
Automated Work Systems and Workplace Spirituality in Ministries of Culture and Tourism in South-South States of Nigeria

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Abstract: *The study purpose was to ascertain the relationship that exist between automated work system and workplace spirituality in ministries of culture and tourism in South-South States of Nigeria. The predictor variable is automated work systems (as a dimension of work systems) and the criterion variable is workplace spirituality (measured with punctuality, honesty, compassion and meaningful work). The study adopted a cross-sectional research design with individual employees as the unit of analysis. Additionally, the research used questionnaire as the research instrument which was distributed to 399 civil servants within the ministry of culture and tourism in the south-south region of Nigeria. Out of the 399 questionnaire distributed, 339 questionnaire were useful for data analysis. Data collected were analyzed using Pearson Product Moment Correlation with 0.05 level of significance with the aid of Statistical Package for Social Sciences (SPSS). The outcome of the data analysis showed that automated work system significantly impact punctuality, honesty, compassion and meaningful work, though with varies degree. Hence, we recommend among others that as automation work system becomes more rampant, the ministry of culture and tourism in the South-South, Nigeria will need to equip its workers to acquire essential skills to ensure they do not only survive but thrive in the future. This should involve the unlearning and relearning of skills in areas such as critical, innovative, and imaginative, high emotional intelligence, and complex problem-solving skill for the work of the employees to be more meaningful.*

Key words: *Automated Work System; Workplace Spirituality; Punctuality; Honesty; Compassion; Meaningful Work*

Introduction

The necessity to improve workplace spirituality is essential in the firm, as it play key parts in the attitude of the workers as it influence their work outcome and afterward, the firm productivity. Hence, Thompson (2019) stated that firms that embody spirituality are incline to enjoy improved productivity a lot more than others by 400%-500% with regards to investment profits and shareholder value along with enhanced market share. Workplace spirituality enhances employees' pleasant feelings, which reinforced their problem-solving abilities, creativity, and increased organizational efficacy and effectiveness (Schutte, 2016). Also, Duchon and Plowman (2005) indicated that in most companies, the divisions that have workplace spirituality possess enhanced work effectiveness. The reason is that spirituality enhances people's thoughts and strengthen a secured feeling in the direction of an improved work efficiency (Gawain, 2000). Workplace spirituality has been shown to integrate ethics, work value, and individual worth in a way that aids in reducing formal ethics rules and standards and moral control of the business's accruable cost toward a better employees' attitude reflected in the firm (Gull & Doh, 2004).

Spirituality in the workplace has possible relevance with the success of workers, firms, and the society at large as it connects the importance of workers with his or her activities and task, resulting in enhanced commitment with the firm and work fulfilment that provides firmness to firm as well as increasing performance (Milliman, Czaplewski, & Ferguson, 2003). More so, different scholars contend that workplace spirituality potentially point towards to improved functioning of staff, in the areas of their general support towards the job, higher productivity, improved judgment, as well as increased problem solving capabilities and overall more competent utilization of materials as well as human capabilities (Krishnakumar & Neck, 2002; Guillory, 2000). Consequently, Kinjerski and Skrypnek (2008) articulated that the implementation of workplace spirituality program is a relatively inexpensive method to increase worker's jobs fulfilment and commitment, thus the reduction of negative attitude towards the firm. By actually rewarding spiritual behaviour in the firm, technology is crucial in carefully identifying, tracking, and documenting such behaviours (Karakas, 2010). The necessity to design an effective work system such as automated work system has become so significant in today's work environment as one framework for improving compatibility, effectiveness, ease of performance, human well-being and quality firm's human resources (Karwowski, 2005).

Automation is irrevocably changing contemporary business world; from the way organization interacts within and outside and how it executes its functions. The global world of business has changed drastically due to technological growths. It has uttered how firms operate and how employees behaves and execute their given task (Cascio & Montealegre, 2016). Thus, it is now an effective pattern a firm adopts to meets ever increasing competitiveness arising from nowadays environment. Consequently, in nowadays rapidly changing environment, automation has now become a major strategy for managing competition (Frohm, Linsdrom & Bellgran, 2005) as the technology used in the firm plays an essential role in deciding the amount of goods or services produced. Automated work system is a crucial part of any organization as it reduces costs, improve customer satisfaction, and enhance operations and communications in the firm (Ratna & Kaur, 2016). The collaboration of technologies like internet, artificial intelligence, virtual reality, and expert systems, offers organizations an edge which result in offering high-quality products and more satisfactory services to customers, and making employees work smarter. Also, automated work system affects organization in different positive ways as it encourages and develop new opportunities for innovation both by allowing organizations to communicate more easily with suppliers, workers and customers; it lowers transaction costs; leads to higher production rates, improve productivity and it makes dialogue and interactions in and out of the firm easier (De Cremer, 2019).

Even though, automated work system is very beneficiary to the firm, it also have great benefit for workers. Employees' tasks descriptions will be eliminated from any monotonous tasks and will need less physical work as these are more easily performed by technologies which will give employees extra time to spend on jobs that need creativity as well as exhibit spiritual values such as meaningful work and compassion (Smids, Nyholm, & Berkers, 2019; He, 2018). Therefore, management have to create work system that enable the building of an encouraging work environment for workers and inspire workplace spirituality. Because the demonstration of spiritual virtues won't be attained without smooth and effective communication (often facilitated by technology). Automated work system is implemented to improve decision effectiveness and

reduce human error (Parasuraman, 2000) which can as well enhance the display of spiritual values by workers. Hence, the aim of this paper is to determine the extent at which automated work system will influence workplace spirituality in ministries of culture and tourism in South-South States of Nigeria.

Statement of the Problem

The Nigerian civil service has as its core values as integrity, meritocracy, discipline, professionalism, patriotism, impartiality and secrecy of government information, apart from where data are divulged conforms to the Act on Information Freedom (Osawe, 2015). Nevertheless, there exist a massive neglect of the above core values by the civil servants resulting to poor work outcome of the sector manifested through absenteeism, late arrival and early departure, corruptions, favouritism, and also arrogant and sometimes impatient in rendering effective and satisfying services to the public (Ikechukwu & Chukwuemeke, 2013; Anazodo, 2009); thus, the subsequent outcome of the civil service is the absence of workplace spiritual attributes such as punctuality, honesty, compassion, and meaningful work which has resulted in abysmal performance of the civil service. Consequently, the lack of workplace spirituality has become a recurring phenomenon and culture in the Nigeria civil service as such, the sector has been touted as being ineffectively organized, and improperly managed over the years that has in directly or indirectly led to the sector abysmal performance.

Aim and Objectives of the Study

The study aim is to determine the relationship between automated work systems and workplace spirituality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. Additionally, the objectives of the study are stated below:

- i. Examine the relationship between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- ii. Assess the relationship between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- iii. Identify the relationship between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- iv. Determine the relationship between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Research Questions

The following are the questions that guided this study

- i. What is the relationship between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria?
- ii. What is the relationship between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria?
- iii. What is the relationship between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria?

- iv. What is the relationship between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria?

Research Hypotheses

The following are the research hypotheses of the study

- H0₁: There is no significant relationship between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- H0₂: There is no significant relationship between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- H0₃: There is no significant relationship between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.
- H0₄: There is no significant relationship between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Literature Review

Theoretical Framework

The system theory was used as the underpinning theory that guided this study. Ludwig Von Bertalanffy, a biologist, was the first to employ the systems theory in the physical and natural sciences in 1968 (Mullins, 2011); nevertheless, researchers like Chester Barnard and Mary Parker Follet have also made significant contributions (Mullins, 2011; Lawal, 2012). A system is made up of interdependent, interconnected, and interrelated part working together to attain a goal and the parts becomes unworkable if they are separated (Miller, 2003). It therefore includes the working together of all involved parts to accomplish a given purpose. To better understand the organization and its employee, it is therefore necessary to holistically view the organization as a whole. Thus, a thorough examination of all aspects of the system is therefore necessary to discover the root cause of an issue. The theory plays an important role in the explanation and prediction of organizational behaviour that can be used as template to evaluate the robust nature of the organization and help describe the development, structure, and maintenance of human behaviours (McElreath, 1993). Systems theory, therefore, gives room to view the general work systems and employee behaviour vis-à-vis workplace spirituality; because systems theory highlights the conceptions of exchange, feedback and interdependence which are fundamental to organizational spirituality (Miller, 2003; Grunig, Grunig & Dozier, 2002).

Concept of Automated Work System

A work system is a system in which people and machines perform work (processes or activities) to produce products or services that meet the needs of both internal and external stakeholders (Alter, 2013). Also, work system referred to where human being is a worker performing a specific operational task or function within a particular environment (Smith & Carayon 2000). A typical business organization accomplishes its workload by developing a sequence of responsibilities that are performed and executed as required. It allows everyday tasks to function in a coordinated manner and provide a basic framework to achieve given goals (Markus, Majchrzak & Gasser, 2002). Furthermore, automated work system involves the progressive

transfers of regulating and controlling functions from humans to technical systems (Hubka & Eder, 1988). Likewise, Wisskirchen, Biacabe, Bormann, Muntz, Niehaus, Soler and von Brauchitsch (2017) defined automated work system as a system which utilizes technological tools that allows successful functioning of the organization's activities towards goals attainment. This technological tool involves the adoption of electronic monitoring and surveillance tools, expert system, information, and communication technologies and artificial intelligence. Thus, automation work system is a work system that infuse digital capabilities into nearly all facets of work (Timonen & Vuori, 2018). It emphasizes computerization of work process that may be full or partial automation (Chandhok, 1994). Full automation involves the overhauling of the overall method within the firm and replacing them with technologies which is most time not a reality as there should be a moderation or intervention of humans in any work system to be successful while partial automation involves the combination of human and technology in the functioning of the firm. Consequently, two form of automated work system exist that organizations can adopt vis-à-vis full and partial automation. Organizations that have rigid tasks which entail rigidity in decision making and low probability of failure can adopt full automation; conversely, however, in organizations that makes decision in unstable environments with many external and changing constraints, higher levels of automation are not advisable, thus partial automation (Sarter & Schroeder, 2001; Endsley & Kaber, 1999).

An essential aspect of automated work system is information and communication technologies which have changed all sphere of organization direction and operation as employee are interconnected through network of computers and other information gadgets for easy operations of the firm. Automated work system is very essential and necessary in handling vast quantity of information for providing faster, accurate, precise, and efficient information within the firm. Subsequently, Wisskirchen et al. (2017) stated that, the utmost palpable gain of automation is that it helps to enhance efficiency as it reduces labour cost. Also, technologies are not influenced by exhaustion, emotions, and illness as it can work round the clock (Webster & Ivanov, 2020). Additionally, He (2018) articulated that technology like artificial intelligence could have several advantages in the firm especially the department of human resources in selecting and accessing applicants.

Concept of Workplace Spirituality

Workplace spirituality promotes individual sense of fulfillment via transcendence (Giacalone & Jurkiewicz, 2010). It portrays the experience of workers who are zealous about and energized by their own work, find meaning and worth in their jobs, feel they can freely express themselves at work, and feel connected with their co-workers (Kinjerski & Skrypnek, 2004). Ashmos and Duchon (2000) expressed that spirituality at work does not refer to an individual who obtains a particular belief system but refers to workers who recognize that one's heart and spirit must be present at work not just the physical body. More so, Brown (2003) expressed that spirituality in the workplace is not essentially related to religion, instead, it is about the individuals' self-exploration into the worth of life to pursue new support at that spiritual level. Workplace spirituality inculcates best practices of interconnectivity that brings about a feeling of trust between people involved in a particular work practice, which subsequently instigate cooperative feelings and lead to an overall organizational ethics driven by motivation, shown by a positive response, and unity and harmony among them, consequently, uplifting the cumulative

performance of the workers, and in turn aiding organizational excellence (Afsar & Rehman, 2015; Asgari, Ahmadi & Jamali, 2015). It focused more about tolerance, humility, patience, the feel of interconnectivity, purpose, and acceptability of the mind to the norms of the organization, integrated jointly to shape personal values (Afsar & Rehman, 2015). It therefore, means demonstrating behaviours or attitude related to godliness in the workplace. That is, a worker does not necessarily need to belong to any religious organization like Christianity or Islamism before he or she can demonstrate right qualities. So how do we identify a spiritual person? It is not by going to church or by going to mosque that makes one spiritual in the workplace but by demonstrating virtues that has transcendence quality and rightly required for the successful attainment of the establishment's objectives and goals. Furthermore, the measures of workplace spirituality used in this study includes punctuality, honesty, compassion, and meaningful work (Petchsawanga & Duchon, 2009; Jurkiewicz & Giacalone, 2004) which are discussed below:

Generally, punctuality is about showing up when one says he or she will show up. Employee punctuality reflects the person's curiosity and commitment towards people, relationships, job, and organization (Dudycha, 1997). It is the ability of doing something at an appointed period of time (Aloumedjo, 2018). Consequently, it is a strict observance in keeping engagements and promptness (Kanekar & Naz, 2013). Also, punctuality is the feature of being able to execute a required task or fulfil an obligation before or at a previously designated time (Bacal, 2002). Thus, being punctual not only refers to coming to work or for meetings/appointments on time, but also timely execution of a given task. Punctuality is a spiritual trait, which is more than just being on time. It is an interesting attitude of an employee which drives the employee behaviour towards the job and organization. The beauty of this virtual spiritual attitude is that it not only reflects the employee's interest but also a huge motivating factor for others to act accordingly. Punctuality is not only about arrival time in the morning, but also about returning from lunch or break. When a worker is accepted to work for an organization and accept pay from them, he or she entered a work contract with them. Therefore, he/she has an obligation to be at work regularly and on time. Organizations do not just hire workers to give away money: they hire them for their competences to contribute to the growth of the establishment evidenced by the attainment of organizational goals and objectives. Regardless of how unimportant an employee work may look, if an organization is paying a worker for that job, it is significant to that organization and should in return get their money's worth.

Honesty means integrity, trustworthiness, reliability, sincerity, genuineness, transparency, and truthfulness. Honesty is connected to the concept of morality where morality involves truth-telling, being trustworthy and just in all circumstances (Milton, 2015). It therefore implies that an honest person is one who stick to the cause of being true to his or herself including others. Additionally, honesty is very necessary to individuals, groups, organizations, and the society, as it drives the operations of the organization. Irrespective of the varying cultural diversities of people in the work environment across the globe, honesty is a vital quality which all employees should possess (Somera & Holt, 2015). This implies that honesty isn't a factor for certain organization or country, but it encompasses the whole organization whether small or large, government agencies or private organization as well as multinational organization. Without honesty, basic business functions cannot be performed, particularly in today's business environment. More so, compassion is a relational process in response to the suffering of another,

that involves the noticing, feeling, sense-making as well as taking of action to assuage such suffering (Dutton, Workman, & Hardin, 2014). Kanov et al. (2003) defined compassion as an empathetic emotional response to another person's pain or suffering that moves people to behave in a manner that will either ease the individual's condition or make it more bearable. The show of compassion and its effects is not only limited to the persons the kindness is shown, but also leads to positive reactions between witness or those present to see firsthand the compassionate deed that was performed. The show of compassion by employees shapes the decision making of those experiencing pain which aids to build the name of the establishment as well as promotes the organization as caring. It therefore helps to ease anxiety and enhances sufferer's obligation to the organization. Furthermore, Rosso, Dekas and Wrzesniewski (2010) expressed that meaningful work is experienced as particularly significant and holding positive meaning for an employee. It is about the way employees or workers relates with their daily job at an individual level (Milliman, Czaplewski, & Ferguson, 2003). It involves working on a task that is considered important, stimulating, and that fulfills the worker's needs (Ashmos & Duchon, 2000). When a work offers more than material rewards, individual will feel that his or her work is meaningful which will motivate the worker to invest more energy and more joy in the workplace (Duchon & Plowman, 2005). It, therefore, empowers the worker to express themselves and develop a valid reason for why they are in the workplace. The idea of meaningful work has to do with organizational work that generates a feeling of happiness, which binds employees to a greater good and to those things the employee's views as important in life.

Methodology

This study adopted a cross-sectional research design with individual employees as the unit of analysis of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The South-South region of Nigeria include Edo, Delta, Bayelsa, Rivers, Akwa-Ibom and Cross River State. Additionally, the research used questionnaire as the research instrument which was distributed to 399 civil servants within the ministry of culture and tourism in the south-south region of Nigeria. The choice of respondents from each ministry was determined via cluster sampling technique with each ministry representing a cluster. Out of the 399-questionnaire distributed, 339 questionnaire were useful for data analysis. Data collected were analyzed using Pearson Product Moment Correlation with 0.05 level of significance with the aid of Statistical Package for Social Sciences (SPSS). The research instrument consists of four respond choices with point scales ranging from 1 to 5 indicating strongly disagree, disagree, indifference, agree and strongly disagree respectively. The independent variable is automated work systems as a dimension of work system (Alter, 2013); it is thus used as a uni-dimensional variable while the measures of workplace spirituality been the dependent variable is punctuality, honesty, meaningful work, and compassion. (Petchsawanga & Duchon, 2009; Jurkiewicz & Giacalone, 2004). We used face and content validity to make sure the instrument measured what it intended to measure while the reliability of the instrument was done through Cronbach Alpha and the result reveals 0.935, 0.895, 0.847, 0.906 and 0.963 for automated work system, punctuality, honesty, compassion, and meaningful work respectively.

Data Analysis and Result

Automated Work System and Punctuality

The analysis below shows the relationship between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Table 1: Relationship between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

variables	n	r	df	crt.r	p-value	Remarks
automated work	339	0.936	337	.1045	0.000	Significant

Punctuality

P < 0.05; significant at 0.05 level of significance

Source: Field Survey Data, 2021.

Table 1 revealed the nexus between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The outcomes revealed a very strong and positive nexus between automated work system and punctuality with $r(337) = 0.936$, crit. $.1045$, $p = 0.000 < 0.05$. It means a direct connection exist between automated work system and punctuality. Consequently, stated hypothesis is rejected, thus, there is strong/significant connection between automated work system and punctuality of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The corresponding scattered graph is shown below:

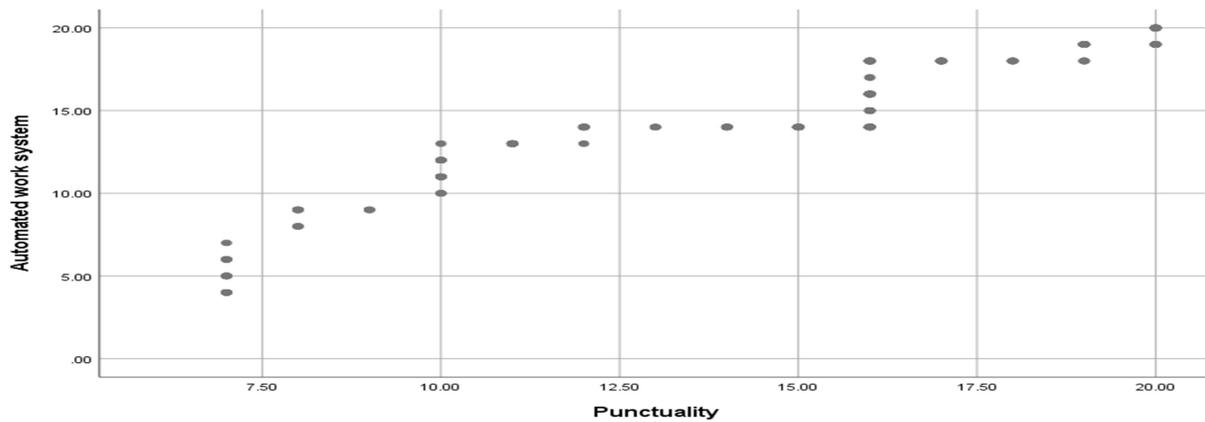


Figure 1: Scattered Graph of automated work system and punctuality.

4.4.10 Automated Work System and Honesty

The analysis below shows the relationship between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Table 2: Relationship between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

variables	n	r	df	crt.r	p-value	Remarks
automated work	339	0.852	337	.1045	0.000	Significant

Honesty

P < 0.05; significant at 0.05 level of significance

Source: Field Survey Data, 2021.

Table 2 revealed the nexus between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The outcomes revealed a very strong and positive nexus between automated work system and honesty with $r(337) = 0.852$, $\text{crit.} = .1045$, $p = 0.000 < 0.05$). It means a direct connection exist between automated work system and honesty. Consequently, stated hypothesis is rejected, thus, there is strong/significant connection between automated work system and honesty of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The corresponding scattered graph is shown below:

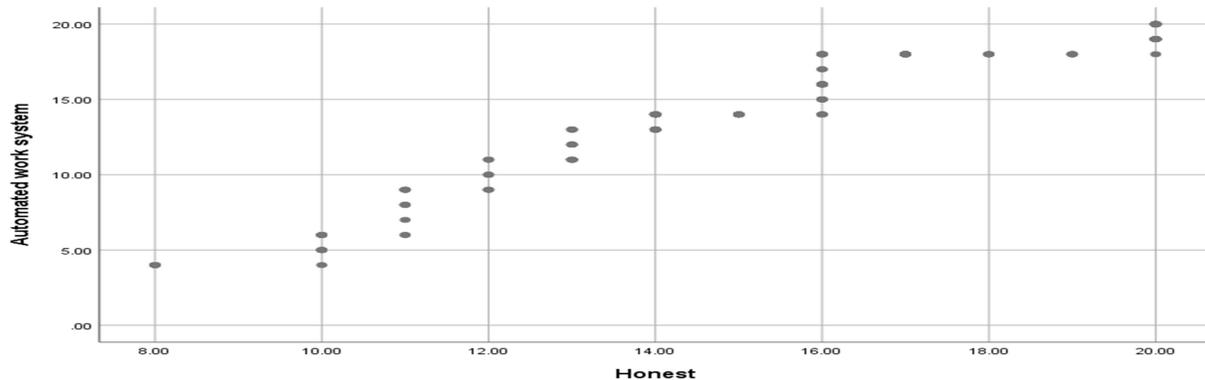


Figure 2: Scattered Graph of automated work system and honesty.

Automated Work System and Compassion

The analysis below shows the relationship between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Table 3: Relationship between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

variables	n	r	df	crt.r	p-value	Remarks
automated work compassion	339	0.430	337	.1045	0.000	Significant

P < 0.05; significant at 0.05 level of significance

Source: Field Survey Data, 2021.

Table 3 revealed the nexus between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The outcomes revealed a moderate and positive nexus between automated work system and compassion with $r(337) = 0.430$, crit. $.1045$, $p = 0.000 < 0.05$). It means a direct connection exist between automated work system and compassion. Consequently, stated hypothesis is rejected, thus, there is strong/significant connection between automated work system and compassion of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The corresponding scattered graph is shown below:

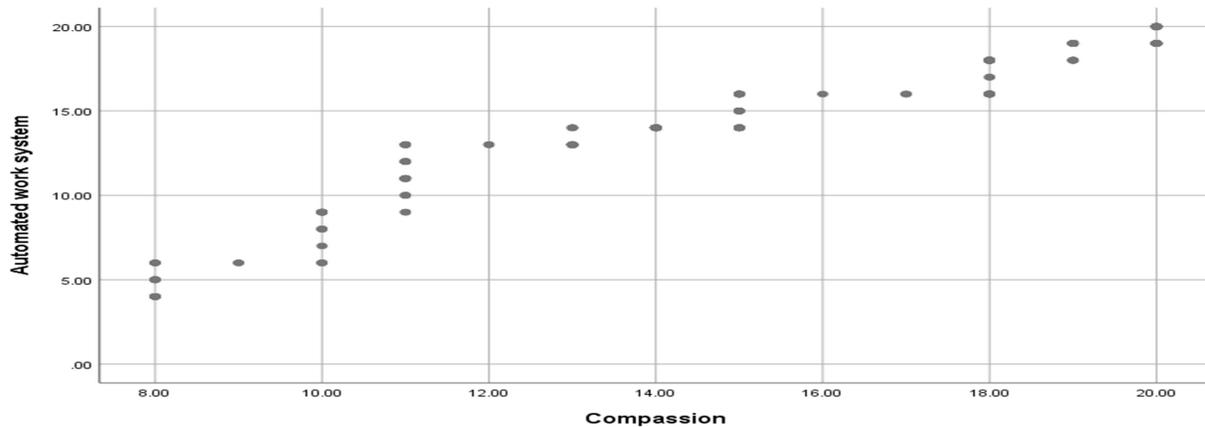


Figure 3: Scattered Graph of automated work system and compassion.

Automated Work System and Meaningful Work

The analysis below shows the relationship between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

Table 4: Relationship between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.

variables	n	r	df	crt.r	p-value	Remarks
automated work	339	0.978	337	.1045	0.000	Significant

Meaningful work

P < 0.05; significant at 0.05 level of significance

Source: Field Survey Data, 2021

Table 4 revealed the nexus between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The outcomes revealed a very strong and positive nexus between automated work system and meaningful work with $r(337) = 0.978$, $\text{crit.} = .1045$, $p = 0.000 < 0.05$). It means a direct connection exist between automated work system and meaningful work. Consequently, stated hypothesis is rejected, thus, there is strong/significant connection between automated work system and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The corresponding scattered graph is shown below:

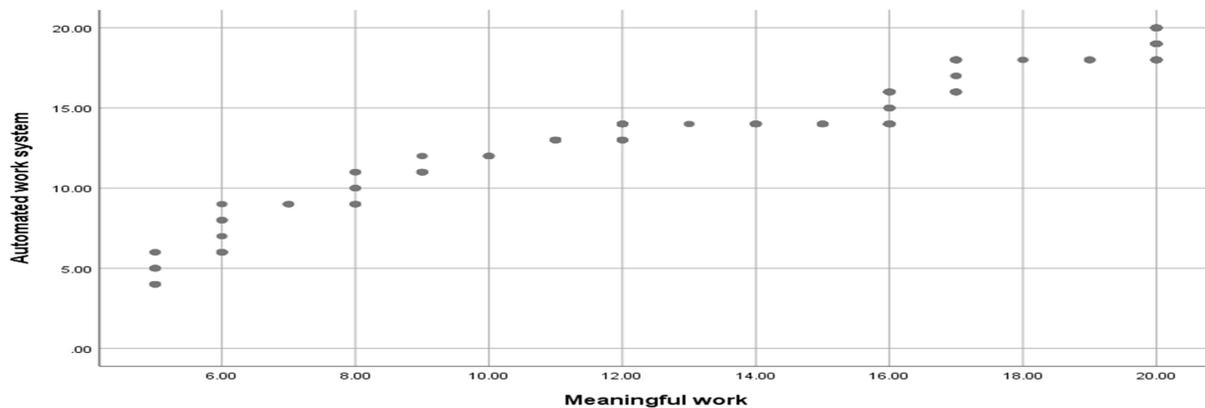


Figure 4: Scattered Graph of automated work system and meaningful work.

Discussion of Findings

From the empirical analysis between automated work system and workplace spirituality vis-à-vis punctuality, honesty, compassion, and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria.; the study showed that automated work system significantly influences all the criterion variables which are also discussed accordingly. Automation through technology helps ensure a decrease in errors made by manual systems. Having efficient attendance management system in place, along with dependable and precise data, the manager knows exactly when workers showed up, at which branch, and the time spent being productive. In time past, attendance recording was done manually with employees

having to sign in and out daily, supplying information like names, employee ID, date, time, signature, particularly where employees' enumeration is calculated on number of days and hours put to work. This manual system takes little or no considerations on impersonation, falsification, and risk of losing information in event of misplacement of attendance records, theft, or disasters such as fire outbreak or flood (Kadry & Smaili, 2010) which is among key issues facing the civil service in Nigeria; thus, the necessity for automated work system. The automated work system helps to check employee's punctuality and regularity to duty while monitoring useful hours put to work. It, therefore, encourage a safe and easy method of checking attendance of workers within the firm, minimizing or even eliminating impersonation and falsification of days and time of reporting to duties by employees. Because considering the limited possibility of human capability of handling multiple operations simultaneously does not only requires a full-fledged team to warrant timely and precise recording of time checks and attendance logs, but there is great chance of erroneous and misleading data entries that might turn out a setback in respect to the firm's interest.

Automated work system tool like biometric attendance system is a unique essential technology for ensuring employees arrives at work timely as it aids in verifying employees attendance resulting in less attendance and payroll disputes (Adewole, 2013). Its application enables organization to identifies employees' bodily features like fingerprints, hands, eyes, or facial features; thus, a worker becomes the lone source of information which eventually helps to averts fraud like and one employee punching for another. Unlike the conventional methods, when attendance sheets are used for workers record the time of coming and leaving the office which was mostly biased and not reflecting the real record of workers attendance. With this technology, all the above biases have been clearly phased out since that employee who arrive at workplace personally is directly capture by the biometrics machine and by that moment, the time and day is recorded on computer data and which cannot be changed. So, being late is greatly avoided and when a worker is absent, the action to lie over it, is as well avoided. Consequently, it is very crucial for firms to automate their operations especially that of attendance recording to achieve precision and efficacy of recordings. Automated work system will aid in the elimination of erroneous or compromised data entries and keeps a just and real-time record checks, work hours and workers' productivity. This helps ensure a smooth flow of the firm's function and keeps a track of worker's punctuality in the firm. Without automated attendance system to manage diverse working schedules, it could disrupt operations, costing the organization lots of finances and effort in replacing the absent or late workers to execute a given tasks.

Furthermore, organization can encourage honest behaviour by adopting automated work system. By rewarding honest behaviour in the firm, as technology is crucial in carefully identifying, tracking, and documenting such behaviours. Honesty and a willingness to converse with employees through technologies are powerful qualities that have huge encouraging effect on employee sentiment and engagement. Because honesty and transparency won't be attained without smooth and effective communication (often facilitated by technology). Automated work system is implemented to improve decision effectiveness and reduce human error (Parasuraman, 2000) which can as well enhance human reliability and morality. For instance, if an employee knows that the manner, he does his or her work is been monitored by technology, he will act in an honest way in carrying out his assignment efficaciously. More so, Dutton, Worline, Frost and

Lilius (2006) expressed that the future course of the organization must lay emphasis on compassion-driven approaches through which information and communication technologies (automated work system) would influence organizational and employee performance. Today, we are in an age when workers always want to feel needed, connected, and empowered to help others out of pain toward achieving their life's purpose (Ruskin, Seymour & Webster, 2016). Consequently, today organizations are achieving this fit by using automated work system such information system as the needed engine to drive and facilitate human connection and caring in the firm (Bacq, Hartog & Hoogendoorn, 2016). Hence, organizations are today adopting information and communication technologies to facilitate decision-making driven by compassion rather than by just trying to enhance profitability (Moizer, 2018). Raman and McClelland (2019) expressed that to improve the exhibition of compassionate attitude within the firm, firms need to focus on using information system to increase efficiencies in activities that support compassion pathways to allow workers to have clear guidelines, on when their help are needed. For long time, organizations have asked humans to act like machines. Now, technology allows for automation to do much of those works, and what's left is asking human labour to do what is truly human. Consequently, along with higher cognitive skills, finely tuned social and sophisticated emotional skills, creativity, innovation, advanced communication, negotiation, leadership, adaptability, empathy will be enhanced within the firm (Oh, Yang & Kim, 2014). Furthermore, as automation reduce routine and mundane events within the firm, what remains for workers is to tackle heuristic tasks; the complex, creative tasks on which humans outperform machines (Kim & Kim, 2017), thus, employees will have enough time to add meaningful contributions and assist others. Although, automation work system may be costly to firm, its adoption to design compassion-supported system would aid employees' feeling of been valuable which result to better motivation and firm's commitment (Raman & McClelland, 2019). In nowadays work culture of busyness, turbulence, and complexity, giving fellow employees support has become more essential. We live in a world of busyness as today people are so preoccupied with own tasks with no time to care for themselves, let alone their colleague down the corridor as the workplace is gradually becoming transactional and dehumanized. There is therefore need to enhance compassionate behaviour among workers within the firm through effective automated work system.

Furthermore, Ratna and Kaur (2016) expressed that automated work system technology like information technology positively affects job satisfaction which can consequently affect employee meaningful work. Automated work system provides more job flexibility, which leads to giving employees the liberty to choose when and where to work (Towers, Duxbury, Higgins & Thomas,

2006) this can make the workers work more meaningful. Additionally, scholars like Spant Enbuske (2019); Holland, Cooper and Hecker (2015) discovered that the application of communication technologies within the firm can increase accessibility and efficiency which can play a key role in enhancing meaningful work of workers. Sometimes, employees spend lots of time at jobs that they inescapably do not enjoy, which causes lots of meaninglessness and disengagement as most workers constantly perform repetitive tasks. When employees perform jobs that gives them time pursue their intellectual interests, they will be able to attach purpose and meaning to their work. Thus, the necessity of automated work system as more repetitive task

and works that require non-linear thinking, non-human interaction, and non-creativity could be easily automated giving more room to employees in performing more works that enhances meaningfulness in work. Consequently, automation could help employee solve the issue of workers disengagement (Ratna & Kaur, 2016). Because, when workers don't need to worry about completing mundane tasks that can instead be done more efficiently by technologies, employees will have enough time to be creatively involves in other meaningful work. Work nature has continuously shifted due to technological advancements (Forman, King, & Lyytinen, 2014). This change in work content has lots of inferences for workers especially in finding meaning. Consequently, the way workers' jobs are designed can significantly shape how they experience meaning in their work (Stein, Wagner, Tierney, Newell & Galliers, 2019; Grant, 1991). The introduction of automation in the firm can be a starting point from which employees introduce alterations to their tasks and relationships at work in a personally meaningful way (Montargot & Lahouel, 2018). This enables workers to take advantage of the unique knowledge they have on their works and themselves to craft their jobs in a manner that create more meaningfulness.

Conclusion

This study provides a positive and significant relationship between automated and work system of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. From the findings, it is obvious to conclude that automated and work system is very essential in enhancing workplace spirituality vis-à-vis punctuality, honesty, compassion, and meaningful work of civil servants within the Ministry of Culture and Tourism in the South-South Region of Nigeria. The necessity to enhance workplace spirituality is highly needed today like never as the corporate setting is changing rapidly and most employees are exhibiting counterproductive behaviour. This is because workplace spirituality assists employee in recognizing their job's meaningfulness and purpose, fostering inner connection through cultivating long-lasting associations with the workplace, and finally aligning individual beliefs with corporate standards needed for organizational goal attainment.

Recommendation

The following are the recommendation from our findings

1. It is necessary for the ministry of culture and tourism in the South-South, Nigeria to automate their operations especially that of time and attendance recording to guarantee the accuracy and efficacy of recordings, as it does not merely reduce jobs at the management's end but also enhances the punctuality of staff.
2. As automation work system becomes more rampant, the ministry of culture and tourism in the South-South, Nigeria will need to equip its workers to acquire essential skills to ensure they do not only survive but thrive in the future. This should involve the unlearning and relearning of skills in areas such as critical, innovative, and imaginative, high emotional intelligence, and complex problem-solving skill for the work of the employees to be more meaningful.
3. We also recommend that automated work system technologies such as fingerprint biometric should be deployed in the ministry of culture and tourism in the South-South, Nigeria to monitor the punctuality and honesty of employees. Also, the ministry should always ensure that the technology function.

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