

AKR/18/16

2016-17

COMMERCE AND ACCOUNTANCY

SECOND PAPER

Full Marks : 200

Time : 3 hours

The figures in the margin indicate full marks
for the questions

PART—A

Answer any **eight** questions

1. Define formal and informal organizations.
Why does informal organization exist within
the formal organization? Give a comparative
account of formal and informal
organizations. 5+5+10=20
2. What are the major dimensions and special
area of application of contingency approach?
Briefly examine the merits and limitations of
this approach. 10+5+5=20

8T/33

(Turn Over)

3. Trace the history of evolution of management thought. Discuss the scientific management movement with special reference to the contribution of Taylor and Fayol, and examine their relevance in modern-day organizations. 10+10=20

4. Give a comparative account of McGregor's theory X and theory Y. What techniques of management are required for dealing with people possessing characteristics of theory X and theory Y, respectively? 10+10=20

5. What do you understand by industrial relation? What are its nature? Bring out the factors affecting the industrial relation in any organization. 5+5+10=20

6. Explain the meaning and objectives of organizational goal. Describe the various forms of organizational goals. Discuss the role of organizational goal towards upliftment of any business. 5+10+5=20

7. (a) What do you mean by transactional analysis? Explain. 10
(b) Write detailed account of Vroom's expectancy theory of motivation. 10

(3)

8. Examine the reasons and impact of growing labour turnover in Indian IT companies, though their compensation package is better and more competitive. Prepare a plan of action to improve their retention. 10+10=20
9. How does inter-group conflict arise? What are its consequences? How would you prevent such conflicts? 6+6+8=20
10. What are the basic leadership styles? Examine these critically. Which style of leadership is the best in your opinion and why? 8+6+6=20
11. What are the consequences of industrial disputes? What measures the management can undertake to reduce such disputes? 10+10=20
12. (a) Explain the features of a good organizational structure. 5
(b) Write a note on line-staff conflict. 5
(c) Explain the payment of minimum and maximum bonus. 5
(d) What is the philosophy of worker's participation in management? 5

(4)

PART—B

Answer *any five* questions

13. "Organizational citizenship behaviour enhances the effectiveness of quality circles." Comment. 8
14. Discuss the Porter's philosophy on competitive advantage. 8
15. Write a critical note on system approach to management. 8
16. How can resistance to change be overcome? 8
17. Write a note on wage differentials. 8
18. Explain the Gandhian theory of Trade Union. 8
19. How does morale affect productivity? 8
20. Give the reasons for the persistence of outside leadership in our country. 8
