



## INDEPENDENT MEDIATION SERVICE OF SOUTH AFRICA

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

As an intern at IMSSA in the Industrial Dispute Resolution Service, I have been commissioned to critically evaluate the RBI/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 RBI/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



From: Tokiso Archives  
Donated by: Ace Magogodi  
[www.tokiso.com](http://www.tokiso.com)

NAME: WILLIS NIGEL PAUL

OCCUPATION: ADVOCATE

- 1) Did you receive training in relationship building prior to being an RBO/RBI facilitator?

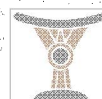
YES

- 2) What do you think of the training?  
Please comment on the value and efficiency of the training?

V GOOD BUT TOO LONG AN  
INTERVAL BETWEEN TRAINING &  
"DOING A JOB"

- 3) Why did you become interested in conducting the RBO/RBI exercises?

I WANT TO BUILD A VIBRANT  
DYNAMIC & EFFICIENT SOUTH AFRICA,  
STARTING AT THE WORKPLACE.



- 4) You were involved in pre-RBI/RBO discussions/meetings?

YES/NO NO

If yes, how were you involved?

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- 5) Please comment on the value or otherwise of the pre RBI/RBO meetings?

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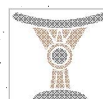
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- 6) Please briefly describe each intervention which you have facilitated?

Only done one. It had become apparent during a mediation that relations were strained between the parties. There were especially racial tensions. The mediator had suggested RBO after the matter had been settled & the parties agreed



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

That we would get the parties on  
the road to solving problems.

- 8) Do you think that the underlying causes of conflict between the disputing parties were exposed during the RBO/RBI process?

Yes.

- 9) Did you feel that the the objectives that the parties formulated for themselves were achievable?

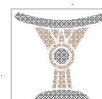
yes.

- 10) Please describe the role which you played during the exercise?

Supported Danstan & Edwin. They led,  
I followed.

- 11) Did you have any particular difficulties in the roles?

No.



- 12) Did you have any further meetings with the parties subsequent to the exercises to evaluate progress?

*no*

*not following*

- 13) In retrospect, do you think the processes were successful?

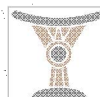
*yes, but not as successful as the parties hoped for*

- 14) If yes, what specific changes did you notice since the RBO/RBI exercise especially the relationship at the workplace?

*changed* *There was a commitment to sit down in steering committees to solve particular problems.*

- 15) In retrospect what do you think were the shortcomings of the processes?

*Difficult to gauge the sincerity of the parties.*



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

rehearsal  
Call Gang

Greater recognition of  
policies

- 17) Please make any other general comments which you think might assist IMSSA in the delivery of this service?

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