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M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

June, 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. Discuss the concept and scope of Industrial relations. Also mention the influence of theories and models on the industrial relation practices. 20
2. Explain in brief the Industrial Employment (Standing Orders) Act, 1946. Also mention the omissions of a workman that amount to misconduct. 20
3. Describe the origin and development of Trade Unions in India. 20
4. What do you understand by collective bargaining? What are the elements of collective bargaining? 20
5. Write short notes on any two : 2x10=20
 - (a) Oxford Approach to Industrial Relations
 - (b) Strategies in Negotiation
 - (c) Managerial Unionism

6. What are the factors responsible for the failure of participative schemes in India? What suggestions would you offer to make participative forums effective? 20
7. Differentiate between Arbitration and Adjudication as modes of dispute settlement. Also mention the principles of adjudication. 20
8. Explain the cultural aspects of employment relations with the help of suitable examples. 20
9. Define Grievance. Discuss the process of grievance resolution and its various approaches in an industry. 20
10. Write short notes on any two : 2x10=20
- (a) Disciplinary action
 - (b) Workers' participation in management
 - (c) Function of Employers' Union
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