

2022

1st Semester Examination
MASTER OF LIBRARY AND
INFORMATION SCIENCE

Paper : MLI 106

Management of Information Systems
and Services

Full Marks : 40

Time : Two Hours

The figures in the margin indicate full marks.
Candidates are required to give their answers
in their own words as far as practicable.

Group - A

Answer any *four* of the following questions : $5 \times 4 = 20$

1. Elucidate basic thought of 'Scientific Management Theory'.
2. Discuss the types of conflict generally found in an organisation.
3. Discuss the 'Democratic style of leadership' mentioning its advantages and disadvantages.
4. Mention basic concepts of Herzberg's Motivation Hygiene theory.

P.T.O.

5. Describe the steps to be followed for successful implementation of MBO in an organisation.
6. State the objectives of an effective Management Information System.

Group - B

Answer any *two* of the following questions : $10 \times 2 = 20$

1. Discuss the application of the General System Theory in libraries and information centers. 10
 2. What do you mean by 'Total Quality Management (TQM)'? What are its objectives? Mention the techniques to be followed for proper implementation of TQM in a library. 2+3+5
 3. Mention different needs for organisational change. Discuss the process of planned change and its implementation in an organisation. 4+6
 4. Discuss the contribution of 'Human Relations Approach' towards the development of Management Theory. 10
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