

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

**Term-End Examination**

**June, 2021**

**MHA-14 : UNION MANAGEMENT RELATIONS**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Briefly describe the Union Management relations perspective in context to Hospitality Administration. 20
2. What is Dunlop's approach to industrial relations ? Elaborate the current developments in the field of industrial relations with suitable examples. 20
3. Elaborate the dynamics of conflict and collaboration. State its advantages and disadvantages. 20

4. Write short notes on any **two** of the following : 2×10=20
- (a) White Collar
  - (b) Collective Bargaining
  - (c) Arbitration
  - (d) Conciliation
5. What do you understand by Compensation Management ? Differentiate between employee liabilities and organizational liabilities with suitable examples. 20
6. How do you address an employee grievance ? Support your answer with formal mechanism of grievance redressal procedure. 20
7. What is Bargaining Range Theory ? Elaborate the various techniques of negotiation skills. 20
8. Illustrate the various structures and functions of the Trade Union Development in India. 20
9. Elaborate the factors influencing the formation of Unions in India. 20
10. “Emerging trends in Industrial Relations also address the cross-cultural aspects of Union Management Relations.” Justify the statement with examples. 20