

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

Term-End Examination

June, 2022

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 hours

Maximum Marks : 100

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

1. What do you mean by Industrial Relations ?
Explain 'Gandhian Approach' to industrial relations. 20

2. Explain the structure of trade unions in India, with suitable examples. 20

3. Write notes on the following : 2×10=20
 - (a) Role of Trade Unions in Industrial Relations

 - (b) Negotiation Guidelines

4. What is Collective Bargaining ? Explain the conditions and considerations for success in collective bargaining. 20
5. Write short notes on any **two** of the following : 2×10=20
- (a) Adjudication
 - (b) Misconduct
 - (c) International Labour Organisation
6. What are participative forums ? How can these forums be made effective ? Give suitable examples. 20
7. Write a detailed note on the Industrial Disputes Act, 1947. 20
8. Explain with suitable examples from any hospitality organisation, the process of grievance resolution. 20
9. Explain Fundamental Rights and Directive Principles enshrined in the Indian Constitution. 20
10. Explain globalisation and its effects on industrial relations. 20