

202010

COMBINED COMPETITIVE EXAMINATION (MAIN)

COMMERCE AND ACCOUNTANCY

Paper-II

Time : 3 Hours

Full Marks : 200

- Note : (1) The figures in the right-hand margin indicate full marks for the questions.
(2) Attempt five questions in all.
(3) Question No. 1 is compulsory.*

1. Answer any **ten** questions from the following : 4×10=40
- (a) What is an informal organisation?
 - (b) What are the theories covered under classical management theory?
 - (c) Distinguish between responsibility and accountability.
 - (d) What do you mean by organisational culture?
 - (e) Distinguish between line and staff organisations.
 - (f) What is industrial dispute?
 - (g) Distinguish between project and departmental form of organisations.
 - (h) What do you mean by collective bargaining?
 - (i) Why is job evaluation important?
 - (j) What are the factors responsible for making supervision effective?
 - (k) What is self-actualisation need of an individual?
 - (l) What do you mean by arbitration?
2. Answer any **eight** questions from the following : 5×8=40
- (a) Distinguish between feedback and feedforward controls.
 - (b) What do you mean by collective bargaining contract?

- (c) Distinguish between monotony and fatigue.
- (d) What are the guidelines of a sound wage policy?
- (e) Distinguish between MBO and strategic management.
- (f) Distinguish between efficiency and effectiveness.
- (g) What do you mean by labour turnover?
- (h) Distinguish between strike and lockout.
- (i) What do you understand by management style?
- (j) With an example, explain reference power.

3. Answer any *five* questions from the following : 8×5=40

- (a) Bring out the pre-requisites for the success of incentive payments.
- (b) Explain in your own words the meaning of empowerment.
- (c) What are the supporting functions associated with the organizational objectives of a personnel department?
- (d) Explain, in brief, the three-need theory advocated by McClelland.
- (e) How is transactional analysis linked with conflict resolution?
- (f) How is product form of an organization different from functional form of an organization?
- (g) With examples, explain the concept 'management by exception'.

4. Answer any *four* questions from the following : 10×4=40

- (a) Discuss the essence of Vroom's expectancy model of motivation.
- (b) How does arbitration differ from grievance procedure?
- (c) Why do employees join a Trade Union?
- (d) Why is participative management not very successful in India?
- (e) Briefly explain the unitary approach to industrial relations.
- (f) State the characteristics of organizational goals.

5. Answer any *four* questions from the following : 10×4=40

- (a) "The role of judiciary in IR has been regressive." Give your viewpoint.
- (b) Distinguish fair wage from minimum wage and living wage.

- (c) Distinguish between job-based and skill-based pay.
- (d) What are the reasons for organizational politics?
- (e) Differentiate group decision-making from individual decision-making.
- (f) Discuss the importance of organisational change.
6. Answer any *two* questions from the following : 20×2=40
- (a) Bring out the linkage between incentives and productivity.
- (b) What are the characteristics of industrial labour force in India?
- (c) What are the rights and liabilities of a registered trade union?
7. Answer any *two* questions from the following : 20×2=40
- (a) Critically evaluate the MBO concept as an alternative to traditional goal-setting process.
- (b) What is professional management? State its advantages and disadvantages.
- (c) "Leadership is based on situation in the environment." Discuss the statement in the light of situational approach to leadership.
8. Answer any *two* questions from the following : 20×2=40
- (a) Describe the major collective bargaining issues in recent times. Elaborate the major issues in collective bargaining in India.
- (b) Outline the external as well as internal environments of employee remuneration.
- (c) Explain the main characteristics and components of culture. Also discuss the impact of culture on performance and satisfaction.
9. Discuss the nature and scope of organisational change. What are various approaches to manage organisational change? 40
10. What impact do trade unions have on employers and employees? Explain the strategies and techniques adopted by the management to keep their plants union-free. In what way the factors attracting the employees towards unions are different today than they were five decades ago? 40