

**MP-405**

**June – Examination 2023**

**Master of Business Administration  
(II Year) Examination**

**COLLECTIVE BARGAINING AND  
NEGOTIATION SKILLS**

**Paper : MP-405**

*Time : 3 Hours ]*

*[ Maximum Marks : 80*

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*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.

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( 1 )

**T-549** *Turn Over*

1. What do you understand by the following ?
  - (i) Collective Bargaining
  - (ii) Negotiation
  - (iii) Trust Building
  - (iv) Agreement
  - (v) Trade Union Act
  - (vi) Negotiator's Dilemma
  - (vii) Industrial Dispute
  - (viii) Conflict Resolution

**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. What do you mean by Collective Bargaining ? Give *four* characteristics.
3. What do you understand by Negotiation Skills ?
4. Discuss trust building actions.

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**T-549**

5. What is the importance of Grievance Handling ?
6. Discuss the role of Arbitrator.
7. How to resolve conflict in an Industry ?
8. What is Cross Cultural Negotiation ?
9. Is adjudication good ? Explain.

**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 various Negotiation Strategies.
11. Discuss the process of Collective Bargaining in detail.
12. Explain the factors to be considered during Cross Cultural Negotiations.
13. Write a detailed note on Grievance Handling.

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