



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**BACHELOR OF SCIENCE (HONOURS) DEGREE IN LIBRARY AND INFORMATION SCIENCE**

**HUMAN RESOURCE MANAGEMENT IN INFORMATION SERVICES**

**ILI 4108**

**Special Examination Paper**

**April 2025**

This examination paper consists of 2 pages

**Time allowed: 3 hours**

**Total marks: 100**

**Special requirements: None**

**Examiner's Name: Doc Esabel Maisiri**

**INSTRUCTIONS**

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Use of calculators is permissible

**MARK ALLOCATION**

| <b>QUESTION</b> | <b>MARKS</b> |
|-----------------|--------------|
| 1.              | 25           |
| 2.              | 25           |
| 3.              | 25           |
| 4.              | 25           |
| 5.              | 25           |
| 6.              | 25           |

1. Briefly outline the functions of human resource management in a library. (25 marks)
  
- 2.1 Demonstrate how you could develop a job description of a librarian, indicating the job specifications. (15 marks)
- 2.2 Explain how a job design differs from a job analysis. (10 marks)
  
3. Explain your understanding of the following terms:
  - 3.1 Job placement (5 marks)
  - 3.2 Job enlargement (5 marks)
  - 3.3 Job enrichment (5 marks)
  - 3.4 Employee motivation (5 marks)
  - 3.5 Employee retention (5 marks)
  
4. Discuss the four (4) main organisational cultures that may predominate in a library showing how they are sustained by a prevailing leadership style. (25 marks)
  
5. Evaluate the suitability of any two (2) types each of on-the-job and off-the-job training methods for the institution that you undertook your work placement at. (25 marks)
  
- 6.1 Critically analyse the ethical issues that a librarian needs to take into consideration when recruiting staff in Bulawayo. (15 marks)
- 6.2 Examine the role of trade unions in libraries. (10 marks)

**END**