Appendix A: Pre-test Scenario A

An experimental study of Organisational Change and Communication Management – Pre-test Questionnaire Scenario 1

Please consider the following scenario and rate the key words on the scales below as indicated, in terms of how you view this organisation and the change process it is going through:

Scenario 1: This organisation is going through a major change process. The change is structured and the process is planned in detail with specified objectives to be reached within a given time span and a carefully planned budget. The decisions surrounding the changes are made by top management and communicated to all employees. The changes are mostly infrastructural/tangible changes. Top management are management orientated and a change management team is assigned by management to manage the process. The process is monitored throughout by management, measuring performance against strictly set goals. Problems associated with the changes are controlled immediately to avoid unnecessary conflicts and waste of money. Management gives recognition for the achievement of set goals. Management controls all information and relevant and essential information is communicated.

Change								
Structured	1	2	3	4	5	6	7	Flexible and continuous
Managed by								
Process with set goals	1	2	3	4	5	6	7	Outcomes based
Communication								
Downward	1	2	3	4	5	6	7	All directions
Decision-making								
Management	1	2	3	4	5	6	7	Employees
Change type								
Change – structural	1	2	3	4	5	6	7	Transformation/ cultural
Environment								
Predictable/stable	1	2	3	4	5	6	7	Fast changing/turbulent
Top management								
Management orientated	1	2	3	4	5	6	7	Leadership orientated
Change managers								
Change management								Employees assign
team assigned by	1	2	3	4	5	6	7	change leaders
management								change leaders
Monitoring								
Tightly and easily								Employees give
monitored according to	1	2	3	4	5	6	7	feedback and share
goals								information
Problems managed								
Controlled	1	2	3	4	5	6	7	Managed constructively
Conflicts								
Are avoided	1	2	3	4	5	6	7	Allowed & creatively
								managed
Time and money	1 .							T
No waste	<u> 1</u>	2	3	4	5	6	7	Long-term view

Information										
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information		
Driven by										
Goals	1	2	3	4	5	6	7	Vision		
Evaluation										
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour		

Appendix B: Pre-test Scenario B

An experimental study of Organisational Change and Communication Management – Pre-test Questionnaire Scenario 2

Please consider the following scenario and rate the key words on the scales below as indicated, in terms of how you view this organisation and the change process it is going through:

Scenario 2: This organisation is going through a major change process. The change is flexible and continuous, and the process is managed according to desired outcomes and a vision set by all those involved in the process. The decisions surrounding the changes are made by relevant employees involved in the changes, and communicated freely in all directions. The changes are mostly transformational involving cultural intangible changes. Top management are leadership orientated and a change management team is assigned by employees to lead the process. The process is monitored throughout by getting feedback and sharing information with all parties involved and problems associated with the changes are managed by allowing conflicts and managing it creatively. Peer evaluation provides award system for changes in behaviour. The process is characterised by complete openness and transparency.

Change								
Structured	1	2	3	4	5	6	7	Flexible and continuous
Managed by								
Process with set goals	1	2	3	4	5	6	7	Outcomes based
Communication								
Downward	1	2	3	4	5	6	7	All directions
Decision-making								
Management	1	2	3	4	5	6	7	Employees
Change type								
Change – structural	1	2	3	4	5	6	7	Transformation/ cultural
Environment								
Predictable/stable	1	2	3	4	5	6	7	Fast changing/turbulent
Top management								
Management orientated	1	2	3	4	5	6	7	Leadership orientated
Change managers								
Change management								Employees assign
team assigned by	1	2	3	4	5	6	7	change leaders
management								change leaders
Monitoring								
Tightly and easily								Employees give
monitored according to	1	2	3	4	5	6	7	feedback and share
goals								information
Problems managed								
Controlled	1	2	3	4	5	6	7	Managed constructively
Conflicts								1
Are evoided	4	2	2	4		6	7	Allowed & creatively
Are avoided	1	2	3	4	5	6	'	managed
Time and money								· <u> </u>
No waste	1	2	3	4	5	6	7	Long-term view

Information										
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information		
Driven by										
Goals	1	2	3	4	5	6	7	Vision		
Evaluation										
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour		

Appendix C: Questionnaire A

Respondent No.		
Organisation		
Questionnaire A		



An experimental study of Organisational Change and Communication Management – Questionnaire

Dear respondent,

I appreciate your willingness to help me with my research. I am a PhD student at the University of Pretoria and need this research in order to complete my degree. The findings of this research will also be used to attempt to improve communication and relationships between organisations and different stakeholders during transformation and change. This could ultimately lead to higher productivity and the resulting enhancement of the quality of living of all South Africans.

I would like to request that you fill this in as soon as possible as I would like to have all the questionnaires returned by the **second week in November 2000** in order to complete my studies by the end of the year. I thank you in advance for assisting me with this major goal and hope that you will also ultimately gain from this research.

Kind regards, Ursula Ströh

Senior Lecturer in Communication Management Department of Marketing and Communication Management University Of Pretoria

Telephone numbers: +27(12) 807-5588 (h); +27(12) 420-3399 (w); +27 83 306-3717

Fax number: +27(12) 362-5085 (w)
Email address: ustroh@hakuna.up.ac.za

An experimental study of Organisational Change and Communication Management – Questionnaire

Please read the following scenarios:

Scenario A: This organisation is going through a major change process. The change is structured and the process is planned in detail with specified objectives to be reached within a given time span and a carefully planned budget. The decisions surrounding the changes are made by top management and communicated to all employees. The changes are mostly infrastructural/tangible changes. Top management are management orientated and a change management team is assigned by management to manage the process. The process is monitored throughout by management, measuring performance against strictly set goals. Problems associated with the changes are controlled immediately to avoid unnecessary conflicts and waste of money. Management gives recognition for the achievement of set goals. Management controls all information and only relevant and essential information is communicated.

Scenario B: This organisation is going through a major change process. The change is flexible and continuous, and the process is managed according to desired outcomes and a vision set by all those involved in the process. The decisions surrounding the changes are made by relevant employees involved in the changes, and communicated freely in all directions. The changes are mostly transformational involving cultural intangible changes. Top management are leadership orientated and a change management team is assigned by employees to lead the process. The process is monitored throughout by getting feedback and sharing information with all parties involved and problems associated with the changes are managed by allowing conflicts and managing it creatively. Peer evaluation provides the award system for changes in behaviour. The process is characterised by complete openness and transparency.

Now, please consider the following scenario again **carefully** and then answer the questions by circling the appropriate number that best describes your reaction to the various statements:

Scenario A: This organisation is going through a major change process. The change is structured and the process is planned in detail with specified objectives to be reached within a given time span and a carefully planned budget. The decisions surrounding the changes are made by top management and communicated to all employees. The changes are mostly infrastructural/tangible changes. Top management are management orientated and a change management team is assigned by management to manage the process. The process is monitored throughout by management, measuring performance against strictly set goals. Problems associated with the changes are controlled immediately to avoid unnecessary conflicts and waste of money. Management gives recognition for the achievement of set goals. Management controls all information and only relevant and essential information is communicated.

		Doi at a	n't ag	jree	←	_	otally gree	/
1	This organisation treats people like me fairly and justly	1	2	3	4	5	6	7
2	Whenever this organisation makes an important decision, I know it will be concerned about people like me	1	2	3	4	5	6	7
3	This organisation can be relied on to keep its promises	1	2	3	4	5	6	7
4	I believe that this organisation takes the opinions of people like me into account when making decisions	1	2	3	4	5	6	7
5	I feel very confident about this organisation's skills	1	2	3	4	5	6	7
6	This organisation has the ability to accomplish what it says it will do	1	2	3	4	5	6	7
7	This organisation and people like me are attentive to what each other say	1	2	3	4	5	6	7
8	This organisation believes the opinions of people like me are legitimate	1	2	3	4	5	6	7

9	In dealing with people like me, this organisation has a tendency to throw its weight around	1	2	3	4	5	6	7
10	This organisation really listens to what people like me have to say	1	2	3	4	5	6	7
11	The management of this organisation gives people like me enough say in the decision-making process	1	2	3	4	5	6	7
12	I feel that this organisation is trying to maintain a long-term commitment to people like me	1	2	3	4	5	6	7
13	I can see that this organisation wants to maintain a relationship with people like me	1	2	3	4	5	6	7
14	There is a long lasting bond between this organisation and people like me	1	2	3	4	5	6	7
15	Compared to other organisations, I value my relationship with this organisation more	1	2	3	4	5	6	7
16	I would rather work together with this organisation than not	1	2	3	4	5	6	7
17	I am happy with this organisation	1	2	3	4	5	6	7
18	Both the organisation and people like me benefit from the relationship	1	2	3	4	5	6	7
19	Most people like me are happy in their interactions with this organisation	1	2	3	4	5	6	7
20	Generally speaking, I am pleased with the relationship this organisation has established with people like me	1	2	3	4	5	6	7
21	Most people enjoy dealing with this organisation	1	2	3	4	5	6	7

(Answer each statement according to how much you agree to each item describing your relationship with the organisation portrayed in the above scenario where 1 = **Don't agree at all with this statement** and **7 = Totally agree with this statement**)

Indicate on the following scale how willing you would be to change your behaviour if this scenario occurs:

I am willing to change m	y beł	navio	ur ac	cordi	ng to:			
the requirements of the organisation in this scenario	1	2	3	4	5	6	7	what I think the situation requires of me
I will change my behavio	our:							
within the time frame set by the organisation	1	2	3	4	5	6	7	as fast as I think the situation requires of me
I will change as far as:								
this organisation wants me to change	1	2	3	4	5	6	7	I think the situation requires of me
I am willing to do:								
what the organisation wants me to do	1	2	3	4	5	6	7	what I believe the situation requires of me

Without rereading the scenario at the beginning of the questionnaire, indicate on this scale how you would describe the organisation in the first scenario (A) and the change process being followed in terms of:

Change:								
Structured and planned	1	2	3	4	5	6	7	Flexible and continuous
Communication:								
Downward	1	2	3	4	5	6	7	All directions
Decision-making:								
Management	1	2	3	4	5	6	7	Employees
Change managers:								
Change management team assigned by management	1	2	3	4	5	6	7	Employees assign change leaders
Conflicts:								
Are avoided	1	2	3	4	5	6	7	Allowed & creatively managed
Information:								
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information
Evaluation:								
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour

We are going to repeat the same process now with the other scenario. Please consider this scenario **carefully** as it differs from the previous scenario, and answer the questions by circling the appropriate number that best describes your reaction to the various statements:

Scenario B: This organisation is going through a major change process. The change is flexible and continuous, and the process is managed according to desired outcomes and a vision set by all those involved in the process. The decisions surrounding the changes are made by relevant employees involved in the changes, and communicated freely in all directions. The changes are mostly transformational involving cultural intangible changes. Top management are leadership orientated and a change management team is assigned by employees to lead the process. The process is monitored throughout by getting feedback and sharing information with all parties involved and problems associated with the changes are managed by allowing conflicts and managing it creatively. Peer evaluation provides the award system for changes in behaviour. The process is characterised by complete openness and transparency.

(Answer each statement according to how much you agree to each item describing your relationship with <u>the organisation portrayed in the above scenario</u> where 1 = **Don't agree at all with this statement** and **7 = Totally agree with this statement**)

		Dor at a		ree ·	←	-	Tota agre	
1	This organisation treats people like me fairly and justly	1	2	3	4	5	6	7
2	Whenever this organisation makes an important decision, I know it will be concerned about people like me	1	2	3	4	5	6	7
3	This organisation can be relied on to keep its promises	1	2	3	4	5	6	7
4	I believe that this organisation takes the opinions of people like me into account when making decisions	1	2	3	4	5	6	7
5	I feel very confident about this organisation's skills	1	2	3	4	5	6	7
6	This organisation has the ability to accomplish what it says it will do	1	2	3	4	5	6	7
7	This organisation and people like me are attentive to what each other say	1	2	3	4	5	6	7
8	This organisation believes the opinions of people like me are legitimate	1	2	3	4	5	6	7
9	In dealing with people like me, this organisation has a tendency to throw its weight around	1	2	3	4	5	6	7
10	This organisation really listens to what people like me have to say	1	2	3	4	5	6	7
11	The management of this organisation gives people like me enough say in the decision-making process	1	2	3	4	5	6	7
12	I feel that this organisation is trying to maintain a long-term commitment to people like me	1	2	3	4	5	6	7
13	I can see that this organisation wants to maintain a relationship with people like me	1	2	3	4	5	6	7
14	There is a long lasting bond between this organisation and people like me	1	2	3	4	5	6	7
15	Compared to other organisations, I value my relationship with this organisation more	1	2	3	4	5	6	7

			ı't ag	ree ·	←	→	Tota	lly
		at a	ıll				agre	e
16	I would rather work together with this organisation than not	1	2	3	4	5	6	7
17	I am happy with this organisation	1	2	3	4	5	6	7
18	Both the organisation and people like me benefit from the relationship	1	2	3	4	5	6	7
19	Most people like me are happy in their interactions with this organisation	1	2	3	4	5	6	7
20	Generally speaking, I am pleased with the relationship this organisation has established with people like me	1	2	3	4	5	6	7
21	Most people enjoy dealing with this organisation	1	2	3	4	5	6	7

Indicate on the following scale how willing you would be to change your behaviour if this second scenario occurs:

I am willing to change m	y bel	navio	ur ac	cordi	ng to:			
the requirements of the organisation in this scenario	1	2	3	4	5	6	7	what I think the situation requires of me
I will change my behavio	our:							
within the time frame set by the organisation	1	2	3	4	5	6	7	as fast as I think the situation requires of me
I will change as far as:								
this organisation wants me to change	1	2	3	4	5	6	7	I think the situation requires of me
I am willing to do:								
what the organisation wants me to do	1	2	3	4	5	6	7	what I believe the situation requires of me

Without rereading the second scenario of the questionnaire, indicate on this scale how you would describe the organisation in this second scenario and the change process being followed in terms of:

Change:								
Structured and planned	1	2	3	4	5	6	7	Flexible and continuous
Communication:								
Downward	1	2	3	4	5	6	7	All directions
Decision-making:								
Management	1	2	3	4	5	6	7	Employees
Change managers:								
Change management team assigned by management	1	2	3	4	5	6	7	Employees assign change leaders
Conflicts:								
Are avoided	1	2	3	4	5	6	7	Allowed & creatively managed
Information:								
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information
Evaluation:								
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour

Now that we have gone through both scenarios, please carefully consider which of the two scenarios best describes the change approach followed in the organisation you work for?

Scenario A	
Scenario B	

Has the organisation you work for been through major changes recently?

YES	
NO	

Finally we would like to ask you a few classification questions:

Highest educational level:						
	Standard 10/Grade 12 - Matr	ic				
	Diploma					
	B Tech degree					
	University degree					
	Higher diploma					
	Post graduate					
	Other:					
Years employed in this organisation?						
	years					
Level in this organisation?						
	Top management					
	Higher management					
	Middle management					
	Entry level management					
	Non-managerial					
What is your designation?						
What is your designation?						
	I .					

I thank you again for your kind assistance.

Appendix D: Questionnaire B

Respondent No.		
Organisation		
Questionnaire B		



An experimental study of Organisational Change and Communication Management – Questionnaire

Dear respondent,

I appreciate your willingness to help me with my research. I am a PhD student at the University of Pretoria and need this research in order to complete my degree. The findings of this research will also be used to attempt to improve communication and relationships between organisations and different stakeholders during transformation and change. This could ultimately lead to higher productivity and the resulting enhancement of the quality of living of all South Africans.

I would like to request that you fill this in as soon as possible as I would like to have all the questionnaires returned by the **second week in November 2000** in order to complete my studies by the end of the year. I thank you in advance for assisting me with this major goal and hope that you will also ultimately gain from this research.

Kind regards, Ursula Ströh

Senior Lecturer in Communication Management Department of Marketing and Communication Management University Of Pretoria

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Fax number: +27(12) 362-5085 (w) Email address: ustroh@hakuna.up.ac.za

An experimental study of Organisational Change and Communication Management – Questionnaire

Please read the following scenarios:

Scenario A: This organisation is going through a major change process. The change is flexible and continuous, and the process is managed according to desired outcomes and a vision set by all those involved in the process. The decisions surrounding the changes are made by relevant employees involved in the changes, and communicated freely in all directions. The changes are mostly transformational involving cultural intangible changes. Top management are leadership orientated and a change management team is assigned by employees to lead the process. The process is monitored throughout by getting feedback and sharing information with all parties involved and problems associated with the changes are managed by allowing conflicts and managing it creatively. Peer evaluation provides the award system for changes in behaviour. The process is characterised by complete openness and transparency.

Scenario B: This organisation is going through a major change process. The change is structured and the process is planned in detail with specified objectives to be reached within a given time span and a carefully planned budget. The decisions surrounding the changes are made by top management and communicated to all employees. The changes are mostly infrastructural/tangible changes. Top management are management orientated and a change management team is assigned by management to manage the process. The process is monitored throughout by management, measuring performance against strictly set goals. Problems associated with the changes are controlled immediately to avoid unnecessary conflicts and waste of money. Management gives recognition for the achievement of set goals. Management controls all information and only relevant and essential information is communicated.

Now, please consider the following scenario again **carefully** and then answer the questions by circling the appropriate number that best describes your reaction to the various statements:

Scenario A: This organisation is going through a major change process. The change is flexible and continuous, and the process is managed according to desired outcomes and a vision set by all those involved in the process. The decisions surrounding the changes are made by relevant employees involved in the changes, and communicated freely in all directions. The changes are mostly transformational involving cultural intangible changes. Top management are leadership orientated and a change management team is assigned by employees to lead the process. The process is monitored throughout by getting feedback and sharing information with all parties involved and problems associated with the changes are managed by allowing conflicts and managing it creatively. Peer evaluation provides the award system for changes in behaviour. The process is characterised by complete openness and transparency.

(Answer each statement according to how much you agree to each item describing your relationship with the organisation portrayed in the above scenario where 1 = **Don't agree at all with this statement** and **7 = Totally agree with this statement**)

		Dor at a	n't ag	gree	←	_	Total agree	- 1
1	This organisation treats people like me fairly and justly	1	2	3	4	5	6	7
2	Whenever this organisation makes an important decision, I know it will be concerned about people like me	1	2	3	4	5	6	7
3	This organisation can be relied on to keep its promises	1	2	3	4	5	6	7
4	I believe that this organisation takes the opinions of people like me into account when making decisions	1	2	3	4	5	6	7
5	I feel very confident about this organisation's skills	1	2	3	4	5	6	7
6	This organisation has the ability to accomplish what it says it will do	1	2	3	4	5	6	7
7	This organisation and people like me are attentive to what each other say	1	2	3	4	5	6	7
8	This organisation believes the opinions of people like me are legitimate	1	2	3	4	5	6	7

		Dor at a	n't ag ill	gree	←	_	Fotal agree	- 1
9	In dealing with people like me, this organisation has a tendency to throw its weight around	1	2	3	4	5	6	7
10	This organisation really listens to what people like me have to say	1	2	3	4	5	6	7
11	The management of this organisation gives people like me enough say in the decision-making process	1	2	3	4	5	6	7
12	I feel that this organisation is trying to maintain a long-term commitment to people like me	1	2	3	4	5	6	7
13	I can see that this organisation wants to maintain a relationship with people like me	1	2	3	4	5	6	7
14	There is a long lasting bond between this organisation and people like me	1	2	3	4	5	6	7
15	Compared to other organisations, I value my relationship with this organisation more	1	2	3	4	5	6	7
16	I would rather work together with this organisation than not	1	2	3	4	5	6	7
17	I am happy with this organisation	1	2	3	4	5	6	7
18	Both the organisation and people like me benefit from the relationship	1	2	3	4	5	6	7
19	Most people like me are happy in their interactions with this organisation	1	2	3	4	5	6	7
20	Generally speaking, I am pleased with the relationship this organisation has established with people like me	1	2	3	4	5	6	7
21	Most people enjoy dealing with this organisation	1	2	3	4	5	6	7

Indicate on the following scale how willing you would be to change your behaviour if this scenario occurs:

I am willing to change my behaviour according to:											
the requirements of the organisation in this scenario	1	2	3	4	5	6	7	what I think the situation requires of me			
I will change my behaviour:											
within the time frame set by the organisation	1	2	3	4	5	6	7	as fast as I think the situation requires of me			
I will change as far as:											
this organisation wants me to change	1	2	3	4	5	6	7	I think the situation requires of me			
I am willing to do:											
what the organisation wants me to do	1	2	3	4	5	6	7	what I believe the situation requires of me			

Without rereading the scenario at the beginning of the questionnaire, indicate on this scale how you would describe the organisation in the first scenario (A) and the change process being followed in terms of:

Change:									
Structured and planned	1	2	3	4	5	6	7	Flexible and continuous	
Communication:								1	
Downward	1	2	3	4	5	6	7	All directions	
Decision-making:									
Management	1	2	3	4	5	6	7	Employees	
Change managers:									
Change management team assigned by management	1	2	3	4	5	6	7	Employees assign change leaders	
Conflicts:									
Are avoided	1	2	3	4	5	6	7	Allowed & creatively managed	
Information:									
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information	
Evaluation:									
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour	

We are going to repeat the same process now with the other scenario. Please consider this scenario **carefully** as it differs from the previous scenario, and answer the questions by circling the appropriate number that best describes your reaction to the various statements:

Scenario B: This organisation is going through a major change process. The change is structured and the process is planned in detail with specified objectives to be reached within a given time span and a carefully planned budget. The decisions surrounding the changes are made by top management and communicated to all employees. The changes are mostly infrastructural/tangible changes. Top management are management orientated and a change management team is assigned by management to manage the process. The process is monitored throughout by management, measuring performance against strictly set goals. Problems associated with the changes are controlled immediately to avoid unnecessary conflicts and waste of money. Management gives recognition for the achievement of set goals. Management controls all information and only relevant and essential information is communicated.

(Answer each statement according to how much you agree to each item describing your relationship with the organisation portrayed in the above scenario where 1 = **Don't agree at all with this statement** and **7 = Totally agree with this statement**)

		Doi at a	n't aç ıll	gree	+		Total agre	-
1	This organisation treats people like me fairly and justly	1	2	3	4	5	6	7
2	Whenever this organisation makes an important decision, I know it will be concerned about people like me	1	2	3	4	5	6	7
3	This organisation can be relied on to keep its promises	1	2	3	4	5	6	7
4	I believe that this organisation takes the opinions of people like me into account when making decisions	1	2	3	4	5	6	7
5	I feel very confident about this organisation's skills	1	2	3	4	5	6	7
6	This organisation has the ability to accomplish what it says it will do	1	2	3	4	5	6	7
7	This organisation and people like me are attentive to what each other say	1	2	3	4	5	6	7
8	This organisation believes the opinions of people like me are legitimate	1	2	3	4	5	6	7
9	In dealing with people like me, this organisation has a tendency to throw its weight around	1	2	3	4	5	6	7
10	This organisation really listens to what people like me have to say	1	2	3	4	5	6	7
11	The management of this organisation gives people like me enough say in the decision-making process	1	2	3	4	5	6	7
12	I feel that this organisation is trying to maintain a long-term commitment to people like me	1	2	3	4	5	6	7
13	I can see that this organisation wants to maintain a relationship with people like me	1	2	3	4	5	6	7
14	There is a long lasting bond between this organisation and people like me	1	2	3	4	5	6	7
15	Compared to other organisations, I value my relationship with this organisation more	1	2	3	4	5	6	7

		Doi at a	n't aç ıll	gree	+		Fotal	•
16	I would rather work together with this organisation than not	1	2	3	4	5	6	7
17	I am happy with this organisation	1	2	3	4	5	6	7
18	Both the organisation and people like me benefit from the relationship	1	2	3	4	5	6	7
19	Most people like me are happy in their interactions with this organisation	1	2	3	4	5	6	7
20	Generally speaking, I am pleased with the relationship this organisation has established with people like me	1	2	3	4	5	6	7
21	Most people enjoy dealing with this organisation	1	2	3	4	5	6	7

Indicate on the following scale how willing you would be to change your behaviour if this second scenario occurs:

I am willing to change my behaviour according to:												
the requirements of the organisation in this scenario	1	2	3	4	5	6	7	what I think the situation requires of me				
I will change my behaviour:												
within the time frame set by the organisation	1	2	3	4	5	6	7	as fast as I think the situation requires of me				
I will change as far as:												
this organisation wants me to change	1	2	3	4	5	6	7	I think the situation requires of me				
I am willing to do:												
what the organisation wants me to do	1	2	3	4	5	6	7	what I believe the situation requires of me				

Without rereading the second scenario of the questionnaire, indicate on this scale how you would describe the organisation in this second scenario and the change process being followed in terms of:

Change:								
Structured and planned	1	2	3	4	5	6	7	Flexible and continuous
Communication:								
Downward	1	2	3	4	5	6	7	All directions
Decision-making:								
Management	1	2	3	4	5	6	7	Employees
Change managers:								
Change management team assigned by management	1	2	3	4	5	6	7	Employees assign change leaders
Conflicts:								
Are avoided	1	2	3	4	5	6	7	Allowed & creatively managed
Information:								
Management control – only relevant and essential information communicated	1	2	3	4	5	6	7	Complete openness and transparency of information
Evaluation:								
Management measures against set goals and provides recognition	1	2	3	4	5	6	7	Peer evaluation provides award system for changes in behaviour

Now that we have gone through both scenarios, please carefully consider which of the two scenarios best describes the change approach followed in the organisation you work for?

Scenario A	
Scenario B	

Has the organisation you work for been through major changes recently?

YES	
NO	

Finally we would like to ask you a few classification questions:

Highest educational level:			
	Standard 10/Grade 12 - Matric		
	Diploma		
	B Tech degree		
	University degree		
	Higher diploma		
	Post graduate		
	Other:		
Vegre ampleyed in this agreeningtion?			
Years employed in this organisation?			
	years		
Level in this organisation?			
Level III tills organisation:	Top management		
	Higher management		
	Middle management		
	Entry level management		
	Non-managerial		
	Tron managonal		
What is your designation?			

I thank you again for your kind assistance.

Postscript

'n D?

Boom se bas skilfer af die binnekant ontbloot weer en wind se verweer

Ek struikel voort probeer net sin maak maar skryf 'n D in die middel van hierdie donker nag!

Elke woord en aksie
'n moskombers
om die 'feite'
te probeer vertel?
Nee, 'n sepie
wat mense laat
wonder oor die post-modernisme
van hiper-realiteit
of wetenskap
of verwysing
of subjektiwitet van die chaos-teorie

Ek sal oorleef al moet ek die Mount Everest alleen uit! Ek sal oorleef met 'n D in my rugsak!

Ek sal oorleef!

11 Oktober 2000

Procrastination

...and I find everything else to do
...ridiculous!!!!
This mountain is only mine
- only my lonely struggle
- only my sacred fights
with these thoughts
these words
- the essence of academia
The turmoil of every paragraph
arduously every chapter
frustrating to find meaning

Chaotically I refer to everyone who thought they knew, and did integrating their labour.

I'm still trying to find focal point of theory choking in phenomenology...

I strive to see a unique thing some new approach a little contribution to intellectualism.

Change the world! Leave a legacy! Ha!!

For what?
...to be more than I am
to do something worthy
to get recognition
self-aggrandizing?

I dream of a place cyber space in a brain where perfection is the paradox within the sacred sphere creating knowledge and making a difference eloquently deconstructing the upside-down puzzle obtaining a degree...

For what?

To prove that I can?

To Know?

То бе...

A PhD!?

27 April 2001