

MASTER OF LIBRARY & INFORMATION SCIENCE  
SECOND SEMESTER [SPECIAL REPEAT]  
MANAGEMENT OF LIBRARY & INFORMATION CENTRE  
MLS – 201

**SET  
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

**(Objective)**

Marks: 20

*Choose the correct answer from the following:*

*1 × 20 = 20*

1. Which of the following is not a component of weakness?
  - a. What do our customers dislike about our product(s)?
  - b. What are we doing poorly?
  - c. What resources do we lack?
  - d. Who are our competitors?
2. What is the guiding principle of scientific management?
  - a. Experimentation
  - b. Fluid working relationships
  - c. Freedom of association
  - d. One best way to do a job
3. PDCA cycle is the contribution of
  - a. Walter Shewhart
  - b. Philip Crosby
  - c. Genichi Taguchi
  - d. W. Edward Deming
4. Customer perception on quality contains
  - a. all the above
  - b. service
  - c. features
  - d. performance
5. Motivation includes
  - a. Job Satisfaction
  - b. Job Enlargement
  - c. Job Enrichment
  - d. All of the above
6. What is the full form of OAI-PMH
  - a. Open Access Initiative - Protocol for Metadata Hunt
  - b. Open Act Initiative - Protocol for Metadata Hunt
  - c. Open Access Initiative - Protocol for Metadata Harvesting
  - d. Open Access Initiative - Protocol for Metadata Hunt
7. What is Frank Gilbreth's work most noted for?
  - a. Working conditions
  - b. Time and motion studies
  - c. Work psychology
  - d. Work as a social setting
8. Zero-based budgeting was developed by?
  - a. Frederick Taylor
  - b. Dr Samuel Johnson
  - c. Peter Phyrre
  - d. Both (a) and (b)
9. Internal sources of recruitment includes:
  - a. Employment agencies
  - b. Employment exchange
  - c. Job posting
  - d. Advertisement

10. Chester I. Barnard is considered as the father of which school?
  - a. Social systems school
  - b. Decision Theory School
  - c. The Mathematical School
  - d. Human behavior school
11. Which 18th century writer produced a famous book called 'The Wealth of Nations'?
  - a. Frederick Taylor
  - b. Henry Mintzberg
  - c. Adam Smith
  - d. Dr Samuel Johnson
12. Types of test in selection includes:
  - a. Psycho motor test
  - b. Aptitude test
  - c. Group discussion
  - d. All of the above
13. Which of the following is not a type of interview in recruitment process?
  - a. Patterned interview
  - b. Stress interview
  - c. Open ended interview
  - d. Panel interview
14. Types of audit?
  - a. Internal audit
  - b. None of the above
  - c. External Audit
  - d. Both (a) and (c)
15. ERG stands for:
  - a. Existence, Relatedness, Growth
  - b. Energy, Relatedness, Growth
  - c. Energy, Relation, Growth
  - d. None of the above
16. Maslow's Hierarchy of needs begins with:
  - a. Social needs
  - b. Physiological needs
  - c. Economical needs
  - d. Security needs
17. Who is considered to be the father of 'Scientific Management'?
  - a. Henry Gantt
  - b. Lillian Gilberth
  - c. Frederick Winslow Taylor
  - d. Chester Barnard
18. ISO 2108:2005 stands for?
  - a. MARC Records
  - b. ISSN
  - c. ISBN
  - d. Z39.05
19. Which feature does not form one of Fayol's 14 principles of management?
  - a. Esprit de corps
  - b. Initiative
  - c. Order
  - d. Individualism
20. PDCA cycle stands for
  - a. Process Data Check Acknowledge
  - b. Process Do Check Act
  - c. Plan Did Check Act
  - d. Plan Do Check Act

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**(Descriptive)**

Time : 2 Hr. 30 Mins.

Marks : 50

[ Answer question no.1 & any four (4) from the rest ]

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|--------------------------------------------------------------------------------------------------------------------|--------|
| 1. Define management? Discuss the nature and scope of management.                                                  | 2+8=10 |
| 2. Discuss Henry Fayol 14 principles of management?<br>OR<br>Discuss POSDCORB?                                     | 10     |
| 3. Define Human Resource Management. What is the importance of Human Resource Management in an organization?       | 2+8=10 |
| 4. Discuss the principles and scope of financial management.                                                       | 10     |
| 5. Discuss the budgeting method PPBS (Planning, Programming, and Budgeting System) and ZBB (Zero Based Budgeting). | 10     |
| 6. What is Job Analysis? Distinguish between Job Description and Job Specification.                                | 2+8=10 |
| 7. What is TQM? Discuss the advantages and disadvantages of TQM.                                                   | 10     |
| 8. Define 'Motivation'. Explain three theories on motivation.                                                      | 10     |

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