

MIZORAM PUBLIC SERVICE COMMISSION
MIZORAM CIVIL SERVICES (COMBINED COMPETITIVE)
MAIN EXAMINATION, 2023
COMMERCE & ACCOUNTANCY

PAPER-II

Time Allowed : 3 hours

FM : 100

Marks for each question is indicated against it.

Attempt any 5 (five) questions taking not more than 3 (three) questions from each Part.

PART - A

1. Discuss briefly the Classical, Neo-classical and Systems approach of organisation theories. (20)
2. (a) Describe briefly any three types of organisational structure. According to you which is the best organisational structure to be applied for growing firms and why? (6+4=10)
(b) How does delegation of authority and control takes place in an organisation? (10)
3. (a) Write short notes on the following: (5×2=10)
(i) Democratic and 'Laissez Faire' style of leadership
(ii) Meaning and process of Perception
(b) Discuss Herzberg's Theory of Motivation. What are the limitations of the theory. (10)
4. (a) Discuss the various barriers to communication. What measures would you suggest to overcome such measures? (6+4=10)
(b) "Direction is a complex function that is closely concerned with getting things done." Elucidate with special reference to the nature, features and importance of directing the staff in organisation. (10)

PART - B

5. (a) What do you understand by human resource management? Why is it needed? (5+5= 10)
(b) Differentiate between Job Description and Job Specification. (10)
6. (a) Discuss the problems associated with Performance Appraisal. How can performance appraisal be made more effective in an enterprise. (10)
(b) What is mean by Job evaluation system? How is it useful for an industrial concern? (10)
7. What do you mean by Industrial relation? Discuss the role of various participants in industrial relations. (8+12 = 20)
8. (a) Explain in detail the Consumer Protection Act 1986. (10)
(b) Explain the procedure of revision, fixation and payment of minimum wages to the workers as per Minimum Wages Act 1984. (10)