
CBAT, KUSHTIA

SUB: Industrial Relation & Conflict Management -4202

Class Note

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Industrial Relation & Conflict Management

1. Definition of Industrial Relation?

Ans: Dunlop, "The complex of interrelations among workers, managers and government."

E.F.L. Breach, "IR is mainly concerned with employer-employee relationship."

Agvihotri, "The term IR explains the relationship between employees and management which stems directly from union employer relationship."

2. Importance of Industrial Relation.

Ans: Creating dynamism/ Creating co-operation/ Management satisfaction/ Job satisfaction/ Maintenance of environment/ Reducing dispute/ Reducing absenteeism/ Delayed presence/ Reducing labor turnover/ Continuous development.

3. Forces influencing Industrial Relation.

Ans: (i) Social Forces: Social group/ Social values. (ii) Psychological Forces: Motivation/ Alienation/ Moral. (iii) Political Forces: Democracy/ Dictatorship. (iv) Unemployment/ Inflation/ Demand/ Income gap.

4. Models of Industrial Relation.

Ans: (i) Dunlopian model: Workers/ Management/ Government. (ii) Conflict Model: a. Conflict is inevitable between the owner of labor and user of labor/ Alienation: Division of labor/ Factory system of production. (iii) Social action Model: Social behavior/ Social relationship. (iv) The human relation Model: Hawthorne Experiment- Informal social group/ Frustration/ Dissatisfaction/ Industrial conflict.

5. Condition of Industrial Relation.

Ans: Recognition/ Favorable attitude/ Redressed of grievances/ Avoidance by workers/ Payment of fair wages/ Adoptions of policy/ Suitable system/ Employment training/ Sufficient communication/ Atmosphere of participation.

6. Clauses of poor Industrial Relation.

Ans: Autocratic attitude/ Class difference/ Personal difference/ Discrimination/ Lack of job security/ Lack of uniform outlook/ Flawed supervision/ Lack of honesty/ Political instigation/ Lack of commitment.

7. Parties to Industrial Relation.

Ans: Employer-Employee Relation: Employees/ Employee Association/ Government/ Courts & tribunals.

8. Means to improve Industrial Relation.

Ans: Uniform policy/ Co-operation/ Equity/ Proper wage/ Proper disciplinary action/ Strict supervision/ Welfare activities/ Favorable work/ Honesty/ political stability/ Govt. action.

9. Actors in Industrial Relation?

Ans: (i) Management: The exploitative authoritarian system/ Benevolent authoritarianism/ consultative style/ participative style./ (ii) Workers union: Sectional bargainers/ class bargainers/ Agent of the state/ Partners in social control/ Enemy of the system. / (iii) The government: Louise Z faire philosophy/ paternalism/ Tripartism/ Voluntarism/ Interventionism.

10. What is Trade union?

Ans: Generally trade union organization of workers.

Shnervik, "Trade union is an association the chief aim of which is the regulation of mutual relations between the workers and the employers."

Sydney & Webb, "Trade union is a continuous association of wage earners for the purpose of maintaining and improving the conditions of their working conditions."

11. Types of workers?

Ans: Apprentice/ badly/ casual/ temporary/ probationer/ permanent.

12. Types of Trade union in Bangladesh?

Ans: (i) Basic union: Craft union/ blue collar union/ Mixed union/ CBA union/ General Trade union/ (ii) Industrial Federations/ (iii) National Federation.

13. Growth/ Function of Trade union?

Ans: Organizing the workers/ collective bargaining/ democratizing/ Industrial action/ provision of benefits of members/ Fostering education of workers/ communicating with others about the activities of the union/ welfare activities/ Political activities/ Enhancement of human potential.

14. Characteristics of Trade union in Bangladesh?

Ans: Lack of awareness about trade unions/ Paternalistic by hierarchical system/ Lack of proper information/ Leaders sometimes forgo common interest/ negative attitude towards unionism/ Provision of equal right of man and women./ Take part in political activities/ Instigated by political interest/ Take part in management process/ Bargaining with employer.

15. Weakness/ Problems of trade union in Bangladesh?

Ans: absence of appropriate democratic environment/ uncompromising attitudes of employer/ Absence of a large working class/ Lack of political diction./ Socio-Economic weakness/ Nepotism/ Autocratic & bureaucratic attitudes/ affiliation with political parties/ Lack of adequate Knowledge about labor laws.

16. Evaluation of trade union in Bangladesh.

Ans: The history of industrialization in Bangladesh is no encouraging at all. Prior to 1947 there was no industrial basic worth mentioning. After 1947 industrialization began vary slowly and it was not until 1960s that some industries developed rapidly. But the countries trade union movement could not develop at the required speed. As a result a difference grew between the two and various social, political and economic problems emerged. The trade union movement in Bangladesh is dominated by leader having political interests. Backed by owners and management they have captured the leading positions of most of the unions. Such leaders are neither committed to works nor to the enterprises do they serve. Distrust of general workers about trade union leaders has related a depressing situation. Sometimes basic unions and federations started trade unions movement with the support of workers, but at the end the improving with management and employers trade union movement are influenced by govt. and political parties. Bribing trade union leader and union hijacking are also common.

17. Profile of Bangladeshi workers.

Ans: Bangladesh is one of the worlds most density populated countries, with its people curved into a data of rivers that empties into the Bay of Bangla. Poverty is deep and widespread almost half of the population live on less than one dollar a day. However, Bangladesh is in common with citizens from other countries in the region seek work abroad sometimes illegally.

The country is trying the diversify its economy, with industrial developments a priority overseas investors have plumed money into manufacturing and the energy sector.

Onshore and offshore gas reserves hold out some enhance of future prosperity. There has been a debate about whether the serve should be kept for domestic use or exported international companies are involved in the gas sector.

Bangladesh spent 15 years under military rule and although democracy was restored in 1990 the political scene remains volatile.

Formally East Pakistan, Bangladesh came into being only in 1971, when the two parts of Pakistan split after ability war which drew in neighboring India.

Analysis say antagonism between the main parties the Awami league and Bangladesh national party refers personal animosity between leaders rather than substantial ideological differences.

Barely above sea level , Bangladesh is often affected by flood and cyclones.

Political unions have spilled over into violence hundreds of people have been killed in recent years. Attacks have targeted opposition realize and public gatherings. Senior opposition figures have also been targeted.

Bangladesh has been criticized of its human right record, with particular concern about assaults on women and allegations that police use torture against those in custody.

Chapter-3 Employers & Their organization

18. What is FBCCI?

Ans: Is the member of different international bodies, such as international chamber of commerce (ICE), Islamic chamber of commerce & Industry (ICCI) confederation of Asia-pacific chamber of commerce & industry (CACCI) and the SAARC chamber of commerce and industry (SCCI). To safeguard and protect the interest of business community in the international area, FBCCI maintains close communication with these international organizations.

19. Objectives/ Functions of FBCCI.

Ans: To co-ordinate and promote the interest of its federating units chamber of commerce, trade and industrial association/ To aid and stimulate investments development of trade, commerce, industry, agriculture, tourism human resource and communication sectors in Bangladesh/ To project encourage and safeguard the causes of the private sector/ To assist the chamber of commerce & industry and association in organization of trade and industry fairs in different parts of Bangladesh/ To collect & disseminate statistical & other information/ To make efforts for the spread of commercial, technical and economic knowledge/ To study and undertake research for promotion and growth of trade and industry/ It maintain close relation with overseas national chambers of commerce & other trade & industrial association/ FBCCI represent the private sector in different permanent committees of the Govt. & autonomous bodies/

FBCCI also represent the private sector in various committees and task force on specific issues.

20. Objectives & function of Bangladesh employers association.

Ans: (i) Scope of activities: Social, labour and economic affairs/ (ii) Founding and registration of the organization: Bangladesh employers federation(BEP) was registered as the national organization of the employers in 1998/

(iii) Historical overview: After its founding in 1998 the BEP took over the activities of the Bangladesh employers association (BEP) which, registered earlier in 1951 had no fur been representing the employers as an all country organization of the employers. The BEP with a wider membership representation, cover all major industrial association in the country as well as establish individual enterprises.

Chapter-4 Role of Government.

21. Government role in different areas of Industrial relations.

Ans: To safeguard the interest of the people/ To maintain a balance of relationship/ To maintain the areas of conflict/ Act as employer/ Remaining of economic power/ To take measures against antagonism/ Legal framework/ Reducing the possibility of resource.

22. What is labor policy?

Ans: Labor law is the body of laws, administrative rulings and precedents which address the legal rights of and restriction on working people and their organizations. As such it mediates many aspects of the relationship between trade unions, employers and employees. There are two board categories of labor law. First, collective labor law and second, individual labor law.

23. Formulation of labor policy?

Ans: Women and labor rights activities and experts at a X miner Friday demanded formulation of a national gender policy by amending the existing labor law to ensure fair treatment to and equal opportunity for women at their work place.

They also demanded strengthening of the social safety net. For women laborers engaged in informal sectors and proper enforcement of the present labor law, said a press release. The demand were raised at a seminar styled as safeguarding the labor act to build women friendly work place at the national press club in the city.

Speakers said the social safety net program's in the informal sector women workers need to be strength ening also proper implementation of the present labor law should be ensured. Thy said 80.16% of the women workers are engaged in informal sector and their contribution is substantial to the country economy.

The working environment has not improved or opportunities have not been created for women to the extent their participation in the labor market has increased, said the speakers, adding barely 20% of the working women are covered by the labor law.

According to the Bangladesh economic review 2011, the total labor force stood at 53.7 million of the M 40.2 million were male and 13.5 million female.

24. Labor legislations?

Ans: Basic condition of employment/ Compensation for occupational injuries discuss/ Employment equity/ Labor relations/ Occupational health and safety/ Skill development lives act/ unemployment insurance fund/ unemployment insurance contributes Act./ Manpower training Act, 1981.

25. Intervention in wages issues?

Ans: A minimum wages is the lower hourly daily or monthly wage that employers may legally pay to employees or workers.

The main aim of introducing minimum wages is to reduce poverty and the exploitation of workers who have little or no bargaining power with their employers.

If a higher minimum wages increases the wages rates of unskilled workers above the level that would be established by market forces, employed will fall. The minimum wages will price the service of the least productive workers out of the market the direct results of minimum wages legislation are clearly mixed.

26. Dispute Resolution.

Ans: Dispute resolution generally refers to be of several different process used to resolve disputes between parties, including negotiation, mediation, arbitration, collaborative law, and legislation. Dispute resolution is the process of resolving a dispute or a conflict by meeting at least some of each sides needs and addressing their interests. Dispute resolution to use another common term, is a relatively new field, emerging after world war. Scholars from the program on negotiation were leaders in establishing the field.

5th chapter

27. Definition of conflict?

Ans: Conflict is said to exist between two and more individuals of work group when they disagree on a significant issues and clash over the issue.

J.W. Newstrom, “conflicts were regarded as a negative force that creates tension, labor productivity and disrupts employee relationships.”

Harold Koontz & Weihrieh, “Conflict is a part of organizational life and may occur within the individual, between individual, between the individual and the group and between groups.

28. Levels of conflict?

Ans: Conflict space/ Conflict structure/ Conflict situation/ Manifest Conflict.

29. Sources of Conflict.

Ans: Interpersonal sources/ Organizational sources/ Trends & change sources/ External factors.

30. Kinds of Conflict.

Ans: Interpersonal Conflict/ Inter group Conflict/ Intra group Conflict.

31. Effects of Conflict?

Ans: (i) Positive impact of Conflict : High impression/ New outlook/ promote relation/ clear explanation/ creativity. (ii) Negative impact of Conflict: Feeling of defeat/ labor turnover/ Distance/ problem making attitude/ lack of confidence/ Change in intention.

32. Approaches to managing Conflict?

Ans: Avoidance/ smoothing/ Forcing/ compromise/ changing behavior/ problem solving / Structural change/ Accommodation/ competition.

33. Causes of Conflict?

Ans: Economic causes/ political causes/ Social causes/ Technological causes/ psychological causes/ market situation causes/ Legal causes.

34. Dynamics of Conflict?

Ans: Possibility of Conflict/ opposing dispositions/ opposing power/ balancing of power/ balance of power.

6th chapter

35. Define conflict resolution?

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36. Identify the tactics of the parties involves in negotiation?

Ans: Tactics # 1 : The wince/ Tactics # 2: Silence/ Tactics # 3 : The good guy Or bad Guy routine/ Tactics # 4: Limited authority/ Tactics # 5 : The red herring/ Tactics # 6: The build and scotch/ Tactics # 7: The trial balloon/ Tactics # 8: Out rage our behavior/ Tactics # 9: The written word.

37. define of Persuasion?

Ans: Persuasion is the process of changing one reinforcing antitrades, beliefs or behavior of a person. People respond to persuasive message in two ways thoughtfully and mindlessly.

Persation is a conscious attempt by one individual to change the attitudes, beliefs or the behavior of another individual or group of individual though the transmission of some message.

38. Process of Persuasion?

Ans: People are inherently brilliant/ people can learn to do anything they leant to do easily./ Report is a natural function of communication which is brought about by honoring the person with whom you are communicating./ The goal is in finding out what the other person wants./ When selling a product, targeting propel who are already interested in that product makes sense./ There is no resistance, only feed back.

39. Importance of Persuasion?

Ans: Attitude at the level of conviction/ Value system/ Beliefs or presuppositions.

7th chapter

40. Nature of Industrial in Bangladesh?

Ans: lack of tolerance/ Unfair management/ lack of commitment/ corruption/ unfair disciplinary action/ Lack of clear policies/ Non-implementing policies/ Lack of accountability/ Political difference/ unethical practices/ Lack of corporate social responsibility/ political instability/ High ambition/ unfair support of politicians.

41. Factors affecting conflict resolution?

Ans: Gender some of us were socialized to use particular conflict modes because of our gender./ Self-concept how we think and feel about ourselves affect how we approach conflict./ Expectations do we be live the other person or our team wants to resolve the conflict./ Situation where is the conflict occurring./ Position what is power matus relationship./ Practice/ Determining the best mode/ communication skills/ Life experiences as mentioned earlier.

42. Collective bargaining.

Ans: Dale Yoder, "CB is essentially a process in which employees actor as group in seeking to shape conditions and relationships in their employment."

Shistur, "The essence of collective bargaining is a bargain between interested parties and not a decree from outside parties."

43. Process of collective bargaining?

Ans: The first step in the C.B process is that of organizing a group of workers gaining recognition and developing a body of proposals to present to the employer as the basis of collective agreement. The development of proposals to be submitted on behalf of workers is a delicate process over which great care has to be taken.

44. Pre requisites of success in C.B.

Ans: Flexibility in bargaining/ Constructive attitude/ Ability of union leaders/ No-involvement of political parties/ Bargaining attitude of mgt./ Bargaining procedure/ Bargaining role of the lawyers/ Role of observers.

45. Tactics to be followed in CB?

Ans: Counterproposal/ Trade off/ Recess/ Wait and see/ Getting public support/ Use of mediator.

46. Types of CB.

Ans: Distributive bargaining/ Co-operative bargaining/ Productivity bargaining/ Companioned bargaining.

47. Objects of C.B

Ans: Settle dispute/ conflicts relating to wages and working condition./ Protect the interests of workers through collective action/ resolve the differences between workers and management through voluntary negotiations and arrive at a consensus./ avoid third party intervention in matters relating to employment.

48. Characteristics of C.B?

Ans: Voluntary endeavor/ Equality in strength/ Flexibility/ Joint and amicable settlement/ continuous affair/ Dynamic process/ Power relationship/ Bipartite process/ Group Process/ Continuous activity/ Decision making process/ Method of settling conflict/ Dynamic process.

49. Importance of C.B?

Ans: Establish cordial industrial relation/ Increasing productivity/ Reduce industrial dispute/ Change attitude/ Development of democratic system/ Decision making/ Favorable working environment/ Putting up of complaint/ Moral right/ Increasing awareness.

50. Condition for successful collective bargaining.

Ans: Pluralism and the freedom of association / Trade union recognition/ Observance of agreements/ Support of labor administration authorities/ Good faith/ Proper internal communication.

51. Successful CB should no longer be veiled as avert. Its for more appropriate to refer to it as a 'Science' discuss?

Ans: Most government sector unions would not exist without the union dues. Govt. unions fight all over the world giving workers the choice to join or not join a union. They only survive by a dreadful anti workers provision in laws called "Union security". The union security clause allows unions to force gov't. employers to pay for the unions services as a condition of employment. If tribute to the union and the union has no trouble in firing workers who do not their line. No one should be forced to join a gov't. union against their will.

Federal workers have fewer bargaining rights than those proposed by Governor Walker. The purpose of private sector unions is to get workers a larger share of the profits they helped create. If there are no profits, the union workers job are in danger. However gov't. has no bottom line no profits or loss. State and local employees in 28 states are required to pay union dues or get fired using this gov't. coercion, government unions have amassed large financial resource which they use to campaign for higher taxes and higher pay for gov't.

Chapter-9 Employee discipline & Grievance Handling.

52. Definition of Grievance Handling.

Ans: Mondy Neo, "A Grievance can be broadly defined as an employees dissatisfaction or feeling of personal injustice relating to his/her employment relationship."

Cherrington, "A Grievance is a work related complaint or formal that is brought to the attention of management."

53. Causes of Grievance.

Ans: Unfair management practices/ Low morale & frustration/ Unclear contractual language/ A violation of law/ A violation of the parties/ Other causes: A violation of normal work procedure/ Unfair treatment by the supervisors/ Dissatisfaction about job/ Inconsistence in the disciplinary action/ Misconception/ A violation of health & safety standards.

54. Principles of Handling procedure.

Ans: Principles of interviewing/ Principles of management attitude towards employee/ Principles of management responsibilities/ Long run Principles.

55.Steps in Handling procedure.

Ans: Defining the nature of grievance/ Gathering facts/ Establishing tentative solutions/ Applying solutions/ Follow up the Grievance.

56. Machinery for Handling procedure.

Ans: Organization responsibility/ Grievance Handling procedure/ Arbitration/ Promotion & transfer/ leave with pay (vacation)/ Holiday pay/ Health & welfare facilities/ Rights of managers/ Rights of trade unions/ Security of trade union/ Wages and working hours.

57. Grievance Handling procedure.

Ans: Most collective bargaining contracts contain a very specific Grievance procedure. It lists the various steps in the procedure, time limits associated with each steps, and specific rules such as "all charges violation must be reduced to writing. Here the grievant, union representative and company represent time meet to discuss the grievance. If they do not find a satisfactory solution, the grievance is brought before an independent, third party arbitrator, who hears the case, writes it up and makes a decision.

58. What are the advantage of sound grievance redressed procedure?

Ans: In encourages employees to raise concerns without fear of reprisal/ It provides a fair and speedy means of dealing with complaints/ It presents minor disagreements developing into serious disputes/ It helps to build on organizational climate based on openness and trust.

59. Discuss the role of HR department in grievance handling.

Ans: Give the employee an opportunity to speak openly/ Conduct the meeting in private/ Listen carefully with insure interest without interruption or arguments/ Don't just go by the symptoms try to establish the actual season/ Check the policy and records don't jump to conclusions/ Provide a timeline for the solution and act within it don't delay/ Provide an amicable, mutually acceptable solution/ Do not publicize.

60. Employee discipline.

Ans: State of employee self control and orderly conduct pursuit within the organization.

61. Steps in a discipline system.

Ans: Counsel the employee about performance and ascertain his or her understanding of requirements/ Verbally reprimand the employee for poor performance/ Provide a written verbal warning in the employees file, in an effort to improve employee performance. Provide an escalating number of days in which the employee is suspended from work/ Follow up disciplinary action.

62. Objectives of disciplinary action.

Ans: Maintain peace and order in industry/ Promote constructive criticism at all levels of management and employment/ Avoid work stoppage in industry/ Secure the settlement of disputes and grievances by a mutually agreed procedure/ Avoiding litigations/ Facilitate a free growth of trade union.

63. Benefits of disciplinary action.

Ans: Ensure team work/ Satisfaction of employee/ Consistent behavior/ Favorable environment/ Employee development/ Eters performance.

64. Why disciplinary actions are failed?

Ans: Disciplinary actions are failed due to lack of proper policies/ It may be failed for improper management/ Some times management can not judge real situation/ management do not want to judge/ Lack of quality supervisor/ Impact of outside forces/ No proper guideline and rules/ Bad influence of political leader and their pressure on management.

65. Role of government in disciplinary action.

Ans: Government should have specific role about disciplinary action/ Particular guideline about rules & regulation should be established/ Government must have control over management/ Both management & employers interest should be considered/ Different seminar can be arranged for this regard/ Training programs can be developed to improve current situation.

Chapter-10 Particular Mgt. & Industrial Democracy.

66. Definition of worker participation.

Ans: Keith Davis: Participation is defined as mental and emotional involvement of persons in group situations that encourage them to contribute to group goals and share responsibility for them.

Dale S. Beach: Participation is used to designate the process by which people contribute ideas towards the solution of problems affecting organization and their jobs.

67. Role of union Participation.

Ans: Placing demands/ Emphasizing welfare/ Selected representative/ Public disrepute/ Unity may be strengthened/ Mitigating misunderstanding.

68. Benefits of Participation.

Ans: More productivity/ Development of motivation/ Increased job satisfaction/ Quality of work/ Changed decision/ Commitment to goal achievement/ Less cost and time/ Low turnover/ Minimum absenteeism/ Cordial relationship/ Work enthusiasm/ Increased creativity/ Sense of responsibility/ Easy decision making/ Development of morale/ Increased capacity influence/ Positive work environment.

69. Important considerations in Participation.

Ans: Union attitudes towards Participation/ Limitations of Participation/ Management involvement.

70. Limitation of Participation.

Ans: Lower level workers cannot participate/ Lack of confidence/ Problems with accommodation/ Problems with scientific management/ Employee manipulation/ Costly and time consuming/ Feudalistic mentality/ Problems of show down/ More political involvement/ Less training.

71. Pre-requisites for Participation.

Ans: Adequate time to Participation/ Potential benefits grater than costs/ Relevance to employee interests/ Mutual ability to communicate/ No feeling of threat to either party/ Restriction to the area of job freedom/ Favorable environment/ To management commitment/ Sense of responsibility/ Policy support/ Cultural heritage of the organization.

27. Forces affecting Participation.

Ans: Research results/ Pressure for productivity improvement/ Utilization of employee diversity/ Employee desires & expectations/ Ethical argument.

72. Participation by employees is effected through several method like/ levels of Participation.

Ans: Participation at the board level/ Participation through ownership/ Participation through complete control/ Participation through staff or works council/ Participation through joint council & committee/ Participation through collective bargaining/ Participation through job enlargement & job enrichment/ Participation through suggestion schemes/ Participation through quality circles/ Empowered teams/ Total quality management/ Financial Participation.

73. Definition of Industrial democracy.

Ans: Industrial democracy can be defined as the involvement of staff in making decision which involves the sharing of authority and responsibility in the work place.

From business perspective: Industrial democracy is a way of running an organization that involves employees in strategy and decision making. Industrial democracy involves employee participation in management, which encourages empowerment and aids motivation. It can be facilitated by such as consolation committees. In an industrial democracy workers should not only share in inputs to the running of the organization but in its outputs for example by taking part in a profit sharing plan.

74. Nature and Characteristics of Industrial democracy.

Ans: Industry runs directly by the people who work in them/ Workers are involved in making decisions/ Workers share the responsibility and authority in the work place/ Increasing employee participation in problem solving and decision making/ Involves the participation of workers or board of directors/ Profit sharing between Mgt. & workers/ Management is receptive to workers ideas that will produce bottom-line results/ Provide the personal development and satisfaction of individual worker/ Industrial democracy referred to as “ team working”.

75. Benefits of Industrial democracy.

Ans: Less Industrial disputes resulting from better communication between management and staff/ Improved decision making process resulting in higher quality decisions/ Increased creativity, enthusiasm and commitment to corporate objectives/ Lowered stress and increased well being/ Better use of time and resources/ Improved productivity including service delivery/ Improved personal fulfillment and self-esteem/ A reduction in absenteeism/ Decreased stress and increased well-being/ An increase in job satisfaction.

76. Problems of Industrial democracy.

Ans: Industrial democracy provides the worker with power in the decision making of the company which sometimes may cause the misuse of power/ Most of the worker in the industries in underdeveloped country in illiterate/ As the workers are illiterate and run by emotion they take wrong decision in the production and Mgt. process of the organization/ The participating workers can take decision which may cause the disfavor of the total organization/ The owner has the risk to lose their interest of the company/ In the situation between the owner group and worker group.

11th chapter

77. Definition of Industrial Ethics?

Ans: The phrase, “Industrial Ethics” is sometimes used to refer to the ethical outlook, whether implied by behavior or explicitly stated, of a company or individual engaged in industry. In the second sense, industrial ethics in that set of principles or reasons which should govern the conduct in industry, whether at individual or collective level.

78. Objective of Industrial ethics?

Ans: Relations/ Industrial peace/ Interest of labor & management/ Industrial conflicts/ democracy/ economic development/ collective bargaining/ discipline/ making laws/ constructive attitudes.

79. Importance of industrial ethics?

Ans: Organizations action/ Well behavior/ Long range/ developed in all organization/ approved by society/ guideline for actions/ mind of persons/ democratic behavior/ treat workers as human being/ Industrial efficiency/ employee satisfaction.

80. Causes of poor ethics in Bangladesh?

Ans: Scarcely any personal relationship between workers and employee./ Poor collective relationship in industry/ poor relationship among the workers themselves/ Some leaders come up among workers and they misuse considerable power./ The work may not be interested to the worker./ The employers want labor to be more productive than they are./ The employees want more rewarding with less work done./ Women get lower wage in industry./ Minimum welfare policy by employers.

81. Major areas of study in ethics may be divided into operational areas.

Ans: Meta ethics/ Normative ethics/ Applied ethics.

82. Common reason for unethical behavior.

Ans: Pressure can drive people to do things they would not normally do./ Some people make unethical choices because they one not share about what really is the right thing to do/ of course, some people do not just do something wrong in a weak moment or because they are not sure about what is the right thing to do./ misguided loyalty is another reason for unethical conduct on the job./ Then there are those who simply never learned or do not care about ethical values.

83. Reason for ethics training.

Ans: Fewer law suits/ happier customers with fewer complains/ Gifts from your human resource team for reducing their 'disaster control' work load./ Increased retention, lower hiring and training costs because of happier employees/ Better company image to clients, partners and investors/ Increased efficiency from a better and smoother functioning team./ Increased revenue and decreased expedite./ Better work environment for you and your colleagues.

12th chapter

84. Bangladesh and ILO.

Ans: ILO: The ILO is the international labor organization responsible for drawing up and overseeing international labor standards. It is the only 'tripartite' united nations agency that brings together representatives of governments, employers and workers to jointly shape policies and programmes promotion luculent work for all. This unique arrangement given the ILO and edge in incorporating 'real world' knowledge about employment and work.

85. Impact of ILO on Bangladesh?

Ans: Impact of ILO on Bangladesh trade union/ Impact of ILO on BD public industries/ Impact of ILO on BD private industries/ Impact of ILO on BD EPZS.

86. Objective of ILO?

Ans: Full employment and the raising of standard of living/ Employment at the related occupation/ Facilities for training and transfer of labor/ To ensure just share of progress/ Recognition of collective bargaining/ Extension of social Society/ Protection of life and health/ Child welfare and maternity protection/ Adequate nutrition, housing, recreation and culture/ Assurance of equality of education opportunity./

87. Organization of International labor organization?

Ans: An international labor conference/ A governing body/ An international labor conference.

88. Functions of international labor organization?

Ans: To prepare documents/ To assist the govt./ To carry but functions/ To bring out functions/ To collect and distribute information.

89. ILO constituents?

Ans: Government/ Employers/ Workers/ Technical cooperation/ International labor standards and tipcart.

90. Principles of ILO.

Ans: labor is not a commodity/ Freedom of expression and of association are essential to sustained progress/ poverty anywhere constitutes a danger to prosperity every where.

91. Organizational Structure of ILO

Ans: (i) International labor conference: Which examines social problems and adopts commotions and recommendation by government. Electoral colleges of the conference elect the- (ii) Governing Body: Representatives of- Governments, employers, workers. (iii) International labor office: Functions are- Research, Investigation, Technical cooperation, publication, (iv) Other: International center for advanced technical & vocational training Turin, Italy./ International institute for labor studies Geneva.