

INVESTIGATING THE ROLE OF ISLAMIC MANAGEMENT IN ORGANIZATIONS: (REVIEW ARTICLE)

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ABSTRACT

Organizations are key elements in today's society. But organizations cannot succeed in performing their tasks and reaching their goals unless they have a strong and efficient management. Management and leadership are pillars of every organization and the most important factor of success in achieving goals at national and international levels. Expanding knowledge of management and technology, developing tools and success measure requires evaluating, improving and enhancing the performance of the organizations. Management performance in organizations in any country is based on the culture of that country. Efficient research in Iran's Islamic society and in its organizations for understanding the culture and economy of the society is on one hand, and understanding Islam and religious doctrines on the other. In Islamic management, in addition to the emphasis put on the proper use of the best and most advanced science and technologies and welfare and salvation tools, the role of the leader and the manager toward moving forward and reaching the goals is of great importance. That is because of the fact that the leader and the manager can, according to human dignity, value issues, rules and regulations consistent with divine commandments, organize and enhance the capital and the spiritual, human, communicational and informational resources in accordance with the culture and economy. In Islamic management, everything is measured according to ideal, risky or critical conditions, and time, human and ethical management. In the end, any action which draws man closer to God will be considered for managers and their organizations as the ultimate achievement. Hence, this study, given the magnitude of the subject of Islamic management, examines some aspects and methods of Islamic management in performance and success of organizations.

Keywords: *Islamic Management, Organizations, Role*

INTRODUCTION

Research is necessary in the field of humanities in order to understand and plan human resources toward the real bliss for man. Using reason and divine teachings along with empirical data and taking objective reality and the original culture and values of societies into account is essential for dynamism, realism and efficiency of such studies in any society (Agha Piruz, 2004).

Organizations are key elements in today's society. Various conditions and human led to the emergence and the increasing spread of organizations. These organizations affect people in all the phases of their lives – from birth to death. It is not but obvious that only those organizations that have a strong and efficient management will succeed in performing their tasks and reaching their goals (Saffarian et al, 2013). One of the fundamental concepts of organizational management is the performance, in accordance with which most of the tasks are based. In other words, the success of organizations can be seen in their performance (Oliya et al, 2010). Management is the most important factor in the survival and continued success of an organization and plays an important and vital role in the growth and development of an organization. According to Farhadi, the main purposes of management are linking individuals, efficiency and effectiveness, improvement, human resources planning, identifying talents and developing their characters and so forth (Farhadi et al, 2004).

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Competent and resourceful managers are seeking to provide useful services in the best and most desirable of ways. The ultimate goal of management derives from the first and most important commitment which is a common characteristic of all successful managers and that is commitment to customers and clients. This ultimate goal of management is also manifested in Islamic management. In Islamic management, managers offer a strong positive image to others and always act as a positive force. Generally, the role of Islamic management in the performance of the managers is to measure everything according to ideal, risky or critical conditions, and time, human and ethical management. In the end, any action which draws man closer to God will be considered for managers and their organizations as the ultimate achievement.

HISTORY OF MANAGEMENT AND NECESSITY OF ISLAMIC MANAGEMENT

Our era is the era of large and complex organizations. Today's manager should know how to create and organize these organizations and be aware of their changes and developments. They should be able to manage them with total compliance to the rules and with optimum performance. Organizing is an ongoing task which the manager is faced with continuously and is not restricted to designing the organization at the beginning. For these reasons, some of the experts in organization and management named this important task of the manager reorganization or constant selection procedure (Alvani, 2012).

Management has always been regarded as a necessity and has always been present in most human activities. It has been some time now that management theories are being applied. What has been done in recent centuries in the field of organization and management is systematizing in an orderly and linked intellectual disciplines. In general, the definition for the management is the knowledge and art of utilizing the organization sources (human, financial, physical and informational resources) for reaching the organization goals as it is desired. Regarding the fact that human interactions are the necessity for growing and cherishing the organization; creating, maintaining and developing this is one of the most important duties of the managers. Managing the knowledge and the art of interacting with human individuals for doing a job is practical, so the managers should learn the ability of working with the human individuals (Niazazari, 2007). Management in humanities has a very close relationship with culture, as we can clearly see the role of culture in every single place of that. So different cultures select different management methods for themselves like Japanese management, American management that are samples of this kind which are formed according to their own culture.

Management is the most important factor for the success to survive and continue and the managers have a really important and determining role in growing and cherishing and progressing of every organization. In religious sources, the one can find lots of materials relating to the management and competent managers (Yarmohammadian et al , 2011). Management and tactfulness in societies and organizations are from the most important fatal issues of the human being and in the course of time was the pattern for thinking of the human, a plan for the prophets and great people and philosophers and thinkers and managers.

Islam has emphasized frequently on acquiring knowledge. This was the reason that Muslims established a permanent and uncontroversial civilization with the help of acquiring sciences and with the help of religious teachings. Islam has lots of good features with the help of immortality and the comprehensiveness of its rules and commandments, in the humanistic and Islamic policy and considering the destiny of the society and the way of governing lots of comprehensive and complete rules and regulations are presented. It was a pattern for prophets, an invitation for accepting and following God's commands and avoiding the rules that are against God and being fair with the help of Islamic and spiritual notices and Quran. So, Islamic management in Islamic societies and Iran, which is an Islamic society, is a necessity for success. From the points which are emphasized are timing, knowing the value of the time, being realistic, determination, fairness, not rushing, lack of reluctance, pervasiveness in vague jobs, lack of weakness in clear affairs and taking action in the best moment (Rahbar, 1984).

THE IMPORTANCE AND THE MERITS OF ISLAMIC MANAGEMENT

In order to show the importance of management from Islam's perspective, lots of ayat and hadith was cited that, some of which will be briefly mentioned in the following part.

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In Surah Al Nazeat in the 5th ayah it is said that, “So we take an oath on the managers.” In this ayah an oath was taken on the angels who are the managers of the tasks, as it is said in Jaushan-e-Kabeer in the 25th verse that God himself is a manager as well.

“God, I ask you the creator of the form, you the determiner of destiny, the manager...” Thus, we can find out that managing is one of the features of hadith and also it is so important that God takes an oath on the managers (Samadzadeh, 2010).

Before starting the life of human beings on earth, God sent Adam as His successor and leader and according to the natural evolutionary route there comes a group of people and after the going through evolutionary stages, from among them a prophet or a leader rises. In Surah Ale Omran, ayah 159, it is said that:

“With the help of God’s blessing on the earth you are soft and kind toward them and if you were harsh and stone-hearted, they may get away from you, so forgive them and ask God for their wellbeing and consult with them in affairs. But if you are determined, be decisive and rely on God because God likes those who trust in God.” Besides mentioning to the managers’ features in this ayah, they emphasized the counseling as one of the Islamic management features (Dehqani et al, 2010).

They quoted from Imam Sadiq who said:

“Did you say your prayers and say hallelujah? When the day after comes, God approached the person with whom they accept his governance. We are approached with Prophet Muhammad and you are approached with us. What do you think you are going to? To God of the Kaaba and to the Paradise.” In this hadith, as we can clearly see, there is much emphasis on the Imam or leader that the destiny of the human being is woven with the Imam or their leader. This means that the supreme Leaders and managers have a great impression on the people around them and they can direct them to every direction they desire to, so they have common destinies.

It is quoted from Prophet Muhammad that “he who dies without believing in Imam or supreme leader has died in ignorance.” This hadith shows the importance of the existence of Imam and the necessity for the presence of a leader in Islam and shows that without leadership and management there is no possibility for survival and called their death as a ignorant death before Islam.

Imam Reza says, “In a study of the human status, we cannot find a group or tribe that lives in peace and success unless in light of a manager or a supervisor who manages the spiritual and material affairs of (Samadzadeh, 2010).

Islam is the only doctrine which had emphasized on the importance of leadership and management from the beginning.

Islam is the only doctrine which clearly emphasized on the importance of leadership and management from the very beginning, knowing the success and persistence of a group of people in material and spiritual affairs.

In spreading out today’s management and development of the quantities and qualitative instruments, one of the most important capacities that have the most significant roles in accessing to the goals and developments is how to use human resource in organizational positions that not only can be regarded in the light of management in Islamic functioning and with respect to the hadith not only in our country but also as a pattern and model to without replica in the tensions world and introduce it to them. When selecting individuals according to the religious criterions and merits or commitment or expertise, then reaching to the goals will be easier and faster.

Quran defines responsibility and management as divine trusts and besides the adjectives of necessary expertise and capability for doing a job, it knows the trustkeeping as a necessary thing for reaching that point. This can be seen in the ayah 58 of surah Nesa, ayah 39 of surah Nahl. Ayah 26 of surah Qesas and ayah 55 of surah Yussef are emphasized.

The selection of the managers in the Quran is also taken notice to. So far that in the studies done in the recent years Quran counted 10 prerequisite and features necessary for the managers from Quran perspective that are as following (Jalilkhani, 2007 and Dalir, 2011).

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Features and adjectives for managers that are mentioned in the Quran

No.	Characteristics	Number of ayat
1	Being innovative and inventive	29
2	Avoiding waste	5
3	Being gentle and tolerant	28
4	Being fair	5
5	Being gallant	11
6	Being stable and consistent	5
7	Being forgiving	8
8	Scaring from God	7
9	Being kind	5
10	Helping and contributing	3

Imam Ali in one of his letters to the representative and governor of Azerbaijan(Ashaatibn-e Gheys) said,“Management and dominating is not bait for you but that responsibility is a trust in your hand and one that is superior than you asked you to be the watch of it.” And other features and capabilities of managers from ImamAli’s viewpoint in his command to Malikal-Ashtar mentioned that could be said that it is the most precise explanation for job and the features for attainment of a job from the perspective of Islamic and religious managements.In this command said to Malikal-Ashtar,“Search for the experienced and modestthat are from the pioneer and righteousfamilies in Islam. Because from the ethical viewpoint are the most outstanding of all and from respect viewpoint are the most trustworthy of all and lest they think of covetousness and think narrowly to the sequence of the jobs.It means experienced managers, original family, modest andaware of their place and value, subtlety and good reputation, validity in reporting, long-sighted, pioneer in Islam, cleanness from covetousness and without any anxiety from overworking (Jalilkhani, 2007).

THE PURPOSE OF MANAGEMENT IN ISLAM

Having in mind the importance of motivation in human movement in cognitive aspect, the recognition of the motivation which is the top factor in the pyramid of organization and it is the heart of decision making and decision taking is of a great importance. The most original motivation from Islam Perspective is wisdom and consciencefor managing according to the experiences is the sense of duty. Needless to say, this is from the purest motivations and goals that may exist about the management. Human being can give his live a divine color by following from his divine nature and end up all of his efforts to the God’s satisfaction with divine motivations and connect them to the divine motivations which are the factors for stability and lasting of their activities(MohammadiMazrouei, 2006). In non-divine societies, managers use knowledge and technique of management as an efficient tool for reaching his material and individualself but in Islamic management besides emphasizing on the experiences and experimental records, technical, family andpersonal maintaining the ethical and sensational standards for creating motivation, reaching to the goal of organization development among the clerks are considered as if in having the responsibility of managing the organization they share same burden of responsibility. In Islamic merit regime which the goal of the human beings are nearness to God and God’s satisfaction but not the transient goals and mundane and without any reason goals and looked to it as a duty which must be done and is necessary. The duty which the desire do not determine its directions but the regulations which are the holy street ofIslam shows the route for it and every single movement either good or bad and how little is it, it will be counted.A Muslim manager has the sense of duty and calls the duty in his field (Rezaeian, 2010).

A NEW MANAGEMENT APPROCH IN SUCCESSFUL ORGANIZATIONS

Efficient managers have good efficient effect on others because with a balanced mixture of beliefs and positive attitudes present good behaviors and this behaviors and good activities makes the commitment to

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customers or clients, organizations, the person, the individual and work groups and doing affairs for reaching final goal which is the nearness to God. Each of these obligations has a great importance on the management. Interesting to say that all of the mentioned obligations in light of pure Islamic management and for a Muslim manager in line with God which is the highest level have a great meaning and this is the best and the most complete sort of operational management which has the human society under its dominance toward the prosperity. As in operational management, the operational management like the leadership-oriented management, reward-based, work-route-based, culture-based, merit-based should be consolidated for reaching sublimation of organization in all of the activity fields (Ahmadvand and Japloqhain, 2011). In Islamic management, it should also be consolidated in the body of the organization and in all the managers' activities.

With a glance to the successful organizations and managements in the competitive world it shows that what made these managers and organizations a successful one is the performance in the Islamic and Ali- esque management is done fully. For example in the network organizations, a group of the organizational units are amalgamated for reaching to the common goals or in non-border organizations there is a smooth flow of information and communication with outer parts customers and producers and other units. In entrepreneurship organizations they insist on the invasive strategies, wellbeing with customers, free working and entrepreneurship, emphasis on the organization values, new product and technique, emphasis on the technical activities, simple structure, increase in production with the help of the clerks using their creativity and innovation with a new value with the use of time, source, risks and with the help of coworkers are taken place (Niazazari, 2010). In the study of other researchers of other countries also in the field of efficiency of the management organization systems show that the managers with good university records and outstanding personal traits and have the features like being in order about the system, interpersonal interactions and group work are efficient managers (Srinivasa Rao, 2007).

With some reflection it reveals that all of the mentioned examples are seen fully in the Islamic management and in the body of organizations that have competent and efficient and Muslim managers. Because this management derived from the God's teachings and there is not any manager higher and more competent than God who determine the policy and prosperity of his creation.

Therefore, in the recent method every organization for its success, with regard of its shaped goals and in line with keeping and maintaining and promoting themselves in the world village and productive world, in line with the society's needs in national and international level needs to the competent and perfection-seeker and a pure and complete management (Salehi et al, 2014). Without any doubt an Islamic and Ali- esque management according to the precise teachings for directing the human beings and ascended from Quran and Islam and hadith with high flexibility and determination and compassion and if in Islamic societies the organization do not reach their highest goals and the aims do not accomplish fully it is because of lack of administrating the regulations and the policies fully.

CONCLUSION

As mentioned, the final goal of operational management in the Islamic value system that the goal of human beings are the nearness to God and His satisfaction, the managers call his duty and do the responsibilities in his work field not the regime (Rezaeian, 2010). A Muslim manager looks at his own work as if he must do the duty and it is necessary for him to do so. The duty that does not show the direction of the person or his comrades, but they are the regulations set up by Islam which shows the route and determine which way to go and every single movement would be calculated. As Imam Khomeini said, "It is necessary for the people who fear from God and it is more necessary for the managers to fear from God" (Sahife Noor, 1990). So the goal of management according to Islam is the sublimation and perfection of the clerks and the favorable operation administration. For reaching these goals the prophets (leaders and managers) are sent from God to complete these duties (Elahi Ghomshei, 1980).

In this management, creating processing insight in whole organization and creating a strong and common insight, support, direction and collaboration in all the management levels, doing the customers need in the

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shortest time possible and with the least expense is considered to have. Efficient use of individual and organizational knowledge, group analysis with an insight into pure management, taking risks to make the best out of opportunities in order to make the correct decisions, explaining the operational model and putting individual and institutional goals in line, effective intellectual and practical guidance, having an active stance against rapid changes, effective management of relationships with others, maintaining the emotional, psychological and physical balance, developing performance aspects of the manager, coming up with new solutions, reinforcing self-regulation and self-control, fostering creativity, enhancing mental focus and helping the multi-dimensional thinking of managers are some of the goals of Islamic management (Niazazari, 2010).

Each organization is established based on goals and requires successful and perfection-seeking managers with pure performance in order to survive and promote in today's global village, in line with the demands of the society at national and international levels. Also, studying Iran's civilization reveals that the type of management used in the time of excessive success and power of Iran and Iranians was indeed Islamic management. In fact, Iranians have approached God's succession by surrendering to His commands and have achieved a success proper for their lives and afterlives and would leave a worthy legacy behind. Therefore, successful managers in Iran and successful Iranian management are derived from Quran and hadith and will surrender to the only manager and creator of the universe in order to achieve human and divine goals.

Islamic and Ali-esque management based upon precise teachings derived from Quran, Islam and hadith are the most complete and unparalleled performance management in mankind's history. And even if in Islamic communities, organizations fail to reach their higher goals to the full extent, it is because Islamic management is fading and the policies and guidelines are not being followed to the full and nothing else. As God Himself mentions in ayah 19 of surah Al-e Omran, "Indeed the religion in the view of Allah is Islam." Therefore, in order for organizations to prosper in the year of Culture and Economy toward achieving their goals to the full extent and sublimation of the organization, patriotism of every employee and Jihadi Islamic management are crucial and inevitable.

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