

## **Abstract of Workplace Dispute Resolution in Cambodia**

The Board of Directors of the Arbitration Council of Cambodia, Sok Lor, Executive Director of Secretariat Board. World Bank's Demand for Good Governance Project of the Royal Government of Cambodia, (2011). *The Arbitration Council annual report of 2010* . Retrieved from website: [http://www.arbitrationcouncil.org/Documentation/AC Annual Report 2010 in English.pdf](http://www.arbitrationcouncil.org/Documentation/AC%20Annual%20Report%202010%20in%20English.pdf)

### **Abstract:**

This internally developed report provides significant detail concerning the work of the Arbitration Council during 2010. It offers information about the Council's labour dispute resolution work, ongoing training for employers, workers and other stakeholders, social dialogue at the National Industrial Relations Conference, and other activities that aim to promote the ability of concerned stakeholders to resolve their disputes peacefully and effectively as well as to engage in constructive dialogue on Cambodian labour relations. The chapters include:

- Who we are
- Industry benefits
- Engaging employers, workers and other stakeholders
- A full suite of capacity building activities
- Users' trust and confidence
- What is new
- The Arbitration Council community

In 2010, the Council dealt with 145 cases, covering more than 122,000 workers, without a backlog. Among them, the Council was able to resolve 12 out of 14 cases that involve a strike during the arbitration proceedings. Overall, approximately 70% of the total cases have been mediated or arbitrated successfully. The successful resolution by the Council allows the employers and workers concerned to put their disputes to rest and focus on improving their wages and productivity.

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