

MP-405

December - Examination 2016

Master of Business Administration - II Year Examination**Collective Bargaining and Negotiations Skills****Paper - MP-405****Time : 3 Hours]****[Max. Marks :- 80****Note:** Answer as per instructions in sections A, B and C.**Section - A****8 × 2 = 16**

(Very Short Answer Type Questions)

Note: Answer within 30 words.

- 1) What is meant by the following:
 - (i) Collective Bargaining
 - (ii) Negotiation
 - (iii) Adjudication
 - (iv) Industrial Dispute Act, 1948
 - (v) Trade Union Act
 - (vi) Grievance
 - (vii) Agreement
 - (viii) Trust Building and Negotiation

Section - B**4 × 8 = 32**

(Short Answer Type Questions)

Note: Answer **any four** questions within 200 words each.

- 2) Explain the process of Collective bargaining.
- 3) What do you mean by KASH? What is its role in negotiation?
- 4) Explain how emotions play a vital role in the negotiation process.
- 5) What are the terms of issues which will require negotiation in order to resolve the dispute?
- 6) Discuss various ways to improve Negotiation Skills.
- 7) What do you mean by relationship in negotiation? Explain.
- 8) Explain the process of forming collective agreements.
- 9) Explain the grievance procedure.

Section - C**2 × 16 = 32**

(Long Answer Questions)

Note: Answer **any two** questions within 500 words of each.

- 10) What do you mean by fundamentals of negotiator's trustworthiness? Discuss in detail.
- 11) Enumerate the essentials of valid agreement.
- 12) What management rights are usually included in collective agreements?
- 13) Discuss the importance of Adjudication in dispute resolution.