

MP-405

June - Examination 2018

**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) Collective Bargaining
 - (ii) Grievance
 - (iii) Negotiation
 - (iv) Trust Building
 - (v) Adjudication
 - (vi) Cross Cultural Negotiation

(vii) Conflict Resolution

(viii) Negotiators' Dilemma

Section - B

4 × 8 = 32

(Short Answer Questions)

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

- 2) What are the problems of collective bargaining in India? Explain.
- 3) Discuss different elements of Negotiation.
- 4) What are the prerequisites of successful negotiation? Explain.
- 5) Discuss the skills needed for successful negotiation.
- 6) What are the common Negotiator pitfalls? Explain.
- 7) Is adjudication a good choice? Explain.
- 8) Discuss the relationship between culture and negotiation.
- 9) Discuss the importance of grievance handling.

Section - C**2 × 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 various theories of collective bargaining.
 - 11) Explain the process of negotiation and elaborate its basic barriers.
 - 12) Discuss the types of adjudication and explain the three tier system of adjudication.
 - 13) Discuss the essentials of trustworthiness of relationship in negotiation.
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