

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

00034

Term-End Examination

December, 2017

**MHA-014 : CONCEPTUAL FRAMEWORK OF
EMPLOYMENT RELATIONS**

Time : 3 hours

Maximum Marks : 100

*Note : (i) Answer any five questions in about 600 words.
(ii) All questions carry equal marks.*

1. "The subject of industrial relations has undergone several changes because of vital contributions made by a number of disciplines". Elaborate the statement by citing suitable example. 20
2. Discuss the role of law in industrial relations. Give suitable examples. 20
3. Briefly discuss the methods of verification of union membership and state the advantages and disadvantages of each of these methods. 20
4. Discuss the evolution of managerial unions in India. 20
5. Briefly discuss the objectives, structure and functions of the employer's organizations in India. 20

6. Write short notes on : 10x2=20
(a) Grievance Procedure
(b) Modes of Dispute Settlement
7. What is collective bargaining ? Explain the structure and processes of collective bargaining. 20
8. 'Negotiation is a process between people, therefore, personal needs and feelings have to be taken into account constantly'. Discuss the statement. 20
9. What are the issues involved in the participative Forums in India ? Discuss different dynamics which are involved in functioning of the participative forums in India. 20
10. Write short notes on : 10x2=20
(a) Misconduct
(b) Disciplinary Action
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