

**2016**

**M.LI.Sc.**

**1st Semester Examination**

**PLANNING AND MANAGEMENT OF INFORMATION  
SYSTEMS AND SERVICES**

**PAPER—MLI-106**

*Full Marks : 40*

*Time : 2 Hours*

*The figures in the right-hand margin indicate full marks.*

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

*Answer all questions.*

1. Write short notes on any *two* of the following : 2×5
- (a) Contingency theory management.
  - (b) PERT/CPM.
  - (c) Trait theory.

*(Turn Over)*

2. (a) What do you mean by 'Management philosophy'? State basic 'beliefs' that underly development of any management philosophy. Discuss the contribution and limitations of 'Administrative management' in the theory of management. 3+4+8

Or

- (b) Define the term 'System'. State the basic steps in system analysis for solution of a problem. Discuss the application of system approach in library and information centres. 3+4+8

3. (a) What do you mean by 'Motivation'? State different motivating factors which are normally employed in organisations. Discuss, in brief, Maslow's hierarchy of needs in the context of library and information centres. 3+4+8

Or

- (b) Define the concept 'Change management'. Discuss the forces of it and procedure to be followed for proper implementation of change management in a library. 3+5+7