

**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) Explain the concept of management by objective. Discuss the necessity of the systems approach to business. **(10)**  
(b) “There are basically five external environmental forces influencing business environment”. Discuss. **(10)**
2. (a) Discuss the relative merits and demerits of decentralisation of authority. **(5+5=10)**  
(b) In what way does Information technology aid the design of organisational structure? **(10)**
3. Discuss Maslow’s need hierarchy theory. Contrast Maslow’s with Herzberg’s theory. **(12+8=20)**
4. (a) What are the various barriers to communication? What are the ways to overcome these barriers? **(6+6=12)**  
(b) ‘Good and effective directing should be based upon certain principles’. Explain any eight principles of Directing. **(8)**

**PART B**

5. (a) Outline the steps involved in ‘Human Resource Planning’ process. **(10)**  
(b) Discuss the purposes of employee orientation with relevant examples. Enumerate the steps involved in the orientation programme development process. **(5+5=10)**
6. Examine critically the factors influencing the wage and salary administration using examples. **(20)**
7. Explain in detail the causes of industrial disputes. What are the outcomes of industrial disputes? **(10+10=20)**
8. (a) Outline the salient features of Minimum Wages Act, 1948. What are the objectives of Minimum Wages Act, 1948? **(5+5=10)**  
(b) Discuss the importance of Consumer Protection. Explain any six rights of a consumer under the Consumer Protection Act, 1986. **(4+6=10)**