

Diploma in Islamic Banking Examination, May-2023

Part: I Subject Code:104

Subject Name: Principles of Management

Full Marks: 100 Pass Marks: 45

Time: 3 Hours

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

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| 1. | a) | “Management is the process of designing and maintaining an environment in which individuals working together in group effectively and efficiently accomplish selected aims”- explain the statement. | 6 |
| | b) | F.W. Taylor is acknowledged as the ‘Father of Scientific Management’. Explain the principal concern of F.W. Taylor to shift the traditional management to the scientific management. | 7 |
| | c) | How does Cooperative Social Systems Approach to Management explain the interpersonal and group dynamics in an organizational setting? Explain in brief. | 7 |
| 2. | a) | ‘Motivational attitude is needed to retain the good customers’- discuss. | 4 |
| | b) | How does external environmental forces play role positively and/or negatively in an organization? | 8 |
| | c) | Explain the social responsibilities of managers and the arguments for and against the social investment of business. | 8 |
| 3. | a) | What is Managerial Planning and why it is important for an organization like bank. | 6 |
| | b) | Describe the benefits and weakness of Management by Objectives. | 7 |
| | c) | As a strategic manager of an Islamic bank, how do you apply the planning process to set up a new branch of your bank? Discuss in brief. | 7 |
| 4. | a) | What is Staffing? Which nature of staffing do you follow in your organization? | 6 |
| | b) | Explain the policy of open competition and ways to make staffing more effective. | 7 |
| | c) | What are the internal and external factors to ensure good governance in an organization? | 7 |
| 5. | a) | How Sharia’h Governance is linked with Islamic concept of management? Give example. | 6 |
| | b) | Distinguish the functions of Islamic management philosophy from traditional management philosophy. | 5 |
| | c) | “Ethics in management is one of the core components of governance and management in banks”-explain this statement and justify by your answer. | 5 |
| | d) | Explain how macro environment factors influence the management functions in banks. | 4 |
| 6. | a) | What is Informal Organization? Give an example from your work-setting. | 5 |
| | b) | Define Span of Management. How does a manager determine the applicability of span of management to ensure effective and efficient supervision of employees? | 6 |
| | c) | What determines the basic framework of departmentation and what are the strengths and weakness of the basic forms? | 5 |
| | d) | Differentiate between departmentation and decentralization with suitable examples of both. | 4 |
| 7. | a) | Define Job Satisfaction. How would you satisfy an employee under your control? | 5 |
| | b) | Distinguish between Democratic and Autocratic leader. | 5 |
| | c) | How will you appraise an employee for promotion to the next grade or position? | 5 |
| | d) | “A leader is doing bad in a public bank. But after leaving that bank, he is showing marvelous performance in a private bank”- comment. | 5 |
| 8. | Write short notes on any 5 (five) of the following: | | 5544200 |
| | a) | Universality of Management | |
| | b) | Crisis Management Techniques | |
| | c) | Hybrid Organization Structure | |
| | d) | Stress Management | |
| | e) | Critical Path Method | |
| | f) | Delphi Method for HR Planning | |
| | g) | Innovation Management | |
| | h) | Accountability under Islamic Framework. | |