



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

LIBRARY AND INFORMATION SCIENCE

SUBJECT: Library Management I

PAPER NO: 530/15/S03

DURATION: 3 Hours

OCTOBER/NOVEMBER 2015 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**

This paper consists of 2 printed pages.

QUESTION 1

Discuss ten (10) ways in which managers can practice ethical leadership. Illustrate your answers with examples. (25 marks)

QUESTION 2

Analyse the concept of Total Quality Management (TQM) and highlight its application in a modern library. (25 marks)

QUESTION 3

Distinguish the Scientific School and the Administrative approach of management. (25 marks)

QUESTION 4

Critique three (3) basic levels of management and two managerial functions. (25 marks)

QUESTION 5

Assess four (4) leadership styles which are applicable in a modern day formal organisation. Illustrate your answer with apt examples. (25 marks)

QUESTION 6

Describe five (5) forces of change that managers must content with in today's business world. (25 marks)

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