

Roll No. ....

Total No. of Pages : 3

**1(CCEM)0**

**Commerce and Accountancy**

**(07)**

**Paper—II**

**(Organisational Theory and Industrial Relations)**

Time : Three Hours]

[Maximum Marks : 300

- Note** :—
- (i) Answers must be written in English.
  - (ii) Number of marks carried by each question are indicated at the end of the question.
  - (iii) Part/Parts of the same question must be answered together and should not be interposed between answers to other questions.
  - (iv) The answer to each question or part thereof should begin on a fresh page.
  - (v) Your answers should be precise and coherent.
  - (vi) Candidates should attempt Question Nos. **1** and **6** which are compulsory and any **six** out of the remaining questions, selecting at least **three** questions from each Section.
  - (vii) If you encounter any typographical error, please read it as it appears in the text-book.

**SECTION—A**

1. (a) What is organisational theory ? How do you distinguish it from organisational behaviour ? 20
- (b) Explain how organisations are characterised by much greater variability than biological theory. 20
- (c) How is functional organisational outrage the sacred unity of the command precept ? Explain. 20

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| <p>2. (a) "Organisations are coalitions of individuals and groups".<br/>Comment. 15</p> <p>(b) Define "Power". Why power is so important in organisations ?<br/>What are the various bases of power ? 15</p> <p>3. (a) Examine critically the assumptions underlying classical<br/>organisational theory. 15</p> <p>(b) What is the systems approach to organisation ? Explain its<br/>salient characteristics. 15</p> <p>4. (a) What is "perception" ? How does perception influence human<br/>behaviour ? 15</p> <p>(b) "Resistance to change is normal part of the process of change".<br/>Discuss what techniques would you use in overcoming such<br/>resistance ? 15</p> <p>5. (a) "Measuring effectiveness is a critical but problematic issue in<br/>the study of organisation". Discuss. 15</p> <p>(b) Describe the process of organisational change and factors that<br/>are important to it. 15</p> | <p>8. "An industrial worker has the right to know the terms and conditions<br/>under which he is employed and the rules of discipline which he is<br/>expected to follow"—Explain. 30</p> <p>9. "Multi-Unionism is the bone of Indian Industry"—Critically comment.<br/>30</p> <p>10. Write short notes on the <b>three</b> :</p> <p>(a) Industrial Relations and Quality Management. 10</p> <p>(b) Grievances handling mechanism in industry. 10</p> <p>(c) The concept of quality circles. 10</p> <p>(d) Registration and recognition of trade union. 10</p> <p>(e) Pre-requisites of discipline in organizations. 10</p> |
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**SECTION—B**

6. (a) "Collective bargaining should move from a 'Win-Lose Strategy'  
to a 'Win-Win Strategy'". Discuss the recent trends and issues  
in collective bargaining in India. 20
- (b) Describe the various types of conflicts. What strategies do you  
suggest to deal with them ? 20
- (c) Write the impact of I.L.O. on industrial relations in India. 20
7. (a) Discuss the various phases of Trade Union movement in India.  
15
- (b) Discuss in detail the role and functions of Industrial Relations  
Commission in settlement of Industrial disputes. 15