

MLI 1st Semester Examination, 2024

**MASTER OF LIBRARY AND
INFORMATION SCIENCE**

(Management of Information Systems and Services)

PAPER – MLI-106

Full Marks : 50

Time : 2 hours

The figures in the right hand margin indicate 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 × 4

- 1. Discuss the objectives of 'Total Quality Management'.**

(Turn Over)

2. What are the assumptions and approaches of McGregor in his Participation Theory about Theory X ?
3. Mention different types of conflict generally found in an organization.
4. State the limitations of 'Scientific management'.
5. Discuss any one leadership style mentioning its advantages and disadvantages. 2 + 3
6. State various steps to be followed for proper implementation of 'Management by Objectives' in an organization.

GROUP – B

Answer any two of the following questions :

10 × 2

7. Describe the factors affect motivation and their implications in Herzberg's Motivation

Hygiene Theory. State the criticisms of the theory. 4 + 2 + 4

8. Discuss in brief, the application of 'System Theory' to libraries and information centres. 10
9. Describe different forces of change which affect an organization. What are the steps to be followed to manage the change in an organization? 5 + 5
10. Discuss the contribution of 'Human Relations School' in the theory of management. 10

[Internal Assessment – 10 Marks]

