higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

31 May 2021 (X-paper)
09:00–12:00

This question paper consists of 7 pages.

143Q1J2131

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
LABOUR RELATIONS N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions in SECTION A.
2. Answer any 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. Use only a black or blue pen.
7. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Lockout is defined as an employer temporarily withholding work from an employee.

1.1.2 Picketing is a peaceful method to publicise strikers' actions and encourage others to join a strike action.

1.1.3 The state represents the employee at the workplace.

1.1.4 A go-slow action is a way of withholding labour which affects production without actually stopping the operation of a company and has the same effect as a strike.

1.1.5 A dispute is a continuous disagreement between an employer, employees and their unions regarding any matter of common interest.

1.1.6 Distributive bargaining refers to organisations that facilitate the negotiation process between unified employees and employers on matters such as working conditions and wages.

1.1.7 A product boycott is an action aimed at consumers and entails stopping consumers from buying a product or using a service provided by the employer.

1.1.8 A dispute of rights is an interactive process aimed at a fair, reasonable and mutually acceptable positioning of one party in the interaction with another party.

1.1.9 Centralised bargaining occurs at a centralised level.

1.1.10 CCMA stands for the Commission for Conciliation, Mediation and Arbitration.

(10 × 2) (20)

Copyright reserved

1.2 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Collective industrial actions are known as …

A strikes.
B wages.
C disciplinary actions.
D collective actions or individual actions.

1.2.2 Which ONE of the following is a consequence of an unprotected strike?

A Collective agreement
B Employees not protected by law
C Employees protected by law
D Protected

1.2.3 An objective of a grievance procedure:

A Upward communication
B Negative communication
C Dispute
D Downsizing

1.2.4 An example of a dispute of rights:

A Arbitrator
B Transgression of common law
C Protecting public interest
D Dispute of rights

1.2.5 Characteristic of conflict:

A Avoidance
B Unresolved
C State of discord
D One party purposefully uses his/her power in an effort to eliminate, defeat and neutralise.

1.2.6 The element that forms part of economic factors:

A Legal framework
B Labour market
C Groups of people
D Process

Copyright reserved

1.2.7 An outcome of collective bargaining:

A Grievance agreement
B Bargaining council
C Prevents misinterpretation of issues agreed upon
D Same trade

1.2.8 Reason why communication within an organisation is important:

A Positivity within the organisation
B Employees' human relationships
C Industrial democracy
D Employees participate and contribute

1.2.9 Purpose of strike actions:

A Industrial action
B Strike
C Negotiation
D Persuade management

1.2.10 Circumstance that leads to retrenchment:

A LIFO
B Democratic principles
C Relocation of organisation
D Union membership not punished

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

Answer FOUR questions in this section.

QUESTION 2

2.1	Distinguish between *retrenchment* and *lay-off.*	(2 + 2)	(4)
2.2	List FIVE alternatives for retrenchment.	(5 × 2)	(10)
2.3	Give FIVE reasons for an organisation to have a disciplinary code.	(5 × 2)	(10)
2.4	Differentiate between *negotiation*, *mediation* and *arbitration*.		(10)
2.5	List THREE requirements of a disciplinary process.	(3 × 2)	(6)
			[40]

QUESTION 3

3.1 Define each of the following types of strikes:

3.1.1 Economic strike

3.1.2 Recognition strike

3.1.3 Secondary strike

3.1.4 Solidarity strike

3.1.5 Strategic strike

3.1.6 Sit-in strike

(6 × 2) (12)

3.2 List SIX workplace rules that can be agreed upon through collective bargaining. (6 × 2) (12)

3.3 Give SIX aims of dispute resolution. (6 × 2) (12)

3.4 Explain the term *picketing*. (4)

[40]

QUESTION 4

4.1	Give FOUR aims of a disciplinary procedure.	(4 × 2)	(8)
4.2	List SIX actions to follow when conducting a disciplinary investigation.	(6 × 2)	(12)
4.3	List 10 steps to follow in a disciplinary hearing.	(10 × 2)	(20)
			[40]

Copyright reserved

QUESTION 5

5.1	Tabulate the differences between *centralised bargaining* and *decentralised bargaining*.	(5 + 5)	(10)
5.2	List FOUR types of bargaining.	(4 × 2)	(8)
5.3	List EIGHT main causes of conflict in South African workplaces.		(8)
5.4	Explain SIX consequences of a protected strike.	(6 × 2)	(12)
5.5	Explain the term *labour appeal court.*		(2)
			[40]

QUESTION 6

6.1	Tabulate conflict indicators, definitions and symptoms relating to the workplace.		(18)
6.2	Briefly define the term *recognition agreement*.	(5 × 2)	(10)
6.3	Tabulate FOUR examples of *substantive agreements* and *procedural agreements*.	(4 + 4)	(8)
6.4	Explain the term *discipline*.		(4)
			[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved