

<b>CSM – 21/21</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) Goal Succession
  - (b) Bureaucracy
  - (c) Leadership styles
  - (d) Organisational Effectiveness

2. "Behind every formal organisation typically lies an informal organisation." Comment on this statement and explain the nature, strengths and limitations of informal organisation. 60
3. Critically examine Herzberg's two factor theory of motivation. Make a comparison between the theories of Herzberg and Maslow. Which of these theories do you prefer in Indian context ? 60
4. Explain the concept and process of planned organisational change. What are the factors which necessitate change in an organisation ? 60

### SECTION – B

5. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60
  - (a) Nature and scope of Industrial Relations
  - (b) Recruitment
  - (c) Absenteeism
  - (d) Determinants of wage policy

6. What do you understand by workers' participation in management ? Discuss its philosophy, rationale and objectives. 60
7. "Training is a significant device to ensure success and prosperity in an organisation." Discuss. 60
8. Elucidate the concept of labour turnover. What are its causes ? What measures would you take to control labour turnover ? 60

