



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM2004 LABOUR 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.

Total Number of pages = 3 (Including the cover page)

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 objectives of collective bargaining for current business. (5 marks)
(b) Explain the collective bargaining process. (10 marks)
2. (a) Discuss the ways an employer can manage dismissals effectively. (10 marks)
(b) List FIVE (5) alternatives to retrenchment (5 marks)
3. Explain the benefits in joining a trade union. (15 marks)
4. Dispute Resolution means the wide variety of methods by which conflicts and disputes are resolved other than through litigation. Explain the advantages and disadvantages of Alternative Dispute Resolutions. (15 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.

Ms T was caught in the act of stealing the company property of her employer. When Ms T admitted to the commission of the said act to her manager, the latter advised her to tender her resignation; otherwise, she would face an investigation which would likely lead to the termination of her employment and the filing of criminal charges in court.

Acting on her manager's advice, Ms T submitted her resignation letter. Later on, Ms T filed a case for constructive dismissal against her employer.

"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".

Notice of termination – 3 months

Benefits – Medical insurance (selected staffs only)

****Abstract from Ms.T's contract of employment***

Question 1

- a) State your opinion over the manager's action towards Ms. T. (5 marks)
- b) Explain the term "constructive dismissal". (5 marks)
- c) In the event Ms. T's response to the show cause letter is not satisfactory, the employer may consider convening a domestic inquiry.
What is the proper procedure for conducting domestic inquiry? (20 marks)
- d) Critically analyze Ms. T's contract and state your view on the terms of her employment. (10 marks)

End of Exam Paper