Religiosity to Improving the Performance of Librarian

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Abstract. The relationship between religiosity and performance can be seen from work activities. There are five dimensions of religiosity that can be seen and assessed in everyday life namely, the dimensions of religious belief, religious practices, religious feelings, religious effects, and religious knowledge. This study aims to determine a person's level of religiosity at work. This study uses a qualitative research method with a phenomenological approach. Data collection was carried out using field observation techniques, interviews and documentation. The informants in this study were librarians who worked in university libraries in West Sumatra. The results obtained from this study are that there are three dimensions of religiosity that affect the performance of librarians including the dimensions of religious belief, the dimensions of religious feelings and the dimensions of religious effects. Meanwhile, the two dimensions of religiosity that did not have a positive effect on the performance of librarians were the dimensions of religiosity practices and the dimensions of religiosity practices of religious knowledge. Thus it can be concluded that religiosity affects library performance.

Keywords: Religious culture; performance; librarian.

1 Introduction

Performance is the result obtained by someone in carrying out their responsibilities. The performance appraisal process allows the organization to define a predefined mission. Libraries can determine their own indicators to measure the performance of their libraries, [1]. There are many factors that can affect a person's performance, including internal factors and external factors. Internal factors come from within the individual itself, such as biographical factors, education, religion and knowledge possessed. While external factors come from the environment such as feedback given by library users to librarians, treatment of library users, attitudes and so on. So that librarians are required to always behave in accordance with the beliefs that have been taught by their religion, [2].

There are five work principles that must be adhered to as a Muslim in work. 1), work with the intention of devoting oneself to Allah SWT. 2), work sincerely. 3), work diligently. 4), working with the spirit of mutual cooperation and five, working with a universal human happiness orientation, [3]. Thus religion becomes one of the important roles as norms and boundaries that must be obeyed. The link between religiousness and performance lies in work activities and attitudes. Religiosity is a complex concept that has synonyms with terms such as orthodoxy, faith, piety, holiness and so on. Religiosity can be viewed in terms of faith, belief, piety, devotion, trust and others. Koenig wrote that religiosity is very closely related to one's psychology. It does not only cover matters of religious belief and practice, but includes

attitudes, commitment, morals, problem solving, locus of control, spiritual and mystical within a person, [4].

Glock and Stark write down five dimensions of Islamic religiosity which are centred on religious and meaning, these dimensions are belief dimension, practice dimensions, feelilng dimensions, effect dimensions and knowledge dimensions, [5]. Several other studies have also discussed the relationship between religiosity and work performance and motivation, namely Maulana & Fahrullah, [6]; Marpaung et al, [7]; Jannah & Siswanto, [8]. The Relationship between religiosity and job satisfaction is Nurshilasar & Rijanti, [9] ; Gomes, [10] and Brien, [11]. Based on the research explanation above, it can be seen that religiosity influences each individual to support a better life. This study adopts the variables used in previous studies. The influence of religiosity on performance emphasizes work behavior as a source of happiness and perfection in life. The object of this research is the library of the state university in West Sumatra, the informants in this study are the librarians of the library of the state university in West Sumatra. Higher education libraries are libraries that are incorporated within higher education institutions to support the implementations of the Tri Dharma of Higher Education. Research on religiosity with the performance of librarians has never been done, especially in the libraries of State Universities in West Sumatra. This research is important for the formation of librarian values and norms as librarians who have noble character (akhlaqul karimah).

2   Research Method

This study uses a qualitative method with a phenomenological approach. Phenomenology or phenomenology literally means "symptoms" or "what has appeared" so that it becomes real. The phenomenological approach is a social approach to a person's behavior towards social actions carried out by that individual. Social action is a deliberate action, intentional for others and for the individual himself, mutually interpreting the behavior of others, communicating with others, controlling each other's behavior according to the purpose of the communication, [12]. According to Bogdan Biklen, the phenomenological approach is a philosophical study with a qualitative approach that seeks to understand the meaning of an event and the interaction of people in certain situations. The phenomenological approach is a study without prejudice. The concept of phenomenology is a reality to be understood, not to be explained. Phenomenology as an interest in something that can be understood directly with the senses where all knowledge is obtained through the sensory device "phenomenon" [13]. The informants in this study were librarians from three college libraries namely. The object of this research is the library of a state university in West Sumatra. Data collection was carried out by means of structured interviews, observation and documentation. Interviews were conducted with several state university librarians in West Sumatra. Observations were made by looking directly at the conditions and circumstances of State university Libraries in West Sumatra. Data analysis is done by data reduction, data display and conclusion.

3 Result And Discussion

3.1 Religious beliefs

The application of religious beliefs can be observed in the attitudes of librarians as they work and provide services. These attitudes can be viewed from two perspectives: personal (individual personality) and social (general social attitudes). In general, college librarians demonstrate a friendly demeanor in their services. This friendliness is evident when they interact with library users, greet colleagues, and assist users in locating information on the shelves.

According to one informant, he strives to provide the best possible service at work. He stated, *"I believe that no effort goes unrewarded. When we give our best—whether to someone or to our work—God willing, I believe Allah will reward our goodness, either through the kindness of others or in different ways later on."* (In-depth interview with Informant 01, October 24, 2022).

However, there are instances when librarians appear less enthusiastic in serving library users. This is evident in their lack of response to some users, reluctance to assist, and an overall indifferent attitude. When asked about this, a librarian explained that some library users fail to observe proper etiquette and do not follow the rules. Despite repeated reminders, these behaviors persist. As a result, some librarians adopt a more indifferent approach, allowing users to conduct their own searches and find the collections they need independently.

3.2 Religious practice

This dimension explores daily habits related to religious practices, such as discipline, the use of clothing as a religious symbol, charity, and the habit of *dhikr* (remembrance) and *istighfar* (seeking forgiveness) to stabilize emotions. These practices influence the work environment of librarians, fostering self-discipline at work, adherence to dress codes, and engagement in religious rituals to maintain a balance between inner and outer well-being.

Librarians at state university libraries in West Sumatra generally have the habit of performing prayers on time. Some librarians show enthusiasm upon hearing the *adhan* (call to prayer) and immediately walk to the mosque to perform congregational prayers. However, it is not uncommon for some librarians to delay their prayers until the end of the designated prayer time, such as the *Dhuhr* prayer, which coincides with the library's break time. This delay often occurs because they prioritize completing work tasks, such as assisting users in borrowing books, having lunch, or attending to personal matters.

Based on an interview with one informant, she stated, *"I try to pray at the beginning of the designated time, but there are instances when obstacles arise, causing delays to the middle or later part of the prayer period. As for other religious practices, I have not been able to do much beyond giving alms and reading the Qur'an whenever possible, usually after the evening prayer."* (In-depth interview with Informant 01, October 24, 2022).

Regarding workplace discipline, the informant emphasized that adherence to rules is essential: *"At work, everyone must be disciplined. Everything has been regulated, including working hours and time off. If these rules are violated, there will be consequences."*

3.3 Religious feeling

This dimension relates to individual feelings, specifically how librarians perceive the presence of their religion in their professional responsibilities. Religious feelings in this context refer to the extent to which librarians experience a sense of guilt, responsibility, and

commitment toward their work. One form of gratitude is demonstrated through a strong sense of responsibility in carrying out assigned duties.

Librarians in higher education libraries in West Sumatra have clearly defined responsibilities in their respective roles. The public service department is responsible for assisting library users with browsing, borrowing, and returning collections. Meanwhile, the technical service department oversees procurement, processing, and collection preservation. Librarians perform their tasks with dedication, enthusiasm, and a deep sense of responsibility, which is reflected in their sincerity and positive demeanor while working.

Based on an interview with an informant, the connection between the sense of responsibility and work commitment was expressed as follows: *"At work, I tend to complete my tasks first before engaging in other, more positive activities. I feel guilty if work is postponed or neglected because, as librarians, we are sources of information, and therefore, we must provide fast and efficient service."* (In-depth interview, Informant 01, October 24, 2022).

3.4 Religious effect

Work ethics reflect the religious values and consequences that must be adhered to in order to avoid sanctions. As professionals, librarians are expected to follow a set of ethical guidelines known as professional ethics. These ethics regulate various relationships, including those between librarians and library users, librarians and their superiors, librarians and colleagues, as well as interactions among librarians from different institutions.

In practice, many librarians in state university libraries in West Sumatra maintain good relationships with their superiors, colleagues, and library users. Based on interviews with several librarians, one informant expressed the following: *"In daily life, we are guided by the behavior and morals of the Prophet Muhammad as a role model for Muslims. Additionally, the Qur'an encourages us to exhibit good behavior toward fellow Muslims, individuals of different faiths, and society in general—both young and old. In the workplace, maintaining good relationships with colleagues is essential, as it helps create a comfortable and harmonious working environment."* (In-depth interview, Informant 01, November 14, 2022).

3.5 Religious knowledge

The dimension of religious knowledge relates to librarians' awareness and curiosity in enhancing their self-development through religious knowledge. To improve the professional and personal quality of state university librarians in West Sumatra, several activities are conducted, including religious programs, research and community service, as well as participation in librarianship seminars and training sessions.

Some libraries consistently organize religious activities, which librarians are encouraged to attend. These activities include *tadarus* (Qur'an recitation), *tadabur* (Qur'anic reflection), and other forms of *da'wah* such as *tausiah* (religious lectures) and spiritual cleansing. Based on interviews with several informants, one librarian stated: *"I still have a strong desire to learn more about Islam. However, I rarely participate in religious activities, sometimes due to time constraints. Usually, I join similar activities organized by the library, such as daily tadarus and religious discussions in the morning."* (In-depth interview, Informant 01, October 24, 2022).

From the responses obtained, it can be concluded that religious feelings do not directly impact librarians' performance. Instead, religious curiosity primarily influences their desire to deepen their understanding of religious knowledge. However, to enhance their self-quality, librarians tend to focus more on professional development by attending seminars and training

relevant to their field. Therefore, it can be inferred that while religious feelings may not directly affect employee performance, other factors play a more significant role in determining the quality and effectiveness of librarians in the workplace.

4   Conclusion

Religiosity and employee performance are often associated with the quality of one's work, especially in one's morals, behavior, attitude in everyday life. People who are more religious should have a better attitude and personality. Several religious dimensions that can be seen in everyday life are religion related to one's belief in one's religion. The dimension of religious practice is a dimension that can be seen from one's religious practices in everyday life. The dimension of religious feeling is a dimension that can be related to one's religion with feelings that have been felt by someone, experience, or other forms of feelings such as gratitude and so on. The dimensions of the effect can be seen from the improvement in individual behavior in their daily lives, where due to fear of sanctions, the individual's life become better. The dimension of religious knowledge, with religious knowledge possessed by individuals can influence one's life.

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