

# CSM : 16

## 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) Discuss the classical and neo-classical approaches to organisation theories. (15)  
(b) Write a note on departmentation. (5)
2. Write notes on:
  - (a) challenges in designing organisational structures (10)
  - (b) effect of technological changes on organisation (10)
3. Briefly explain the attribution theory in perception. Describe any four shortcuts commonly used in the way we perceive others. (8+12=20)
4. Describe the basic communication model and elucidate on the different barriers present in the communication process. (10+10=20)

#### PART - B

5. (a) Explain environmental factors and its impact on Human Resource function.  
(b) Discuss the need, criteria and technique of evaluation of training result. (10+10=20)
6. (a) Bring out the differences between Performance Appraisal and Job Evaluation. Why Job Evaluation is not conducted as regularly as Performance Appraisal? (7+5=12)  
(b) Write notes on: (4+4=8)
  - (i) 360 degree Performance Appraisal
  - (ii) Employees Welfare
7. What do you understand by industrial dispute? State and explain the causes of industrial dispute. What methods can be adopted for prevention and setting of industrial dispute? (2+8+10=20)

8. (a) Write a note on the deficiency in service under the Consumer Protection Act, 1986. **(5)**
- (b) Explain briefly the various remedies available to consumers for redressing their grievances under the Consumer Protection Act, 1986. **(5)**
- (c) Explain the term 'wages' under the Minimum Wages Act, 1948. What are the consequences of failure to pay the minimum wages under the Minimum Wages Act, 1948? **(5+5=10)**

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