



Instructions

Please complete the instructions as completely as possible.

Please complete the instructions in the given order.

Please read the instructions carefully.

Question 1

(25)

Please define and explain the following concepts comprehensively:

- 1.1 The nature and extent of “employment relations” and the way it has evolved from traditionally known “industrial relations” (5)
- 1.2 The parties (actors, role-players and stakeholders) that form part of the employment relations systems, with particular reference to South Africa. Please provide examples. (5)
- 1.3 Dispute settlement (5)
- 1.4 Collective bargaining (5)
- 1.5 Conflict (5)

Question 2

(25)

Please answer the following questions as completely as possible:

Collective bargaining is an essential component of employment relations, not only in South Africa, but also in many other countries in the world. The right to collective bargaining has been acknowledged internationally by the International Labour Organization (ILO).

Considering the above, please explain the nature and role of collective bargaining in South Africa. In the formulation of your answer, focus on the following:

- The main trends in collective bargaining in South Africa.
- The process of collective bargaining.

Question 3

(25)

Formulate (draw up) contingency plans for industrial action and demonstrate in your answer how to use them should industrial action occur.

Question 4

(25)

Explain and discuss in detail the use of the grievance, disciplinary and retrenchment procedures to effectively manage conflict in organisations.

TOTAL: 100