

# MP-405

December – Examination 2022

## Master of Business Administration (II Year) Examination

### COLLECTIVE BARGAINING AND NEGOTIATION SKILLS

Paper : MP-405

*Time : 3 Hours ]*

*[ Maximum Marks : 80*

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

#### Section-A

8×2=16

#### (Very Short Answer Type Questions)

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

1. What do you understand by following :

(i) Conflict

- (ii) Negotiator
- (iii) Adjudication
- (iv) Settlement
- (v) Ripple effect
- (vi) Conciliation
- (vii) Grievance
- (viii) Administration

**Section-B** **4×8=32**

**(Short Answer Type Questions)**

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

2. Discuss in brief the theories of collective Bargaining.
3. Suggest ways to improve negotiations in industrial disputes.
4. What are the sources of Grievances ?
5. Define adjudication and its types.
6. Discuss the role of negotiator.

7. What are the elements of arbitration ?
8. What is the effect of culture in conflict resolution ?
9. What are the principles of drafting the agreements ?

**Section-C** **2×16=32**

**(Long Answer Type Questions)**

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

10. Explain the process of grievance handling.
11. What are the various methods of conflict resolution ?
12. Explain the three-tier system of adjudication.
13. Explain the process of negotiation.