



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N970(E)(M31)H

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

31 May 2019 (X-Paper)
09:00–12:00

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: 200

INSTRUCTIONS AND INFORMATION

1. QUESTION 1 and QUESTION 2 are compulsory.
 2. Answer only FOUR questions in SECTION B.
 3. Read ALL the questions carefully.
 4. Number the answers according to the numbering system used in this question paper.
 5. Start each question on a NEW page.
 6. Write neatly and legibly.
-

SECTION A**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 Conflict can be caused by different leadership styles. 
- 1.2 Employees are also a primary partner and are represented by trade unions in an organisation.
- 1.3 Legal framework is a group of people who are involved in a tripartite system.
- 1.4 Collective bargaining is a process made necessary by a conflict between two parties.
- 1.5 The politics issue directly refers to the degree to which party politics (ANC, DA) plays a role in a community. 
- 1.6 When conflict is properly managed it can yield positive results.
- 1.7 The unemployment rate in South Africa is too high.
- 1.8 The high rate of strike will lead to high productivity for the enterprise.
- 1.9 Collective bargaining practices reflect these issues a balanced free market supposes that all people irrespective of any demographic aspect should be able to work if they want. 
- 1.10 Collective bargaining is formal in de-centralised.

(10 × 2) **[20]**

QUESTION 2


Choose a description from COLUMN B that matches a word or words 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	Replaced labour court	A	also known as summary termination
2.2	CCMA	B	must be in writing
2.3	Picketing	C	 Council for Conciliation, Media and Arbitration
2.4	Socialism	D	established to respond to employees at plant level
2.5	Lifo	E	the social and economic doctrine that call for public rather than private ownership of or control over property and natural resources
2.6	Grievance	F	takes place after a dispute has been declared
2.7	Industrial action	G	universally accepted criterion for retrenchment
2.8	 Dismissal	H	nonviolent method which employees use to make their problems known to external stakeholders
2.9	Notice	I	industrial court
2.10	Downsizing	J	 unhappiness regarding a situation made known formally by an employee


(10 × 2)

[20]**TOTAL SECTION A: 40**


SECTION B**QUESTION 3**

- 3.1 List FIVE economic elements which are part of the economic forces. (5 × 2) (10)
- 3.2 Discuss the results of collective bargaining.  (6 × 2) (12)
- 3.3 Discuss the personnel (inter-personal) conflict when David and Peter, both working at the Department of Labour, start to fight during a conversation. (5 × 2) (10)
- 3.4 Name the FOUR styles of collective bargaining. (4 × 2) (8)
- [40]**


QUESTION 4

- 4.1 Differentiate between the consequences of an *unprotected strike* and a *protected strike*. (6 + 6) (12)
- 4.2 Discuss the consequences of participating in picketing. (4 × 2) (8)
- 4.3 Why is it necessary to have an effective organisational structure to maximise information?  (10 × 2) (20)
- [40]**



QUESTION 5

- 5.1 State FIVE aims of a grievance procedure. (5 × 2) (10)
- 5.2 Discuss the steps in a grievance procedure.  (5 × 4) (20)
- 5.3 Give FIVE benefits of the LIFO principle. (5 × 2) (10)
- [40]**

QUESTION 6

- | | | | |
|-----|---|---------|-------------|
| 6.1 | Discuss the requirements to be followed when retrenching staff. | (6 × 2) | (12) |
| 6.2 | List SIX guidelines for a disciplinary hearing.  | (6 × 2) | (12) |
| 6.3 | Name FIVE acts (legislation) regarding human resources. | (5 × 2) | (10) |
| 6.4 | What is a <i>disciplinary interview</i> ? | (6 × 1) | (6) |
| | | | [40] |

QUESTION 7

- | | | | |
|-------|---|----------|-------------|
| 7.1 | Distinguish the difference between <i>procedural</i> and <i>substantive agreements</i> . | (6 × 1) | (6) |
| 7.2 | What does BCEA stand for?  | | (2) |
| 7.3 | Name the external environmental factors influencing collective bargaining and briefly discuss each factor. | (14 × 2) | (28) |
| 7.4 | Briefly explain each of the following: | | |
| 7.4.1 | Briefing group  | | |
| 7.4.2 | Workplace forum | (2 × 2) | (4) |
| | | | [40] |

TOTAL SECTION B:	160
GRAND TOTAL:	200