

2017**M.LI.Sc.****1st Semester Examination****PLANNING AND MANAGEMENT OF INFORMATION
SYSTEMS AND SERVICES****PAPER—MLI-106****Subject Code—08****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) Change management need.
 - (b) Theory X and Theory Y - assumption.
 - (c) Johari Window - meaning and need.

- 2. (a) Discuss the contribution and limitation of 'Human Relation School' in the development of management theory. 10+5**

(Turn Over)

Or

(b) Define 'Leadership'. State different functions of a leader in an organisation. Discuss *any two* Leadership styles known to you mentioning their advantages and disadvantages. 3+4+8

3. (a) What do you mean by Total Quality Management (TQM)? Discuss, how the basic ideas of TQM may be applied to libraries and information centres. 5+10

Or

(b) Define 'Management Information System (MIS)'. State various steps in the process of MIS development in a library. 4+4+7