



## INDEPENDENT MEDIATION SERVICE OF SOUTH AFRICA

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### **RESEARCH QUESTIONNAIRE: A CRITICAL EVALUATION OF THE PAST RELATIONSHIP BUILDING OBJECTIVES(RBI)**

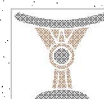
As an intern at IMSSA in the Industrial Dispute Resolution Service, I have been commissioned to critically evaluate the RBI exercises that you have been through. I have prepared a questionnaire which I request that you please answer and return to me. Your suggestions are required regarding the strengths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



From: Tokiso Archives  
Donated by: Ace Magogodi  
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NAME: L. M. DAVIES.

ORGANISATION: U. O. A.

OCCUPATION: SHIFT SUPERVISOR

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

AT IMPALA PLATINUM MINE DAFORONG -  
NORTH.

- 2) What were your reasons for first contemplating an RBI?

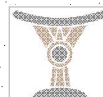
TO IMPROVE RELATIONSHIP BETWEEN MANAGE-  
MENT AND UNIONS.

- 3) You were involved in pre-RBI discussions?

YES/NO YES

If yes, how were you involved?

AS A U.O.A. DELEGATE.



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

VERY VALUABLE

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

Yes/~~No~~ YES

If yes, indicate how long the process took?

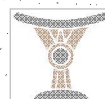
ONE DAY

- 6) Please describe the RBI process used?

PROF. YD MERWE AS CHAIRMAN AND ALL THE  
UNIONS REPRESENTATIVES AS WELL AS MANAGEMENT

- 7) What were your expectations of the RBI process?

HIGH HOPES



- 8) Do you feel that your expectations of the process were met?

No .

- 9) Comment on the outcome/results of the RBI?

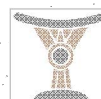
VERY LITTLE

- 10) What caused these problems?

NO FOLLOW UP.

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

VERY GOOD.



- 12) Has IMSSA followed up the RBI with any further meetings with the parties?

NO.

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

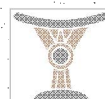
NO COULD HAVE BEEN IF FOLLOWED UP

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

VERY LITTLE

- 15) In retrospect what do you think were the shotcomings of the process?

NO FOLLOW UP OR FEED BACK.



- 16) What specific suggestions would you make in order to improve the process?

FOLLOW UP. R.B.I. MEETINGS. FEED  
BACK TO LOWEST LEVELS.

