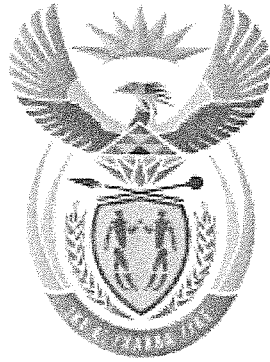
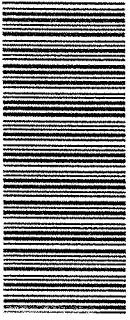


2013/11/15/2



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N850(E)(N6)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

LABOUR RELATION N6

(4110486)

5 November 2013 (X-Paper)
09:00–12:00

This question paper consists of 7 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
LABOUR RELATION 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 are COMPULSORY and must be answered by ALL candidates.
 3. Answer any FOUR of the five questions (QUESTION 3–QUESTION 7) in the ANSWER BOOK.
 4. Start each question on a NEW page.
 5. Write neatly and legibly.
-

SECTION A: COMPULSORY**QUESTION 1**

Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (1.1–1.20) in the ANSWER BOOK.

- 1.1 A good mediator must be able to offer solutions.
- 1.2 Disputes between employer and employee occur less frequently than in the past.
- 1.3 Retrenchments are caused by strikes.
- 1.4 Conflict between employer and employee is undesirable.
- 1.5 Management also has its methods to intimidate workers not to strike.
- 1.6 The Labour relations Act (66/1995) also makes provision for parties not to reach agreement on procedures for resolution of disputes.
- 1.7 During negotiations anyone of the parties may ask for adjournment.
- 1.8 Negotiation is a non-verbal interaction between the parties.
- 1.9 A formal relationship can exist between employer and individual employee.
- 1.10 A bargaining unit is composed of all employees not covered by an agreement.
- 1.11 A public policy guides the collective bargaining process.
- 1.12 During collective bargaining parties do not have to inform each other of their objectives.
- 1.13 The labour relationship between the employer and employee is not equal.
- 1.14 All unions are against shop steward's power because they are seen as a threat.
- 1.15 A grievance procedure creates an opportunity for upward communication for employees.
- 1.16 The disciplinary procedure indicates clearly what acceptable behavior is.
- 1.17 Suspension is applied so that employee should not trespass during investigations.
- 1.18 In retrenchments consultation alone is enough.
- 1.19 Agreements are part of collective bargaining and negotiations.
- 1.20 Non-parties to agreements are not included in negotiations.

(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	LIFO	A	this action is triggered by an incident on the shop floor
2.2	Strategic strike	B	seeks partial satisfaction for both parties
2.3	Grievance	C	established to represent employees at plant level
2.4	A Right	D	it is any dissatisfaction or feeling of injustice
2.5	Works council	E	only employees in key positions take part in this action
2.6	Alienation	F	this is where the employee shows the desire to distance himself from work
2.7	An Interest	G	that to which a party is not entitled to, but to which he would like to become entitled to
2.8	Compromising	H	that to which a party is entitled to by law
2.9	Briefing group	I	it reduces grapevine communication
2.10	Wild cat strike	J	universally accepted criterion for retrenchment

(2 × 10)

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

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

1. Answer any FOUR of the five questions (QUESTION 3–QUESTION 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 the content.

QUESTION 3

- | | | | |
|-----|---|----------|-------------|
| 3.1 | State FIVE functions of collective bargaining. | (5 × 2) | (10) |
| 3.2 | Explain what the result would be for the consumer, economic growth and collective bargaining if the government increases personal income tax. | (10 × 2) | (20) |
| 3.3 | State clearly the sources of power that may help you to strengthen your power in negotiation. | (5 × 2) | (10) |
| | | | [40] |

VRAAG 4

- | | | | |
|-----|--|----------|-------------|
| 4.1 | Name and explain the ILO requirements for effective communication between employers and employees. | (12 × 1) | (12) |
| 4.2 | Explain the role of the representative in solving the grievance. | (6 × 2) | (12) |
| 4.3 | Name and explain the guidelines or elements for fair retrenchment. | (14 × 1) | (14) |
| 4.4 | Name the TWO areas of communication that are important in the workplace. | (2 × 1) | (2) |
| | | | [40] |

QUESTION 5

- | | | | |
|-----|--|---------|-------------|
| 5.1 | Name and explain FIVE behavioural intentions or ways to handle conflict. | (5 × 3) | (15) |
| 5.2 | What ensures your rights as an employee? | (5 × 1) | (5) |
| 5.3 | Explain the procedures that must be followed for a strike to be protected and employees who take part in the strike not to be dismissed. | (7 × 2) | (14) |
| 5.4 | Define the term <i>go-slow action</i> . | | (6) |
| | | | [40] |

QUESTION 6

- 6.1 Discuss the democratic controls and protection for individuals in the closed-shop agreement briefly. (4 × 2) (8)
- 6.2 Discuss the enforcement of collective bargaining as stated in the Labour Relations Act 66 of 1995. (4 × 2) (8)
- 6.3 The process for a company to recognise a trade union consists of six steps.
State the SIX steps in the recognition process. (6 × 2) (12)
- 6.4 Distinguish between *centralised bargaining* and *decentralised bargaining* in tabular form. (6 × 2) (12)
- [40]**

QUESTION 7

- 7.1 Complete the grid with the necessary sanctions to be applied for each category of offence committed. Write only the type of sanction and the final written warning next to the question number (7.1.1–7.1.12) in the ANSWER BOOK.

CATEGORY OF OFFENCE	EXAMPLE	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
Absenteeism	A Leaving workplace without permission	7.1.1 ...	7.1.2 ...	7.1.3 ...	7.1.4 ...
	B Absent from work for less than four consecutive days without permission or a valid reason	7.1.5 ...	7.1.6 ...	7.1.7 ...	
	C Absent from work for more than four consecutive days without permission or a valid reason	7.1.8 ...			
	D Late coming	7.1.9 ...	7.1.10 ...	7.1.11 ...	7.1.12 ...

(12 x 1) (12)

7.2	When is arbitration more effective?	(5 × 2)	(10)
7.3	Name the THREE stages in the mediation process.	(3 × 2)	(6)
7.4	What is an appeal hearing about?	(3 × 2)	(6)
7.5	State the general functions of workplace forums.	(3 × 2)	(6)
			[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200