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Responsibility at work

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ABSTRACT

Responsibility in the workplace is a key characteristic that shapes individuals' behavior within a work environment. Responsibility is omnipresent in human life, representing the acceptance of consequences for one's actions. In a professional setting, it is a fundamental factor influencing efficiency, professionalism, and interpersonal relationships at the workplace. Employees should take responsibility for their tasks, decisions, and actions, thereby contributing to efficient work and creating a positive work atmosphere.

Taking responsibility involves not only fulfilling assigned duties but also the ability to recognize and correct mistakes, as well as contributing to the achievement of common goals. Responsible behavior contributes not only to personal growth but also to the improvement of the organization as a whole. Responsibility is linked to legal regulations and moral principles and is an important part of business relationships.

Business responsibility entails the proper execution of accepted work tasks, and its source lies within the individual. If a person agrees to perform a business task, they also assume responsibility for that task. For an assigned work task, the individual is accountable to a superior.

In Islam, responsibility in the workplace is considered a key aspect of personal ethics, respect, and spiritual integrity. Islam sets high standards regarding responsibility, whether in fulfilling obligations towards employers, colleagues, or the community. It emphasizes that taking responsibility in all aspects of life is not only a social or professional duty but also a spiritual obligation before Allah (SWT). By following the core principles of Islam, employees and employers are called upon to act responsibly, adhering to ethical norms that contribute to building a fair, just, and prosperous society.

Responsibility in all business segments should be the goal of modern organizations, as those who engage in irresponsible business practices are destined for market loss and poor business results. This paper will explore the issue of responsibility from multiple perspectives and analyze various aspects of responsibility, including professionalism, accuracy, precision, teamwork, collegiality, and accountability, as well as how these traits impact the overall productivity of an organization.

Keywords: responsibility, Islamic aspect, ethics, business, management, social responsibility

Introduction

In today's business world, responsibility is becoming increasingly important for both individuals and organizations. Responsibility in a business context is not just a formal requirement but entails the obligation of every employee to perform their job properly, make the right decisions, recognize mistakes and learn from them, and contribute to the overall success of the organization. Responsibility is a multifaceted concept that encompasses all areas of human activity. It is closely linked to two key aspects—legal regulations and ethics.

Legal regulations define the responsibilities of all participants in business processes and the consequences of failing to meet these responsibilities. Ethics, on the other hand, consists of personal, immeasurable values that determine how an individual approaches work and other obligations, and whether their behavior can be considered responsible. The role of responsibility in business ethics is invaluable, as it directly affects productivity, professionalism, and interpersonal relationships in the workplace.

Professionalism, accuracy, precision, collegiality, and accountability are key factors in achieving high standards in everyday business operations. Taking responsibility contributes not only to professional but also to personal development. Additionally, responsibility is often seen as a fundamental element of leadership, as leaders must set an example of responsible behavior to motivate and inspire their teams.

Business responsibility refers to the proper execution of accepted business tasks. Business-responsible individuals are those who perform their assigned tasks in accordance with the expectations outlined by the organization's business strategy. Socially responsible business practices have become an imperative for all organizations that value their reputation. Responsible communication is also essential for delivering appropriate business messages, which in itself requires accountability.

This paper will explore various aspects of responsibility, its benefits, and the challenges associated with its development. It will also examine the significance of responsibility in the context of professional behavior, collegiality, teamwork, and other key traits that support an efficient business process. The main hypothesis of this paper is that responsibility must be present in various segments of business and that without responsible individuals, successful business operations cannot exist.

To ensure business success, it is necessary to pay attention to the proper implementation of all business segments. Islam teaches that responsibility in business, as in all aspects of life, is the foundation of a just and successful life. Through the Qur'an and Hadith, Islam provides clear guidelines on how Muslims, as well as all people, should approach their obligations—whether business, family, or social responsibilities. Responsibility towards Allah (SWT), fulfilling obligations towards others, honesty, integrity, and accountability for mistakes are key traits that shape proper behavior in both business and society.

The Concept of Responsibility and Terminological Definition

The concept of responsibility, as well as the practice of responsibility itself, is learned from an early age. Parents teach their children responsibility and encourage them to behave responsibly. It is expected that all individuals understand what responsibility means, but the perception of this concept largely depends on the individual. This is why it is important to define the term responsibility from a terminological perspective.

In general, responsibility refers to a state in which someone is held accountable for a certain failure or omission towards another person. In this sense,

there is a distinction between civil-law and civic responsibility.¹

The History of the Concept of Responsibility and Its Connection to Ethics

Throughout history, the concept of responsibility has been most commonly used in a legal sense, encompassing both legal and moral responsibility. Often, legal and moral responsibility were considered equivalent, as they were frequently aligned throughout history. One of the oldest surviving legal codes in the world is the Code of Hammurabi, compiled between 1755 and 1750 BCE. It is regarded as the primary source of Babylonian law and serves as the foundation for many modern legal systems. In addition to containing a set of laws, it also prescribes punishments for failing to adhere to them (Benić, 2017). Ancient Greece left an indelible mark on all areas of human activity, including art, politics, medicine, physics, philosophy, economics, and education. Although economics did not exist as a formal science in ancient Greece, it was still studied within the framework of ethics. At that time, the concept of responsibility was primarily viewed in connection with ethics. Aristotle, one of the three most influential ancient Greek philosophers, alongside Plato and Socrates, believed that only a person who acted freely could be held accountable for their actions (Vučković, 2000). A person who did not act freely due to reasons such as mental illness or coercion could not be held responsible for their actions. Aristotle is credited with developing the first theory of moral responsibility. He also viewed ethics, economics, and ethical business practices as interconnected aspects of the same concept. Based on this understanding, business ethics was defined as conducting business in a way that ensures mutual benefit—both for the individual or organization performing the work and for others (Bebek, Kolumbić, 2000). The foundations that shape and define responsibility include faith, laws and

regulations, ethics or morality, customs, and traditions. Governance and societal leadership are roles that align with the principle of public and common interest, requiring skills and competencies that effectively respond to these needs.

Ethical and Spiritual Responsibility: Towards Allah, Oneself, People, and Work

In Islam, every Muslim is aware that they have been placed on this earth as God's vicegerent (khalifa) and that they will be held accountable before Allah (SWT) for all their actions, including their work. Work is considered an act of worship (ibadah), and fulfilling professional obligations encompasses all duties that hold moral value. Even the simplest job, when performed with good intentions, becomes a means of drawing closer to Allah (SWT).

Islam teaches that work should be carried out with dedication, sincerity, and responsibility, as any work performed in accordance with Allah's laws becomes an act worthy of reward. Islam assigns responsibilities to individuals based on their circumstances and competencies while warning against negligence and failure to fulfil entrusted duties. Prophet Muhammad (PBUH) clarified that every person will be held accountable before Allah (SWT), saying: *"All of you are shepherds, and each of you is responsible for his flock. A leader is a shepherd and is responsible for his people. A man is a shepherd over his family and is responsible for them. A woman is a shepherd in her husband's house and is responsible for her household. A servant is a shepherd over his master's wealth and is responsible for it. All of you are shepherds, and all of you will be questioned about your flock."* (Bukhari, 2008)

Islam teaches that all our actions, including work, are a responsibility before Allah (SWT). Every activity we engage in must be directed toward

¹<http://www.enciklopedija.hr/natuknica.aspx?id=447>
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seeking God's pleasure and must be carried out with sincerity and respect. The Qur'an clearly states that people do not work solely for themselves but will be held accountable before Allah (SWT) for their deeds.

Allah (SWT) says in the Qur'an: *"And say, 'Do [righteous deeds], for Allah will see your deeds, and [so will] His Messenger and the believers. And you will be returned to the Knower of the unseen and the witnessed, and He will inform you of what you used to do.'"* (Qur'an, At-Tawbah 9:105)

This verse reminds us that everything we do, including our work, must be done responsibly, as we will be held accountable before Allah (SWT) for our actions. Prophet Muhammad (PBUH) further emphasized this by stating: *"Whoever cheats is not one of us."* (Muslim, 2004)

Deception in business is considered a serious sin because it undermines trust and justice, which are fundamental principles of Islamic ethics.

The purpose of human existence is, among other things, to fulfill religious obligations to attain God's pleasure through acts of worship (ibadah). Allah (SWT) states that humans and jinn were created solely to worship Him. Prophet Muhammad (PBUH) explained the concept of worship and servitude to Allah when asked about ihsan (excellence in faith) by Angel Jibril, saying: *"To worship Allah as if you see Him, for even if you do not see Him, He sees you."*

Every action, even the smallest deed—such as removing an obstacle from a path—is considered an act of worship in Islam. The success of one's life depends on the extent to which they are willing to follow divine guidance. Allah (SWT) says: *"O you who have believed, upon you is [responsibility for] yourselves. Those who have gone astray will not harm you when you have been guided. To Allah is your return all together; then He will inform you of what you used to do."* (Qur'an, Al-Ma'idah 5:105)

Imam Ahmad recorded that Abu Bakr (RA) once stood and addressed the believers, saying: *"O people, you recite this verse, but you misunderstand it. I heard the Messenger of Allah (PBUH) say: 'If people witness wrongdoing and do not take action to stop it, it is inevitable that Allah will send a punishment upon them for their indifference.'"*

The Prophet (PBUH) also advised that no one will attain complete faith until they wish for others what they wish for themselves. Responsibility toward others is a broad concept in Islam. The Qur'an and Hadith leave no detail unaddressed in this regard. No religion, law, system, or way of life emphasizes interpersonal relations as much as Islam does.

Freedom and Responsibility

From freedom arises individual and concrete responsibility for our actions. There is no person without responsibility. It is usually not just one, but rather multiple, a series of specific responsibilities. In addition to personal and parental responsibility for oneself and one's family, we inevitably bear civic, professional, and political responsibility as well. Our civic responsibility concerns our relationship with public and common good. Ignoring or staying on the sidelines when it comes to public and common good, especially in the case of Muslims, is a grave neglect of an important Quranic obligation—enjoining good and forbidding evil. *"The believers, men and women, are allies of one another. They enjoin what is right and forbid what is wrong, establish prayer, give zakat, and obey Allah and His Messenger. It is they upon whom Allah will have mercy. Indeed, Allah is Almighty and Wise."* (Qur'an, At-Tawbah, 9:71) Civic and professional responsibility should not be equated or confused. Freedom and responsibility are two essential prerequisites for the moral renewal of both society and the individual. Without a free act, there is no true good deed, and without responsible conduct, there is no orderly and functional society.

When Trust Disappears

The Messenger of Allah, peace be upon him, valued leadership as a form of trust (amanah). He frequently warned his companions, and through them the entire ummah, about the importance of this trust. The rise to power and leadership positions of those who lack the necessary qualifications and moral integrity is considered a sign of the Day of Judgment. A well-known hadith on this topic is recorded in hadith collections.

On one occasion, the Prophet, peace be upon him, was sitting and speaking with his companions when a Bedouin approached and asked, *“When will the Day of Judgment occur?”* The Prophet, peace be upon him, continued his discussion, and after he had finished, he asked, *“Where is the one who asked about the Day of Judgment?”* The man responded, *“I am here, O Messenger of Allah.”* The Prophet, peace be upon him, then said, *“When trust (amanah) is lost and when there is no more honesty.”* The man asked again, *“How will trust be lost?”* The Prophet, peace be upon him, replied, *“When leadership and governance are entrusted to those who are not worthy of it, then expect the Day of Judgment.”* (Bukhari, 2008)

The abuse of public office, acting in self-interest, and oppressing the servants of Allah, the Almighty, constitute a betrayal of the entrusted amanah. Such actions lead to problems in this world and distance a person from the nearness of Allah on the Day of Judgment.

Aisha, may Allah be pleased with her, narrated that the Prophet, peace be upon him, said: *“Indeed, Allah, the Almighty, loves that when one of you undertakes a task, he performs it in the best possible manner.”* (Bayhaqi and others, 2003) A similar hadith states: *“Indeed, Allah, the Almighty, loves a worker who performs his work with excellence and integrity.”* (Bayhaqi, 2003) This is an important hadith for everyone who works, has a profession, and desires to be among those whom our Creator loves.

In another hadith, the Prophet, peace be upon him, teaches that every person is predisposed to perform with ease the task that has been destined for him, meaning the work for which he has the skills and aptitude, and the willingness to carry out. This is especially expected from believers because their correct and responsible approach to work is also a representation of their faith. It is highly inappropriate and unethical when people fail to fulfill their work obligations properly, or even fail to uphold the promises they made when agreeing to a job. By doing so, they harm not only themselves but, more importantly, they harm their religion, which does not teach such attitudes toward work and people.

The context of this hadith is an event witnessed by a young boy named Kulayb, may Allah be pleased with him. He said: *“I was a young boy old enough to understand and remember what was happening. We were with the Prophet, peace be upon him, at a cemetery when a funeral was brought in. Since the grave was not properly dug and prepared, the Prophet, peace be upon him, called out, ‘Level and properly prepare this grave!’ When the Prophet, peace be upon him, feared that people might consider this to be a religious obligation (sunnah), he turned to them and said, ‘This (preparation of the grave) will neither benefit nor harm the deceased, but indeed, Allah, the Almighty, loves that when one of you undertakes a task, he performs it in the best possible manner.’”* (Al-Isabah, Ibn Hajar, 3/305)

If leveling a grave and ensuring its proper preparation was the reason for such a strong and important statement from the Prophet, peace be upon him, then how much more significant is this for major responsibilities and entrusted duties? The importance of performing work with excellence, fairness, and expertise is further emphasized in another hadith: *“Indeed, Allah, the Almighty, has decreed excellence in every matter. So, when you kill, do so in the best manner, and when you slaughter, do so in the best manner. Let each of you sharpen his knife so that he may ease the suffering of the animal he slaughters.”* (Muslim, 2004) From this, it is understood that

beauty and integrity in performing work are religious obligations.

Justice and Responsibility

In Islam, the importance of fairness towards colleagues and employees is emphasized. Employers have the responsibility to be just and fair towards their employees, while employees must fulfill their duties responsibly. Islam calls for fair treatment of everyone, regardless of their race, gender, or social status, as justice is the foundation of business ethics in Islam.

“He to whom his evil deeds are made to appear good, and he considers them good...” (Quran, Fatir, 8).

This verse reminds us to always be cautious, ensuring that we do not mistakenly do something bad while thinking we are doing something noble. Allah, the Almighty, says: *“Say: ‘Shall we inform you of those whose deeds will be worthless in this life and who think that they are doing good deeds?’”* (Al-Kahf, 103-104)

Prophet Muhammad, peace be upon him, assigned responsibilities to people based on their status and capabilities, and he warned about irresponsibility and neglect of entrusted duties. *“All of you are shepherds, and each of you is responsible for his flock.”* (Bukhari, 2008) Moreover, the Prophet, peace be upon him, explained that everyone is accountable for their actions, saying: *“If we assign someone a job and a wage, and they take more than they are entitled to, such a person is a thief.”* (Abu Dawud, 2012)

Why is it important to be responsible at work? The significance of responsibility in an organization

Accepting responsibility is a confirmation of virtues and capabilities. Mistakes are inevitable, but what matters is how we accept those mistakes. Much can be learned from mistakes, and this mindset demonstrates courage and

accountability. Knowing how to take responsibility at work can help us be more productive and achieve career progress.

Responsibility can be classified in various ways, with the most common distinction being between personal and professional responsibility.

Personal responsibility refers to an individual's ability to take responsibility for their actions, decisions, and behavior, both in their private and professional lives. This includes the ability to recognize mistakes and learn from them, as well as acting responsibly in all aspects of life.

Professional responsibility pertains to the duties an employee has towards their job, colleagues, clients, and employer. This type of responsibility involves meeting deadlines, performing tasks to a high standard, respecting professional norms and ethical standards, and directing all activities towards achieving the organization's interests. Professional responsibility also includes the ability to make ethical decisions that do not harm the reputation or image of the organization.

Organizations that foster responsibility among employees are often characterized by high productivity and work quality. Responsibility in an organization plays a key role in maintaining productivity, reducing mistakes, and improving interpersonal relationships. Responsible employees can rely on their colleagues, as everyone recognizes the importance of collective effort to achieve goals. Employees who acknowledge their obligations and responsibilities become the backbone of the organization, as their behavior directly impacts the work atmosphere and final results. Responsible employees not only complete their tasks but also actively contribute to the development of the team, making the work environment stable and motivating. Furthermore, responsibility contributes to reducing mistakes, misunderstandings, and uncertainty, as every employee knows what is expected of them. Organizations that cultivate responsibility among their employees lay the foundation for more

efficient decision-making, faster problem-solving, and a higher level of trust within the team.

Developing responsibility among employees

In order to develop responsibility among employees, it is important to create a work environment that encourages positive behavior, as well as establish a work culture that emphasizes the importance of responsible conduct and encourages proactivity. This includes clearly defining tasks, setting goals, providing appropriate training, and encouraging employees to take initiative. Employers must lead by example when it comes to responsible behavior and offer support to employees in developing their skills and abilities, thereby motivating them.

Additionally, positive feedback and recognition for a job well done play a key role in motivating employees. Transparency in communication, providing constructive feedback, and rewarding responsible behavior can further encourage employees to take ownership of their work. It is also essential to create an environment where mistakes are not perceived as negativity but as opportunities for learning and improvement.

Responsibility in Business

When considering business responsibility, it is necessary to examine business ethics. Business ethics, by definition, is "the application of ethical principles in business relationships and activities (with many organizations having formal written ethical codes...)" (Bebek, Kolumbić, 2000). The goal of business ethics is to successfully complete the tasks being executed for others. Therefore, a person who acts ethically in a business sense must be doubly ethical: ethical towards others and ethical towards themselves. It can also be defined as "a set of moral rules and values that influence and guide the behaviour of individuals or groups regarding what is considered good or bad" (Aleksić, 2007). From this, it follows that the goal of business ethics is to encourage individuals or

business communities to change their behavior and direct it towards what is considered good.

The ethical behaviour of an organization is influenced by various factors. All factors of ethical behaviour should be adopted as a corporate behaviour principle, but each individual should also adopt them as a kind of personal ethical business norm. Since organizations operate in cooperation with many external business partners, their ethical systems also lead to the ethical behaviour of the organization. Business ethics is closely related to business responsibility. For example, employees agree to take on business responsibility by signing an employment contract. Another important document used to define the structure of business responsibility within any business organization is the ethical code. The ethical code "represents the rules of desirable behaviour based on fundamental values, principles, and rules of responsible business and organizational behaviour" (Aleksić, 2007). However, it is important to note that an ethical code does not dictate to individuals how they must behave.

An individual's business responsibility is the obligation to complete assigned tasks. Business-responsible individuals perform the tasks entrusted to them as best as they can. The source of business responsibility lies in the individual, and when a person agrees to carry out a business task, they have also assumed responsibility for that task. For the assigned task, the individual is responsible to the superior (Certo, 2008). Business responsibility is defined as "the obligation to complete the task with a satisfactory solution" (Buble, 2010). In doing so, each employee must clearly understand the boundaries of their responsibility, meaning they must know who is responsible for what. Furthermore, "business responsibility refers to a management philosophy in which individuals are considered legally or commercially responsible for the quality of their use of authority and fulfilling the responsibility of carrying out predetermined activities" (Certo, 2008). In other words, business responsibility implies that a person who agrees to

carry out a specific business task bears the responsibility to perform it adequately. Individuals who fail to complete their tasks will face certain penalties, while those who perform their tasks responsibly will be rewarded. If there were no form of penalty or sanction for failing to adhere to business responsibility, the survival of organizations would not be possible or would be very difficult to maintain long-term. For this reason, there are different types of contracts that regulate the relationship between employees and organizations, as well as sanctions for not fulfilling work obligations.

Responsibility in Decision Making

Decision-making is a concept that encompasses activities related to all aspects of human life—ranging from simple decisions like choosing breakfast to more complex ones such as moving or purchasing a house. Decisions in private life usually concern fewer people, while business decisions are far more complex, impacting a larger group of people. Generally, decision-making involves selecting an action among various options (Sikavica, Hunjak et al., 2014). Business decision-making, therefore, involves choosing between multiple possibilities in a business context. However, in business, greater caution is needed because such decisions affect many more individuals.

Most decisions in an organization are made by management, although decision-making exists in other parts of the organization as well. Based on whether managers are inclined or averse to decision-making, they are categorized into:

- a) Managers who avoid problems
- b) Managers who solve problems
- c) Managers who search for problems

Managers who avoid problems ignore all information related to the problem and are unwilling to address it. Managers who solve problems deal with the issue as it arises. The most desirable managers are those who actively seek out problems before they occur and attempt to solve them (Ružić, 2019).

Thus, the most responsible managers are those who proactively search for problems. Responsible decision-making stems from both personal and organizational values. Personal values are stable beliefs held by an individual about whether certain behaviors are desirable or not. Organizational values are shared values within the organization, imposed on employees. The modern era has prompted many organizations to establish their own ethical codes or standards that outline the values they uphold.

In business, ethical dilemmas often arise, which are a regular part of operations. When making business decisions, questions related to ethics or morals frequently come up. Many business decisions are comparable to ethical decisions, so moral or ethical standards are crucial when making them. Since the ethicality of a decision cannot be observed outside of the context in which it was made, the same decision may seem ethical or unethical depending on the situation. Ethical decisions are those that are both legal and acceptable to the broader community, while unethical decisions are either illegal or unacceptable to a larger group of people. The primary criterion distinguishing ethical from unethical decisions is the moral question: "Will my decision harm or benefit someone?"

Therefore, ethics and morality are considered some of the most important elements in the decision-making process. A person cannot behave ethically in business and unethically in their private life—moral aspects of decision-making are interconnected across all areas of a person's life. There are five different sources of morality: social ethics, professional ethics, business ethics, organizational ethics, and personal ethics. Due to the complex influence of ethics on responsibility in decision-making, various models of ethical decision-making and individual behavior have been formed to better understand the process of responsible and ethical reasoning. One well-known model that outlines

decision-making as a four-step process is J. Rest's model².

Furthermore, when determining whether a decision will be responsible, emotions play a significant role. Business decisions are often influenced by emotions, making them an important element in the decision-making process. Emotions can positively or negatively impact responsibility in decision-making, with self-control being key. Individuals with high emotional intelligence will make more rational business decisions, and emotions will actually assist in decision-making. Mistakes in decision-making arise from inadequate decision-making processes or from the way decision-makers think. They most often occur in uncertain or risky situations.³ These mistakes are diverse and numerous, making them difficult to eliminate, but if a manager follows an appropriate decision-making pattern, mistakes will occur less frequently.

Thus, a responsible manager is one who anticipates problems before they arise and threaten business operations. Their decisions are often influenced by emotions, but guided by emotional intelligence, they thoughtfully consider their choices and avoid mistakes. It's important to note that emotional intelligence is the ability to recognize one's own feelings and the feelings of others, as well as to control emotions and motivate oneself (Sikavica, Hunjak et al., 2014).

Responsible Business Communication

Communication is a fundamental characteristic of an organization, particularly as organizations are viewed as social systems. The amount of communication within an organization depends on its size; the larger the organization, the more communication there is, and the communication

relationships become more complex (Buble, 2006). Communication is an ongoing process that occurs daily, in all situations and circumstances. It is typically explained as the process through which a specific message is transferred from a sender to a receiver through a chosen medium. Effective communication means the receiver has understood the message exactly as the sender intended. Communication involves various participants: interlocutors, the message, interpretation and understanding of the message, the medium of communication, the manner in which the message is conveyed, feedback, and potential barriers during the sending and understanding of the message (Lamza-Maronić, Glavaš, 2008).

There are two main types of communication: verbal and non-verbal communication. Communication plays a very important role in the operations of any business organization because it involves building relationships at various levels. Business communication can occur on two different levels: within the organization and outside the organization.

Internal communication within the organization involves only employees of the organization, whereas external communication refers to all forms of business communication with partners, external collaborators, etc. In a business context, both verbal and non-verbal communication are important. Similarly, besides how communication takes place, what is communicated is also crucial. The content of all communication consists of data. The data being communicated should be truthful, timely, sufficient, in formal form, simple, specific, and clear to avoid any ambiguity that could lead to misinterpretation (Buble, 2006).

Responsibility is particularly important in all forms of formal communication, and business

² The first step is moral awareness, meaning the decision-maker must recognize the moral issue at hand. The second step is moral judgment, where one must reflect on the possible choices and the consequences they may lead to. The third step is moral

intention; the moral issue must take priority over all other concerns. The fourth step is moral action, which involves taking concrete actions aligned with moral principles.

³ Ibid.

communication is a form of formal communication. It is crucial for business organizations to consider the impression they leave on participants in business processes and the wider public because this type of communication shapes the organization's social status. Therefore, the organization's reputation and social status depend on the effectiveness of business communication (Tafra-Vlahović, 2015).

Formal business communication refers to official communication, meaning there are defined methods for communicating certain matters that all participants in the communication process must follow. There are two types of communication channels: vertical and horizontal. Vertical communication involves communication between superiors and subordinates. Vertical communication happens in two ways: downward and upward. In downward communication, superiors convey various messages to subordinates, while in upward communication, subordinates pass on messages and information to superiors (Buble, 2010).

Business communication is responsible for creating an identity, image, reputation, and brand. Reputation plays a key role in creating the value of the organization. "Reputation is understood as the esteem or regard of a person or organization" (Milas, 2011). Reputation is a collection of value judgments made over time about individuals, brands, or organizations, and it is part of the image. Reputation is formed based on direct experiences, making communication crucial for creating a positive reputation (Milas, 2011). Public relations (PR) is also an important component of business communication. Public relations should be organized according to ethical codes because they are a vital factor in a company's success. Ethical PR practices ensure the effective management of an organization's public image and contribute significantly to its overall success.

Professionalism and Responsibility in the Business Environment

Professionalism and responsibility are two interconnected traits that shape the work behavior and perception of every employee.

Professionalism is manifested through the ability of an employee to perform tasks in accordance with high standards, meeting deadlines, and adhering to the ethical guidelines of the organization. Professionalism is a fundamental prerequisite for achieving high-quality work. A professional approach to work involves a high level of commitment, accuracy in completing tasks, respecting deadlines, and the ability to solve problems while upholding high ethical standards.

Responsibility, on the other hand, involves the ability to take ownership of one's duties and the obligation to make decisions and take actions carefully, considering the broader consequences. Responsibility is a key characteristic that ensures tasks are performed in the best possible way. It includes recognizing one's role within the organization, actively taking responsibility for tasks and outcomes, and accepting responsibility for collective goals.

Professionalism and responsibility often go hand in hand, as employees who understand the importance of performing their duties responsibly also contribute to the collective professionalism of the team and organization. Employees who recognize their responsibility often become drivers of positive change within the organization, motivating others to follow the same values. This approach creates a culture of responsibility that contributes to the overall professionalism of the team and organization, improving efficiency and helping to achieve shared goals, making the organization more successful and stable.

Teamwork, Collegiality, and Taking Responsibility

Teamwork is the foundation of every successful business, as it is only through coordination with colleagues that common goals can be achieved. Collegiality, as a trait that involves respect, mutual help, and communication among team members, is essential for effective teamwork. Responsibility within the team means that each member recognizes their role and contributes to the achievement of the common goal. Taking responsibility for one's tasks and actively communicating with colleagues enables quick problem-solving and reduces the likelihood of misunderstandings or errors. Additionally, in a team, it is important to accept responsibility not only for successes but also for mistakes that occur during work. Accepting mistakes and learning from them allows for further professional and personal development, while also strengthening trust among team members. Teamwork is not only based on achieving common goals but also on mutual recognition of mistakes and imperfections, creating space for growth and improvement.

Islam encourages Muslims to be responsible for their mistakes. In the case of a mistake at work, a Muslim is called to recognize and admit their actions, learn from them, and strive to correct the damage. This is connected with leadership responsibility, where leaders, managers, or administrators should recognize their influence on the work environment and do everything possible to improve the situation if a problem arises. The Prophet Muhammad (PBUH) teaches us that anyone who repents for their mistake is like someone who has not sinned.

This hadith encourages every Muslim to take responsibility for their mistakes and to strive to make better choices in the future. Islam emphasizes the importance of teamwork and cooperation in the business environment. Collegiality, mutual help and support, and care for common goals are important aspects of proper behavior in Islam. The Prophet Muhammad

(PBUH) said: "A believer is to another believer like a wall, which supports each other." (Bukhari, 2004). This hadith calls for unity and support in the team, as success in business depends on coordinated and responsibly performed tasks by all team members. Islam also places great importance on teamwork and mutual support among people. Collegiality, respect, help, and cooperation are essential for achieving a common goal, whether in a business or social context. Islamic principles of cooperation and collegiality help create a stable and productive work environment. The Quran says: "And cooperate in righteousness and piety, but do not cooperate in sin and aggression." (Quran, Al-Ma'idah, 2). This verse calls for mutual assistance and cooperation in good, which also includes business activities. Muslims are obliged to help each other in performing their tasks and acting in the interest of the community.

Accuracy and Precision as Part of Responsibility

Accuracy and precision are fundamental characteristics expected from every employee in the business environment, as they directly impact the quality of work and the efficiency of the organization. Accuracy involves meeting deadlines and responsibly approaching tasks, while precision entails careful execution of tasks, avoiding mistakes, and providing accurate information. Employees who demonstrate a high level of accuracy and precision not only contribute to the efficiency of work but also guide other team members toward achieving high standards. Responsible behavior, in this context, means that employees put effort into performing their tasks with care, thereby reducing the risk of errors that could negatively affect the organization.

Acceptance of Mistakes and Improvement of Responsibility

Accepting mistakes is often a challenge, but it is essential for professional development and a culture of responsibility within an organization.

Mistakes are inevitable in any business, but what is crucial is how employees recognize and address them. Responsible behavior means that mistakes are not hidden but are openly acknowledged and used as opportunities for learning and improvement. Through the process of accepting mistakes, employees can enhance their skills and efficiency in future work. Organizations that encourage a culture where mistakes are seen as opportunities for growth and improvement create an environment where responsibility is fully integrated into daily work activities.

Responsibility for mistakes is an important trait that Islam emphasizes. Prophet Muhammad (PBUH) encouraged his followers to recognize their mistakes, admit them, and learn from them. Islam teaches us not to shy away from responsibility but to embrace it, as it is the path to personal and spiritual growth. "And those who, when they commit an immorality or wrong themselves, remember Allah and seek forgiveness for their sins—and who can forgive sins except Allah?" (Quran, Ali-Imran, 135). This verse indicates that acknowledging mistakes and seeking forgiveness from Allah (SWT) is an act of responsibility that leads to purification and personal development.

Prophet Muhammad (PBUH) also said, "Whoever makes a mistake and then repents, Allah will forgive him." (Bukhari, 2008). This hadith encourages Muslims to acknowledge their mistakes, take responsibility for them, and make an effort to correct them.

Respecting Obligations and Punctuality

In Islam, accuracy and fulfilling commitments are highly valued. Islam is very strict when it comes to fulfilling obligations.

Prophet Muhammad (PBUH) said, "When a believer gives his word, he is obligated to fulfill it." (Bukhari, 2008). Furthermore, Prophet Muhammad (PBUH) also said, "Whoever deceives us is not one of us." (Muslim, 2004).

These hadiths clearly emphasize the importance of keeping promises and being responsible towards others, including business obligations. Through this principle, Islam calls for responsibility in every aspect of life, including duties towards employers, colleagues, and clients. Respecting deadlines and carrying out tasks accurately are considered great virtues.

"Indeed, Allah commands you to give trusts to whom they are due and when you judge between people, to judge with justice. Excellent is that which Allah instructs you. Indeed, Allah is ever Hearing and Seeing." (Quran, An-Nisa, 58). This verse calls on Muslims to carry out their duties with great care and responsibility, emphasizing that every task should be performed with complete dedication and precision.

Honesty, Fairness, and Correct Conduct in Business

Islam strongly emphasizes honesty in all business transactions. Prophet Muhammad (PBUH) was known for his impartiality and fairness, and Muslims are called to follow him in all aspects of life, including business relationships. Prophet Muhammad (PBUH) said, "...and honesty is the foundation of every business." (Bukhari, 2004). In another hadith, Muhammad (PBUH) said, "When merchants agree and speak the truth, their trade is blessed, and when they deceive and hide the truth, their trade is cursed." (Bukhari, 2004).

This means that Muslims should conduct their business with high ethical standards, avoiding deceit, dishonest transactions, and fraud. Responsibility, therefore, extends beyond simply fulfilling tasks; it also involves upholding moral values in all business relations.

"Do not consume one another's wealth unjustly or send it [in bribery] to the rulers in order that [they might aid] you [to] consume a portion of the wealth of the people in sin, while you know [it is unlawful]." (Quran, Al-Baqarah, 188).

This verse clearly condemns dishonest business and fraud, reminding Muslims to adhere to justice and honesty in all their dealings and transactions.

How to Improve Responsibility

Identify Your Responsibilities – One of the first steps in taking responsibility at work is ensuring that you are fully aware of your role and duties. Consider having a conversation with your managers to clarify your role within your team. You can also discuss with colleagues to better understand the scope of your responsibilities. Managers appreciate team members who understand their job obligations and focus on performing their tasks and activities to the best of their ability.

Demonstrate Integrity at Work – Integrity is a soft skill that requires time to develop. Individuals with integrity adhere to a strong moral code, and employers trust them to make ethical choices that will benefit the company and those around them. You can demonstrate integrity by acknowledging the work of others, being punctual, and maintaining confidentiality. This is an important trait for effective leadership and can help you build a better reputation in the workplace, which can open up opportunities for career advancement.

Be Responsible for Your Work – Responsibility includes acknowledging mistakes and any subsequent consequences. There is a distinction between responsibility and taking ownership in the workplace. Being responsible at work involves taking action, while taking ownership is the result of those actions. Learning to accept praise or recognition for good work and taking criticism when your efforts create problems are both forms of responsibility. Taking responsibility for your actions and self-assessing the outcomes can show maturity and a willingness to improve.

Show Flexibility – Flexibility is an important skill that can help you in both your professional and personal life. Flexibility may include

adjusting your work hours or transitioning into another role or department.

Practice Active Listening – Communication is an essential aspect of responsibility. Ensuring that you actively listen to your managers and colleagues can help build trust and demonstrate your reliability.

Volunteer – Helping others can also provide personal satisfaction that can reduce stress, teach you new skills, keep you mentally stimulated, and provide a sense of purpose.

Assist Your Colleagues – One of the easiest ways to take on more tasks at work is to assist colleagues who may have more work than you at a given time. See if there are additional tasks on their to-do list that you can help complete. In addition to helping yourself gain more responsibility, your colleagues will appreciate your assistance if they have a strong work ethic and if you're not working in a toxic environment.

Be Proactive – Being proactive at work means taking the initiative to complete tasks without supervision. Employers often value proactivity in the workplace, as it can contribute to increased productivity.

Summary

Responsibility at work is not just a personal trait but a crucial factor for achieving success and creating a productive work environment. Employees who recognize and accept responsibility not only contribute to efficiency and productivity but also help build a positive work culture and interpersonal relationships. Organizations that encourage responsible behavior among employees will lay the foundation for long-term success and development. Therefore, responsibility should be a focus for both managers and all employees, as it is a key element of any professional environment.

Responsibility in work, according to the teachings of Islam, is not only a matter of professional ethics but is deeply rooted in the spiritual life of Muslims. Islam calls us to be responsible in all aspects of life, including work, to honor our commitments, be honest and accurate, and recognize and correct our mistakes. By fulfilling these responsibilities, Muslims not only contribute to the success of their organizations but also earn God's reward and blessing. Islam sets responsibility as the foundation of every successful business and social life, creating space for justice, cooperation, and personal growth.

Islam sets high standards for responsibility in the workplace. Responsibility to Allah, respect for obligations, honesty, taking responsibility for mistakes, collegiality, and fairness are key components that shape business ethics according to Islamic principles. Taking responsibility in daily tasks is not only a matter of professional behavior but also a spiritual duty before Allah. Through responsibility, Muslims can contribute not only to success in business life but also to the building of a more just and ethical society as a whole.

Professionalism, accuracy, precision, collegiality, teamwork, and taking responsibility are all interconnected and contribute to the development of an efficient and productive work environment. A culture of responsibility, in which standards and values are respected, lays the groundwork for achieving high results and further professional development for all team members. Responsibility also includes accepting the consequences that follow after performing a certain action, i.e., the readiness to take blame for a negative outcome or praise/reward for a positive outcome. Today, responsibility is a business imperative. Companies that behave irresponsibly in any segment lose their status in the market and, consequently, lose clients, directly jeopardizing their future business. In a world of constant, rapid, and profound changes, many institutions develop internal ethical codes, all with the goal of improving relationships and business practices.

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Odgovornost u poslu

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SAŽETAK

Odgovornost u poslu predstavlja ključnu osobinu koja oblikuje ponašanje pojedinaca unutar radnog okruženja. Odgovornost je sveprisutna u čovjekovom životu, a smatra se da je to preuzimanje posljedica za svoje radnje. U poslovnom okruženju ona predstavlja osnovni faktor koji utiče na efikasnost, profesionalizam i međuljudske odnose na radnom mjestu. Ona se odnosi na sposobnost zaposlenih da preuzmu odgovornost za svoje zadatke, odluke i postupke, čime doprinosi efikasnom radu i stvaranju pozitivne radne atmosfere. Preuzimanje odgovornosti obuhvata ne samo ispunjavanje zadatih obaveza, već i sposobnost da se prepoznaju i isprave greške, kao i da se doprinosi ostvarivanju zajedničkih ciljeva. Odgovorno ponašanje doprinosi ne samo ličnom rastu, već i unapređenju organizacije kao cjelokupne poslovne jedinice. Odgovornost se veže za zakonsku regulative i moralne zakonitosti, a važan je dio poslovnih odnosa. Poslovna odgovornost je adekvatno obavljanje prihvaćenih poslovnih zadataka, a njezin je izvor u samome pojedincu. Ako pojedinac pristane na obavljanje poslovnog zadatka, preuzeo je i odgovornost za taj zadatak. Za preuzeti radni zadatak, odgovaran je nadređenoj osobi. U islamu, odgovornost u poslu smatra se ključnim aspektom lične etike, poštovanja i duhovnog integriteta. Islam postavlja visoke standarde kada je u pitanju odgovornost, bilo da se radi o ispunjavanju obaveza prema poslodavcu, kolegama ili zajednici. Islam naglašava da preuzimanje odgovornosti u svim životnim aspektima nije samo društvena ili profesionalna dužnost, već i duhovna odgovornost pred Allahom, dž.š. Slijedeći osnovne principe islama, zaposleni i poslodavci pozvani su da se ponašaju odgovorno, poštujući etičke norme koje doprinose izgradnji fer, pravednog i prosperitetnog društva. Odgovornost u svim segmentima poslovanja je imperativ savremenih organizacija, a oni koji praktikuju neodgovorno poslovanje osuđeni su na gubitak tržišta i loše poslovne rezultate. U ovom radu analizirat ćemo značaj odgovornosti u poslovnom okruženju, njene vrste, kao i načine kako razviti odgovornost kod zaposlenih, kao i stav islama prema odgovornosti svakog pojedinca. Također, analizirat ćemo i različite aspekte odgovornosti, uključujući profesionalnost, tačnost, preciznost, timski rad, kolegijalnost i preuzimanje odgovornosti, te kako ove osobine utiču na ukupnu produktivnost organizacije.

Ključne riječi: odgovornost, islamski aspekt, etika, poslovanje, menadžmenta, društvena odgovornost
