The Impact of Workplace Spirituality on Workplace Deviant Behaviour: Evidence from Software Engineers in Information and Technology Sector – Knowledge Process Outsourcing Companies In Colombo

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Emerging technologies and digital based business models have significantly influenced all industries by either propelling them to success or causing their decline. In the rapidly evolving Information Technology (IT) sector, the escalating demands and complexities associated with technological advancements have presented significant challenges for workforce management. Practitioners have sought spiritual solutions to ease tumultuous social and business changes in the working environment. Workplace spirituality, as a transformative paradigm, seeks to imbue employees with a sense of purpose, interconnectedness, and alignment with organizational goals amid the evolving technological landscape. The rapid growth and increasing complexity on the IT industry could translate to a strain on the knowledge workers and create the emergence of deviant behavior. Knowledge workers may experience strain, leading to reduced job satisfaction and potential deviations from normative behavior which impacts the spiritual workforce dynamics in the institutions in the industry. This study delves into the dynamic intersection of workplace spirituality and the emergence of deviant behavior among software engineers in the IT Knowledge Process Outsourcing (KPO) sector. Through the examination of the intricate dynamics between workplace spirituality and deviant behavior, this study contributes to understanding the profound impact of the IT industry's competitive environment on employee well-being and organizational dynamics. This context provides a prolific arena to examine the burgeoning area of workplace spirituality while also dealing with deviant behaviour. The investigation further delves into the mediating role of job satisfaction, examining how the alignment of personal and organizational values in a spiritually conducive workplace can mitigate deviant behavior. This research seeks to validate and extend previous findings, emphasizing the unique challenges faced by software engineers in the IT KPO sector. The findings of this study highlight the importance of a spiritually enriched work environment and spiritually energized employees who enhance job satisfaction and reduce deviant behaviours, offering valuable implications for organizational practices and policies in this rapidly evolving sector.

Keywords: *Workplace Spirituality, Workplace Deviant Behavior, Job Satisfaction*

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