

CSM – 21/16
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) Transactional Analysis
 - (b) Causes of Labour Turnover
 - (c) Organisational Control
 - (d) Line and Staff Organisation

2. Enumerate the functions and limitations of Informal Organisation. 60
3. What are the human reactions to organisational change ? Suggest ways to overcome the resistance of change. 60
4. Describe the importance of power and politics in an organization. 60

SECTION – B

5. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60
- (a) Sweat equity
 - (b) Employee's Performance Appraisal
 - (c) Morale and Productivity
 - (d) Wage Differentials
6. "Compensation must fulfil the intrinsic and extrinsic needs of the employees." Discuss. 60

7. Discuss the prevalent systems of wage incentives in India ? What are the prerequisites of a good wage incentive scheme ? 60
8. Explain the various styles of leadership and discuss their application. 60

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1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in the context of public administration and financial management. The text notes that without reliable records, it is difficult to track the flow of funds and ensure that resources are being used as intended.

2. The second part of the document addresses the challenges associated with data collection and analysis. It highlights that while modern technology offers powerful tools for data processing, the quality and consistency of the data itself can be a significant barrier. The document suggests that standardized protocols and regular training for staff are necessary to overcome these challenges and ensure that the data collected is both accurate and useful for decision-making.

3. The third part of the document focuses on the role of communication in organizational success. It argues that clear and consistent communication is vital for aligning the goals and efforts of all team members. The text provides several practical tips for improving communication, such as holding regular meetings, using clear and concise language, and actively listening to the concerns and ideas of others. It also stresses the importance of documenting key decisions and actions to avoid misunderstandings and ensure that everyone is on the same page.

4. The fourth part of the document discusses the importance of continuous learning and professional development. It notes that in a rapidly changing environment, individuals and organizations must stay up-to-date on the latest trends and best practices. The document encourages the implementation of ongoing training programs and the creation of a culture that values learning and innovation. It also suggests that organizations should invest in their human capital, as this is often the most significant source of competitive advantage.

5. The fifth and final part of the document provides a summary of the key points discussed and offers some concluding thoughts. It reiterates that success is not achieved through a single action but through a combination of effective record-keeping, data-driven decision-making, clear communication, and a commitment to continuous learning. The document concludes by expressing confidence that the strategies outlined will help organizations achieve their goals and maintain a strong position in the future.