

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN  
INFORMATION SCIENCE**

**BLIS 404: LIBRARY SUPERVISION AND MANAGEMENT**

**STREAMS: BSIS**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 23/09/2021**

**2.30 P.M – 4.30 P.M.**

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**INSTRUCTIONS:**

- **This examination paper has FIVE (5) QUESTIONS**
- **Candidates are required to attempt QUESTION 1 and ANY OTHER TWO**
- **No reference materials OF ANY KIND should be carried into the examination room.**
- **DO NOT write on the question paper.**
- **Start every question on a FRESH page**

**QUESTION ONE (30 MARKS)**

- (a) There several initiatives identified in a library context that are adequate measurement tools and prove helpful to managers in meeting goals and objectives as they coordinate and measure performance. Analyse five of these initiatives. (10 marks)
- (b) Discuss any five administrative principles by Henri Fayol that library managers can apply in their daily duties. (10 marks)
- (c) Discuss five components of communication process model used by supervisors in libraries. (10 marks)

**QUESTION TWO (20 MARKS)**

- (a) Discuss the importance of applying management skills in libraries. (10 marks)
- (b) Describe five elements of job descriptions in organizations. (10 marks)

**QUESTION THREE (20 MARKS)**

- (a) Describe Maslow's five levels of individuals' needs that library managers should know. (10 marks)

- (b) Discuss five errors made during performance appraisals in organizations. (10 marks)

**QUESTION FOUR (20 MARKS)**

- (a) Analyse five types of conflicts of interests library managers are confronted with in the course of their official duties. (10 marks)
- (b) Describe five management functions performed by library managers. (10 marks)

**QUESTION FIVE (20 MARKS)**

- (a) Managers perform a number of roles as they discharge their duties. Evaluate five roles according to Mintzberg performed by library managers. (10 marks)
- (b) Various techniques have been developed to manage the financial aspects of library and information services organizations. Discuss five of these techniques. (10 marks)
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