

**2018**

**MLISc. 1st Seme. Examination**

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

**PAPER—MLI-106**

*Full Marks : 40*

*Time : 2 Hours*

*The figures in the margin indicate full marks.*

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

*Answer all questions.*

1. Answer any four questions : 4×2
- (a) What are the two major managerial practices developed by scientific management theorists ?
  - (b) Write the full form of SWOT.
  - (c) What are the arenas of 'Johari window' ?
  - (d) What are the branches of 'classical management theory' ?
  - (e) What do you mean by 'Bench marking' ?
  - (f) Which management theory deals with 'Division of labour by functional specialization' ?

*(Turn Over)*

- (g) What do you mean by 'Quality circle' ?  
 (h) Who formulated Theory X and Theory Y of motivation ?

2. Answer any *four* questions : 4×4

- (a) What are the 14 principles devised by Henry Fayol ?  
 (b) What are the objectives of 'Management Information System' ?  
 (c) Write a brief note on 'Programme evaluation and review techniques'.  
 (d) 'Do it right the first time' — Briefly explain the expression in the light of TQM.  
 (e) What is 'Greatman theory' relating to leadership ?  
 (f) What are the hygiene factors of Herzberg's two factor theory ?  
 (g) What are the external forces of change management ?  
 (h) Tress the limitation of 'Human relation school'.

3. Answer any *two* questions : 2×8

- (a) Discuss the process of 'Management by objectives'.  
 (b) Explain in brief. Maslow's need hierarchy theory.  
 (c) Discuss the contribution of F W Taylor in management theory.  
 (d) Discuss in brief, application of systems theory in library and information centres.