higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

20 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 6 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

INSTRUCTIONS AND INFORMATION

1. This question paper consists of TWO sections:

SECTION A:	40 marks
SECTION B:	160 marks
GRAND TOTAL:	200 marks

2. Answer ALL the questions in SECTION A.

3. Answer any FOUR of the five questions in SECTION B.

4. Read ALL the questions carefully.

5. Number the answers according to the numbering system used in this question paper.

6. Start each question on a NEW page.

7. Write neatly and legibly.

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SECTION A

Answer ALL the questions in 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 (1.1–1.20) in the ANSWER BOOK.

1.1 Property, machinery, buildings and investments are components of the labour market.

1.2 The system usually consists of people who are involved in legal matters.

1.3 Strikes are frequent in South Africa.

1.4 Common law is also known as case law.

1.5 Employees are secondary partners and are represented by the government.

1.6 The CCMA process includes arbitration as part of their involvement.

1.7 Conflict means there has been a breakdown in relationships.

1.8 Collective bargaining is a process made necessary by conflict between two parties.

1.9 The economy is not a factor of the external environment.

1.10 The Labour Relations Act no. 66 of 1995 does not provide for the right to strike.

1.11 Unfair labour practice is one example of a dispute of rights.

1.12 Conciliation is the action of establishing goodwill, cooperation and acceptance between parties.

1.13 The role of a negotiator is to help parties resolve conflict.

1.14 One of the functions of the CCMA is to help form workplace forums.

1.15 To persuade management is not one of the reasons for a strike.

1.16 The purpose of a procedural strike is to break a deadlock.

1.17 A recognition strike is to force an employer or industry to recognise the particular trade union as agent for the company's workers.

1.18 The state treats a go-slow as a proper strike.

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1.19 Upward communication is one of the aims of a grievance procedure.

1.20 Positivity is one of objectives of a grievance procedure.

(20 × 2) **[40]**

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the five questions in SECTION B.

QUESTION 2

2.1 Complete the following sentences by writing only the missing term next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

2.1.1 A … is a continuous disagreement between the employer and the employees.

2.1.2 … takes place after a dispute has been declared.

2.1.3 Employees are protected by law during a/an … strike.

2.1.4 Employees may be dismissed when taking part in …

2.1.5 The most common reason for a strike is …

(5 × 2) (10)

2.2 2.2.1 Name FIVE matters of interest that can lead to a strike. (5 × 2) (10)

2.2.2 Discuss the aims of picketing. (6 × 2) (12)

2.2.3 Discuss the benefits of a go-slow. (4 × 2) (8)

[40]

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QUESTION 3

3.1 Discuss the following types of bargaining:

3.1.1 Distributive bargaining

3.1.2 Integrative bargaining

3.1.3 Attitudinal structuring

3.1.4 Intraorganisational bargaining

(4 × 5) (20)

3.2 State FIVE differences between *centralised bargaining structures* and *decentralised bargaining structures.* Give your answer in table form under the headings C*entralised* and *Decentralised.* (2 × 5) (10)

3.3 Give FIVE reasons for permanent dismissal. (5 × 2) (10)

[40]

QUESTION 4

4.1 Make a diagram of the Labour Relation System of the external environment. (6 × 2) (12)

4.2 Name the different in-house procedures. (5 × 2) (10)

4.3 Name the structures in company procedures and process that can be used to solve labour-related conflict in a business. (8 × 2) (16)

4.4 Who is the Minister of the Department of Labour? (2)

[40]

QUESTION 5

5.1 Briefly discuss conflict indicators in the workplace referring to the following information:

5.1.1 Alienation

5.1.2 Product attacks

5.1.3 Information attacks

5.1.4 Deterioration of work relations

(4 × 3) (12)

5.2 What are the functions of bargaining councils? (10 × 2) (20)

5.3 Discuss the dispute of a right. (4 × 2) (8)

[40]

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QUESTION 6

6.1	State SIX methods of dispute resolutions.	(6 × 2)	(12)
6.2	State FIVE disadvantages of a product boycott.	(5 × 2)	(10)
6.3	What are the dispute resolution processes?	(4 × 2)	(8)
6.4	State the alternatives of retrenchment.	(5 × 2)	(10)
			[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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