

**A NEEDS ASSESSMENT FOR AN EMPLOYEE
ASSISTANCE PROGRAM AT KALAFONG HOSPITAL**

by

EFFIE MOLEFE

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SUPERVISOR: Dr. F.M. Taute

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DECLARATION

I declare that this research report on a “NEEDS ASSESSMENT FOR AN EMPLOYEE ASSISTANCE PROGRAM AT KALAFONG HOSPITAL” is my work and that all the sources that I have used have been indicated and acknowledged by means of a complete reference.

EFFIE MOLEFE

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SUMMARY

NEEDS ASSESSMENT FOR AN EMPLOYEE ASSISTANCE PROGRAM AT KALAFONG HOSPITAL

Candidate: Effie Molefe
Department: Social Work – University of Pretoria
Supervisor: Dr. F.M. Taute
Degree: MSD (EAP)

This research study was conducted to determine the need for an Employee Assistance Program (EAP) at Kalafong Hospital as a way of assisting troubled employees to deal with either personal or work-related problems they experienced. These problems affect their job performance negatively if left unattended. An EAP is effective in dealing with employees' problems as it addresses all social problems that affect employees' job performance.

The aim of the study was to explore the feelings, experiences and needs of employees of Kalafong Hospital with regard to an EAP at Kalafong Hospital. Data was collected by means of semi-structured interviews utilising a schedule as a guideline for the researcher during the interviews.

Twenty (20) respondents participated in the study. This investigation revealed that employees of this hospital experienced personal and work-related problems that, if left unattended, had a negative effect on their job performance. Methods currently used to help troubled employees of this hospital are not as effective as that of an EAP. Social workers provide very little help to employees as their services are earmarked for patients

of this hospital. Supervisors and union representatives are also not formally trained to assist troubled employees and thus provide very little help to the employees.

It is therefore concluded that there is a need for a structured Employee Assistance Program in this hospital, as it will provide comprehensive services to employees.

OPSOMMING

BEHOEFTEBEPALING VIR 'N WERKNEMERHULPPROGRAM TE KALAFONG HOSPITAAL

Kandidaat: Effie Molefe
Departement: Maatskaplike Werk – Universiteit van Pretoria
Supervisor: Dr. F.M. Taute
Graad: MSD (WHP)

Hierdie navorsing was onderneem om vas te stel of daar 'n behoefte aan 'n Werknemerhulpprogram (WHP) by Kalafong Hospitaal is. Sodanige program is 'n wyse om besorgde werknemers te ondersteun met die hantering van hetsy persoonlike of werksverwante probleme aangesien hierdie probleme 'n negatiewe uitwerking op hul werkverrigting kan hê indien dit nie aangespreek word nie. 'n WHP is effektief in die hantering van probleme van werknemers aangesien dit alle sosiale probleme wat die werknemers se werkverrigting beïnvloed aanspreek.

Die doel van die studie was om die gevoelens, ervarings en behoeftes van die personeel van Kalafong Hospitaal met betrekking tot 'n Werknemerhulpprogram by dié hospitaal te ondersoek. Inligting was ingesamel deur middel van semi-gestruktureerde onderhoude en 'n skedule is gedurende die onderhoude as riglyn deur die navorser gebruik.

Twintig (20) respondente het deelgeneem aan die studie. Die navorsing het getoon dat werknemers van die hospitaal persoonlike- en werksverwante probleme ondervind en dat hul werkverrigting nadelig daardeur beïnvloed word aangesien dit nie aangespreek word nie. Metodes wat tans gebruik word om die besorgde personeel te help is ontoereikend of nie so effektief soos 'n Werknemerhulpprogram nie. Alhoewel

maatskaplike werkers in die hospitaal wel tot 'n beperkte mate dienste aan die personeel lewer is hul dienste hoofsaaklik ge-oormerk vir die pasiënte van die hospitaal. Toesighouers en vakbondverteenwoordigers is ook nie formeel opgelei om werknemers met probleme te ondersteun nie en kan gevolglik slegs tot 'n beperkte mate van hulp wees.

Die gevolgtrekking wat dus gemaak kan word is dat daar 'n behoefte aan 'n gestruktureerde Werknemerhulpprogram in die hospitaal is aangesien so 'n program 'n omvattende diens aan werknemers sal bied.

KEY CONCEPTS

Employee

Employee Assistance Program

Needs assessment

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