

No. of Printed Pages : 2

MHA-14

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

Term-End Examination

December, 2023

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Write an essay on Trade Unions Act, 1926 and its implications on industrial relations. 20
2. Write short notes on the following approach to industrial relations : 5×4=20
 - (a) Dunlop's approach
 - (b) Gandhian approach
 - (c) Marxist approach
 - (d) Oxford approach
3. Discuss in detail the social and political functions of trade unions with reference to Hospitality Industry. 20

P. T. O.

[2]

4. Elaborate on structure and functionary of Trade Unions in India. 20
5. What are the different elements of collective bargaining ? Write down the different bargaining theories with suitable examples. 20
6. List the categories in which grievances can be classified. What are the advantages of a formal grievance redressal procedure ? 20
7. Elaborate on the issues involved in participative forums in India. 20
8. Enumerate the factors responsible for participative schemes in India. Elaborate on micro and operational participation. 20
9. Write notes on the following : 10×2=20
 - (a) Equality and fairness
 - (b) Integrity and trust
10. Evaluate the significance of discipline in an organisation. 20