

00252

**M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**December, 2015**

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt **any five** questions in about **600** words each.*

1. What role does the government play in influencing Industrial Relations ? What are the recent development in the field of Industrial Relations in India ? Discuss. 20
2. Explain in brief the Industrial Disputes Act, 1947 and the various Authorities established under this Act. 20
3. Explain the meaning, concept and process of collective Bargaining. Elaborate the conditions for success of collective Bargaining. 20
4. Identify Pre-requisites for making participative forums effective. Elaborate. 20
5. What do you understand by 'Misconduct' ? Describe the various acts of misconduct which occur in industrial employment. 20

6. Write notes on **any two** of the following in about **300** words each : **10x2=20**
- (a) Impact of International Labour Organisation (ILO) on Industrial Relations.
  - (b) Negotiation Guidelines.
  - (c) Management Unions.
7. Differentiate between Rights, Duties and Obligations. Explain how 'power' and 'authority' would play a role in industrial relations. **20**
8. What are the main functions of Trade Unions ? Enumerate the factors responsible for the persistence of outside leadership in Indian Trade Unions. **20**
9. Explain the principles governing a Good Grievance Procedure. Also discuss the methodology of and pitfalls in Grievances Handling. **20**
10. Define Discipline. Explain the process of Disciplinary action and its advantages and disadvantages. **20**
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