

**THE C.E.S. COLLEGE OF ARTS & COMMERCE, CUNCOLIM,  
SALCETE - GOA  
S.Y.B.COM IV SEMESTER END EXAMINATION, APRIL 2019  
SUBJECT: COLLECTIVE BARGAINING & NEGOTIATION SKILLS  
(SEC 2)(GENERIC)**

**DURATION: 2 HOURS**

**MAXIMUM MARKS: 80**

**DATE: 02/05/2019**

**TIME: 10.00 am to 12.00 noon**

- Instructions:**
1. All the questions are compulsory.
  2. Write the correct question number and sub-question number.
  3. Figures to the right indicate full marks.
  4. Answer Q 1 and Q 2 not more than 100 marks.
  5. Answer Q 3 to Q 6 in not more than 400 words.

**Q1. Answer any FOUR questions from the following: (4 x 4 = 16)**

- a. Briefly explain the Conflict – Choice Model of Negotiation.
- b. What is Collective Bargaining?
- c. Explain any four characteristics of Collective Bargaining.
- d. Describe Coverage and Duration of Collective Bargaining Agreements.
- e. What is Negative Contract Zone and Positive Contract Zone?
- f. Explain different levels of collective bargaining.

**Q2. Write any FOUR short notes on the following: (4 x 4 = 16)**

- a. Keys to successful integrative Bargaining.
- b. Negotiation.
- c. Negotiating Integrative Agreement.
- d. Binding up the wounds.
- e. Coalition Bargaining.
- f. Fractional Bargaining.

**Q3.A. Explain in detail Behavioural Theory of Labour Negotiation. (12)**

**OR**

**Q3.B. Define Collective Bargaining and Explain the Critical Issues in Collective Bargaining (12)**

**Q4.A.** Describe the difficulties faced in bargaining process and administration of agreement (12)

**OR**

**Q4.B.** Elaborate on the Pre – requisites to be fulfilled for successful Collective Bargaining in any country. (12)

**Q5.A.** Explain the Negotiation Process in detail. (12)

**OR**

**Q5.B.** Explain the guidelines for Effective Negotiation (12)

**Q6.A.** Explain in depth Approaches in Collective Bargaining. (12)

**OR**

**Q6.B.** Explain in detail Phases involved in Bargaining Process. (12)

\*\*\*\*\*ALL THE BEST\*\*\*\*\*