

MP-405

June – Examination 2022

Master of Business Administration (II Year) Examination

**Collective Bargaining and
Negotiation Skills)**

Paper : MP-405

Time : 1½ Hours]

[Maximum Marks : 80

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

Section-A

4×4=16

(Very Short Answer Type Questions)

Note :- Answer any *four* 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 4 marks.

1. (i) What is meant by Collective Bargaining ?
(ii) What is Managerial Negotiation ?
(iii) Explain Negotiation Skill.
(iv) Define Agreement.
(v) Define Valid Agreement.
(vi) Write *two* elements of Negotiation.
(vii) What is Adjudication ?
(viii) Define Grievance.
4. Explain the process of Collective Bargaining.
5. Discuss Negotiation Tactics with examples.
6. Explain various ways of improving Negotiation Skills.
7. Explain the process of Forming Agreements.
8. Explain Grievance Handling Procedure.
9. What is the effect of culture on Conflict Resolution ?

Section-B **4×16=64**

(Short Answer Type Questions)

Note :- Answer any *four* questions. Answer should not exceed **200** words. Each question carries 16 marks.

2. What are the pre-requisites of Collective Bargaining?
3. Discuss the Negotiation Framework.