

Figure 3.1 Key Indicators of Work of the Labour Relations Programme Area in 2008

Key Indicators of Work		Number
I.	Conciliation and Consultation Services	
	Labour disputes and claims handled	20,743
	In-person consultations handled	83,897
	Percentage of labour disputes and claims resolved through conciliation	72.70%
II.	Adjudication of Minor Employment Claim	
	Claims adjudicated by Minor Employment Claims Adjudication Board	2,044
III.	Regulation of Trade Unions	
	Registration of new trade unions and changes of union names/rules	174
	Inspection visits to trade unions	373
	Account statements of trade unions examined	668
	Training courses and seminars organised for trade unions	5