

MLISC 1st Semester Examination, 2019

**MANAGEMENT OF INFORMATION
SYSTEMS AND SERVICES**

PAPER – MLI-106

Full Marks : 40

Time : 2 hours

Answer all questions

The figures in the right hand margin indicate marks

*Candidates are required to give their answers in their
own words as far as practicable*

Illustrate the answers wherever necessary

1. Answer any *four* questions : 2 × 4
- (a) Who is considered the father of Administrative management ?

- (b) Which management theories deal with 'the best way to perform a job' and 'an ideal way to put all jobs together and operate an organisation' ?
- (c) What are the branches of Neo-classical management theory ?
- (d) What are the different sub-systems of a library ?
- (e) What do you mean by the term 'Grapevine' in the context of management ?
- (f) Write the full form of PERT/CPM.
- (g) What are the two basic concepts of TQM ?
- (h) State the motivational factors in Herzberg's Motivation Hygiene theory.

2. Answer any *four* questions : 4 × 4

- (a) What are the important aspects of contingency theory ?

(3)

- (b) Mention the procedural components of system analysis.
- (c) What do you mean by 'Management information system' ?
- (d) What are the features of management by objectives ?
- (e) Discuss in brief, the arenas of Johari Window.
- (f) What are the functions of a leader ?
- (g) State the features of motivation.
- (h) What are the assumptions of theory X of Mc Gregor's participation theory ?

3. Answer any *two* questions : 8 × 2

- (a) Write a brief note on 'Human relation school' of management.
- (b) Discuss various objectives of Total Quality Management.

- (c) Discuss any one leadership style mentioning its advantages and disadvantages.
 - (d) Discuss the preventive measures needed to resolve conflict in a library.
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