

CSM : 18

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) "Staffing is an important function that provides manpower to an organisation". Discuss with special reference to the various steps involved in the process of Staffing. (15)
(b) Distinguish between Recruitment and Selection of employees in an organisation. (5)
2. Describe the concept of organisational design and examine the various types of organisational structure. Explain the merits and demerits. (5+10+5=20)
3. Compare and contrast Maslow's Hierarchy need theory and Herzberg's Two Factor theory of motivation. What are the major limitations of the two theories? (15+5=20)
4. (a) Is conflict always bad? Explain in the light of its consequences. (10)
(b) Attempt a brief description on the meaning and management of change in an organisation. (10)

PART - B

5. What is meant by Human Resource Planning? What is the need for Human Resource Planning? Explain the term Manpower Inventory. (10+6+4=20)
6. (a) Discuss the benefits of Performance Appraisal to an industrial organisation. Why is it necessary in modern organisations? (5+5=10)
(b) Discuss the benefits of promotion. Should it be based on seniority or merit? Give reasons. (5+5=10)
7. What are the major causes of Industrial Disputes in India? Briefly highlight the legal provisions for settlement of the Industrial Disputes in India. (10+10=20)
8. (a) Briefly explain the importance of the Minimum Wages Act and write a note on 'scheduled employment'. (5+3=8)
(b) Briefly state the salient features of the Consumer Protection Act, 1986. Define the word 'consumer' and 'consumer dispute' under Consumer Protection Act, 1986. (7+5=12)

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