
BY

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A RESEARCH PAPER SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE DEGREE MASTER OF THE PUBLIC ADMINISTRATION IN THE FACULTY OF MANAGEMENT AND LAW, TURFLOOP GRADUATE SCHOOL OF LEADERSHIP (TGSL)

UNIVERSITY OF LIMPOPO

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DECLARATION

I Mogaba Daniel Tsebe declare that this piece of work is my original work.

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Signature        Date
ACKNOWLEDGEMENTS

I met Professor Brian Botha, the distinct and respected scholar in Public Administration for the first time at the University of Limpopo in 2006. One of his ambitions is to develop capacities and scholarship in the field of Public Administration of which I owed absolute allegiance, hence the study. Professor Botha’s scholarly supervision made me to complete what I have started. His professorial approach in supervising me to the very end of this piece of work unwaveringly encouraged me to accept and face challenges with tenacity. I undertook the responsibility within my area of competence to research and address this concern without fail.

To mention but not the least, acknowledgements also go to the following:

- The Department of Health & Social Development for allowing me to run a study at Mokopane Hospital.
- The Acting CEO of Mokopane Hospital (Mrs. Ntsewa) who was also acting as a supervisor to me. She would ask me, “Tsebe, how far are you with your studies”.
- All who respondent to the questionnaires.
- The University of Limpopo staff who showed passion in their work, always reminding us to submit.
- Fellow students who when I needed them, showed up with a will to assist – The following students are recognized for ever, namely: Matome Mabitsi, Phuti Seloba, Dr. Madzibandela, Jeff Maluleke, Mapitsi Mathunyane, and Jackie Shilobane.

DEDICATIONS

This piece of work is dedicated to the following people:

- My parents and comrades Budda and Sarah. You are forever great.
- Baga Rangwane Benny and Nchabeng Tsebe….this is your work as you have been guiding me in each and every way. You always have been helpful with accommodation, meals, and many others (you know what). Thanks!
- Malome Solly…..You also have assisted me big time. When I dropped out of my Masters studies in 2000, you really were disappointed because already you had assisted me with information. As a Librarian, you have been a very important tool for me. As a PHD student, your Masters work played a very important role in my studies ….. I had no direction until you availed your completed study. Thanks!
- My Wife, Pheladi, you have been instrumental to my success.
- To my late Grandma (Mausiele Grace Tsebe): You have been my inspiration and role model through out your life time. Thanks to the Almighty God!
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SUMMARY

Today, in South Africa, as we grapple with challenges brought by our new democracy, it’s appropriate to have a practical guide that can be used not primarily on issues of labour relations but also on issues of service delivery improvements. This study comes at the most opportune time, when all involved must help shape the public service and to come to grips with the implications of Labour Relations Act, 1995 (Act 66 of 1996).

The study's main objective is to find out the major labour-related conflicts that are prominent at Mokopane Provincial Hospital and broadly discuss them in order to find out if they are threats to service delivery. After identifying threats to service delivery, it shall be appropriate to recommend, through the application of the Labour Relations Act, 1995 (Act 66 of 1995), important areas that will enhance service delivery. In brief, this study is intending to close gaps between labour relations issues and service delivery.