





The contribution of instructional leadership to learner performance

by

Barber Mbangwa Mafuwane

Submitted in partial fulfilment of the requirements for the degree

PHILOSOPHIAE DOCTOR

University of Pretoria
Faculty of Education
Department of Education Management
and Policy Studies

SUPERVISOR: Dr Keshni Bipath

CO-SUPERVISOR: Dr Muavia Gallie

PRETORIA 2011



ACKNOWLEDGEMENTS

Undertaking this challenging and life-changing journey would not have been possible without the support and encouragement of many people. In this regard, I would like to acknowledge those who have had an impact on my studies and provided different forms of support in completing this exacting journey.

The task of completing a thesis seems overwhelming, unless one has dedicated supervisors such as Dr Keshni Bipath and Dr Muavia Gallie, who gave me encouragement and direction to complete this study. I am deeply indebted to them for accepting the task of being my supervisors, when I had every reason to quit. Thank you Dr Bipath and Dr Gallie. You are deeply admired and respected.

I also give special thanks to Prof. Jan Heystek for initially inspiring me to take up a PhD programme and supplying me with the resources to compile my first proposal for this study. Thanks are also due to Prof. Thidziambi Sylvia Phendla who supported me during the initial stages of my engagement with this study. Your contributions are gratefully acknowledged.

I would like to express my appreciation to the Research Unit of the Mpumalanga Department of Education for granting me permission to conduct this research, all the Circuit Managers in the Bushbuckridge region who assisted me in the distribution and collection of my questionnaires from their respective schools, and all the post-primary school principals who participated in this study. You are indeed benefactors of this product.

My family has been a significant source of support. My mother Christina Tsatsawane Mafuwane, my sister Jedress, my wife Marinkie Mmaditaba Usinga, my daughter Rirhandzu and my son Nkosinathi are acknowledged for their constant support and good wishes. This thesis is dedicated to all of them, including my late father, Kombe Alfred Mafuwane, who unfortunately did not live long enough to see this exacting task completed.

I am also indebted to my friends Dr V.J. Pitsoe, Dr V.P. Mahlangu, and Mr Shonubi Ololade for their words of support and encouragement to persevere with completing the study.



To Jaqui Sommerville and Solly Millard at the Statistics Department of the University of Pretoria, I say thank you very much for your expertise and, above all, for your preparedness to work longer hours analysing my questionnaire data. You are deeply acknowledged and respected.

I also express my gratitude to Jill Fresen for editing my work in spite of the marathon that she had to engage in to ensure that this thesis meets the appropriate language standards and my submission deadlines.

Finally, all my thanks go to God the Almighty for giving me strength and wisdom to complete this thesis and also for protecting me during all my trips to and from the University.



DECLARATION OF ORIGINALITY

I, BARBER MBANGWA MAFUWANE, declare that this doctoral thesis titled: "The contribution of instructional leadership to learner performance," submitted to the University of Pretoria is my own work in design and execution.

All sources cited or quoted have been duly acknowledged. I further declare that I have not previously submitted this thesis for a degree at any university. I also have not allowed, and will not allow anyone to copy my work with the intention of presenting it as his or her own work.

Signature:	 •••••	
Date:	 	





This is an explanatory research investigation on the role of principals as instructional leaders which has been highlighted over the past two to three decades. The emergence of this concept in the leadership field and the rigorous research attention that it has received is a result of mounting pressure faced by principals as a result of the year-on-year poor performance of learners in the matriculation examinations. Parents, politicians and other organs of civil society expect principals to be accountable for what happens in the classroom (teaching and learning), including the performance of learners.

The poor performance of learners in the matriculation examinations is the central focus of this study, growing out of the discussions and arguments which have dominated the media, social and political groupings, government, as well as the business sector. All these groupings and institutions are perturbed about the decline of learner performance in the matriculation examinations and seek possible solutions to this problem. I was therefore intrigued by the above concerns, which motivated me to engage in this study.

This study set out to investigate the variables related to instructional leadership and the contribution of these variables to learner performance. The study was guided by the following research question:

What are the variables related to instructional leadership practices of secondary school principals and what is their effect on the pass rate in the matriculation examinations?

In order to respond to the above question, the following subsidiary questions were examined:

- a. How can instructional leadership possibly contribute to the improvement of learner performance?
- b. How do heads of department (HODs) and deputy principals perceive the role of their principals regarding instructional leadership?
- c. How are principals prepared with regard to their role as instructional leaders?



This study followed an explanatory, mixed method research approach, utilising two sets of questionnaires (one for principals and another for HODs and deputy principals), semi-structured interviews, and focus group interviews. Seventy eight principals completed questionnaires regarding the performance of their learners. One hundred and thirty-seven deputy principals and HODs completed questionnaires regarding their principals' roles in instructional leadership and contribution to learner performance.

The interviewing process took place in two stages / phases. During the first phase, a group of sixty principals was exposed to the four variables which underpin this study, namely:

- a. The principals' role in promoting frequent and appropriate school-wide teacher development activities;
- b. Defining and communicating shared vision and goals;
- c. Monitoring and providing feedback on the teaching and learning process; and
- d. Managing the curriculum and instruction.

In fifteen groups of four, the respondents brainstormed the strength of each variable and prioritised or arranged them in order of their importance and contribution to learner achievement. The outcome of this first phase of the interview process and the findings from the analysis of the questionnaires informed the formulation of questions for the face-to-face interviews with five principals who were randomly selected from the seventy eight principals who participated in the completion of the questionnaires for the quantitative part of this study.

The key insights and contributions drawn from this study make it unique in the sense that it:

- has an impact on the preparation of principals for their role as instructional leaders;
- informs the support that principals need with regard to their practice as instructional leaders;
- assists principals to identify appropriate variables to help align their own visions for their schools with the national, provincial and regional visions for the improvement of learner achievement;
- adds value to the existing body of knowledge on instructional leadership and the central role that it plays in improving the achievement levels of learners in the National Senior Certificate; and



clarifies the fact that 'leadership' is not a semantic substitute for 'management and administration', but rather an independent construct which is capable of interacting with the latter in the practice of education.

---oOo---

KEY WORDS

Variables

Instructional leadership

Teacher development

Learner performance

Curriculum management

Leadership practices

Matriculation examination

Effective school leadership

---oOo---

ACRONYMS

CS1	Civil Servant at post level 1
DAS	Developmental Appraisal System
DV	Dependent Variables

HEI **Higher Education Institution**

HOD Head of Department

ILInstructional Leadership

Integrated Quality Management System IQMS Institutional Development Support Officer **IDSO**

IV **Independent Variables**

LTSM Learner Teacher Support Material

MDoE Mpumalanga Department of Education

MIS Management Information System

Mediating Variables MV



NCS National Curriculum Statement

NDoE National Department of Education

NIEPA National Institute for Educational Planning and Administration

RCL Representative Council of Learners

REQV Relative Qualification Value

RSA Republic of South Africa

SMT School Management Team

TILS Tennessee Instructional Leadership Standards

WSE Whole School Evaluation



TABLE OF CONTENTS

		Page
Ackno	owledgements	iii
Declar	ration of originality	v
Abstra	nct	vi
Key w	vords	viii
Acron	yms	viii
	202	
	oOo	
	PTER ONE KGROUND AND ORIENTATION	
BACI	AGROUND AND OKIENTATION	
1.1	INTRODUCTION AND MOTIVATION	1
1.2	BACKGROUND	2
1.3	PROBLEM STATEMENT	4
1.4	PURPOSE OF THE STUDY	4
1.5	RATIONALE AND CONTRIBUTION OF THE STUDY	5
1.6	RESEARCH QUESTIONS	5
1.7	RESEARCH DESIGN AND METHODOLOGY	6
1.8	VALIDITY AND RELIABILITY	7
1.9	CLARIFICATION OF CONCEPTS	7
1.9.1	LEARNER PERFORMANCE	7
	Instructional Leadership	
1.10	ASSUMPTIONS OF THE STUDY	9
1.11	LIMITATIONS OF THE STUDY	9
1.12	OUTLINE OF THE THESIS	10





CHAPTER TWO LITERATURE REVIEW

2.1	INTRO	DUCTION AND CONTEXTUALIZATION OF THE STUDY	11
2.2	CONCE	EPTUALIZATION OF INSTRUCTIONAL LEADERSHIP	11
2.3	HISTOI INSTRU	RICAL CONTEXT AND MODELS OF UCTIONAL LEADERSHIP	14
2.4	PURPO LEADE	SE AND FUNCTIONS OF INSTRUCTIONAL CRSHIP	18
2.4.1	INSTRU	JCTIONAL LEADERSHIP AND TEACHING AND LEARNING	20
2.5	KEY EI	LEMENTS OF INSTRUCTIONAL LEADERSHIP	23
2.5.1	PRIORITI	ZATION AS AN ELEMENT OF INSTRUCTIONAL LEADERSHIP	23
2.5.2		N ALIGNMENT OF CURRICULUM, INSTRUCTION, ASSESSMENT	24
2.5.3	DATA AN	NALYSIS AS AN ELEMENT OF INSTRUCTIONAL LEADERSHIP	25
2.5.4	CULTURE	E OF CONTINUOUS LEARNING FOR ADULTS AS AN ELEMENT OF TIONAL LEADERSHIP	
2.5.5	SCHOOL	CULTURE AND CLIMATE AS ELEMENTS OF INSTRUCTIONAL LEADERSHIP .	26
2.5.6	VISIONAL	RY INSTRUCTIONAL LEADERSHIP	29
2.5.7	VARIABL	ES RELATED TO INSTRUCTIONAL LEADERSHIP	30
	2.5.7.1	Promoting frequent and appropriate school-wide teacher development activities	32
	2.5.7.2	Defining and communicating shared vision and goals	32
	2.5.7.3	Monitoring and providing feedback on the teaching and learning process	33
	2.5.7.4	Monitoring the curriculum and instruction	34
2.6	INSTRU	UCTIONAL LEADERSHIP AND SUPERVISION	35
2.7	PRERE	QUISITES OF INSTRUCTIONAL LEADERSHIP	37
2.7.1	SETTING	DIRECTION AS A PREREQUISITE FOR INSTRUCTIONAL LEADERSHIP	40
2.7.2	DEVELO	PING PEOPLE AS A PREREQUISITE FOR INSTRUCTIONAL LEADERSHIP	40
2.7.3	DEVELOR LEADERS	PING THE ORGANIZATION AS A PREREQUISITE FOR INSTRUCTIONAL	41



		Page
2.8	PROFESSIONAL DEVELOPMENT AND INSTRUCTIONAL LEADERSHIP	43
2.9	PRINCIPALS' AND TEACHERS' PERCEPTIONS OF INSTRUCTIONAL LEADERSHIP PRACTICE	46
2.10	INSTRUCTIONAL LEADERSHIP IN FIVE DIFFERENT COUNTRIES	47
2.10.1	NIGERIA	47
2.10.2	UNITED KINGDOM (UK)	48
2.10.3	UNITED STATES OF AMERICA (USA)	49
2.10.4	NORWAY	50
2.10.5	SOUTH AFRICA	51
2.11	EFFECTIVE INSTRUCTIONAL LEADERSHIP	51
2.12	SUMMARY OF THE LITERATURE REVIEW	55



CHAPTER THREE CONCEPTUAL FRAMEWORK

Page

3.1	INTRODUCTION	60
3.2	PRIMARY/MAJOR CHALLENGES	61
3.2.1	THE DECLINE IN LEARNER PERFORMANCE	61
3.2.2	THE BASIC SKILLS AND CAPACITY OF THE PRINCIPAL	62
3.2.3	THE PROFESSIONAL PREPARATION OF PRINCIPALS	62
3.2.4	THE RECRUITMENT AND APPOINTMENT OF PRINCIPALS IN THE CURRENT SOUTH AFRICAN CONTEXT	63
3.3	SECONDARY CHALLENGES	63
3.3.1	PROMOTING FREQUENT AND APPROPRIATE SCHOOL-WIDE TEACHER DEVELOPMENT ACTIVITIES	64
3.3.2	DEFINING AND COMMUNICATING SHARED VISION AND GOALS	64
3.3.3	MONITORING AND PROVIDING FEEDBACK ON TEACHING AND LEARNING	64
3.3.4	MANAGING THE CURRICULUM AND INSTRUCTION	65
3.4	SUMMARY AND CONCLUSION	66



CHAPTER FOUR RESEARCH DESIGN AND METHODOLOGY

4.1	INTRODUCTION	67
4.2	RESEARCH DESIGN AND METHODOLOGY	67
4.2.1	RESEARCH	67
4.2.2	RESEARCH DESIGN	68
4.2.3	RESEARCH METHODOLOGY	68
4.3	THE RESEARCH PROCESS	68
4.4	MIXED METHODS RESEARCH METHODOLOGY	69
4.4.1	QUANTITATIVE RESEARCH METHODOLOGY	73
4.4.2	QUALITATIVE RESEARCH METHODOLOGY	73
4.4.3	PREDISPOSITIONS OF QUANTITATIVE AND QUALITATIVE MODES OF INQUIRY	75
4.5	RESEARCH PARADIGM	77
4.6	RESEARCH METHODS	81
4.6.1	LITERATURE REVIEW	81
4.6.2	QUESTIONNAIRES	82
	4.6.2.1 Construction and structure of the questionnaires	82
	4.6.2.2 Distribution and collection of the questionnaires	83
4.6.3	INTERVIEWS	84
	4.6.3.1 Focus group interviews	
	4.6.3.2 Structured interviews	85
	4.6.3.3 Collecting structured interview data	86
	4.6.3.4 Analysing the structured interview data	86
4.7	DATA COLLECTION	87
4.7.1	SAMPLE AND SAMPLING PROCEDURES FOR THE QUANTITATIVE RESEARCH	87
	4.7.1.1 The pilot study	88



		Page
4.8	ETHICAL CONSIDERATIONS	89
4.8.1	PERMISSION	
4.8.2	CONFIDENTIALITY AND PRIVACY	
4.8.3	VOLUNTARY PARTICIPATION AND INFORMED CONSENT	90
4.9	DATA ANALYSIS	90
4.10	ENSURING VALIDITY AND RELIABILITY	91
4.10.1	TRIANGULATION	92
4.10.2	THICK DESCRIPTION	94
4.10.3	PEER REVIEW	94
4.11	SUMMARY AND CONCLUSION	95
	oOo	
_	PTER FIVE ENTATION AND ANALYSIS OF QUANTITATIVE DATA	Page
5.1	INTRODUCTION AND PURPOSE OF THIS CHAPTER	96
5.2	FINDINGS FROM THE LITERATURE REVIEW	97
5.3	PRESENTATION AND INTERPRETATION OF QUESTIONNAIRE RESULTS	98
5.4	DETERMINING THE RELIABILITY OF THE QUESTIONNAIRE CONSTRUCTS USING THE CRONBACH ALPHA	100
5.5	PRINCIPALS' QUESTIONNAIRES	101
5.6	DISCUSSION OF SOME OF THE MEAN SCORES FROM THE DEPUTY PRINCIPALS' AND HODS' QUESTIONNAIRE	121



CHAPTER 6 PRESENTATION AND ANALYSIS OF QUALITATIVE DATA

Page

6.1	INTRODUCTION	124
6.2	THE FOCUS GROUP INTERVIEWS	124
6.3	DISCUSSION OF THE FINDINGS FROM THE STRUCTURED INTERVIEWS	126
6.4	SUMMARY OF THE FINDINGS FROM THE STRUCTURED INTERVIEWS	132
6.5	SUMMARY AND CONCLUSION	138



CHAPTER 7 SYNTHESIZING AND CONSOLIDATING THE QUANTITATIVE AND QUALITATIVE DATA INTO FINDINGS AND RECOMMENDATIONS

7.1	INTRODUCTION	140
7.2	SUMMARY OF THE RESEARCH PROJECT	141
7.2.1	PHASE ONE OF THE STUDY	141
7.2.2	PHASE TWO OF THE STUDY	
7.3	PROBLEM STATEMENT AND RESEARCH FINDINGS	142
7.3.1	WHAT ARE THE VARIABLES RELATED TO INSTRUCTIONAL LEADERSHIP PRACTICES OF SECONDARY SCHOOL PRINCIPALS AND WHAT IS THEIR EFFECT ON LEARNER PERFORMANCE IN THE MATRICULATION EXAMINATION?	142
7.3.2	HOW CAN INSTRUCTIONAL LEADERSHIP POSSIBLY CONTRIBUTE TO THE IMPROVEMENT OF LEARNER PERFORMANCE IN THE MATRICULATION EXAMINATION?	143
7.3.3	HOW DO HODS AND DEPUTY PRINCIPALS PERCEIVE THE ROLE OF THEIR PRINCIPALS REGARDING INSTRUCTIONAL LEADERSHIP?	144
7.3.4	HOW ARE PRINCIPALS PREPARED WITH REGARD TO THEIR ROLE AS INSTRUCTIONAL LEADERS?	144
7.4	SUMMARY OF MAJOR FINDINGS	145
7.4.1	THE PRINCIPALS' QUALIFICATIONS CONTROVERSY	145
7.4.2	THE EFFECT OF IL ON LEARNER PERFORMANCE	145
7.4.3	TIME SPENT ON INSTRUCTIONAL LEADERSHIP	146
7.4.4	SUPPORT BY THE DEPARTMENT OF EDUCATION	147
7.4.5	THE DEPARTMENT'S INTERFERENCE IN PRINCIPALS' PROGRAMMES	149
7.4.6	TEACHERS' JOB SATISFACTION	149
7.4.7	TEACHERS' UNDERSTANDING OF THE SCHOOL'S CURRICULAR GOALS	149
7.4.8	TEACHERS' DEGREE OF SUCCESS IN IMPLEMENTING THE SCHOOL'S CURRICULAR GOALS	150
7.4.9	TEACHERS' SUPPORT FOR THE IMPLEMENTATION OF THE NCS.	150
7.4.10	TEACHERS' INVOLVEMENT IN DESIGNING AND SUPPORTING THE SCHOOL'S IMPROVEMENT GOALS	150
7.4.11	USING LEARNER ACHIEVEMENT TO EVALUATE THE INSTRUCTIONAL PRACTICES OF TEACHERS	150



7.5	A NEW PARADIGM FOR PRINCIPALS AND THEIR ROLE AS INSTRUCTIONAL LEADERS	151
7.6	FOUR PROPOSITIONS FOR PRINCIPALSHIP AND INSTRUCTIONAL LEADERSHIP	152
7.6.1	COLLABORATIVE FORMULATION AND IMPLEMENTATION OF THE SCHOOL'S GOALS AND OBJECTIVES	153
7.6.2	COMPETENCE OF POTENTIAL PRINCIPALS IN INSTRUCTIONAL LEADERSHIP	153
7.6.3	APPLYING ACADEMIC SKILLS TO THE ACTUAL PRACTICE OF INSTRUCTIONAL LEADERSHIP	154
7.6.4	HAVING CAPACITY TO BUILD THE CAPACITY OF TEACHERS AND LEARNERS	154
7.7	RECOMMENDATIONS	155
7.7.1	RECOMMENDATIONS REGARDING SUBSIDIARY QUESTION 1	155
7.7.2	RECOMMENDATIONS REGARDING SUBSIDIARY QUESTION 2	155
7.7.3	RECOMMENDATIONS REGARDING SUBSIDIARY QUESTION 3	156
7.7.4	RECOMMENDATIONS RELATED TO POLICY PERSPECTIVES OF THE DEPARTMENT OF EDUCATION	156
7.8	CONTRIBUTIONS OF THE STUDY	157
7.9	SUGGESTIONS FOR FURTHER RESEARCH	157
7.9.1	THE EFFECT OF OTHER LEADERSHIP STYLES ON LEARNER PERFORMANCE	158
7.9.2	THE EFFECT OF TEACHER JOB SATISFACTION ON LEARNER PERFORMANCE	158
7.9.3	PRINCIPALS' PERCEPTIONS OF THE EMERGING PARADIGM SHIFT IN LEADERSHIP PREPARATION	158
7.9.4	THE EFFECT OF PRINCIPALS' QUALIFICATIONS ON JOB PERFORMANCE AND LEARNER PERFORMANCE	158
7.10	CONCLUDING REMARKS	159
REFI	ERENCES	161



LIST OF APPENDECIS

Appendix A:	Ethical Clearance Certificate	188
Appendix B:	Thesis Title	
Appendix C:	Letter of Application to the Provincial Head of Department to conduct research in the Bushbuckridge Region	190
Appendix D:	Letter of permission from the Provincial HoD to conduct research in the Bushbuckridge Region	192
Appendix E:	Letter of Informed Consent	193
Appendix F:	Principals' Questionnaire	194
Appendix G:	Deputy Principals' and HOD's Questionnaire	201
Appendix H:	Interview Schedule for Principals	208
Appendix I:	Raw Data from Structured Interviews	210
Appendix J:	Certificate of Proof of Editing	215



LIST OF FIGURES

Clarate T		Page
Chapter T		4.0
Figure 2.1	Interrelationship among six major functions of instructional leadership (Adapted from Weber, 1987:9)	18
Figure 2.2	"Built to last" vision framework (Adapted from Collins & Porras, 1991)	27
Figure 2.3	Representation of informal and formal teacher development activities	31
Figure 2.4	School factors related to effectiveness (Adapted from Heneveld & Craig, 1996)	53
Chapter T	hree:	
Figure 3.1	Representation of the conceptual framework of the study	61
Chapter Fo	our:	
Figure 4.1	The research process onion (Saunders et al., 2003:83)	69
Figure 4.2	Steps in the process of conducting a mixed methods study (Adapted from Cannon, 2004)	72
Figure 4.3	Hierarchical order of a paradigm (Adapted from Fayolle et al., 2005:137)	78
Figure 4.4	Representation of the triangulation of data sources	93
Chapter Fi	ive:	
Figure 5.1	Representation of the different variables involved in the analysis	99
Chapter Se	even:	
Figure 7.1	Intervening variables that may have an effect on learner performance	144
Figure 7.2	New paradigm for principalship and instructional leadership	153
	oOo	
	LIST OF GRAPHS/LINE DIAGE	RAMS
Column Di	agram 5.1 Representation of the pass rate from 2004 to 2008 according to the qualifications of the principals	109



---oOo---

LIST OF TABLES

		Page
Chapter One	e:	
Table 1.1	Unemployment rate in South Africa (Adapted from CIA World Fact Book, 17 September 2009)	1
Table 1.2	Representation of the decline in the pass rate in the matriculation examination	4
Chapter Two	o:	
Table 2.1	Founding views about instructional leadership	14
Table 2.2	Barriers to instructional leadership (Adapted from Chang, 2001:8)	17
Table 2.3	Instructional leadership and principal visibility (Adapted from Whitaker, 1997)	25
Table 2.4	Knowledge, skills, and context of principals as instructional leaders (Adapted from Buffie, 1989 cited by Chang, 2001)	45
Table 2.5	Summary of the research question, subheadings responding to each question, key references, predominant constructs and emerging ideas from the literature review	57
Chapter Fou	ır:	
Table 4.1	Quantitative versus qualitative research: Key points in classic debate (Adapted from Neill, 2007)	75
Table 4.2	Predispositions of quantitative and qualitative modes of inquiry (Adapted from Glesne & Peshkin, 1992)	76
Table 4.3	Four paradigms for the analysis of social theory (Adapted from Burrel & Morgan, 1979; 2005:24)	79
Table 4.4	Differences between the positivist and interpretivist paradigms (Adapted from Glesne & Peshkin, 1992)	81
Table 4.5	Seven steps in the data analysis process	91
Chapter Five	e:	
Table 5.1	Qualitative description of the strength of variables	100
Table 5.2(a)	Correlation analysis	101
Table 5.2(b)	Correlation analysis	102
Table 5.3	Gender distribution of principals	105
Table 5.4	Age distribution of principals	105



		Page
Table 5.5	Distribution of the principals' qualifications	106
Table 5.6	Least square means for the pass rate from 2004 to 2008	107
Table 5.7	Years of experience in the different levels (CS1, HOD, deputy principal and principal)	109
Table 5.8	Distribution of the geographic background of the schools	112
Table 5.9	Distribution of the number of learners enrolled for the matriculation examination and their performance	113
Table 5.10	Distribution of the management qualifications of the principals	113
Table 5.10(a)	Distribution of the extent to which principals perceive their management qualifications to enhance their capacity to perform instructional leadership	114
Table 5.10(b)	Least square means for the effect of in-service training of principals on learner performance	115
Table 5.11	Distribution of instructional time in hours that principals devote to instructional leadership activities per day	115
Table 5.12	Distribution of the responses to V15.1; V15.2; V15.3; V16.1 V16.2 and V17.3	116
Table 5.13	Distribution of the responses to V14.1 to V14.6: time spent by the principal on different activities in the school	120
Table 5.14	Mean scores for the four independent variables related to instructional leadership	121
Chapter Six:		
Table 6.1	Findings from the focus group interviews	125
Table 6.2	Representation of the prioritized variables by two principals (Mr Silver and Mr Gold)	128
Table 6.3	Responses of three principals to the four variables	131
Table 6.4	Phases in the data collection and analysis process	139

---ooOoo---