



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 : SEPT to DEC 2022
Lecturer/Examiner : RISHINDRAN PARAMANATHAN
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Answer all FOUR (4) short answer structured questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : Answer ONE (1) case study question. Answer is to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised 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.

PART A (60 marks) Answer all FOUR (4) short answer structured questions supported with decided cases.
Answers are to be written in the Answer Booklet provided.

1. (a) Explain the functions of the Industrial Court. (5 marks)
(b) Explain the reasons why a provident fund is vital to the salaried class? (10 marks)

2. Explain the following role of different parties involved in industrial relations.
 - (a) Government (5 marks)
 - (b) Management (5 marks)
 - (c) Trade Union (5 marks)

3. (a) Explain the term “Constructive Dismissal” (5 marks)
(b) Briefly describe the process of collective bargaining. (10 marks)

4. (a) Explain the rights of a worker at his workplace/as an employee. (5 marks)
(b) Discuss the impact of globalization on Trade Unions. (10 marks)

End of Part A

PART B (40 marks) Answer ONE (1) case study question. The answer is to be written in the Answer Booklet provided.

Seng Heng has been working as a chef in Big Hotel for the past three years. There have been no complaints about his work. Yesterday, for no apparent reason, his employer told him to pack up his belongings and not to return to Big Hotel anymore.

“You are required to work Monday to Friday

8.30am - 6.30pm. (Lunch break is 2.00pm-2.30pm).

Employees who have completed one year of service and have been confirmed in their position is entitled to 9 days annual leave, 9 days public holidays, 18 days paid sick leave and 45 days paid maternity leave”.

**Abstracted from Seng Heng`s employment contract.*

1. (a) Advise Seng Heng on any possible remedies he has against his employer and the procedures for his claim against Big Hotel. (10 marks)
- (b) Explain the proper procedure for conducting domestic inquiry? (15 marks)
- (c) Critically analyze Seng Heng`s contract and state your view on the terms of her employment. (15 marks)

End of Exam Paper