8.0 HUMAN RESOURCE AND INDUSTRIAL RELATIONS (3 HOURS)

AIM: To examine the candidate’s knowledge and understanding of the theory and practice of personnel and industrial management of human resource functions of the organisation.

Learning Outcomes:
Upon completion of this subject, the students should be able to:

- Describe and explain the philosophies, theory and practice of human management and industrial relations;
- Evaluate the various aspects of human resource planning and management in business organisations;
- Identify the major parties in the Malaysian industrial relations systems and the balance of power between employers and employees in Malaysia;
- Describe and appraise the importance of talent retention and industrial harmony in business organisations.

SYLLABUS

8.1 Overview and philosophy of human resource management (HRM) and Industrial functions:
Philosophies of Human Resource Management (HRM): The role of HRM and industrial management functions in an organisation; objectives, principle and practice; the functional elements, staff roles, line roles, structure and activity areas.

HRM and Industrial Relations issue in organisational development; quality of working life and participative management; quality control circle; empowerment; open communication; skills development; future role of the personnel and industrial relations management in a dynamic and changing labour market.

8.2 Human Resources Planning
Determine the manpower needs of the organisation; line and staff functions; manpower requirements, job analysis and manpower selection; recruitment procedures and policies; job training and re-training.

8.3 Compensation and Benefits Administration
Wage and salary administration; establishing the compensation and benefits package with productivity and total quality objectives; matching fringe benefits and incentives with the organisation’s financial and operational objectives; determining the retirement and redundancy packages in accordance with established rules and/or legislations; collective bargaining.

8.4 Performance Appraisal and Human Resource Development
Evaluating and measuring employee performance with established goals and objectives; performance appraisal; matching performance with clearly defined goals and objectives; job rotation; job expansion; job enrichment; quality control circles; career development and dual career pathway; organisation support in developing human resource developing programmes.

8.5 Labour and Management Relations
Grievances and grievances procedure; board of inquiry; disciplinary action including dismissal; industrial dispute and conciliation including arbitration; the Industrial Relations Court; Industrial safety; collective bargaining; rights of employees and confidentiality; recognition of trade unions of employees; conciliation; collective agreements.

RECOMMENDED READING LIST

