

MLISc 1st Semester Examination, 2011

**PLANNING AND 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. Write short notes on any *two* of the following : 5 × 2
 - (i) Management Theory Jungle
 - (ii) Various steps in planning
 - (iii) Elements of TQM
 - (iv) PPBS.

2. (a) Discuss the contributions and limitations of Human Relation School in creating a new viable theory of management. How far it is applicable in libraries and information centres ? 10 + 5

Or

- (b) Discuss the concept 'Management by objectives'. What are the constraints for implementing it in libraries and information centres ? 8 + 7

3. (a) Briefly describe the important leadership styles, theories and approaches or models and interpret their application in managing a library or information centre. 8 + 7

Or

- (b) Discuss the impact of globalisation for management of information systems and services in India. 15