

No. of Printed Pages : 2

MHA-14

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

Term-End Examination

June, 2023

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Explain the concept of Industrial Relations. Elaborate on Dunlop's approach. 20
2. Write notes on any **two** of the following : 10+10
 - (a) Gandhian approach to Industrial Relations
 - (b) Marxist approach to Industrial Relations
 - (c) Oxford approach to Industrial Relations
3. Elaborate on origin and growth of Employers Organisations in India in chronological order. Highlight aims and objectives of the same with reference to Hospitality Industry. 20

P. T. O.

4. Write an essay on Role of Trade Unions. 20
5. Discuss the negotiation process. Write down the commonly used strategies for a meaningful negotiation exercise with suitable examples. 20
6. Define adjudication. Explain the principles of Industrial adjudication. 20
7. Describe the different dynamics involved in functioning of participative forum. 20
8. Explain the concept of WPM along with its structure, forms and models. 20
9. Evaluate the significance of discipline in an organisation. 20
10. Elucidate the role of management in the era of new industrial relatives. 20