

No. of Printed Pages : 2

**MHA-14**

00690

## **M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**April, 2011**

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

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** Attempt *any five* questions in about **600** words each.

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1. What is the historical perspective of industrial relations in India ? 20
2. What are the provisions regarding strikes and lockouts under the Industrial Disputes Act ? 20
3. What is the structure of trade unions in India ? Explain. 20
4. Discuss the origin and growth of employers organisation in India. Also explain the structure of employers organisation. 20
5. What is the importance of negotiation in an organisation ? What are the different attributes of a successful negotiator ? 20

6. What is the recent trend of collective bargaining in India ? What are the central issues in productivity bargaining ? 20
7. What are the various factors that result in the failure of participative schemes in India ? 20
8. What are various approaches of grievance resolution ? Which approach is most effective in your opinion and why ? 20
9. What are the various cultural aspects of employment relations ? Discuss the recent developments in employment relations. 20
10. Write short notes on *any two* of the following : 10+10
  - (a) The Human relations Approach
  - (b) The Gandhian Approach
  - (c) The Marxist Approach

No. of Printed Pages : 2

**MHA-14**

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

**Term-End Examination**

**December, 2014**

00261

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

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Write short notes on any **two** of the following :  $2 \times 10 = 20$

- (a) Concept and scope of Industrial Relations
- (b) Dunlop's approach to Industrial Relations
- (c) Gandhian approach to Industrial Relations

2. Examine the salient features of the Industrial Disputes Act, 1947. 20

3. Write a detailed note on the development of trade unions in India. 20

4. Discuss the process of managing trade unions and the nature of their leadership. 20
5. Write an essay on negotiation skills. 20
6. Discuss the rationale of workers' participation in management and its dynamics. 20
7. Discuss the process of grievance resolution and its various approaches in an industry. 20
8. Evaluate the significance of discipline in an industrial organization. 20
9. Elaborate the emerging trends in employee relations in a modern industrial set-up. 20
10. Write a detailed note on effective participative forums and related strategies. 20

No. of Printed Pages : 2

**MHA-14**

**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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No. of Printed Pages : 2

MHA-14

## M.Sc. HOSPITALITY ADMINISTRATION

### Term-End Examination

December, 2015

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

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any five questions in about 600 words each.*

1. What role does the government play in influencing Industrial Relations ? What are the recent development in the field of Industrial Relations in India ? Discuss. 20
2. Explain in brief the Industrial Disputes Act, 1947 and the various Authorities established under this Act. 20
3. Explain the meaning, concept and process of collective Bargaining. Elaborate the conditions for success of collective Bargaining. 20
4. Identify Pre-requisites for making participative forums effective. Elaborate. 20
5. What do you understand by 'Misconduct' ? Describe the various acts of misconduct which occur in industrial employment. 20

6. Write notes on **any two** of the following in about **300** words each : **10x2=20**
- (a) Impact of International Labour Organisation (ILO) on Industrial Relations.
  - (b) Negotiation Guidelines.
  - (c) Management Unions.
7. Differentiate between Rights, Duties and Obligations. Explain how 'power' and 'authority' would play a role in industrial relations. **20**
8. What are the main functions of Trade Unions ? Enumerate the factors responsible for the persistence of outside leadership in Indian Trade Unions. **20**
9. Explain the principles governing a Good Grievance Procedure. Also discuss the methodology of and pitfalls in Grievances Handling. **20**
10. Define Discipline. Explain the process of Disciplinary action and its advantages and disadvantages. **20**
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No. of Printed Pages : 2

**MHA-14**

00146

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

**Term-End Examination**

**June, 2016**

**MHA-14 : 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 is industrial relations ? Discuss the Dunlop's approach to industrial relations. 20
2. Discuss the current developments in the field of industrial relations in India. 20
3. Briefly describe the present position of trade unions in India. What are your suggestions for strengthening the trade unions in India ? 20
4. Describe the structure of Trade Unions in India. 20
5. Briefly discuss the factors influencing the formation of managerial unions. 20
6. Discuss the structure and functions of the employers' organisations in India. 20

7. Write short notes on **any two** of the following : **10x2=20**
- (a) Principled Negotiations
  - (b) Bargaining Range Theory
  - (c) Productivity Bargaining
8. Discuss the issues involved in participative forums in India. **20**
9. How do you define a grievance ? What are the advantages of a formal mechanism of grievance redressal procedure ? **20**
10. Explain the process of disciplinary action and its advantages and disadvantages. **20**

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No. of Printed Pages : 2

MHA-014

**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 prescribed under the code of discipline for recognition of unions. 20
5. Discuss the aims and objectives of the employers' Organisations in India. 20

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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No. of Printed Pages : 2

**MHA-014**

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

**Term-End Examination**

**June, 2017**

**MHA-014 : CONCEPTUAL FRAMEWORK OF  
EMPLOYMENT RELATIONS**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. What is "Gandhian Approach" related to industrial relations ? Why is Gandhiji called one of the greatest labour teacher of modern India ? 20
2. What is globalization ? What is the impact of globalization, and technological changes, on industrial relations ? 20
3. What is industrial dispute ? Analyze the provisions under the Indian Constitution of the Industrial disputes Act for settlement of Industrial disputes. 20
4. Write an essay on "Growth, development and decline of trade unions in India". 20
5. Write short notes on : 10x2=20
  - (a) New role of Trade Unions
  - (b) Leadership in Unions

6. What are the major causes for the formation of managerial unions in India ? 20
7. 'Negotiation is a process between people, therefore personal needs and feelings have to be taken into account constantly.' Discuss the statement by citing suitable examples. 20
8. Describe productivity bargaining. What is the use of signing productivity agreements by the industries in India ? Substantiate your answer with suitable examples. 20
9. Outline the origins of worker's participation in management in Indian Context. Give suitable examples. 20
10. Write short notes on : 10x2=20
  - (a) Equity and Fairness
  - (b) Power and Authority

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No. of Printed Pages : 2

**MHA-014**

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

**Term-End Examination**

**December, 2017**

**MHA-014 : CONCEPTUAL FRAMEWORK OF  
EMPLOYMENT RELATIONS**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. "The subject of industrial relations has undergone several changes because of vital contributions made by a number of disciplines". Elaborate the statement by citing suitable example. 20
2. Discuss the role of law in industrial relations. Give suitable examples. 20
3. Briefly discuss the methods of verification of union membership and state the advantages and disadvantages of each of these methods. 20
4. Discuss the evolution of managerial unions in India. 20
5. Briefly discuss the objectives, structure and functions of the employer's organizations in India. 20

6. Write short notes on : 10x2=20  
(a) Grievance Procedure  
(b) Modes of Dispute Settlement
7. What is collective bargaining ? Explain the structure and processes of collective bargaining. 20
8. 'Negotiation is a process between people, therefore, personal needs and feelings have to be taken into account constantly'. Discuss the statement. 20
9. What are the issues involved in the participative Forums in India ? Discuss different dynamics which are involved in functioning of the participative forums in India. 20
10. Write short notes on : 10x2=20  
(a) Misconduct  
(b) Disciplinary Action
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No. of Printed Pages : 2

MHA-014

00014

## M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

June, 2018

### MHA-014 : CONCEPTUAL FRAMEWORK OF EMPLOYMENT RELATIONS

Time : 3 hours

Maximum Marks : 100

**Note :** (i) Attempt any five questions.  
(ii) All questions carry equal marks.

1. Discuss the concept and scope of Industrial relations. Also mention the influence of theories and models on the industrial relation practices. 20
2. Explain in brief the Industrial Employment (Standing Orders) Act, 1946. Also mention the omissions of a workman that amount to misconduct. 20
3. Describe the origin and development of Trade Unions in India. 20
4. What do you understand by collective bargaining ? What are the elements of collective bargaining ? 20
5. Write short notes on any two : 2x10=20
  - (a) Oxford Approach to Industrial Relations
  - (b) Strategies in Negotiation
  - (c) Managerial Unionism

6. What are the factors responsible for the failure of participative schemes in India? What suggestions would you offer to make participative forums effective? 20
7. Differentiate between Arbitration and Adjudication as modes of dispute settlement. Also mention the principles of adjudication. 20
8. Explain the cultural aspects of employment relations with the help of suitable examples. 20
9. Define Grievance. Discuss the process of grievance resolution and its various approaches in an industry. 20
10. Write short notes on any two : 2x10=20
  - (a) Disciplinary action
  - (b) Workers' participation in management
  - (c) Function of Employers' Union

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No. of Printed Pages : 2

**MHA-014**

**M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**December, 2018**

**MHA-014 : CONCEPTUAL FRAMEWORK OF  
EMPLOYMENT RELATIONS**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : (i) Attempt any five questions.  
(ii) All questions carry equal marks.*

1. What do you understand by Industrial Relations ? What are the various types of approaches to Industrial Relations ? Discuss any two approaches in detail. 20
2. Discuss the Trade Unions Act, 1926 and its implication on the Industrial Relations. 20
3. Describe the origin, growth and development of employers' organisations in India. Also mention the aims and objectives of employers' organisations. 20
4. Define Collective Bargaining. What are the approaches and emerging issues in collective bargaining ? 20

5. Write short notes on **any two** : 2x10=20  
(a) Skills and Traits of Negotiation Teams  
(b) Managerial Unionism  
(c) Structure of Trade Unions in India
6. Discuss the concept and objectives of WPM. Also 20  
mention the structure, forms and models of WPM.
7. What do you understand by discipline and 20  
indiscipline in an industry ? Evaluate the  
significance of discipline in an industrial  
organisation.
8. How will you design an effective participative 20  
forum ? What are the issues and dynamics  
involved in these participative forums ?
9. Write a detailed note on the emerging trends seen 20  
in the strategic management of human relations  
in modern businesses.
- 
10. Write short notes on **any two** : 2x10=20  
(a) Grievance Resolution  
(b) Dispute Settlement  
(c) Merger and Acquisitions

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No. of Printed Pages : 2

**MHA-14**

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

**Term-End Examination**

**June, 2019**

**MHA-14 : UNION MANAGEMENT RELATIONS**

*Time : 3 Hours*

*Maximum Marks : 100*

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

1. Define the concept of industrial relations.  
Discuss the Dunlop's approach to industrial relations. 20
2. Write a brief note on Industrial Disputes Act, 1947 and various authorities established under this Act. 20
3. Discuss in brief the social and political functions of trade unions. 20
4. Discuss the factors responsible for the persistence of outside leadership in trade unions in India. 20

5. What is the meaning and concept of collective bargaining ? Discuss the conditions for success of collective bargaining. 20
6. Explain the Negotiating Process. What are the commonly used strategies for a meaningful negotiation exercise ? 20
7. What is meant by Workers' Participation in Management (WPM) ? What are the pre-requisites for effective participation ? 20
8. What do you understand by grievance ? Discuss the advantages of a formal mechanism of grievance redressal procedure. 20
9. Define adjudication. Explain the principles of industrial adjudication. 20
10. What is industrial relations strategy ? Discuss the role of management in the era of new industrial relations strategies. 20

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No. of Printed Pages : 2

**MHA-14****M. Sc. IN HOSPITALITY  
ADMINISTRATION (MHA)****Term-End Examination****December, 2019****MHA-14 : UNION MANAGEMENT RELATIONS***Time : 3 Hours**Maximum Marks : 100*

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

1. What do you understand by industrial relations ? Discuss the impact of globalisation, technological changes and other forces on industrial relations.

20

2. Briefly describe the present position of trade unions in India with *two* examples.

20

3. What is Union Recognition ? Mention the criteria prescribed under code of discipline for recognition of unions.

20

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

10 each

- (a) Functions of Employers' organisations

78 (B-8) P. T. O.

[ 2 ]

(b) Managerial Trade Unions

(c) Craft Unions

5. Discuss the emerging issues in collective bargaining. 20
6. Explain the factors responsible for failure of participative schemes in India. 20
7. How do you define a grievance ? Discuss in brief various approaches of grievance resolution. -20
8. Write short notes on any *two* of the following :

10 each

(a) "Red-hot-store" Rule

(b) Misconduct

(c) Domestic Enquiry

9. Explain the various cultural aspects of employment relations. Discuss the recent developments in employment relations. 20
10. Explain the process of disciplinary action and its advantages and disadvantages. 20

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No. of Printed Pages : 2

**MHA-14**

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

**Term-End Examination**

**June, 2020**

**MHA-14 : UNION MANAGEMENT RELATIONS**

*Time : 3 Hours*

*Maximum Marks : 100*

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*Note : (i) Answer any five questions.*

*(ii) All questions carry equal marks.*

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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.**

[ 2 ]

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