ISSUES IN ISLAMIC MANAGEMENT
Theories and Practices

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CHAPTER 32

RELIGIOSITY AND WORK STRESS COPING BEHAVIOR AMONG THE MUSLIM EMPLOYEES

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1. Introduction

Occupational stress is generating increasing public and media concern. Increasingly, employers, trade unions, and workplace health and safety representatives are approaching solutions for guidance both on the nature and causes of the problem and on the legal requirements relating to prevention and control. A number of factors have to be considered in the study of stress, for example, the multidimensionality of the study, the definition of stress, the direct relationship between stress and behavior, and the increasing negative effects of stress on work.

The multidimensionality of stress according to Hogan and Joyce (1982) is evidenced by the fact that it takes different forms and occurs in different fields, such as in Clinical and Applied Psychology, Anthropology, Sociology, Psychosomatic Medicine, Industrial Relations and Epidemiological aspect. The study of stress may well involve a multidisciplinary field. The variety of stress studies has led to considerable variation in understanding the phenomenon, rather as a medical, psychological or managerial problem.

Stress can influence the individual behavior either negatively or positively. Many researchers, like Spielberger (1979), believe that work stress is one of the most important factors affecting productivity because of the direct relationship between the individual behavior and the stress he experiences. However, as stress is multidimensional, there is often confusion about the term.

According to Krohe (1999), coping with stress is the effective reduction of its negative effects. He stated that senior managers often think it necessary to create a stressful work environment to achieve the best performance from their staff. However, stress is rather an obstacle to good performance, innovation and creativity.

There are many dimensions to understand and deal with work stress. Kahn and Cooper (1993) stated that the word “stress”, as used, means essentially four fundamentally different things: an environmental condition, an appraisal of an environment situation, the response to that condition and the consequences of the response. Nevertheless, researchers have identified demands which...


