

UNIVERSITY OF FORT HARE

LIS 503

MAIN DEGREE EXAMINATIONS

OCTOBER/NOVEMBER 2018

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Time: 3 HOURS

Subject: MANAGEMENT STUDIES

Marks: 100

This paper consists of 2 pages including cover page

Internal Examiner/s

Dr N. Muchaonyerwa

External Examiner/s

Dr M. Shongwe

INSTRUCTIONS

- 1. Answer any four (4) questions of your choice.**
- 2. Write neatly and legibly**
- 3. Each question carries 25 marks**

Question one

- a) What is your understanding of “change” and why would it concern you as an information resources manager of a public corporation? **[10 marks]**

- b) Identify the likely main causes of change in the information management environment of the 21st century. **[15 marks]**

Question two

- a) Distinguish how an Information Society is different from other societies? **[12.5 marks]**

- b) Outline to what extent South Africa can be regarded as an information society. **[12.5 marks]**

Question three

What is scientific management and indicate its relevance to the management of libraries? **Give practical examples.** **[25marks]**

Question four

Explain why and how knowledge should be systematically managed just like other economic resources of an organization. **[25marks]**

Question 5

As an information resources manager of an organization, critically analyze the criteria you would employ to measure total quality management (TQM) of your organization? **[25 marks]**