



FACULTY/COLLEGE	College of Business and Economics
DEPARTMENT	Industrial Psychology and People Management
CAMPUS(ES)	APB
MODULE NAME	Industrial Relations 1A
MODULE CODE	BIR11AF
SEMESTER	First
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	SSAO – Supplementary Summative Assessment Opportunity July 2019

ASSESSMENT DATE	July 2019	SESSION	
ASSESSOR(S)	Mr Ivan Meyer		
MODERATOR(S)	Mr Nelesh Dhanpat		
DURATION	2 hours (120 min)	TOTAL MARKS	75

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	3
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INFORMATION/INSTRUCTIONS:

- This is a closed-book assessment.
 - There are 3 questions. **Answer all the questions.**
 - Read the questions carefully and answer only what is required.
 - Number your answers clearly and correctly as per the question paper.
 - Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
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Question 1**[50 MARKS]**

Read through the following scenario and answer the questions that follow.

Scenario

In a volatile and uncertain economic environment, managers are not always informed or trained to deal with Human Resource issues and Labour Relations. The following incidents occur on a regular basis in organisations:

- When employees are dismissed, they refer their cases to external dispute resolution institutions. This scares employers and they have no idea how these institutions function.
- Unions approach employers to grant them the right to deduct subscription fees as well as other rights. The first reaction is to show them the door and ignore them.
- There is also an attitude that unions are only a nuisance factor and the question is raised why employees would join unions.
- The management of most organisations fear that when they arrive one day at their premises, the workers will be singing and dancing outside.
- Due to several agreements that exist to regulate the relationships between employers/management and the employees/trade union, managers get confused about what regulates what. The term “collective bargaining” is also not that well-known for them. They only know about negotiations.
- With all the labour legislation in South Africa, most managers are ignorant of what Act regulates which issues.

Questions

Considering the above scenario, answer the following:

- 1.1 Discuss two of the external dispute resolution institutions. **(10)**
- 1.2 Describe to management a contingency plan they can have to avoid the unnecessary shock of a strike. **(15)**
- 1.3 Explain to management the reasons/triggers why employees will strike. **(10)**
- 1.4 Distinguish between three different collective agreements that management can have with the trade union. **(15)**

Question 2

[15 MARKS]

Discuss the comment that the South African labour legislative framework over regulates employment relations by illustrating your viewpoint with reference to any three relevant acts.

Question 3

[10 MARKS]

- 3.1 Describe what is meant by 'negotiations'. **(5)**
- 3.2 Describe the key competencies of a negotiator. **(5)**

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