

12. What leads to mistrust ? Explain the process for repairing broken trust.
13. Explain model principles for reference of disputes to adjudication.

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MP-405

June – Examination 2020

**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. Describe the following terms :
- (i) Industrial relations

- (ii) Labour Court
- (iii) Face to face bargaining
- (iv) Compromise
- (v) Dispute resolution
- (vi) Information sharing
- (vii) Collective agreement
- (viii) Trust building

Section-B

4×8=32

(Short Answer Type Questions)

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

2. What role does collective bargaining play in labour relations ?
3. What are the issues in collective bargaining negotiations ?
4. What are the stages of collective bargaining process ?

5. What is the difference between negotiation and collective bargaining ?
6. “Build trust by listening and acknowledging.”
Comment.
7. Define and describe bargaining coverage.
8. What is an order of adjudication ?
9. How would you deal with cross cultural issues in collective bargaining ?

Section-C

2×16=32

(Long Answer Type Questions)

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

10. What is a Negotiation Strategy ? Discuss skills required for negotiating win-win solutions.
11. Discuss the model grievance handling mechanism in Indian context.