

CSM – 21/19
Commerce & Accountancy
Paper – II

Time : 3 hours

Full Marks : 300

The figures in the right-hand margin indicate marks.

*Candidates should attempt Q. No. 1 from Section – A and Q. No. 5 from Section – B which are compulsory and any **three** of the remaining questions, selecting at least **one** from each Section.*

SECTION – A

1. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60
- (a) Informal Organization
 - (b) Sources of Power
 - (c) Morale and Productivity
 - (d) Organizational Change

2. How can political process in organization be used for enhancing organizational effectiveness ? 60
3. What are the sources of conflict and how do these operate under conflict-escalation and conflict-resolution modes ? 60
4. Discuss the new developments in the present environment. Which have made the role of Organizational Behaviour more crucial ? 60

SECTION – B

5. Write short notes on any **three** of the following in about **200** words each : $20 \times 3 = 60$
 - (a) Industrial Relation
 - (b) Training and Development
 - (c) Labour Turnover
 - (d) Wage Policy
6. In designing industrial relations system for an organization, what factors will you keep in mind ? What are the various parties involved in industrial relations ? 60

7. "Human Resource Management is playing crucial role in the Organization." Hence, enumerate the role of Human Resource Department with the aid of manpower management cycle and manpower planning. 60
8. Manpower compensation paid in the form of Wages and Salary. Discuss the systems, policies and sharing adopted in the organization for wage payment with reference to any organization. 60



