

# THE INSTITUTE OF BANKERS OF ZIMBABWE

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<b>INTERMEDIATE LEVEL</b>	
SUBJECT	MANAGEMENT II
DATE	26 APRIL 2022
TIME	3 HOURS
MARKS	100
EXAM TYPE	CLOSED BOOK



## INSTRUCTIONS TO CANDIDATES

1. Read the instructions **CAREFULLY** before answering the paper
2. This examination has five (5) questions
3. Answer any four (4) questions
4. Each question carries 25 marks
5. Start each question on a fresh page
6. Please number your answers
7. Please be neat – illegible handwriting cannot be marked
8. Use black or blue ink
9. Ensure that all information on the cover of your answer book is completed in full.
10. Cheating is not allowed. If anyone is caught cheating, disciplinary measures will be taken by the Institute of Bankers.

**GOOD LUCK !**

**Question 1****[25 Marks]**

Briefly explain any 5 ways through which a bank would benefit from effective performance management.

**Question 2****[25 Marks]**

“In order for control systems to be effective, management must enforce the right qualities/characteristics of control systems in their subordinates.” Demonstrate the importance of any 5 of the qualities/characteristics of an effective control system in an organisation of your choice.

**Question 3****[25 Marks]**

- a) Henry Fayol argued that management was an activity common to all human undertakings in business, in government, and even at home. Do you agree? Why? (5)
- b) Using practical examples, briefly explain how you can apply any 5 of Henry Fayol’s principles of management in your organisation? (20)

**Question 4****[25 Marks]**

Training and development is one major human resource function in any organization.

- a) Differentiate between on – the – job training and off – the – job training. (10)
- b) Using practical examples briefly explain any 3 reasons why you could prefer **one type** of these 2 types of training over the other. (15)

**Question 5****[25 Marks]**

**“Managing stress has become more important in today’s organizations than ever before”.**

- a) Briefly explain any 4 sources/causes of stress in employees. (10)
- b) Using practical examples briefly explain any 3 ways through which you could reduce stress in your subordinates. (15)

**End .....of.....Paper**

**Good Luck !!!!**