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MMPH-004

**MASTER OF BUSINESS
ADMINISTRATION (MBA)
Term-End Examination
June, 2026**

**MMPH-004 : INDUSTRIAL AND
EMPLOYMENT RELATIONS**

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : Attempt any ***five*** questions. All questions
carry 20 marks.

1. What are the main features of collective bargaining ? Give an account of various theories on collective bargaining.

2. Discuss the various steps in bargaining process. Enlist the conditions for a successful collective bargaining.
3. Explain the negotiation process citing examples. What are the tactics and strategies in negotiations ?
4. Define grievance. Explain various approaches to grievance resolution ? In your opinion which approach is most effective and why ?
5. What is Domestic Enquiry ? Explain the procedure of holding domestic enquiry against an erring employee.
6. Explain various types of conflicts. Outline the various forms of industrial actions to manage conflict.

7. Discuss the different types of structure of trade unions and their characteristics. Enumerate the types and features of the Industrial Federations and Central Federations functioning in India.
8. How do labour legislations in India ensure labour welfare ? Explain the principle of social security of labour legislations.

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