



CCMA ANNUAL LABOUR CONFERENCE 2024

14 -15 MARCH 2024
ONLINE



THEME:

*THE IMPACT OF LABOUR MARKET DYNAMICS,
TECHNOLOGY AND POLICY ON SOCIAL JUSTICE*



PLENARY 4 C

CHARTING NEW PATHS: TECHNOLOGY AS A CATALYST FOR EXPEDITIOUS AND EQUITABLE DISPUTE RESOLUTION IN THE FUTURE OF WORK

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PRESENTATION OUTLINE



CCMA
COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

1. INTRODUCTION

2. IMPLEMENTATION CHALLENGES AND CONSIDERATIONS

3. THE CCMA CHALLENGE

4. ACHIEVEMENTS

5. TECHNOLOGY ROADMAP

6. CONCLUSION

IMPLEMENTATION CHALLENGES AND CONSIDERATIONS:

- Data privacy and security concerns: Implementing technology-driven solutions requires robust safeguards to protect sensitive information.
- Digital literacy and access: Ensuring equitable access to technology and addressing digital literacy gaps are essential for inclusive dispute resolution.
- Regulatory frameworks: Adapting legal frameworks to accommodate technological advancements such as Artificial Intelligence (AI) while upholding principles of fairness and justice is critical.
- Cultural acceptance and trust: Building trust in technology-mediated dispute resolution processes may require education, outreach, and stakeholder engagement.

The CCMA Challenge:

- Budget cuts
- Increasing Case Load
- Increasing Cost of Dispute Resolution
- Burgeoning & inefficient Paperwork
- Poor Reporting and Data Analytics
- Inconsistent Outcomes of Dispute Resolution in the form of Awards
- Disparate Systems for various parts of the value chain
- Thick Client Case Management System
- Availability of Hearing Rooms

Achievements:

- **Tools of Trade** – Acquisition of Laptops
- **E-Commissioner** – Commissioners without borders
- **E-Services** - CCMA Online document sharing and recordings storage for internal and external users
- **E-Referral** – online referral platform
- **Mobile App (CCMA Connect)** – Smart Phones application for Track & Trace; Users Engagements (Complaints & Compliments)

Achievements:

- **Power BI** – Case Management System data reporting
- **VoIP phone system** - a way of transmitting voice calls over IP networks. It is a means of making phone calls using an internet connection rather than a landline
- **Microsoft Azure Cloud services** - Strengthening digital infrastructure availability, accessibility, and enhanced security
- **Video Conferencing** – Collaboration, efficiency, and live events to assist the business with larger audience meetings

TECHNOLOGY ROADMAP AT CCMA

ERP

Labour Market Early
Warning

Robotics & Data
Analytics

Change
Management

Digital Case File

**Online Dispute
Management
System (ODMS)**

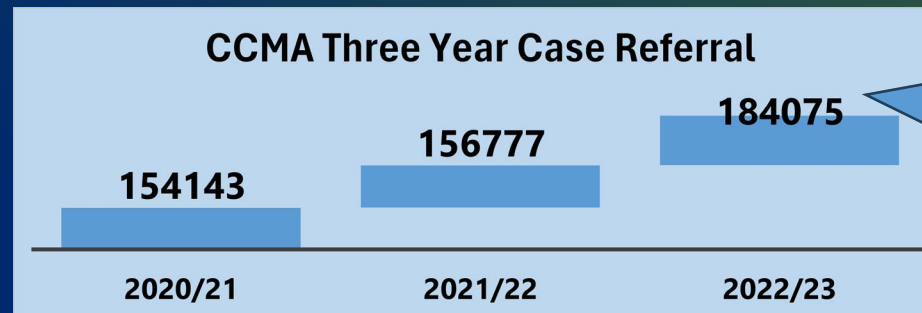
Dispute Resolution Business
Process Engineering

Digital
Platforms

Kiosks

Wi-Fi rollout

Given the increasing caseload, it is imperative to find efficient ways to increase accessibility and resolve disputes. The goal for the CCMA is to continue to use technology in servicing the CCMA users.



Conclusion:

- Technology holds immense potential as a catalyst for expeditious and equitable dispute resolution in the world of work
- By embracing innovation and leveraging digital tools, we can foster a culture of collaboration, fairness, and efficiency in resolving workplace disputes
- Moving forward, it is imperative to continue exploring innovative solutions, addressing implementation challenges, and ensuring that technology enables justice and equality in the workplace

THANK YOU

ngiyathokoza!

ro livhuwa!

dankie!

ke a leboga!

enkosi!

inkomu!

thank you!

ndo livhuwa!

ke a leboga!

ngiyabonga!

siyabonqa!