

Abstract of Workplace Dispute Resolution in Cambodia

The Board of Directors of the Arbitration Council of Cambodia, Sok Lor, Executive Director of Secretariat Board. The World Bank's Demand for Good Governance Project of the Royal Government of Cambodia, (2011). *Annual report of 2011: The Arbitration Council alternative to strikes in the garment sector*. Retrieved from website: [http://www.arbitrationcouncil.org/Annual Report 2011 Final \(English\).pdf](http://www.arbitrationcouncil.org/Annual%20Report%202011%20Final%20(English).pdf)

Abstract:

This internally developed report provides significant detail concerning the work of the Arbitration Council during 2011. 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:

- Snapshot of 2011
- Who we are
- Cambodia prefers AC disputes resolution services to strike action
- The AC and its contribution to the rule of law in Cambodia
- Engaging our partners for improved labor relations: employers, workers and other stakeholders
- Continued expert training in mediation and training
- Responding to the sustainability challenge
- The Arbitration Council community

In 2011, 191 cases were registered for resolution, the highest caseload ever since the establishment of the Arbitration Council in May 2003. Despite the large volume of cases, the support staff and arbitrators made an extra effort to end the labour disputes so that workers could continue to earn a living and companies could make profits and therefore contribute to the national economic growth.

The number of strikes dropped significantly during the same period of time, from 58 in 2009 and 45 in 2010 to 34 in 2011, according to the data from the Garment Manufacturers Association of Cambodia (GMAC). 2011 saw the lowest strike record since 2002. Over 8 years, the Arbitration Council successfully mediated and arbitrated approximately 73% of more than 1,160 total cases. Like in past years, the majority of disputes came from the garment sector, some 92% in 2011

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