

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

Term-End Examination

June, 2015

00498

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

Time : 3 hours

Maximum Marks : 100

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

1. Explain Industrial Relations System and its components. Discuss any two functional approaches to Industrial Relations. 20
2. Trace the evolution of Management Unions in India. Explain the need for their formation and the activities they perform. 20
3. What are the issues involved in participative forums in India ? State the objectives of Workers' Participation in Management (WPM). 20

4. Write short notes on any *two* of the following in about 300 words each : 2×10=20
- (a) Functions of Employees' Organisations
 - (b) Fundamental Rights and Principles under the Indian Constitution
 - (c) Leadership in Trade Unions
5. Which are the broad categories in which grievances can be classified ? How can you manage grievances in an organisational setting ? 20
6. Define Adjudication. Explain the basic principles of Industrial Adjudication. 20
7. Why do organisations strive to enforce discipline among their employees ? Explain the steps in Disciplinary Action taking process. 20
8. Discuss the role of Management in the era of new Industrial Relations strategies. 20
9. Describe the Dispute Settlement process of the International Labour Organisation. 20
10. Explain the Negotiating Process. What are the commonly used strategies for a meaningful negotiation exercise ? 20
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