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MHA-14

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

Term-End Examination

June, 2020

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any five questions.

(ii) All questions carry equal marks.

1. Write an essay on the various approaches to industrial relations. 20
2. Explain the structure of trade unions in India. 20
3. Discuss the process of grievance resolution and its various approaches in hospitality industry. 20
4. Discuss the aims and objectives of the employers organizations in India. 20

P. T. O.

5. Write short notes on any *two* of the following :

10 × 2 = 20

(i) Dunlop's approach to industrial relations

(ii) Industrial Disputes Act, 1947

(iii) Negotiation Process

6. What is globalization ? What is the impact of globalization and technological changes, on industrial relations ? 20

7. What is collective bargaining ? Explain the structure and process of collective bargaining.

20

8. Explain recent developments in industrial relations. 20

9. Explain the fundamental rights and directive principles under the Indian Constitution. 20

10. Write short notes on any *two* of the following :

10 × 2 = 20

(a) Adjudication

(b) Workers' Participation in Management (WPM)

(c) Misconduct