



INDEPENDENT MEDIATION SERVICE OF SOUTH AFRICA

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RESEARCH QUESTIONNAIRE: A CRITICAL EVALUATION OF THE PAST RELATIONSHIP BUILDING OBJECTIVES(RBO)

As an intern at IMSSA in the Industrial Dispute Resolution Service, I have been commissioned to critically evaluate the RBO exercises that you have been through. I have prepared a questionnaire which I request that you please answer and return to me. Your suggestions are required regarding the strengths and weaknesses of your RBO experience, and how the exercise could be improved.

This information shall be used strictly for the purposes of this research project. In the report of the results no reference will be made to any specific company, panelists, or union. This research is important to panelists and users for future industrial disputes. If you have any questions contact me or David Douglas, the Regional Director.

Your cooperation and complete honesty will be appreciated. Please send the questionnaires with answers back to me by the 23rd of August 1994.

Yours sincerely

ACE MAGOGODI
Intern

*ACE
94/08/19. RECEIVED!!*



From: Tokiso Archives
Donated by: Ace Magogodi
www.tokiso.com

NAME: J. du T. Badenhorst

ORGANISATION:

OCCUPATION: Per. Man

1) How did you first hear of IMSSA's RBO programme?

Via The Local Trade Union

2) What were your reasons for first contemplating an RBO?

To Smooth Relationships.

3) You were involved in pre-RBO meetings?

~~YES~~/NO NO

If yes, how were you involved?



- 4) Please comment on the value or otherwise of the pre RBO meetings?

- 5) You were involved in the actual RBO process?

Yes/~~No~~_____

If yes, indicate how long the process took?

3 Days

- 6) What were your expectations of the RBO process?

To Help To Smooth Relationships.

- 7) Do you feel that the underlying causes of conflict of the disputing parties were exposed during the RBO process?

YES.



- 8) Of the objectives that parties formulated, which ones did you feel have been achieved?

THOSE WHERE ACTION PLANS HAVE BEEN FORMULATED

- 9) Considering the action plans, which ones did you find difficult to implement?

WHERE LONG TERM BEHAVIOUR + PRACTICES
HAD TO CHANGE

- 10) What specific problems did you encounter during the implementation process?

RESISTANCE + HIGH EXPECTATIONS

- 11) What caused these problems?

PEOPLE

- 12) Please comment on the role played by the mediators during the exercise?

EXTREMELY WELL QUALIFIED + SUITABLE
FOR THE JOB.



- 13) Has IMSSA followed up the RBO with any further meetings with the parties?

YES.

- 14) Did you have any further meetings with the parties after some time had passed to evaluate progress?

YES.

- 15) In retrospect, do you think the process was succesful?

YES (To A Limited Extent)

- 16) What specific changes have you noticed since the RBI exercise especially the relationship in the workplace?

IMPROVED IN SOME AREAS + NO CHANGE IN OTHERS.

- 17) In retrospect what do you think were the shortcomings of the process?

LANGUAGE BARRIERS ✓

LONG HOURS PER DAY. ✓

QUICK SOLUTIONS WERE EXPECTED.



18) How would you suggest the process be improved?

Reverse it.

