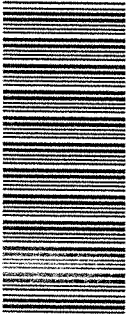


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N910(E)(J13)H
JUNE EXAMINATION**

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

**13 June 2014 (Y-Paper)
13:00–16:00**

This question paper consists of 6 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
LABOUR RELATIONS N6
TIME: 3 HOURS
MARKS: 100

NOTE: If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. This paper consists of TWO sections.
 2. SECTION A: 40 MARKS
SECTION B: 160 MARKS
GRAND TOTAL: 200 MARKS
 3. QUESTION 1 and 2 are COMPULSORY.
 4. Answer any FOUR of the other five questions (QUESTIONS 3–7)
 5. Start each question on a NEW page.
 6. Write neatly and legibly.
-

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

- 1.1 Collective bargaining is the same as negotiation.
- 1.2 Collective bargaining is a non-interactive process.
- 1.3 Bargaining relationship is a voluntary process.
- 1.4 Negotiation is a physical meeting to resolve certain problems.
- 1.5 A party should negotiate when not in a position to bargain.
- 1.6 In negotiations it is good to accept the first offer.
- 1.7 ILO recommendations on communication are aimed at unions.
- 1.8 Briefing groups are the same as team briefs.
- 1.9 Workplace forum is a consultative forum at plant level.
- 1.10 A grievance is any dissatisfaction or feeling of injustice by an employee.
- 1.11 In a disciplinary process it is not necessary for workers to know what is expected of them.
- 1.12 The aim of retrenchment is to cut labour costs to save or protect the organisation.
- 1.13 A dispute of right is the same as dispute of interest
- 1.14 Conflict can be managed.
- 1.15 Industrial action can be initiated by management.
- 1.16 Economic strike is when employees try to force employer to recognise and deal with a union.
- 1.17 Mediation makes use of an independent neutral third party.
- 1.18 Strikes are illegal and forbidden in South Africa.
- 1.19 Collective agreements are normally longer than five years.
- 1.20 Closed Shop and Agency shop agreement are not similar.

(20 x 1) (20)

QUESTION 2: MATCHING ITEMS

Choose a description from COLUMN B that matches a word/item in COLUMN A. Write only the letter (A–J) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Arbitration	A	balance relationship between employer and employee
2.2	Industrial Council	B	maintain all records prescribed by legislation
2.3	Conflict	C	one party has decision making powers
2.4	Management duty	D	formed at a plant or in the same geographical area
2.5	Mediation	E	seen as a partial violation of agreement
2.6	Industrial relations policy	F	no possibility of favouritism
2.7	LIFO	G	it has competitive nature
2.8	Suspension	H	soft method of third party intervention
2.9	Shop steward committee	I	hard method of third party intervention
2.10	Consultation	J	bargaining council previously called

(10 x 2)

(20)

[40]

TOTAL SECTION A:**40**

SECTION B: LONG QUESTIONS**INSTRUCTIONS FOR QUESTIONS 3 TO 7**

1. Answer any FOUR of the five questions (QUESTION 3–7).
2. Use headings to distinguish between subsections.
3. Avoid repetition of facts.
4. Use clear, full sentences and show the examiner that you understand the question and its contents.

QUESTION 3

- | | | | |
|-----|---|----------|-------------|
| 3.1 | What is meant by <i>Collective Bargaining</i> ? | (9 x 2) | (18) |
| 3.2 | Discuss bargaining <i>range objectives</i> in negotiation | (9 x 1) | (9) |
| 3.3 | What does <i>Good Faith Bargaining</i> means? | (11 x 1) | (11) |
| 3.4 | Name TWO types of bargaining | (2 x 1) | (2) |
| | | | [40] |

QUESTION 4

- | | | | |
|-----|--|---------|-------------|
| 4.1 | Discuss the <i>role of a trade union</i> in the operation of the Health and Safety Committee. | (4 x 2) | (8) |
| 4.2 | Name and discuss the aims of the THREE steps in the process to conduct a disciplinary process. | (9 x 2) | (18) |
| 4.3 | Discuss <i>Employer states his case</i> as a step in the course of a disciplinary hearing. | (7 x 2) | (14) |
| | | | [40] |

QUESTION 5

- | | | | |
|-----|--|----------|-------------|
| 5.1 | List TEN <i>types of strikes</i> . | (10 x 1) | (10) |
| 5.2 | Discuss ' <i>Movements towards a final settlement</i> ' in mediation. | (7 x 2) | (14) |
| 5.3 | Define the term <i>Lock-out</i> . | (4 x 2) | (8) |
| 5.4 | Briefly differentiate between <i>employer tactics</i> and <i>trade union tactics</i> in connection with strikes. | (4 x 2) | (8) |
| | | | [40] |

QUESTION 6

- 6.1 Discuss the *powers and functions* of Bargaining Councils. (7 x 2) (14)
- 6.2 Discuss *Duration and Resolution* as content in the Collective agreement. (3 x 2) (6)
- 6.3 Discuss THREE advantages and THREE disadvantages of Arbitration. (6 x 2) (12)
- 6.4 List EIGHT persuasion tactics that can be used to facilitate *progress towards agreement*. (8 x 1) (8)
- [40]**

QUESTION 7

- 7.1 Before retrenching employees, the employer should investigate all other possible means.
State all the other means possible (10 x 1) (10)
- 7.2 Discuss the *advantages* of the Labour Relations Act 66 of 1995 in relation to dispute resolution in South Africa. (3 x 2) (6)
- 7.3 Justify the existence of *team briefing as structure* in the workplace. (5 x 2) (10)
- 7.4 You are an HR Manager at Arctic Planet (Pty) Ltd. The directors have decided to embark on a Lock-out as an employer tactic. To ensure that the lockout is legal, there are certain procedures to be followed.
Produce these procedures to the directors. (7 x 2) (14)
- [40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200