

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2014

00261

**MHA-14 : CONCEPTUAL FRAMEWORK OF
EMPLOYMENT RELATIONS**

Time : 3 hours

Maximum Marks : 100

Note : Answer any **five** questions. All questions carry equal marks.

1. Write short notes on any **two** of the following : 2×10=20
 - (a) Concept and scope of Industrial Relations
 - (b) Dunlop's approach to Industrial Relations
 - (c) Gandhian approach to Industrial Relations

2. Examine the salient features of the Industrial Disputes Act, 1947. 20

3. Write a detailed note on the development of trade unions in India. 20

4. Discuss the process of managing trade unions and the nature of their leadership. 20
 5. Write an essay on negotiation skills. 20
 6. Discuss the rationale of workers' participation in management and its dynamics. 20
 7. Discuss the process of grievance resolution and its various approaches in an industry. 20
 8. Evaluate the significance of discipline in an industrial organization. 20
 9. Elaborate the emerging trends in employee relations in a modern industrial set-up. 20
 10. Write a detailed note on effective participative forums and related strategies. 20
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