

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

- 1.0 Mondy, R.W. & Martocchio, J. J. (2016), *Human resource management*, (14th edition), Upper Saddle River, NJ: Prentice Hall.
- 2.0 Aminuddin, M. (2016), *Malaysian Industrial relations and employment law*, (9th edition), Kuala Lumpur: McGraw-Hill.
- 3.0 Dessler, G. (2016), *Human resource management*, (15th edition), England: Pearson.

- 4.0 Heneman, H., & Judge, T. (2016), *Staffing organisations*, (7th edition), Middleton: McGraw-Hill/Irwin.
- 5.0 Snell, S., Morris, S., & Bohlander, G. (2016), *Managing human resources*, (17th edition), Mason, Ohio: Cengage.
- 6.0 Chen Voon Shian (2011), *Industrial relations: Law & practice in Malaysia*, CCH:Wolters Kluwer.