

104: Principles of Management
Part: I Full Marks: 100
Time: 3 Hours Pass Marks: 45

(N.B.: Answer any 5 (five) of the following questions. The figures in the right margin indicate full marks.)

1. a) What is Management Cycle? 4
b) Explain the scope and application of Islamic principles of management in developing effective management system. 8
c) What are the core responsibilities of a manager in an Islamic organization relating to financial activities? Describe with special reference to the Prophetic style of management. 8
2. a) Explain Servant Leadership concept from Islamic perspective. 6
b) Who is called Informal Leader in an organization setting? What roles an informal leader plays in banks? Explain in brief. 6
c) Blake and Mouton's Managerial Grid theory of leadership includes Country Club, Impoverished, Produce or Perish, Middle of the road and Team style. Explain this five styles of leadership with example. Which leadership style is more suitable for the banking operation of Bangladesh? Explain why? 8
3. a) "The ultimate result of motivation is job satisfaction"-Explain. 6
b) Discuss the "Maslow's Hierarchy Theory of Needs". What are the limitations of this theory? 7
c) As an Islamic banker, do you agree with the proposition that, there are some additional motivational factors among the employees of Islamic banks than those of conventional one? 7
4. a) How does Personnel Management differ from Human Resources Management in banks? 6
b) In your opinion, how can human resource retrenchment strategy be applied for human resource planning in banks? 7
c) What is Job Evaluation? Distinguish between job evaluation and performance evaluation. 7
5. a) Define Work Ethics. Briefly explain the required work ethics of an employee working in an Islamic bank in Bangladesh. 6
b) Describe Corporate Social Responsibility (CSR) as a pyramid structure from the perspective of Islam. 7
c) As a strategic manager of ABC Islami Bank limited, what strategies and policies you should formulate to adopt the changes in the external environmental factors in the banking industry? 7
6. a) What is MIS? How does MIS help management in decision making? 8
b) Discuss the core components of Management Information Systems. 5
c) In recent years, which major technological changes you witnessed in your bank that help your bank to be more dynamic? 7
7. a) "Before controlling your subordinates, you must know your ability to control them- otherwise you will be controlled"- explain how can you assess your ability? 6
b) What is Feed Forward Controlling? How budget can be used as a controlling mechanism for organization? 5
c) How does Islamic control system differ from the traditional control system? 5
d) What is Span of Control? What kind of span of control is applicable for banking system of Bangladesh? 4
8. Write short notes on any 5 (five) of the following: 5x4=20
 - a) Quality of Work Life
 - b) Balanced Scorecard
 - c) Strategic Business Unit(SBU)
 - d) Basic Needs Tree Theory
 - e) Green Banking
 - f) E-governance
 - g) Whistle Blowing
 - h) TOWS Analysis

The End