

**M. SC. IN HOSPITALITY  
ADMINISTRATION (MHA)  
Term-End Examination  
June, 2025**

**MHA-14 : UNION MANAGEMENT RELATIONS**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Explain the historical perspectives of industrial relations in India. 20
2. Discuss various factors that result in failure of participative schemes in India. 20
3. Write a detailed note on the development of trade unions in India. 20
4. Define 'Discipline'. Explain the process of disciplinary action and its advantages and disadvantages. 20

5. How do you define a grievance ? What are the advantages of a formal mechanism of grievance redressal procedure ? 20
6. What are the fundamental rights and directive principles under the Indian Constitution ? Explain. 20
7. Write short notes on any *two* of the following : 2×10=20
- (a) Voluntary Arbitration
  - (b) The 'Red-hot-stove' Rule
  - (c) Misconduct
8. Explain the cultural aspects of employment relations with the help of suitable examples. 20
9. Discuss the emerging trends seen in the strategic management of human relations in modern business. 20
10. Explain the 'Negotiation process'. What are the commonly used strategies for a meaningful negotiation exercise ? 20

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