



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **BUS2134 INDUSTRIAL RELATIONS**
 Trimester & Year : May – August 2024
 Lecturer/Examiner : Ms Amalina Mustaffa
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of:
 Part A: 50 marks : THREE (3) structured questions. Answer ALL questions.
 Part B: 50 marks : THREE (3) Essay questions. Answer only TWO (2) questions.
 All answers must be written in the answer booklet(s) provided using ENGLISH LANGUAGE only.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 4 (including the cover page)

PART A : THREE (3) STRUCTURED QUESTIONS (SHORT ANSWERS)

INSTRUCTION(S) : ANSWER ALL QUESTIONS.

(50 MARKS)

Question 1

Explain employers' attitude towards a union.

(16 marks)

Question 2

a. What are the industrial actions permitted by the laws?

(1 mark)

b. Explain the industrial actions mentioned in (a).

(18 marks)

Question 3

Explain the maternity benefits to women and their spouse under the Employment Act 1955.

(15 marks)

END OF PART A

PART B : THREE (3) ESSAY QUESTIONS. EACH QUESTION CARRIES 25 MARKS.

INSTRUCTION(S) : ANSWER ONLY TWO (2) QUESTIONS.

(50 marks)

Question 1

Rahul Khanna was a production supervisor at Michael Electronics. One of his female subordinates Anjali Sharma lodged a complaint of sexual harassment against him. She alleged that Rahul Khanna had caressed her hips when she stood next to him to fill up the overtime form. She also claimed that Rahul Khanna asked her out on several occasions and made insinuating remarks – proposing to her and asking her to be his mistress, and that he held her hands. Rahul Khanna was required by the company to attend a domestic inquiry. Upon completion of the inquiry, he was found guilty of all charges and dismissed from his employment. Rahul Khanna brought the matter to the Industrial Court.

Explain the procedures required for the company to conduct a domestic inquiry.

Question 2

As a Senior Staff Architect I at Rekamas Architect, Ar. Azari had verbally warned Patrick, a Senior Architect, of his tardiness. Ar. Azari noticed that Patrick had been coming to work late three times in a row for that week. Further action taken by Ar. Azari as a Senior Staff Architect was to issue a warning letter to Patrick for not abiding by the verbal warning given prior. After receiving a warning letter from Ar. Azari, the management started to conduct an investigation and found that Patrick was guilty of giving two fake medical certificates. As a Human Resource Manager, you are instructed by the management to:

- i. Prepare a warning letter to Patrick in a form of memo.
- ii. Prepare a show cause letter demanding an explanation for Patrick's behaviour.

Question 3

The Great View Hotel is offering Johan John a position at their hotel as Maintenance Supervisor. The hotel is located at Jalan Bangsar Kuala Lumpur. The hotel is offering Johan John R5000.00 per month and it will be paid on the last day of the month to either Maybank or CIMB. Johan John is required to work from Monday to Friday from 8.00 a.m to 5.00 p.m. There will be 2 options for the lunch break provided by the hotel management. One is at 12 pm and the other one is at 1 pm. All employees will be given an hour lunch break. Although the working hours are as mentioned above, the management may require Johan John to work overtime, which is claimable at RM25.00 per hour every now and then. The management will also approve a double claim for employees who are willing to work on Public Holidays. There is a hostel room for RM350.00 monthly provided by the management. Employees may apply for the hostel if they are interested. The hotel management provided three panel clinics for employees - Klinik Senja, Klinik Raudah and Bandaraya Clinic. For employees visiting other than the panel clinics, the claimable amount is not more than RM80.00. Claims must be submitted within three days of the visited date. All new employees are subjected to 3 months' probation.

While working at The Great View Hotel, Johan John met Raja. Raja is the Shift Supervisor at the hotel. He has worked there for 10 years now. Johan John was told that Raja is active in the worker union and was recently elected as the Secretary for the union. Yesterday, Raja invited Johan John to join

the worker union. However, Puan Mimi disapproves of Johan John's intention of joining the union as it is a newly formed union, and the company has not acknowledged the union.

You are required to prepare the following:

- a. Draft a Letter of Appointment on behalf of the management to Johan John; and
- b. Advise the union on the procedure of obtaining the recognition from the company.

END OF EXAM