

**M. SC. IN HOSPITALITY
ADMINISTRATION (MHA)
Term-End Examination
June, 2026**

MHA-014 : UNION MANAGEMENT RELATIONS

Time : 3 Hours

Maximum Marks : 100

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

1. Describe the structure of Trade Unions in India. 20
2. (a) Explain the Negotiating process. 10
(b) What are the commonly used strategies for a meaningful negotiation exercise. 10
3. Discuss the issues involved in participative forums in India. 20
4. (a) What do you understand by compensation management. 5

- (b) Differentiate between employee liabilities and organizational liabilities with suitable examples. 15
5. (a) How do you define a grievance ? 5
- (b) What are the advantages of formal mechanism of grievance redressal procedure ? 15
6. Evaluate the significance of discipline in an organization. 20
7. (a) Explain the impact of cultural diversity on union management relations. 10
- (b) What are the strategies used to manage cross cultural differences ? 10
8. Write a short notes on the following :
2×10=20
- (i) Industrial democracy
- (ii) Challenges of contract labor in the hospitality industry
9. Discuss the impact of globalization on labor unions and industrial relations in the hospitality sector. Provide relevant examples. 20

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10. (a) Explain the concept of collective bargaining. 10
- (b) Describe the process of collective bargaining and its impact on employer-employee relations in hospitality industry. 10

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