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## What Does Spirituality Mean to Me?

By Ruzan Khambatta

To me spirituality is something that comes from within. It is an integral part of my being and not something that can be learnt or acquired. It is not a means to an end; it is an end by itself. Spirituality has given me lot of strength to face the ups and downs of life and to remain composed in the face of adversity.

I also believe spirituality is a means to spread maximum happiness to maximum number of people. Practising this philosophy is really difficult, and like others, I too sometimes get driven by greed, selfishness and other temptations. But my spirituality keeps me away from harming others. To me spirituality is the very reason for my existence.

Practising meditation as well as religious beliefs can feed one's spirituality. Different religions are like different type of magnifying glasses for viewing spirituality and its essence. Beneath all religions, the spiritual perspective is the same. Hence I respect all religions.

I am a firm believer of the principle '**We reap what we sow**'. The secret of my sound sleep is that I try to do full justice to whatever work I have been entrusted with or whatever responsibilities I have undertaken. If I feel that I have done injustice to my job, then I instantly feel very uncomfortable and restless.

I always tell my team that whatever they do, they should do it with an attitude that it is being done for themselves. They should never think that they are obliging anybody because it

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**She was one of the 12 people chosen from all over India for a scholarship by the Manchester Business School, one of the best six business schools in Europe. This helped her achieve what very few IT managers have - a perfect mix with regard to managing and innovating a technology -centric business enterprise.**

**Ruzan started E Comm Opportunities with zero capital and has spent the last nine years building it into a small empire of her own. Today, her company stands out as one of the premier cable ISPs in Ahmedabad. Ruzan can be contacted at ruzan@egujarat.net.**

is a fact that nobody does anything for anybody else without having some vested interest in it. But I tell them, "Whatever you do, please see that you do not harm anybody's interest. Try to raise yourself up. For elevating yourself, please don't snub somebody down."

Spirituality helps me to be strong from within, which is very essential as it gives me a lot of will power and confidence that are of utmost importance for a successful and happy life. It also helps me to face all the turmoil of life without disturbing my peace of mind. If I encounter any problem or difficulty then I leave it to God and sleep peacefully.

My spirituality gives me joy when I am able to help others. It also makes me feel guilty when I harm others, even unintentionally. It helps me keep my ego in check when I do something good or achieve something great. As we are in the service industry, spirituality helps me tremendously to understand our customers' problems by looking at their needs and satisfaction levels. This attitude gives me a very long lasting relationship with our customers.

Due to this frame of mind I have been very fortunate that people down the line in my organization have also adapted to this philosophy. Thus our whole company has become highly customer-oriented and sensitive to customers requirements and needs. The entire team works towards customer satisfaction and delight, which has boosted the growth of our



company and given us a long-term standing.

Spirituality allows me to penalize the guilty because I know that I am penalizing someone with the sole objective of improving that person. If I have penalized someone by mistake, spirituality helps me to overcome my guilt because my intention was always right and I had made a genuine mistake. Spirituality also prevents me from becoming vindictive against someone who harmed me because by harming me, in a way he is harming himself.

The most beautiful thing in life to me is when I am interacting with someone who is really spiritually inclined and both of us can understand and appreciate each other's point of view. Therefore, for me true friendship is sharing my spirituality with someone who is likeminded on the spiritual plane. To me, love and affection are also spiritual values. I believe in helping a person not by giving money but by empowering him to become independent and self-reliant.

I always tell my colleagues that money is something you can have today and disappears tomorrow. It is very important that one should have knowledge, confidence, will power and other spiritual values, which are more important than money. These qualities or values can generate any amount of money as and when needed. I remember that during the earthquake in Ahmedabad in January-February

2001, within seconds wealthy people were thrown out of their houses and many of them had to spend days and nights living in cars or on the roadsides. Only those people who were strong from within could face this disaster whilst many went into depression and state of anxiety.

Spirituality helps me to retain my hope and optimism even in the face of defeat. It prods me to keep on trying. I have found that many people who loose always blame their luck and indulge in self-pity. They even argue that they tried their best but luck was not with them or some such crap.

I believe that if you have failed it only means somewhere you fell short of the required qualities. So it is better to introspect, look at the whole thing from a different point of view and then try again to eliminate your shortcomings instead of indulging in self-pity and looking for sympathy. Indulging in self-pity would only weaken you and not allow you to achieve your goals.

I find lot of people fooling others and themselves by giving silly excuses. They feel that by giving excuses they have justified their shortcomings. They don't realize that with such a negative attitude they will end up as losers in life.