

CSM – 21/16
Commerce and Accountancy
Paper – II

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 **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) Transactional Analysis
 - (b) Causes of Labour Turnover
 - (c) Organisational Control
 - (d) Line and Staff Organisation

2. Enumerate the functions and limitations of Informal Organisation. 60
3. What are the human reactions to organisational change ? Suggest ways to overcome the resistance of change. 60
4. Describe the importance of power and politics in an organization. 60

SECTION – B

5. Write short notes on any **three** of the following in about **200** words each : $20 \times 3 = 60$
 - (a) Sweat equity
 - (b) Employee's Performance Appraisal
 - (c) Morale and Productivity
 - (d) Wage Differentials
6. "Compensation must fulfil the intrinsic and extrinsic needs of the employees." Discuss. 60

7. Discuss the prevalent systems of wage incentives in India ? What are the prerequisites of a good wage incentive scheme ? 60
8. Explain the various styles of leadership and discuss their application. 60



1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in financial matters. The text outlines various methods for organizing and storing data, including digital databases and physical filing systems. It also mentions the need for regular audits and reviews to ensure the integrity of the information.

2. The second section focuses on the role of communication in achieving organizational goals. It highlights the importance of clear and concise communication, both internally and externally. The text provides guidelines for effective communication, such as using appropriate language, listening actively, and providing feedback. It also discusses the benefits of open communication and how it can foster a collaborative work environment.

3. The third part of the document addresses the challenges of managing resources and personnel. It discusses the importance of efficient resource allocation and the need for a skilled and motivated workforce. The text provides strategies for recruitment, training, and performance management. It also touches upon the importance of maintaining a positive organizational culture and the role of leadership in this process.

4. The final section discusses the importance of innovation and continuous improvement. It emphasizes that organizations must be able to adapt to changing market conditions and technological advancements. The text provides examples of innovative practices and encourages organizations to embrace a growth mindset. It also mentions the importance of staying up-to-date with industry trends and seeking out new opportunities for improvement.