

PG/Comm/1st Sem/21(CBCS)

2021

## COMMERCE

Paper : COMM - 101

[Organisational Behaviour and  
Human Resource Management]

(CBCS)

Full Marks : 40

Time : Two Hours

*The figures in the margin indicate full marks.  
Candidates are required to give their answers  
in their own words as far as practicable.*

1. Mention fourteen principles of management proposed by Fayol and discuss any three of them. 5+5
2. Define 'Leadership'. Discuss the types of 'Leadership'. 2+8
3. What are the sources and causes of conflict? Explain the major stages in conflict process. 5+5
4. Discuss in detail the five stages of recruitment process. Classify different categories of interview. 5+5
5. Define MBO. State the main objectives of performance appraisal in HRM. What is 360° feedback appraisal system? 2+5+3
6. Outline Subsistence theory of wage determination. Distinguish between extrinsic rewards and intrinsic rewards. Narrate the process of job analysis. 3+4+3
7. Explain McClelland's Achievement Motivation Theory. State how employees can be motivated by applying Herzberg's model. 5+5