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MHA-14

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

Term-End Examination

June, 2024

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 Relation' ?
Explain with suitable examples from
Hospitality Industry. 20

2. Write notes on the following : 10+10
 - (a) Marxist approach to Industrial Relations
 - (b) Gandhian approach to Industrial Relations

3. What do you mean by Trade Unions ?
Explain their role in managing Industrial
Relations. 20

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4. Write a detailed note on growth and development of worker's organisations in India.
20
5. Explain various negotiation strategies with suitable examples. 20
6. Elucidate on various principles of Industrial Adjudication with examples. 20
7. What is 'Participative forum' ? Explain it's significance. 20
8. Explain the role of discipline in functioning of an organisation. 20
9. Explain various models of 'WPM' with suitable examples. 20
10. Write an essay on role of management in new industrial relations. 20