

"THE IMPACT OF THE LABOUR RELATIONS ACT, 1995 (ACT 66 OF 1995) ON THE TRANSFORMATION OF THE PUBLIC SERVICE DELIVERY AT MOKOPANE HOSPITAL IN LIMPOPO"

BY

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DECLARATION

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

Signature

Date

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SUMMARY

Today, in South Africa, as we grapple with challenges brought by our new democracy, it is 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 have to help shape the public service and to come to grips with the implications of the 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.