

MP-405

December - Examination 2019

**Master of Business Administration - II Year
Examination****Collective Bargaining and Negotiations Skills
Paper - MP-405****Time : 3 Hours]****[Max. Marks :- 80**

Note: The question paper is divided into three sections A, B and C.
Write answers as per given instructions.

Section - A**8 × 2 = 16****(Very Short Answer Questions)**

Note: Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum upto 30 words. Each question carries 2 marks.

1. Describe the following terms:
 - i. Arbitration
 - ii. Adjudication
 - iii. Bipartite agreements
 - iv. Mutual confidence
 - v. lock out
 - vi. Third party referral
 - vii. Grievance procedure
 - viii. Collective agreement.

Section - B $4 \times 8 = 32$ **(Short Answer Questions)**

Note: Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 8 marks.

2. Discuss issues involved in collective bargaining.
3. What are the fundamentals of negotiation?
4. Discuss in brief negotiation strategies and tactics.
5. What are the barriers to negotiations?
6. Point out and explain tips to build trust during negotiation?
7. Explain merits of arbitration.
8. Describe in brief conciliation machinery in India.
9. Discuss types of arbitration.

Section - C $2 \times 16 = 32$ **(Long Answer Questions)**

Note: Answer **any two** questions. You have to delimit your each answer maximum upto 500 words. Each question carries 16 marks.

10. Explain the points to be kept in mind during collective bargaining. Also discuss in brief collective bargaining procedure.
11. Discuss in detail the process of negotiation.
12. What does a collective bargaining agreement cover? Are collective bargaining agreements legally binding?
13. Explain negotiation components. Also discuss cultural differences in negotiation.