

<b>CSM – 21/20</b>
<b>Commerce &amp; Accountancy</b>
<b>Paper – II</b>

*Time : 3 hours*

*Full Marks : 300*

*The figures in the right-hand margin indicate marks.*

*Candidates should attempt Q. No. 1 from  
Section – A and Q. No. 5 from Section – B  
which are compulsory and any **three** of  
the remaining questions, selecting  
at least **one** from each Section.*

### **SECTION – A**

1. Write short notes on any **three** of the following in  
about **200** words each : 20×3 = 60
  - (a) Performance Appraisal
  - (b) Formal Organisation
  - (c) Industrial Relation
  - (d) Recruitment

2. Define Work Culture. Discuss its importance in the success of any organisation. 60
3. Explain the importance of determination of wage policy. 60
4. The quality of service delivery in public organisation can be improved by internal and external appraisal. Discuss. 60

### **SECTION – B**

5. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60
  - (a) ESOP(s)
  - (b) Organisational Control
  - (c) Incentives Schemes
  - (d) Morale and Productivity
6. Do you agree that effective leadership requires power-sharing and participatory decision making ?  
Substantiate your answer with suitable example. 60

7. Traditional concepts like 'line and staff' roles irrelevant in post-modern organisation. Do you believe that ? Justify your answer with arguments.

60

8. Ethics of society at large is reflected in any organisation work culture. Discuss. 60

