



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

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JANUARY – APRIL 2018 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

EVENING PROGRAMME

LIS 411: PRINCIPLES OF MANAGEMENT

Date: APRIL 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Briefly describe the functions of management . **(5marks)**
- b) Explain five pitfalls of scientific management theory. **(5marks)**
- c) Write short notes on the importance of Formal and Informal Organisations **(10marks)**
- d) Discuss Hertzbergs Two factors theory of motivation. **(10marks)**
- Q2. a) Identify and explain five steps of decision making process an information officer can undertake In managing an information centre. **(10marks)**
- b) Discuss the implications of any five Fayol's Principles of management to modern management approaches. **(10marks)**
- Q3. a) In order to meet the demand of tomorrow Library Managers face an enormous challenge of trying to organize libraries to meet changing customer expectations. Discuss. **(10marks)**
- b) Analyse any five impediment to change. **(10marks)**
- Q4. a) Discuss method that a library can a adopt to meet the needs and wants of library and information Centre seekers. **(10marks)**

- b) Write short notes on the Learning Organization. **(10marks)**
- Q5. a) Expound on the importance of Ethics in academic Libraries. **(10marks)**
- b) Highlight the planning process an information centre manager may undertake in planning a disaster management initiative. **(10marks)**

END