

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

December, 2018

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

Time : 3 hours

Maximum Marks : 100

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- Note : (i) Attempt any five questions.
(ii) All questions carry equal marks.*
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1. What do you understand by Industrial Relations ? What are the various types of approaches to Industrial Relations ? Discuss any two approaches in detail. 20
2. Discuss the Trade Unions Act, 1926 and its implication on the Industrial Relations. 20
3. Describe the origin, growth and development of employers' organisations in India. Also mention the aims and objectives of employers' organisations. 20
4. Define Collective Bargaining. What are the approaches and emerging issues in collective bargaining ? 20

5. Write short notes on **any two** : 2x10=20
- (a) Skills and Traits of Negotiation Teams
 - (b) Managerial Unionism
 - (c) Structure of Trade Unions in India
6. Discuss the concept and objectives of WPM. Also mention the structure, forms and models of WPM. 20
7. What do you understand by discipline and indiscipline in an industry ? Evaluate the significance of discipline in an industrial organisation. 20
8. How will you design an effective participative forum ? What are the issues and dynamics involved in these participative forums ? 20
9. Write a detailed note on the emerging trends seen in the strategic management of human relations in modern businesses. 20
10. Write short notes on **any two** : 2x10=20
- (a) Grievance Resolution
 - (b) Dispute Settlement
 - (c) Merger and Acquisitions
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