

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
SY B.Com, Semester-IV, Semester End Examination, April 2023  
Subject Title: Collective Bargaining and Negotiation Skills (UCOS102)

**Duration: 2hrs**

**Max Marks: 80**

**Instructions:**

- 1) All questions are compulsory.
- 2) Figures to the right indicate maximum marks to the questions.
- 3) Start each question on a fresh page.

**Q.1) Answer any four questions from the following: -** (4x4=16)

- a) Explain the concept of collective bargaining.
- b) State any four characteristics of collective bargaining.
- c) Distinguish between collective bargaining and negotiation.
- d) Explain the different levels of collective bargaining in India.
- e) Describe the coverage of collective bargaining agreements.
- f) Explain any two legislations in collective bargaining.

**Q.2) Answer any four questions from the following:-** (4x4=16)

- a) Identify and explain the elements of effective negotiations.
- b) Discuss the significance of effective negotiations.
- c) Explain the concept of contract ratification.
- d) Highlight the emerging scenario of collective bargaining in India.
- e) Explain impasse resolution in bargaining.
- f) Enumerate the phases in collective bargaining.

**Q.3) A. Discuss in detail the behavioral theory of labour negotiation in collective bargaining.** (12)

OR

X. 'Since the industrial scenario is changing very fast, the issues of collective bargaining are also changing with time'. With reference to this statement explain the different critical emerging issues in collective bargaining. (12)

**Q.4) A. List out and explain the pre-requisites for successful collective bargaining.** (12)

OR

X. Describe the difficulties faced in the bargaining process and administration of collective bargaining agreements. (12)

Q.5) A. Explain in detail the steps involved in the process of Negotiation. (12)

OR

X. Discuss the concept of integrative negotiation. Explain the various tactics of negotiating integrative agreements citing relevant examples.

Q.6) A. Explain the various approaches to collective bargaining. (12)

OR

X. Suggest measures or ways to handle and resolve employee grievances effectively. (12)

\*\*\*\*\* All the Best \*\*\*\*\*