

CONTENTS

PART-I : HUMAN RESOURCE MANAGEMENT

Chapter ⇨ 1 : Introduction 1—28

Human Resource in Development, Human Resource Management (HRM) and Development of HR, Functions of HRM, Objectives of Human Resource Management, Principles of HRM, Importance of HRM, Personnel Management Vs. HRM, Organization For HRM, Transformation of Personnel Management into HRM. Modern Trend in HRM Output, Approaches to Managing Human Resources, HRM Practices in Bangladesh, Questions to Answer, Indicate True or False.

Chapter ⇨ 2 : Human Resource Policy 29—35

What is Human Resource Policy? Purposes of Human Resource Policy, Aims of Human Resource Policy, Essential Features of Human Resource Policy, Need For Human Resource Policy , Sources of Human Resource Policy, Coverage of Human Resource Policy , Questions to Answer, Indicate True or False.

Chapter ⇨ 3 : Environment of HRM 36—42

Introduction, External Environment and HRM, Economic Environmental Elements, Technological Environment Elements, Social and Cultural Environment Elements, The Political and Legal Environmental Elements, Internal Environment and HRM, Environmental Changes and the Future of HRM, Conclusion, Questions to Answer, Indicate True or False.

Chapter ⇨ 4 : Human Resource Planning 43—73

Introduction, Definition of HRP, Need For Human Resource Planning, Objectives of HRP / Purpose , Importance of HRP, HRP at Different Levels, The Process of HRP, Matching Demand and Supply, Special Case in HRP : Retrenchment, Strategies of HRP, Types of HRP, Responsibility for HRP, Limitations of HRP, Problems in HRP, Environmental Influences on HRP, Approaches to HRP, Forecasting the Supply of Internal Human Resources, Need for Comprehensive HRP in Bangladesh, Manpower Planning Environment in Bangladesh, Case Study, Questions to Answer, Indicate True or False.

Chapter ⇨ 5 : Job Analysis 74—86

Meaning of Job Analysis (JA), Job Terminology, Techniques for Designing Jobs, The Process of Job Analysis, Importance of Job Analysis, Objectives of Job Analysis, Accuracy in Job Analysis, Techniques and Methods of Job Analysis, Job Analysis Scenario in Bangladesh, Questions to Answer, Indicate True or False.

Chapter ⇨ 6 : Recruitment 87—101

Recruitment Defined, Sources of Recruitment, Internal Source of Recruitment, External Sources of Recruitment, Advantages and Disadvantages of Recruitment from within the Organisation and Outside, Alternatives to Recruitment. Constraints of Recruitment Efforts, Recruitment Scenario in Bangladesh-A Critical Analysis, Questions to Answer, Indicate True or False.

Chapter ⇨ 7 : Selection 102—112

Definition, Selection Objective, Selection Process, Employment Tests, Selection Interviews, Background and Reference Checks, Employee Selection in Bangladesh A Critical Analysis, Questions to Answer, Indicate True or False.

Chapter 8 : Socialization 113—121

What is Socialization? Orientation Vs. Socialization, The Organizational Culture Vs. Socialization, Learning the "Do's" and "Don'ts", Assumptions About Socialization, Socialization Process, Considerations in Developing a Socialization Program, Fixed or Variable Time Period? Serial or Disjunctive? Investiture or Divestiture? Why Socialization / Benefits of Socialization, Questions to Answer, Indicate True or False.

Chapter 9 : Training and Development 122—135

What is Training? Training and Development, Training and Education, Training and Learning, Theories of Learning, Principles of Learning, Importance of Training, Significance of Training, Determining Training Needs, Training Methods, On-the-Job Training Methods, Off-the-Job Training Methods, Management Development Programs, On-the-job Methods, Off-the Job Methods, The Need for Management Development, Questions to Answer, Indicate True or False.

Chapter 10: Performance Appraisal/ Evaluation 136—151

Introduction, Definition of Performance Appraisal, Features of Performance Appraisal, Objectives of Performance Appraisal, What Is to be Appraised? Who will Appraise? When to Appraise? The Process of Performance Appraisal, Ensuring Effective Performance Appraisal, Methods of Performance Appraisal, Methods of Performance Appraisal Using Absolute Standards, Methods of Performance Appraisal Using Relative Standards, Modern Method of Performance Appraisal, Features of An Effective Appraisal System, Factors that Can Distort Appraisal, Questions to Answer, Indicate True or False.

Chapter 11 : Motivation 152—174

Introduction, Objectives and Characteristics of Motivation, Motivators, Motivation and Motivating, Satisfaction, The Motivation Process, Sources of Motivation/Employee Wants, Maslow's Need-hierarchy Theory of Motivation, Criticism/Limitations of Maslow's Need-hierarchy Theory, Herzberg's Two Factor Theory of Motivation, Criticism of Herzberg's Two Factor Theory, Similarities and Dissimilarities between Maslow's and Herzberg's Models of Motivation, McClelland's Need Theory of Motivation, McGregor's Views on Motivation, Alderfer's ERG (Existence, Relatedness and Growth) Theory, Equity Theory of Motivation, Expectancy Theory of Motivation, Reinforcement Theory of Motivation, Special Motivational Techniques, Case Study, Questions to Answer, Indicate True or False, Multiple Choice Questions, Exercise, For Further Study, References.

Chapter 12 : Reward 175—186

What is Reward, Types of Rewards, Qualities of Effective Rewards, Criteria On Which Rewards Can Be Distributed, Questions to Answer, Indicate True or False.

Chapter 13 : Employee Incentive Plans 187—199

Introduction, The Purpose of Incentives as Nontraditional Compensation, Eligibility and Coverage, Administration, Incentive Systems, Need for Fringe Benefits, Objectives of Fringe Benefits, Types of Fringe Benefits, Trends in Benefits and Services, Questions to Answer, Indicate True or False.

Chapter 14 : Discipline 200—210

What is Discipline? Types of Discipline, Types of Discipline Problems, Causes of Indiscipline, Disciplinary Procedure, Principles in Administering Discipline, Factors to be Considered in Taking Disciplinary Action, Disciplinary Actions, Questions to Answer, Indicate True or False.

PART-II : INDUSTRIAL RELATIONS

- Chapter ⇨ 1 : Introduction** 1—17
Industry, Industrial Work, Definition of Industrial Relations, Nature of Industrial Relations, Factors Influencing Industrial Relations, Objectives of Industrial Relations, Approaches to Industrial Relations, Essentials for Sound Industrial Relations, Importance of Industrial Relations, Causes of Poor Industrial Relations, Features of Industrial Relations in Developed Vs. Developing Countries, IR in Bangladesh : An Overview, Challenges of IR : Emerging Trends and Issues, Questions to Answer, Indicate True or False.
- Chapter ⇨ 2 : Comparative Industrial Relations** 18—45
Introduction, Industrial Relations in Japan, Industrial Relations in Germany, The Industrial Relations System of the United States of America (USA), Industrial Relation in the United Kingdom (UK), Industrial Relations In Australia, Industrial Relations in China, Lessons for Bangladesh, Questions to Answer, Indicate True or False.
- Chapter ⇨ 3 : Trade Union** 46—58
Introduction, Nature of Trade Unions in Bangladesh, Objectives of Trade Unions, Trade Union Structure in Bangladesh, Registration of Trade Union, Advantages of Trade Unions, Disadvantages of Trade Unions, Trade Union Leadership, Trade Union Movement in Bangladesh, Questions to Answer, Indicate True or False.
- Chapter ⇨ 4 : State and Industrial Relations** 59—65
Nature of State, Organs of State, The Functions/Responsibilities of State in Industrial Relations, Role of State in Industrial Relations, Questions to Answer, Indicate True or False.
- Chapter ⇨ 5 : Industrial Dispute** 66—74
Introduction, Forms of Industrial Disputes, Strikes, Lock-outs, Gheraos, Causes of Industrial Disputes, Unfair Labor Practices by Management, Unfair Labor Practices by Unions, Methods of Building Union-Management Co-operation, Procedure of Settlement of Industrial Disputes in Bangladesh, The Challenges to Management, Questions to Answer, Indicate True or False.
- Chapter ⇨ 6 : Employee Grievances** 75—86
Introduction, Nature of Grievances, Approaches of Grievances, Causes of Grievances, Effects of Grievances, Knowing the Grievances, Processing of Grievances, Levels of Handling Grievances, Steps in Grievance Handling, Do's and Don'ts of Grievance Handling, Conclusion, Question to Answers.
- Chapter ⇨ 7 : Collective Bargaining** 87—100
Introduction, Objectives of Collective Bargaining, Collective Bargaining Activities, Characteristics of Collective Bargaining, Collective Bargaining Process, Importance of Collective Bargaining, Impact of Collective Bargaining, Bargainable Issues, Types of Collective Bargaining, Levels of Collective Bargaining, Pre-requisites for Success in Collective Bargaining, Tactics to be Followed in Collective Bargaining, Conclusion, Questions to Answer, Indicate True or False.
- Chapter ⇨ 8 : Labour Court** 101—105
Nature, Performance of Labor Courts in Bangladesh, Suggestions for Ensuring Effectiveness of Labour Courts in Bangladesh, Questions to Answer, Indicate True or False.
- Chapter ⇨ 9 : ILO and Its Conventions Ratified by Bangladesh** 106—134
Introduction, History of ILO, Preamble of ILO Constitution, The Principles of ILO, The Objectives of ILO, Organizational Structure of ILO, International Labour Conference / Office, The Governing Body, The Secretariat of ILO, Policies of ILO, Mandate of the ILO, Activities of the ILO, Membership of the ILO, Withdrawal of Membership of the ILO, International Labour Standards (ILS), Conventions of ILO, List of ILO Conventions, ILO Conventions Ratified by the Government of Bangladesh, Questions to Answers.
- Chapter ⇨ 10 : May Day and its Impact** 135—141
Introduction, Background and Significance of the May Day, Impact of May Day on Socio-Economic Condition of Industrial Workers in Bangladesh, Questions to Answer.
- Chapter ⇨ 11: Extracts From Labour and Industrial Laws** 142—200

(Taken from Bangladesh Labour Act-2006)