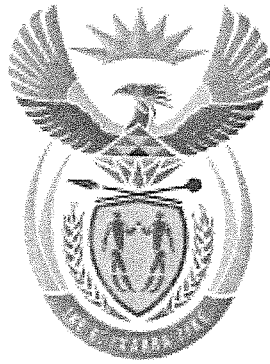
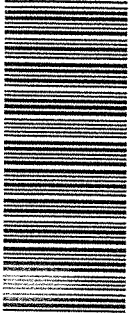


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N910(E)(J4)H
JUNE EXAMINATION
NATIONAL CERTIFICATE
LABOUR RELATIONS N6**

(4110486)

**4 June 2013 (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: 200

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:

| | |
|--------------|-----------|
| SECTION A: | 40 marks |
| SECTION B: | 160 marks |
| GRAND TOTAL: | 200 marks |
 2. QUESTION 1 and QUESTION 2 in SECTION A are COMPULSORY and must be answered by ALL the candidates.
 3. Answer any FOUR of the five questions (QUESTIONS 3–7) in SECTION B.
 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: COMPULSORY**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 (1.1–1.20) in the ANSWER BOOK.

- 1.1 Collective bargaining is a communication instrument.
- 1.2 The bargaining structure will depend on the type of bargaining issue or problem.
- 1.3 People's perception of collective bargaining is determined by past experiences.
- 1.4 Negotiation between parties is a compulsory activity.
- 1.5 Poor preparation is a mistake made during negotiations.
- 1.6 Preparing for negotiation starts with the setting of bargaining objectives.
- 1.7 The way in which briefing groups work is similar to that of workplace forums.
- 1.8 Communication helps to solve and reduce certain problems.
- 1.9 A shop stewards' committee comprises nominated shop stewards.
- 1.10 Individual grievances are channelled through a trade union.
- 1.11 A disciplinary code must apply to all workers.
- 1.12 LIFO is the preferred criteria for retrenching employees.
- 1.13 Conflict at work is a struggle over values.
- 1.14 A characteristic of conflict is that it is a mere incident.
- 1.15 In South Africa strikes take place more frequently than lockouts.
- 1.16 The Labour Relations Act (No. 66 of 1995) does not provide for the right to strike.
- 1.17 Mediation between parties is done by an independent neutral third party.

- 1.18 Arbitration is the initial resort in a deadlock situation.
- 1.19 A bargaining council agreement has a legal effect in the workplace.
- 1.20 The content of a productivity agreement is similar to that of a technological agreement.

(20 × 1) [20]

QUESTION 2

Choose a description from COLUMN B to match an 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 | Closed shop agreement | A | it is a peaceful method to publicise the strikers' actions |
| 2.2 | Perceived or felt conflict | B | it should be treated as a criminal offence |
| 2.3 | Picketing | C | this happens because of differences in education, class and culture |
| 2.4 | The employer has a choice | D | the employer must deduct a fee from all employees who don't belong to a trade union. |
| 2.5 | Intimidation | E | it indicates the basic beliefs and values of management |
| 2.6 | Agency shop agreement | F | voluntary |
| 2.7 | Communication | G | it is a two-way process |
| 2.8 | The employer is forced by law | H | the observer can experience the conflict |
| 2.9 | Inter-personal conflict | I | mandatory |
| 2.10 | Philosophy | J | it requires that all employees covered by an agreement are members of a trade union |

(10 × 2) [20]

TOTAL SECTION A: 40

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

1. Answer any FOUR of the five questions (QUESTIONS 3–7) in this section.
2. Use headings to distinguish between subsections.
3. Avoid the repetition of facts.
4. Use clear FULL SENTENCES and prove to the examiner that you understand the question and its contents.

QUESTION 3

- 3.1 The manager of a new company approaches you as an expert in labour relations to advise him about the subjects that must be included in an industrial labour relations policy. State NINE of these subjects to be included in the policy. (9 × 2) (18)
- 3.2 There are certain circumstances under which parties should not negotiate. Discuss these circumstances. (5 × 2) (10)
- 3.3 Discuss collective bargaining under the following headings:
- 3.3.1 As a communication process (2 × 2) (4)
- 3.3.2 As a negotiation process (4 × 2) (8)
- [40]**

QUESTION 4

- 4.1 Identify the following structures and procedures that form the basis for the management of labour relations within an organisation:
- 4.1.1 EIGHT structures for plant-level committees (8 × 1) (8)
- 4.1.2 FIVE in-company procedures (5 × 1) (5)
- 4.2 Explain the objectives of a grievance procedure. (5 × 2) (10)
- 4.3 State the different types of disciplinary actions (sanctions/punishment) that could be taken against a guilty employee. (9 × 1) (9)
- 4.4 The Labour Relations Act (No. 66 of 1995) clearly stipulates that employers have 'to make sure that retrenchment is fair'.
- What should happen to make sure that fairness is achieved? (4 × 2) (8)
- [40]**

QUESTION 5

- 5.1 Explain the ways in which conflict care prepares and equips the people in the organisation to prevent conflict. (5 × 2) (10)
- 5.2 State the characteristics of a good mediator. (7 × 2) (14)
- 5.3 The cause of strike action will include certain issues. State the issues that cause strike action. (8 × 1) (8)
- 5.4 Name the factors upon which the arbitration procedure depends. (4 × 2) (8)
- [40]**

QUESTION 6

- 6.1 Discuss shop stewards as part of the content of the recognition agreement. (7 × 2) (14)
- 6.2 State which regulations are usually included in the bargaining council agreement? (6 × 1) (6)
- 6.3 Name and explain FIVE stages in the negotiation process. (5 × 2) (10)
- 6.4 State 10 variables or circumstances that could influence the type of bargaining structure to be established. (10 × 1) (10)
- [40]**

QUESTION 7

- 7.1 Explain the importance of procedures in the workplace. (6 × 2) (12)
- 7.2 Discuss the following headings:
- 7.2.1 The composition of the CCMA (7 × 2) (14)
- 7.2.2 The main functions of the CCMA (4 × 2) (8)
- 7.3 In the case of retrenchment, it is important for the employer to meet with the trade union representatives.
- State the THREE purposes of such a meeting. (3 × 2) (6)
- [40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200