

M.Sc. in HOSPITALITY ADMINISTRATION

Term-End Examination

April, 2010

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 hours

Maximum Marks : 100

Note :

- (i) Answer *any five* questions.
(ii) All questions carry *equal* marks, unless otherwise specified.

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1. Write an essay on the various approaches to industrial relations. 20
2. Explain the historical perspective of industrial relations in India. 20
3. Explain the functions and role of Trade Unions. 20
4. What do you mean by Union Recognition ? Mention the criteria prescribed under the code of Discipline for Recognition of Unions. 20
5. What is the meaning and contents of collective bargaining ? Discuss the features of collective bargaining process. 20

6. Discuss the skills and traits of Negotiating Team. 20
 7. Discuss the factors responsible for the failure of participative working schemes in India. 20
 8. As a Manager in a four star hotel how would you handle employee grievances ? 20
 9. Discuss the impacts of specialisation, centralisation and globalisation on new employment relations. 20
 10. Explain the latest developments in HRM for industrial relations related issues. 20
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