



THE UNIVERSITY OF THE WEST INDIES

EXAMINATION OF DECEMBER 2005

Code and Name of Course: *LS61A – MANAGEMENT OF INFORMATION UNITS*

Paper:

Date and Time: *Tuesday, December 13, 2005: 1:00-4:00 p.m.*

Duration: 3 hrs.

INSTRUCTIONS TO CANDIDATES: This paper has 3 page(s) and 26 questions

ANSWER ALL QUESTIONS IN THE BOOKLET PROVIDED

Introduction to Library Management

1. Suggest **FOUR (4)** advantages to librarians of the study of library management.

2

Classical Theory

2. Discuss the significance to librarians of any **FOUR (4)** principles of management advocated by Henri Fayol.

2

Scientific Management Theory

3. Demonstrate your knowledge of the experiments conducted by Taylor and comment briefly on their outcomes.

4

Human Relations Theory of Management

4. Describe briefly one of the experiments conducted by Mayo and state its findings.

2

5. Highlight your understanding of the Mary Parker Follett's philosophy.

2

The Planning Process

6. Give **FOUR (4)** reasons to justify the importance of planning.

2

7. Elaborate on the following steps involved in the planning process:

a. Identification of objectives

b. Determination of alternatives

2

The Organizing Process

8. What in your opinion are some of the factors which can affect the organization process? 2
9. Demonstrate briefly your understanding of the significance of the following:
- a. Organization charts
 - b. Organization manuals
- 4

Staffing

10. What strategies would you adopt to justify to the library authorities the need to establish a new professional post in your library? 2
11. How is job analysis done? 2
12. Elaborate on the SIX items of information that you feel ought to be included in a job advertisement. 3

Staff Induction

13. Suggest the importance of staff induction and indicate the type of induction programme you will prepare to introduce a new member of staff to your library. 3

Staff Communication

14. Express your views on the importance of library committee meetings. 2

Performance Appraisals

15. What are the objectives of performance appraisals? 2
16. Discuss briefly the advantages to the organisations and employees of performance appraisals. 2

Motivation/Leadership

17. What are some of the basic requirements for motivation? 2
18. Highlight some of the factors which can guide managers to adopt appropriate styles of leadership. 2
19. According to Fiedler's model three situational variables determine how favorable any particular situation is for the leader. Demonstrate briefly your understanding of each of the variables. 3
20. Evaluate the significance of McGregor's Theory X and Y. 2
21. Which among the four systems of management described by Likert do you like? Explain why. 2

Budgeting

22. There are several budgeting techniques that can be used to prepare a budget. Explain your understanding of the line-item budget. 2

23. How can managers ensure proper accountability of the financial resources entrusted to them? 2

Management of Change

24. Identify some of the causes of staff resistance to change in libraries. 2

25. Suggest briefly the strategies you would adopt to minimise or overcome the resistance of staff in libraries. 3

Library Estate

26. Describe briefly the considerations involved in preparing a brief for the construction of a new library building? 2

END OF PAPER