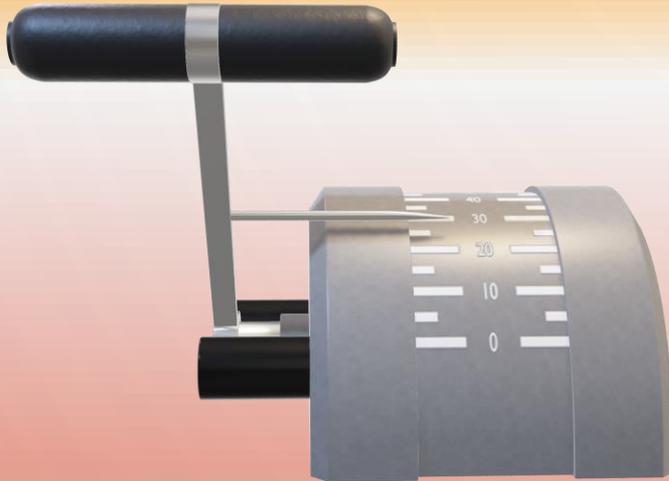


# INDUSTRIAL SOCIOLOGY



# **University of Global Village (UGV), Barisal**

**Course Content**  
**Industrial Sociology**  
**Course Code: HUM 0222-2207**

**Prepared by:**  
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# COURSE INFORMATION

<b>Course Name</b>	<b>Industrial Sociology</b>
Course Code	HUM 0222-2207
Credit	03
Course Type	GEEd
CIE	90
SEE	60
Exam Hour	03

**Course Learning Outcome (CLO): After successful completion of the course students will be able to,**

CLO1	Understanding of the foundational concepts, theories, and perspectives in industrial sociology, including the nature of work, industrialization, and the role of labor in society.	<b>Remember Understand</b>
CLO 2	Analyze the social structures, hierarchies, and power dynamics that shape workplace relationships and organizational culture in industrial settings.	<b>Analyze</b>
CLO 3	Critically evaluate the impact of industrialization and technological advancements on social institutions, labor markets, and global economies	<b>Evaluate</b>
CLO4	Apply relevant sociological theories and Develop practical strategies to address industrial and organizational problems, promoting ethical labor practices and fostering sustainable industrial development.	<b>Apply Create</b>

# Assessment Pattern

## Continuous Internal Evaluation(CIE 90)

<b>Blooms Category</b>	<b>Test (Out of 45)</b>	<b>Assignment (15)</b>	<b>Quiz (15)</b>	<b>Co-curricular Activities (15)</b>
<b>Remember</b>	<b>05</b>		<b>5</b>	<b>Attendance 15</b>
<b>Understand</b>	<b>05</b>			
<b>Apply</b>	<b>10</b>			
<b>Analysis</b>	<b>8</b>	<b>7</b>	<b>10</b>	
<b>Evaluate</b>	<b>7</b>	<b>8</b>		
<b>Create</b>	<b>10</b>			

# Semester End exam (SEE 60)

<b>Blooms Category</b>	<b>Final</b>
<b>Remember</b>	<b>10</b>
<b>Understand</b>	<b>10</b>
<b>Apply</b>	<b>10</b>
<b>Analysis</b>	<b>10</b>
<b>Evaluate</b>	<b>10</b>
<b>Create</b>	<b>10</b>

<b>SL</b>	<b>Course Content</b>	<b>Hours</b>	<b>CLOs</b>
<b>1</b>	Industrial Sociology definitions, nature scope, History, Theories of Industrial Sociology	4	CLO1
<b>2</b>	Industrial Relations, Industrialization in Bangladesh	4	CLO2
<b>3</b>	Theories of Industrial Relations, Origin of Trade Union	3	CLO3
<b>4</b>	Trade Union, Collective Bargaining, Industrial Dispute	6	CLO4

# Course Plan Specific Content, CLOs, Teaching Learning and Assessment Strategy mapped with CLOs.

Week	Topics	Teaching Learning Strategy	Assessment Strategy	Corresponding CLOs
1	Introductory class: Brief discussion on the total syllabus, Basic facts of Industrial Sociology	Lecture, Oral Presentation		CLO1
2	Industrial Sociology <ul style="list-style-type: none"> <li>• Definitions</li> <li>• History</li> </ul>	Lecture Present	Quiz, Written Exam	CLO1
3	Industrial Sociology <ul style="list-style-type: none"> <li>• Scope of it</li> <li>• Importance of it</li> </ul>	Previous Discussion, Lecture Present	Quiz, Assignment, Written Exam	CLO1
4	<ul style="list-style-type: none"> <li>• Theories of Industrial Sociology</li> <li>• Relationship with Sociology</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO1
5	<b>Industrial Relations</b> <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Features</li> </ul>	<b>Previous Discussion, Lecture Present</b>	<b>Written Exam</b>	<b>CLO2</b>

6	<b>Industrial Relations</b> <ul style="list-style-type: none"> <li>Actors of it</li> <li>Problems of it</li> </ul>	Previous Discussion, Lecture Present	Quiz Written Exam	CLO2
7	Industrialization in Bangladesh <ul style="list-style-type: none"> <li>Definitions</li> <li>History</li> <li>Leading sectors</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO2
8	Industrialization in Bangladesh <ul style="list-style-type: none"> <li>Problems &amp; Prospects</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO2
9	Theories Of Industrial Relations	Previous Discussion, Lecture Present	Written Exam	CLO3
10	Theories Of Industrial Relations	Previous Discussion, Lecture Present	Written Exam	CLO3
11	<b>Trade Union</b> <ul style="list-style-type: none"> <li>Definitions</li> <li>Why need?</li> </ul>	Previous Discussion, Lecture Present	Quiz test	CLO3

12	<b>Trade Union</b> <ul style="list-style-type: none"> <li>• Role of if</li> <li>• Importance</li> <li>• Merits &amp; demerits</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO3
13	Labor <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Working Hours</li> <li>• Overtime</li> </ul>	Previous Discussion, Lecture Present	Written Exam Assignment	CLO4
14	Collective Bargaining <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Objectives</li> <li>• Features</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO4
15	Collective Bargaining <ul style="list-style-type: none"> <li>• Importance</li> <li>• Process</li> <li>• Role of Trade Union</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO4
16	Industrial Dispute <ul style="list-style-type: none"> <li>• Definition</li> <li>• Features</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO4
17	<b>Industrial Dispute</b> <ul style="list-style-type: none"> <li>• Types</li> <li>• Settlement Methods</li> </ul>	Previous Discussion, Lecture Present	Written Exam	CLO4



# **INDUSTRIAL SOCIOLOGY**

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## **Importance Of INDUSTRIAL SOCIOLOGY**

**1<sup>st</sup> Week**

**Slide: 11-17**

# WHAT IS INDUSTRIAL SOCIOLOGY ..?

Industrial Sociology is also known as **SOCIOLOGY OF INDUSTRIAL SOCIETY** or **SOCIOLOGY OF WORK**.

Industrial Sociology is study of **Interaction** of people in industry and also the study of **Motivation** and **behavior** of people..

Industrial Sociology also Tries to Understands to the **Structure of Industry** and **Flow of Power**..



# IMPORTANCE OF INDUSTRIAL SOCIOLOGY

- Growth In Service Sectors
- Industrialization
- Modernization
- Urbanization



# GROWTH IN SERVICE ORGANIZATION

The Production in various industrial sector like cement, iron and steel, textile, fertilizers etc. are helping in the economic growth of the country export increases and this foreign reserve increases.

- Business sector
- Health-Care
- Social Services



# INDUSTRIALIZATION

The Process in which a society or country transforms it self from a primarily agriculture society into one based on the manufacturing of goods and services.



# MODERNIZATION

Modernization is a process in which society goes through industrialization, urbanization and other social changes that completely transform the lives of individuals, And in the case of Industry Modernization mean to change the Old Machineries and Old Management Methods...



# URBANIZATION

**Urbanization** is the increasing number of people that migrate from rural to urban areas.

1. Growth in industrial productions
2. Growth in trade and commerce
3. Development in tourism industries
4. Improvement in Science, Culture etc.

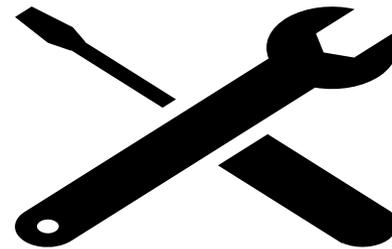


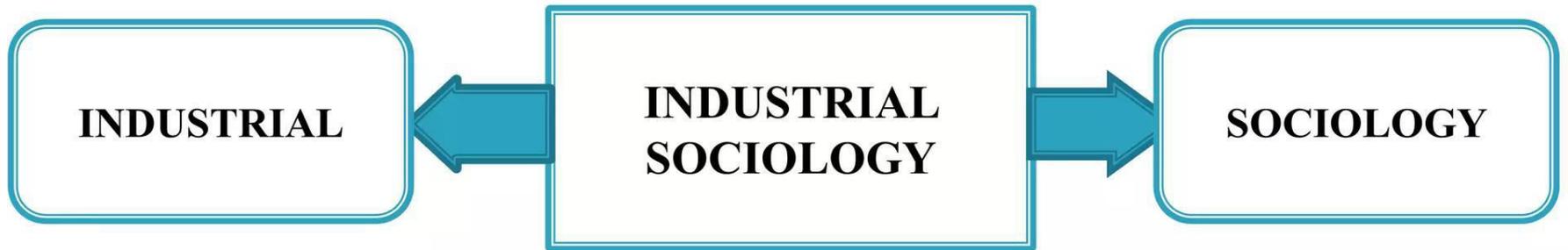
➤ **Why are you studying industrial sociology subject ?**



➤ **What kind of problems you will face in your workplace?**

**2<sup>nd</sup> 3<sup>rd</sup> & 4<sup>th</sup> Week**  
**Slide: 18-58**





**INDUSTRIAL**



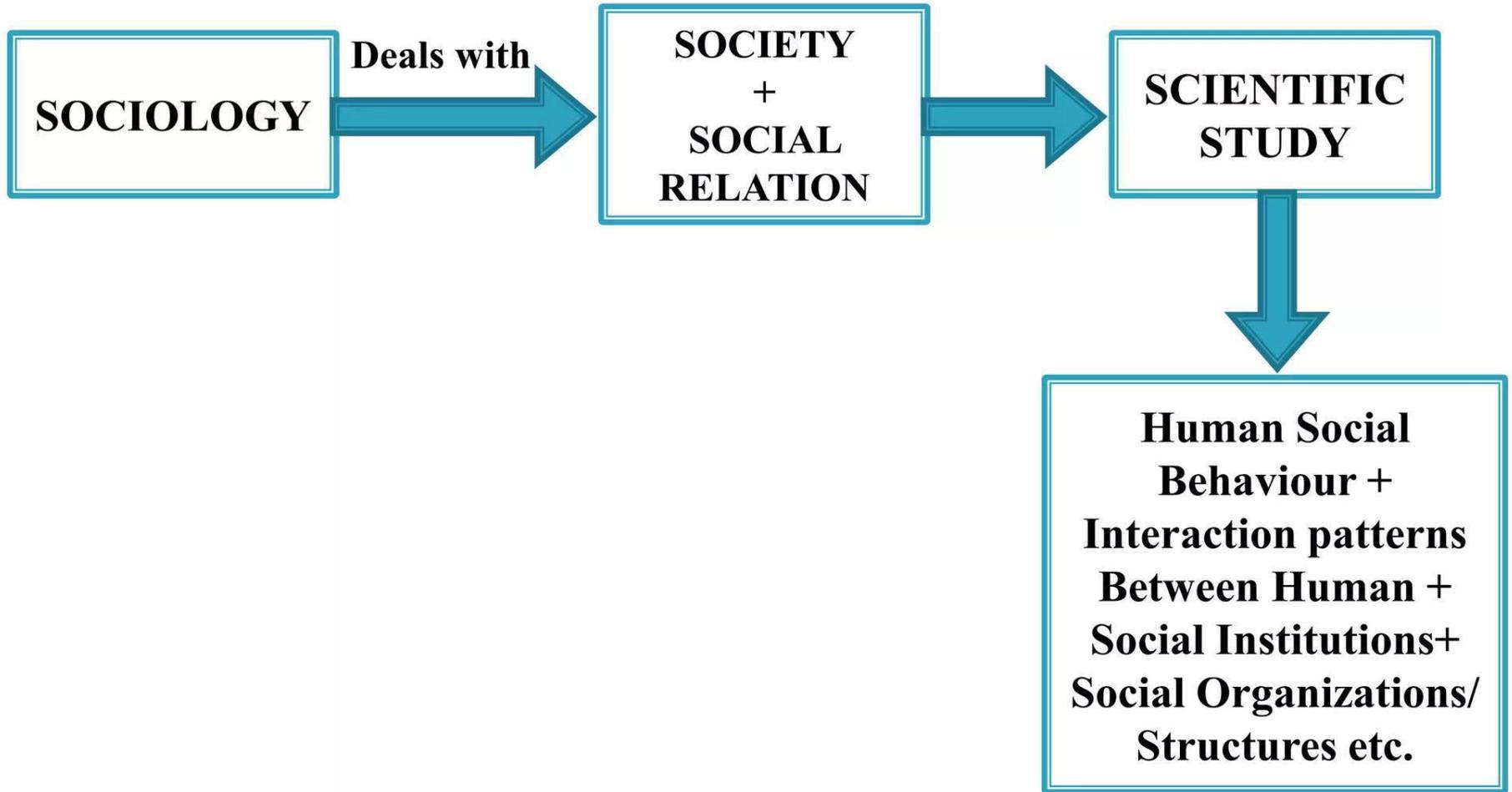
**Industry**

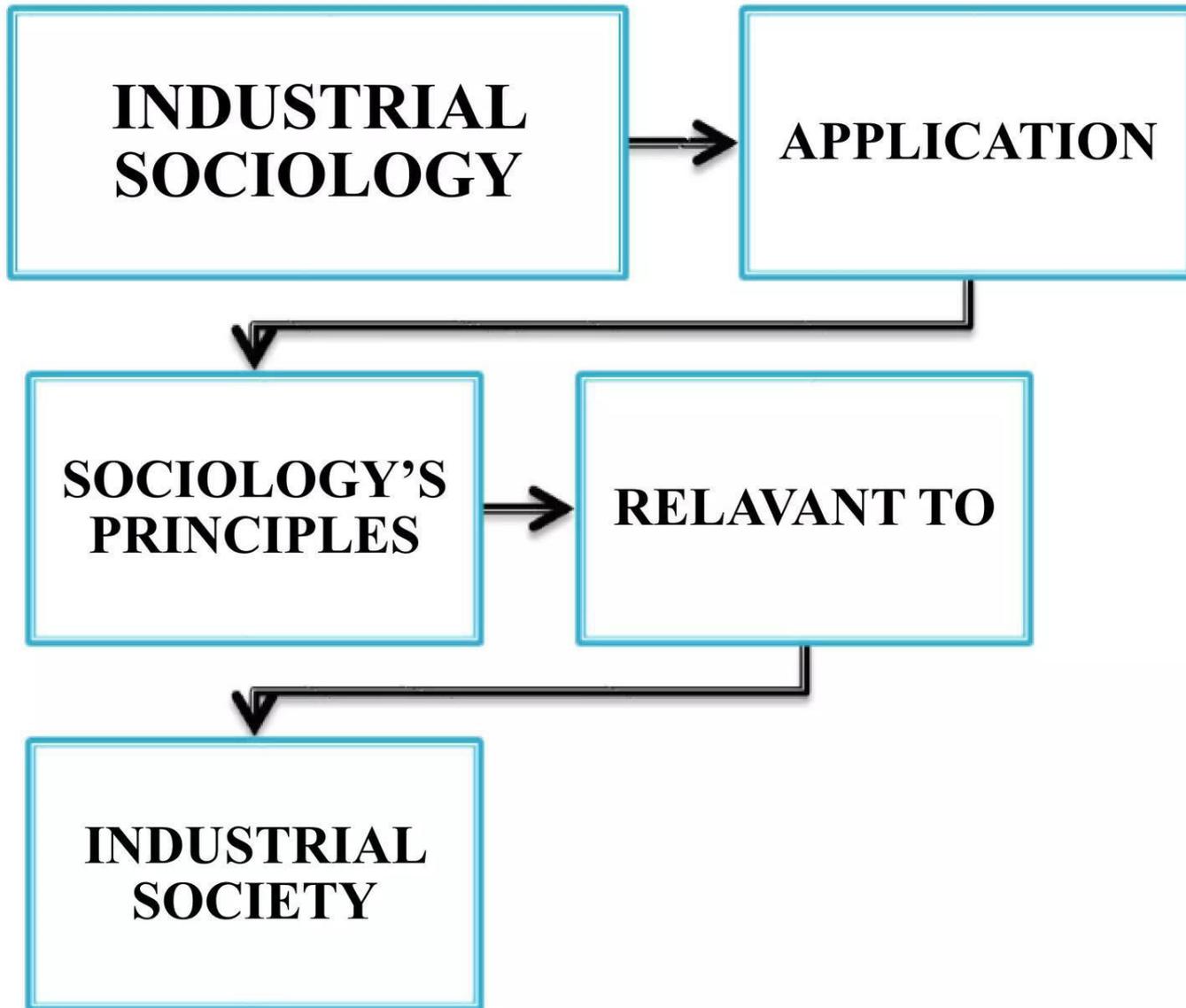
**Latin word**



**Dexterity +  
Resourcefulness**







# OBJECTIVE



- **Insight into the social aspect of industry.**
- **Employer- Employee relationship.**
- **Solution to the problems of industrial society.**
- **Scientific division of labors.**
- **Social & labor welfare.**

# FEATURES

- ❖ **Specialized Discipline of Industrial Society.**
  - ❖ **Study in a systematic manner of industrial society**
  - ❖ **Aims at a scientific understanding of social aspects of industry.**
  - ❖ **Based on the study of the Formal & Informal organization of the workplace.**
  - ❖ **Views “INDUSTRY” as a “Complex Social Organization”.**
- 



**SOCIAL RELATION  
IN INDUSTRY**

**SOCIAL  
ORGANIZATION IN  
INDUSTRY**

**BENEFITS OF  
EMPLOYERS &  
EMPLOYEES**



# **SOCIAL RELATION IN INDUSTRY**



**SOCIAL RELATION  
IN INDUSTRY**

**INTERNAL  
RELATION**

**EXTERNAL  
RELATION**



**FORMAL**

**INFORMAL**

**MIXED  
OR  
SOCIO-TECHNICAL**

# INTERNAL RELATION



**Interpersonal Relations within the  
Organization**



**TYPES**



**FORMAL**

**INFORMAL**

**MIXED OR  
SOCIO-TECHNICAL**

# **FORMAL RELATIONS**

- ❖ **Functional & Determined by the Hierarchical order in the industrial unit.**
  - ❖ **Exclude “Personal relation”.**
  - ❖ **Example : Official relationship between the management and employees.**
- 

# **INFORMAL RELATION**

- ❖ **“Personal relations” among individual/employees in an organizations.**
  - ❖ **Depends upon individuals likes ,dislike, taste, language and so no.**
  - ❖ **Examples : Two employees become a good friends.**
- 

# **MIXED OR SOCIO-TECHNICAL**

- ❖ **Neither purely Formal nor purely Informal.**
  - ❖ **It is partly connected with industrial work & partly personal.**
  - ❖ **Example: Two workers are doing there industrial work as well as talking about their personal life.**
- 

# **EXTERNAL RELATIONS**

- ❖ **When a particular factory or industrial unit has relationship with other industrial units, mills, factories, government & social agencies etc .**
  - ❖ **Example: for the purpose of recruitment of employees, Executive trainees etc.**
- 

# **SOCIAL ORGANIZATION IN INDUSTRY**

```
graph TD; A["SOCIAL ORGANIZATION IN INDUSTRY"] --> B["Define as socio-activity/social structure of the organization"]; B --> C["BUREAUCRACY"]; B --> D["SCIENTIFIC MANAGEMENT"]; B --> E["HUMAN RELATION"];
```

**Define as socio-activity/social structure of  
the organization**

**BUREAUCRACY**

**SCIENTIFIC  
MANAGEMENT**

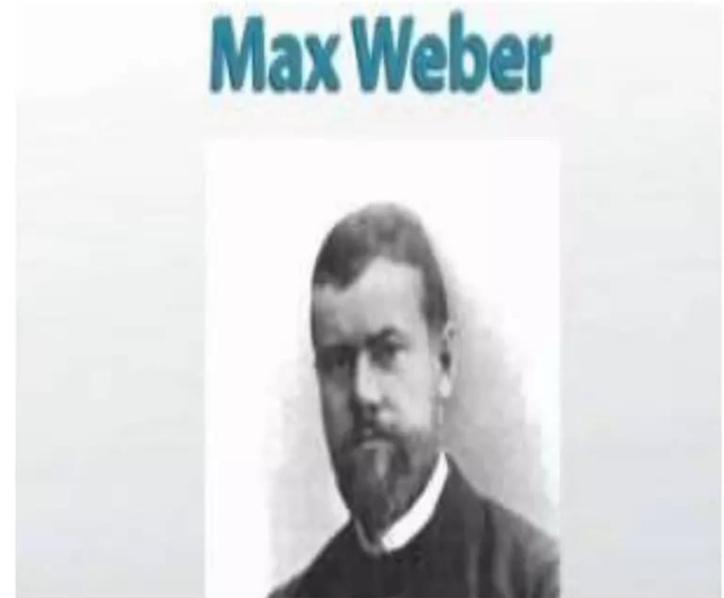
**HUMAN  
RELATION**

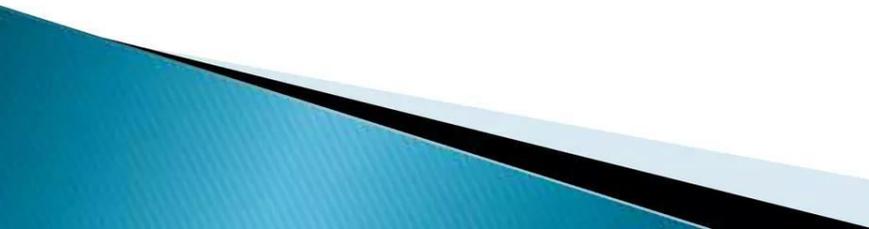


# BUREAUCRATIC STRUCTURE

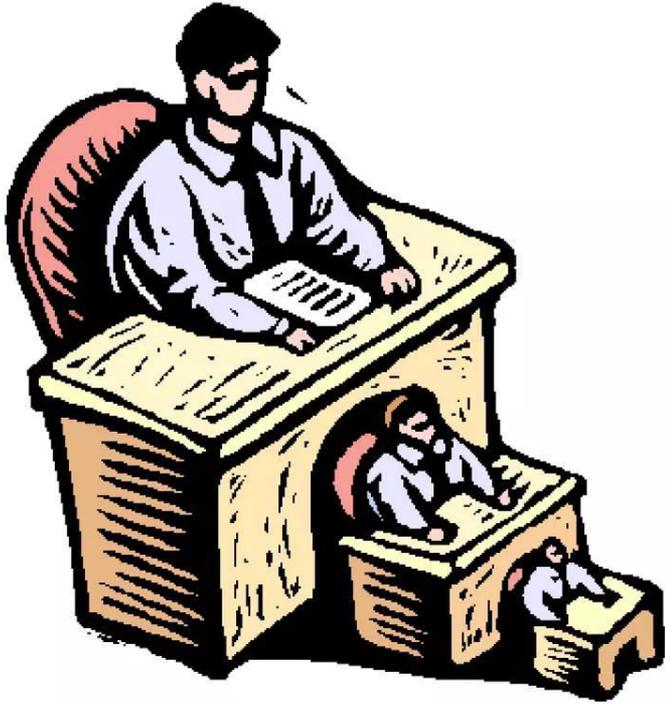
➤ **FOUNDER** =====

➤ **German sociologist & political economist.**



- He called it “ Rational-Legal Authority”.
  - It was based on “Traditional authority & Charismatic Leadership” (in which authority was based on personal devotion to the leader.)
  - This structure used in many organizations : Military, Government agencies ..... etc.
- 

# SIX PRINCIPLES OF BUREAUCRATIC THEORY



## 1. FORMAL HIERARCHY OF POSITIONS

- ❖ Officers are organized in a hierarchy order.
- ❖ Higher level controls Lower position holder.

## 2. FORMAL RULES & REGULATIONS



➤ **Controlling by rules allows decisions made at high levels to be executed consistently by all lower levels.**

### **3. EMPLOYMENT SELECTION** **BASED ON TECHNICAL** **QUALIFICATION**



**❖ Selection on the basis of Technical Qualifications.**

**❖ Competence demonstrated by “Training, Education or Formal Examination.**



Illustration by Chris Gash

- ❖ Right person on the right job.
- ❖ category based on competence & function specialization.

## 4. JOB SPECIFICATION

- ❖ Jobs are divided into simple routine & fixed category .



Illustration by Chris Gash

## **5. IMPERSONAL CONDUCT**

- **Totally formal relationship**
- **No room for emotion & sentiments**
- **Decisions are guided by rules & regulations**

## **6. CAREER ORIENTATION**

- **Career opportunity is offered highly so that they persevere their career within the organization till long time.**
- 

# **ADVANTAGES/ BENEFITS**

- ❖ **No Overlapping or Conflict** ( because duties & responsibilities are clearly defined.)
  - ❖ **Right Person on Right Jobs** ( so there is optimum utilization of human resources.)
  - ❖ **Improved Employee's Performance** (because they know their jobs so it will improve their performance day by day.)
- 

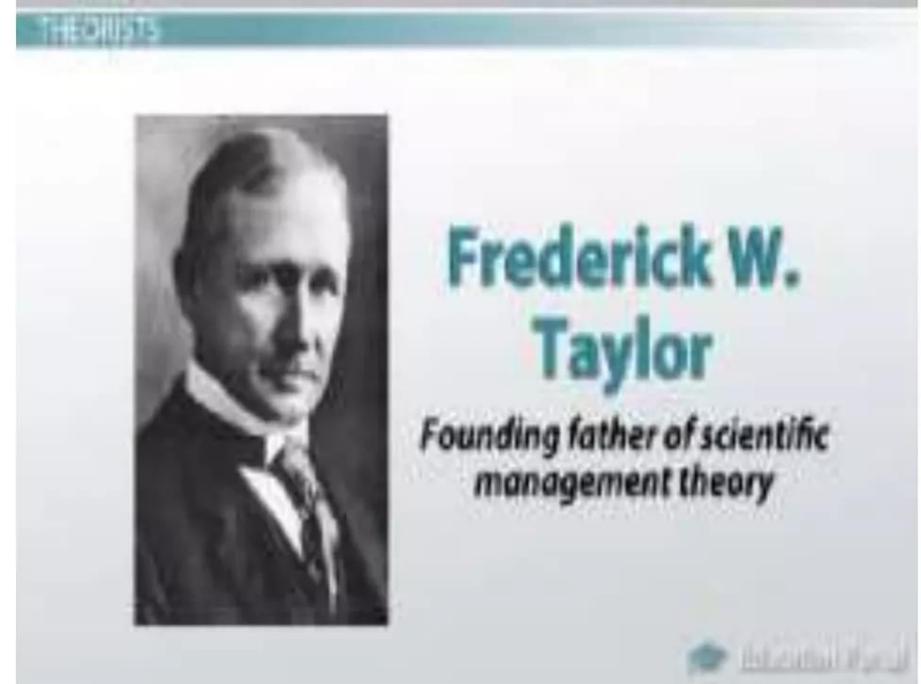
# **CRITISIM OF BUREAUCRACY**

- 1. Excessive rules & regulations**
  - 2. Neglect of human factors**
  - 3. Do not develop belongingness**
  - 4. Employee become used to the system, they resist to any change & introduction of new techniques of operations.**
- 

# SCIENTIFIC MANAGEMENT



## ➤ **FOUNDER** =====



- **Scientific management is also called “Taylorism”.**
- **Earliest attempt to apply science in the field of “Engineering & Management”.**

❖ This theory “Analyzes & Synthesizes Workplace”.

❖ It main Objective is to Improve Economic Efficiency (especially Labor Productivity).

❖ Its development began in 1880s and 1890s within the Manufacturing industries.

❖ Its approach is found in every industrial operation as well as general business practices: ex- planning, process design, quality control, cost accounting .. etc.

# FOUR THEORY OF SCIENTIFIC MANAGEMENT

**Replacing “the  
rule of thumb”  
by S.M.**

**Division of  
work &  
responsibility**

**Selecting,  
Training,  
Teaching &  
Develop  
workmanship**

**Co- Operation  
between  
management &  
workers**

# ADVANTAGES / BENEFITS

**Enhanced  
Teamwork**

**Better  
Planning  
&  
Decision  
Making**

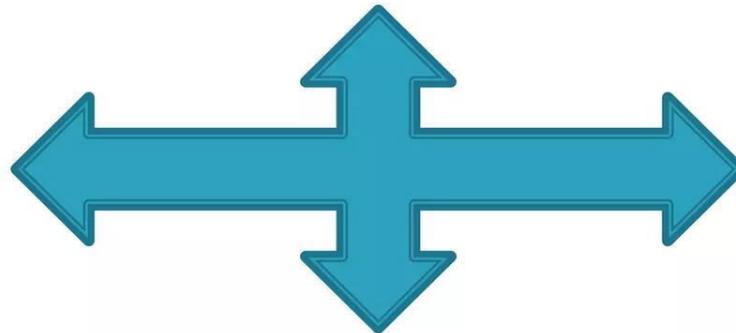
**Specific  
Solution**

**Improved  
Democracy**

# CRITICISM OF SCIENTIFIC MANAGEMENT

**NEGLECT OF HUMAN FACTORS**

**CREATE  
STRESS**



**PROMOTES  
MONOTONY**

**NO SCOPE FOR CREATIVITY  
OF EMPLOYEES**

# HUMAN RELATIONS





➤ **INDUSTRIAL RELATIONS**

➤ **NATURE INRODUCTION**

➤ **PROCUREMENT**

➤ **REMUNERATION**

➤ **TRAINING & DEVELOPMENT**

➤ **MOTIVATION**

➤ **RESOLVING CONFLICTS**

➤ **MAINTENANCE**

A row of eight 3D, blocky characters in various colors (red, orange, yellow, light green, green) standing on a white surface. Each character is holding a large, 3D letter of the word "BENEFITS" in a color matching its body. The characters are arranged in a slightly staggered line, giving a sense of depth.

**BENEFITS**

**OF  
EMPLOYERS & EMPLOYEES**



**JOB SECURITY**







**EMPLOYER  
BENEFITS**

# **EMPLOYERS BENEFITS**

- **GOODWILL OF INDUSTRY**
- **PROFITABILITY**
- **SMOOTH WORKING ENVIRONMENT... etc**

# Industrial Relation



**5<sup>th</sup> & 6<sup>th</sup> Week**  
**Slide: 59-71**

## Definition

*“ Industrial relations deal with either the relationships between the state and employers’ and the workers’ organization and the relation between the occupational organizations themselves.”*

➤ International Labor Organization (ILO)

Industry relations are the relations of all those associated in productive work including industry, agriculture, mining, commerce, finance, transport and other services. The main aspects are the establishment of the conditions under which the proceeds of the work are divided as dividends, salaries and wages between shareholders, employers, management and work people of various grades- manual, clerical and technical.

# Objectives of Industrial Relations

To safe guard the interests

To raise productivity

THE CONVERSATION

From the curious to the serious

21 May 2013, 6.34

Global rights

AU

To avoid industrial conflict

guard

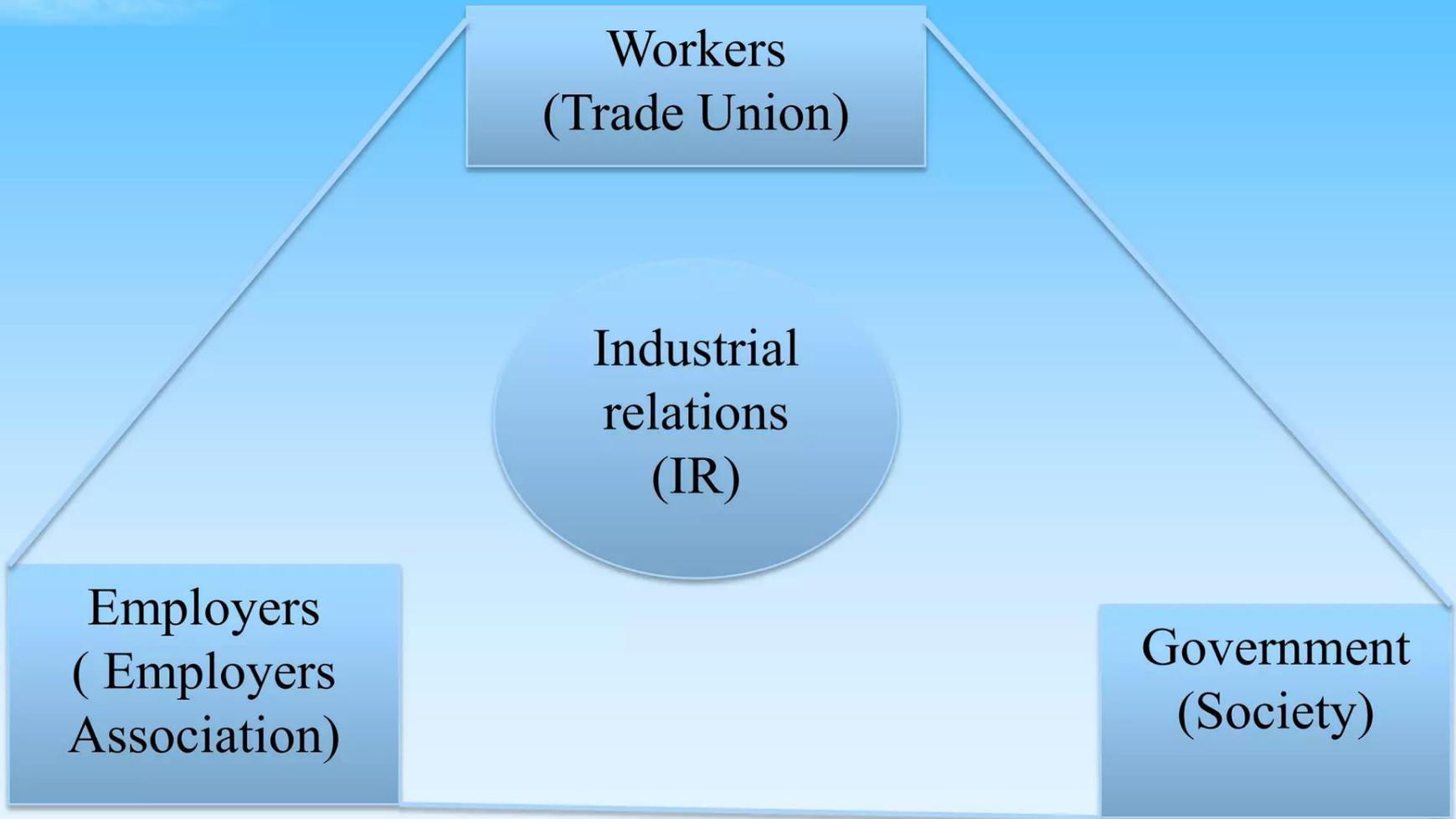


To establish and maintain the growth

In the aftermath of the Bangladesh factory disaster, questions have been raised about the accountability of governments and retailers in

To establish government control

# Actors in Industrial Relations



So it is concerned with managing inter relationship among the three major actors.

- a. Workers represented by trade unions.
- b. Employers represented by employers associations.
- c. Society represented by the government and various pressure groups.

Employee relations or industrial relations are relations between the employer and the labor. Labor relations refer to the tripartite (Involving three parties) relations of workers (employees) employers, and lately government



# Emerging concepts in Industrial Relation

## Change in definition and concept:

Wide meaning, relation between employer, employee and government

## Change in coverage and scope:

Freedom of association and protection right

## Change in functioning pattern:

Past formative and fighting stage, present fraternal and fusion stage,

## Change in the role of government:

Guardian rather than active player,

## Increase in professional unions:

Trade union to professional union,

## Change in contents of IRs:

Functional, interdependent, and involve  
historical, demographic, technological, occupational, political, legal

# Industrial Relations



**Dale Yoders** : it is a whole field of relationship that exist because of the necessary collaboration of men and women in the employment process of an industry.

## **Four basic elements :**

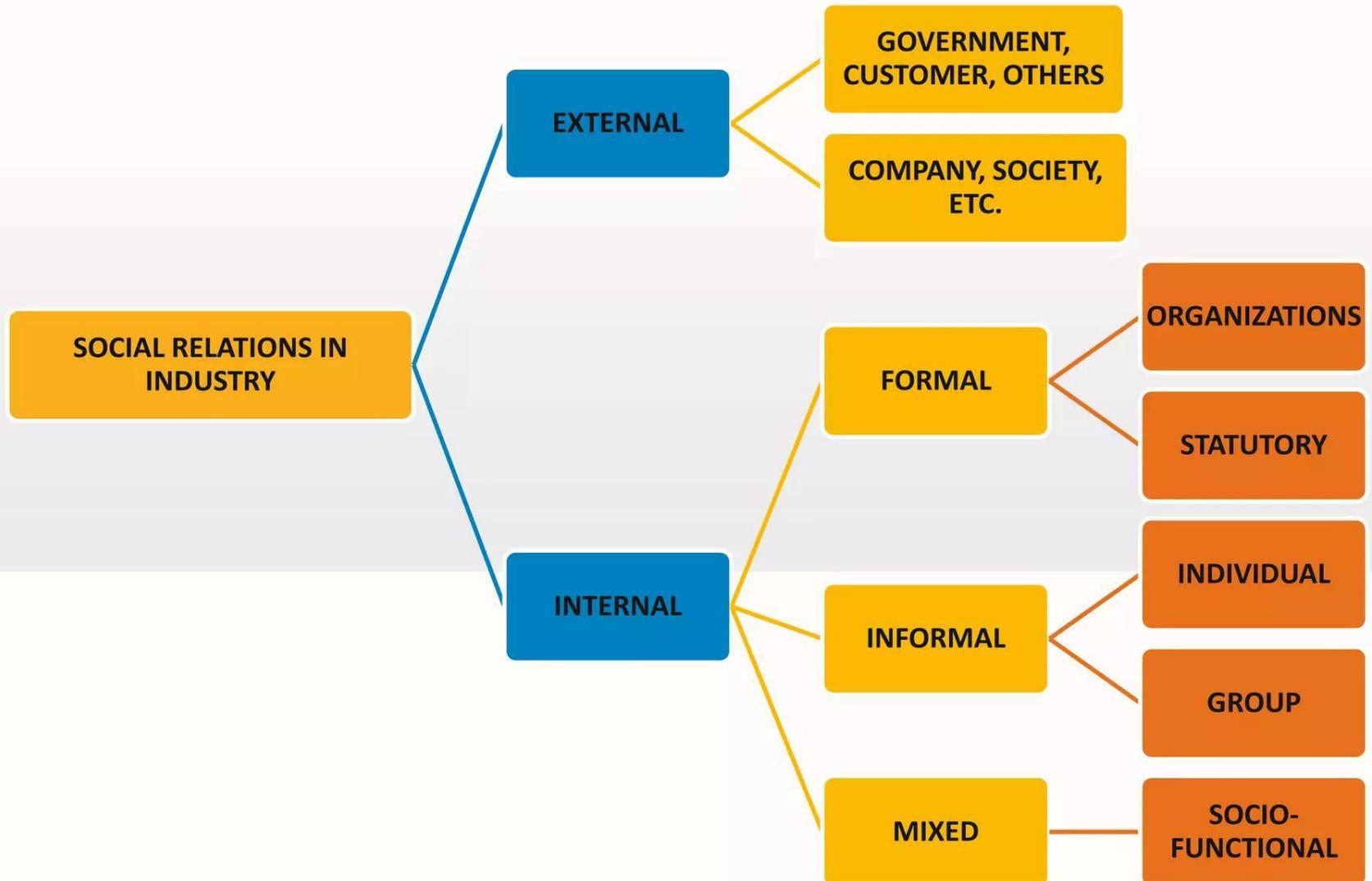
The organizations of workers and managements

The state

The managements

The workers

# INDUSTRIAL RELATIONS



# Industrial Relations Factor that Influence the behavior of people



- **Institutions** : government, trade unions, labor courts, etc.
- **Character** : to study the role of workers unions and other institutions
- **Methods** : focus on collective bargaining and workers participations in the industrial relations schemes
- **Contents** : pay, hours of work, leave with wages, health and safety disciplinary actions, lay off

# Objectives of Industrial Relation

- To safeguard the interest of labor and management
- To avoid industrial conflict
- To raise productivity
- To establish industrial democracy
- To eliminate strikes, lockouts, and gheraos
- To regulate government control
- Improvements in the economic conditions of workers
- Control exercised by the state over industrial undertaking
- Socializations or rationalization of industries
- Vesting a proprietary interest of workers

# Importance of Industrial Relation

**Uninterrupted  
production**

**Reduction in  
industrial  
disputes**

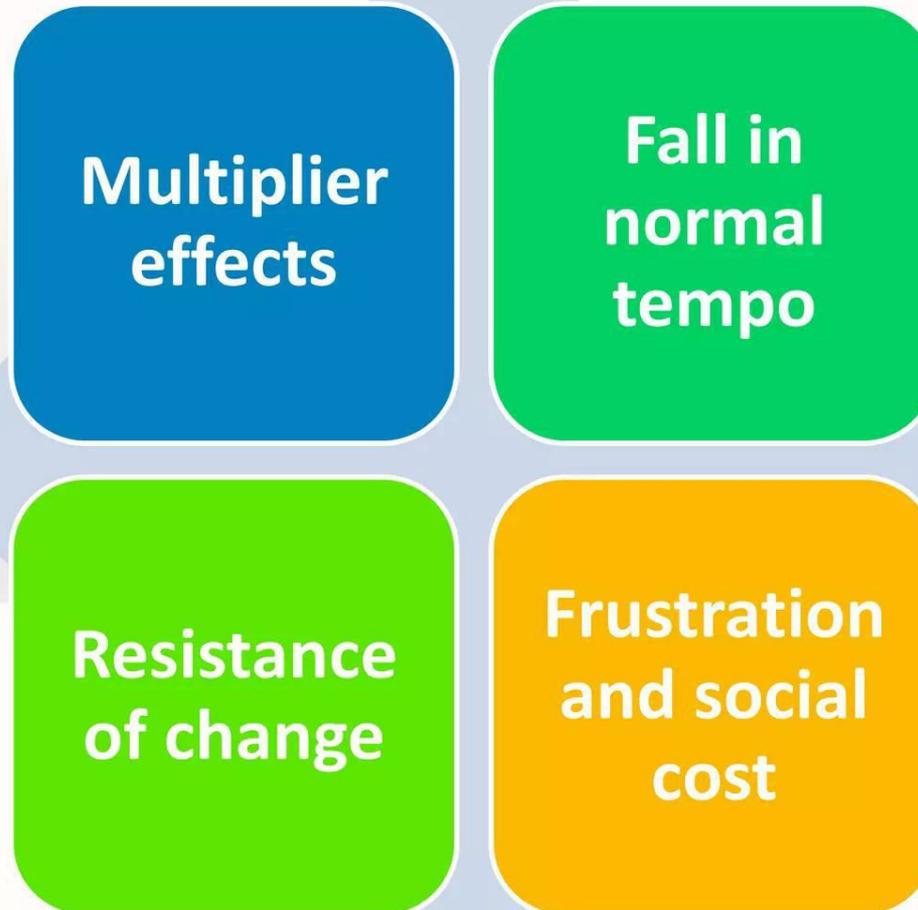
**High morale**

**Mental  
revolution**

**New  
programs**

**Reduced  
wastage**

# Effect of Poor Industrial Relation



# Measures For Improving Industrial Relations

**Strong and stable union**

**Mutual trust**

**Workers' participation in management**

**Mutual accommodation**

**Sincere implementation of agreements**

**Sound personnel policies**

**Government's role**

**Progressive outlook**

# What is Industrialization

- Social and Economic Change
- Technological innovation
- Development of Large Scale Energy and Metallurgy Production

**7<sup>th</sup> & 8<sup>th</sup> Week**  
**Slide: 72-82**



# History of Industrialization of Bangladesh

- Ancient Bengal

Industrialization had begun from the ancient era. According to the history, Bengal had a very good economy. Traders from Cylon, Malay, Burma, South India and some other eastern and Arabian kingdoms had a good economical relation with Bengal. The industry was mainly focused on textile, sugar, salt, ivory and metal products.



1524



Safavid Empire



Timurid Empire



Delhi Sultanate



Chinese Empire



Bengal Sultanate



Gujarat Sultanate



Vijayanagara Empire

# History of Industrialization of Bangladesh

- Mughal Period

During Mughal period industrialization of Bengal got more expansion. Participation of more foreigners, especially the European companies started a new horizon.

- British Period

During British period Bengal's economy was almost textile based. East India Company developed a dockyard in Kolkata for facilitating ship building, repairing of merchant ships and warships. But, East Bengal was the center of silk products in the British India. During this time, Industry of Bengal was being modernized rapidly. The idea "Capitalism" was developing during British period.

# History of Industrialization of Bangladesh

- Pakistan Period

After 1947, Pakistan period started which ended in 1971. Bangladesh (Former East Pakistan) inherited a small share of industries owned by undivided Bengal. For discriminatory steps taken by the government of Pakistan, East Pakistan achieved a little progress in industrialisation from 1950 to 1970. In 1970, there were 408 food producing units, six drink manufacturing plants, 26 tobacco processing industries, 792 textile factories, 204 shoe-making units, 14 wood and cork production factories.

# History of Industrialization of Bangladesh

- **The Bangladesh Period:**

Now, Bangladesh is an independent country. It's now developing rapidly. But, The starting was not so easy. During the war of 1971, The industrial sector suffered a serious damage. The industrialization process started from 1972 with a few jute, textile, sugar mills, only one steel mill and ship building industry. Slowly, The industrial sector has overcome these damages. Now, It is larger than before.



# Leading Industries in Bangladesh

- Textile and Garments Industry
- Pharmaceutical Industry
- Leather Industry
- Cement Industry
- Ceramic Industry
- Electronics industry
- IT Industry



# Future Major Industries

- Tech Industry
  - Garments Industry
  - Shipbuilding Industry
  - Electronics industry
  - Arms and Weapons Industry
- 
- 



# **BD - 08 MK, Modern Assault Rifle Made in Bangladesh**



# Expectations and Problems

## Expectations

- \$50 from RMG.
- \$1 billion from IT sector.
- Increasing GDP
- Opening Door for New Industries

## Problems

- Political instability
- Weak investment base
- Wrong decisions by Govt.
- Corruption.



# Conclusion

- We have vast human resources. Our natural resources and agro-based raw materials are also not negligible. Only a good govt. policy and environment can speed up industrialization and create employment opportunities for millions. So, considering our natural and financial constraints and huge pressure for employment, we should focus on small and medium level export oriented and lab our thick industries.
- 
- 





# **THEORIES OF INDUSTRIAL SOCIOLOGY**



**9<sup>th</sup> & 10<sup>th</sup> Week**  
**Slide: 83-99**

# ***History of Industrial sociology***

- ❑ ***The term sociology was coined by AUGUSTE COMTE , a French philosopher in 1839.***
- ❑ ***The teaching of sociology as a separate discipline started in 1876 in the United States ,***
- ❑ ***In 1889 in France ,***
- ❑ ***in 1907 in Great Britain ,***
- ❑ ***after first world war in Poland and India***
- ❑ ***In 1925 in Egypt & Mexico and***
- ❑ ***in 1947 in Sweden***

# Introduction

## WHAT IS SOCIOLOGY

*Sociology is the youngest of all the social science. The word Sociology was derived from the latin word 'societus' meaning Society and Greek word 'logos' meaning 'study or science' The etymological meaning of 'sociology' is thus the 'science of society'*

▣ *Sociology is the science of society or social Phenomena*

*“sociology is the science which attempts the interpretive understanding of social action” -Max Weber*

*other's meaning of sociology -*

*1-Sociology is a science of society*

*2-Sociology is a science of social responsibility*

*3-Sociology is the study of social life*

*4-Sociology is the study of human behaviour in groups*

*5-Sociology is the study of social action*

*6-Sociology is the study of forms of social relationship*

# *THEORIES OF INDUSTRIAL SOCIOLOGY*

SCIENTIFIC  
MANANGEMENT  
THEORY

BUREAUCRATIC  
THEORY

# SCIENTIFIC MANAGEMENT THEORY

*The credit to develop the scientific management theory goes to Fredric Winslow Taylor (1856-1915) who is popularly known as “FATHER OF SCIENTIFIC MANAGEMENT”*

*F.W.Taylor emphasised on the use of ‘scientific management ‘ in place Of ‘ Rule of thumb Method” which facilitates ‘optimum combination of elements of management ‘.*

*According to Taylor “scientific management in essence ,consists of a certain philosophy . First , the development of true science (organised study & analysis of industrial work ). Second, the scientific selection of the workman . Third, his scientific education development .Fourth, intimate friendly co-operation between the management and men “*



# *Feature of scientific Management*

- ***1 - Specification between Planning & Doing***
- ***2-Development of the Best method of work***
- ***3-Determination of standard time***
- ***4- Selection of the Best Worker for Every job/work***
- ***5-Emphasis on Efficient Cost Accounting System***
- ***6-Development of Standard Working condition***

- 
- **7- Scientific Training to Workers**
  - **8- Introduction of Differential piece Rate System**

- 
- **9-Emphasis on Mental Revolution-**
  - **Mental Revolution =Mental + Revolution =Thinking +Drastic Change**
  - **= Drastic change in the thinking (of managers and Workers )**

- 
- **10-Proposition of Functional organisation**
  - **11-Time ,Motion & Fatigue study**



### Time Study

- Study of time taken in performing a piece of Work

### *Motion study*

- Study of movement undertaken while performing a piece of Work

### Fatigue Study

- Study of that stage when a worker feels tired & needs rest

# *Advantage of Scientific Management*

## Advantage to Workers

- Less work load
- Better working condition
- No Adverse Effect on Health
- Opportunities for training to increase Skills
- Higher earning

## Advantage to Employer

- Better utilisation to resources
- Lesser Wear and Tear
- Mass production
- Benefit of new technology
- Better Industrial relation

Advantage  
to Nation

- Increase in GDP
- Quality product at reasonable price
- Higher standard of living

# *Criticism of Scientific Management*

- *Exploitation of workers*
- *Encouragement to managerial Autocracy*
- *Opposition by trade Unions*
- *Opposition by Employers*
- *Criticism of the “Best “ Concept*
- *Difficulties in Time , motion, & Fatigue Study*
- *Confined Only to production Management*

## *II-Bureaucratic Theory*

***Max Weber** (1864-1920) , a German Social Scientist and popularly known as “ **Father of Bureaucracy**” , presented the bureaucratic model of organisation .*

*The splendid growth of industrial organisations, his military experience and lack of trust in human judgement and emotions led Weber to conclude that the bureaucratic types of organisation is ideal structure and is capable of giving highest level of efficiency .*



# Features Of Bureaucratic Theory

- ▣ ***Division of Work***
- ▣ ***Administrative Hierarchy***
- ▣ ***Rules & Regulations***
- ▣ ***Impersonal Conduct***
- ▣ ***Nature of Personnel Service***
- ▣ ***Official Records***
- ▣ ***Formal Environment***

# Advantage Of Bureacratic Theory

- ❑ Higher Efficiency
- ❑ Strict Discipline
- ❑ No role Ambiguity
- ❑ Employees act Strictly as per Rules & Regulations
- ❑ Actions of the staff can be fairly Predicted
- ❑ Conflict is at minimum level

# Criticism of Bureaucratic Theory

**1-Red  
Talism**

**2-  
Inefficiency**

- **3-  
Favouritism**
- 4- Low  
Morale of  
the Staff**

**5-Lack of  
Innovative  
Approach**

**6 -Delay in  
Communicati  
on**

# **CONCLUSION**

*In the present era of LPG the whole world has become a market .There is significant increase in competition & the consumer has become more quality conscious . In such a Scenario , it has become mandatory to produce quality product at lowest cost. With the help of best production method ,this can be achieved .So **Scientific Management** theory has its own important in this present generation .*

*On the other hand **Bureaucratic Theory** , by making suitable structural changes , providing effective training to the staff to become more pro-organisational goals rather than own individual goals & adopting performance based attractive remuneration , this structure can be used to derive intended results. But more or less both the theories focus on organisational effective production rather than Employees self Esteem needs.*

# **Trade Union**

**11<sup>th</sup> & 12<sup>th</sup> Week**

**Slide: 100-122**

# TRADE UNIONS

**Trade union** (also called **labour union**) is an Organized group of workers; protect & advance the interest of its member. In each country, there is a trade union legislation(usually a Trade Union Act) gives a legal definition of a trade union, and sets out its objectives.

## Why we create trade union?

- 1) Economic motive : To improve worker's economic.
- 2) Protection of rights : To ensure worker's rights are protected.
- 3) Social reason: Medium to voice out employee satisfaction.

## Reason for joining a union

- 1) Increased wages & benefits
- 2) Job security
- 3) Protection against unfair treatment
- 4) Cooperation with fellow workers
- 5) Peer pressure

## Who can join a union?

- 1) Any worker over 16 year
- 2) Employees under contract of employment
- 3) Public sector employees
- 4) Private sector employees

## Who can't join a union?

- 1) Students (universities or college students)
- 2) Professional & managerial group
- 3) Person who under 16 years old
- 4) Part time workers
- 5) Not same category of membership

# TRADE UNIONS - TYPES

## Types of unions

1. **Public Sector Employees' Unions**
2. **Private Sector Employees' Unions**
3. **Employers' Unions**

**Public Sector Employees' Unions** : The public sector consists of the civil service, the statutory bodies and the local authorities.

- ***Congress of Unions of Employees in the Public and Civil Service (CUEPACS)***

**Private Sector Employees' Unions** : Private sector unions are either national or in-house.

- ***Malaysian Trades Union Congress (MTUC)***

**Employers' Unions** :To secure the organization of all employers

- ***Malaysian Employers Federation (MEF)***

# Structure of trade union

- The union of different countries have different lines of trade unions depends on socio-economic compulsions of industrialization and political and economic factors.



# Types Of Trade Union in Uk

**General Unions.** These are for skilled and unskilled workers performing different jobs in different industries (e.g. cleaners, clerical staff, transport workers).

**Industrial unions.** These are for different workers in the same industry (e.g. the National Union of Miners (N.U.M), covering workers at all levels in the hierarchy

**Craft Unions.** These are fairly small unions for skilled workers, performing the same or similar work in different industries (e.g. musicians).

**White-collar Unions.** These are for 'white-collar' (or professional) workers who perform the same or similar tasks in different industries (e.g. teachers, scientists).

## Pay Bargaining

Trade unions are most closely associated with negotiating with the employers of a business on behalf of their members over the issue of pay. This is known as the '**pay-bargaining process**', and it is an example of collective bargaining.

**2.General Unions :** If the workers of any industry, any region and of any job or occupation form into one union in order to protect the overall interests of the workers.

Ex: The Jamshedpur labour Union, the National Union of Municipal and General Workers

**3.Industrial Unions** workers of different categories form into a union that is called industrial union. It links all craftsmen and skilled workers in any one industry. It is organized upon and industry-wise rather than a craft-wise basis.

Ex: Textile Labour Association of Ahmedabad, The Rashtriya Mill Mazdoor Sangh, Bombay.

**1.Craft Unions :** If the workers of the same craft or category of the job form into an union, that union is called Craft union. Such organizations include those workers having similar skills, training and specialization.

Ex: The Ahmedabad Weaver's Union, the Kanpur Suti Mill Mazdoor Sabha

**4.Federations :** Industrial unions, either of same industry or of the different industry may form into an association in order to improve Trade Union Unity. Such Unions of Unions are called federations.

During critical situations the unions in different industries may resort to concerted action without losing their individuality. In such situation the federations form into an Association and such an association is called **Confederation.**

Ex: Federation of Indian Railways

# Organizers of a Trade Union

The union local has about twenty elective officers. There are five to seven members on the executive board and an equal number of executive officers. Of them the leadings are :

- I. President
- II. Executive Board
- III. Secretary- Treasurer
- IV. Business Agent
- V. International Representative
- VI. Committees
- VII. Stewards
- VIII. General Members

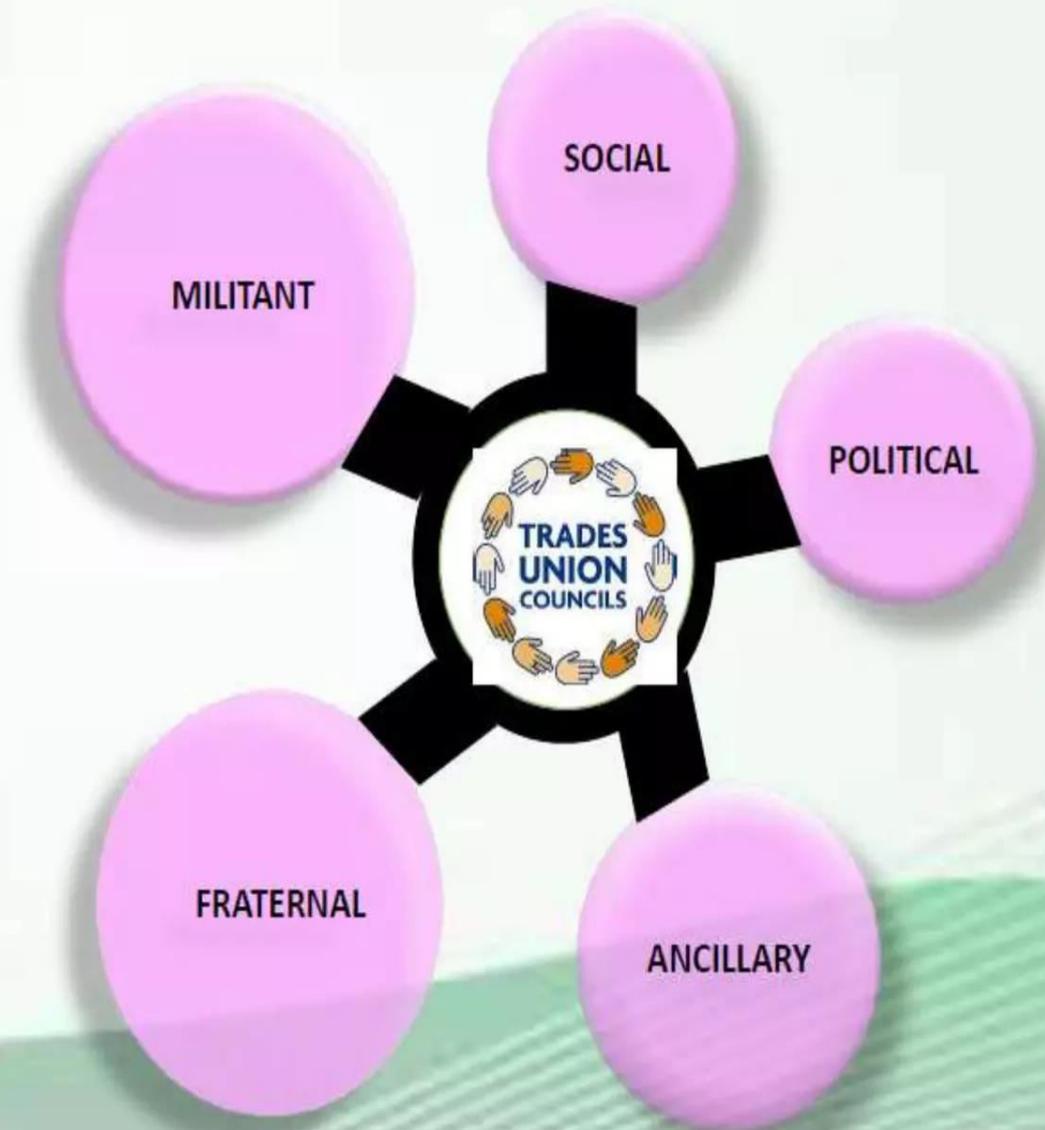


# OBJECTIVES OF TRADE UNION

- 1 Better & even wage
- 2 Better working conditions
- 3 Financial benefits
- 4 resist schemes of the management which reduce employment
- 5 Stability, growth, interest of industry and leadership
- 6 Social welfare
- 7 Employee - employer relationship
- 8 Obtain Better Economic Returns
- 9 Secure Power To Influence Government
- 10 protect women workers against discrimination.
- 11 Protect interest of workers
- 12 Secure Power To Influence Management
- 13 Education & training
- 14 Legal assistance

# Functions of Trade Union

- 1 Militant Functions
- 2 Fraternal Function
- 3 Social Functions
- 4 Political Functions
- 5 Ancillary Functions



Fraternal means like brothers; Ancillary means provides necessary support to primary activities.

# TRADE UNIONS

- The Trade Unions Act came into operation from – **1<sup>st</sup> June 1927**
- In which year's amendment of the act was the word "Indian" removed? – **1964**
- The act came into force from : **1st April, 1965**
- ***The act was enacted with the objective of providing for the registration of trade unions and verification of the membership of trade unions registered so that they may acquire a legal and corporate status.***
- What is the minimum number of trade union members requires in registering themselves as a union – **7**
- Which act in Industrial Relations defines the term trade union?  
- **The trade union and labour relations (consolidation) Act, 1992**
- Section of the act deals with the registration of the trade unions - **Section 8**
- *The **Registrar** has the right to cancel the registration of the union if he is satisfied that the certificate has been obtained by fraud or mistake.*

# WORKING HOURS.....

## DAILY WORKING HOURS

- **Section-100:** No Adult Worker Shall ordinarily be required or allowed to work in an establishment for more than **eight hours** in any day.

## WEEKLY WORKING HOURS

- **Section-102:** **Adult** workers shall ordinarily be required or allowed to work in an establishment for more than **48 hours** in any **week**.
- Provided that the total hours of work of an adult worker shall not exceed **60 hours** in any **week** and on the average **56 hours** per week in any **year**.

**13<sup>th</sup> Week**

**Slide: 107-118**



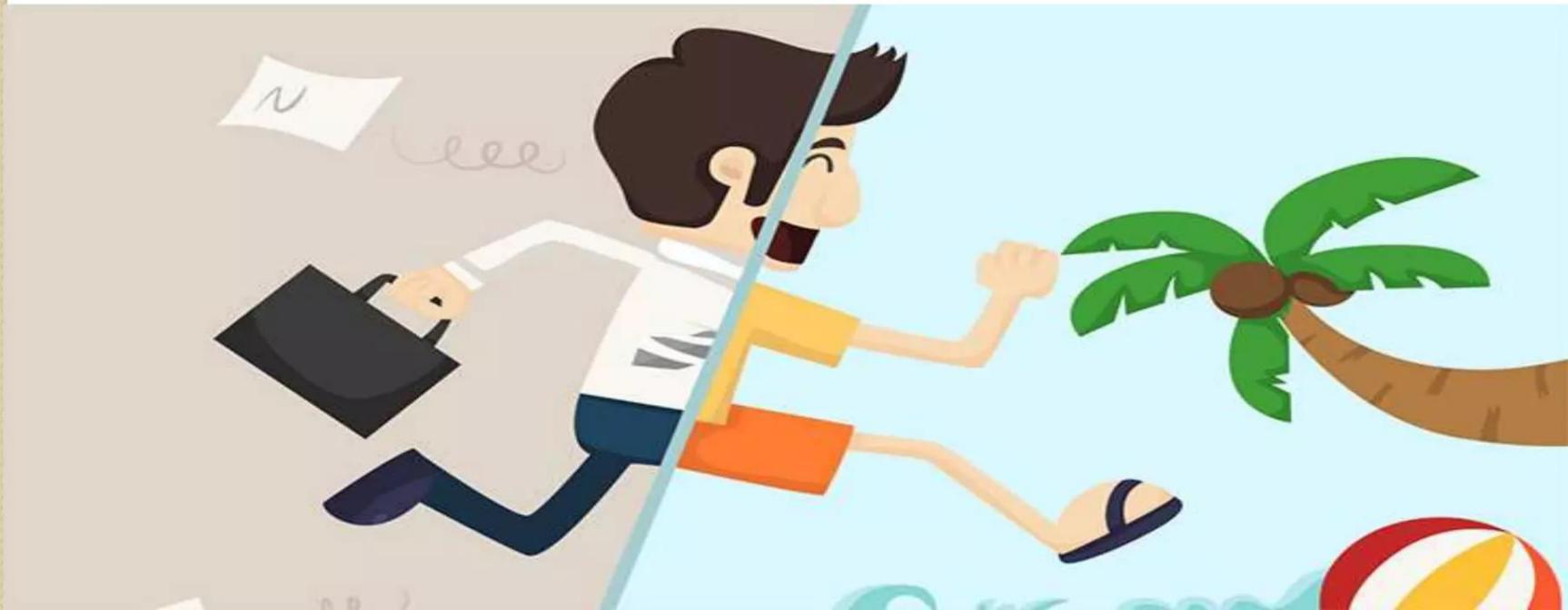
# Extra Allowance For Over Time

**Section-108:** When a worker works in an establishment for more than the prescribed hours in any day or week, in that case he shall get OT at the rate of **twice of average of his basic wages.**



# EMPLOYEE LEAVE TYPES.....

1. Casual Leave
2. Sick Leave
3. Festival Holidays
4. Annual Leave
5. Maternity Leave



# EMPLOYEE LEAVE .....

## Casual Leave

- **Section-115:** Every worker shall be entitled to casual Leave with full wages for **10 (Ten) days** in a calendar year. It will not be accumulated and carried forward to the succeeding year.

## Sick Leave

- **Section-116:** Every worker shall be entitled to sick leave with full wages for a total period of **14 (Fourteen) days** in a year. It will not be accumulated and carried forward to the succeeding year.



## Festival Holidays

- **Section-118:** Every worker shall be allowed **11 (Eleven Days)** festival holidays with full wages in a year.

## Annual Leave

- **Section-117:** Every adult worker who has completed a period of **one year** continuous service in the establishment shall be allowed leave & it calculated at the rate of 01 day for every 18 days of work.



# Maternity welfare facilities

- **Section -45,46:** Employers are liable to provide maternity benefits to the employee who has completed at least **6 months** of service with the employer by the date of confinement.

The working mothers in public and private sector are supposed to get maternity leave for 6 months

[**Note:** No woman worker shall be entitled to such benefit if she has, at the time of delivery, two or more children alive].



# Safety

- All the workers are accessible to receive first aid from the factory at the time of working hour
- Prohibit or restrict employment of women, adolescents or children in hazardous operation;
- Provide periodical medical examination of



# Rana Plaza Tragedy in 2013



# Child Labor In BANGLADESH

Child labor is a working child under the age specified by law.

In 2006, Bangladesh passed a Labor Law setting the minimum legal age for employment as 14



# Child Labor In BANGLADESH

**Child labor in Bangladesh** is common, with 4.7 million or 12.6% of children aged 5 to 14 in the work force. Out of the child laborers engaged in various sector , 83% are employed in rural areas and 17% are employed in urban areas. Employment ranges from jobs in the informal sector such as in agriculture and domestic service, to jobs in the formal sector, such as in the garment industry.



A boy making metal components at a factory. Dhaka, Bangladesh



Child labor in Chittagong, leaving after collecting recyclables from a landfill



Agriculture employs 70% of the world's child labor. Above child worker on a rice farm in Bogra



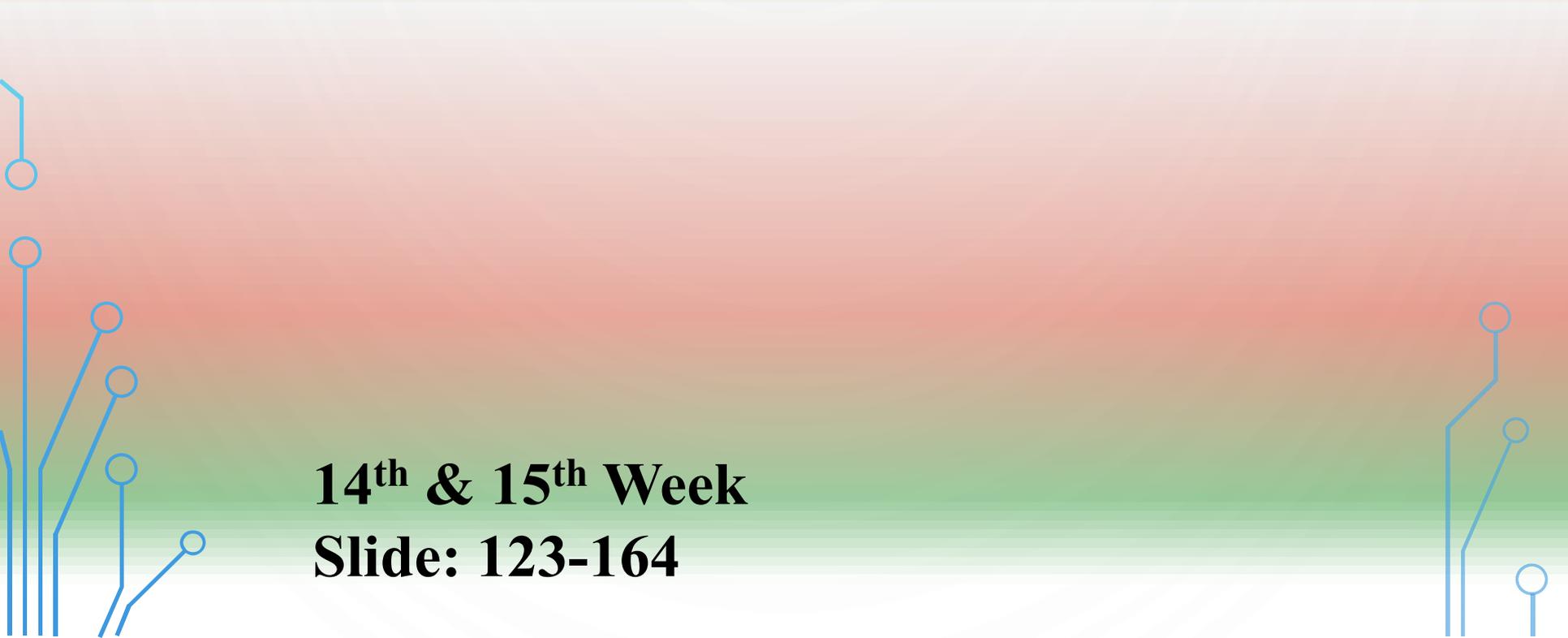
Child Labor in a quarry



Child labor in Bangladesh

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# COLLECTIVE BARGAINING

The bottom corners of the slide feature decorative circuit-like patterns. On the left, several blue lines of varying lengths and angles connect to small circles. On the right, a single blue line connects to a small circle.

**14<sup>th</sup> & 15<sup>th</sup> Week**  
**Slide: 123-164**

# INTRODUCTION

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- The concept of collective bargaining was introduced very late in India, as trade unions were formed only in the 20<sup>th</sup> century. The concept of collective bargaining attained significance only after 1962.

# DEFINITION

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- The process of collective bargaining as a method by which the management and labor may explore each other's problem and view points and develop a framework relations within which both may carry on their daily association in a spirit of cooperative goodwill and for their mutual benefit.

# OBJECTIVES

---

The objectives of collective bargaining are:-

1. To provide an opportunity to the workers to voice their problems on the issues related to employment.
2. To facilitating reaching a solution that is acceptable to all the parties involved.
3. To resolve all conflicts/disputes in the future through mutually signed contracts.

# Objectives

# Contd.....

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4. To prevent any conflict/disputes in the future through mutually signed contracts.
5. To develop a conducting atmosphere to foster good organization relations.
6. Relations. to provide stable and peaceful organization (hospital).

# Objectives

---

# Contd.....

7. To enhance the productivity of the organization by preventing strikes lock out etc.

# FEATURES OF COLLECTIVE BARGAINING

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# FEATURES OF COLLECTIVE BARGAINING

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- Group activity
- Activity in levels
- Flexibility
- Win-win situation
- Build relations
- An art and a science

## Contd.....

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- It is association of employees
- It is relatively permanent
- It is formed for securing certain economic and social benefits to the members
- Its focus is on joint, coordinated and collective bargaining.
- Strength

# Contd....

---

- Representative
- Continuous and
- Improvement

---

# TYPES OF COLLECTIVE BARGAINING

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# TYPES OF COLLECTIVE BARGAINING

---

According to FOSSON JA, there are four types of collective bargaining :-

**1. DISTRIBUTIVE**

**2. INTEGRATIVE**

**3. PRODUCTIVITY**

**4. COMPOSITE**

# Types of Collective Bargaining Contd...

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## 1. Distributive or collective bargaining:-

- Economic issues like wages, salaries and bonus are discussed.
- One party's gain is another party's loss.
- More competitive .

# Types of Collective Bargaining Contd...

---

## 2.) INTEGRATIVE OR CORPORATIVE BARGAINING:-

- Both parties may gain or at least neither party losses.
- It tends to be more cooperative.
- Both the parties are trying to make more of something.

# Types of Collective Bargaining Contd...

---

## **3. PRODUCTIVITY BARGAINING:-**

- Substantial benefits based on productivity standard.  
management control over workplace relations .

# Types of Collective Bargaining Contd...

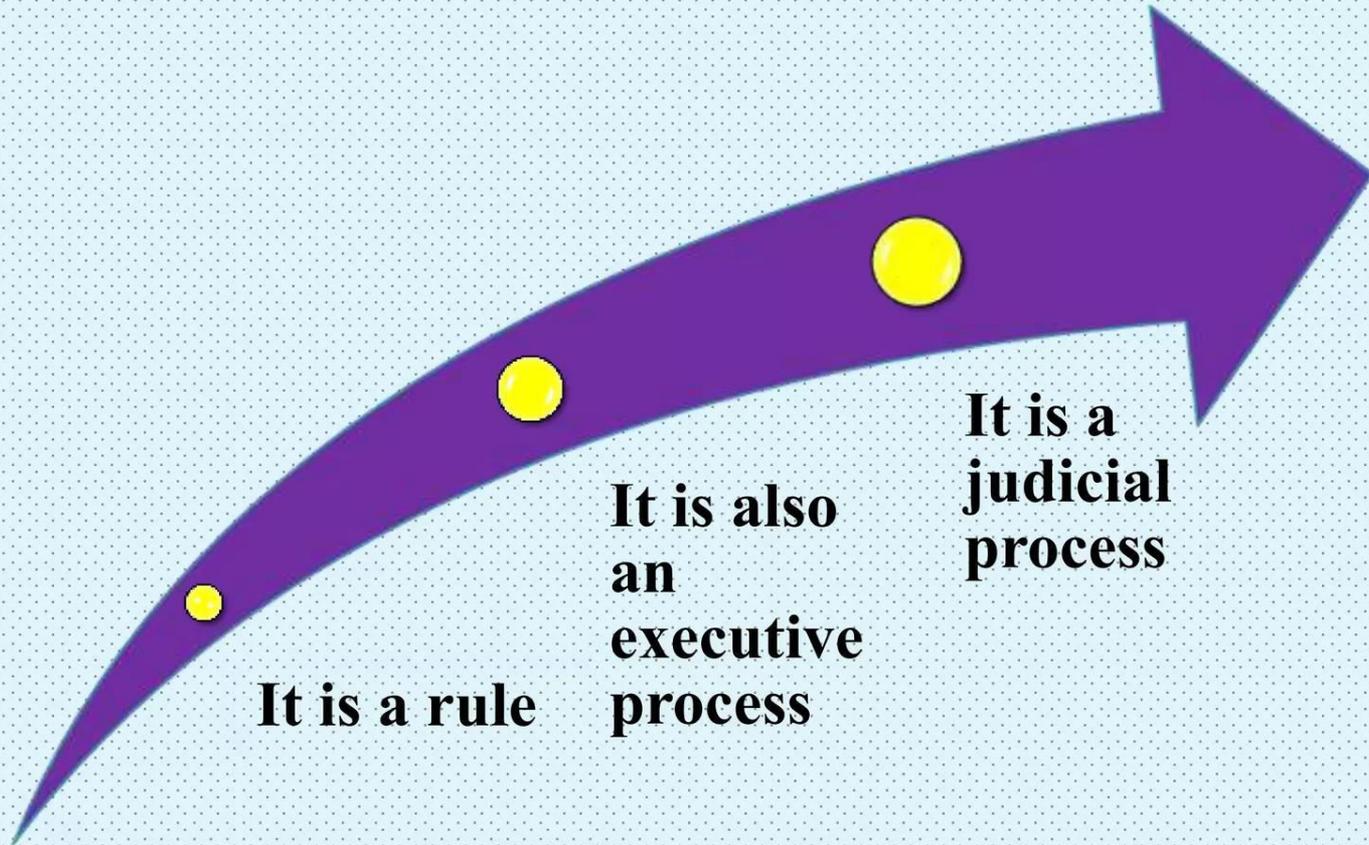
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## **4.COMPOSITE BARGAINING**

- Wages with equity.

# IMPORTANT FUNCTION OF COLLECTIVE BARGAINING

---



# IMPORTANT FUNCTIONS OF COLLECTIVE BARGAINING

---

- It is a Rule

Making or legislative process in the sense that it formulates terms and conditions under which labor and management will cooperate and work together over a certain period of time.

# Contd....

---

- It is also an executive process

For both management trade unions undertake to implement the agreement signed, each accepting a series of obligation under the agreement .

# Contd....

---

- It is a judicial process

For every in collective agreement, there is a provision or clause regarding the interpretation of the agreement and how any difference opinion about the intension or scope of the particular clause is to be resolved.

# PRINCIPLES OF COLLECTIVE BARGAINING



# PRINCIPLES

---

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# PRINCIPAL OF UNION AND MANAGEMENT

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- Collective bargaining should be made an education well as a bargaining process.
- It should offer to trade union leaders an opportunity to present to the managements, he wants, desires, grievances and attitude of the employees make it possible for the management to explain to union and union leaders and through them, to its employees, the economic problems, when it is confrontation with.

# Contd...

---

- There should be an honest, able and responsible leadership for only this kind of leadership which make collective bargaining effective and meaningful.

## Contd.....

---

- There must be mutual confidence and good faith and a desire to make collective bargaining effective in practice.

# PRINCIPLES FOR MANAGEMENT

---

- The management must develop and consistently follow a realistic labor policy, which should be accepted and carried out by the representative.

## Contd.....

---

- The management must grant recognition to trade union without any reservation and accepted as a constructive force in the organization.

## Contd.....

---

- The management should be wait for the trade union to bring employees grievances to its notice but should rather create the condition in which the employees can approach themselves without involving the trade union.
- The management should only deal with the one trade in the organization.

# PRINCIPLES FOR THE TRADE UNION

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- In view of rights granted to organize labor, the trade union should eliminate racketeering and other undemocratic practices within their own organization.

## Contd.....

---

- Trade union leaders should appreciate the economic implication of the collective bargaining, for their demands are generally met from the income and resource of the organization in which their members are employed.

## Contd.....

---

- Trade union leaders should assist in the removal of such restrictive rules and regulation that are likely to increase cost and price and reduce the amount that can be paid out as wages.

## Contd.....

---

- The trade union should resort to strikes only when all other methods of the settlement of a dispute have failed.

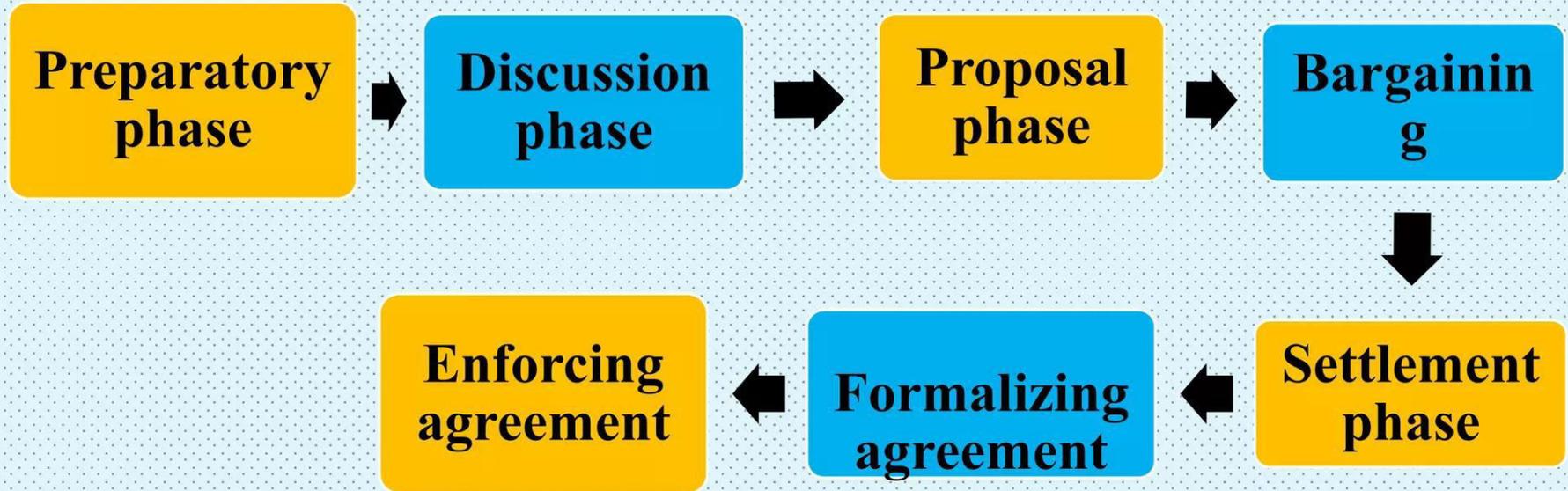
# PROCESS OF COLLECTIVE BARGAINING

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# PROCESS OF COLLECTIVE BARGAINING

---



# PREPARATORY PHASE

---

In this phase, following activities are carried out :-

- *Selection of negotiation team:-*
- It consist of the representatives of the both parties.
- They should have adequate knowledge and skills for the negotiation.
- Identification of problem.

## Contd.....

---

- Examination of situation and issues for negotiation.
- ***Collection of data:-***
- Enough supporting data is kept ready.  
Initially time is spent to gather relevant data related to issue.

# DISCUSSION PHASE

---

- Decide and appropriate time and set a proper climate for negotiation.
- Decision on ground rules.
- Maintenance of mutual trust and understanding.
- Involve in active listening, asking questions, observation and summarizing decision.
- Collective bargaining.

# PROPOSAL PHASE

---

During this phase there is :-

- Initial opening of statement .
- Possible alternative/opinion to resolve the issue by both parties.
- Brain-storming.

# BARGAINING PHASE

---

Both the parties will involve in the following activities:-

- Problem solving
- Proposal and set forth

# SETTLEMENT PHASE

---

Settlement phase start with:-

- Consensus agreement on common decision
- Negotiated change

# FORMALIZING AGREEMENT

---

## **Drafting of agreement:-**

- After good faith bargaining, a formal document must prepare.
- It should be simple, clear and concise.

## **Signing the agreement:-**

- Both parties sign the agreement and abide by its terms and conditions.

# ENFORCING AGREEMENT

---

- To have the agreement effective and meaningful, it should be enforced or implemented immediately



# Definition

The industrial dispute means any dispute or difference between:-

(i) Employers and employees

(ii) Employers and Workmen or

(iii) Workmen and workmen, which is connected with

– Industrial disputes may be said to be disagreement or controversy between management and labor with respect to wages, working conditions, other employment matters or union recognition.

# Industry

As per section 2 (J) of industrial disputes act 1947, Industry mean any systematic activity carried on by cooperation between an employ and his work man for the production supply or distribution of goods and services with a view of satisfy human wants or needs.

# Objective



**Promotion of measures of  
securing, preserving Industrial  
harmony**

**Settlement of disputes between**

- **Employer – Workman**
- **Employer - Employer**
- **Workman - Workman**

**Rights of Registered Trade Union**

**Prevention of illegal- Strike; Lockout**

**Promotion of collective bargaining**

# Types Of ID's

**Interest disputes:** arising out of deadlocks in negotiation for collective bargaining

**Grievance disputes:** may pertain to discipline, wages, working time, promotion, rights of supervisors etc. also some times called interpretation disputes

**Unfair labor practices:** those arising out of right to organize, acts of violence, failure to implement an award, discriminatory treatment, illegal strikes and lockouts

**Recognition disputes:** over the rights of a TU to represent class or category of workers

# Authority

Any person who is a workman employed in an industry can raise an industrial dispute.

A workman includes any person (including an apprentice) employed in an industry to do manual, unskilled, skilled, technical, operational, clerical or supervisory work for hire or reward.

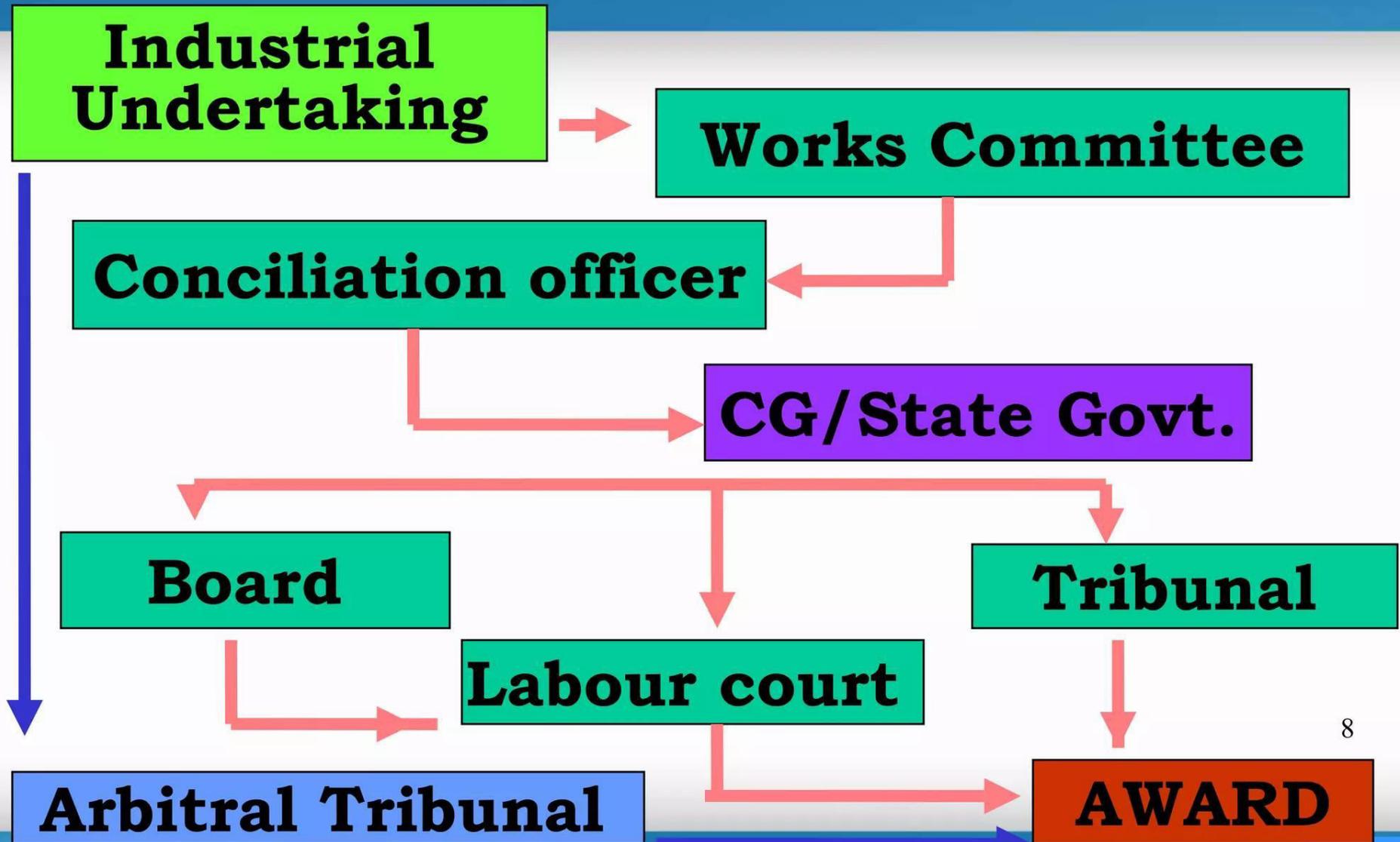
It excludes those employed in managerial or administrative capacity.

Industry means any business, trade, undertaking, manufacture and includes any service, employment, handicraft, or industrial occupation or avocation of workmen.

# Prohibition of strikes and lock-outs

- According to SEC 22 (1) No person employed with a public utility service shall go on strike in breach of contract – Without giving the employer notice of strike, within six weeks before the strike. Before the expiry of date of strike specified in such notice. According to SEC 23; No employee of any industrial establishment shall go on strike during the period when proceedings in any disputes case is going on or when final judgment is awaited .

# INDUSTRIAL DISPUTE RESOLUTION MECHANISM



# Settlement Without State Intervention

- There are two ways in which the basic parties to an industrial dispute- the employer and the employees- can settle their disputes.
  - Collective bargaining
  - Voluntary arbitration

# Settlement Under the Influence of the State

Compulsory establishment of bipartite committees.

Establishment of compulsory collective bargaining.

Conciliation and mediation (voluntary and compulsory).

Compulsory investigation.

Compulsory arbitration or adjudication.

# Voluntary Arbitration

- It is commonly viewed as less expensive and faster than resolving a dispute in court.
- An arbitrator may be a single person or a panel.
- Sometimes, however, the parties may agree to submit the dispute to an arbitrator but at the same time, reserve their right to accept or reject the award when it comes.

# Adjudication in India

**3 types of adjudication  
authorities for the  
adjudication of  
industrial disputes:**

**Labor Court**

**Tribunal**

**National Tribunal**

# Cont..

- Labor Courts and the Tribunal can be established both by the central and state governments, but the National Tribunal is setup only by the central government.
- National Tribunal is set up to adjudicate such disputes which involve any question of national importance or are of such a nature that industrial establishments situated in more than one state are likely to be interested in or affected by them.

# Introduction

- The Labor Court adjudicates disputes relating to the propriety or legality of an order passed by the employer under this standing orders, discharge or dismissal of workmen, legality or otherwise of a strike or lock-out.
- The Tribunal and National Tribunal generally deal with such subject matters as wages, bonus, profit-sharing, rationalization, allowances, hours of work, provident fund, gratuity etc.
- Strikes and lock-outs are prohibited during the pendency of the proceedings before any of the adjudication authorities, and two months after the conclusion of such proceedings and during any period in which the award is in operation, in respect of any matter covered by the award.

# Other Tripartite Bodies at the State Level

- Amongst the important tri partite committees functioning in the states are:
- Implementation and Evaluation Committees
- Committees for particular industries
- Labor Welfare Boards or Committees
- Some of these are permanent, while others are constituted as and when required.

Thank you