

UNIVERSITY OF FORT HARE

LIS 503

**MAIN DEGREE EXAMINATIONS
OCTOBER/NOVEMBER 2017**

.....

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

Prof T. Kalusopa

INSTRUCTIONS

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

Question one

What do you understand by "change" and what are the likely causes of changes which may affect the management of Information Resource Centers in South Africa?

[25 marks]

Question two

Critically analyze the characteristics of an "Information Society", highlighting the extent to which you may consider South Africa as an Information Society?

Give local examples

[25 marks]

Question three

Discuss any **one (1)** theory of management and its application to the library and Information Science? **Give practical examples.**

[25marks]

Question four

Differentiate between "explicit knowledge" and "tacit knowledge," highlighting the role each type of knowledge plays in the management of libraries and information resource centers. **[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]