

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

Term-End Examination

December, 2024

MHA-14 : UNION-MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Write a detailed note on Dunlop's approach to industrial relations. 20
2. Describe union management relations in context to hospitality organizations. 20
3. Write short notes on the following : 2×10=20
 - (a) Arbitration
 - (b) Collective bargaining

4. Explain the difference between employee liabilities and organizational liabilities with suitable examples. 20
5. Explain in detail 'Bargaining Range Theory'. 20
6. Write an essay on growth and development of trade unionism in India. 20
7. Explain emerging trends in industrial relations with special reference to Hospitality Industry. 20
8. Write notes on the following : 2×10=20
 - (a) White collar
 - (b) Conciliation
9. Explain Gandhian approach to industrial relations. 20
10. Prepare a formal grievance redressal mechanism for hospitality organisation. 20

× × × × × × ×