

Chapter 3

Interplay Between Workplace Spirituality and Employee Wellbeing: The Mediating Roles of EI and AI

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ABSTRACT

The integration of Artificial Intelligence (AI) in the workplace has profound implications for employee wellbeing (EWB) and organizational dynamics. While AI promises enhanced productivity and innovation, its impact on emotional intelligence (EI), workplace spirituality (WPS), and ultimately EWB remains a critical area of research and practice. This study aims to investigate the relationships between AI adoption, EI, WPS, and EWB using a quantitative approach. Structural Equation Modeling was employed to analyze the data. Statistical analyses confirm significant direct and mediated effects of AI adoption, EI, and WPS on EWB. Workplace spirituality emerged as the strongest predictor, influencing EWB both directly and indirectly through AI and EI pathways. The study underscores the pivotal role of workplace spirituality in fostering EWB, complemented by AI's supportive role and moderated by emotional intelligence. These findings highlight the complex interplay of technological integration and human factors in organizational wellbeing

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1. INTRODUCTION

As the 21st century began, companies and corporations around the world became more interested in spirituality. This can be seen in the different theoretical and methodological efforts made by organisational consultants (Miles, 2018). According to Cacioppe (2000), the modern world has a lot of social, economic, and environmental problems that have made people search for peace and harmony all over again. This search is basically a spiritual trip. Spirituality at work is becoming more and more interesting to management researchers and professionals. And because of this, people wanted to learn more about workplace spirituality, how it works, and how it affects workers and companies. It's been a few years since Schneider (2013) said that the climate and character of organisations have changed a lot. Changes in technology and structures, more calls for over-optimization that leads to layoffs and downsizing, and a lot of specialisation and division of work all make it possible for employees to feel low self-esteem (Driver, 2005). In this case, faith in the workplace is seen as one of the best ways to deal with the problem.

It has been shown that workplace spirituality makes people happier with their jobs (Altaf & Awan, 2011; Bodia & Ali, 2012; Chawla & Guda, 2010; Clark, 2007; Robert, 2006). Other researchers have also found other interesting links between faith and attitude. It's interesting that Chand and Koul (2012) said, faith may help workers deal with stress at work. People who work for spiritual companies are more hopeful and find more value in their work.

Workplace Spirituality in Industry 5.0: Enhancing Employee Well-Being

A lot of people have talked about Industry 5.0 (I5.0) because of some problems that have come up in Industry 4.0, where new technologies are at the heart of growth. I5.0 is all about how people and machines (robots) can work together to make businesses, societies, and people grow in a way that is sustainable (Kadir and Halil, 2019). The main goal of I5.0 is to create a human-centered method that is also resilient and long-lasting (European Commission, 2021). When I4.0 came out, it changed the way people work all over the world. The 4.0 industrial change has made workers very worried about their jobs. Overloading themselves with work has become common, and people spend more time working nonstop to protect their jobs. Because of too much work and stress, they stopped caring about their health and happiness. Now, worry, anxiety, fatigue, high blood pressure, sleep problems, not being happy, etc. are normal parts of their lives (Sauer, 2023). Some of these

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