

00669

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

April, 2011

**MHA-14 : CONCEPTUAL FRAMEWORK OF
EMPLOYMENT RELATIONS**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions in about 600 words each.

1. What is the historical perspective of industrial relations in India ? 20
2. What are the provisions regarding strikes and lockouts under the Industrial Disputes Act ? 20
3. What is the structure of trade unions in India ? Explain. 20
4. Discuss the origin and growth of employers organisation in India. Also explain the structure of employers organisation. 20
5. What is the importance of negotiation in an organisation ? What are the different attributes of a successful negotiator ? 20

6. What is the recent trend of collective bargaining in India ? What are the central issues in productivity bargaining ? 20
7. What are the various factors that result in the failure of participative schemes in India ? 20
8. What are various approaches of grievance resolution ? Which approach is most effective in your opinion and why ? 20
9. What are the various cultural aspects of employment relations ? Discuss the recent developments in employment relations. 20
10. Write short notes on *any two* of the following : 10+10
- (a) The Human relations Approach
 - (b) The Gandhian Approach
 - (c) The Marxist Approach
-