REFERENCES

- 1. Arkava, M.L. and Lane, T.A. 1983. **Beginning Social Work Research**. Boston: Allyn and Bacon.
- 2. Bailey, J. 1983. **Job Design and Work Organization. Matching People and Technology for Productivity and Employee Involvement.** London: Prentice-Hall International.
- 3. Bailey, K.D. 1994. **Methods of Social Research**. 4th Edition. New York: Free Press.
- Balgopal, P.R. & Patchner, M.A. 1988. Evaluating Employee Assistance Programs: Obstacles, Issues and Strategies. In Holosko, M.J. & Feit, M.D. (Editors). Evaluation of Employee Assistance Programs. New York: The Haworth Press.
- Bellingham, R. & Cohen, B. 1987. Stress: Whose Responsibility is it? In Bellingham, R. & Cohen, B. (Editors). The Corporate Wellness Sourcebook. Massachusetts: Human Resource Development Press.
- 6. Bless, C. & Higson-Smith, C. 1995. **Fundamentals of Social Research Methods: An African Perspective**. 2nd Edition. Kenwyn: Juta & Co. Ltd.
- 7. Bourque, L.B. & Fielder, E.P. 1995. **How to Conduct Self-administered and Mail Surveys.** London: SAGE Publications.
- 8. Bruce, W.M. 1990. **Problem Employee Management. Proactive Strategies for Human Resource Managers.** New York: Quorum Books.

- 9. Cagney, T. 1999. Models of Service Delivery. In Oher, J.M. (Editor). **The Employee Assistance Handbook.** New York: John Wiley & Sons.
- Challenger, B.R. 1988. The Need for Employee Assistance Programs. In Dickman, F., Challenger, B.R., Emener, W.G. & Hutchison, J.R.W.S. (Editors)
 Employee Assistance Programs. A Basic Text. Illinois: Chalres C. Thomas Publishers.
- 11. Carroll, M. 1996. **Workplace Counselling.** London: SAGE Publications.
- 12. Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996).
- 13. Creswell, J.W. 1998. Qualitative Inquiry and Research Design. Choosing among five Traditions. Thousand Oaks: SAGE Publications.
- 14. Darick, A.A. 1999. Clinical Practices and Procedure. In Oher, J.M. (Editor). **The Employee Assistance Handbook.** New York: John Wiley & Sons.
- Davies, A. Solve Employee Problems, Reap on Dividend. The Star Workplace.23 August 2000.
- 16. De Vos, A.S. & Fouché, C.B. 1998. General introduction to research design, data collection methods and analysis. In De Vos, A.S. (ed) Research at Grass-Roots. A primer for the caring professions. Pretoria: Academic. J.L. van Schaik.
- Dickman, F. 1988. Ingredients of an Effective EAP. In Dickman, F., Challenger,
 B.R., Emener, W.S. & Hutchison, J.R.W.S. (Editors). Employee Assistance
 Programs. A Basic Text. Illinois: Charles C. Thomas Publishers.

- Dickman, F. and Emener, W.S. 1988. Union Involvement: A Key Ingredient to Successful Employee Assistance Programs. In Dickman, F., Challenger, B.R., Emener, W.S. & Hutchison, J.R.W.S. (Editors). Employee Assistance Programs. A Basic Text. Illinois: Charles C. Thomas Publishers.
- Du Plessis, A. 1988. Employee Assistance Programmes (EAPs). In Social
 Work Practice (1988) 1: p23-25 March.
- 20. Du Plessis, A. 1994. Exploring the potential for primary level services in the occupational setting: Future Considerations for Welfare Managers and Social Work Educators. In Social Work/Maatskaplike Werk (1994) 30: 1p. 42-49 March.
- 21. Employment Equity Act, 1998 (Act No. 55 of 1998).
- 22. Fink, A. 1995. How to Sample in Surveys. London: SAGE Publications.
- 23. Fouché, C.B. 1998. Data Collection Methods. In De Vos, A.S. (Ed) Research at Grass Roots. A Primer for the Caring Professions. Pretoria: Academic J.L. van Schaik.
- Fouché, C.B. 2002. Problem formulation. In De Vos, A.S., Strydom, H., Fouché,
 C.B., Delport, C.S.L. Research at Grass Roots for the Social Sciences and
 Human Service Professions. 2nd Edition. Pretoria: J.L. van Schaik.
- 25. Frances, A., Pincus, H.A. & First, M.B. 2000. **Diagnostic and Statistical Manual of Mental Disorders.** 4th Edition. Washington: American Psychiatric Association.
- 26. Grimes, C.H. 1988. **EAP Research. An Annual of Research and Research Issues Volume II.** Georgia: Performance Resource Press, Inc.

- 27. Grinnell, jr., R.M. 1985. **Social Work Research & Evaluation**. Illinois: Peacock Publishers.
- 28. Grinnell, jr., R.M. & Williams, M. 1990. **Research in Social Work: A Primer**. Illinois: Peacock Publishers.
- 29. Grinnell, jr., R.M. 1997. Social Work Research & Evaluation. Quantitative and Qualitative Approaches. Illinois: Peacock Publishers.
- 30. Hacker, C.A. 1997. **The High Cost of Low Morale ... And what to do about it.** Florida: St. Lucie Press.
- 31. Hornby, A.S. 1974. Oxford Advanced Learner's Dictionary of Current English. Oxford: Oxford University Press.
- 32. Huysamen, S. 1994. **Methodology for the Social and Behavioural Sciences**. Halfway House: Southern Book Publishers.
- 33. Jones, O.F. 1985. The Rationale and Critical Issues of EAP Development. In Klarreich, S.H., Franscek, J.L. & Moore, C.E. (Editors). The Human Resource Management Handbook: Principles and Practice of Employee Assistance Programs. New York: Praeger Press.
- 34. Judd, C.M., Smith, E.R. & Kidder, L.H. 1991. **Research Methods in Social Relations**. 6th Edition. New York: Harcourt Brace Javanovich College Publishers.
- 35. Kaplan, H.I. & Sadock, B.J. 1981. **Modern Synopsis of Comprehensive Textbook of Psychiatry/III.** 3rd Edition. Baltimore: Williams & Wilkins.

- 36. Klarreich, S.H., Franscek, J.L. & Moore, L.E. 1985. **The Human Resources Management Handbook.** New York: Praeger Press.
- 37. Labour Relations Act, 1995 (Act No. 55 of 1995).
- 38. Langley, E. 1999. EAP: The First or Last Component of HR. In **People Dynamics**. 1999. 17: 6 p. 48 June.
- 39. Lee, C. & Gray, J.A. 1994. The Role of Employee Assistance Programs. In Cooper, C.L. & Williams, S. (Editors). **Creating Healthy Work Organizations.**New York: John Wiley & Sons.
- 40. Maiden, R.P. 1988. Employee Assistance Program Evaluation in a Federal Government Agency. In Holosko, M.J. & Feit, M.D. (Editors). **Evaluation of Employee Assistance Programs.** New York: The Haworth Press.
- 41. Maller, J. 1988. Employee Assistance Programmes a new Approach to Workplace Productivity? In **IPM Journal** (1988) 6: 12 p. 21-24 May.
- 42. Mark, R. 1996. **Research Made Simple a handbook for Social Workers**. London: SAGE Publishers.
- 43. Masi, D.A. 1992. Employee Assistance Programs. In Masi, D.A. (Editor). The Amalgamated Handbook for Employee Assistance and Counselling Programs. New York: American Management Association.
- 44. Matteson, M.T. & Ivancevich, J.M. 1987. **Controlling Work Stress. Effective Human Resource and Management Strategies.** San Francisco: Jossey-Bass Inc.

- 45. Mc Clelland, K. & Miller, R.E. 1988. EAPs in Transition: Purpose and Scope of Services. In Holosko, M.J. & Feit, M.D. (Editors). **Evaluation of Employee Assistance Programs.** New York: The Haworth Press.
- 46. Mouton, J. 2001. **How to succeed in your Master's & Doctoral Studies. A South African Guide and Resource Book**. Pretoria: Van Schaik Publishers.
- 47. Myers, D.W. 1984. **Establishing and Building Employee Assistance Programs.** Connecticut: Quorum Books.
- 48. New dictionary of Social Work. 1995. Revised and Comprehensive edition.

 Terminology Committee for Social Work. Pretoria: Government Printers.
- 49. Ntsamai, N.M. 1991. Mental Health in the Workplace. In **Social Work Practice** (1991): 1 p. 19-21 March.
- 50. Rubin, A. and Babbie, E. 1993. **Research Methods for Social Work**. 2nd Edition. California: Brooks/Cole Publishers.
- 51. Shahandeh, A. 1988. The ILO's Look at EAP's and Beyond. In Cornei, L.D.W. Editor. **The Results of WHO/ILO International Review.** New York: The Haworth Press.
- 52. Sloan, R.P., Gruman, J.C. & Allegrante, J.P. 1987. Investing in Employee Health. A Guide to Effective Health Promotion in the Workplace. San Francisco: Jossey-Bass Inc.
- 53. Sonnenstuhl, W.J. & Trice, H.M. 1986. **Strategies for Employee Assistance Programs: The Crucial Balance.** New York: ILR Press.

- 54. Strydom, H. 1998. The Pilot Study, In De Vos, A.S. (ed). Research at Grass-Roots. A Primer for the Caring Professions. Pretoria: Academic. J.L. van Schaik.
- 55. Strydom, H. 2002. The Pilot Study. In De Vos, A.S., Strydom, H., Fouché, C.B., Delport, C.S.L. Research at Grass-Roots for the Social Sciences and Human Service Professions. 2nd Edition. Pretoria: J.L. van Schaik.
- 56. Strydom, H., & Venter, L. 2002. Sampling and sampling methods. In De Vos, A.S., Strydom, H., Fouché, C.B., Delport, C.S.L. Research at Grass-Roots for the Social Sciences and Human Service Professions. 2nd Edition. Pretoria: J.L. van Schaik.
- 57. Stoer-Scaggs, L. 1999. Employee Assistance Programs in Higher Education. In Oher, J.M. (Editor). **The Employee Assistance Handbook**. New York: John Wiley & Sons.
- 58. Taylor, P.A., Holosko, M.J., Smith, B.W. & Feit, M.D. 1988. Paving the way for EAP Evaluations: Implications for Social Work. In Holosko, M.J. & Feit, M.D. (Editors). Evaluation of Employee Assistance Programs. New York: The Haworth Press.
- 59. Terblanche, L.S. 1988. 'n Bedryfsmaatskaplike Werk-ondersoek na die Aard en Hulpprogramme in die Republiek van Suid-Afrika. Unpublished Doctor Societatis Scientiae (MW). University of the Oranje Free State.
- 60. Terblanche, L.S. 1999. **Draft documents of standards for employee** assistance programmes in South Africa. Pretoria: University of Pretoria.

- 61. Williams, S. 1994. Ways of Creating Healthy Work Organizations. In Cooper, C.L. & Williams, S. (Editors). Creating Healthy Work Organizations. New York: John Wiley & Sons.
- 62. Woods, R. & Maenetja, T. 1996. Occupational Social Work in Profit-driven enterprises: Issues for Social Work Education in South Africa in the late 1990's. In **Social Work** (1996) 32: 2 p. 112-122 June.
- 63. Wright, D.A. 1985. Policy and Procedures: The Essential Elements in an EAP. In Klarreich, S.H., Franscek, J.L. & Moore, C.E. (Editors). The Human Resources Management Handbook: Principles and Practice of Employee Assistance Programs. New York: Praeger.
- 64. Zabow, T. 1998. **Managing the Violent Patient.** Department of Psychiatry. University of Cape Town & Grootte Schuur Hospital.