

CSM : 15

COMMERCE & ACCOUNTANCY

PAPER - II

Time Allowed : 3 hours

Full Marks : 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. (a) Describe system approach and contingency approach to management. (10)
(b) Explain the meaning and importance of staffing. (10)
2. (a) "A matrix organisation is a hybrid organisation structure which is a combination of functional and project structure". Comment. (10)
(b) State and explain the merits of Line organisation and demerits of Functional organisation. (10)
3. (a) "Motivation is need based." In the light of this observation, point out how Maslow's need hierarchy theory help management in initiating the motivational process. (10)
(b) Discuss in brief the various leadership styles. Which style of leadership is the best in your opinion and why? (5+5=10)
4. (a) Discuss the major forms of conflict. (10)
(b) Discuss the difference between functional and dysfunctional conflict. (10)

PART B

5. (a) Share your understanding about the qualitative dimension of Human Resource Planning. Also describe job description and job specification. (5+5+5=15)
(b) Explain the standard process of recruitment. (5)
6. Describe the nature and objectives of performance appraisal. Explain any two techniques of performance appraisal. (6+6+8=20)
7. (a) Why does the problem of inter-union rivalry exist? What are the evil effects of this problem? Suggest the measures to curb this problem in India. (2+6+7=15)
(b) Bring out the difference between strikes and lockouts. (5)

8. (a) Why do you think worker's participation in management is necessary? What are the objectives of WPM? **(10)**
- (b) Describe the applications of RTI highlighting its salient features. **(10)**

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