

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

Term-End Examination

June, 2019

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Define the concept of industrial relations.
Discuss the Dunlop's approach to industrial
relations. 20
2. Write a brief note on Industrial Disputes Act,
1947 and various authorities established under
this Act. 20
3. Discuss in brief the social and political
functions of trade unions. 20
4. Discuss the factors responsible for the
persistence of outside leadership in trade
unions in India. 20

5. What is the meaning and concept of collective bargaining ? Discuss the conditions for success of collective bargaining. 20
6. Explain the Negotiating Process. What are the commonly used strategies for a meaningful negotiation exercise ? 20
7. What is meant by Workers' Participation in Management (WPM) ? What are the pre-requisites for effective participation ? 20
8. What do you understand by grievance ? Discuss the advantages of a formal mechanism of grievance redressal procedure. 20
9. Define adjudication. Explain the principles of industrial adjudication. 20
10. What is industrial relations strategy ? Discuss the role of management in the era of new industrial relations strategies. 20