

MLISC 1st Semester Examination, 2012

**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) Group dynamics ;

(ii) Forecasting ;

(iii) Hierarchy of needs.

2. (a) State the principles of scientific management as propounded by F.W. Taylor. How far these can be applied in libraries and information centres ?

7 + 8

Or

- (b) Explain the important principles of planning for effective management of libraries and information centres. Mention the relationship of planning with other managerial functions.

10 + 5

3. (a) What is Total Quality Management (TQM)? Discuss its relevance to library and information professionals to meet the challenges and opportunities in the 21st century.

5 + 10

Or

- (b) Discuss the basic steps of budgetary control process in an information centre. Mention the advantages and disadvantages of budgetary control.

5 + 5 + 5