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(PAID-WA) BUEA, CAMEROON**



DEPARTMENT OF BUSINESS AND MANAGEMENT STUDIES

**ASSESSING EMPLOYEE'S AWARENESS OF LABOUR LAW IN
CAMEROON: A CASE OF ENEO CAMEROON S.A, LIMBE, SOUTH
WEST REGION CAMEROON**

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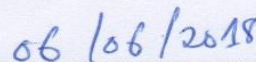
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DECLARATION

I, **Joel Favour Ngwafor** declare that this research project is my original work and has not been presented for a degree examination in any university or other institutions of higher learning and that, all the sources of materials used for the research project have been duly acknowledged.



Joel Favour Ngwafor



Date

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DEDICATION

Dedicated to my beloved parents Mr. Ngwafor George Asaba and Mme Doh Eveline Ebela.

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ABSTRACT

Despite the enactment and rhetoric implementation of labour laws, workers in Limbe like in other parts of Cameroon are not immune from exploitation and discrimination. Cases of intimidation and harassments are observed in many institutions, while the health and safety of employees are often not guaranteed. Using the ENEO as case study, this study assesses the level of employees' awareness of international and national labour law of Cameroon. As a descriptive case study, both the qualitative and quantitative approaches were adopted in assessing employees' level of awareness of labour law. A sample of 33 participants were purposive and conveniently included in the study, meanwhile data was collected using questionnaires, interviews and observation. Data from questionnaires was analysed with the use of Statistical Package for Social Sciences (SPSS), and presented using, frequencies, percentages, tables and charts. Interview and observations were analysed using content analyses, with the aim to bring out meanings and to confirm data from questionnaires. Findings revealed a high level of awareness of the existence of the Cameroon Labour Code and organisational policies, but a low level of awareness of the existence of the International Labour Standard. However, employees reported poor knowledge of specific laws that protect the rights as workers. The study also identifies challenges with reclassification and appointments and the lack of working equipment and materials as the main challenges encountered by employees. With regards to measures and where to seek redress, findings revealed that membership with trade unions and discussion with other colleagues were very vital. The study also revealed that employees' low level of awareness of labour law cannot solely be attributed to the employers as the employees claim, but also to employees' negligence or their failure to take off time to read the institutional policies published on noticed boards or provided in the handbook. As a result, this study recommended that while employers should make access to laws possible, employees should also endeavour to take it as their duty to educate themselves on issues that concern their wellbeing. The study ended with recommendations for further studies.

Keywords: Labour law, Employee's awareness, Employee's protection and Employment standards

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LIST OF ABBREVIATIONS

CLC	Cameroon Labour Code
CSAC	Confederation of Autonomous Trade Unions of Cameroon
DRSOM	Direction Regional du Sud Ouest et Moungo
ENEO	the Energy of Cameroon
EEO	Equal Employment Opportunity
EPL	Employment Protection Legislation
EU	European Union
HRM	Human Resources Management
ICFTU	International Confederation of Free Trade Unions
ILO	International Labour Organisation
ILS	International Labour Standards
OHSa	Occupational Health and Safety Act
PAID WA	Pan African Institute for Development West Africa
TU	Trade Union
UDHR	Universal Declaration of Human Rights
WFTU	World Federation of Trade Unions

CHAPTER ONE

INTRODUCTION

This chapter provides a background to the study and further states the problem. It also states the research objectives and questions as well as the significance of study. The chapter ends with a delimitation the study and provides an operational definition of terms.

1.1 BACKGROUND TO THE STUDY

Labour or employment law is a body of rules that regulate the legal relationships of employers and employees, and the relationship between the state as the public authority and the employer, where by the individual employee is the object of protection (ILO, 2003). Labour law was instituted in the 19th century with the advent of the Industrial Revolution and related movement of ideologies. This period was characterised by mass production, competition and increased profits. The process of industrialisation also brought about the exploitation of labour, especially women and child labour, and miserable living conditions for the working class including, unhealthy working conditions and excessively long hours of work with very meager wages (Humphries, 2012). The human cost of industrialisation led to a movement towards the enactment of labour laws, in order to create a balance between production and employees' welfare, and ensure that people work in dignity and are not unduly exploited in the course of work (Adewumi and Adenugba, 2010).

Since its establishment in 1919, the International Labour Organisation (ILO) has been the major international and intergovernmental body driving the need to ensure that workers, individually and collectively, enjoy certain minimum rights. The ILO is aimed at promoting workers' rights, dignified human working conditions and social security in general, while preventing States from gaining advantages in international competition and maintaining a low level of workers' rights (ILO, 2003). According to Scherrer and Greven (2001), "workers' rights or labour rights refer to the core rights of freedom association, collective bargaining, and prohibition of forced labour, child labour and discrimination in employment". Such rights are conferred on workers and their organisations, taking into consideration their special role and the need to protect workers from extreme abuse and exploitation in the hands of profit-conscious employers.

For almost ten decades of its existence, the ILO has developed a system of International Labour Standards which include Conventions (legally binding international treaties that may be ratified by member states) and Recommendations (non-binding guidelines). These instruments provide authoritative guidance on law and policy regarding workers, and address labour issues, such as limits on working time, occupational health and safety standards, employment policy, and basic working conditions for specific categories of workers, just to name but these. Some of these Conventions include: ***Forced Labour Convention, 1930 (No. 29), Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87), Right to Organise and Collective Bargaining Convention, 1949 (No. 98), Equal Remuneration Convention, 1951 (No. 100), Abolition of Forced Labour Convention, 1957 (No. 105), Discrimination (Employment and Occupation) Convention, 1958 (No. 111), Minimum Age Convention, 1973 (No. 138), and Worst Forms of Child Labour Convention, 1999 (No. 182).*** The need to protect workers' rights was also reinforced by Articles 23 and 24 of the United Nations Universal Declaration of Human Rights of 1948. Article 23 states that "everybody has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment. Everyone, without discrimination, has the right to equal pay for equal work. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented if necessary by other means of social protection. Everyone has the right to form and join trade unions for the protection of rights" (CDHR, 1996). On the other hand, Article 24 states that "everyone has the right to rest and leisure, including, reasonable limitation of working hours and periodic holidays with pay".

Labour law in Africa can be traced back to the colonial period, where African workers provided cheap labour for the mines and agricultural estates, and for the small industry of secondary products and services (Mhone, 2004). Labour law, which was often racially discriminatory, was used by the colonial rulers to organise and control the indigenous labour force (Fenwick and Kalula, 2005). The strict control over the indigenous wage labour force limited the development of trade unions (Klerck, Murray and Sycholt, 1997). Emerging pressures for decolonisation compelled the colonial rulers to implement changes to the discriminatory labour laws. (Fenwick and Kalula, 2005). With many African countries ratifying the ILO's Conventions, labour law in Africa now provide for a floor of legislated minimum rights, covering wages, hours of work, leave and workplace health and safety, and protect the rights of workers to freedom of association and

facilitate collective organisation and action by both workers and employers. More recent reforms have also sought to address issues of child labour and discrimination and provide for a system of labour dispute resolution, usually by conciliation or mediation, and then commonly by arbitration. Many countries have also entrenched basic workers' rights within their constitutions.

Cameroon is one of the countries that has ratified ILO's Recommendations and Conventions, and work in Cameroon is organised by the Labour Code or the Code of Social Welfare. The country's colonial history made its labour law to be based on the French Overseas Labour Code of 1952 for the dominant former French East Cameroon made up of eight regions. The minority two English speaking region's labour law in the country was built on a foundation of the English common law received from Nigeria. After the code of 1952, instituted by colonial authorities, law-makers successively promulgated other codes in 1967, 1974 and 1992. Article 30 subparagraphs 2 of the 1974 code review of these codes indicate that, conditions for dismissal were constraining, especially in terms of notice, allowances, and administrative procedures, among others. The crisis witnessed by Cameroon since the 1980s and the requirements of the various adjustment programs, caused firms not to respect the 1974 code (Tjouen, 1996). Beyond the fact that this code was considered to be rigid, it was often considered by employers as a source of inefficiency. An improvement of the labour market, regarding more flexibility, was desired by local employers as well as international financial institutions, particularly IMF and the World Bank (Pougoué, 1991). In order to solve the lapses of the code, more elaborations were done in the third code of Law No. 92-007 of 14 August, 1992.

The 1992 Labour Code was an extension of the wind of liberalism which blew across Africa and Cameroon in particular in the 1990s, and was aimed at improving the flexibility of the labour market and to enhance the competitiveness of firms. This ambition was materialised by modifications related to trade unions, with negotiations concerning employment relationships. Guided by the International Labour Standard, the Code establishes the principle of equal and universal access to the labour market and all social benefits. It specifies the important need of every worker to be backed by an employment contract and provides everyone with the right to work under satisfactory, safe and healthy conditions, and equal pay for equal work without discrimination of any kind. Section 80 of the Code states that work within the day time in all non-agricultural institutions must not exceed 8 hours a day and 40 for the week and that every employer must provide a break time of an hour within every considerable day of work. The Cameroon

Labour Code also offers special dispensations to working women, such as paid maternity leave rights, protection from being dismissed due to pregnancy and childrearing. It also recognises the right of workers and employers to freely set up or be part of associations that would study, defend, promote and protect of their interests, or for the social, economic, cultural and moral advancement of its members. Trade unions like the Confederation of Autonomous Trade Unions of Cameroon (CSAC) are expected to draw up constitutions and rules and address issues of discrimination.

The workforce in Cameroon has steadily increased from 3.8 to 6.5 million between 1993 and 2003 (Kamga, 2011). Private employment in the country grew at an average annual rate of over 5% between 1993 and 2003, representing approximately 95.8% of total employment, with only 6.7% of workers in the formal sector (ibid). The relationship between the employee and employer is one of the primary elements within organisational settings and in the human resources practice. It has both the potential of delivering fulfillment, meaning and prosperity, as well as perpetuating poverty, suffering and unhappiness (Ferreira, 2005). Based on the international and national standards, employers or the human resources department are expected to established policies or legal frameworks that regulate employees and employers relations. In additions, structures are supposed to be put in place to ensure that employees in every work environment are aware of these legal frameworks. According to Ferreira (2005), a comprehensive labour legislation and employees' awareness of labour laws has a direct influence on the performance of the labour force and parties to the labour relationship. In other words, employees' awareness enable them to be able defend their rights, and enhance their performance.

However, the poor working conditions experienced by workers in Cameroon and the constant labour strikes in the country and in many work institutions make one to question the implementation of labour regulations and or employees' awareness of the regulations that protect their rights.

1.2 STATEMENT OF THE PROBLEM

Employees of Energy of Cameroon S. A. (ENEO), like employees in other organisations in the country, encounter challenges that make one to question the existence of labour regulations in the organisation. The relationship between an employee and employer is one of the primary elements in the life of an employee within an organisational setting. It is a symbiotic relationship that both parties cannot do without, and it takes up much of a person's adult life. This relationship has the

potential of delivering fulfillment, meaning and prosperity or also perpetuating poverty, suffering and unhappiness. Also, labour welfare is an important aspect of the national programmes, which are related with providing workers with basic amenities of life and establishing proper working conditions. Although the current labour law in Cameroon clarify and codify employers' obligations to their employees, the real problem lies in its implementation. Despite the enactment and rhetoric implementation of labour laws and the presence of the trade unions, workers in Limbe like in other parts of Cameroon are not immune from exploitation and discrimination. They continue to face discrimination on grounds ranging from gender, social origin, age, disability and disease such as HIV/AIDS. A number of labour disputes in areas of salary, promotions, development opportunities, leave and transfer payments continue to disrupt organisational relationships. Cases of intimidation, harassments, abuse of working hours and days are often observed in many institutions, and the health and safety of employees is often not guaranteed. Workers on retirement often go for a long period without pension, and equally complain meager pension due to their poor knowledge on how pension was deducted and calculated. In addition, workers continue to boycott work and take to street demonstrations, in order to pressurise employers and government to pay their dues and other claims. These strains the worker-employer relationship, which in turn affects productivity. It is in this light of disruptive behaviours that this study intends to assess the level of employees' awareness of labour law in Cameroon, with focus on ENEO Cameroon, Limbe, South West Region of Cameroon.

1.3 OBJECTIVES OF THE STUDY

1.3.1 Main objective

The primary objective of this research is to assess employees' awareness of international and national labour laws that protect their rights as workers in ENEO Cameroon, Limbe.

1.3.2 Specific objectives

The following specific objectives guided the study:

1. Assess employees' awareness and knowledge of their rights and entitlements in the international labour standard, Cameroon Labour Code and organisational policies.
2. Examine the challenges encountered by employees in relation to their rights and entitlement.

3. Identify the avenues for seeking information, advice, and redress about their rights and entitlements.

1.4 RESEARCH QUESTIONS

The following research questions guided this study:

1. To what extent are employees aware of their rights and entitlements in the international labour standard, Cameroon Labour Code and organisational policies?
2. What are the challenges encountered by employees in relation to their rights and entitlements?
3. Which avenues do employees seek information, advice, and redress about their rights and entitlements?

1.5 SIGNIFICANCE OF THE STUDY

This study shall be significant to the different category of persons in different ways.

1.5.1 Employees

The study will increase employees' understanding of their rights, entitlements and obligations, and the laws that protect them. This would help to minimise discrimination in the workplace, protect employees from exploitation, and enhance work relationships between employees and employers. In addition, information on where to seek redress when they have problems shall be helpful to employees.

1.5.2 Employers

This study will also be of help to employers, managers, consultants and independent contractors in that it would provide information on how to improve or strengthen the organisational relationship and thus enhance productivity. The study also would serve as a reminder to employers about employees' rights and entitlement, and enable employers to refine their recruitment, retention and termination processes and procedures to comply with the laws of labour.

1.5.3 State or policy makers

The findings of the study would enable state agencies to be able to measure the level of compliance to international and national laws and enable the government to identify and strengthen weak labour statutes and policies to prevent discrimination within labour relations.

1.5.4 The Academia

The findings of the study shall add to the growing body of knowledge that already exists on labour laws and awareness in Cameroon, Africa and the world at large.

1.6 DELIMITATION OF THE STUDY

Geographically, the study is limited to the Limbe municipality, South West Region of Cameroon, and this is because Limbe is host of major employment agencies in the region. While acknowledging the presence of employees in the informal sector of employment, this study will be limited only to formal institutions of employment. This is because these are institutions whose operations are covered by existing product and factor-markets regulations or whose actions abide by the labour market regulations. In addition, the study is limited to employees of ENEO Cameroon in Limbe, and this is because the institution employs more than 100 employees who ought to be protected.

With regard to thematic scope, the study focuses on employees' awareness of their rights and entitlements as workers. In this case, awareness of an employment right or legislation implies that the employee had heard of it, could demonstrate some understanding of the detailed provisions of the legislation and had some idea of the area of working life to which it relates. The reason is that employees are at the receiving end of policies and managerial directives which impact on their rights at work. Finally, even though the formal employment age in Cameroon is 18 years, the study will include employees of all age group within these institutions, as it may reveal cases of child labour exploitation which is against the law.

1.7 DESCRIPTION OF THE STUDY AREA

Limbe, formerly known as Victoria, was founded in 1858 by the Baptist missionaries. Geographically, Limbe is situated between longitude 9° and 13° E and latitude 4° and 9° N. It is located below the foot of Mount Cameroon and is the administrative headquarter or the regional capital of South West Region. Limbe has a surface area of 542 km square (Ndille & Belle, 2014), and opens out from Man O' War Bay across to Amba Bay to the West, then to the Gulf of Guinea. According to the World Bank census (2010), the city has a community of about 120, 000 people with an estimated percentage of 2.9% growth rates. It is divided into four local councils namely: the Limbe city council which is controlled by a Government Delegate, Limbe 1, Limbe 2 and Limbe 3, ruled by Municipal Mayors. The indigenous people include the Bakweri, Isubu, and Creoles (Matute, 1988).



Figure 1.1: Map of Limbe

Photo credit: fr.weather-forecast.com

Since its creation, Limbe has evolved in settled space, economic activities and population dynamics. The city's economic importance cannot be overemphasized, and this continues to account for the high influx of economic migrants who then exert pressure on the city is already scarce natural and human-made resources (Ndille & Belle, 2014). The implantation of enterprises and other development projects in the city has been a priority of the Cameroon government and private operators. The strategic positions of the town offer international transit advantages and connectivity with other countries of the world and open the South West Region to the rest of the World through the Atlantic Ocean. Its endowed with a vibrant climate and natural deep seas, substantial petroleum deposits, fishing, and iron ore and other natural resources offers is suitable for tourism, fishing, agriculture and small-scale livestock breeding. These provide useful advantages for jobs creation, industrial and commercial development in Cameroon. This justifies the presence of large capitalist plantations like the Cameroon Development Corporation, Pamol-Limbe, and SOCAPALM that are the most significant employers in Cameroon after the public service. The lone oil refinery in the country is located in Limbe and has also provided job opportunities to many.

1.8 ORGANISATION OF THE STUDY

This study is divided into five chapters:

Chapter one provided a general introduction to the study, by providing a background of labour law, stating the problem under study and providing the relevance of the study.

Chapter two reviewed previous research that has been conducted on labour law and employees' awareness. This aim is to identify a gap for which this study could be based

Chapter three presented the methodology used in collecting and analysing data. It describes the methods and tools used in identifying participants for the study and in how data was collected and analysed.

Chapter four presented and discussed the research findings based on the specific objectives

Chapter five summarised the findings and provided recommendations based on these findings. The chapter ended with a general conclusion of the study.

1.9 DEFINITION OF KEY TERMS

Labour law

Labour law is defined in the Cambridge Business English dictionary as those laws that deal with the legal rights of working people and the organizations they work for.

Employee

The Business Dictionary gave a simple definition: that is an individual who works part time or full time under a contract of employment, whether oral or written, express or implied, and has recognized rights and duties. An employee could also be referred to as the worker.

Employer

In the Business Dictionary, an employer is a legal entity or person (an entity representative) that controls and directs a servant or worker under an express or implied contract of employment and pays him/her salary or wages in compensation.

Employees' awareness

The (Task Management Guide) defines the term as a level to which an employee knows specific policies, situation, documents or any other relevant information. Moreover, awareness of this policy is what will improve employee engagement strategy.

Employee's rights

Employee's rights are entitlements that relate specifically to the role of being a worker. Some of these rights are exercised individually and others collectively. They can include a right to work in a job freely chosen, a right to fair working conditions, which may encompass issues as diverse as a just wage or protection of privacy; a right to be protected from irrational and unjustified dismissal; a right to belong to and be represented by a trade union; a right to strike. These rights may be based on different foundations, such as freedom, dignity or capability.

Employment protection

Employment protection generally refers to protection against unfair or unjustified dismissals or discrimination at the workplace. This also means that workers have protection against arbitrary and short notice dismissal from employment, as well as having a distinctly stipulated and valid contract of employment. This is further guided by employment relations that avoid casualisation (ILO, 1995).

Trade Union

The Economic Times defines it as organizations formed by workers from related working fields of interest. They represent, provide a link between the management and workers, and help the workers in issues like fairness of pay, right working conditions, hours of work and benefits.

CHAPTER TWO

LITERATURE REVIEW AND THEORITICAL FRAMEWORK

This chapter reviewed the literature on labour law and employee awareness. Firstly, the chapter provided a conceptual review of concepts such as labour law, employee awareness, and employee protection. The chapter also reviewed the literature on the International Labour Standard and the labour laws in Cameroon, and the gender dimension of labour law. Lastly, the chapter provided a theoretical framework that guided the study. This review aims to identify gaps in knowledge to avoid duplication in research.

2.1 CONCEPTUAL LITERATURE

2.1.1 Labour Law

Daniel Blackburn (2006) alleged that “labour law sets up and preserves the processes by which workers are empowered to negotiate from a position of “equality” or, at least of less inequality.” The creation and implementation of labour laws and regulations are an essential means of applying generally accepted labour standards in the workplace. Labour regulation (also called employment law) arbitrates the relationship between employees, employing bodies, trade unions, and the government. Collective Labour law is referred to the tripartite relationship between employee, employer, and union, while individual labour law relates to workers' rights at work and through the contract for employment (Blackburn, 2006). Botero, et al. (2004) analyse labour regulation in three areas: employment protection law, the law governing employee representation and industrial action, and the law of social security.

According to Blackburn (2006), the purpose of labour laws is to:

- Firstly, correct the imbalance of power between the worker and the employer by protecting workers’ right to organise in trade unions and to bargain collectively, and to put defenses which prevent the employer from dismissing the worker without good cause.
- Secondly, prevent working conditions being pushed below levels society deems acceptable by placing restrictions on the contracting partners’ freedom, and setting minimum standards over

issues such as working time, health and safety, and pay, the law limits the degree to which the more powerful party can exploit the weaker.

- Thirdly, regulate the labour market. A State may choose to implement legislation to place either maximum or minimum limits on wages, either nationally or in particular sectors or industries.
- Fourthly, labour law is also used as an instrument to limit and control trade unions.

Both at the international and national levels there exists enough regulations and standards to guarantee that employees enjoy some rights and protection at work. However, many contemporary studies have argued that the law of the workplace is still generated mainly from within (Mitchell & Fetter, 2003). The rules of workplace culture, custom and practice, the employment contract, the works rule-book or employee handbook, and collective agreements often form the core of the rules governing the employment relationship. Legislation becomes relevant only to fill gaps or ensure minimum standards. Fetter argued that it not be only labour laws that govern the workplace but also constitutional law, the general civil code or statutory civil laws, and even the criminal law. He argued that a labour law statutes will usually be read together with these sources and may be further subject to the influence of a host of supranational sources of law.

2.1.2 Employees' Awareness

Employee awareness refers to the level to which an employee knows specific rules, condition, principles leaflets or any other essential information at the workplace. According to Meager, et al. (2002), awareness is when an individual has sufficient knowledge and is informed about a subject for him/her to be conscious of its existence and its significant subject matter. In this sense, awareness of an employment right or piece of legislation implies that the individual had heard of it, and had some idea of the area of working life to which it relates. Meager, et al. (2002), went further to differentiate between awareness and knowledge, and argue that knowledge of an employment right or piece of legislation implies that the individual could demonstrate some understanding of the detailed provisions of the legislation.

Also, the term awareness is defined as knowledge that something exists or an understanding of a situation or subject at present based on information or experience (Cambridge Advanced Learner's Dictionary, 2008). Many employing organisations have their plans for improvement of employee awareness that comprise awareness on corporation's planned goals, corporate mission and vision

rules to reduce energy and time waste, reducing operating costs and increasing productivity, improving awareness and professional attitudes, because of the higher employee awareness, the better competitiveness of the business. In many companies, employee awareness initiatives can be measured as inadequate efforts which cannot achieve serious effects. As soon as new employees start working in a company, they have very much to learn and to familiarise themselves with the best practices for performing their job function. They are often expected to know much information on company policies and their rights as protected by the law. So it could be said that employee awareness has two essential sides. The primary one being raising of integrity in the staff: allocation and promotion of business culture and ethics, improving communications and commitment, code of conduct, while the secondary objective is on improving practical understanding on the ratified company guidelines and workplace processes, involving routine procedures, business processes, emergency actions.

Nonetheless, making sure that employees know the essentials of company policies is very important. For example, awareness of benefits packages can be a valuable attraction and retention tool for many organisations. Training employees on company policies and labour regulations guiding their relationship with the employer must be an essential practice. It thus informs them not only of what behavior is expected of them in the workplace but also of the benefits accessible to them and the regulations protecting their rights as workers. Equipped with this knowledge, they can make better decisions and potentially save your business legal troubles down the road, while also ensuring they do not leave your company because they are misinformed about the advantages of working there. Undoubtedly, people's awareness or even perceptions about subjects define their reactions and responses towards those issues.

2.1.3 Employment Rights

Employment or labour rights are entitlements that relate specifically to the role of being a worker. Some of these rights are exercised individually and others collectively. They can include a right to work in a job freely chosen, a right to fair working conditions. Which may encompass issues as diverse as a just wage or protection of privacy, a right to be protected from arbitrary and unjustified dismissal, a right to belong to and be represented by a trade union, a right to strike. These rights may be based on different foundations, such as freedom, dignity or capability. According to Drzewicki, (2001) and Ssenyonjo (2010), labour rights are human rights. Article 23 of the

Universal Declaration of Human Rights (UDHR) states the content of this right: everyone has the right to work and should work in a job freely chosen, everyone should receive equal pay for equal work done. Everyone should get decent remuneration for work performed, which should guarantee a dignified life for himself/herself and his/her family; and that everyone has a right to form and join trade unions. Article 24 also guarantees a right to rest and leisure, including reasonable limitations of working hours, as well as holidays with pay.

Over the years, employees' rights have risen from different sources such as the constitution of a country, international and national labour organisations: conventions and recommendations, as well as traditional beliefs and custom of a people. Whatever the sources, they are effectively codified in the national laws of a country which is the structure used by many to control the level of availability of worker's rights. The principle of workers' rights is to guarantee healthy, safe, and decent conditions of work so that work activities can be performed in working environments free of tension and dispute (Chris, 2005).

An employees' right is an extensive issue; but, it boils down to the respect and safeguarding of human life in the workplace and the right to work. Some elements of employees' rights are the rights to health and safety, freedom of association and right to collective bargaining, equal pay for equal work, leave and rest period with the surety of employment protection. It is universally accepted that employees' rights vary by countries. The International Labour Organisation (ILO) provides universal standards and guidelines. According to Scherrer and Greven (2001, p. 16), workers' rights (labour rights) refer to the core rights of freedom of association, collective bargaining, and prohibition of forced labour, child labour, and discrimination in employment." Such rights are conferred on employees and, their companies taking into account their role and the need to protect them from extreme exploitation and abuse in the hands of profit-minded employers.

2.1.4 Employment Protection

Employment protection generally refers to protection against unfair or unjustified dismissals or discrimination at the workplace (ILO, 2002). This means that workers have protection against arbitrary and short notice dismissal from employment, as well as having a distinctly stipulated and valid contract of employment. This covers persons that are employed by some legal entity, and are at risk of being dismissed by that legal entity and can have a stable or unstable employment relationship with their employer. Lack of protection of workers in certain situations of employment

has been observed by various scholars and experts not to accord with the legal scope of the employment relationship in reality. The context in which this lack of protection has arisen varies considerably from one organisation to another, and by countries. But in all cases it is linked to significant changes in the structure of employment. Globalisation is a highly attributed factor that has dramatically affected the employment relationship and worker's protection (ILO, 2002). Other factors alongside this include; technological changes and transformations in the organisation and functioning of enterprises, often combined with restructuring in a highly competitive environment.

Employees are regularly exposed to discrimination, maltreatment and illegal treatment at work. It is continuously seen that they are deprived of employment rights either in a bid to keep their jobs (fear of losing their jobs if they attempted to implement their rights) or even worse since they are not aware of these rights. Consequently, they often keep silent about the illegal behaviour of employers meted out to them.

Changes in workers' status and mass redundancies, especially in developing countries or those in transition are often attributed to major challenges such as external debt, structural adjustment programs, and privatisation. These realities have been reflected in a drastic reduction in countries' financial capacity and deterioration in conditions of employment and work.

2.2 THE ROLE OF THE INTERNATIONAL LABOUR ORGANISATION: THE INTERNATIONAL LABOUR STANDARD

The concept of international labour standards is a relatively recent development in the setting of world history. The Industrial revolution in the nineteenth century and the related transition of ideas catalysed the evolution of international human rights and in particular with international labour standards (ILO, 2003). With the advent of globalisation and urbanisation, industrial competition is increasing in the global market at a rapid rate. Despite the organisational plans, strategies, and policies, only human inputs play a significant role in the success of an industry (Randhawa, 2005). As the human cost of industrialization became visible, there was increased awareness of the importance of protecting workers and establishing a universal set of international standards to ensure equal security for all. In similarity, industrialists feared that they would lose out to contenders if they unilaterally improved working conditions. This drove the need for international social regulation to achieve a level playing field for all parties. The 19th century saw the need for a clear body of rules that would protect employees against any mistreatment by employers while

recognising that peoples working life cannot be administered by market forces alone. Equally, human labour was no longer to be valued as a commodity.

Consequently, the ILO was established on the principle of regulating the market by primarily balancing the industrialists' concerns with the protection of workers (Gauss, 2011). Going by the ILO's constitution, the office is dedicated to proposing technical cooperation and advisory services to member states and to support them in evaluating and, where needed, outlining or reviewing their labour regulations. This includes support in the designing of national regulations and laws to allow ratification of Conventions or implementation of the corresponding principles. (Blackburn, 2006). Through law or collective agreements, labour regulation strives to correct the underlying inequality between an employer and employee (ILO, 2003).

The primary strategy of the ILO is in developing international standards in the form of conventions and recommendations which member states are obliged to comply with. The development and application of international standards are proposed as vital for social progress, economic development and a mutually beneficial labour market (ILO, 2003). International labour standards or ILO Conventions and Recommendations play a vital role in the design of labour law for workers. International labour standards are prepared and adopted by the international community, mainly through the ILO a United Nations (UN) agency which brings together representatives of governments, employers, and workers. Where conventions have been ratified, they also entail international law obligations for the countries concerned. As stated in the ILO Declaration on Fundamental Principles and Rights at Work (1998) the core employment standards aim to: eliminate all forms of forced or compulsory labour, efficiently abolish child labour, eliminate discrimination in respect of employment and occupation, and ensure the freedom of association and the right to collective bargaining.

The eight fundamental Conventions are the following:

- 1 The Forced Labour Convention, 1930
- 2 The Freedom of Association and Protection of the Right to Organize Convention, 1948
- 3 The Right to Organize and Collective Bargaining Convention, 1949
- 4 The Equal Remuneration Convention, 1951

- 5 The Abolition of Forced Labour Convention, 1957
- 6 The Discrimination (Employment and Occupation) Convention, 1958
- 7 The Minimum Age Convention, 1973
- 8 The Worst Forms of Child Labour Convention, 1999

Other ILO Conventions also include standards relevant to the regulation of domestic work. These include:

- 1 The Wage-Fixing Machinery Convention, 1928
- 2 The Protection of Wages Convention, 1949
- 3 The Migration for Employment Convention (Revised), 1949
- 4 The Minimum Wage Fixing Convention, 1970
- 5 The Migrant Workers (Supplementary Provisions) Convention, 1975
- 6 The Workers with Family Responsibilities Convention, 1981
- 7 The Termination of Employment Convention, 1982
- 8 The Private Employment Agencies Convention, 1997
- 9 The Maternity Protection Convention, 2000

According to Plant (1994), the developments within the global economy have an adverse effect on some of the labour standards and rights enjoyed by workers. This position was also supported by Scherrer and Greven (2001) in their comments on the threat posed by the new global economic disorder. The absence of an alternative job, mass retrenchment, and financial meltdown all contributed to the pull-down of labour standards. Majority of the transnational investors gave conditions to the host country which are somewhat accepted in expectation for quick and rapid development through their investment with implication on labour standard. Economic globalization made practices that were once nationally segmented into groups of labour guidelines subject to growing international competition (Gay, 2007). According to several researchers, this led to the loss of traditional groups of labour regulation, which were regularly framed by the formal setting of the land. According to Thomas (2010) “globalization processes have produced a

downward pressure on labour standards that neither nationally based labour laws nor international institutions such as the ILO have been able to counter effectively.”

In conclusion, the significance of the international labour standards depends on their practical effect. They both reflect what is currently possible and points the direction towards economic and social progress. This is why they are discussed and adopted by Government representatives together with representatives of employer and worker organisations from the ILO’s member states (ILO, 2008).

2.2.1 LABOUR RIGHTS AS A HUMAN RIGHTS ISSUE

For many decades, the ILO did not explicitly present documents adopted under its auspices as human rights documents. It adopted binding conventions that incorporated labour standards and non-binding recommendations that further detailed this list of standards. However, in recent years, the ILO endorsed a list of labour rights as human rights. In 1998, it adopted the Declaration of Fundamental Principles and Rights at Work (Kellerson, 1988). The Declaration contains four core rights: freedom of association and the right to collective bargaining, the expulsion of forced or compulsory labour, the abolition of child labour and the elimination of discrimination in employment. The right to freedom of association, which includes the right of workers to join trade unions and bargain collectively, is a necessary universal human right and a cornerstone of democracy. According to Allen (Allen, 2007), freedom of association is the cornerstone of democracy because this right creates the possibility for workers and citizens to organise. Moreover, it is through organising that workers construct the vehicle - unions - for winning and exercising rights. Allen further states that labour rights are a critical component of human rights helping to protect and advance the social and economic well-being of the human population. Human rights cannot flourish where labour rights are not enforced.

The concept of human rights to others is entirely new. Thus, people’s opinions and awareness of the idea in its various aspects influence how they observe others’ rights or request for theirs’. The modern idea of human rights in natural law theory proclaims that all human beings should be accorded certain fundamental rights by their humanity. These human rights are universal and imperative, with a particular moral weight that usually overrides other considerations. Some international declarations of human rights arise to secure a crucial place for labour laws. Mensah (2001), recalls that rights are inherent needs and qualities that set human beings apart from other

creatures on earth. Adams and others have disputed that workers should not be viewed as economic interests, but rather as bearers of fundamental human rights (Adams 2006; Macklem, 2006). As per the Universal Declaration of Human Rights (UDHR, 1948), all human beings are born free and equal in dignity and rights, endowed with reason and conscience. This points to the fact that human beings naturally exercise rights in life and hence, the workplace is not an exception.

Laws on employment rights have been approved throughout the globe since the UDHR in 1948. However, enacting laws are not a guarantee for the safeguard and advancement of workers' rights (Mensah, 2001). Undeniably, unawareness and violation of employment rights exist both at local, national and international levels, even with the objective of protecting and promoting employment rights.

2.3 GENDER DIMENSION OF LABOUR LAW

Before now, women experienced a much discrimination/stereotypes in the labour market. Evidence suggests that some employers dismiss newly pregnant employees or refuse to take back the new mother after her absence on maternity leave, discriminate in favour of women who are beyond childbearing age or merely presume that “women with children tend to leave their jobs.” (ILO, 1994). On a further, employers perceive these pregnant women become less performing in the job site.

Employment protection for women refers to her right as a female employee not to lose her job throughout pregnancy or maternity leave as well as during a period following her return to work, according to the duration specified by national laws. Maternity oftentimes constitutes a source of discrimination in employment, concerning access to employment, equal opportunities, treatment at work and termination of employment.

Non-discrimination to maternity refers to the right of all women not to be treated less favourably in a work situation including access to employment, due to their sex, or circumstances arising from their reproductive function. Noting, employers should not require a pregnancy test or proof of sterilization as a condition of employment, nor should they be allowed to question a job applicant about their plans for childbearing. This context of law is particularly important for women, guaranteeing, as it does, equal pay for work of equal value and protection from sexual discrimination. Equality and anti-discrimination laws also help deliver a better work-life balance. Looking at other groups of rights, improvements in health and safety rules are a fundamental

dimension. These had a welcoming effect on the statistics of death and injury in our workplaces. Much examination has to be done on gender prejudices in private sector employment (for salaried jobs) and eliminate sociocultural and economic barriers to women's participation in the labour market and business startups. (ILO, 2012).

2.4 THE LABOUR CODE IN CAMEROON

The preamble to Cameroon's Constitution of 1996 states that every person has the right and the duty to work. Equally, the Cameroon Labour Code - CLC - Invalid source specified. Identifies the right of every citizen to work and stipulates that the state should do everything possible to support a citizen in finding employment and keeping it once s/he has obtained it. Section 2 of the CLC adds that work is a national duty for every adult, able-body citizen. The rights recognised by the 1996 constitution among others include; freedom of association (including the right to form unions); the right to work (including the right to strike). Specific definitions of these principles are spelled out in eight ILO core employment standard conventions, also known as the fundamental human rights conventions. On this matter, Cameroon has enacted the four core significant conventions and a further total of 43. A few are the Freedom of Association and Protection of the Right to Organise Convention, 1948. Also, Right to Organise and Collective Bargaining Convention, 1949. The Equal Remuneration Convention, 1951. Discrimination (Employment and Occupation) Convention of 1958.

Yanou (2013), reviewed the security of employment in the private sector in Cameroon and argued that the country's labour code not specifically offer durable protection for employees. He goes further to criticize section 23(1) of the CLC for excessively stressing the subordination and control of the worker in the definition of employment noting that this leads to the commoditisation of both the employee and his labour. This approach tends to deteriorate security of employment. The study also discussed the fact that despite this weak protection regime employments are not as risky as it appears from a casual analysis. Although the Cameroon Labour Code of 1992 does not have a clear and consistent position on the point, there is a relatively recent substantial development by case law towards protection of the employee in private sector employment. The study revealed there are differences in the way the Labour Code is interpreted and applied in the courts of the French regions of Cameroon and those of the English regions of the country. Judges in Anglophone Cameroon tend to stretch Anglo-Nigeria common law principles into their interpretation and

practical application of the provisions of the CLC in the cases before them which regularly results in giving employees greater protections in common law courts. The enforcement of labour laws in Cameroon is done by the Ministry of Labour and Social security. Of which the vital responsible officers are; the Minister Gregoire Owona (at the time of the study) and, his delegated Labour Inspectors who work to see the enforcement and application of national labour code respected in all employing organization. Some elements in the code are discussed underneath.

2.4.1 Contract of Service and Terms of Employment

The 1992 labour code in section 23 (1) defines a contract of employment as an agreement by which a worker undertakes to put his services under the authority and management of an employer against remuneration.

(a) A contract of specified duration is a contract whose termination is fixed in advance by both parties. It may not be concluded beyond a duration of more than (2) two years renewable once.

(b) A contract of an unspecified duration is a contract whose termination is not fixed in advance and may be terminated any time by the will of the worker or the employer.

As seen listed above, section 25 of the CLC provided critical terms of employment, and in case of continuation of a specified contract after two mandates by a national, it shall automatically turn into a contract of unspecified duration with the employer.

2.4.2 Termination of contract

Termination of contracts can be effected by either party but matters most of who has legal standing and reason for termination. Section 32 of the CLC makes it possible that termination could only be permitted on situations such as misconduct or failure on the part of the worker to honour obligations under the employment contract, interruption of activity by the enterprise, force majeure, normal expiry of the employment contract or at completion of the contract for which the worker was recruited. Some stances may merit notice from either party before termination such as voluntary employee resignations and economic dismissals to state the reason and provide the other party with consent and preparation. Section 84(1) and 85 (3) of the CLC provide special protection for maternity and certified pregnant women, they are free to terminate any working contract even without notice to an employer and no burden of compensation to the other party.

Where termination of a contract is deemed unfair and wrongful, the plaintiff will be compensated in severance pay where any loss of economic damage had occurred.

2.4.3 Calculation and payment of salary

In section 61 of the CLC elaborates that wages are evaluated in terms of money or collective agreements which are payable under a contract of employment by an employer to a worker, and calculated for work done or to be done. In respect, payment for the same type of work must be equal to workers irrespective of their origin, sex, age, status and religion, subject.

The minimum wage rate in Cameroon is FCFA 36,270 (2015). Thus employers cannot pay below the stipulated monthly pay. Workers should be paid wages per hour of service and for most salaried jobs payment is made at the end of a four work calendar month (period to month end) or in two weeks' installments if requested by the worker from his employer. In case of any extension, payment may not fail to be issued not later than eight days following the working period of the month along with any agreed allowances and bonuses stipulated in the work contract. In every sector and industry, payment of wages and salary must be made at the premise where the work was done or where the employers' institution is located. Anywhere abstract not related to the business between the employer and employee is considered invalid and wrong by the code.

2.4.4 Hours of work, overtime and rest days

Section 80 of CLC reiterates that non-agricultural establishments have a limited working hour of 40 a week. Whereas, agricultural task enterprises are extended but limited to 48 hours a week and an annual frame of 2400 hours a year. Hence in both public and private organisations, a working day comprises of 8 hours with a mandatory 60-minute break per every shift of work. On night work, the code stipulates it span a period from ten p.m. to six a.m. Workers on overtime shall be paid a wage of an hour and a half for each extra hour worked.

However, women and children are prohibited from any night work in industries dealing with manual labour, but an exemption is made to executive women in service positions. Working-age for children is limited to eighteen years old, and only specific types of work can be assigned. The labour code acknowledges a typical working day to be Monday to Friday, with at least 12 hours of rest daily. Saturdays as a work day will differ with employers and based on the employees' work contract. Sunday is stipulated in section 88 as the general rest day for all type of workers.

2.4.5 Public holiday and annual leave

The labour code views public holidays as national day celebrations all over the territory, either state holidays such as; New Year, Youth Day (11th February), Labour Day (1st May), National Day (20th May), Unification Day (1st October). Religious holidays are also recognized like; Good Friday, Christmas Day (25th December). On these days, employees are not to work, unless they choose to or are called upon for critical reasons in the interest of the employer's business. On such account then workers will be entitled to a double wage per hour for the work performed on public holidays.

The labour code observes a variety of leave for workers; from sick leave with pay not exceeding 6 months, occupational accidents, annual leave, compassionate leave granted to workers and their family events, parental breaks for men and women with young infants. Annual leave is calculated at one and a half days per effective month a worker covers. Mothers with children under age six are entitled to a full two days leave caring each month per child. For young working children below 18 years, leave is recognised to be two and a half days per effective month worked.

2.4.6 Sick leave and maternity leave

Still on section 84 gives pregnant working women entitlement to 14 weeks leave total before childbirth and homestay. Upon return to work, she would be apportioned 1 hour a day for breastfeeding for the next 15 working months and given just convenient and straightforward tasks to perform.

Employment protection related to maternity safeguards the employment of working women throughout their maternity. Through such protection, a female worker has the right to (1) retain her job during pregnancy and maternity leave and (2) return to her position or an equivalent one upon return. Despite the fact that dismissal related to pregnancy has been a critical concern at the ILO since the beginning of discussions on maternity protection, it still exists in many (if not all) countries. This practice is usually driven by either an unsubstantiated fear of reduced productivity or the paternalistic view that a pregnant woman cannot work. (ILO, 2012)

ILO Conventions have become increasingly comprehensive in terms of the extent to which maternity protection should be provided. Older maternity protection conventions (Nos. 3 and 103) were limited; then, protection period was increased in convention No. 183 to also cover pregnancy and a period after the return to work (period of breastfeeding activities). Dismissal of an employee

during the protected period may only be made on grounds unrelated to maternity, and burden of proof shall rest on the employer.

2.4.7 Dispute settlement and complaint procedures

Section 131 of the CLC makes provision on an individual dispute arising from a contract of employment between workers, and their employers shall fall within the jurisdiction of the competent court dealing with the labour disputes by the legislation in a judicial institution situated in Cameroon. In organizational settings, disputes are to be reported in chronology order. First, where staff representatives are practical, employees should first lay their complaint to them. This hierarchy then follows to the Human resources or sometimes known as Personnel department although the department is very welcoming to assist any worker in unreported employment matters. In the absence of such infrastructures, a trade union is essential to help bargain for the worker throughout his employment life. At this point, unions could be of great help liaise a worker to an experienced and professional labour attorney (lawyer) to represent the worker in court sessions concerning employer maltreatments.

2.5 THE ROLE OF TRADE UNIONS AND PROTECTIONS OF WORKERS' RIGHTS

A classic definition of a trade union (TU) is “a continuous association of wage earners to maintain or improving the conditions of their employment” (Webb and Webb, 1920). The origins of trade unions go back as far as the first attempts to organise a collective action at the beginning of the industrial revolution. A trade union is an organization based on membership of employees in various trades, occupations, and professions, whose principal focus is the representation of its members at the workplace and on the broader society. It particularly seeks to advance its interest through the process of rule-making and collective bargaining. (Morris, 2002)

In the modern sense, however, trade unions arose in the later part of the nineteenth century, when governments first began to accept the unions' legal right to exist, Trade union rights were born out of economic and political struggle which saw short-term individual sacrifice in the cause of longer-term collective gain. They often played an essential role in national politics and have influenced developments in the world of work at the regional and international levels. The flourishing of democratic institutions goes hand in hand with the exercise of trade union freedoms. The international labour movement on a global, as opposed to a regional or national level, consists of international associations of national federations of labour unions. There are currently such

international organisations reflecting different ideological tendencies: the International Confederation of Free Trade Unions (ICFTU), the World Federation of Trade Unions (WFTU).

Trade Unions are well known from the ILO “as organisations of employees usually associated beyond the confines of one enterprise, established for protecting or improving through collective action, the economic and social status of its members” (Nanfosso, 2016). The description has at least three words that should be well understood: the first is “employee” that is those who are employed on a regular basis, that is, who get a formal contract with an enterprise. The second is “enterprise” that is an institution well established in a recognised formal sector of activity, and the third is “members” that is those who are regularly registered as such with a trade union through payment of fees.

In the early 20th century when trade unions were being established, the primary models available were:

1. The craft union, which was based on a single craft or multiple crafts or one that was spread across an entire industry relating to similar crafts. It became known as an industrial union in a horizontal arrangement.
2. The industrial union, which was vertically structured in a single industry and existed across a geographical area.
3. The white-collar union which existed mainly for public sector workers, many of which started as associations.

Morris Robert (2002) identified some various functions which trade unions undertake, which are:

1. The political role, using collective power to influence decisions on behalf of members and the broader society.
2. The market role, by intervention wage bargaining and thus impacting on the economy.
3. Regulatory role by setting standards concerning jobs and terms and conditions.
4. Democratizing role, in creating industrial democracy at the workplace.
5. Service role, in promoting the intervention of members.
6. Enrichment role in helping to develop the human potential of members.

7. Welfare role in assisting particular groups.

In many countries, trade unions focus on ensuring the implementation of existing laws by duplicating them in collective agreements. The International Trade Union Confederation (ITUC) maintains that everyday women are let go or discriminated against in the workplace for pregnancy-related reasons. Thus it launched a campaign to sensitize women of their right to maternity protections under national legislation by encouraging them to join unions. The trade union movement is an essential institution for advocating and articulating the benefits of workers as well as a significant stakeholder in the industrial relations. The trade union movement has had its period of glory and conceded a significant decline. This happened at a time when there was need to deal with the challenges of globalization. The need for labour legislation, strengthening of the union leadership, and financial management of the organizations is vital to ensure that the trade union association returns to the original ideas for which it developed. Despite acknowledging the fact that trade unionism is not a personal but a social community action. This is a pre-condition for the workers' movement to effectively face the challenges of the 21st century. (Mindoo, 2002)

There is a growing perception that the private sector is using Human Resource Management (HRM) strategies to hinder the development of the trade union. One of the fastest growing areas of education for professionals is that of local and international access to training in Business Administration at the certificate, diploma and bachelor's and master's level. A large number of graduates are forming HRM associations in different countries, and there is a regional grouping of human resource management practitioners. HRM tends to adopt strategies which tend to challenge the trade union and to de-emphasize industrial relations. Trade unions are being forced to evaluate their practices concerning this development. (Morris, 2002)

2.6 EMPIRICAL LITERATURE

After presenting a detailed analysis of the conceptual literature, review of the empirical literature is presented in this section based on the specific objectives of the study which are; (i) assess the extent to which employees know their rights and entitlements in the Cameroon Labour Code. (ii) Understand the challenges faced by employees in the day-to-day execution of their duties. (iii) Establish avenues for seeking information, advice, and redress about, employment issues. This has elaborated the views of other authors regarding the level of employee awareness, the

relationship between the level of awareness and respect for workers' right and finally enforcement of labour regulations.

2.6.1 Employee awareness of their rights and entitlements in the international labour standard, Cameroon Labour Code and organisational policies.

Yuh (2009) presented a descriptive analysis of the rights of workers in the informal sector of Cameroon and further explained that there is an imbalance in the level of awareness of workers' rights in Cameroon between the formal and the informal sectors of the economy. Yuh realized that there is a high level of employee awareness of workers right in the formal sector because most of the workers in this sector are educated, members of the workers union. These factors are completely absent in the informal sector as most of the workers provide unskilled labour with little or no educational background and the absence of trade unionism makes it very difficult for the workers in this sector to be aware of their rights. Through preliminary surveys by the researcher, he observed that out of 20 workers interviewed in the informal sector, not up to 3 were able to state their rights. Some workers were able to identify their rights such as the rights to remuneration (right to be paid) but had no idea on the minimum wage fixing convention of 1970. They equally lacked knowledge on the institutions created by the government to protect the rights of workers. A low level of awareness of workers' rights in this sector could be attributed to some factors;

- Little or no efforts by the government to safeguard and encourage the right of employees in the informal sector.
- Inadequate funding of establishment vested with the task of defending the rights of employees.
- Little or no training is given to the employees of the informal sector on the protection of their rights.

From the above, it shows that there is a disparity in the level of employee's awareness of their rights in Cameroon and Nigeria. The governments of both countries have to do a lot to ensure that employers respect workers' rights.

Sapna (2015) validated the awareness level of workers in the industrial establishments of Northern India. The study examined the workers' awareness level to Factories Act, Industrial Disputes Act, Minimum Wages Act and Payment of Wages Act applicable in the Industry. The outcomes of the

study revealed that significant difference was found in the awareness level of workers by age and experience regarding different acts implemented in the industry.

Concerning Africa, Adewumi and Adenugba (2010), described a healthy level of rights awareness in the Banking, Oil and Gas and Telecommunication Sector in Nigeria. Majority of respondents claimed to be aware of their rights as workers, and this was confirmed by the full range of rights identified by them. Both male and female respondents proved the high level of awareness. The research carried out focused on examining the state of workers' rights and labour standards, particularly on the provision and extent to which they are complied with and enforced as well as what can be done to ensure the protection of these rights (Adewumi and Adenugba, 2010). The problem nonetheless lies in the inability of workers to oblige employers to comply with relevant provisions of the law. The level of compliance on the part of the employer is low. It would seem that employers are intentionally avoiding compliance, taking advantage of the weak legal framework and the vulnerability of workers in an unstable economic environment (Adewumi and Adenugba, 2010). The rights they recognised included economic rights, social rights, rights to annual leave, right to participation, right to freedom of expression, rights to promotion, rights to association, rights to further education, rights to private life, job security, rights to live personal security and safety. These survey also discovered that the most recurring sources of education of the workers about their rights are the company/employee handbook. Despite the high level of awareness, the rights are not observed and respected. The respondents complained of too much work, sexual harassment, abuse of rights, late payment of salary, non-observance of public holidays, job insecurity and humiliation/intimidation. Majority of the respondents believed that workers union could be helpful in addressing these challenges and 97.61% believed that workers should unionise.

Meager (2002), investigated the level of awareness and knowledge of individual employment rights and exercise of those rights. He observed that it was mainly crucial that individuals have sufficient levels of awareness and knowledge of the rights in the labour legislation because they are required to enforce these aspects of the law themselves. This can only be realized if they are aware that their employer is in breach of the law, and know where to get information and advice if they experience a problem to do with their rights at work. He used primary and secondary materials to elicit information from the respondents. In order to maximize the generalizability of

the findings a randomized household survey of 1000 active people of active age was conducted. His analysis reveals that vulnerable workers have low awareness levels of their rights at work. For example, younger workers, those without an HR department, those who do not have managerial/supervisory duties, non-union/staff association members, and those employed in smaller workplaces. More so, the educational level of the workers influences their level of awareness of their rights at work. It was discovered that employees who are well educated had more knowledge of their employment rights than those who were less educated.

Similarly, Lisakafu (2014) assessed public sector employee's awareness of labour laws in Tanzania. The study sampled 100 employees. The research revealed nearly half of the respondents who took part in the study were well aware of the employment rights at their work, while the rest of the respondents were not aware. The protection of employees and employers is guaranteed by legal certainty or how much workers and employers know their rights and obligations and the level to which they are obliged to implement their rights and carry out their responsibilities.

Oginni (2012) observed that there appear to be adequate regulations to usher in desirable standards to ensure that all employees enjoy Nigerian employees' rights. However, the disturbing aspect of these employees' rights is the level of implementation or obedience on the part of employers of labour (private sector and public service) which is seen to be almost inexistent. Therefore, making a clarion call for a strong political readiness on the part of the government to implement what is constitutionally spelled out in respect of the employees' rights. Also, this should begin this in the public sector where she is involved as the most significant employer of labour, for other private employers to see the importance and implement this action.

In an attempt to understand workers' rights and labour standards in Nigeria, three sectors were checked; banking, oil and gas and telecommunications (Adewumi and Adenugba, 2010). Their results stated that there is an appreciable level of employee rights awareness on the part of workers on all the three sectors. Nevertheless, they concluded that the problem lied with workers' inability to compel employers to comply with relevant provisions of the law.

2.6.2 Challenges faced by employees in execution of their rights and entitlement.

Forth (2010) examined the challenges, vulnerability and adverse treatment in the work place, and observed that un-enforcement of workers' rights would lead to hostile treatment at the workplace. Employers commonly practiced adverse treatment with limited options in the external labour

market. More so, those without a written contract of employment found themselves in precarious situations, workers without colleagues with whom they can discuss and work out related problems have a poor climate of employment relations. Also, others might consider that their employer discriminates in favour of certain types of workers. Overall the non-respect of workers' rights was attributed to the lack of knowledge of these rights or privileges.

Probakar (2013) explored employee satisfaction regarding welfare measures at Don Bosco College of Art & Science in Dharmapuri. A sample of eighty employees was selected for the study. The study revealed a maximum of the employees had work experience of over ten years. A bulk of the employees were very satisfied with the transport and restaurant facilities provided by the college. Forty-one percent of the respondents were not satisfied with the drinking water facilities in the college. Fifty-one percent were of the average opinion with the leave facility provision in the college. Overall, employees were satisfied by the intramural facilities to provide by the institution. However, there was a need for more development in the extramural and non-statutory amenities provided to the employees. The study also suggested there should be proper functioning of the existing welfare schemes to motivate the staffs. Improvement should be made in the field of cleanliness, canteen, recreational facilities and maternity benefits. Modifications in the field of restroom facilities, service awards, and various welfare policies can effectively motivate the workers.

The Occupational Health and Safety Act (OHSA) of 1970 went a long way to reducing risks in the American workplace. The law formed some specific safety requirements, comprising industry-specific rules for construction, maritime and agricultural jobs. Though each state has its unemployment insurance agency, jobless benefits are offered through a joint federal-state program. Presently, American employees enjoy many legal protections intended to provide a minimal level of income and protect them from danger in the workplace, among other safeguards.

2.6.3 Avenues for seeking information, advice and redress about employees' rights and entitlements.

International Labour Standards, (ILS) coded in Conventions and Recommendations as well national laws regulating employment relations remain the key instruments to guarantee that in the course of employment, people work in confidence and humane conditions, under which employees offer their Labour while also convening on them some fundamental rights. Despite these

mechanisms, it does not seem that workers are receiving a fair deal both from their employer and the society at large. From national and international labour and civil society organisations reports keep emerging about the awful situation of workers (Adewumi and Adenugba, 2010). If employers are not helpful in respecting workers' rights, it becomes relevant to ask what employees and their organisations are doing to address the situation. It seems that unions have not been able to do much for their members in the face of right abuses from employers. The dangerous situation in the labour market compounded by the decline in the economy is not helping matters, as it makes employees very susceptible.

Zuure (2005) researched on employment rights in the private sector. The aim was to investigate the granting of employment rights in Private Senior High Schools in the Central Region of Ghana. At the end, it was revealed majority of the respondents did not have adequate knowledge of employment rights, this explains why they found it difficult to challenge abuses meted out to them.

On the other hand, the 1992 Labour code of Cameroon is seen and regarded by many as a human rights friendly document. Section 2 of the CLC provides everyone with the right to work under satisfactory, safe and healthy conditions, and equal pay for equal work done without discrimination of any kind.

2.7 ENEO CAMEROON S.A, LIMBE

The firm ENEO which acronymically stand for the Energy of Cameroon is the sole distributor and connector of electricity power in Cameroon. The parastater company was first an initiative from an American investment company in partnership with the host government and beared the name AES - SONEL from 2001. At the end of the previous deal, a British investor ACTIS took over in 2014 registered as ENEO Cameroon to continue electricity production and distribution, to further develop new and previous electricity project to enhance current supply across the national territory.

2.7.1 Collective convention

At the time of this work, the company used an internal employment policy text titled "Collective Convention AES – SONEL" dated on 4th March, 2005. Best to the knowledge of the employer, the text represented expected standards from the national labour code of 1992, aspects with the statute "Guide du Travailleur au Cameroun" published by the office of the ILO in Yaoundé and other international labour standards. This book articulated employees work statutes in situations

foreseen, as from offer of an employment contract, periods of work, rates of pay benefits and compensation, till the event to conclude a contract.

2.7.2 Organisational health and Safety policy

The safety preamble of the company reads, “Safety is the principal foundation on which our business is built and a condition for the success of our operations. Distinct attitudes and actions ensure to promote an injury free workplace which is critical to achieving our goal: *No One Gets Hurt* and make the company the best place to work in, where employees share in corporate growth and success”. On this note, accountability is stressed for the health and safety from all employees and contractors and also line managers must take leadership roles to communicate and implement these procedures. Their Safety Policy OH&SP Rev.2 09/14 is committed to doing the following as seen below:

SAFETY POLICY

OH&SP Rev. 2 09/14

In **eneo Cameroon S.A**, safety is the principal foundation on which our business is built and a condition for the success of our operations. Our individual attitudes and actions in promoting an injury free environment is critical to achieving our goal : **"No One Gets Hurt"**, and make our company the best place to work, one where employees share in corporate growth and success.

eneo Cameroon S.A requires the active commitment to, and accountability for, health and safety from all employees and contractors. Line management has a leadership role in the communication, implementation of, and ensuring compliance with, health & safety policies and procedures. We are committed to :

- ⑤ Continuously assess the risks inherent in our operations.
- ⑤ Protect, and strive for improvement of, the health, safety and security of our people at all times;
- ⑤ Prevent the accidental loss of any of our resources, including employees and physical assets;
- ⑤ Provide to our employees workplaces, work equipment and systems of work which are, so far as reasonably practicable without risk to their health and safety;
- ⑤ Select and appoint contractors who have sufficient number of competent staff, provide work equipment and systems of work, including effective supervision, to reduce risk to their health and safety so far as reasonably practicable;
- ⑤ Plan for, respond to and recover from any emergency, crisis and business disruption;
- ⑤ Perform work activities and use the correct quality of materials to ensure risks to the public are as low as reasonably practicable, throughout their life cycle;
- ⑤ Comply with all applicable national laws and regulations, as well as the Actis ESG Code, IFC Performance Standards and strive to meet internationally recognized health and safety standards;
- ⑤ Establish and maintain a Safety Management System in which workplace health and safety procedures & practices are regularly reviewed and updated to ensure continual improvement;

This policy is approved by the General Manager and will be reviewed annually, communicated to our employees and contractors and made public when necessary.



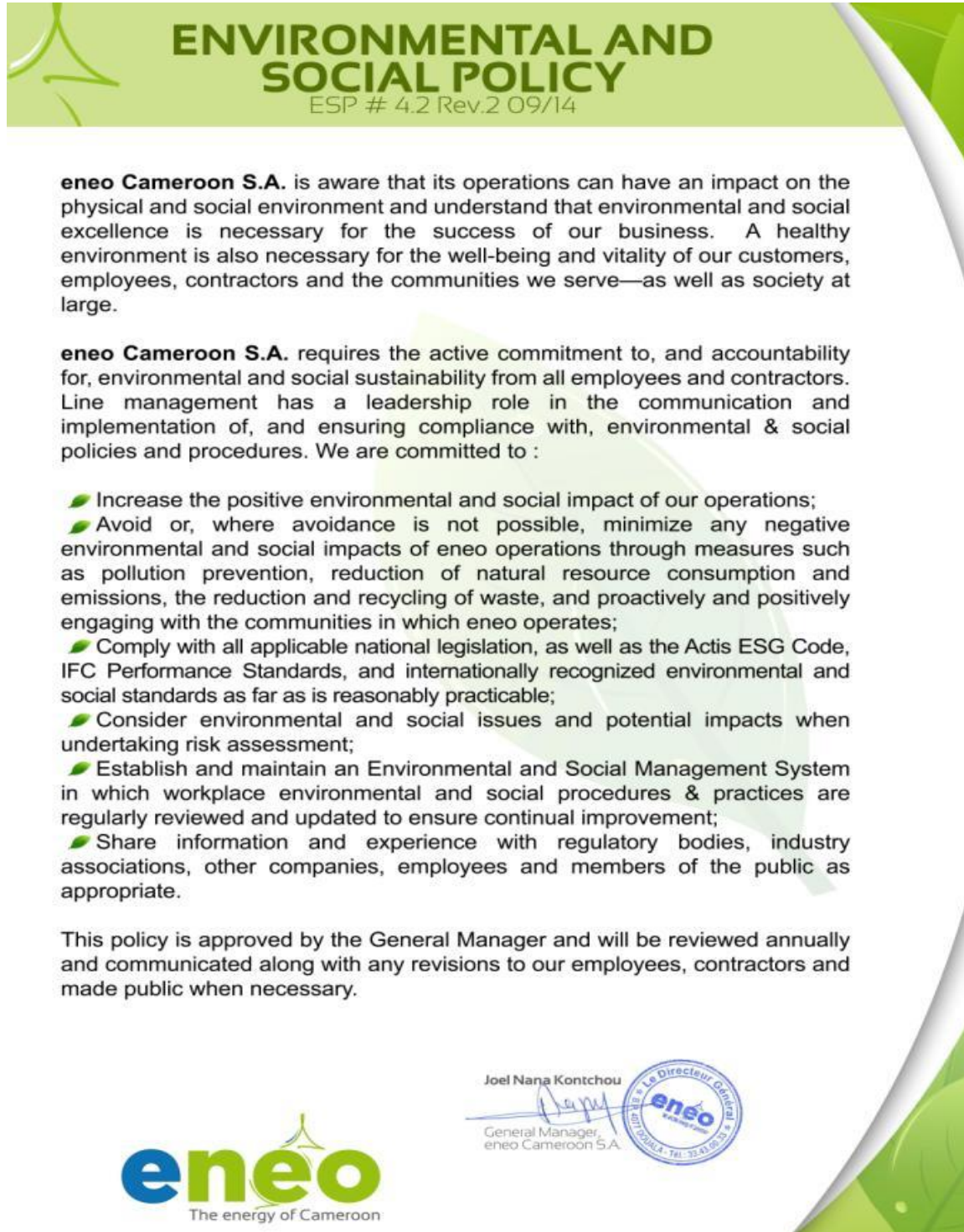
Joel Nana Kontchou
[Signature]
General Manager
eneo Cameroon S.A.



Figure 2.1: Organisational health and Safety policy of ENEO Cameroon S.A

Source: Presentation of ENEO SE Policies & safety induction, 22/12/2014.pptx

2.7.2 Environmental and Social policy



ENVIRONMENTAL AND SOCIAL POLICY
ESP # 4.2 Rev.2 09/14

eneo Cameroon S.A. is aware that its operations can have an impact on the physical and social environment and understand that environmental and social excellence is necessary for the success of our business. A healthy environment is also necessary for the well-being and vitality of our customers, employees, contractors and the communities we serve—as well as society at large.

eneo Cameroon S.A. requires the active commitment to, and accountability for, environmental and social sustainability from all employees and contractors. Line management has a leadership role in the communication and implementation of, and ensuring compliance with, environmental & social policies and procedures. We are committed to :

- Increase the positive environmental and social impact of our operations;
- Avoid or, where avoidance is not possible, minimize any negative environmental and social impacts of eneo operations through measures such as pollution prevention, reduction of natural resource consumption and emissions, the reduction and recycling of waste, and proactively and positively engaging with the communities in which eneo operates;
- Comply with all applicable national legislation, as well as the Actis ESG Code, IFC Performance Standards, and internationally recognized environmental and social standards as far as is reasonably practicable;
- Consider environmental and social issues and potential impacts when undertaking risk assessment;
- Establish and maintain an Environmental and Social Management System in which workplace environmental and social procedures & practices are regularly reviewed and updated to ensure continual improvement;
- Share information and experience with regulatory bodies, industry associations, other companies, employees and members of the public as appropriate.

This policy is approved by the General Manager and will be reviewed annually and communicated along with any revisions to our employees, contractors and made public when necessary.

 The energy of Cameroon

Joel Nana Kontchou

General Manager
eneo Cameroon S.A.



Figure 2.2: Environmental and Social policy of ENEO Cameroon S.A

Source: Presentation of ENEO SE Policies & safety induction, 22/12/2014.pptx

2.8 THEORETICAL REVIEW

2.8.1 The Pluralistic Perspective

This study is guided by the pluralistic perspective theory of industrial relations. The pluralistic perspective theory of industrial relations could be traced back to Sidney and Beatrice Webb in England, John R. Commons (the father of U.S. industrial relations), and members of the Wisconsin school of institutional labour economists in the early twentieth century (Budd et al, 2004). The theory analyses work and the employment relationship from a perspective rooted in an inherent conflict of interest between employers and employees relating in imperfect labour markets. It perceives an organisation is made of dominant divergent subgroups, each with its legal duties and with their own objectives and leaders. The two predominant subgroups being the management and trade unions. Individual employees, managers, owners, and union leaders, according to this theory, are viewed as human agents rather than purely economic rational agents.

The pluralist approach to industrial relations accepts that conflict is inherent in society and can be received through various institutional arrangements. The theory recognises the presence of more actors and allots for diverse views from both management and trade unions, achieved through negotiation, concession, and compromise. In other words, this approach reinforces the value and legitimacy of collective bargaining between management and trade unions as the processes of conflict-resolving and rule-making. Considering the employment relationship as a bargaining problem raises central questions about the distribution of resources and the rules governing interactions between employers and employees. As a result, corporations, labour unions, public policies, and dispute resolution procedures are essential institutions in pluralist industrial relations.

The pluralist industrial relations school of thought also embraces a balancing paradigm. John Commons (1919) focuses on the need for “the equilibrium of capital and labour” rather than the domination of one or the other. Kochan (1980) emphasizes that “industrial relations theories, research, and policy prescriptions must be conscious of the relationships among the goals of workers, employers, and the larger society and seek ways of achieving a workable and equitable balance among these interests.” Imbalances of income, from a pluralist perspective, can reduce economic growth by depressing consumer purchasing power and prevent investments in human and physical capital.

An excessive corporate power that creates substandard wages and working conditions can burden society with welfare-reducing social costs. Behavioural elements of individual decision-making, such as cognitive and emotional weaknesses, social or cultural values, intrinsic habits, as well as extrinsic motivators, and concern for others, fairness, and justice, are therefore necessary. It implies that individual perceptions of balance or fairness can affect employee turnover, productivity, and other industrial relations outcomes.

The implications of this approach are thus:

- The firm should have industrial relations and personnel specialists who advise managers and provide specialist services as regarding staffing and union consultation and negotiation.
- Union recognition should be encouraged, and union representatives are given capacity to their respective duties.
- Sovereign arbitrators should be used to assist in the resolution of disputes.
- Comprehensive collective agreements should be verified with unions.

Relating this theory to the study; this study views the work environment as one characterised by conflict of goals and interests, and where different individuals, stakeholders, and institutions want to strike a balance between competing interests. The study also perceives a relationship where excessive corporate power in the hands of employers creates substandard wages and working conditions which affect employees' welfare. As a result of power imbalances, labour often exploited against meager wages. Meanwhile, imbalances of income often demotivate employees and can reduce the economic growth of the organisation. As a result, society often seeks ways of achieving a working and equitable, balanced employment interests through rules and regulations which must be implemented by both parties. However, little efforts are often made by employers to enhance employees' awareness of their rights and entitlements. It explains the existence of trade unions which are deemed as legitimate representatives of employees and provide coordination and awareness on matters related to the employment issues. This study, therefore, stresses the need for the equilibrium of capital and labour rather than the domination of one or the other. It also calls for the existence of more than one ruling principle and allows for different and divergent views from both management and trade unions, achieved through negotiation, concession, and compromise. Thus, employers should create a robust normative agenda which creates a balance

between the competing interests in the employment relationship where conflict is dealt with by collective bargaining and viewed not necessarily as a negative thing but as a channel towards evolution and positive change.

2.9 GAPS IDENTIFIED IN THE LITERATURE AND HOW THE WORK SHALL ATTEMPT TO FILL THEM

The literature on employee awareness of national and international labour regulations has explicitly focused on the level of employee awareness of national and international labour regulations. However, empirical evidence reveals that most studies have been carried out addressing the issue of employee awareness and or respect for workers' rights as a whole. This piece of work will add value by focusing on the relationship between employee awareness of national and international labour regulations and how their level of awareness impact on the respect for their rights as workers. The literature revealed that notwithstanding the sufficient regulations on employees' rights, very little is being done to ensure that the rights of workers should be protected. More so, insufficient literature exists in the context of Cameroon in line with these specific objectives. The secondary data reviewed particularizes themselves on either one or two of the labour rights which exist; for instance the right to job security. Consequently, most of the books and journals are written on this aspect of employee awareness of labour regulations and the respect for their rights do not capture the peculiarities of the Cameroonian context. The current research seeks to address this issue by adding to the few existing reports on how the level of employee awareness of their rights ensures their enforceability. Here an understanding of how the level of employees' awareness influences the respect for their rights by their employers and the global community.

CHAPTER THREE

RESEARCH METHODOLOGY

This chapter presents the research design adopted by the study, the sampling techniques used in selecting participants for the study and the community entry skills adopted by the researcher to gain access to research participants and institutions. The chapter also presents the methods and instruments used in collecting and analysing data; the ethical issues observed and how reliability and validity were ensured.

3.1 RESEARCH DESIGN

According to Mbwapbo, et al. (2011), a research design is a systematic planning, organising and executing a research within a specified time and resource limits. Since the purpose of this research was to describe issues of labour law awareness and practices at the workplace, the descriptive case study design was found suitable for the study. This design helped to identify and provided a justification of labour practices within organisations and made judgments based on these practices. The study also adopted both the qualitative and quantitative approaches. Quantitatively, the study obtained numerical information such as the number of employees who are aware of the laws that protect their rights. Qualitatively, it sought an in-depth understanding of labour practices that infringed on the rights of workers, using a smaller number of cases.

3.2 TARGET POPULATION

The target population in this study consist of non-managerial employees since they are the ones at the receiving end of policies and managerial directives which impact on their rights at work. It then comprised employees of both genders and age groups. Information from employees provided an understanding of the level of awareness and knowledge of labour laws and the level of implementation of labour regulations in the institution. Employees' representatives of the institution and a trade union leader targeted within the Limbe municipality. Information from them helped capture how much employees' concerns are represented in and out of the workplace. Lastly, employers or those who occupy top managerial positions such the Human Resources managers of the selected institution provided information relating to internal policies and practices with the international and national labour standards.

3.3 SAMPLING AND SAMPLING TECHNIQUES

Since the subject under study is sensitive (as many employees often feared giving out information for fear of being exposed) and that data was collected during the festive period (when most employees are on holiday), the purposive and convenience sampling technique was used to select participant employees of non-managerial levels. Thus, the findings of this study cannot be generalised, but would preferably provide a general picture of what employees experience in their work life. However, the study targeted 35 employees (out of 175 employees) from Energy of Cameroon (ENEO - DRSOM) Limbe.

The sample size was derived using the Slovin statistic formula $n = N / (1 + Ne^2)$

n=Sample size

N=Total population

e=Margin of error

- The sample size for ENEO Limbe

One hundred and seventy-two staffs are the population of ENEO - DRSOM zone office Limbe and the margin of error tolerance considered 20%, hence with the aid of the Slovin's formula we arrive at the sample size $n = N / (1 + Ne^2)$

$e = 20/100 (0.2)$

$n = 175 / [1 + 172(0.2)^2]$

$n = 35$

Employees' staff representative of the institution (01), top management (01) and a trade union leader (01) within the municipality of Limbe were purposively selected. It is because those are key persons when it comes to implementing labour laws that protect employees' rights and wellbeing.

So in the end, 36 participants took part in the study.

After having identified participants, the researcher proceeded to collect data while observing some ethical issues.

3.4 DATA COLLECTION AND INSTRUMENTS

Data for this study obtained came from both primary and secondary sources.

3.4.1 Primary sources

The primary sources of data included: questionnaire, interview, and observation.

3.4.1.1 Questionnaires

To retrieve information from respondents, semi-structured questionnaire (structures based on the specific objectives) were used. The questionnaire aimed to allow employees to assess their general level of awareness and knowledge of employment rights and to provide examples of a law that protects their rights at work, amongst others. The questionnaire was designed to collect three broad types of information:

- Background information on respondent about their personal and socio-demographic characteristics.
- Information relating to respondents' awareness and knowledge of the law and
- Information about respondents' experience of problems with employment law and how they exercised their rights in these situations

Questionnaire was translated into English and French to ease understanding, and it was both self-administered and interviewer administered (appendix ii & iii). The self-administered approach enabled the employees to fill questions at their convenience, while interviewer-administered allowed the research to probe for further clarifications. Respondents were required to tick from available answers provided while at the same time, providing answers to certain questions in their own words. This approach helped in ensuring that respondents express their true feelings.

3.4.1.2 Interview

Face-to-face interviews were conducted with management, staff representative and the trade union leader of the National Federation of Trade Union Workers for Electricity Energy and Water of Cameroon. Some key employees were also interviewed. Interviews aimed at exploring, in detail, employees' work-life experiences and the actions taken by employees' representatives, employers and union leaders in addressing employees concerns and enhancing their well-being now and when they shall retire. Interviews were open-ended so that the researcher could be able to probe for more

insights. They were also guided by an interview guide (appendix iv) and lasted maximum for 30 minutes.

After each encounter with participant, data was reviewed to enable the researcher to fill any knowledge gaps identified, and also uploaded into a passworded laptop computer.

3.4.1.3 Observation

Interviews were conducted alongside observation, using an observation guide (appendix v). Observation was aimed at assessing the work environment and space in which employees are found in, and to take note of how relevant information is made public to employees. Data from observation also went further to confirm data from interviews and questionnaires.

Data for this study was collected in December 2017.

3.4.2 Secondary sources of data

Secondary sources consisted of information that had already been produced and can be contemporary or historical qualitative or quantitative. This study made use of both internal and external secondary sources such as organisational reports, employees' contract and internal rules and regulations documents, ILO reports, journal articles, books, and other unpublished sources.

3.5 DATA ANALYSIS AND PRESENTATION

Data gained from the research were analysed in line with the specific objectives of the study. Data from questionnaire was analysed using Statistical Package for Social Sciences (SPSS) version 20.00 and presented using frequencies, percentages, tables and charts. On the other hand, the content analysis was used to analyse interviews and observations. Core themes were identified, categorised and interpreted. The reporting made use of personal quotations from interviews that were found necessary to the study. Conclusions were then drawn from the results obtained.

3.6 RELIABILITY AND VALIDITY

In completion of this study, the researcher ensured reliability and validity of instruments and facts. Semi-structured questionnaires, interview and observation guides were cross-checked and approved by the project supervisor and the institution through the research methods and tools defense. Also, multiple sources of data were employed to be able to confirm the validity of facts. Information gathered were considered valid, credible and trustworthy because participants were

informed that there were no monetary benefits for participating. Thus, the researcher trust that the information provided was valid.

3.7 ETHICAL CONSIDERATIONS

Ethical issues were observed all through the research process. Consents were not only sought, but participation was based on respondents' free will. The researcher observed confidentiality by assuring employees that the information provided for the study would be used only for other purpose of academic research. Venues and time for interviews were determined by participants. In addition, the researcher obtained permission to use a camera and tape recorder, and participants were made to understand that they had the right to end their participation at any time they deemed necessary. Lastly, confidentiality was ensured by ensuring that collected information were kept safe throughout the research process, and sources of information acknowledged.

CHAPTER FOUR

PRESENTATION AND ANALYSIS OF DATA

This chapter presented and analysed data that was collected from employees and employer of the ENEO Cameroon. It began with a presentation of socio-demographic information of respondents, and later presented data based on the specific objectives of the study. As mentioned earlier, descriptive statistics such as frequency tables and pie charts were used to present data. A total of 33 respondents were involved.

4.1 SOCIO-DEMOGRAPHIC CHARACTERISTICS OF EMPLOYEES AND EMPLOYER

Socio-demographic information was found necessary in this study because it also revealed the extent to which the international and national labour laws are respected by the target institution.

4.1.1 Description of employees

4.1.1.1 Gender

Gender issues are very vital when it comes to the international and national laws; reasons, this study took gender into consideration. Table 4.1 reveals the gender representation of respondents.

Table 4.1: Gender of employees in selected firm in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	20	60.6	60.6	60.6
Female	13	39.4	39.4	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

As shown in Table 4.1, out of the 33 employees of the selected firm in Limbe, 20 (60.6%) were males and 13 (39.4%) were females. This is an indication that the organisation provides opportunities for both men and women to be employed.

4.1.1.2 Age

Table 4.2 reveals the age distribution of respondents.

Table 4.2: Descriptive Statistics of the age of employees of selected firm in Limbe

	Valid	31
N		
	Missing	2
Mean		42.52
Std. Deviation		10.389
Minimum		26
Maximum		58

(Researcher, 2018)

Among the 31(93.9%) employees who declared their ages, the average age was 42.52 (± 10.4) years, the minimum was 26 years and the maximum was 58 years (Table 4.2). This is an indication that respondents had attained the minimum age (18 years) of employment both in Cameroon and globally.

4.1.1.3 Educational qualification

Education is very vital in knowing and understanding labour law. Table 4.3 reveals the distribution of respondents based on their level of education.

Table 4.3: Highest qualification of employees of selected firm in Limbe

		Frequency	Percent	Valid	Cumulative
				Percent	Percent
	Vocational	2	6.1	6.3	6.3
	Secondary	4	12.1	12.5	18.8
Valid	University	26	78.8	81.3	100.0
	Total	32	97.0	100.0	
Missing	System	1	3.0		
Total		33	100.0		

(Researcher, 2018)

As shown in Table 4.3, among the 32 (96.9%) of the respondents who declared their highest academic qualification, 26 (81.3%) had university degree, 4 (12.5%) had secondary school certificate and (6.3%) had vocational education certificate. So in all, respondents are capable of reading and understanding labour laws within the organisation.

4.1.1.4 Marital status

Some benefits or privileges are assigned to employees based on their marital status. This explains while this study took marital status into consideration. Table 4.4 below presents the marital status of respondents.

Table 4.4: Marital status of employees of selected firm in Limbe

	Frequency Percent		Valid Percent	Cumulative Percent
Valid	Single	16	48.5	48.5
	Married	16	48.5	97.0
	Widowed	1	3.0	100.0
	Total	33	100.0	100.0

(Researcher, 2018)

As shown in Table 4.4, 16 (48.5%) of the employees were married, 16 (48.5%) were single and 1 (3%) were widowed.

4.1.1.5 Number and age of children

The labour law also takes into consideration the wellbeing of children of employees especially dependent children between the ages of 0 – 18 years. Table 4.5 below reveals information of the children that employees have.

Table 4.5: Descriptive Statistics of the number of children of employees of selected firm in Limbe

N	Valid	31
	Missing	2
Mean		2.87
Std. Deviation		2.125
Minimum		0
Maximum		8

(Researcher, 2018)

As shown in Table 4.5, among the 31 (93.9%) who reported the number of children they have, the average number was 2.87 (± 2.125), the minimum was 0 and the maximum was 8. Data also revealed that majority of these children (85%) were below the ages of 18 years. This is an

indication that a majority of respondents have dependent children, who fall under the category of children that employers should protect, cater and provide allowances for.

4.1.1.6 Disability

The table below discloses the ratio of disabled workers in the firm. As demanded by the labour code and international labour standards, disability is a physical or mental malfunction disorder in a person, but they are not to be discriminated upon in any concerns regarding employment.

Table 4.6: Disability status of employees of selected firm in Limbe

		Frequency Percent		Valid Percent	Cumulative Percent
Valid	No	18	54.5	90.0	90.0
	Yes	2	6.1	10.0	100.0
	Total	20	60.6	100.0	
Missing	System	13	39.4		
Total		33	100.0		

(Researcher, 2018)

Among the 20 employees who reported on their disability status, 18 (90%) were not disable while 2 (10%) were disable (Table 4.6). The recorded 10% disabled employees, are supposed to be treated equal to the rest of the workers to allow them feel convenient and have same chances at the job site. The 39% who exempt from disclosing their status could be those with low esteem. However, employers are expected to create preferential treatment or service to ease movement and accommodate disabled employees and as well as customers at their premises.

4.1.1.7 Region of origin

The table 4.7 below presents the distribution of respondent according their regions of origin.

Table 4.7: Region of origin of employees of selected firm in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
NW	5	15.2	20.0	20.0
SW	7	21.2	28.0	48.0
West	5	15.2	20.0	68.0
Littoral	3	9.1	12.0	80.0
Centre	3	9.1	12.0	92.0
North	2	6.1	8.0	100.0
Total	25	75.8	100.0	
Missing	8	24.2		

(Researcher, 2018)

Among the 25 employees who declared their region of origin, 5 (20%) were from the North West Region, 7 (28%) were from the South West Region, 5 (20%) were from the West Region, 3 (12%) were from the Littoral region, 3 (12%) were from the Centre Region and 2 (8%) were from the Northern Regions (Table 4.7). This is an indication that the organisation is an equal opportunity employer when it comes to region of origin or ethnic lines.

4.1.1.8 Religious affiliation

As shown in Table 4.8, people have complete labour right and in first case right as a human being to choose freely a deity to worship. Long before evolution and civilization and till now, man is known to be created by a divine and immortal spirit. And it is to this power that mans' worship is exalted to, with complete hope, faith and prayers for the rest of his life on planet earth. Major faiths in the Cameroon society are; Christianity, Islam, Buddhism and others.

Table 4.8: Religion of employees of selected firm in Limbe

		Frequency	Percent	Valid Percent	Cumulative Percent
	Christian	30	90.9	93.8	93.8
Valid	Muslim	2	6.1	6.3	100.0
	Total	32	97.0	100.0	
Missing	System	1	3.0		
Total		33	100.0		

(Researcher, 2018)

As shown in Table 4.8, among the 32 employees who reported their religious affiliations, 30 (93.8%) were Christians and 2 (6.3%) were Muslims. Employment is never to be discriminated based on employees' religion and or place of worship. Hence as the day of worship differs from another, employers must take consideration for special off periods for workers to fulfil spiritual obligations which are legally binding to the labour code and national constitution. Hence, staffs of Christian heritage go for worship every Sundays, while Muslims are entitled to Fridays weekly.

4.1.1.9 Housing tenure

As shown in Table 4.9, shows housing situations of the employees in ENEO Limbe. Employees are either housed by employers or to be paid a lodging allowance to ensure they shelter themselves.

Table 4.9: Housing tenure of employees of selected firm in Limbe

		Frequency	Percent	Valid Percent	Cumulative Percent
	Privately owned	14	42.4	45.2	45.2
Valid	Rent	15	45.5	48.4	93.5
	Company house	2	6.1	6.5	100.0
	Total	31	93.9	100.0	
Missing	System	2	6.1		
Total		33	100.0		

(Researcher, 2018)

As shown in Table 4.9, among the 31 employees who reported their housing tenure, 14 (45.2%) were privately owned, 15 (48.4%) were in rents and 2 (6.5%) were company owned houses. When an employer issues an employment contract to a worker, an allowance must be paid to support the employee be able to shelter him or herself in the location close to the employers' business premises. The implication of this study shows that the employer created very little lodging facility to house a few rank of employees, whereas, more of external lodging rents and private is initiated.

4.2 FINDINGS BY SPECIFIC OBJECTIVES

4.2.1 Specific objective 1: Employees' knowledge of their rights and entitlements in the international labour standard, Cameroon labour code and organisational policies.

4.2.1.1 Employees' knowledge of the ILO's International Labour Standard

The employees of ENEO Cameroon S.A Limbe, majority had minimal information knowledge of the International Labour Standards and Employment Protection Legislations as laid down by ILO conventions.

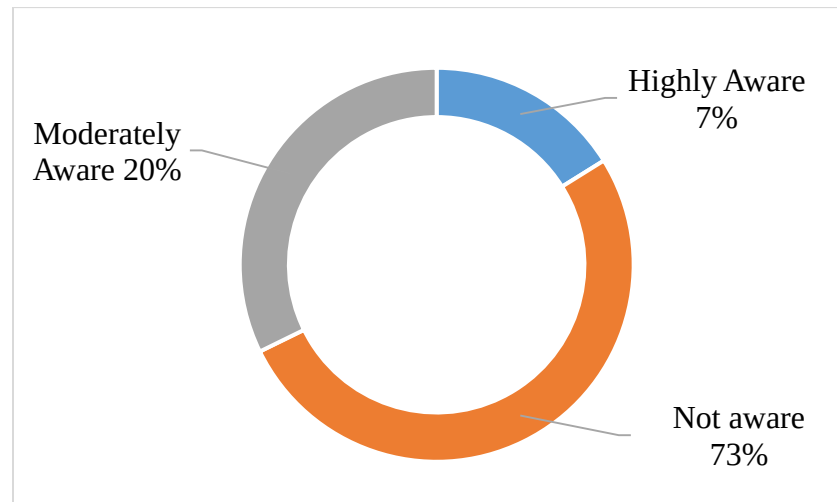


Figure 4.1: Extent of awareness of employees rights in the ILO International Labour Standards by employees of selected firm in Limbe
(Researcher, 2018)

As seen above, 25 (73%) of workers did not know of the ILS, 6 (20%) moderately aware, just 2 (7%) assumed to be highly aware of some international standards. Noting that, organisational and national employment standards have a backbone from the ILS. Thus implications to this are;

employees will have limited understanding of how their rights ought to be respected, and the various entitlements they should expect as compared to the internationally bargained proportions. As a result, workers lack of awareness could get them fall prey to employers who will not respect their service nor care for their labour rights.

4.2.1.2 Employees' knowledge of the Cameroon Labour Code

As shown in Figure 4.2, among the 31 employees who reported their level of awareness of employee's rights in the Cameroon Labour Code, 5 (16%) were not aware, 16 (52%) were moderately aware and 10 (32%) were highly aware.

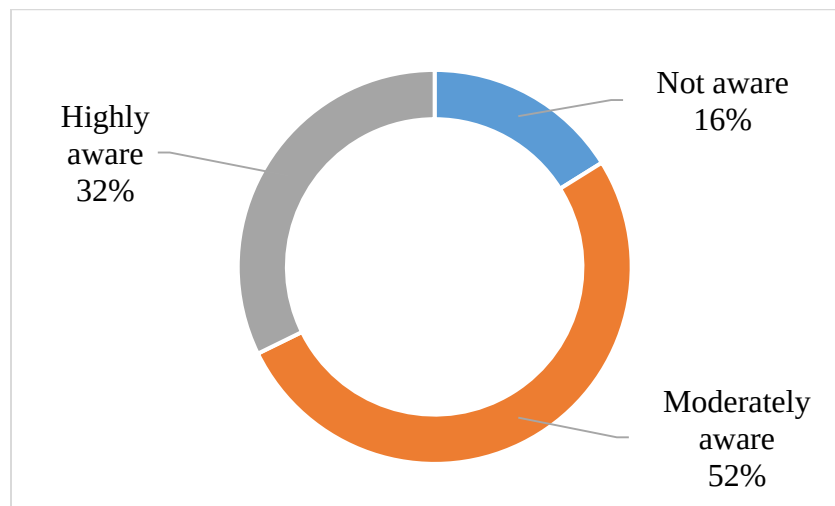


Figure 4.2: Extent of awareness of employees rights in the Cameroon Labour code by employees of selected firm in Limbe (Researcher, 2018)

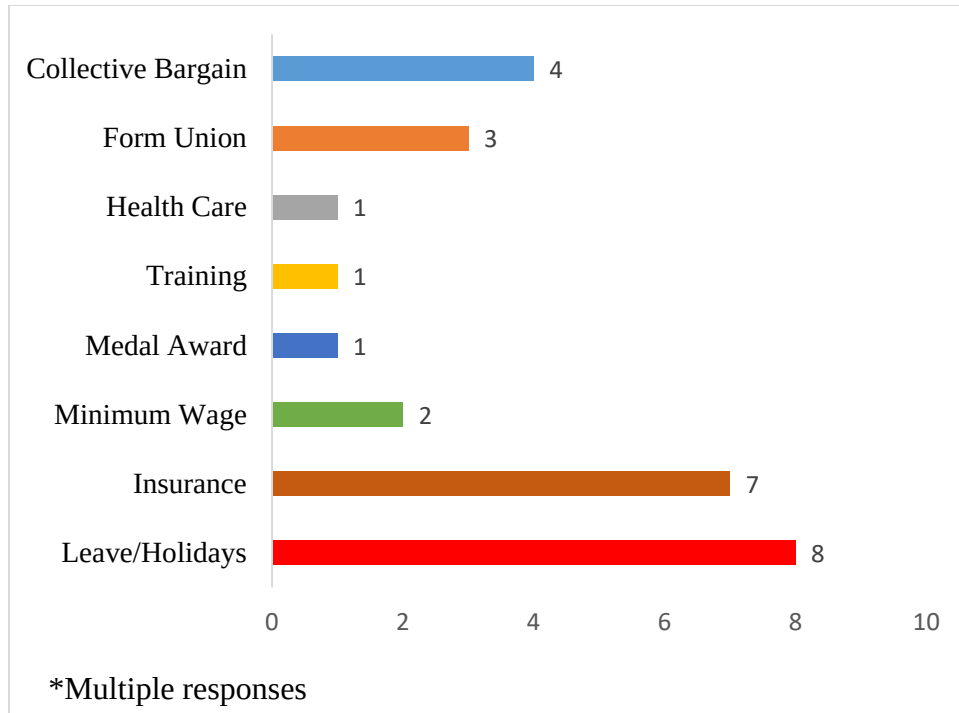


Figure 4.3: Employees knowledge of certain rights in the Cameroon Labour code

(Researcher, 2018)

As shown in Figure 4.3, out of the 31 employees who were highly and or moderately aware of employee's rights in the Cameroon Labour Code, 4 (12.9%) were aware of employee's right to collective bargaining, 3 (9.7%) were aware of employees right to form a trade union, 1 (3.2%) were aware of employees rights to health care, 1 (3.2%) were aware of employees right to medal award, 2 (6.4%) were aware of employees right to minimum wage, 7 (22.6%) were aware of employees right to insurance and 8 (25.8%) were aware of employees right to leave and holidays.

4.2.1.2.1 Employees knowledge of employment contract

All (33 or 100%) of the employees reported that they were aware of and are given documents by their employer as a proof of written statement of their terms and conditions of employment.

Table 4.10: Employees perception of the reasons for employment contracts

	Frequency	Percent	Valid Percent	Cumulative Percent
Legal requirement	26	83.9	83.9	83.9
Employers practice and culture	4	12.2	12.2	96.1
Not sure	3	9.1	9.7	100.0
Total	33	93.9	100.0	

(Researcher, 2018)

As shown in Table 4.10, even though 3 (9.7%) of the employees were not sure about the reasons why employment contracts are given, 26 (83.9%) reported that employment contracts are issued as legal requirements and 4 (12.2%) reported that it is done as part of employer practice and culture. The percentage count which agree contract is a legal requirement are correct and by law, it is mandated a worker is supposed to sign one with its expressed and or implied terms ascribed on it to regulate the duties and obligation of both parties (employer and employee), such as; hours and days of work, address, salary offered (noted to be negotiable by law), and the description of task to be performed by any newly employed worker.

4.2.1.2.2 Remuneration practices

4.2.1.2.2.1 Forms of payment

Among the 32 employees who reported on the form of payment, 31 (96.9%) said they are remuneration are paid in monetary terms while 1 (3.1%) said their remuneration are paid in non-monetary terms.

Table 4.11: Forms of payments among employees of selected firm in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	31	93.9	96.9	96.9
No	1	3.0	3.1	100.0
Total	32	97.0	100.0	
Missing System	1	3.0		
Total	33	100.0		

(Researcher, 2018)

4.2.1.2.2.2 Payment period

As shown in Table 4.12, 1 (3%) of the employees said their wages or salaries are paid weekly while 32 (97%) said their salary or wages are paid monthly.

Table 4.12: Salary and wage payment period for employees of selected firm in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Weekly	1	3.0	3.0	3.0
Monthly	32	97.0	97.0	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

4.2.1.2.2.3 Timeliness of payment

As shown in Table 4.13, 29 (87.9%) of the employees reported that their wages and salaries are paid on time as specified by the law while 4 (12.1%) said their salaries are not paid on time.

Table 4.13: Timeliness of wage/salary payment to employees of selected firm in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	29	87.9	87.9	87.9
No	4	12.1	12.1	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

4.2.1.2.2.4 Awareness of pay slip

As shown in Table 4.14, 29 (87.9%) of the employees reported that they are aware that the law requires the employers to provide a pay slip at every payment while 4 (12.1%) were not aware about this legal requirement.

Table 4.14: Employee awareness of the legal requirement of the employer to provide a pay slip at every payment

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	29	87.9	87.9	87.9
No	4	12.1	12.1	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

4.2.1.2.2.5 Incidence of salary deductions

As shown in Table 4.15, 7 (21.2%) of the respondents reported that there have been instances where deductions were made from their salary without their consent while 26 (78.8%) expressed a contrary opinion.

Table 4.15: Deductions made to salary without consent

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	7	21.2	21.2	21.2
No	26	78.8	78.8	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

On this note, the 7 workers affirm that they were unjustly deducted on their pay slips for reasons unknown to them. It is by law a warranty and clearly expressed in the labour code that employers should inform each employee prior with reasons as to why any deductions would be made on their salary even before it is effected. This norm is still warranted where the worker might be at fault of either absenting working or destruction of company asset or property.

4.2.1.2.3 Awareness of type of leave provided by employer

As shown by Figure 4.4, 26 (78.8%) of the employees were well aware, 2 (6%) were slightly aware and 5 (15.2%) were not aware that their employers provided sick leave. Also, 21 (93.6%) were well aware, 4 (12.1%) were slightly aware and the rest (8 or 24.2%) were not aware that their employers provided parental leave. Furthermore, 13 (39.4%) were well aware, 6 (18.2%) were slightly aware and 14 (42.4%) were not aware that their employers provided compassionate leave. Finally, 30 (91%) of the employees were aware, 1 (3%) were slightly aware and 2 (6%) were not aware that their employers provided annual leave.

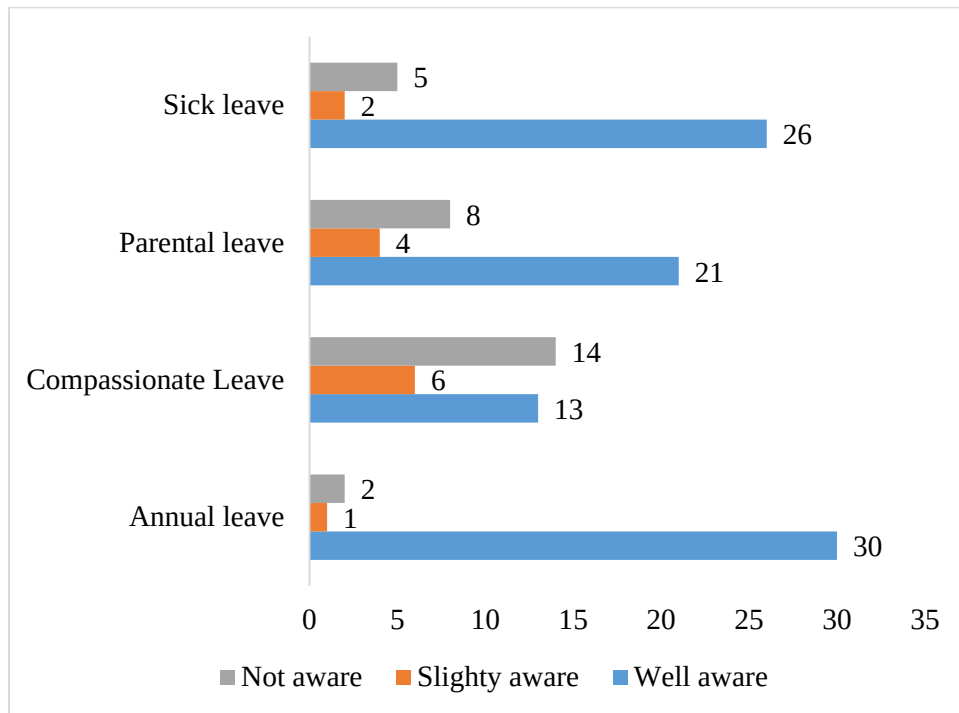


Figure 4.4: Level of awareness of leaves provided by employees of selected firms in Limbe
(Researcher, 2018)

4.2.1.2.3.1 Timeliness of leave payment

As shown in Table 1.16, 30 (90.9%) of the respondents reported that their annual leave were paid on time, 2 (6.1%) disagreed while 1 (3%) expressed no opinion.

Table 4.16: Timeliness of leave payment to employees in selected firms in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	30	90.9	93.8	93.8
No	2	6.1	6.3	100.0
Total	32	97.0	100.0	
Missing System	1	3.0		
Total	33	100.0		

(Researcher, 2018)

A majority affirmed to good practice by the employer in paying their leave allowances early. This helps elevate the standard of employees to fulfill their financial burdens when out of work for annual breaks such as vacationing with family, purchasing a new property, going on beneficial

social and healthy adventures to help uplift and reduce stress till their return on duty. The down casted count of 2 employees express a possible misconception or negligent delay from administration as to why they could not receive their leave allowance on time.

4.2.1.2.4 Awareness of fair termination as an employment standard

As shown in Table 4.17, 24 (72.7%) of the employees were aware of fair termination as an employment standard, 7 (21.3%) were not aware while 2 (6%) were not sure.

Table 4.17: Awareness of fair termination as one of the employment standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	72.7	72.7	72.7
	No	7	21.3	21.3	94.0
	Not sure	2	6.0	6.0	100.0
Total		33	100.0	100.0	

(Researcher, 2018)

A good proportion attest to being aware of fair termination as an important employment protection legislation standard. This procedure will help protect workers and give them the security when any case of prompt dismissal without just cause arises on them.

4.2.1.2.5 Awareness of what constitute fair termination

As shown in Table 4.18, 14 (42.4%) of the employees reported that they were aware of what constitute fair and unfair termination and 19 (57.6%) were not aware.

Table 4.18: Employees awareness of what constitute fair and unfair termination

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	14	42.4	45.2	45.2
No	19	56.6	56.6	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

As seen on Table 4.5, among the 14 employees who were aware, unfair termination constituted violation of workers' rights (1 or 7.1%), termination without paid benefits (2 or 14.2%),

termination without notice (1 or 7.1%), termination without motive (1 or 7.1%), dismissal without proof (1 or 7.1%), dismissal without substantial fault (2 or 14.2%), dismissal without proper disciplinary policy (1 or 7.1%), dismissal for crime not committed (1 or 7.1%), dismissal for intangible reasons (1 or 7.1%), payment of incomplete severance (3 or 21.3%).



Figure 4.5: Employees understanding of unfair termination
(*Researcher, 2018*)

4.2.1.2.6 Stipulated hours of work

As shown in Table 4.19, 32 (97%) of the employees reported that their stipulated hours of work per day is 8 hours while the rest (1 or 3%) reported that it was 9 hours.

Table 4.19: Stipulated working hours per day for employees of selected firm in Limbe.

	Frequency	Percent	Valid Percent	Cumulative Percent
8 hours	32	97.0	97.0	97.0
Valid 9 hours	1	3.0	3.0	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

Number of working days in a week

As shown in Table 4.20, 22 (66.7%) of the employees reported that they are entitled to 5 working days in a week, 8 (24.2%) said 6 days in a week while the rest (3 or 9.1%) said 7 days in a week.

Table 4.20: Number of working days in a week for employees of selected firm

	Frequency	Percent	Valid Percent	Cumulative Percent
5 days	22	66.7	66.7	66.7
6 days	8	24.2	24.2	90.9
7 days	3	9.1	9.1	100.0
Total	33	97.0	100.0	

(Researcher, 2018)

The workplace being one of hustle and bustle of its kind still has to emanate an environment of belongingness to keep employees always in a state of home feeling.

Contractual obligations to work extra working hours

As shown in Table 4.21, 22 (66.7%) of the employees reported that their contracts bind them to work extra hours beyond the normal working hours, 5 (15.2%) disagreed, 3 (9.1%) do not know while 3 (9.1%) said sometimes.

Table 4.21: Contractual obligation to work extra hours beyond normal work hours

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	22	66.7	66.7	66.7
No	5	15.2	15.2	81.8
Don't know	3	9.1	9.1	90.9
Sometimes	3	9.1	9.1	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

In understanding, the hours of work are contracted between the employer and the employee based on the type of job and task prescribed on his job description. However the case, overtime must still have to respect the average rest period of at most 12 hours daily stipulated by the CLC especially compulsory for women and young working children.

As per observations of break time, employees had the moment to relax in or out of the office and not attend to any work related matters. The restaurant served a variety of meals and beverages excluding alcohols for breakfast, and lunch as desired by the employees but fell short of spacing to accommodate even half the population. Considering employees' access of water to drink, the firm was supplied with pure water gallons by a mineral water distributor along with rolls of tissue papers and sanitary items to be used for free by all employees.

Extra hours and compensation

Among the 22 employees who reported that extra working hours is a contractual obligation, 12 (54.5%) said they are required to work 2 hours of extra time while 10 (45.5%) said they are required to work 3 hours of extra time (Table 4.22).

Table 4.22: Number of hours of extra time among employees in selected firm

	Frequency	Percent	Valid Percent	Cumulative Percent
2 hours	12	54.5	54.5	50.0
3 hours	10	45.5	45.5	100.0
Total	22	100.0	100.0	

(Researcher, 2018)

Among these employees, compensation for overtime was paid in terms of money or off days (6 or 27.2%), extra wages on salaries (4 or 18.2%), according to the collective convention (1 or 4.5%), senior staff are paid in lump sum (3 or 13.6%). The implication is that the employer practices a diverse system to overtime pay. Employees could make choices on how they could get paid from earning cash or substituting it for off days to add on leave period.

Awareness of remuneration for extra hours

As shown in table 4.23, 15 (45.5%) of the employees were aware that the employer is supposed to pay not less than one and half time your basic wage for overtime while 18 (54.5%) were not aware.

Table 4.23: Awareness of remuneration for overtime among employees

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	15	45.5	45.5	45.5
No	18	54.5	47.5	100.0
Total	32	97.0	100.0	

(Researcher, 2018)

As a greater proportion are unaware of how the overtime is to be paid regarding the labour code, employers could take advantage and exploit workers during overtime and give them meager pay which is unqualified to what the law states.

4.2.1.2.7 Employees understanding of freedom of association

Among the 33 employees of selected firm in Limbe, 25 (75.8%) had an understanding of freedom of association while the rest (8 or 24.2%) did not.

Table 4.24: Employees understanding of freedom of association

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	25	75.8	75.8	75.8
No	8	24.2	24.2	100.0
Total	32	97.0	100.0	

(Researcher, 2018)

A vast percentage of workers could demonstrate knowledge on freedom of association. The implies that the workers know of their right to joining informal or formal groups at their work place which will be beneficial and enhancing to their professional and personal lives and also help to merge communication amongst all employees in the organisation belong.

4.2.1.2.8 Awareness of the right to collective bargaining

As shown in Table 4.25, 23 (69.7%) of the employees were aware of the right to collective bargaining while the rest (10 or 30.3%) were not aware.

Table 4.25: Awareness of employees of the right to collective bargaining

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	23	69.7	69.7	69.7
No	10	30.3	30.3	100.0
Total	33	97.0	100.0	

(Researcher, 2018)

The employees were quite agreeable to the right of collective bargaining, thus it helps improve their capacity to come together agree and demand for social and general benefits which some employers may want to neglect such as house health care, social insurance contributions amongst others.

4.2.1.2.9 Equality in treatment of employees across different socio-demographic characteristics

As shown in Figure 4.6, most (12 or 36.6%) of the respondents reported that employees are treated equally with regarded to race. Most (13 or 39.4%) of the respondents reported that employees are not treated equally in terms of color. While 12 (36.6%) of the respondents reported that employees

are treated equally in terms of nationality, an equal proportion (12 or 36.6%) expressed a contrary opinion. Most (14 or 42.4%) of the respondents reported that employees are treated equally with regards to age. Most (11 or 33.3%) of the respondents reported that employees are treated equally with regards to religion while a non-negligible proportion (10 or 30.3%) expressed a contrary opinion. Most (13 or 39.4%) of the respondents reported that employees are treated equally with respect to their social origin. Most (10 or 30.3%) of the respondents reported that employees are not treated equally with regards to their political opinion. Most (14 or 42.4%) of the respondents reported that employees are treated equally with regard to tribe. Also, most (12 or 36.6%) of the respondents reported that employees are treated equally with respect to gender. Most (10 or 30.3%) of the respondents reported that employees are treated equally with respect to gender. Most (10 or 30.3%) of the respondents

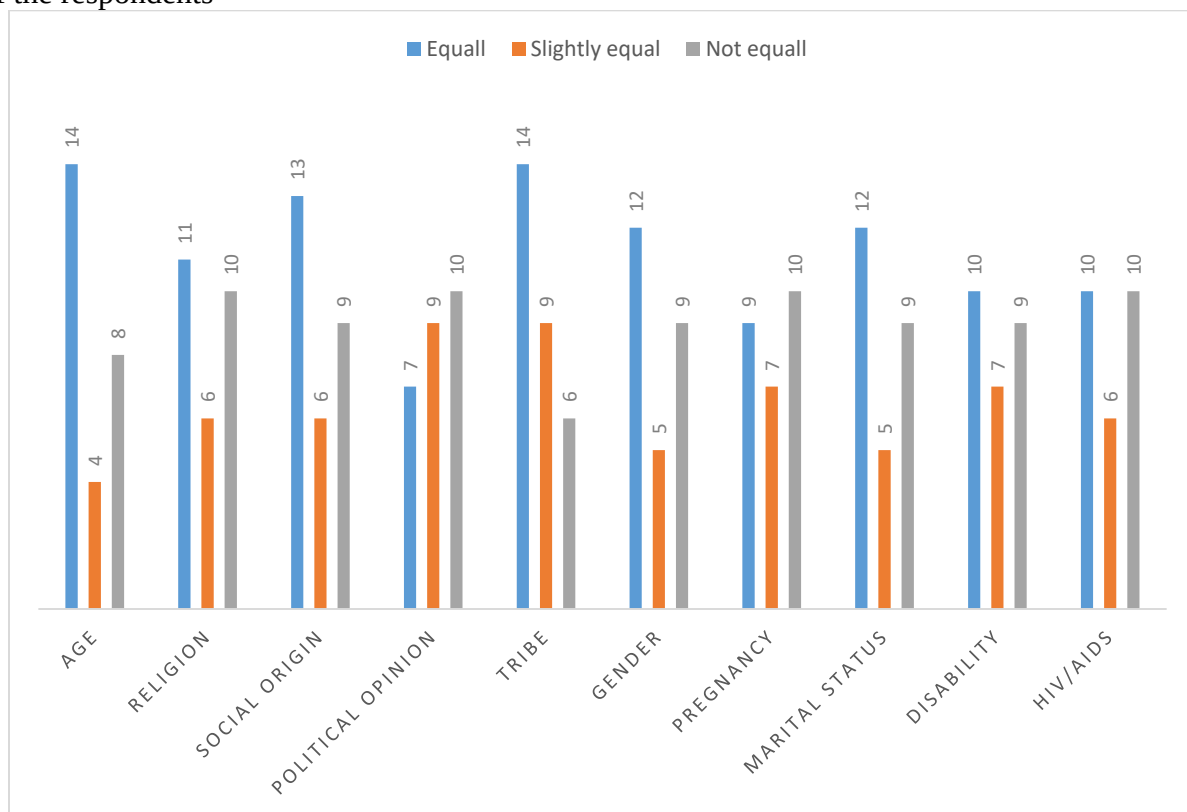


Figure 4.6: Employees perception of equality in treatment across Socio-demographic characteristics
(Researcher, 2018)

It reported that pregnant employees are not treated equally with other staff. Most (12 or 36.6%) of the respondents reported that employees are treated equally with respect to marital status. While most (10 or 30.3%) of the respondents argued that there is equality in treatment with regards to disability, a non-negligible portion (9 or 27.3%) expressed a contrary opinion. Finally, there was

mixed results as equal proportions (10 or 30.3%) reported that those with HIV/AIDS are treated equally and unequally.

4.2.1.3 Employees' knowledge of the organisational labour policy

A knowledge of organisational labour policies was also necessary to this study. The figure below reveals respondents' level of awareness the labour policies in Collective Convention of ENEO Cameroon Limbe.

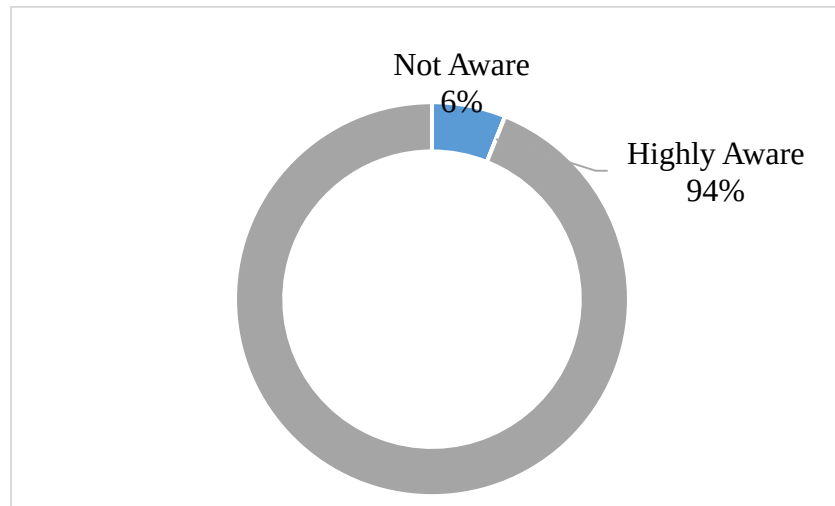


Figure 4.7: Employees' knowledge of the organisational labour policy ENEO Limbe
(Researcher, 2018)

Among the valid cases, 31 (94%) of the employees were aware of the existence of an employment policy in the organization while 2 (6%) were not aware or sure of its existence. This indicates that employees are aware of the existence of an organisational law that protect their rights and privileges within the organisation. However, findings also revealed that limited knowledge on specific organisational laws or policies (as revealed on the table below).

4.2.1.3.1 Awareness of specific organisational policies

The Table 4.26 below reveals employees' awareness of specific company employment policies that relate to their wellbeing.

Table 4.26: Employees awareness of specific organisational policies

Elements	Frequency		Percentage	
	Aware	Not Aware	Aware	Not Aware
Payments of leave and overtime	28	5	85	15
Social security and pension	14	19	42	58
Health and Safety policy	15	18	45.5	54.5
Environmental policy	16	17	48.5	51.5
Maternity and parental benefit	20	13	61	39
Promotion and advancement	13	20	39	61
Discipline, sanction procedures	12	21	36	64
Termination, retirement and severance	10	23	30	70

(Researcher, 2018)

On account, specific elements in the organisation's collective convention were not clearly understood by the 33 respondents. As to payments for work done, leave and overtime many of the respondents proved knowledge and awareness to their pay rights as 28 (85%) unlike a few unaware who account to 5 (15%). Concerning social security and pension 19 (58%) of respondents were not knowledgeable. The OH&SP was memorized by only 15 (45.5%) whereas a wondering 18 (54.5) employees were not aware. Environmental policy was understood by 16 employees unlike a proportionate 17 (51.5%) who reported not to be aware. On a better finding, 20 (61%) of respondents affirmed to knowing maternity and parental benefits meanwhile 13 (39%) were not aware. Promotion and advancement had a somewhat low knowledge as 20 (61%) of respondents never were aware of it. On discipline and sanction procedures 21(64%) were not aware while, knowledge on termination, retirement and severance plan was poor only 10(30%) respondents were aware but, 23 (70%) respondents did not know.

This analysis reveals that respondents lacked proper knowledge of the specific policies set by the employer. Workers relent themselves to have knowledge only based on what constitute their wage or salary. Whereas crucial and very intrinsic aspects such as termination, social security and pension schemes, healthcare plans were found with higher rates of non-awareness.

4.2.1.3.2 Reasons for employees' poor level of awareness

Among the employees, the challenges faced in the implementation of employment standards, rights and protections include: non-involvement of employees in policy making (13 or 39.4%), lack of enforcement machinery by the government (7 or 21.2%), fear of annoying the employer by joining trade unions (5 or 15.2%), lack of budget for implementation (5 or 15.2%), and lack of workshops to train employees and management staff (3 or 9%).

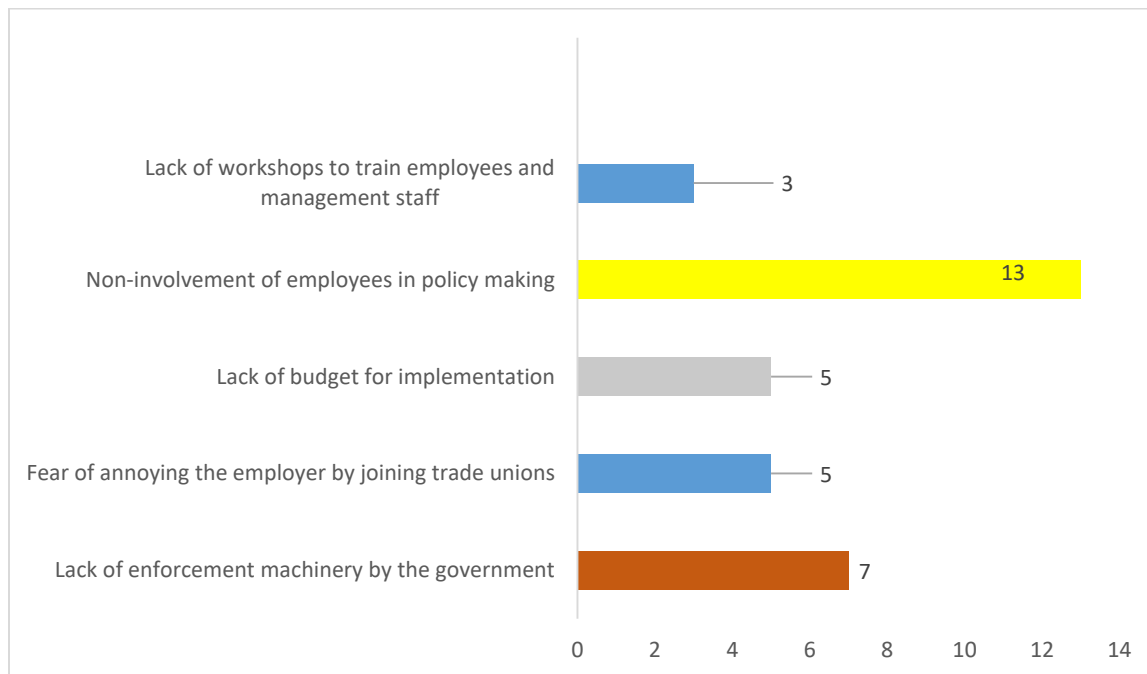


Figure 4.8: Reasons for employees' poor level of awareness

(Researcher, 2018)

The diagram above of revealed that the main reason reasons for employees' poor level of awareness of the organisational policies and labour law is the fact that employees are not involved when laws are being designed and moreover, when these laws are developed, adequate measures are not taken to educate employees.

4.2.2 Specific objective 2: Challenges encountered by employees in relation to their rights and entitlement.

The second objective stressed to understand the problems and challenges which the workers of the firm were faced with in their day to day task at the place of work.

Table 4.27: Workplace challenges faced by employees of selected firm in Limbe

Challenges	Frequency	Percent
Problems with reclassification and appointments	5	15.1
Inadequate working materials	4	12.1
Lack transportation means	1	3.0
Language barrier	1	3.0
Delays in benefit, salary and leave payment	4	12.1
Employees are voiceless	2	6.0
Stress from individual task load	2	6.0
Nepotism and corrupt administration	3	9.1
Negligence from hierarchy	2	6.1
Unqualified staff	2	6.1
Victim of inferior class treatment	2	6.0

(Researcher, 2018)

According to the employees, the challenges or problems they encounter at work include; problems associated with reclassification and appointments (5 or 15.1%), inadequate working material (4 or 12.1%), lack of means of transportation (1 or 3%), language barrier (1 or 3%), delay in benefits, salary and leave payment (4 or 12.1%), employees being voiceless (2 or 6%), stress from individual task load (2 or 6%), nepotism and corrupt administration (3 or 9.1%), negligence from hierarchy (2 or 6.1%) , unqualified staff or colleagues (2 or 6.1%), victim of inferior category (2 or 6%).

Interview with the trade union leader further confirmed the fact that employees encounter challenges of reclassification, lack of working materials or equipment transfer and unpaid overtime. Similar challenges were also confirmed by the human resource officer of the organisation.

4.2.3 Specific objective 3: Measures and avenues to seek advice and redress about their rights and entitlements.

4.2.3.1 Measures and Avenues for redress to employees rights and entitlements

4.2.3.1.1 Become members of a trade union

As shown in Table 4.28, 19 (57.6%) of the employees are members of a trade union while the rest (14 or 42.4%) are not members.

Table 4.28: Union membership among employees of selected firms in Limbe

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	19	57.6	57.6	57.6
No	14	42.4	42.4	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

The trade union membership of workers in ENEO Limbe is one of a fair proportion. The 57.6 percent counts of employees affirm to participation and service gotten from their union at the company. Meanwhile the other 42.4 percent who were non-unionised absolutely could not show any interest to joining one. On one account, some of them ceased from joining one as they feared retaliation from the employer (also see Figure 4.8 down). During the interview administration process of questionnaires, the researcher could recall some workers verbally complained the procedure of unions soliciting workers' benefits and interest is rather an untrusted one. Further, claiming that these unions are unscrupulous and they would prefer being not unionised.

4.2.3.1.1.1 Role of the union in securing workers' rights

Employees appreciated the role of the trade union in ensuring their wellbeing on aspects such as; using collective bargaining power to influence decisions on behalf of members and the broader society, their intervention in wage fixing to equate with living standards, creating industrial democracy at the workplace. Also in helping to develop the human potential of members.

As shown in Table 4.29, 31 (93.9%) of the employees argued that the union can help in securing the rights of workers while the rest (2 or 6.1%) held a contrary opinion.

Table 4.29: Role of the union in securing the rights of workers

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	31	93.9	93.9	93.9
No	2	6.1	6.1	100.0
Total	33	100.0	100.0	

(Researcher, 2018)

The workers of the company testified to great assistance from the union in securing and aiding them gain more intrinsic participation from the company. This was evident in the recent 5% set aside for employees share stake over the parastatal company.

4.2.3.1.2 Training on labour dispute settlement

Among the 32 valid cases, 16 (50%) of the employees reported that they have received training on labour dispute settlement while an equal proportion (16 or 50.0% reported that they have not received any training.

Table 4.30: Employees training on labour dispute settlement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	48.5	50.0	50.0
	No	16	48.5	50.0	100.0
	Total	32	97.0	100.0	
Missing	System	1	3.0		
Total		33	100.0		

(Researcher, 2018)

Among the 16 respondents who received training, 12 (75%) reported that such training has positively influenced their relationship at the workplace. This training is often provided in by the employer in partnership with the trade union in a form of workshops.

4.2.3.1.3 Discuss with management and colleagues

Another most important way in which employees seek redress to the challenges they encounter is by discussing their problems with their fellow colleagues. Respondents attested to the fact that they often feel comfortable identifying with each other since they can better understand themselves. The showed reluctance talking to employers because sometimes the procedures are often long and do not yield desired results, and mostly importantly, their complaints might be taken against them by the employer.

4.2.3.2 Suggested measures on how to increase employee's awareness of rights and entitlements

As shown in Table 4.31, the measures that can be taken to enforce employees' rights in the workplace include development of a handbook (3 or 9.1%), organization of education,

sensitization and awareness workshops (7 or 21.2%), creation of a commission to address labour related issues (1 or 3.0%), effective trade unions (2 or 6.1%), forums for dialogue between employees and employers (5 or 15.2%), application of collective convention (1 or 3%), periodic investigation of violations and application of sanctions by government (3 or 9.1%), increased in political will (1 or 3%), development of strict rules and their implementation (1 or 3%), reform of the labour laws and regulations (1 or 3%), financing of trade unions by government (1 or 3%) and improvement in workers motivation (1 or 3%).

Table 4.31: Suggested measures on how to increase employee's awareness of rights and entitlements

Measures	Frequency	Percent
Handbook	3	9.1
Awareness workshops and sensitization	7	21.2
Creation of a commission to address issues	1	3.0
Effective trade union	2	6.1
Forum for dialogue between employers and employees	5	15.2
Application of collective convention	1	3.0
Periodic investigation of violations and application of sanctions by government	3	9.1
Increase in political will	1	3.0
Strict rules and implementation	1	3.0
Reform labor laws and regulations	1	3.0
The government should finance trade unions	1	3.0
Improve workers motivation	1	3.0

*Multiple responses

(Researcher, 2018)

4.3 DISCUSSIONS OF FINDINGS

4.3.1 Socio-demographic characteristics of respondents

With regards to the socio-demographic characteristics of participants, findings revealed that ENEO Cameroon is an equal opportunity employer when it comes to gender, ethnicity, marital status, disability, and religious affiliation. This means that the institution is in line with ILO's law against discrimination in employment. Also, the educational level of respondents is quite good (78.8% of university graduates), meaning that education is not a barrier to reading and understanding of labour laws.

4.3.2 Employees' level of awareness

The findings of objective one revealed that, a good number of respondents were aware of the labour code and their organisational policies. This finding closely coincides with the results of Meager (2002) who revealed that it is of great particular importance that individuals have sufficient levels of awareness and understanding as only they can enforce the aspects of the law. This could be achieved accomplished if they know when their employer is in breach of employment laws. However, and in line with the findings of Zuure (2005), low knowledge was recorded as far as international levels of awareness. This is as a result of lack of knowledge and limited study of the international labour standards to the employees. Interviews about encouraging employees to know about the laws that protect their rights, both the interviewees sounded quite enthusiastic and supportful. Union leader attested that "Yes, I encourage employees in the company to possess a copy of the CLC to read and understand for themselves". Given the assumption that some people do not like to read as he quoted the expression "...if you want to hide knowledge of something, write it in a book and people would not find it". The union leader also revealed that he usually goes around to offices to educate employees about their rights whenever need arises.

Interview with the human resource officer revealed that employees are encouraged to learn their rights by possessing a copy of the employee handbook. This will help them identify solutions to their problems aligning with labour code's prerogatives. He further attested that workers should also read the organizational internal regulations published on the noticed board. For the HR officers it is a fundamental role of their job, though informal but very essential for them to show commitment towards the fellow employees and this in turn sustains the employer-employee relationship. To conclude, the fact that employee attested to knowing about the existence of labour

laws do not match with knowledge on the laws, which exposes them to more risks as workers. Also, it could be argued that employees' poor level of awareness is also as a result of negligence on their part.

4.3.2 Challenges faced by employees

The findings of objective two revealed that respondents face challenges variety of problems. The most rampant challenges faced were; problems with reclassification and advancement, nepotism and negligence at management levels. On reclassification difficulties, some employees suffered from loss of promotion and advancement, where many staffs work for years but are not given deserving advance treatments such as; transfer with increased pay, promotion with elevated echelon. This is in line with Forth's (2010) findings of challenges, such as vulnerability and adverse treatment in the work place, because of un-enforcement of workers' rights which lead to hostile treatment at the workplace from employers and co-workers. With regard to work space, observations revealed good working environment, with offices structured into three types; small, medium and, large offices. It all depended on the extra spacing since some of the medium offices had different lengths and widths to take more or less work desks to support departments. But the challenge was that some of the medium offices were over crowded with tables leaving just a tiny space for employees to maneuver within and could not enable persons move around freely within the offices. Moreover, some working machines and equipment like computers and the connection servers, seemed to be worn out and not fit for work anymore. This was attested by the employees who agreed they had challenges with lack of working materials. Some employees complained of problems in unqualified staff, and low social security coverage. This is against the labour law as it insists on employee's coverage.

4.3.3 Measures and avenues for redress

The findings of the third objective revealed that, employees had relevant choices of knowing where to seek for advice and redress to employment issues. Interview with Human Resource officer revealed that staffs can also lay complain to the union and his office where solutions are worked upon. As further complicated the case may be, for instance, HRD will consult with the managing director to amend the faults and short comings of any policy lacking. At this point, the managing director effects a memo, in French "note de service" to start a redress procedure. While the union leader reflected that, where the director of ENEO Limbe cannot solve the problem, he opens

channel for the employee's problem to be communicated to the headquarters in Douala for proper handling. If the HR directorate of Douala cannot also bring lasting and equitable solutions, then the case will be forwarded to the Labour Inspector's office of Limbe for possible court procession. Since ENEO falls under the jurisdiction of Limbe.

Discussion with the manager, confirms the long procedure of dealing with employees' problems, which force them to rather seek external and, most often, unprofessional advice.

4.4 IMPLICATIONS OF THE STUDY FOR DEVELOPMENT

There exist a high degree of awareness of the existence of national and organisational labour laws but poor knowledge in specific laws, and a low level of awareness of the existence and knowledge of the international law. Thus, it can be concluded that employees are not aware of the laws that protect their rights and entitlements as workers. In addition, this poor knowledge can also be attributed to negligence on employees' part as some organisational policies have been published for them to have access to. Thus, this study argues that enhancing awareness is not the sole responsibility of employer and trade union, but also that the responsibility of employers as well.

The implications to the objective one showed that most of the employees were never aware of the international labour standards set by the ILO. This had negative repercussions to them as they never knew what EPL which were in their favour. Lack of knowledge of the ILS will expose employees to more maltreatment and violations from their employer. Even though they may be aware of some national laws and organisational policies, it is not enough as the ILO conventions are the international benchmark for global uniformity. Notwithstanding, despite the high levels of awareness in employees as to the national labour law and their organisational policies, it did not rationalise to mean a high knowledge and exercise of their rights as they still face or encountered crucial challenges on their side while working for their employer. Employees knew very little about training, healthcare, and medal award and recognition, which are very fundamental to every worker. The challenges here revealed when the employees confided that they encountered situations such as increasing number of unqualified staffs.

The implications to objective two turn to explain that, challenges faced by employees as analysed from data collected proved employers relent to apply only a common section of the law but intentionally omit crucial aspects of the labour code to care for employees' wellbeing. This also had a replication in the organisational policies as many respondents fervently did not have

knowledge of specific policies adopted by the organisation. Nevertheless, data revealed a fault on the employees for high level of negligence and no indulgence to learn the law and its prerogatives.

The implications of the third objective on measures to address employment issues, the identified substantial means of clarifying employment issues both informally with fellow colleagues to mingle and inform each other about individual situations they had been through and solutions thereof. However, management made opportunity for staffs to belong to a trade union. This had somewhat an equal count between the (57.6%) unionised and (42.4%) non-unionised respondents of the study. Next was training and induction of staffs on labour dispute settlement. This was to serve the employees as a tool to communicate professionally and amend situations of strife or conflict between co-workers at the workplace.

4.5 LIMITATIONS OF THE STUDY

The main limitation was that respondents were afraid of disseminating critical information concerning their job and work life. They feared reaction from management towards their participation. As a result, the researcher had to present himself with utmost professionalism in conserving discrete information from the interviews and questionnaires. However, self-administered questionnaires enabled respondents to participate at their convenience.

The study was limited to one case study, which had impact on the outcome of this research. The study was to encompass a structure of four case study organisations considering two from the public sector and two from the private. These were to compare levels and extent of their employees' awareness, but within and between both sectors in Cameroon. So due to time and academic limitations, the researcher settled for just one organisation to reflect the study on.

On the aspect of literature and secondary data on this topic, the researcher witnessed limited and very few materials concerning Cameroon. And even to that, some important national texts and statutes were mostly written in French but never had available English translation as the bilingual nature of the country demands. Further, the dominant working language within the organization is the French language meanwhile the researcher is more English speaking. But the researcher was able to get assistance from an employee who was good in both languages.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

In this chapter summaries of the research findings and provide a general conclusions to the study. The chapter also provide possible recommendations to the relevant stakeholders, and ends with suggestions for further studies.

5.1 SUMMARY OF FINDINGS

Three research questions were framed to provide a guide for conducting the empirical study. A summary of the research questions and the ways in which they were answered is provided in the following section. The study intended to cover, a sample of 35 employees from the case study. Unfortunately it was only 33 (93%) of the respondents who participated in the study. However, the study managed to represent all employees at the area of the study in terms of gender, education and other demographic factors. Employee's awareness on the current labour law was measured centering on the international labour standards and the Cameroon Labour Code (1992) and the organisational policies they have.

5.1.1 Level of Employees' Knowledge of their Rights and Entitlements in the International Labour Standard, Cameroon Labour Code and Organisational Policies.

The level of employees' awareness in case study organisation ENEO Cameroon S.A Limbe is an appreciable one. By and large, the results showed that there were some areas where by the employees were well aware, while there were other aspects of the code in which they were not aware.

Awareness on the global level by employees about the ILO which has set International Labour Standards witnessed a very low level of recognition. Here, over 73% of respondents could not recount any awareness of ILS but just a handful of 7% of our respondents were able enough to know their rights as legislated in the international level. As concerns the national statute and Cameroon, workers' rights in the Labour Code of 1992 could be attested by over 32% of highly aware respondents which may seem an appreciable gesture as the highest knowledge based on leave and holiday, social insurance care, while the least knowledgeable being recognition of service and medal awards, training, and health care. But then it cannot be disputed on the findings

that moderate (least) aware turned to have a surpassing count of over a score (20) which calls for better teaching and educating of workers on what constitute their rights and entitlements within the Labour Code. Within the organisation, the presence of similar employment codes as required by national legislation proved the employer out of good faith presented the employees with a possibility of knowing their rights as a worker in the organisation. Almost a third of a quarter 72% could enumerate and show awareness of their organisational employment policies. While 27% were not aware. On this note employees attributed this lack due to inaccessibility and incomplete circulation of employment policy manuals in the organisation. No current ongoing employment policy awareness sensitisation workshops.

5.1.2 Possible Challenges Encountered by Employees in Relation to their Rights and Entitlement.

Challenges and difficult encounters by employees at workplace was heavily based on the reclassification and appointments. Employees in this situation decried the stagnation in career and fear it belittle and will have a trail of irregularities in their time of service with the company. Recuperated from interviews, the trade union specialist hammered on this subject stating it as one of the biggest issues hovering the company and has harsh toll in its ethics. Along with this, the union leader belittled the time frame of the labour courts in addressing and concluding employees' lawsuits when filed to them against devious employers. In agreement, the researcher stresses on the fact that the Labour Code did not specify a time limit within which an employment case should be finalised, thus files of worried employees lay on decision making tables for over months in a row and not being attended to on time. Other problems mostly constituted delay in payments of fringe benefits, inadequate working materials, and some employees are victims of inferior class treatment. A non-humoring issue also came from the aspect of negligent and corrupt administration. An amounting number of unqualified staffs due to nepotism practices.

5.1.3 Measures and Avenues to seek Advice and Redress for about their Rights and Entitlements.

The summary of findings revealed that at ENEO, a more than average number of employees are members of the trade union at the work place. Unlikely, a small proportion of employees were left out being on decision of non-trust in the role unions would do for them. These category of employees rather took their problems to management or the human resources department to

complain and expected any outcome which would be communicated to them. As the findings prove, the role of HRM in our organisations today is bridging the gap between employers and employees, tying a bond around this working and professional relationship for the years in which they stay together. Enforcing employment warranties such as labour contracts, settling labour disputes and allocating training needs for all employees. This may be overshadowing on the side of unions and differ with industries but the law states it is the right of any worker to form and join a union for his/her security and mediation of contract terms.

5.2 CONCLUSION

Comparable to every workplace, ENEO Cameroon S.A (DRSOM) Limbe is not an exception from irregularities, mishap and noncompliance with the labour laws put in place to regulate the employer and employee relationship. On conclusion of this study “Assessing employees’ awareness of labour law in Cameroon” the researcher appreciated the good extent of critical awareness by the employees on having very good knowledge on organisational employment policies. With regards to the main objective of this research which sought to assess employees’ awareness of international and national labour laws that protect their rights as workers. The outcome however was imbalanced knowing that the employees on average were only good enough to know of the Labour Code of Cameroon even though still to an unsatisfactory level. Whereas awareness of International Labour Standards by the employees was totally an unsatisfactory one being only two workers out of the respondents who could transcend from international standards concerning their rights and entitlements in the organisation.

Employees also showed a problem of negligence and poor reading habits. This poor reading culture mostly within Africa and other parts of the less developed world has a toll in the extent to which their workers can be willing to learn their rights and in every case is written in a book. It is imperative for government to protect all segments of workers' rights. The government must take affirmative action to ensure that these rights can be exercised. Apart from showing a good example as an employer, government should also ensure that private employers are not allowed to infringe and violate workers' rights with immunity. Nevertheless, within the context of liberal democracy, government owes its citizens the duty of care and this can be done through labour legislation.

5.3 RECOMMENDATIONS

5.3.1 To employees

Employees should develop an interest in knowing the labour and organisational law because some of them are negligent until disaster strikes. They should be responsible in possessing a copy of the labour code and organisational internal regulations. With it they can use to identify extortions of their rights. Women, young and the vulnerable workers, should stand for their rights favourably given to them, because only when they acknowledge it then can others respect their rights at the workplace. Employees are recommended to open up and solicit the help of trade unions of their industry for any labour issue which they need advice and redress on.

5.3.2 To Employers

Employers private or public, formal or informal are called upon to make available employment or organisational policies to their workers. Upon any recent introduction of labour statutes, they should revise their organisational texts to conform to national and international warranty and not be found wanting.

Employers should take adequate measures to improve awareness for their workers by providing them with access to an employee handbook with clearly defined rights and protections to secure their employment. This would help clear contingency and shield the employer from liabilities where the employee is truly at fault. Hence managers, business consultants should consider setting up workshops, seminars and forums where the workers could better express to them critical employment issues which may have a toll in overall performance.

5.3.3 The state and policy makers

It is imperative for government to protect all segments of workers' rights. The government must take affirmative action to ensure that these rights can be exercised. Apart from showing a good example as an employer, government should also ensure that private employers are not allowed to infringe and violate workers' rights with impunity. Nevertheless, within the context of liberal democracy, government owes its citizens the duty of care and this can be done through labour legislation. There still is an archaic attitude of the government on the exercise of the right to strike, still considered a semi crime. As usual workers could be seen tortured and driven into hideouts by forces of law and order irrespective of their professions. Legislation in Cameroon also considers

carrying out union activities without registration a crime. But international experts on labour application wish that Cameroon amend its legislation to make it consistent with the international labour standards.

Also, the labour code should be revised and new edition should review a better bargain for workers in the formal and informal sectors. Government and conventional delegates concerned to labour security in Cameroon should decide and approve a time frame for which labour matters should be limited to for addressing and conclusions. This will help shun the time waste in which workers have to file and wait for their pensions, and other lawsuits to be resolved as some take years due to adjournments.

5.3.4 The Academia

From colleges to higher institutions and universities nowadays, schooling is seen as an opportunity to build a career. As spoken by the great Nelson Mandela of South Africa in his quote “Education is the best tool for development”. As students and scholars pursue their academic visions of what they aspire to be in the future, they should as well seek and educate themselves on the rights they are entitled to. The fundamental reason for education is (i) to be learned in the society and, (ii) be able to get a job and build that career you ever wanted. In addition, learning institutions should inculcate in their curriculum by pasting labour rights awareness brochures and posters on boards to awaken students of what they should expect and look out for when they enter a full contract of employment.

On a better note, the researcher recommends more partnership seminars and conferences between learning institutions and employment organisations for example the National Employment Fund (NEF) Cameroon, would go a long way train young and dynamic academicians in learning first hand from professionals about employment protection legislations.

5.4 SUGGESTED AREAS FOR FURTHER RESEARCH

This research study focused on the awareness of employees in a formal organisation as case study. To this regard, the researcher suggests that crucial study could be done within the informal business sectors in Cameroon to weigh their own extent of employee’s awareness and implementation of labour legislations. The reason is that the result might prove how much employers in the private informal sector currently practice and implement the labour code of Cameroon, given that it mostly

had very little significance to them in the past. Further, it would be appreciable for a study to be conducted comparatively using public and private organisations on employees' awareness to distinguish which employer has better labour law practices.

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APPENDICES

APPENDIX I

CONSENT FORM

INSTITUT PANAFRICAIN POUR LE DEVELOPPEMENT Université des Sciences appliquées du Développement Afrique de l'Ouest (Anglophone) (IPD-AO)		PAN AFRICAN INSTITUTE FOR DEVELOPMENT University of Applied Development Sciences West Africa (English-speaking) (PAID-WA)
Une institution diplomatique pour la formation, la recherche, l'appui-consultation et l'enseignement supérieur		
P.O. Box 133, BUEA, Cameroon – Tel.: +237 233 32 34 15 – www.paidafrica.org/paidwa – E-mail: paidwaorg@hotmail.com – info.wa@paidafrica.org		

19th March 2018

**LETTER OF INTRODUCTION
TO WHOM IT MAY CONCERN**

I hereby introduce to you **NGWAFOR JOEL FAVOUR** level three Bachelor of Science (BSc) Student of the Pan African Institute for Development West African (PAID-WA), Buea specializing in Human Resource Management. With matricule number **PAIDWA00257/BSc/14.**

Who is currently researching on the topic:
Assessing Employees' Awareness of Labour Laws in Cameroon: The Case of ENEO Cameroon S. A Limbe.

The Institute will appreciate your assistance to this student, while assuring you that the information given will be kept confidential and used strictly for academic purposes.

Sincerely,



cc: The Regional Director

Un partenaire pour le développement décent, concerté et durable de l'Afrique / A Partner for a Decent, Concerted and Sustainable Development of Africa
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APPENDIX II

QUESTIONNAIRE TO EMPLOYEES (ENGLISH)

PAN AFRICAN INSTITUTE FOR DEVELOPMENT – WEST AFRICA (PAIDWA)

P.O. BOX 133, BUEA, CAMEROON



Dear Respondent,

My name is Joel Favour NGWAFOR, a final year BSc. student in the department of Business and Management Studies at the Pan African Institute for Development – West Africa, Buea. I am carrying out a research on the topic **“ASSESSING EMPLOYEES’ AWARENESS OF LABOUR LAW IN CAMEROON: THE CASE OF ENEO CAMEROON S.A LIMBE”** The main objective of the study is to assess employees’ awareness of international and national labour laws that protect their rights as workers in Cameroon. I am inviting you to participate in this research by answering the questions below. There is no compensation for your participation nor there any known risk involved. In order to ensure all information will remain confidential, please do not include your name. I assure you that the information you provide will only be used for academic purposes. If you choose to participate in this project, please answer all questions as honestly as possible and return the completed questionnaires to me personally. Participation is strictly voluntary and you may refuse to participate at any time.

Thank you for taking your time to assist me in my educational endeavours. In case of any concerns, please contact me using the numbers below.

Sincerely,

Joel Favour Ngwafor

+237 651448987 / 696448980

SECTION A: SOCIO-DEMOGRAPHIC INFORMATION

Please provide an answer to each question below by ticking(√) the answer which best suit your response

Personal Information

1. Gender: Male [] Female []
2. Age: _____
3. Highest qualification: No formal [] Vocational [] Primary [] Secondary [] University []
4. Marital status: Single [] Married [] Divorced [] Widowed []
5. Number of children: _____
6. Disability: _____
7. Ethnic origin: _____
8. Religion: Christian [] Muslim [] Others [] Specify _____
9. Housing tenure: Privately owned [] Rent [] Live rent free [] Company house []

SECTION B

PART 1: EMPLOYEES' KNOWLEDGE OF LAW AND THEIR ENTITLEMENTS

1. How aware are you of labour rights and entitlements at the International Labour Standards?
☐ Not Aware ☐ Moderately Aware ☐ Highly Aware
2. How informed are you about employment rights in the Cameroon Labour Code?
☐ Not Aware ☐ Moderately Aware ☐ Highly Aware

If aware, can you tell me of any laws that protect your rights at work?

3. In your opinion, why are employment contracts given by the employer?
[] Legal requirement
[] Employers practice and culture
[] Not sure
4. Are you paid remuneration in monetary form?
[] Yes [] No
5. How is your wage or salary paid?
[] Hourly [] daily [] weekly [] monthly
6. Are remunerations paid on time as specified by the law?
[] Yes [] No

7. Are you aware the law requires the employer in every payment of remuneration to provide a written statement (pay slip)?
☐ Yes ☐ No
8. Has there been a case where deductions were made from your salary by the employer without your consent?
☐ Yes ☐ No
9. What level are the following forms of leave provided by your employer?

s/n	Types of Leave	Well Aware	Slightly Aware	Not Aware
1.	Annual leave			
2.	Compassionate leave			
3.	Parental leave			
4.	Sick leave			

10. Is your leave paid timely?
☐ Yes ☐ No
11. Are you aware of fair termination as one of the employment standards?
☐ Yes ☐ No ☐ Not sure
12. Do you know what amounts to fair and unfair termination?
☐ Yes ☐ No
- b) If yes, briefly explain what you understand to be unfair termination.

13. What are your stipulated working hours per day?
☐ 6 hrs ☐ 8 hrs ☐ 9 hrs ☐ 10 hrs ☐ 12 hrs ☐ Not sure
14. How many days are you entitled to work and you use to work in a week?
☐ 5 Days ☐ 6 Days ☐ 7 Days
15. Does your contract bind you to work extra hours beyond normal work hours?
☐ Yes ☐ No ☐ Don't Know ☐ Sometimes
16. If yes, how many more hours are you supposed to work extra and how is it compensated?
☐ 1 hour
☐ 2 hours
☐ 3 hours

17. Are you aware that the employer is supposed to pay you not less than one and a half times your basic wage on overtime?

☐ Yes ☐ No

18. Do you understand the meaning of freedom of association?

☐ Yes ☐ No

19. Are you aware of your right to collective bargaining?

☐ Yes ☐ No

20. How equal are employees in your organisation treated despite the following differences?

s/n	Aspects of Discrimination	Aware	Slightly Aware	Not Aware
1	Age			
2	Religion			
3	Social origin			
4	Political opinion			
5	Tribe			
6	Sex			
7	Gender			
8	Pregnancy			
9	Marital status			
10	Disability			
11	HIV/Aids			

21. Is there an employment policy developed by your organization?

☐ Yes ☐ No ☐ Not sure

(b) If yes, could you name some policies specific to your knowledge?

PART 2: CHALLENGES FACED BY EMPLOYEES AT THE WORKPLACE

22. What are the problems you encounter at work? (List as many as you can)

PART 3: MEASURES AND AVENUES TO SEEK ADVICE AND REDRESS FOR EMPLOYMENT ISSUES

23. Are you a member of any trade union at your workplace?
☐ Yes ☐ No
24. Do you think the union can help in securing other rights for workers?
☐ Yes ☐ No
25. Have you received any form of training on labor dispute settlement?
☐ Yes ☐ No
b) If yes, has that training helped to improve your performance?
☐ Yes ☐ No
26. To your opinion what reasons hinder the implementation of employment standards, rights and protection (tick the ones you agree with)
☐ Lack of Employees Awareness
☐ Lack of workshops
☐ Non-involvement of employees in policy making
☐ Lack of budget for implementation
☐ Fear of annoying the employer by joining trade unions
☐ Lack of Enforcement machinery by the Government
27. What do you think can be done to ensure workers' rights are enforced in the workplace?
-
-
-
-
-

THANK YOU IMMENSELY FOR YOUR TIME AND PATIENCE

APPENDIX II

QUESTIONNAIRE AUX EMPLOYÉS (FRANÇAIS)

INSTITUT PANAFRICAIN POUR LE DÉVELOPPEMENT – AFRIQUE DE L'OUEST (PAIDWA)

CASE POSTALE 133, BUEA, CAMEROUN



Intimé cher,

Mon nom est Joel Favour NGWAFOR, une BSc étudiant de dernière année dans le département des affaires et des études de gestion à l'Institut Panafricain pour le Développement – Afrique de l'Ouest, Buea. Je suis effectuant une recherche sur le thème « **EVALUATION EMPLOYES' SENSIBILISATION DE TRAVAIL DROIT: LE CAS DE ENEO CAMEROUN S.A LIMBE** » le principal objectif de cette étude est d'évaluer la sensibilisation des employés internationaux et nationaux législation du travail qui protègent leurs droits que les travailleurs au Cameroun. Je vous invite à participer à cette recherche en répondant aux questions ci-dessous. Il n'y a aucune indemnité pour votre participation, nil impliqué aucun ne risque connu. Afin de s'assurer que toutes les informations resteront confidentielles, s'il vous plaît ne comprennent pas votre nom. Je vous assure que les renseignements que vous fournissez serviront uniquement à des fins académiques. Si vous choisissez de participer à ce projet, s'il vous plaît répondre aussi honnêtement que possible à toutes questions et retourner les questionnaires remplis pour moi personnellement. La participation est strictement volontaire et vous pouvez refuser de participer à tout moment.

Je vous remercie d'avoir pris votre temps pour m'assister dans mes efforts éducatifs. Dans le cas des préoccupations, veuillez communiquer avec moi en utilisant les numéros suivants.

Bien cordialement,

Joël F. NGWAFOR

+ 237 651448987 / 696448980

SECTION A: RENSEIGNEMENTS SOCIODÉMOGRAPHIQUES

S'il vous plaît fournir une réponse à chaque question ci-dessous en cochant(√) la réponse qui conviennent le mieux à votre réponse

Informations personnelles

1. Sexe: Homme [] Femelle []
2. Âge: _____
3. Diplôme le plus élevé: Non formelle [] professionnelle [] primaire [] secondaire [] Université []
4. Situation de famille: Célibataire [] Marié [] Divorcé [] Veuf []
5. Nombre d'enfants: _____
6. Déficience: _____
7. Origine ethnique: _____
8. Religion: Chrétien [] musulman [] D'autres [] Précisez _____
9. Mode d'occupation: Propriété privée [] Location [] Louer maison gratuit [] société maison []

SECTION B

PARTIE 1: CONNAISSANCE DES EMPLOYÉS DE DROIT ET DE LEURS DROITS

28. Comment êtes-vous au courant des droits du travail et des droits aux normes internationales du travail?

- ☐ Pas conscient ☐ modérément Conscient ☐ Highly Aware

29. Vous êtes comment informés sur les droits du travail dans le Code du travail de Cameroun ?

- ☐ Pas conscient ☐ modérément Conscient ☐ Bien Conscient

Si au courant, pouvez-vous me dire toutes les lois qui protègent vos droits au travail ?

30. à votre avis, pourquoi les emplois contrats donné par l'employeur ?

- ☐ Exigence légale
☐ Culture et pratique des employeurs
☐ Pas sûr

31. Êtes-vous une rémunération sous forme monétaire ?

- ☐ Oui ☐ non

32. Comment est votre salaire ou traitement payé ?

- ☐ Toutes les heures [] quotidienne [] hebdomadaire [] tous les mois

33. Sont les rémunérations payées à temps tel que spécifié par la loi ?

- ☐ Oui ☐ non

34. Êtes-vous conscient que la loi oblige l'employeur à chaque paiement de rémunération à fournir une déclaration écrite (fiche de paye) ?

☐ Oui ☐ non

35. Y a-t-il eu un cas où retenues lorsqu'il fait sur votre salaire par l'employeur sans votre consentement ?

☐ Oui ☐ non

36. Quel niveau sont les formes suivantes de congé prévu par votre employeur ?

s/n	Types de congé	Bien conscient	Un peu au courant	Pas au courant
1.	Congé annuel			
2.	Congé compatissant			
3.	Congé parental			
4.	Congé de maladie			

37. Est votre congé payé en temps voulu ?

☐ Oui ☐ non

38. Êtes-vous au courant de la fin juste comme l'un des normes d'emploi ?

☐ Oui ☐ Non ☐ n'est pas sûr

39. Savez-vous ce qui équivaut à la résiliation juste et injuste ?

☐ Oui ☐ non

b) dans l'affirmative, expliquez brièvement ce que vous entendez être injuste résiliation.

40. Quelles sont vos heures de travail prévues par jour?

☐ 6 heures ☐ 8 heures ☐ 9 heures ☐ 10 heures ☐ 12 heures ☐ n'est pas sûr

41. Combien de jours êtes-vous le droit de travailler et que vous utilisez pour travailler dans une semaine?

☐ 5 jours ☐ 6 jours ☐ 7 jours

42. Est-ce que votre contrat vous lie à travailler des heures supplémentaires en dehors des heures normales de travail?

☐ Oui ☐ Non ☐ Ne sais parfois

43. Si oui, combien d'heures vous sont censés travailler plus et comment est-il compensé?

☐ 1 heure

☐ 2 heures

☐ 3 heures

44. Vous êtes au courant que l'employeur est censé pour vous payer pas moins d'une fois et demie votre salaire de base sur les heures supplémentaires?

☐ Oui ☐ non

45. Comprenez-vous le sens de la liberté syndicale ?

☐ Oui ☐ non

46. Vous êtes au courant de votre droit à la négociation collective ?

☐ Oui ☐ non

47. Comment égales sont employés dans votre organisation traités malgré les différences suivantes ? (Veuillez cocher)

s/n	Aspects de la Discrimination	Au courant	Un peu au courant	Pas au courant
1	Age			
2	Religion			
3	Origine sociale			
4	Ses opinions politiques			
5	Tribu			
6	Sexe			
7	Entre les sexes			
8	Grossesse			
9	État matrimonial			
10	Personnes handicapées			
11	Le VIH/sida			

48. Y a-t-il une politique de l'emploi développée par votre organisation ?

☐ Oui ☐ Non ☐ n'est pas sûr

(b) If yes, could you name some policies specific to your knowledge?

PART 2: CHALLENGES FACED BY EMPLOYEES AT THE WORKPLACE

49. Quels sont les problèmes que vous rencontrez au travail ? (Liste autant que vous le pouvez)

PART 3: MEASURES AND AVENUES TO SEEK ADVICE AND REDRESS FOR EMPLOYMENT ISSUES

50. Vous êtes membre d'un syndicat à votre lieu de travail ?

☐ Oui ☐ non

51. Pensez-vous que l'union peut aider à obtenir des autres droits des travailleurs ?

☐ Oui ☐ non

52. Si vous avez reçu une forme quelconque de formation sur le règlement des différends du travail ?

☐ Oui ☐ non

b) dans l'affirmative, cette formation a aidé à améliorer vos performances ?

☐ Oui ☐ non

53. À votre avis quels défis fait face à la mise en œuvre des normes d'emploi, de droits et de protection (cocher ceux que vous acceptez)

☐ Manque de sensibilisation des employés

☐ Manque d'ateliers

☐ Non-implication des travailleurs dans l'élaboration des politiques

☐ Manque de budget pour la mise en œuvre

☐ Peur d'ennuyer l'employeur en se joignant à des syndicats

☐ Manque de mécanisme d'application par le gouvernement

54. Que pensez-vous peut être fait pour garantir les droits des travailleurs sont appliquées sur le lieu de travail ?

MERCI IMMENSÉMENT POUR VOTRE TEMPS ET PATIENCE

APPENDIX III

INTERVIEW GUIDE

Interview questions

1. What do you take into consideration when designing organisational policies?
2. Do you encourage employees to know about the laws that protect their rights?
3. If yes, what are the avenues where employees seek information, advice and redress about employment issues?
4. What are the major challenges you think employees encounter when trying to exercise their rights, and how do you often handle these problems at work?
5. How can compliance with workers' rights be enhanced within organisational settings?

The researcher will have to probe for further clarifications

YOUR PARTICIPATION IS APPRECIATED

APPENDIX IV

OBSERVATION GUIDE

Occupational Health and Safety

1. Observe for sufficient work space and good working equipment for employees
2. Look for an available company store/restaurant and a source for drinking water
3. Observe the 60 minute break time accord
4. Observe for cases of pollution that might affect employees' health
5. Observe for instruments to organisational or industrial hazards (fire extinguishers)

Appendix V

List of ILO International Labor Standards in Cameroon

For this study, some ILO international labor conventions are presented herewith. And ratified by the government of Cameroon for application of workers protection in diverse industries;

1. Convention No. 03 on the Protection of the Maternity, 1919
2. Convention No. 09 on the Offering Sailors 1920
3. Convention No. 10 on Minimum Age (Agriculture), 1921
4. Convention No. 11 on the Right on Association (Agriculture), 1921
5. Convention No. 13 on the White Lead (Painting), 1921
6. Convention # 14 Weekly Rest (Industry), 1921
7. Convention No. 15 on Minimum Age (Trimmers and Drivers), 1921
8. Convention No. 16 on Medical Examination of the Young People (Maritime Labor), 1921
9. Convention No. 19 on Equal Treatment (Accidents Du Travail) 1925
10. Convention No. 26 on the Fastening Methods Minimum Wages 1928
11. Convention N° 29 Sur Le Travail Forcé, 1930
12. Convention N° 33 Sur L'âge Minimum (Travaux Non Industriels), 1932
13. Convention N° 45 Sur Les Travaux Souterrains (Femmes), 1935
14. Convention N° 50 Sur Le Recrutement Des Travailleurs Indigènes, 1936
15. Convention N° 64 Sur Les Contrats De Travail (Travailleurs Indigènes), 1939
16. Convention N° 65 Sur Les Sanctions Pénales (Travailleurs Indigènes), 1939
17. Convention N° 77 Sur L'examen Médical Des Adolescents (Industrie), 1946
18. Convention N° 78 Sur L'examen Médical Des Adolescents (Travaux non Industriels), 1946
19. Convention N° 81 Sur L'inspection Du Travail, 1947 (À L'exclusion De La Partie Ii)
20. Convention N° 87 Sur La Liberté Syndicale et La Protection Du Droit Syndical, 1948
21. Convention N° 89 Sur Le Travail De Nuit (Femmes) (Révisée), 1948
22. Convention N° 90 Sur Le Travail De Nuit Des Enfants (Industrie) (Révisée), 1948
23. Convention N° 94 Sur Les Clauses De Travail (Contrats Publics), 1949
24. Convention N° 95 Sur La Protection Du Salaire, 1949

25. Convention N° 97 Sur Les Travailleurs Migrants (Révisée), 1949 (À L'exclusion Des Dispositions Des Annexes I À Iii)
26. Convention N° 98 Sur Le Droit D'organisation et De Négociation Collective, 1949
27. Convention N° 99 Sur Les Méthodes De Fixation Des Salaires Minima (Agriculture), 1951
28. Convention N° 100 Sur L'égalité De Rémunération, 1951
29. Convention N° 105 Sur L'abolition Du Travail Forcé, 1957
30. Convention N° 106 Sur Le Repos Hebdomadaire (Commerce et Bureaux), 1957
31. Convention N° 108 Sur Les Pièces D'identité Des Gens De Mer, 1958
32. Convention No. 111 Concerning the Discrimination (Employment and Occupation)
33. Convention No. 116 195 Wearing Revision of Items Finals 1961
34. Convention No. 122 on the From the Employment Policy, 1964
35. Convention No. 123 on Minimum Age (Underground Work) Convention, 1965
36. Convention No. 131 on the Attachment of Minimum Wages 1970
37. Convention No. 132 on the Paid Leave (Revised), 1970
38. Convention No. 135 Concerning Workers Representatives Of 1971
39. Convention 138 on Minimum Age, 1973 (Age Minimum Specified: 14 Years)
40. Convention No. 143 on the Migrant Workers (Supplementary Provisions) Convention, 1975
41. Convention No. 146 on the Annual Paid Leave (Gens De Mer) 1976
42. Convention No. 158 on the Dismissal 1982
43. Convention No. 162 on Asbestos 1986
44. Convention 182 on the Worst Forms of Child Labor Of 1999

(Adapted from the text "GUIDE DU TRAVAILLEUR AU CAMEROUN" published by the office of the ILO in Yaoundé)