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| CSM – 21 / 15 |
| Commerce and 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 **three** of the remaining questions, selecting at least **one** from each Section.*

Section – A

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1. Write short notes on any **three** of the following in about **200** words each : **20×3 = 60**
 - (a) Formal Organisation
 - (b) Sources of Power
 - (c) Organisational Change
 - (d) Management of Conflicts in Organisation

2. Explain different types of power. How do the managers acquire the power needed for leadership ? 60

3. Compare and contrast Maslow's need hierarchy with Herzberg's two factor theory of Motivation. 60

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4. 'In today's dynamic and uncertain environment, professionals need to be capable of managing both personal and professional life'. Comment. 60

Section – B

5. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60

(a) Employee Stock Option Plans (ESOPs)

(b) Industrial Relation in India

(c) Workers' Participation in Management

(d) Role of Personnel Department

6. Explain, in detail, the process of recruitment and selection of the employees. 60
7. Enumerate the essential features of a good remuneration. 60
8. Explain the importance of training and development and further describe the need for evaluation of training programmes. 60

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