

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

Term-End Examination

December, 2016

MHA-014 : UNION MANAGEMENT RELATIONS

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions in about 600 words each.*
(ii) *All questions carry equal marks.*

1. What do you understand by industrial relations ? 20
Discuss the Human Resource Management (HRM) approach to industrial relations with special reference to Hospitality Business.
2. What are the fundamental rights and directive principles under the Indian Constitution ? 20
Explain.
3. What do you understand by trade union ? 20
Discuss the functions of trade union.
4. What is union recognition ? Mention the criteria 20
prescribed under the code of discipline for recognition of unions.
5. Discuss the aims and objectives of the employers' 20
Organisations in India.

6. What is the meaning and concept of collective bargaining? Discuss the importance of collective bargaining in the field of Hospitality industry. 20
 7. What are the aims and objectives of workers' participation in management? Discuss the pre-requisites for effective participation. 20
 8. Briefly discuss the factors responsible for the failure of participative schemes in India. 20
 9. Explain various cultural aspects of employment relations. Discuss the recent developments in employment relations. 20
 10. Write short notes on **any two** of the following :
 - (a) Voluntary Arbitration 10x2=20
 - (b) Adjudication
 - (c) The "Red-hot-stove" Rule
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