

PART-II

Q.2 Write a précis of the following passage and suggest a suitable title: (20)

An important part of management is the making of rules. As a means of regulating the functioning of an organization, so that most routine matters are resolved without referring each issue to the manager, they are an essential contribution to efficiency. The mere presence of carefully considered rules has the double-edged advantage of enabling workers to know how far they can go, what is expected of them and what channels of action to adopt on the one side, and on the other, of preventing the management from behaving in a capricious manner. The body of rules fixed by the company for itself acts as its constitution, which is binding both on employees and employers; however, it must be remembered that rules are made for people, not people for rules. If conditions and needs change rules ought to change with them. Nothing is sadder than the mindless application of rules which are outdated and irrelevant. An organization suffers from mediocrity if it is too rule-bound. People working in will do the minimum possible. It is called "working to rule" or just doing enough to ensure that rules are not broken. But this really represents the lowest level of the employer/employee relationship and an organization afflicted by this is in an unhappy condition indeed. Another important point in rule-making is to ensure that they are rules which can be followed. Some rules are so absurd that although everyone pays lip-service to them, no one really bothers to follow them. Often the management knows this but can do nothing about it. The danger of this is, if a level of disrespect for one rule is created this might lead to an attitude of disrespect for all rules. One should take it for granted that nobody likes rules, nobody wants to be restricted by them. Rules which cannot be followed are not only pointless; they are actually damaging the structure of the organization.

Q.3 Read the following passage carefully and answer the questions that follow.

Benefits and harms of rules in organizations

Total words = 350

Indent the paragraph.

Precis words = 113

Rules play an important role in efficient working of any organization. There are two benefits of carefully constructed rules. Firstly, they shape the limitations of workers and expectations from them. Secondly, rules control the attitude of organizations.

Rules are considered a constitution of the company. However, they require changes according to the situation. A rules-bound organization usually lacks the innovation, as people are more concerned ^{with} the preservation of rules rather trying new things. It must be ensured that rules made are followed.

It must be ensured to make rules which must be followed. Moreover, some rules are hyped-up by people but no one follows them. It results in the non-conformity to rest of the rules too. Subsequently, the structure and recognition of the company is deteriorated.

Decent attempt.