

**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

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

### 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