

**THE IMPACT OF WORKPLACE SPIRITUALITY TOWARDS
ORGANIZATIONAL CITIZENSHIP BEHAVIOR-CUSTOMER OF
FRONTLINE EMPLOYEES IN HOTEL X**

By

Rena Andriyani
11303071

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SWISS GERMAN UNIVERSITY
The Prominence Tower
Jalan Jalur Sutera Barat No.15, Alam Sutera
Tangerang, Banten 15143 - Indonesia

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Revision after Thesis Defense on July 20th 2017

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Rena Andriyani

Student

Date

Approved by:

Gemala P. Garibaldi, S.Psi, M.Bus, M. Pd

Thesis Advisor

Date

Dr. Nila K. Hidayat, S.E, M.M

Dean

Date

Rena Andriyani

ABSTRACT

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By

Rena Andriyani

Gemala P. Garibaldi, S.Psi, M.Bus, M. Pd, Advisor

SWISS GERMAN UNIVERSITY

Workplace spirituality has taken people's attention these past years, where people seek the quality of human spirit rather than monetary motive at work. Another study that currently attracts researchers is organizational citizenship behaviour that targeted customers, especially when it comes to analysing service industries. Due to these facts, this research aims to find the impact of workplace spirituality towards organizational citizenship behaviour-customer of frontline employees in Hotel X. This research is quantitative research and the type of study is causal research. The data is collected by distributing 82 questionnaires to frontline employees in a five-star hotel located in Bali. Compared to other hotels, hotel X has been implementing workplace spirituality in their working environment. Simple linear regression is used to analyse the relationship between two variables. The result shows that workplace spirituality influence significantly to organizational citizenship behaviour-customer of frontline employees by 71.4%. Further analyse resulted in finding the most influence dimensions of workplace spirituality towards organizational citizenship behaviour-customer. Workplace spirituality has three dimensions, meaningful work, sense of community and alignment with organization value. Alignment with organization value has the most influence at 63.84%, followed by meaningful work at 61% and sense of community hold the least influence at 58.52%.

Keywords: Workplace Spirituality, Organizational Citizenship Behavior-Customer, Frontline, Hotel, Meaningful Work, Sense of Community, Alignment with Organization Value.



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DEDICATION

I dedicate this works for Indonesia and humankind.



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To all HTM Batch 2013's students, thank you for making these past 4 years memorable, from starting point to the finish line, may we be able to go further and brighter.

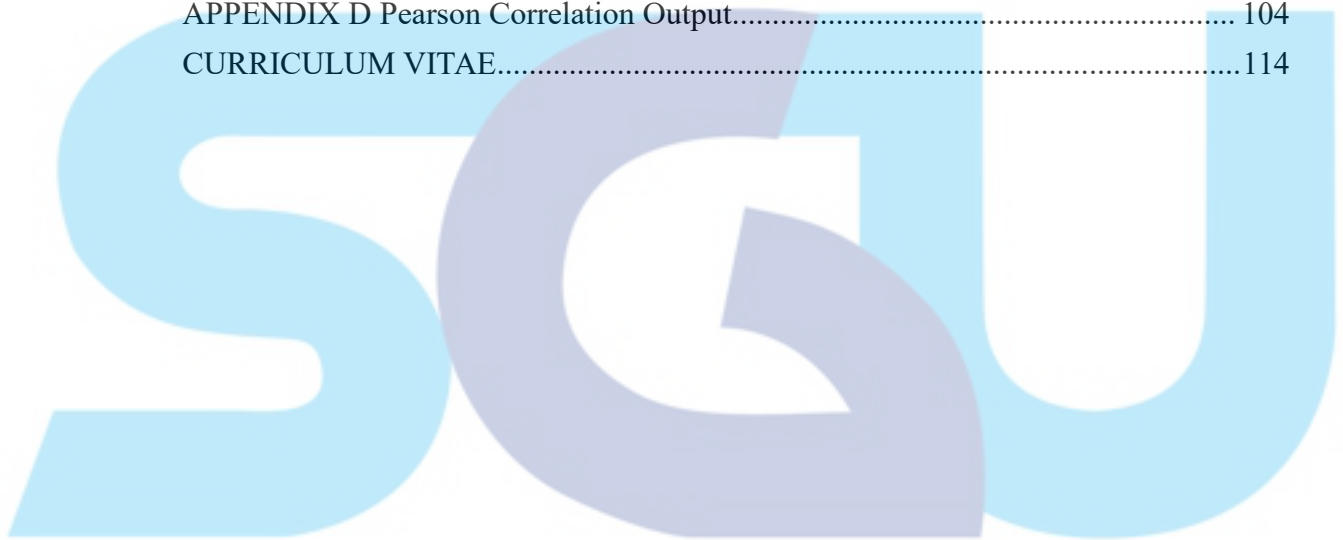
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