Female	30	389
P.62	Education	Male	9	390
P.63	Education	Female	10	380
P.64	Education	Male	78	387
P.65	Education	Female	40	466
P.66	Education	Male	30	377
P.67	Education	Female	10	293
P.68	Education	Female	55	373
P.69	Education	Female	13	379
P.70	Education	Female	12	395
P.71	Education	Female	8	275
P.72	Education	Female	85	457
P.73	Education	Female	73	374
P.74	Education	Male	43	466
P.75	Education	Male	67	360
P.76	Education	Male	24	272
P.77	Education	Male	82	455
P.78	Education	Male	12	262
P.79	Education	Male	34	250
P.80	Education	Male	34	250
P.81	Marketing	Male	12	250
P.82	Marketing	Female	69	342
P.83	Marketing	Male	34	199
P.84	Marketing	Male	46	356
P.85	Marketing	Male	68	275
P.86	Marketing	Female	24	194
P.87	Marketing	Male	34	355
P.88	Marketing	Male	45	296
P.89	Marketing	Female	66	345
P.90	Marketing	Male	24	290
P.91	Marketing	Female	52	291
P.92	Marketing	Female	12	287
P.93	Marketing	Female	14	191
P.94	Marketing	Male	24	290
P.95	Marketing	Female	18	195
P.96	Marketing	Female	58	295
P.97	Marketing	Male	19	292
P.98	Marketing	Female	34	340
P.99	Marketing	Female	46	196
P.100	Marketing	Male	68	295

Source: Field Survey

Interpretation:

- Finance professionals exhibit a range of spiritual quotient (SQ) scores, with individuals scoring as high as 82.
- Professionals aged above 50 consistently display high SQ scores across various fields, with scores such as 82 in Finance, 75 in Law, and 79 in Medicine.
- In Finance, female professionals generally have higher SQ scores compared to males, as seen in scores of 58 v/s. 34 and 66 v/s. 25.
- Medicine professionals, both male and female, consistently score high in spiritual quotient, with scores reaching as high as 82, 78, and 75.
- Education professionals, particularly those above 50, demonstrate high SQ scores (e.g., 85 and 73).
- In the marketing field, females tend to have higher SQ scores compared to males, as seen in scores of 69 v/s. 34 and 66 v/s. 45.

Summary Outcomes of ‘Spiritual Intelligence Self-Report Inventory (SISRI 24)’:

Outcomes of the ‘Spiritual Intelligence Self-Report Inventory (SISRI 24)’ questionnaire administered to 100 professionals from five different fields have been summarised below as per the following guidelines:

- Max Score: 96
- Min Score: 0
- High SQ: Score 76-96
- Moderate SQ: Score 25-75
- Low SQ: Score < 25

Table No. 5. Field-wise Classification of SQ of Professionals

Type of professional	High	Moderate	Low	Total
Accounting and Finance	5	9	6	20
Medicine	4	12	4	20
Legal	2	13	5	20
Education	3	9	8	20
Marketing	4	4	12	20
Total	18	47	35	100

Source: Field Survey

Summary Outcomes of and ‘Impact Assessment Questionnaire’

Outcomes of the ‘Impact assessment Questionnaire’ administered to 4 peers (clients / subordinates / superiors) each of these 100 professionals have been summarised below as per the following guidelines:

- Max. Score: 500
- Min. Score: 0
- Excellent Score 400-500
- Good Score 300-400
- Satisfactory Score 200-300
- Poor Score < 200

Table No. 6. Field-wise Classification of Impact Assessment of Professionals

Type of professional	Excellent	Good	Satisfactory	Poor	Total
Accounting and Finance	2	8	7	3	20
Medicine	4	15	1	0	20
Legal	3	11	5	1	20
Education	4	10	6	0	20
Marketing	0	5	10	5	20
Total	13	49	29	9	100

Source: Field Survey

Statistical Analysis:

H0: There is no relation between the level of spiritual quotient (SQ) of professionals and their professional performance.

H1: There is a relation between the level of spiritual quotient (SQ) of professionals and their professional performance.

The above hypothesis has been tested using Karl Person’s Co-efficient of Correlation.

Parameter	Value
Pearson correlation coefficient (r)	0.3762
r ²	0.1415
P-value	0.0001148
Covariance	698.3736
Sample size (n)	100
Statistic	4.019

Results of the Pearson Correlation indicated that **there is a significant medium positive relationship between SQ Score of Professionals and Performance of Professionals**, (r(98) = .376, p < .001).

CONCLUSION

The analysis, using Karl Pearson's Coefficient of Correlation, revealed a significant medium positive relationship between the Spiritual Quotient scores of professionals and their performance ($r(98) = 0.376, p < 0.001$). This indicates that there is a statistically significant correlation between SQ and performance among the studied professionals.

The positive correlation implies that as the Spiritual Quotient of professionals increases, their performance tends to increase as well. This finding suggests that there might be a valuable connection between the spiritual aspects of individuals and their effectiveness in their respective professional roles. It's important to note that correlation does not imply causation. While the study identifies a statistical relationship between SQ and performance, further research and exploration are needed to understand the underlying factors contributing to this correlation and to establish a causal relationship.

These findings may have practical implications for professionals and organizations, emphasizing the potential benefits of cultivating and assessing the spiritual dimension in individuals within the workplace. In summary, the study provides evidence for a meaningful correlation between Spiritual Quotient and Professional Performance, encouraging further investigation into the dynamics of spirituality in the professional domain.

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