

CSM – 21/17
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 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) Secondary Goals
 - (b) Neo Classical Theory
 - (c) Morale and Productivity
 - (d) Adaptation
2. Define the term Organizational Goals. Discuss the different types of organizational goals in detail. 60

3. Explain the System Approach Bureaucracy, in detail, with suitable examples. 60
4. Explain the Transactional Analysis in detail. 60

SECTION – B

5. Write short notes on any **three** of the following in about **200** words each : 20×3 = 60
 - (a) Industrial Relations
 - (b) Sources of Recruitment
 - (c) Labour Turnover
 - (d) Incentive Scheme
6. Explain the Performance Appraisal, in detail, with suitable examples. 60
7. Define the term Absenteeism. Discuss the causes of Absenteeism in Indian Industries. 60
8. Explain the methods of Incentive Schemes. 60

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