

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

Term-End Examination

December, 2025

MHA-14 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Discuss the origin and growth of employers' organization in India. Explain the structure of employers' organization. 20
2. Examine the salient features of Industrial Disputes Act, 1947. 20
3. Why do organizations strive to enforce discipline among their employees ? Explain the steps in disciplinary action taking process. 20

4. Write notes on any *two* of the following in about **300-350** words each : $2 \times 10 = 20$
- (a) Negotiation Guidelines
 - (b) Function of Employees' organization
 - (c) Dunlop's approach to Industrial Relations
5. Discuss the issues involved in participative forums in India. 20
6. "The subject of industrial relation has undergone several changes because of vital contributions made by a number of disciplines." Elaborate the statement by citing suitable examples. 20
7. Explain in brief the Industrial Employment (Standing Orders) Act, 1946. Also mention the omissions of a workman that amount to misconduct. 20
8. Define Collective Bargaining. What are the approaches and emerging issues in collective bargaining ? 20

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9. Describe the union management relations perspectives in the context to Hospitality Administration. 20
10. Explain Globalization and its effect on Industrial Relations. 20

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