



NATIONAL OPEN UNIVERSITY OF NIGERIA
UNIVERSITY VILLAGE, PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY,
JABI, ABUJA
FACULTY OF EDUCATION
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

2023_1 POP EXAMINATION.

Course Code: LIS 304
Course Title: MANAGEMENT OF LIBRARIES & INFORMATION CENTRES
Time Allowed: 2hours 15 Minutes
Instruction: Answer Question One & any other Two

1.
 - a. What is Delegation? (2 marks)
 - b. Discuss seven (7) reasons why delegation is important (14 marks)
 - c. Explain four (4) types of delegation (4marks)
 - d. Justify the five (5) principles of delegation (10 marks)

2.
 - a. Should the challenges and limitations of delegation stop a leader from delegating duties? Take a stand. Any 5 points (10marks)
 - b. Present in a tabular form five (5) distinguishing factors between Maslow's Hierarchy of Needs Theory and Herzberg's Two-Factor Theory (10 marks)

3.
 - a. Discuss the following theories of motivation (20marks)
 - a. Skinner's Reinforcement Theory (10 marks)
 - b. McClelland's Three-Needs Theory (10 marks)

4. a. Assuming you were the University Librarian of your institution and you needed to manage conflict discuss 5 possible conflict management methods you would consider (10 marks)
 - b. Discuss four (4) positive effects of conflict (10 marks)

5.
 - a. Discuss the four (4) principles of library expenditure? (10 marks)
 - b. Explain five (5) budgetary methods (10marks)