THE ROLE OF THE OCCUPATIONAL SOCIAL WORKER IN DEALING WITH THE SOCIAL PROBLEMS OF MIGRANT LABOURERS

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THE ROLE OF THE OCCUPATIONAL SOCIAL WORKER IN DEALING WITH THE SOCIAL PROBLEMS OF MIGRANT LABOURERS

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TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

i)

ABSTRACT

The goal of this study was to clarify the unclear role of the occupational social workers in dealing with migratory workers

The study aimed at firstly:
- to describe the nature of problems experienced by migrant workers.

Secondly:
- to define the role of the occupational social workers when dealing with typical problems of the migrant workers.

The respondents comprised of occupational social workers based at the mines and the Centres for Human Development.

The research tool which was used was a self administered questionnaire.

The findings revealed that; the migrant workers do experience a wide variety of problems which are caused by the migratory labour system.

- the social workers are important members of the industry personnel because they are specialists in the handling of psychosocial problems.

- management utilized the service to enhance the well being of the employees and productivity.

- the workforce is made aware of the services through marketing and they utilize the service to their benefit.

- unique demands are directed at occupational social workers dealing with migrants.

- the occupational social workers dealing with migrant workers are faced with more challenges, tasks and roles.

The following is the hypothesis of the study:

"IF THE MIGRATORY WORKERS EXPERIENCE UNIQUE SOCIAL PROBLEMS, THEN CERTAIN ROLES AND TASKS WILL BE DEMANDED OF THE OCCUPATIONAL SOCIAL WORKERS DEALING WITH THESE PROBLEMS".

This hypothesis was confirmed. These social workers are definitely faced with more challenges, roles and tasks.

Recommendations made in relation to the findings suggested that :

i)   Married quarters be available so that the migrants can stay with their families, this will lessen their problems.

ii)   Social workers should be included in the personnel serving in the workplace in order to identify and tackle relevant problem areas.

iii) Management support is needed in order to make the service effective, they should understand what the service entails to ensure profitable use of the service.

iv)   Ongoing marketing of the service was recommended.

v)   Additional specific knowledge regarding service delivery is required for effective practice in occupational social work.

vi)   Cross cultural awareness as well as the ability to handle cultural differences is crucial in these social workers' intervention.

LIST OF KEY CONCEPTS

- Migration
- Mine
- Migratory labourers
- Occupational social work
- Social problems
- Employee Assistance Programmes
- Work
- Social work roles

Annexure "A" serves as the covering letter. It contains the name of the student, the university and all the instructions regarding the questionnaire.

iv)

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DEDICATION

To my husband, Lele, my two precious children, Tshepo and Olebogeng and my father Radimpe L Kau, in heartfelt thanks for their loving support, motivation and encouragement.

CHAPTER ONE

INTRODUCTION AND GENERAL OVERVIEW

1. INTRODUCTION.

Migrant work is the movement of one or more workers from a fixed household in search of work and it involves regular movements from rural to urban areas. Migrant labour serves as a link between the wage sector and the rural homestead and it provides the main source of income for such workers. Migrant workers are obliged to leave their homes and settle in foreign places. They may move from one part of the country to another with the entire family or alone.

The foreign, new world brings changes in demands made upon the workers. These drastic changes in the life of the worker create a lot of problems which may affect the worker in his daily functioning. Adjustment problems in several spheres of the employee's life may be experienced. Where the worker's personal problems affect his job performance, the services of the occupational social worker may be engaged.

The changing needs and realities of the workplace have opened a new area for the social work profession. A number of industries are making use of human service programmes to address the personal, family and social problems of the employees. The mines are amongst the industries which engage the services of occupational social workers and EAP practitioners.

Occupational Social Workers and EAP practitioners in the mines now counsel employees on a wide range of personal, family and social problems The social work profession has proved to have the ability to identify and tackle new problem areas and population groups whose needs have previously been ignored or under-served. The various problems of the migratory workers are addressed through these human service programmes.

This study is interested in finding out what the roles of the occupational social workers who deal with the social problems of the migratory labourers are.

Migration is a broad concept and for the purpose of this study, the researcher will deal with the migration of the black mine workers from foreign or neighbouring countries to South Africa.

2. DEFINITION OF CONCEPTS

It is important to define the concepts that will be used in this study and they are as follows:

2.1 OCCUPATIONAL SOCIAL WORK

It is that field of practice where social workers attend to the human and social needs of employees in the work milieu in order to ensure healthier individuals and environments - Googins and Godfrey (1987:398).

Straussner (1989-90:2) defines occupational social work as a specialized field of social work practice which addresses the human and social needs of the work community through a variety of interventions which aim to foster optimal adaptation between individuals and their environments.

It is a field of practice wherein the social worker intervenes to assist the work community to solve its social problems some of which emanate from the workplace itself.

2.2 MIGRATORY LABOUR SYSTEM

Migratory labour system specifically refers to the movement of people between wage work and some other mode of production over spatial distance - Stichter (1985:2).

Wilson (1972:5) defines migratory labour as a system whereby unskilled black workers came to the mines for a limited time and then returned to their rural homes.

Migrant labour system is the movement of the labour force from its rural homestead for economic reasons e.g. employment in the mines, farms and cities.

2.3 SOCIAL PROBLEMS

Lauer (1992:33) defines a social problem as a condition or pattern of behaviour that:

- contradicts some other condition or pattern of behaviour and is defined as incompatible with the desired quality of life.
- involves intergroup conflict and
- requires social action to be resolved.

According to Fairchild (1968:234) a problem is defined as a difficulty to be solved, mastered or adjusted to, it is an unadjusted situation. There are both normal and abnormal problems, personal and social problems. A problem is purely personal and normal so long as it is being dealt with within the person's usual resources of means, intelligence and contacts.

The distinction between social and personal problems is not clear cut because there is a link between these two categories of problems. Personal

and social problems are linked because personal problems have social factors involved and social problems are not free of personal elements - Lauer (1992:34).

For the purpose of this study a social problem is defined as a condition which affects people's lives negatively and interferes with the smooth functioning of an individual or group of individuals.

3   STATEMENT OF THE PROBLEM

The unique nature of the migratory labour system causes typical problems which may require specific skills from the occupational social workers dealing with these problems. Problems which are experienced are amongst others, substance abuse, family disorganisation and abandonment, illegitimacy, homosexuality, prostitution around the mines, mental health problems, violence and trauma at work, health problems in particular STD's and HIV/AIDS and adjustment problems.

The problem in this study is the unclear role of the occupational social workers dealing with migratory workers. The researcher wants to establish whether there are any specific or unique tasks facing these practitioners.

4.   MOTIVATION OF STUDY

The researcher is one of the occupational social workers based in the mining industry - an industry whose majority labour force is migratory workers.

A migrant labourer specifically refers to a person who moves between the wage work and a fixed homestead. These movements imply an element of disassociation from the usual and familiar world, a transition and an involvement with a new

environment, a new context of physical space and most significantly, new social relationships.

However adequate the preparation for the new environment, it will never be complete. The new environment will necessitate the making of choices, adjustment, the redefinition of new situations and roles and it alters social relationships. These movements may create problems for the employees.

Industries introduced the human service programmes at the workplace and they utilize social workers within the occupational setting to address the above concern.

The researcher is convinced that migrant workers experience certain unique problems which result from the migratory labour system.

The study is aimed at examining the roles of the occupational social workers dealing with migratory workers.

The researcher seeks to bring about an improved insight into the inter-relatedness of the migratory problems and the resulting roles of the occupational social workers.

5.   **GOALS AND OBJECTIVES OF THE STUDY**
    5.1   **GOAL**
        To describe occupational social work with migrant workers.

    5.2   **OBJECTIVES**
        5.2.1   To describe the nature of problems experienced by migrant workers.

5.2.2 The researcher will investigate by means of a questionnaire, the opinions of the occupational social workers about their roles when dealing with typical problems of the migrant labourers. This will help the researcher determine whether there are any additional roles demanded of these practitioners.

- **RESEARCH QUESTIONS**

  MAIN QUESTION
  - Compared to social workers in other agencies, would you say occupational social workers dealing with migratory labourers have additional tasks and roles?

  SUBSIDIARY QUESTIONS
  - Describe the differences between the nature/type of problems experienced by the migrant labourers and the local employees.

  - Which problems are common to the local employees and to the migrant labourers?

  - What unique problems do migrant labourers who are your clients experience?

  - What unique demands are directed at you from your migrant labourer clients?

6   **HYPOTHESIS FOR THIS STUDY**

A hypothesis is a statement about what the reality is thought to be, a statement that one has a reason to believe it is true but for which adequate evidence is lacking. Such a statement is usually stated as a proposal or a condition about the relationship between two variables - Schuerman (1983:9).

The hypothesis for this study is - **"if the migratory workers experience unique social problems then certain roles and tasks will be demanded of the occupational social workers dealing with these problems".**

7.   **ANTICIPATED VALUE OF THE FINDINGS**

-    The findings could clearly outline the problems encountered by migratory workers.

-    The unique roles and tasks of the occupational social workers dealing with migratory workers could be determined.

-    The data could be of value to the occupational social workers dealing with migratory workers in that:

if there are unique tasks and roles demanded from the occupational social workers, they will be able to check whether they are adequately equipped for the challenge. If not, they could work towards acquiring broader knowledge and skills needed to address these problems.

8.   **RESEARCH METHODOLOGY**

8.1   **TYPE OF RESEARCH**

This study is applied research.

Applied research according to Collins (1987:258) does not seek fundamental knowledge about social behaviour but uses fundamental knowledge to address the effectiveness of the profession of social work.

When distinguishing between applied and basic research, Schuerman (1983:9) indicates that basic research is a research designed to develop theory while applied research is designed to provide information that can be utilized for some end.
This implies that findings of applied research can be used to solve social problems of immediate concern.

The researcher is of the opinion that this research is applied research, because its findings will provide us with information that can be utilized to answer questions of immediate concern.

8.2   RESEARCH DESIGN

Research design specifies what information is needed, from whom and when it is to be gathered - Schuerman (1983:21). Research design is the plan for the study, providing overall framework for collecting data - Leedy (1993:127).

The descriptive research design will be used in this study. The descriptive research design according to Behr (1988:96) involves much more than mere fact gathering. It is also concerned with conditions that exist, practices that prevail, beliefs and attitudes that are held, processes that are on-going, trends that are developing as well as with investigating cause and effect relationships by observing an existing condition.

The descriptive research design will be used for the following purposes:

- to establish the relationship between the migratory problems and the roles and tasks of the occupational social workers dealing with those problems.

- to obtain information from the respondents who are the social workers dealing with migratory problems. They have observed the existing conditions, developments and trends in this area and therefore they will be able to provide information.

8.3 POPULATION AND WAY OF SAMPLING:

Population is the total elements of the study, that is all the people who can take part in the study. In this case the population is all the social workers based at the mines. They are the ones who deal with migratory workers/labourers.

The research deals with migratory problems and the mining industry is one of the biggest areas where migratory labour system is practised, hence the choice of this particular industry and population.

The researcher got the contact numbers of the mine social workers from the Chamber of Mines head office. Fifty socialworkers from Anglovaal, Anglo American, Anglogold, Medgold, Goldfields, Gencor and Centres for Human development were contacted. Some of the social workers do not deal with migrants and could therefore not provide any valuable information. This accounts for the decrease in respondents from fifty to thirty five.

8.4   METHOD OF STUDY AND DATA COLLECTION

Literature study was done with the aim of exploring the theoretical foundation of migration and the roles of the occupational social workers.

Literature sources such as books, journals and articles were studied with the aim of establishing the inter-relatedness of the occupational social work roles with social problems resulting from the migratory labour system.

For the purpose of this study, self administered questionnaire was chosen as a method of data collection.

Questionnaires were administered to the occupational social workers who were within reach. For those who stay far away, questionnaires were mailed to them. The mail questionnaire is an impersonal survey method. This method ensures that there is no bias and anonymity is maintained. The population involved was literate so they did not have problems answering or understanding the questionnaire.

This method of data collection was suitable in terms of time and money.

As no instrument is without disadvantages, some problems were encountered with the mail questionnaire:

-      Some people received the questionnaires and they did not honour   the return dates.

-      the method proved to be slow and unreliable.

- the researcher had to travel long distances to Carletonville and Klerksdorp to get some of the questionnaires back.

A pilot study was done on social workers based at the Centre for Human Development - Rustenburg. Their circumstances are the same as those of the rest of the sample – they are all based at the mines.

9. **LIMITATIONS OF THE STUDY**

The size of the sample was small and confined to one industry - the mining industry. The target population was the occupational social workers based at the mines, who deal directly with migratory workers.

Thirty five people responded. The number might seem small but this is regarded as a good response because this is 90% of the social workers the researcher could find who are primarily linked with the migratory workers at Klerksdorp, Carletonville, Johannesburg, Witbank, Secunda, Rustenburg, Welkom, Nelspruit.

Finally, this study proved that the roles of occupational social workers dealing with migratory workers are not different from those of other social workers, the difference lies in the challenges and demands.

CHAPTER TWO –

MIGRATORY LABOUR SYSTEM

2.1 INTRODUCTION

Unemployment and underemployment are rife in a number of African countries. Husbands and wives are forced to leave their families to take up employment away from home. This involves migration, that is, moving away from home to the place of employment. Migration serves as a link between the wage sector and the rural homestead.

In the present economic situation it is difficult to do away with migration despite all the problems it causes. Migrant labour has offered thousands of people employment. Some families, especially the rural families, are totally dependent on the remittances of migrants. Migrant labour plays a major role in supporting households that have inadequate incomes from rural livelihoods and in contributing to an improved quality of life.

This chapter is aimed at defining migration, giving an indication of what it entails and exploring its causes and consequences.

2.2 DEFINITION

In order to understand migration a number of definitions will be provided. Migration is a movement of residual labour forced to seek work in urban areas and mines because of lack of domestic job opportunities.

Stichter (1985:3) defines the labour migrant as a person who moves between wage work and some other mode of production over spatial distance.

White and Woods (1980:3) define migration or the change of residence as the movements across the surface of the globe undertaken by mankind. These movements may be undertaken for the purposes of journey-to-work, recreation and tourism or for shopping excursions.

Migration is a system whereby unskilled black workers come to the mines for a limited period and then return to their rural home - Wilson (1972:5). Wilson's definition is relevant to the type of migration being dealt with in this study. The migration here involves a great number of unskilled black workers who come to the mine for a period of twelve months and go back home to rest and to renew their contract if they still want to continue working.

Randall (1972:93) defines migrant labour as a system whereby men oscillate between their home in some rural area and their places of work.

Fairchild (1968:193) maintains that migration is a planned, purposeful and deliberate movement. The participants are usually sufficiently advanced in economic culture, intelligence and geographical knowledge so that they are conscious of a true destination.

According to the above definitions, migration involves:
- Movement from home (rural) to industrial (urban) areas.
- Migration is mostly economically motivated.

Ravenstein as cited by White and Woods (1980:34) discuss the laws of migration which sum up the migration system as follows:
- Most migrants move only a short distance and they are able to keep a regular contact with their families.

- The volume of migration increases with the development of industry and commerce.

    The migration flow will normally be higher at places where there is rapid industrial and commercial development.

- The direction of migration is mainly from agricultural to industrial areas.

- Most long-distance migration is to the major industrial and commercial centres.

- Migrants are generally adults - families rarely migrate over long distances.

- A majority of migrants are males.

- Migrants are more likely to have rural than urban origins.

The migratory workers dealt with in this study are males who originate from various areas i.e. from the neighbouring countries, who come to the mines for the purpose of employment. Most of these migratory workers came alone, leaving their families in their rural areas. They maintain a link with rural homestead.

It is important to note that the focus here is primarily on labour migration i.e. migration associated with employment, income and livelihood.

2.3 MIGRATION - A GENERAL OVERVIEW

Migration takes many forms. According to Oberai and Manmohan Singh (1983:1) migration may involve local moves of little economic significance, it may encompass seasonal jobs, it may involve permanent shift of individuals and groups from one economic system to another, with consequences for output structure and growth, employment patterns and social changes. These authors further maintain that migration may also involve the creation of an unorganized, unskilled, readily exploitable labour force.

The latter notion explains the migratory labour system at the mines very well. Most of the workers are unskilled and they are stranded and desperate for jobs and this makes them easily exploitable.

The National Union of Mineworkers hold that the migrant labour system subjects workers to slave labour conditions and that it has extensively dehumanized workers. Living in single sex hostels, away from home for long periods makes the migrant labour system unpleasant.

Wilson and Ramphela (1989:193) state that for the entire period that the black workers are contracted to the mines, they were housed in closed compounds where they would stay without the opportunity to see their families and friends. These hostels were clearly the cheapest and most profitable way of providing the necessary accommodation and controlling thousands of black miners.

Migrant system is not confined to the mines only. Wilson and Ramphela (1989:199) note that one of the most notable features of the major urban centres of South Africa during the past 25 years, has been the building of single sex hostels/barracks to house up to 12,000 black workers at a time. They believe that over 2 million of the 5 million black workers in the South African economy are migrants. The vast majority of migrants work in the mines.

With regard to non-South African migrants, it may be concluded that their presence in South Africa has long been a vital factor in the development of the economy. The mutual dependence between South Africa and the neighbouring countries, for example Lesotho, Mozambique, Botswana, Malawi and Swaziland, varies from country to country.

Some of the countries have strong links with South Africa that will not easily be broken without substantial economic damage being inflicted, particularly on the countries from which oscillating migrants come - Wilson (1972:117).

Murray (1981:41) maintains that the paradigm of the successful migrant career for a man is to establish his own household and to build up a capital base, through the acquisition of land, livestock and equipment, to enable him to retire from migrant labour and to maintain an independent livelihood at home.

The large majority of migrant workers are employed as contract labourers who return home for varying periods of "rest" between contracts. When their working days are over, the majority of migrants return home to settle permanently. From the perspective of individual migrants, it is clear that in spite of prolonged periods of absence from home, migrants continue to belong to the original homesteads.

Bohning as cited by Thekisho (1990:6) describes migration as an evil canker at the heart of the whole society wasteful of labour, destructive of ambition, a wrecker of homes and a symbol of fundamental failure to create a coherent and progressive economic society. Bohning's contention sums up the devastating effects of migration on the migrants' families and on the migrant and his self development.

Oberai and Manmohan Singh (1983:26) refer to Lewis' L-F-R model of development. This model considers migration as an equilibrating mechanism which through transfer of labour from labour-surplus sector to labour-deficit sector brings about equality between the two sectors. In agreement, Clark (1982:18) maintains that migration optimally allocates the demand and supply of labour and equalizes labour rates across markets.

This is one of the positive notions about migration which considers the positive contribution migration makes towards the areas with no job opportunities.
It is true that migration strikes a balance between the areas which are short of labour and those which are short of job opportunities.

Migration system is so widespread and entrenched that it has undermined the rural economy to the extent that the survival of the people in the supplying regions is wholly dependent upon the earning and remittances of the migrants - May and Natrass (1986:5). As a result the local or "village" economy has become almost entirely marginalised and this has shaped the attitudes of the people and families involved.

Families need money and wages for survival. They have accepted that there is no work in the rural areas and that they cannot produce sufficient to survive. They are dependent on the migrants. May and Natrass (1986:25) therefore maintain that migration can no longer be seen as a matter of choice, but is now essential for the livelihood of many rural families.

The duration of migration might be permanent or temporary. According to Chant and Radcliffe (1992:10) permanent migration refers to the one where people settle in the areas they move to, even if they continue to maintain links with their places of origin.

Migrants also move away from their permanent homes on a temporary basis, ranging from a few weeks or months to several years. Mobility is regarded as temporary since the people intend eventually to return to their area of origin, even if it is during old age.

Wilson and Ramphela (1989:199) contend that although migrant workers are found in other parts of the world, there is no other country where such a system has existed for so long and has trapped so large a proportion of the labour force in a dehumanizing structure like in South Africa.

They maintain that the system is all too easy to ignore when one does not have to endure it. One must listen to the voices of those who live in the hostels/compound to understand the grief it causes.

The above discussion has been based on male migration and nothing was said about women migration. Men are considered to be the main migrants and there are reasons why women migration is low and insignificant.

Chant and Radcliffe (1992:4) note that women migration has not been explored much. They maintain that although rural-urban migration was male dominated generally, women have long migrated on an independent basis.

They further point out that while men have traditionally dominated urban migration in Africa, many recent case studies suggest that numbers of women moving to towns have increased significantly here too during the 1970's and 1980's. Chant and Radcliffe (1992:5) provide the following reasons why women migration has been low:-

- The relative involvement of women in the agricultural sector during their husband's absence.
- The historically low rates of female movement in African towns lies in women's greater means of making a livelihood in rural areas.

- The other reason affecting women migration is the extent to which female population mobility is constrained by social and cultural constraints of gender. Familial and cultural constraints upon women's freedom to undertake migration as individuals are significant.

Oberai and Singh (1983:40) maintain that when women do move they usually do so on marriage to their husbands or together with their children they follow their spouses to their cities.

Some women go searching for the men who seemingly abandoned them to the ever increasing hardships of the rural life. For most women, the reason why they go to the mines and industrial areas is out of poverty and inadequate means of support. Ramsay (1992:74) maintains that the migration of African women into towns can be seen in terms of wanting to maintain contact or links with migrant males. Women migration into towns can also be seen as stemming from the women's initiative and struggle to better their economic status.

From the above discussion it can be concluded that migratory labour system has both positive and negative consequences. On the positive side, migratory labour system has provided people with employment opportunities where employees are provided with free accommodation and food, assured employment and the deferred pay system. Rural households rely heavily on migrant remittances.

On the other hand, some people view migratory system as a drawback, the living conditions are dehumanizing, it subjects people or workers to slave labour and it wrecks people's homes. Ramphela (1993:64) explains that the hostel residents live under difficult circumstances and some of them resort to alcohol abuse in an effort to "dull the pain of humiliation".

2.4   TRENDS OF MIGRATION

Migration went through a series of development stages. Taylor (1987:25)
discussed the trends of migrant labour system as follows:

-        **Securing of labour phase**:
         This was the first phase of the migrant labour system. It was characterized
         by fenced off encampments, strict security, little in the way of standards,
         and very little care of inhabitants.

-        **Hygiene phase:**
         This was the second phase or the next stage of development.
         It was characterized by improved standards of facilities, aesthetics, more
         space for inhabitants and a professional approach was to move away from
         the "concentration camp" image associated with mine compounds.

According to Taylor (1987:28) a quiet revolution took place on 1 July 1986 when
government repealed the Black Labour Regulations (1965) and the Black Labour
Regulation (Black Areas) 1968. These acts regulated all aspects of hostels and
indeed set out a procedure whereby government licensed hostel managers. The
hostel managers' duties were to keep the black workers in a secured area where
their movements were strictly controlled.

A further development concerned the promulgation of the Black Communities
Development Act 4 of 1984, which opened the doors to employers to assist
employees to acquire home ownership within "development areas". Mine
workers and other migrants are now able to own houses in the neighbouring
residential areas.

2.5 TYPES OF MIGRATION

There are three main types of migration namely, individual migration, family migration and circular or return migration. Chant and Radcliffe (1992:13) discuss these types as follows:

2.5.1 INDIVIDUAL MIGRATION

Individual migration is preferred by a large number of workers. Migration of individuals is usually short term movement simply because some members of a family remain in the area of origin to maintain the base to which the migrants return. Chant and Radcliffe (1992:14) observed that young people migrate as individuals because they are freer to migrate and they may also find it easier to cope during the initial stages of their entry into urban life since they only have their own survival needs to consider. Most mine workers move as individuals and they find it easier to cope because the mine provides accommodation and food for them. Those who bring their families, do so after studying the area/environment and being sure that their families will find accommodation and other necessities e.g. schooling for the children.

2.5.2 FAMILY MIGRATION

Family migration occurs when families either move as complete units or in successive stages, with one member moving to an area ahead of others in order to find work and shelter. Chant and Radcliffe (1992:15) maintain that sequential family migration usually takes the form of men moving to cities first and then being joined by wives and children.

A very low percentage of mine workers settle for this type of migration. Their families come for the purpose of visiting and they return home, they do not settle in towns. These workers have established homes in the rural homestead and they migrate for work purposes only.

2.5.3 RETURN OR CIRCULATION MIGRATION

This involves temporary population movement. Circulation migration is characterized by wide variation in the length of time a single move may endure, in addition to the fact that it may involve repeated movement of one or more individuals within a given family unit - Chant and Radcliffe (1992:15).

In this particular type of migration, migrants are likely to return to their rural areas where there is some stake, either in property or political life in the village and where there are strong family ties.

Return migration is usually practiced for the purpose of making sufficient money to invest in land or business at home, to improve the standard of living or to ensure a comfortable retirement.

Even if only one person moves to the external labour market, whether on a short or long term basis, it is rare that the other individuals in the family are not involved. Ties between kin are often maintained over long distances and over long periods in the form of visits, remittances and exchanges of information.

2.6. CAUSES OF MIGRATION.

Causes of migration are many and of unequal forces. People migrate for different reasons. Motives to migrate are often identified in terms of the goal toward which behaviour is directed and usually refer to the personal or situational strength of goal orientated behavioural tendencies - De Jong and Gardner (1981:13).

May (1992:148) maintains that the root causes of migration should be sought in the historical establishment of a system of cheap labour supply. This took place at the end of the last century in response to the desire of the mining industry to extract the maximum profit possible in the light of a fixed gold price. May goes on to explain that through the spatial separation of the workplace in South Africa's industrial core and the workers home in the rural areas, the migratory labour system came into being.

Employers fixed wages at as low a level as possible. They could argue that they only paid a wage equal to the subsistence of the individual worker, his family was not considered because it was supposed to live on the agricultural products. The exploitation of the migrant workers was caused by this kind of reasoning.

De Jong and Gardner (1982:36) provide the following list of reasons for rural-urban migration; Seeking better job, job transfer, starting new business, marriage, joining family, vacation, education of children or self, self improvement and occupational advancement. Other causes of migration can be outlined as follows:-

2. 6.1 ASPIRATION FOR HIGHER SOCIAL STATUS

Aspirations for higher social status are seen to be frustrated by lack of opportunities for advancement, particularly educational and occupational advancement, in rural communities - Suval (1972:49). As a result, the decision to move usually to an urban area, is made with the goal of enhanced opportunities for social mobility. People would not take pains of migrating if they did not hope for the betterment of their lives.

2.6.2 POTENTIAL BENEFITS

An individual migrates in the expectation of being better off by so doing - Da Vanzo as cited by Clark (1982:21). This notion supports Suval's contention of aspiration for higher social status (discussed above). It is the question of potential benefits of migration and the relationship of the expected benefits which are the trigger for migration. This, according to Clark (1982:21) is called the Human Capital Model. According to this model, the individual will choose the destination which offers the greatest expected net gain.

2.6.3 LIFESTYLE PREFERENCES

Another reason for migration is the motive of lifestyle preferences. The emerging importance of life style preferences as "pull" factors in migration decision making was posited by Zelinsky as cited by De Jong and Gardner (1981:33). He noted that the increasingly free exercise of individual preferences as to values, pleasures and self improvement, social and physical habitat and general lifestyle in an individualistic affluent national community may influence people's decisions to move.

2.6.4 ECONOMIC REASONS

The job and the economic motives appear to be the most important causes of migration. Jones (1980:30) and Graves as cited by Clark (1982:20) attribute migration to income - employment opportunity. Graves further maintains that there are clearly quality of life elements in the migration decision. Migration and job change can therefore be considered together.

Greenwood as cited by Hussein (1984:47) and Mitchell as cited by Wilson (1972:120) agree that economic drives force men and sometimes women outwards to a distant labour centre, where they are able to earn cash wages to use in order to satisfy their various wants.

Economic forces are undoubtedly the most applicable motives in this study. Most if not all the mine migrant workers moved, whether temporarily or permanently, in order to maximize economic well being and they invested in migration.

Harris as cited by Clark (1982:19) supports the above authors. He maintains that migration is an effective means of income attainment but he stresses that this is only true for moves between areas with different wage and employment levels.

2.6.5 PREVIOUS MIGRATION AND DEGREE OF INFORMATION

Another important factor that affects migration is previous migration - Hussein (1984:53).

Since migration would be adversely affected by uncertainties due to lack of information from the urban areas, those past migrants who have friends and families in the destination could act as information agencies. This situation is very common in the mining industries. The "homeboys" act as information agencies and they go to the extent of helping new recruits with all the procedures to be followed and finally helping them to adjust in the foreign environment.

The degree of information helps to define the alternatives available to the potential migrant and this delineates the perceptions of space awareness which may be broad or severely limited, depending on the situation - De Jong and Gardner (1981:5). De Jong and Gardner continue to mention that making a decision to move and then actualizing are both affected by constraining and facilitating the ability of the migrant to reach his or her intended goal.

2.6.6 PERSONAL CHARACTERISTICS

Both the character of the migration decision making and the ability to carry out the decision are also related to personal characteristics of the actor. This includes the ability to accept risks and to adjust to new environments e.g. social, economic and demographic characteristics - De Jong and Gardner (1981:6). Furthermore, the above authors maintain that the decision-making process and the ability to actualize decisions are affected by the community context, social networks and norms that surround the individual. In other words, besides looking at whether he can cope with the new and challenging decision of moving, the migrant has other factors to consider for example, how will the family cope during his absence.

2.6.7 OPPORTUNITY AND CHOICE

Alternative forms of income are needed during poor crop years/drought and the mines provide one of the popular alternatives. The relatively more attractive economic opportunities afforded by South African mine employment have been the major determinant of migration flows.

2.6.8 LACK OF JOB OPPORTUNITIES IN THE HOMELANDS AND OTHER COUNTRIES

The other employment alternatives were doing manual labour on farms, forest plantation, sugar fields and the majority of workers feel the mines are better, they do not prefer these jobs because of low wages and hard work . Barker (1992:62).

2.6.9 FAMILY AND FRIEND INFLUENCES AS MOTIVES FOR MIGRATION

The motivation to maintain ties with family and friends in the area of origin, is an important determinant of the decision not to move. Equally important are family and friends at potential areas of destination, who can exert a significant influence on the decision to move and particularly on the decision where to move - Findley as cited by De Jong and Gardner (1981:32). In agreement, Kim (1979:63) asserts that households with stronger social ties are less willing to migrate than others. Such migrants always go back to the home town when their contracts are terminated. From the above discussion it is clear that the causes of migration are many and they vary in the degree of influence on the decision to move.

Migrants move for different reasons, ranging from pleasure to pressure for survival needs. Whatever the reasons for the migration might be, this system remains a planned, purposeful and deliberate movement.

2.7. EFFECTS AND CONSEQUENCES OF MIGRATION

People migrate for different reasons as already mentioned. It is important to note that it does not matter why people migrate, migration has effects on the migrant, his family and his community. The effects may be minor or major.

As a result of migration, family members live apart most of the time, coming together during the migrant's leave and visits home, during the periods between contracts when they remain at home and upon migrant's retirement. This unusual situation is bound to cause problems both for the migrant and for his family. The various social problems experienced by migrant workers will be discussed here.

2.7.1 ALCOHOL ABUSE

Alcohol abuse amongst migrant workers may be related to emotional turmoil that is experienced in the mining milieu with its associated physical, psychological and social stressors. Separation from traditional support systems and the effects of transcultural transition could be considered as causative of transient emotional stress - Badenhorst (1992:95). Alcohol in this instance is used as a strategy for coping with stress.

Ramphele (1993:64) holds that high alcohol intake by hostel dwellers has been linked by some to boredom and poor recreational facilities. Others explain that abuse of alcohol is also related to the need to "dull the pain of humiliation".

The process of dehumanization has gone so far in some of the alcohol abusers, that they have almost been reduced to an animal existence. Ramphele further points out that it is important to see alcohol intake as a consequence of a survival strategy which people living under difficult circumstances have had to devise.

Some of the migrant workers feel extremely lonely and they use alcohol to socialize. In some groups, men drink with other men for example, in the hostel bar. Other men prefer to go to the township shebeens where they drink with women. They have different reasons and goals for drinking. Some want to become rapidly drunk whilst others limit their intake and just drink to socialize. Davis (1985:502) maintains that it is clear from the studies of working populations, that alcohol plays a major role in most problems referred to the counselors and alcoholism rehabilitation remains the major emphasis of any program. This is true, alcohol remains a very big problem in the mining industry.

According to Miner and Brewer (1983:1005) problem drinkers drink on the job, they suffer from hangovers and anxiety and as a result they often turn out insufficient work or work of poor quality. Alcohol leads to social, legal, domestic, job and financial problems.

A summary of many different researchers concluded that impulsivity, anger, instability and varying degrees of anxiety and depression do seem to be able to describe a large proportion of problem drinkers. Migrant workers stay and work in the environment which may cause anxiety and depression and therefore they might be using alcohol to cope.

Many of their leisure, recreational and entertainment facilities are organized around the systematic consumption of alcohol. On the mines therefore, it may be more difficult to avoid alcohol abuse. Alcohol is used by many to release their tension and inhibitions.

2.7.2 FAMILY DISORGANIZATION

Migrant labour is the most vicious brute, it is an inherently anti-social process for in order to function it must break up families - Thomas (1987:113). Many migrant labourers remain faithful to their families but others succumb to its terrible loneliness and despair, and may start new families in the towns. Some men end up deserting their legal wives.

Family disorganization can be viewed as a break up of a family unit when one or more members are unwilling or unable to perform the role obligation as perceived by other family members adequately - Thekisho (1990:6).

Unemployment and underemployment are rife in Africa and as a result husbands and wives are forced to leave their families to take up employment away from home. In most cases the absence of one parent or a spouse disrupts the family's unity.
According to Rip (1984:19) a disorganized family with reference to the nuclear family, is one in which the relations between the members, especially between the parents, is such that the functioning of the family does not operate smoothly and fails to give the members the necessary emotional and/or material support.

Lack of loyalty and trust between the two marriage partners separated from each other may result in unfounded suspicion and imaginary unfaithfulness and this can wreck a marriage.

Barker as cited by Wilson (1972:138) emphasizes that it is at family level that the migratory system pain is felt. Migratory labour destroys the family unity by taking away for long months together the father, the brother, the son, the lover and the friend.

Stichter (1985:78) supports the notion that migrant labour brings about instability of marriage and high rates of separation and divorce. Long periods of separation lead to conjugal breakdown. Men end up being tempted to have extramarital affairs and the problem is that some men get too involved in these relationships at the expense of their families.

The migrant fathers talk of the pain of seeing their children growing up as strangers. Children experience shock upon going to towns and finding their fathers with other women whilst their mothers are starving. Wives complain that their migrant husbands use the home as an old age home or a hospital. They only come home when they are too old to work or when they are sick. The migrant workers themselves complain that they stay a full year without their wives and this makes them go beyond the bounds of the law and become adulterers.

Most of the urbanizing women tie themselves to a male in order to survive - Ramsay (1992:93). The town women then provide both domestic and sexual services to the migrant workers.

Ramsay further states that there is a common pattern of a man and woman setting up a house together to co-operate economically as well as for sexual purposes. This set up is very common around the mines. It usually results in legal wives and children being neglected and left to starve at home. The main problem here is that some men fail to balance their two lives i.e. that of his family and that of his relationship with the town woman. The common saying that you cannot serve two masters has proved to be true.

Family disorganization is one of the biggest social problems caused by the migratory labour system. Valuable family relationships break up and spouses drift apart. The sad notion about this situation is that in most cases the town relationships are short lived because they are not based on love, they are just a means to an end.

2.7.3 ADJUSTMENT PROBLEMS

Migrant workers are obliged to leave their homes and settle in foreign places. They may move from one part of the country to another alone or with the entire family. These movements involve an element of disassociation from the usual and familiar world, a transition and an involvement with a new environment, a new context of physical space and most significantly, new social relationships.

However adequate the preparation for the new environment, it will never be complete. The new environment will necessitate the making of choices, the definition of new situations and roles and it alters social relationships. The new world brings changes in the demands made upon workers and this causes adjustment problems for the workers.

The effects of migration on the migrants can take many different forms. The effects of migration result from change of environment that is undergone, whether physical, social, cultural or economic or a combination of all these - White and Woods (1980:43). They further maintain that where some element of the human environment is altered the migrant may have to adapt to a new set of behavioural norms. Even where the migrant moves within a group of similar human environments, the change in physical surroundings may have some psychological effect on the migrant.

For a family man or woman who was used to staying with his/her family on a daily basis, who was part of the planning and running of the family matters, migratory labour may pose adjustment problems. Having to stay away from one's family for months is unpleasant and disorganizing. The first few months are definitely difficult and taxing for the migrants.

2.7.4 FAMILY ABANDONMENT

Each month brings with it the question of whether the family will have anything to live on. Having little or no control over the amount, frequency or continuity of the migrant's remittances whilst at the same time being dependent on them is the family's most difficult and stressful lot - Stichter (1985:79).

As more men fail to support their rural families, as more men neglect and abandon their families, more women are obliged to migrate to find men on the mines and thus provide a tempting variety of options for the men that are on the mines. This does not however mean that there are no faithful husbands amongst the migrants.

2.7.5 **ILLEGITIMACY**

In our society the approved way of having children is for the mother and father to be married to each other according to the recognized procedure before the child is conceived or at least before the child is born. Illegitimacy is the giving of birth to a child with the father and mother not married to each other at the time of conception or at the time of birth - Rip (1978:27).

There are many illegitimate children in villages around the mines. Young girls and young ladies get involved with the migrant workers because they need money, clothes and gifts. Some of them get involved with the hope that these relationships will lead to marriage.

Most young girls know rather little about sex and reproduction and they are not able to use the contraceptives effectively. Horton and Leslie (1981:71) are of the opinion that more than half the illegitimate births now are occurring to teenagers, a shift from the pattern that prevailed a few years ago. Most of the relationships are short lived and this creates maintenance problems for the children and the abandoned mothers.

Rip (1978:29) provides a number of reasons causing illegitimacy. Only those reasons which are applicable to the migrant workers will be discussed.

- Illicit unions - illegitimacy occurs primarily in lower-class families which are themselves unstable and have little family honour to lose so that motivation to control courtship is not high.

- Temporary affairs - these are cases where couples have sexual intercourse casually once or twice. This is usually not planned, there is no commitment , all these people are interested in at that moment is sexual pleasure. Should the woman fall pregnant, the boyfriend keeps a distance or he cannot be traced.

- Influence of peer groups on unmarried mothers - illegitimacy is attributed to low salaries of young girls which compel them to indulge in illicit sex with a view to benefits that might accrue. Mostly the group maintain values conducive to illicit sexual relations, thus exposing the unmarried girl to pregnancy.

- Permanent relationships between men and women (not living together) in which the woman is expected to allow the man to engage in sexual intercourse with them so that they could prove their love to the man. This kind of set up may result in illegitimate births.

Smith (1981:223) contends that illegitimacy is problematic because often the mother is too young, immature or poor to raise a child properly. He maintains that illegitimacy rates are highest among lower classes. Young girls get involved with migrant workers for economic purposes mainly. There might be genuine love affairs though.

Another concern about illegitimacy is that an unplanned child can interrupt or ruin the female's personal career, education or other life goals.

Eitzen (1983:511) is of the opinion that illegitimacy is both a personal and a social problem. At the personal level the unwed mother must cope with the negative effects of the social stigma, the financial strain and the difficulties of working and obtaining appropriate child care. Illegitimacy is a social problem because it is so widespread. At the social level this means that thousands of people prematurely halt their education, have difficulty meeting the material needs of their children and require social services and assistance.

Among the choices for the victims of unwanted pregnancies is the fundamental one of whether to continue with the pregnancy or not. Because most of the victims that are referred to here, are school girls or young, unemployed girls, they usually cannot afford decent medically approved abortions. They usually settle for "back street" abortions which are detrimental to their health or fatal. This poses a serious problem.

2.7.6 HOMOSEXUALITY

Homosexual behaviour is an intimate personal relationship between individuals of the same sex. Rip (1984:119) maintains that although sexual activities usually form part of such a relationship, homosexuality does not necessarily imply that all homosexuals participate in sexual activities.

The type of homosexuality which is common on the mine is what Rip (1984:119) refers to as the "situational homosexuality".

He maintains that these people engage in homosexual behaviour because they find themselves in situations in which heterosexual behaviour is not permitted or where there is no possibility of engaging in heterosexual behaviour, for example, where individuals are confined to institutions where no contact can be made with the opposite sex.

Weinberg (1974:43) defines a homosexual as one who has a sexual preference for the person of the same sex and who privately or overtly considers himself a homosexual. Weinberg further maintains that not everyone who engages in a homosexual act is at some time considered to be a homosexual.

Circumstances under which the migrants live e.g. living in single sex hostels and staying away from their wives for long periods, lead to homosexual practices. This is kept secret, the people are afraid that they might be ridiculed, labeled sick or perverted and be put under a lot of social pressure.

For most of these people (with homosexual tendencies) these tendencies cannot be attributed to unsatisfactory heterosexual experiences but rather to the restricted opportunities of having such relationships. Most of these men are able to relate to members of the opposite sex.

There is an element of exploitation where older males in superior positions exploit new younger workers. Individuals engage in homosexual practices for only a short period of their lives - we are referring here to individuals who are not fully fledged homosexuals. They only have tendencies but they are not stuck in this practice.

2.7.7 PROSTITUTION

Prostitution is seen as the entering into a contract between two consenting adults for the sale of sexual services and it is mainly based on subsistence needs. Ramsay (1992:74) is of the opinion that prostitution can be seen as a way of providing sexual gratification to men without impacting negatively on the institution of the family. In this sense, prostitution is seen as a necessary evil. The rationale behind prostitution is that some men feel they need gratification of the sexual needs but they do not want to commit themselves to any specific woman other than their wives.

Horton and Leslie (1981:473) assert that women turn to prostitution to supplement their income from legitimate jobs, some are part time amateurs whilst others accept gifts instead of money. They further maintain that women in dire economic circumstances and without occupational skills sometimes find prostitution the path of least resistance. Large numbers of women without histories of promiscuity resort to prostitution under conditions of great hardship.

Some migrant workers are usually tempted to resort to prostitutes for sexual gratification because their wives stay far away from them and they go home after a lengthy period for example, after six months or after twelve months i.e. when they go on annual leave. Certainly the migrant pattern encourages the growth of prostitution and homosexuality. It is sometimes difficult for these men to live decent lives in a sexual vacuum. Prostitution around the hostels and mines is done for economic reasons. Women migrants usually find that employment opportunities are severely limited and they resort to prostitution as a means of living.

Smith (1981:43) maintains that people regard prostitution as a social problem because it competes with marital sexual experiences and therefore helps destroy the family. Smith maintains that prostitution actually helps maintain the family by acting as an outlet or safety valve, for those males who want impersonal and transitory sex.

Smith (1981:43) maintains that a sizable number of men still turn to prostitution for sexual satisfaction. Males do so to find sexual variety both in the sense of different women and unconventional sexual techniques. There is no competition with other men as in the case of courtship, no waiting around, as prostitutes are immediately available, and no obligations. Because of their work or travel some males, such as the migrant workers, may desire brief and impersonal sex and so turn to the prostitutes. Smith qualifies prostitution clearly when he puts it this way - Prostitution: Condemned yet supported. This statement explains this state of affairs more appropriately.

Prostitution is linked to venereal diseases, alcohol, drug abuse, robbery, violence, blackmail and organized crime. The spread of venereal disease and AIDS in particular around the mines is attributed to prostitution. The practice is undesirable but the conditions under which the workers live makes prostitution inevitable.

2.7.8 MENTAL HEALTH PROBLEMS

Environmental stress, strong emotions such as anxiety and anger and the presence of emotional disorder are closely associated.

The severity of emotional disturbance is directly related to the number of situations that are stressful for an individual, the frequency or duration of exposure to such situations, the intensity of the emotion aroused and the degree of ego strength available to handle the emotion - Miner and Brewer (1983:1008).

Mainly mental health problems result from frustrations, anxiety and uncertainties at the workplace and affects both the individual and the organization. As discussed earlier, the migratory system has devastating effects on the migrants. This may spark frustration, anxiety and depression. The mine work in particular, is stressful and frightening for some people and this might result in adjustment problems, stress and anxiety.

It is frustrating to stay away from your social support system, your family and your loved ones for long periods of time. Migratory labour system denies men the opportunity of bringing up their children, sharing in the general running of the home and growing together as a family unit. This situation makes mental health problems inevitable.

Manis (1984:15) refers to mental health as human well being. He maintains that human well being refers to the protection or improvement of our health, our minds, our interaction with other people, the nature of our interactions with others is a major factor in our personal well being. Child-parent, husband-wife, employer-employee, and individual-society relationships are among the influential circumstances of our lives. Unsatisfactory social relationships have been found to affect an individual's physical health and emotional stability.

Migrant workers do not have the opportunity of fulfilling all their relationships. Because of the type of their occupation, some of the relationships suffer, some roles are not fulfilled and this affects their mental health greatly. What is frustrating though, is the fact that this is beyond their control.

2.7.9 DRUG ABUSE

There is a widespread drug use and the rapid growth in the number of users. A number of reasons and arguments are given for the widespread drug use by migrant workers. The mine workers for example, claim that they use dagga to allay fears for the underground setting. They claim that dagga gives them stamina to cope with the hard labour of the mine work. They use it to cope with loneliness and lack of recreational facilities.

Drug abuse, especially dagga abuse is a "controversial" problem. Some miners become extremely productive when under the influence. Industry preaches productivity and therefore it cannot criticize or become concerned with productive workers. It is difficult to determine the extent of dagga abuse because only those who behave antisocially or develop dagga psychosis are referred for counseling. Those who become productive when using dagga produce positive results and they remain hidden and unexposed.

Horton and Leslie (1981:467) report that studies were conducted and it was discovered that marijuana had favourable results on some users, their motivation was increased and they had the ability to do a hard day's work.

Horton and Leslie (1981:469) further assert that drug users are nervous, tense individuals with a great deal of anxiety and many somatic complaints whilst some are immature, thrill seeking individuals who use drugs for fun. They further maintain that drug users are introduced by their friends, they smoke in a group and they gain status and recognition by so doing. This is true for mine workers who claim to be lonely, troubled because they are far from their families and nervous because they work in dangerous settings. They resort to drugs for comfort and strength.

2.7.10 DIVORCE

Divorce is evidence of a marriage that has failed. People divorce for different reasons but the main reason for divorce is that the relationship is no longer fulfilling, it is unhappy and the partners no longer want to live together. Divorce creates problems of financial support. Emotional and adjustment problems are also created by divorce.

Horton and Leslie (1981:167) maintain that most people believe divorce to be preferable to the continuance of conflict-ridden marriages.

Rip (1978:15) is of the opinion that divorce is not a form of family disorganization. It is the legal recognition of such disorganization and consists of a court order dissolving the marriages and cancelling rights and duties between partners.

The following causes and reasons for divorce are common amongst the migrant workers. The discussion below is based on Rip's ideas. (1978:17).

- **ADULTERY**

     This is a common problem for migrants given the type of conditions under which they live. Rip (1978:15) maintains that adultery is committed when one of the marriage partners has sexual intercourse with a person other than his/her marriage partners. If the one partner can prove infidelity on the part of the other, he can sue for a divorce on the grounds of adultery.

- **INCOMPATIBILITY**

     This includes religious, familial and sexual incompatibility or dissatisfaction. This is an important cause of divorce. It is a manifestation of dissatisfaction in other areas of marriage and it diminishes love, tenderness and pleasure in a marriage.

     With migrant workers, incompatibility usually results where the migrant worker's perception, lifestyle and general environment changes. He may feel that the town women are better and more fulfilling than the rural women and start neglecting his wife whilst settling in with the newly found and exciting town woman.

- **EXTRA MARITAL ATTACHMENTS**

     This is where either of the marriage partners has a serious relationship with a third party of the opposite sex. This is common where migratory labour system is concerned and it may be attributed to loneliness.

- **DESERTION**

  Desertion occurs where one of the marriage partners actually leaves the home and neglects his family. Usually desertion is an indication that the person does not wish to continue with the marriage. Migrant workers desert their families if they get more exciting and "fulfilling" relationships at their workplace. Absence from the home is seen as an attempt to avoid interaction with the other marriage partner.

- **FRICTION OVER FINANCIAL MATTERS**

  This problem is created by inadequate provision, inability to account for one's expenditure, irregular remittances and neglect of the family's financial needs.

- **FRICTION OVER CHILDREN**

  This occurs where parents argue about treatment, care, discipline, upbringing and education of the children. The migrant's absence from home most of the time may bring about this type of problem. He is not in a position to have direct and effective control over the abovementioned issues - and this may result in conflicts.

  All these problems may result in lack of affection, the feeling of togetherness is replaced by a feeling of "you" and "I" and the marriage may end up in a divorce.

2.7.11 VIOLENCE AND TRAUMA AT WORK

Violence ordinarily implies the use of force to kill, harm, injure or abuse others. Lauer (1982:226) is of the opinion that violence occurs between two or more individuals as interpersonal violence, or it involves identifiable groups in the society and erupts as intergroup violence between two or more different races, religions or political parties.

In intergroup situations the violence ultimately means confrontation between individuals, but the individuals behave violently because of their group affiliation rather than because of some interpersonal difficulty. Much of the interpersonal violence that occurs is between people who knew each other prior to the violent confrontation. Intergroup violence on the other hand is likely to involve people who were strangers prior to the confrontation.

Lauer's contention provides an appropriate explanation of the type of violence found in the mining industry. There are faction fights based on tribal clashes. This type of violence results in human destruction, injury and death. The victims of violence endure psychological trauma.

Interpersonal and intergroup violence form a link in a chain that perpetuates violence. Violence is disruptive and dehumanizing.

Engel (1987-29) sheds light on the issue of violence and crime which are increasingly occurring at the workplace.

He contends that the problem directly or indirectly affects a very large portion of the working population and may well represent one of today's major occupational health hazards. Incidents of work related violence, crime and other traumatic events are minimized, ignored and even denied. Engel (1987:30) maintains that the impact of such events on employees and organizations does not seem to be fully understood and victims are disregarded. Little is done to help the employee victims. Traumatic events affect the emotional state of the victims and the near misses. Some may suffer from anxiety, depression, sleep and eating disorders or disturbances, they may have generalized fear and some may resort to alcohol and drug abuse to suppress their anxiety.

Trauma and violence at work does not affect the victim only, it affects co-workers, family members, management and the organization.

2.7.12 PERSONAL FINANCES

Personal financial problems are probably growing faster than any other problem area affecting employees' job performance - Myers (1984:7). Financial difficulties are also a major social problem. Myers further maintains that there are indications that financial problems are related to one or more other problems such as alcohol, drug abuse and gambling.

The personal financial problems of the migrant workers have a direct effect on their families. Most of the migrant workers' families are wholly dependent on the remittances. Failure to provide adequately for the family causes serious problems because in most cases the migrant worker is the sole breadwinner, there are no other means of support for the family.

Alcohol abuse, drug abuse and gambling may exacerbate the problem. Gambling can be habit forming. Some employees gamble with all the money they earn and their families suffer.

Myers (1984:6) calls this compulsive gambling. He maintains that compulsive gamblers have a psychological dependence and an obsessive preoccupation with gambling.

From the above discussion it is evident that the migratory labour system has various influences, effects and consequences on the migrants and their families. Depending on the extent of the problems, these can have negative effects on the productivity of the employees. This state of affairs calls for the intervention of the relevant professionals so that the problems can be contained.

The occupational social workers are faced with the challenge of helping the employees with all of the above problems.

CHAPTER THREE

SOCIAL WORK IN THE WORKPLACE.

3.1. INTRODUCTION

The focus of the social work profession has always been on the human community. However, the workplace as a source of problems, stress and general dissatisfaction was until recently an ignored component of the community.

There is a growing recognition within social work that the traditional lack of attention to the employed client has, in effect deprived working-class families of a wide range of social welfare services. In an effort to improve the quality of the worker's life, it appears that the role of the social worker has become increasingly important, both for the human service needs of the employee and to help achieve the productivity goals of business and industry.

The changing needs and realities of the workplace have opened a new avenue for the social work profession. Occupational social work is a tool used to address the workplace problems. The major focus of occupational social work is on mental health in the workplace. Occupational social work refers to the activities of social workers in the work settings.

In the previous chapter, migratory labour system was discussed and the resultant social problems were outlined. It is important to note that the main reason why people migrate is for work purposes.

It is also worth mentioning that migratory labour system is practised in the context of the world of work. Given this explanation it is necessary to understand the following issues:

- the meaning of work
- the mine as a workplace

Lastly we will look into how occupational social work and EAP's can be used as tools to address the migratory workers' problems.

3.2   THE MEANING OF WORK

To work is to carry out certain tasks under certain conditions. The means and conditions by which such tasks are to be dispatched are provided by the employers, as is the compensation for the time, energy and expertise provided by the worker. Work is perceived differently by different people, depending on their occupation, roles, conditions of work and their working environment.

Work plays an extremely important role in the lives of people. Work meets several needs in people's lives, including economic survival, life satisfaction and a sense of reality. Work gives a sense of personal identity. It is a place to socialise and make friends. Work is seen as a positive and important aspect of people's lives.

According to Chestang (1982:66) work can be said to be related to human development in at least four ways: as an internal organiser, as social learning, social recognition and status and work as meaning in life. Work also plays an important role in the human development, family life and the mental health of the workers.

It would also be interesting to look at how social workers relate to their clients as workers.

3.2.1 WORK AS A VITAL ACTIVITY AND AN INTERNAL ORGANIZER

The function of work as a regularized activity comes into the foreground in young adulthood and beyond. Chestang (1982:66) maintains that the human need for order is established during young adulthood and work offers order and consistency to one's days. Work organizes one's time, a sense of responsibility and commitment to tasks is strengthened, contributing to the coherence of personality and identity.

According to Akabas (1987:193) the central role of work in people's everyday life is obvious. Work organizes a daily routine, it can offer a positive experience and have significant outcomes in self esteem just as the opposite may be true.

3.2.2 WORK AS SOCIAL LEARNING

If parents are uninterested in what they do, or if by their work habits they convey indifference, lack of responsibility or low esteem, their children who look up to them as models, are likely to take these attitudes into their own work lives.

3.2.3 WORK AND SOCIAL RECOGNITION AND STATUS

It does not matter in what kind of work one is involved, one is pushed and sustained in work, at least in part, by the knowledge that others whose judgement one values will, when work is done, make some approving response. Such approval assures a person's link with other people and gratifies one's own sense of self-love, which is fundamental to self esteem.

Work provides a source of financial support. It can be an ego-satisfying foundation for our self image, it defines our social status and can offer a significant social support.

Work determines where we live, with whom, children's education and their future occupations. Work determines what people do and what income they will receive. Work definitely determines one's social status.

3.2.4 WORK AS MEANING IN LIFE

Through work, people can realize their potential, exercising to the fullest their physical, intellectual, social and creative abilities. Work may offer opportunities for creativity and self realization. Through work the individual derives a sense of satisfaction based on the exercise of the best of his or her ability in a task that is personally meaningful and socially useful – Chestang (1982:66).

Social confirmation is essential because it gives meaning to one's work beyond the self. The acknowledgement of others links the individual and her work to a social context.

Work is a source of pride, dignity and independence.

3.2.5 WORK AND HUMAN DEVELOPMENT AND MATURATION

Work is recognized as an activity central to survival, personal change and human development - Chestang (1982:66). Chestang goes on to explain that work has come to be accepted as an integral aspect of personal identity with the potential for fostering a person's sense of social contribution and validating the meaningfulness of one's life.

Akabas (1982:33) argues that the workplace, if organized properly, can foster personal and social growth, it can offer a sense of self and self worth.

Work is very important in the lives of people. Foster and Schore (1989:80) are of the opinion that to work and to be productive is a psychological need. They further maintain that work is a central and defining aspect of life and it is through work that identity and self esteem are often defined.

Work is one of the most important dimensions in the life of the individual. To some extent, each individual defines "self" in terms of what that individual does in work. Along with marriage and parenthood, work marks one of the most significant transitions of the individual from childhood into adulthood - Smith (1988:3).

Chestang (1982:67) emphasizes a "work focus" in teaching human growth, developmental phases and the social environment. Chestang reflects that the client's style of coping with work may provide models for coping in other areas of his life.

Work offers people a "validating activity" - Rainwater as cited by du Plessis (1991:199). Validating activities are those that confirm an individual's sense of himself as a full and recognized member of his society and that resonate with his sense of inner needs. Thus Rainwater links social placement with personal identity. Your job, career or occupation determines who you are.

3.2.6 WORK AND FAMILY LIFE

A human being belongs to a number of different systems. Work and family life cannot be separated and therefore what happens at home affects the job setting and what happens at work affects the family. An employee's relationship with the different systems has a two way influence.

The employee's negative or positive experiences may have a direct or indirect bearing on the different systems whilst the satisfactions and the dissatisfactions of the various systems may have influence on the employee.

The world of work may affect the employee positively or negatively. Biesheuvel (1984:26) is of the opinion that many people get less enjoyment out of their leisure time activities, because they cannot forget their work problems the moment they change out of their working clothes.

Perlman as cited by Akabas (1982:94) focuses on the interaction between family and work. She maintains that:-

-   work problems may enter the marriage bed. A man who feels physically and psychologically exhausted by his day's work may have sexual dysfunction and this may create problems in his marriage.

-   work may enter parent-child relationships. A father who is underpaid and who works under stressful conditions may take it out on his child who is not performing well at school.

-   a father who feels overburdened and pressurised at work may need extra attention at home. If he doesn't get it he might feel rejected, unloved and not valued.

These examples indicate how work can affect the family life.

3.2.7 WORK AND MENTAL HEALTH

A fulfilling job can be a source of pride, dignity and contentment whilst an un-fulfilling job can lead to stress and dissatisfaction. Masi (1982:50) points out that work can lead to stress that can eventually lead to emotional illness.

Masi further maintains that because work is finally being seen as a vital activity for the majority of people, there is a growing need to have mental health care available in the workplace.

Akabas (1982:33) suggests that the view of the workplace as a non-nurturing environment should be altered so that it is seen as a resource in the protection and promotion of mental health. Akabas argues that the workplace, if organized properly, can foster personal and social growth, it can offer a sense of self and self worth, it can support in times of stress as well as facilitate individual adaptation and coping.

Akabas' view is supported. The troubled workers or the troubled employees who are referred to the occupational social worker, receive their therapy and treatment at work. This service which is based at the workplace offers support to them, it helps them grow and cope with their problems and their lives. The workplace in this instance contributes to their mental health through this human service.

The workplace plays an important role in diagnosing and treating mental health problems - Weiner, Akabas and Sommer as cited by du Plessis (1994:32).

Their projects illustrate that if certain changes take place in the way mental health services are delivered and in mental health professional's attitudes towards their work, mental health services can be offered effectively to the working men and women in their everyday environment.

3.2.8 WORK AND SOCIAL WORK:

The workplace can be a source of problems, stress and general dissatisfaction or a source of pride, dignity and fulfilment. This makes the intervention of occupational social workers an important service. Clients are viewed as workers and it is important for social workers to understand the effect of the work setting on the workers.

Muczyk, Schwartz and Smith (1984:162) contend that if a worker is unable to satisfy his needs, this might produce undesirable results e.g. a worker who is not fulfilled and content may absent himself from work and produce work of substandard quality. This shows how personal problems can affect productivity.

Social work claims a concern with the transaction between people and their environments, yet one influential environment - the workplace - containing a dimension of life critical to family and adult functioning, has been largely omitted from social work literature and inquiry - Googins and Godfrey (1987:397). Social workers should therefore be interested in the role of work and the workplace in human development since both play central roles in adult functioning and family life.

It is important for social workers to relate to their clients as workers - Perlman (1982:81). When taking down the family personal history, seldom do social workers include a work history, the impact of parental working patterns on the client, feelings around work - or the lack of work, the nature of interactions at the workplace, support available at work and strengths demonstrated at work. Such enquiries would offer valuable assessment information and might lend insight into the cause of current difficulties, problem maintenance as well as problem resolution - Perlman (1982:82).

Work can be viewed as an unseen but often dynamic contributing factor in the lives and problems that clients bring to the social worker. The idea here is that social workers should understand the work environment of their clients and utilize this knowledge in the helping process.

3.3   THE MINE AS A WORKPLACE

The migrant labour has led to the present system of single males living in mass housing called the hostels. These hostels are situated near the workplace. According to Taylor (1987:24) the hostels used to be manned by hostel managers. Their duties were to keep black workers in a secured area where their movements were strictly controlled and to feed these workers on a diet that would enable the mine to achieve maximum production. The physical, mental and social well being of the migrant worker was his own concern.

James (1992:110) points out that the compounds or hostels serve the labour needs of individual mines. The living conditions within the hostels are crowded, lacking in privacy and often primitive. James is of the opinion that the hostel system kept the mine labour force from politics and the developing political culture of resistance in the townships of South Africa.

The compounds or barrack-like structures housed up to ninety persons in a room. The compound became a means of labour discipline. The compounds were situated close to the mine shafts, making rapid and efficient mobilization of labour for work possible. Absenteeism would easily be policed and strikes could be broken with a minimum effort - James (1992:3).

Stichter (`1985:131) contends that these patterns of compound layout are still in use today, with barrack-like accommodation of at least 12 men to a room and often enforced tribal segregation. Stichter further sheds light on the fact that compounds were under the unchallengable authority of a white compound manager. Discipline was harsh and it was enforced by compound police.

The conditions at the hostels are changing with time. There are room prefects who are chosen by the room mates. Whenever they need anything the room representative acts as their mouth piece. The conditions in the hostel are no longer as primitive as they used to be. Employees are treated like human beings who have needs and feelings. The unions have played a major role in influencing these improvements.

The men on the mine favoured mining because of free accommodation and food, assured employment, the deferred pay system of saving and transmitting money home and because the compound life resulted in fewer temptations to neglect their families at home - Hewitt (1976:71). One other major factor which led people to accepting or settling for mine work was the lack of job opportunities.

The large majority of migrant workers are employed as contract labourers who return home for varying periods of "rest" between contracts. When their working days are over, the majority of migrants return home to settle permanently.

Preece (1987:101) states that it would be advantageous to hire local workers. He maintains that urban blacks could be hired but most of them are not prepared to settle or to work in the lowest paid and menial jobs. Therefore it is obvious that migratory labour system is going to continue although it is said to be one of the most universally criticized, indeed reviled practices.

The mining industry has always been dependent on migrant labour and this system of employment seems to suit the industry and the employee - James (1992:60). James, in agreement with Preece's above statement, states that it would be advantageous for mines to hire workers from proximate areas, because time and expenses involved in travelling from home to work and back could in this way be reduced. Workers would return home and spend time with their families over weekends when they are free.

For years, African migrant workers have come to the Witwatersrand to produce gold. James (1992:1) mentions that out of the furthest corners of the Sub-Saharan countryside, from the rural areas and reserves of South Africa, from what are now known as Lesotho, Botswana, Swaziland, Mozambique, Zimbabwe, Angola, Malawi and Tanzania, people have come in search of work and cash wages.

The centralized labour-recruiting agencies were established mainly to search actively for labour. The principal goals of these labour bureaucracies were to control supply and eliminate competition for labour between the mines.

Frequently the mineworkers were given low-skilled, low-wage jobs and in this way, their labour market situation could impede their upward mobility at the workplace.

Lacey (1981:206) states that the mines, despite their critical labour shortage, kept unskilled jobs solely for the low-paid exploitable migrant workers. In agreement, Stichter (1985:130) maintains that the mines were once faced with the problem of attracting and retaining a labour force in conditions fraught with danger to life and health.

The mine labour force is made up of people from different walks of life, with different qualifications, they are from different nationalities and countries and the mine labour force is multicultural.

.Although there is still an element of job reservation, most people are given jobs they qualify for, irrespective of colour. The lines of communication between management and the labour force have greatly improved. James (1992:4) points out that previously, African migrants were regarded as not being mature enough for the advanced responsibilities of modern trade unionism. They had to use their room representatives to advance their interests and to convey their grievances to management.

In most mines there are still lots of people who are illiterate and who do the unskilled jobs. There are those who hold relevant and appropriate qualifications for the different jobs and people are now being offered jobs which match their qualifications.

The mining industry manages both the living and working environments of its employees. The migrant labour system has had significant effects on thousands of people's lives but this has not affected the system in any way.

Preece (1987:101) is of the opinion, that to be able to reduce the migrant labour system is going to be a long battle. The system can be said to be a necessary evil. Despite all the criticisms labelled against the system, it is still functioning because people are dependent on it for their survival.

The mine labour framework was a coercive and regressive labour system in that the rights of African workers regarding conditions of employment, housing, accommodation, collective organisation and trade unionism were circumscribed, even suppressed by corporate management or the state and frequently by both - James (1992:4). The situation has however greatly improved presently. The introduction of unions on the mines has given birth to more acceptable, humane conditions for the workers. Workers are now involved in issues that concern them
The conditions of employment are known, the housing policies are clear, they are allowed to belong to trade unions.

The mining industry has greatly improved. A number of improvements have been introduced on the mines, for example:-

- Adult Basic Education - it provides an opportunity for interested mineworkers to develop themselves.
- The housing policy now enables mineworkers to own houses. They are no longer compelled to stay in the hostels, they have a choice.
- The health facilities have greatly improved. Probably the mine management have realized that a healthy workforce is productive.
- The mine employee's human and social needs are attended to with a view of fostering optimal adaptation between individuals and their environments. The mine is a more sensitive workplace now.

3.4 OCCUPATIONAL SOCIAL WORK AS A FIELD OF PRACTICE: AN OVERVIEW

Employees experience social, family and personal problems at some stage in their lives and the industries make use of human service programmes to address these problems. Occupational social work is the tool being used to address the above concern.

3.4.1 DEFINITION

Occupational social work is defined as that field of practice in which social workers attend to the human and social needs of the employees in the work milieu, by designing and executing appropriate interventions to ensure healthier individuals and environments - Googins and Godfrey (1985:398).

According to Straussner (1990:2) occupational social work is defined as a specialized field of social work practice, which addresses the human and social needs of the work community through a variety of interventions which aim to foster optimal adaptation between individuals and their environments.

These definitions clearly indicate that occupational social work is a specialized field of practice, wherein the social worker intervenes with a view of assisting the work community to solve their human and social problems. In most cases, problems dealt with, emanate from the workplace itself.

The definitions also highlight the importance of a healthier working environment which is vital to both the individual employee and the organization.

3.4.2 SOCIAL WORK IN THE WORKPLACE

Social workers are becoming increasingly cognizant of the fact that the qualifications of the professional social worker are particularly suitable for effective practice in the workplace. Social work is concerned with helping individuals within a community framework. Industrial and labour organizations are community frameworks and individuals experience problems within them.

Social work is uniquely suited to the industrial setting because it upholds the professional commitment to enhancing social functioning i.e. helping the individual to have maximal functioning at work, in the family and in society - Masi (1982:56).

Over the past decade, various human service activities have developed in the workplace - employee assistance programmes, fringe benefits, employee benefit packages and occupational, industrial and social services - Googins and Godfrey (1987:37).

Occupational social workers play an important role in the human and social services rendered at the workplace.

Straussner (1990:1) maintains that over the last two decades there has been a significant increase in social work interest and the presence in the world of work.

Since the 1970's social workers, as well as other professionals have rediscovered that the workplace is "not for work alone, but it is a unique and important site where employees can and should be informed about non-work related services and where actual diagnosis of selected needs and delivery of selected services can take place". - Spiegel (1974:31).

Social work is also concerned about the development of the individual's capabilities, capacity, skills and insight to enable them to cope and solve their problems. It links people with the relevant resource systems and it is concerned with the development of social policies which ensure the achievement of life tasks. Occupational social workers carry out the above tasks with a view to empowering and assisting employees at their workplace.

3.4.3 FOCUS AND CONCERN OF OCCUPATIONAL SOCIAL WORK

The main focus of occupational social work according to the definitions is addressing a wide range of individual and family needs, relationships within the organisation and the broader issues of the relationship of the world of work to the community at large.

Occupational social work encompasses a very broad range of activities, roles, target systems and auspices. It is concerned with the occupational mental health and it has as its primary goal the enhancement of quality of life at the work site. Smith (1988:4) maintains that within an occupational mental health context, industrial social workers are concerned with enhancing the social functioning of identified individual clients. They are also concerned with improving the social supports and opportunities available to whole groups of workers and their families through organizationally focused interventions.

The concerns of work and the problems of individual employees and their families were viewed as separate worlds. Work and family or the personal and social lives of employees do not constitute separate or unrelated spheres. Problems which are experienced at home may impact on the job performance of the employee and vice versa. These are the concerns which need the intervention of occupational social workers.

According to Ozawa (1980:64) the aim of these human services is to increase productivity, improve the stability of the workforce, enhance the general well being of workers in industry and large non-profit organisations and strengthen the relationships of workers with their unions and their employers.

As mentioned in the previous chapter, migration separates families. This unusual situation causes a lot of problems for both the employee and the employer. If an employee is troubled, he will not perform well and this will affect productivity. If there are factors which prevent employees from satisfying their important needs or attaining their goals, unintended and undesirable consequences will occur. In order to address these problems, resources like occupational social work and EAPS can be used to promote and maintain an efficient and productive work force through provisions of work site based assistance - Millard (1991:45). Millard is of the opinion that occupational social work and EAPS can be used to assist employees experiencing personal and work related problems as indicated in absenteeism, poor work performance and lost productivity. In agreement Houts (1991:47) contends that EAP addresses a wide variety of employee problems affecting productivity.

3.4.4 SKILLS, KNOWLEDGE AND VALUES

The occupational social worker utilizes the traditional social work knowledge, skills and values to provide the said services and programs for workers and work organisations. The social worker in his operation brings accessible, relevant resources within the very organisation to help employees solve their problems, especially if such problems are work related or caused by the work itself.

According to Akabas and Kurzman (1982:197) industrial social work is expanding rapidly for reasons that combine the parallel interests of the sponsoring auspices (trade unions and employees) and of social work in which the knowledge and skill of the profession fit the changing demands of the setting. The union's need is to increase membership loyalty and commitment, whilst the employer's need is to provide a workplace where performance will flow naturally in a setting that values workers and where the quality of work life is congruous with an individual's feeling an "investment" in production goals. These needs increase the interest of work organisations in social work.

3.4.5 SERVICES, ACTIVITIES AND ROLES OF SOCIAL WORKERS

Straussner (1990:2) maintains that the increasing sophistication of social work training in the emerging field of occupational social work combined with the contributions of a growing number of individuals with experience in the business world, make it a profession capable of functioning in such non-traditional social work areas as human resource and organisational development, corporate social responsibility and occupational social welfare benefit planning. Thus the relatively broad knowledge base of the professional social worker meshes with the complex needs of today's workplace.

Because of the variety of settings included under the occupational social work domain, and the fact that the workplace consists of many different interest groups affected by organizational, environmental and societal factors, the needs and problems that may be addressed in the occupational setting are diverse - du Plessis (1994:72).

Problems that EAPS and occupational social workers deal with are many and varied. They include emotional problems, chemical dependence, post traumatic stress, family problems, divorce, health problems, AIDS in the workplace, sexually transmitted diseases, violence, legal issues, housing, transportation, children's education, work-related problems, migrant workers' stress of living away from their families, workplace empowerment and advocacy, crisis intervention during mining accidents and chemical explosions. This accounts for the varied activities carried out by occupational social workers.

The activities are aimed at addressing the various problems. The approaches are both micro and macro. The activities are also aimed at helping individuals and groups and they are geared at impacting on the company/organization's productivity.

Straussner (1990:2-14), Googins and Godfrey (1987:5-10) and Akabas and Kurzman (1982:201-202) maintain that the different and diverse services of the occupational social workers may be described in terms of method used (counselling, group work or resource development), issue confronted (retirement, alcohol abuse, AIDS in the workplace) role played by the social worker (advocate, advisor, trainer) or client group involved (women, single parents or divorcing employees).

According to Googins and Godfrey (1987:5) the major activities which fall under the heading of occupational social work are:

*   Counselling programmes

*   Multi-service programmes e.g. outreach and crisis intervention

*   Programme development e.g.

    -       Substance abuse

    -       Divorce education and support

    -       Retirement counselling

    -       Health promotion

*   Consultation to management and/or unions about

    -       Employee concerns and needs

    -       Organizational and group dynamics

    -       Policy input

    -       Environmental sensing

*   Research on:

    -       Employee/system attitudes

    -       Work and the family

    -       Stress factors, support and prevention

    -       Effects of rapid change at the workplace

*   Training and Education:

    -       Management training

    -       Substance abuse

    -       Stress awareness

    -       Communication

*   Social and Community Change Programmes:

    -       Affirmative action

    -       Community relations

    -       Corporate social responsibility

    -       Personnel/Human resources.

The aim of these activities is to benefit -   employees

                                           -      employers/organizations

Employees benefit as far as their personal and psychosocial problems are concerned. They get a counselling service at their workplace which is aimed at improving their well being.

They also get educated through the following programmes - Substance abuse, health promotion, retirement counselling, divorce education and support. They are assisted during crisis. This shows the concern of the employer for his employees and it results in productivity.

The employer or the organization benefits too. Through consultation with the occupational social workers or other relevant officers, management is helped to understand the needs and concerns of the employees, the dynamics and how the policy of the organization affects the employees. Once they are clear on these matters, the smooth functioning of the organization is promoted, a healthy climate will prevail and this impacts positively on the productivity of the company. Clashes of interest will be avoided or prevented.

The stress level of both management and employees needs to be kept at a safe level. Research on issues of concern such as the influence of work on the family life, employee/system attitudes and effects of rapid change at the workplace can give management insight into what is prevailing and help them with ways of handling these issues correctly.

Management will also benefit from social and community programmes. Issues like affirmative action never go smoothly without challenges and obstacles. Proper planning and consultation is necessary to avoid problems.

The corporate social responsibility is one of the most important issues which impacts on the image of the company. Activities aimed at promoting this issue may benefit the company positively.

In short, the activities of occupational social workers are aimed at promoting the following:

- Mental health at the workplace
- Motivation of workers
- Support network for employees
- Guiding and supporting management
- High quality of life
- Efficiency and effectiveness at work
- Healthy workplace environment

3.5 EMPLOYEE ASSISTANCE PROGRAMMES
EAPS - A GENERAL OVERVIEW:

While occupational social workers provide a wide variety of services in a wide variety of setting, the most common setting of occupational social service delivery today is through employee assistance programmes - EAPS - Straussner (1990:7).

Masi (1984:163) maintains that social work should take a lead in this field and be responsible for the education and training of practitioners of EAPS. Social work has a wealth of skills and dealing with troubled people is their speciality.

Social work does not however, have exclusive rights to practice EAP, there are people from other professions who are employed as officers responsible for EAP.

Human resource managers, personnel officers, psychologists, nurses and industrial relations officers are but a few officials involved in EAP.

An Employee Assistance Programme (EAP) is an initiative by the employer to address the problems of employees at the workplace.

Terblanche (1988:26) points out two important aspects of EAP, namely,
-       It is a company initiative to deal with employee problems;
-       Social workers and or other officials can be responsible for EAP.

From the above explanations it is evident that EAP is not a domain of one specific profession, instead it is a multiprofession discipline.

The social problems experienced at the workplace have an influence on the employee, on his family, they have an impact on the organization and on the broader community. Social problems experienced in the industry can have negative impacts on all the systems involved.

Jorgensen (1981:337) asserts that within the world of work there are people, who because of alcoholism, chronic physical illness or a nervous disorder are dangerously close to losing their jobs or have already tumbled out of the labour force. Many of these people could be helped by a social service system more accessible to and suitable for working men and women. Today's leaders in business and industry need skilled professionals to guide them in humanizing work for improved efficiency. This is where EAPS are utilized.

Millard (1991:45) contends that EAPS are management tools and resources for promoting and maintaining an efficient and productive workforce through provisions of work site based assistance for employees experiencing personal/work related problems as indicated in absenteeism, poor work performance and lost productivity. EAP addresses a wide variety of employee problems affecting productivity.

The employees of any organization can make it or break it. The manager who sets out to demonstrate a concern for the lives of his employees and not just for their capacities to produce on-the-job, accomplishes an important goal for his business and for his community. By offering alternatives to employees who need assistance in their pursuit of the highest quality of life, the company increases efficiency, produces a better product and boosts the morale of the employees - Jones (1985:8).

In order for an EAP to succeed, commitment at the management level is essential for the initiation and survival of the programme. There should be a commitment to the principle that helping personnel with emotional and personal problems is of benefit to both the company and the employee.

An effective EAP cannot fail to have an impact on the company especially when the organization's policies, procedures and dynamics have an impact of the employee's well being - du Plessis (1991:58). She further maintains that collective concerns require broad interventions and a well functioning EAP will pick up trends to collective problems.

3.5.1 THE RATIONALE AND JUSTIFICATION FOR EXISTENCE OF EAPS

There are different reasons for the existence of EAPS. Terblanche (1988:78-80) highlights the following reasons:

- **Humanitarian:**

  By focusing on humanitarian aspects of EAPS, the employer will be financially rewarded because the employee will be able to yield quality products for the company.

- **EAPS as alternative to discharge of problem workers:**

  Another reason for the existence of EAPS is to use it as an alternative available to the employer in dealing with the problem worker. Terblanche (1988:79) further maintains that the EAP as an alternative to discharge of problem worker, has advantages that are two fold:-

  i)   The employer is able to assess what the financial and social cost of discharging a problem worker would be.

  ii)   The employer is also able to assess what the discharge could do to the image and status of the company.

- **Economic reason for the existence of EAPS:**

  EAPS exist for economic reasons. Jones as cited by Klarreich, Francek and Moore (1985:7) supports the existence of EAPS for economic reasons. He maintains that by initiating EAP, work organizations institute a cost-saving programme which in turn improves profits. A healthy workforce is productive and functions effectively.

- **Control over problem workers:**

  Wrich as cited by Terblanche (1988:80) maintains that the employer, because he rewards the employee (by offering him a salary and other benefits), exercises control over problem employee through EAPS. Terblanche is of the opinion that through EAP, the employer can put pressure on the employee if the employee is not doing anything to address his problem situation.

- **Early identification of problem employees:**

  The main feature of EAPS is that they assist with early identification of problem workers. Challenger as cited by Dickman, Emener, Hutchinson (1988:7) supports this notion. He states that EAPS help with reducing the costs through early identification and treatment before a situation becomes a crisis. He further maintains that early identification can result in prevention through education and training.

- **EAP existence because of precedence set by other organizations:**

  Jones as cited by Klarreich et al (1985:7) points out that in some cases EAPS exist because a company official has learned of an EAP elsewhere.

  Challenger as cited in Dickman et al (1988:7) identifies the following reasons for the existence of EAPS;

- **No-lose situation:**

  The opportunity to provide a benefit to employees and their families that return more than it costs.

- **Rehabilitation rate:**

  The capability to retain 70 to 80 per cent of the troubled employee population.

  i).   through family coverage and involvement there is an opportunity to reach into the homes for domestic problems.

  ii).   through utilization of improved and sound economical treatment modalities maintain a high level recovery value.

  iii).   provision of support for the use of self-help groups.

- **Prevention is more likely in occupational setting:**

  The EAP has been touted as an effective means of prevention, particularly for alcoholism. Work settings can use job performance criteria to identify problems, drawing on existing rules and roles in the workplace to justify constructively confronting problem drinking.

- **Problem intervention is more effective when integrated into the existing social institutions:**

  The establishment of EAPS in work setting marks a new strategy aimed at treating problems within the institutional environments in which they exist. EAPS provide a locus in the work environment for problem identification and prevention, necessary first steps for treatment.

3.5.2. **GOALS AND OBJECTIVES OF AN EAP:**

  EAPS should be aimed at preventing the occurrence of mental/emotional problems and other forms of human upsets that interfere with work performance. Terblanche (1988:81) points out that the objectives of EAPS fall under two categories:-

  -    the profit motive and

  -    the humanitarian motive.

The goals and objectives of an EAP are the following:-

- Implementation of a confidential counseling service.

- To establish a referral support network for employee problems.

- To help employees translate the positive meaning of work into other areas of their lives.

- To deliver training and orientation sessions to all company employees.

- Identification of problem workers.

- Motivating problem workers.

- To deliver a public relation package which will describe the programme to employees and assist them to use it appropriately.

According to Jones (1980:2) the EAP objectives can and should attempt:-

To lower costs

To reduce absenteeism

To increase production

To improve production

To increase safety

To assure sounder decision making

To retain services of valuable employees

To build morale (by extending help to those who need it)

To replace ineffective punitive disciplinary measures with more effective problem-solving approaches.

3.5.3 FUNCTIONS OF EAPS

Terblanche (1988:83) maintains that the different models of EAPS are based on different functions of EAPS.

The functions of an EAP are as follows:

- **Identification of problem workers:**

    Early identification is emphasized because at the early stages of the problem, prognosis is usually good and chances of successful intervention are greatly increased.

- **Assessment:**

    Assessment involves determining the nature of the employee's problem, the relevant services for treating the problem as well as determining who is best qualified to provide such a service.

- **Referral:**

    Supervisors should have a full understanding of their role as referral agents. Terblanche (1988:101) emphasizes the importance of motivating troubled employees because motivation plays an important role in the problem-solving process.

- **Treatment:**

    Terblanche (1988:128) contends that it is important and necessary to assess whether the outside organizations or the internal one has better resources for treatment of the troubled employee so as to make an informed decision about referral or in-house treatment.

-   **Follow up and re-integration:**

    For employees who have completed treatment programs. re-entering the workplace may be difficult.   A full treatment plan will include a mechanism to follow employees up after treatment and rehabilitation, identifying and assisting with re-entry problems.

A welcoming climate will enhance re-entry and reintegration.
According to Myers (1984:72-74) the EAP client service include:

Assessment

Diagnosis

Case planning

Service delivery

Case monitoring

Case closure

Case evaluation

Crisis intervention

After care

Job re-entry

3.5.4 EAP PRACTITIONERS' ACTIVITIES AND ROLES

EAP practitioners' activities and roles are almost similar to those of the Occupational Social Workers. They deal with similar problems, e.g. emotional problems, chemical dependency. family problems, legal problems, alcohol abuse, sexually transmitted diseases, work related problems, job related stress, violence, crime and trauma at work, they deal with retirement and retrenchment problems.

The roles of EAP practitioners include advocacy, management consultancy, education, training, broker and counselor. Depending on the type of organisation and the type of problems experienced by employees, the occupational Social Work roles discussed earlier may also be applicable to EAPS.

3.5.5 EAP POLICY STATEMENT

While EAPS are most frequently found in large companies, the general strategy of an EAP may apply to any company regardless of its size. Thus a policy must have the same basis for large and small companies but should be tailored for the specific business - Jones (1980:6). According to Jones these basics are:

* The policy must spell out whether the EAP is broadbrush or not. If it is not a broadbrush programme, the policy must spell out which particular problems can/may be handled by the EAP practitioners.

* Employees whose job performance is failing are responsible for seeking out the causes and relieving the underlying problems. They will be given an opportunity to seek proper treatment through the use of the company EAP.

* The purpose of EAPS is to encourage troubled employees to seek assistance from recognized professionals.

* No employee's job security or promotional opportunity will be jeopardized by his request for assistance or treatment.

* Existing disciplinary procedures for impaired job performance should be administered swiftly and fairly in those instances where the employee fails to face problems and take appropriate corrective action.

*   It is recognized that supervisors do not have the qualifications to make any judgments as to whether or not an employee has a particular personal problem.

*   Supervisors who refer employees to the Employee Assistance Program will in all cases base their referral on adequate documentation of a continuing pattern of unsatisfactory job performance if the referral is the result of a disciplinary problem.

*   Employees with emotional or other personal problems such as marital strife or drug abuse, will be given the same careful consideration and offer of help as employees with medical problems.

*   All records of treatment or rehabilitation will be kept confidential and treated as carefully as possible.

*   Employees may gain access to the program through voluntary, suggested or mandatory referrals.

Jones (1985:12) adds further points:-

*   Sick leave may be used for EAP purposes as it would be for other health or medical reasons.

*   All costs are incurred by the company or insurance coverage whenever possible.

*   The EAP policy should not be in conflict with other already existing policies.

According to Terblanche (1992:20) the policy statement is a crucial component of an EAP, which provides the opportunity to stipulate specifics with regard to those aspects that need to be addressed. This is true, a well constructed policy enables successful program administration. The policy should be clear and it should cover all the important aspects affecting the program and its implementation. It provides clear guidelines.

3.6   SUMMARY

The workplace as a source of problems, stress and general dissatisfaction has until recently been an ignored component of the community. Occupational social work attends to the human and social needs of the employees through a variety of interventions which aim to foster optimal functioning.

Occupational Social Work recognizes that work and family or the personal and social lives of employees do not constitute separate or unrelated spheres. Problems which are experienced at home may impact on the job performance of the employee and vice versa.

Occupational Social Work encompasses a very broad range of activities. Occupational mental health and the enhancement of quality of life at the worksite are the primary goals of this human service. Occupational social work recognizes the fact that a healthier working environment is vital to both the individual employee and the organization.

The aim of these services is to increase productivity, improve the stability of the workforce, enhance the general well-being of workers in industry and large organizations and strengthen the relationship of workers with their unions and their organizations.

Traditional social work knowledge, skills and values are utilized by occupational social workers to provide these human services for workers and work organizations.

Occupational social work is concerned with the needs of the employees, the organization, the consumers and the community in which the organizations operate.

CHAPTER FOUR

PRESENTATION AND ANALYSIS OF THE RESEARCH FINDINGS

4.1 INTRODUCTION

This section of the research report is concerned with the analysis and interpretation of data obtained from the questionnaires administered to the occupational social workers. (See Annexure "B") Questions referred to throughout this report can be found on Annexure "B".

The target population was the occupational social workers who deal with migratory workers. Thirty five occupational social workers participated in this study. These are social workers based at the mines at Western Deep Levels, East Driefontein, Ernest Oppenheimer Hospital, Vaal Reefs and Centres for Human Development at Rustenburg, Johannesburg, Witbank, Secunda, Welkom and Nelspruit.

4.2 BIOGRAPHICAL INFORMATION

The following practitioner characteristics were collected: Sex, age, employer, qualification, professional experience and service points. These characteristics were covered by Questions 1-6.

4.2.1 SEX

(QUESTION 1.1)

The respondents of this study, are predominantly females. They form seventy seven percent of the participants. There were only eight male respondents which is twenty three percent of the respondents.

4.2.2 AGE IN YEARS

(QUESTION 1.2)

TABLE 1: **AGE IN YEARS**

AGE	N	%
25-29	08	23
30-34	08	23
35-39	09	26
40 & above	10	28
TOTAL	**35**	**100**

DISCUSSION

From the table shown above, it is evident that most of the participants fell within the age group of 30-39.

4.2.3 EMPLOYER

(QUESTION 1.3)

The respondents are employed by the following companies:

- Centre for Human Development at Rustenburg, Johannesburg, Witbank, Secunda and Nelspruit.

- Western Deep Levels Mine

- East Driefontein Mine

- Ernest Oppenheimer Hospital

- Vaal Reefs Mine

4.2.4 HIGHEST EDUCATIONAL QUALIFICATION

(QUESTION 1.4)

TABLE 2: **HIGHEST EDUCATIONAL QUALIFICATION**

QUALIFICATIONS	N	%
BACHELOR'S DEGREE	12	34
HONOURS DEGREE	20	57
MASTER'S DEGREE	03	9
DOCTORAL DEGREE	00	0
TOTAL	35	100

DISCUSSION

The above table indicates that the highest number of respondents have an honours degree as compared to other qualifications.

In the researcher's opinion, this can be attributed to the fact that those social workers who had a three year Bachelor's Degree were required to have at least an honours degree to qualify for registration with the South African Council for Social Workers and to practice legally.

4.2.5 PROFESSIONAL EXPERIENCE IN YEARS

Question 1.5 requested the respondents to state their professional experience in years.

DISCUSSION

The above figure shows that more than half of the respondents fall within the category of six to ten years experience.

4.2.6 PLACE OF WORK

Some practitioners service more than one service delivery point and this results in practitioners working both at the hostel and at the hospital or the hostel and the Centre for Human Development.

Thirteen social workers indicated that they are based at the hospital, fifteen at the hostel, four at the Centre for Human Development and three at the Psychosocial Centre.

Visibility and accessibility are emphasized in rendering the workplace human services hence the great number of people being placed where the majority of employees can reach them.

4.3 TABLE 3: A PERCEPTION THAT THE SOCIAL WORKER IS AN IMPORTANT MEMBER OF THE INDUSTRY PERSONNEL (QUESTION 2.1)

RESPONSE	N	%
YES	35	100
NO	0	0
TOTAL	**35**	**100**

DISCUSSION

The above table shows that all the respondents believe that social workers are important members of the industry personnel.

Masi (1982:56) is of the opinion that social work is uniquely suited to the industrial setting because it upholds the professional commitment to enhancing social functioning i.e. helping the individual to have maximal functioning at work, in the family and in society.

4.3.1 MOTIVATION GIVEN FOR THE ANSWERS: (QUESTION 2.2)

DISCUSSION

Respondents were asked to motivate why they felt that the social workers were or were not important members of the industry - personnel.

They stated that the social workers were important members of the industry personnel because:

- they understand human behavior
- they are specialists of psycho-social problems
- they enhance the productive capacity of employees.
- they possess the skills and knowledge necessary to treat troubled employees.
- they are concerned about the well-being of employees in the industry.
- they enhance the occupational and social functioning of employees

The researcher supports the above views and is of the opinion that social work has proved to have the ability to identify and to tackle problem areas which other industry personnel cannot handle.

4.4   FIGURE 2:   A PERCEPTION THAT SOCIAL PROBLEMS CAN BE EFFECTIVELY HANDLED WITHOUT SOCIAL WORKERS: (QUESTION 2.3)

RED =   YES 20%
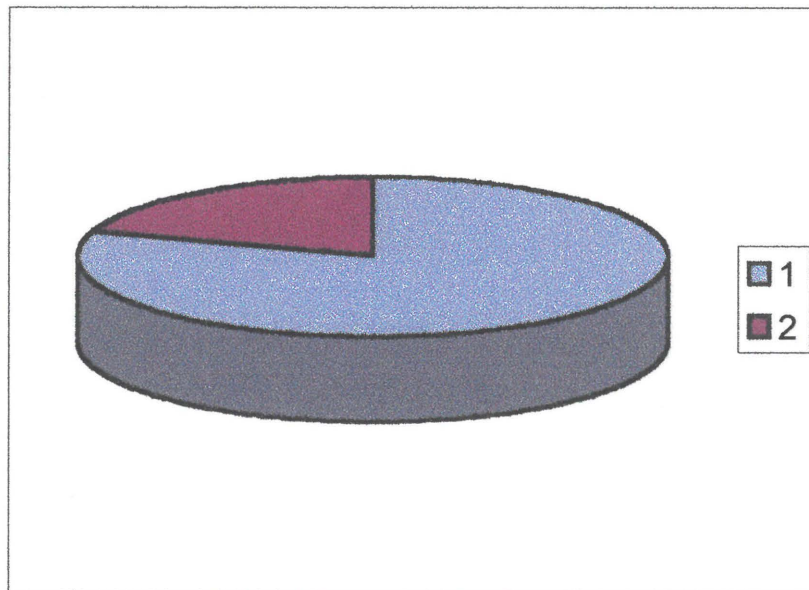
BLUE =   NO 80%

DISCUSSION

The minority of the respondents believe that social problems can be handled effectively without social workers because of the following reasons:

-       people have their own coping strategies as well as problem resolution strategies.

-       people use different support systems for help and guidance.

The majority of the respondents maintain that social problems cannot be handled effectively without the social workers because the knowledge, skill and training of social workers is needed for effective intervention. Facilitation of social workers is crucial in the management of psycho-social problems, social workers are specialists of psychosocial problems, social workers have the expertise in problem solving and conflict handling. The principle of confidentiality is valued by clients.

Straussner (1990:1) maintains that there has been a significant increase in social work interest and the presence in the world of work. This can be attributed to the fact that the qualifications of professional social workers are particularly suitable for effective practice in the workplace.

The researcher agrees with the above views. The training that social workers have is specialized and it makes their intervention unique, effective and efficient.

4.5   TABLE 4: UTILIZATION OF OCCUPATIONAL SOCIAL WORKERS BY MANAGEMENT (QUESTION 2.5)

LEVEL OF AGREEMENT/DISAGREEMENT			
YES		NO	
N	%	N	%
30	86	5	14

DISCUSSION

According to the above table the majority of respondents maintain that management utilizes the occupational social worker's services to help the workforce.

4.5.1 JUSTIFICATION OF ANSWERS: (QUESTION 2.6)

The minority of the respondents maintain that management is not utilizing the occupational social workers and the reasons provided are:

- Some of the management have a negative attitude towards the service.
- The service is still new in some areas and management is not utilizing the service yet.
- Management does not clearly understand the role of occupational social workers.

The majority of the respondents believe that the occupational social work services are utilized because:

- Management wants to protect itself against industrial courts.
- Problematic employees are all referred to social workers.
- It is evident from the number of formal referrals that management uses the services.
- There are well established EAP committees which have the support and the backing of management.

Millard (1991:45) contends that EAPS are management tools and resources for promoting and maintaining an efficient and productive workforce through provisions of work site based assistance for employees experiencing personal and work related problems as indicated in absenteeism, poor work performance and lost productivity.

The researcher agrees with Millard, these workplace human services are initiated by management to address the problems of the employees at the workplace and to enhance well-being and productivity.

4.6 TABLE 5: WORKFORCE AWARENESS OF OCCUPATIONAL SOCIAL WORK SERVICES (QUESTION 2.7)

LEVEL OF AGREEMENT/DISAGREEMENT			
YES		NO	
N	%	N	%
30	86	5	14

DISCUSSION

The majority of the respondents maintain that the workforce is aware of these services whilst the minority is of the opinion that the workers are not aware of the services.

4.6.1 MOTIVATION OF ANSWERS TO QUESTION 2.7

Reasons given for the positive answers are as follows:

- the high number of self referrals indicate the level of awareness.
- 70-80 percent of the cases are self referrals.
- marketing of the service is done on an ongoing basis and it creates the awareness of the service to the newly employed and the ex-leave.

The respondents whose answer was "no" provided the following reasons for their response.

- some employees are aware of the presence of the social workers but they do not understand their role and therefore they do not utilize the service.
- some employees are not aware of these services and the presence of social workers at the workplace.

According to Francek (1985:28) internal marketing is the systematic promotion of an EAP to a specified employee population. The promotion is carefully tailored to meet the needs of the workplace. Francek further maintains that a program is not successfully implemented until it has been satisfactorily marketed inside the organization.

In agreement, Sonnenstuhl and Trice (1986:17) point out that at a minimum, employees need to be aware of the company's policy and EAP policy and such information should be widely disseminated. Unfamiliarity with the policy and its scope is likely to prevent employees from using it or lead to inappropriate use.

The researcher agrees with the above authors. Thorough marketing should be done to inform the employees about a wide range of personal problems treated by EAP and occupational social workers, counseling services and the availability of referral to professional helpers when problems occur. This will ensure a high level of awareness and the utilization of the service.

4.7 FIGURE 3: OPINION ABOUT THE LABOUR FORCE BENEFITING FROM THE SERVICES (QUESTION 2.9)

YELLOW = NO 9%
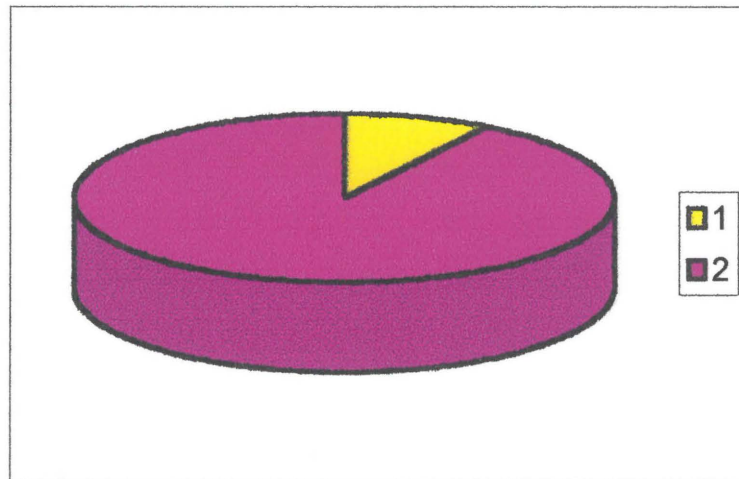
MAUVE = YES 91%

DISCUSSION

This figure shows that a relatively high percentage of the respondents believe that the labour force is benefiting from the services rendered by the occupational social workers because:-

- Clients overcome their problems and become functional and productive again.
- Feedback given by the users of the service suggest that the labour force is benefiting.
- Employees turn to the service whenever a need arises.

-       Colleagues and ex-clients refer other employees - this is a positive sign that they benefited.

The other respondents are of the opinion that the labour force is not benefiting from the service because the social worker is always used as the last resort when things have gone so wrong that the chances of resolving the problem are nil.

The researcher is of the opinion that through early identification, motivation and referral, the problem solving process will be enhanced and the clients will benefit from the service.

4.8   FIGURE 4:   NUMBER OF SELF REFERRALS PER MONTH PER OCCUPATIONAL SOCIAL WORKER

(QUESTION 2.11)

NUMBER OF SELF REFERRALS PER MONTH PER OCCUPATIONAL SOCIAL WORKER - Figure 4
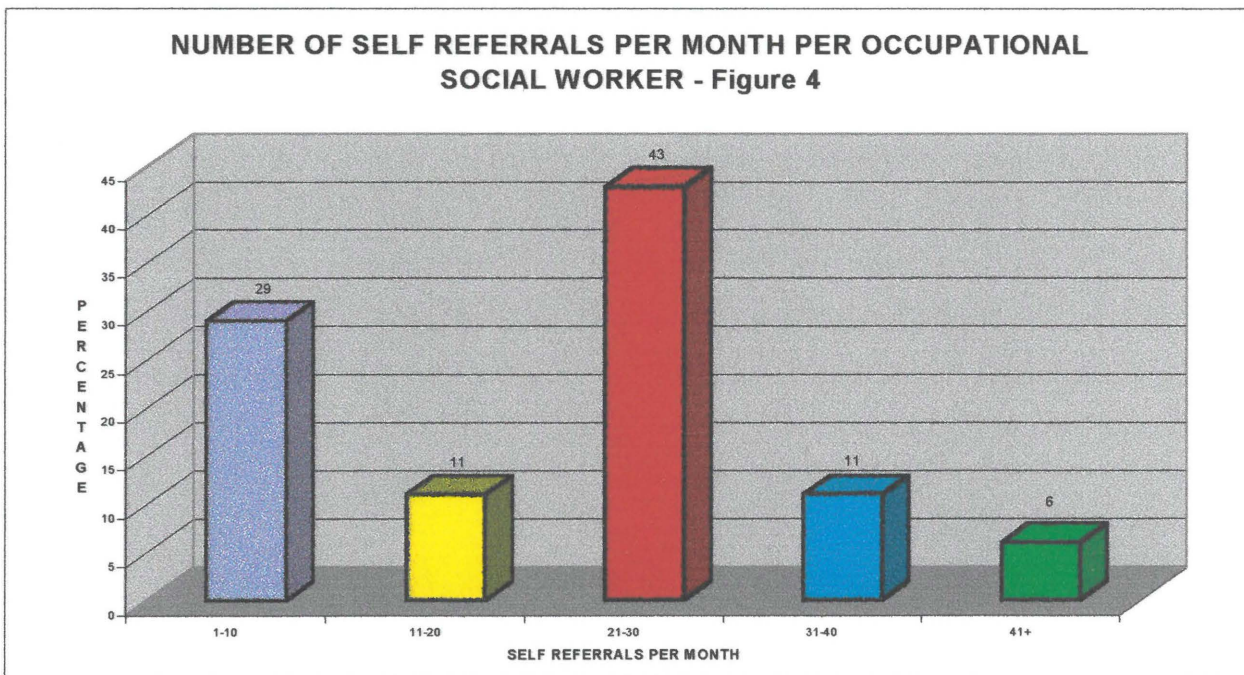
DISCUSSION

According to the above figure the majority of the respondents get between 21-30 self referrals per month. Depending on the number of employees of the particular organization, this might indicate a good penetration rate.

Balloun and Ward (1993:38) stress the fact that publicity should be ongoing and not just a one time deal. This publicity impacts on the level of awareness of the program and the utilization of the service.

The researcher believes that the more aware the employees are of the service, the more accessible and visible the service is , the more self referrals the practitioner will get.

4.9   TABLE 6:   COMMON PROBLEMS AMONGST SELF REFERRALS

(QUESTION 2.12)

COMMON PROBLEMS AMONGST SELF REFERRALS	N	%
MARITAL	15	43
FAMILY	10	28
ALCOHOL	4	11
DRUGS	3	9
STRESS	3	9
TOTAL	**35**	**100**

OTHER PROBLEMS

The following is a list of additional common problems which were pointed out by the respondents:

- HIV
- Personal problems
- Children's problems
- Non maintenance
- Work related

DISCUSSION

The above table shows that most of the self referrals are for marital and family problems.

Barker as cited by Wilson (1972:138) emphasizes that it is at family level that the migratory system pain is felt.
Migratory labour destroys the family unity by taking away for long months together the father, the brother, the son, the husband and the friend.

In agreement Stichter (1985:78) states that migrant labour brings about instability of marriage and high rates of separation and divorce.

The researcher agrees with the above authors. As a result of migration, family members live apart most of the time, coming together during the migrant's leave and visits home. This unusual situation is bound to cause problems both for the migrant and his family e.g. extramarital affairs, illegitimate children, family neglect and disorganization and financial problems like non-support.

4.10 **TABLE 7:** **A PERCEPTION ABOUT WHETHER THESE COMMON PROBLEMS CAN BE ATTRIBUTED TO ANY PARTICULAR REASON IN THE WORKPLACE (QUESTION 2:13)**

LEVEL OF AGREEMENT/DISAGREEMENT		
RESPONSE	N	%
YES	28	80
NO	7	20
TOTAL	35	100

DISCUSSION

The majority of the respondents agree that the common problems can be attributed to some factors in the work setting. The following is a list of all the reasons provided by the respondents to justify their answers:

- migratory workers are bored and lonely and as a result, they engage in extra marital affairs.
- long periods of separation from families create problems.
- lack of recreational facilities drive them to alcoholism.
- single sex hostels and the migratory labour system itself are problematic.
- stress caused by the transformation process in South Africa adds to the migrant's problems.
- stress caused by the fear of job loss and the drop in the gold price.
- bars which are available and accessible cause alcohol problems.

Few of the respondents (20%) maintain that problems are not necessarily caused by the migratory labour system. They pointed out that even people who have nothing to do with this system experience a lot of problems. They do not attribute the common problems experienced by employees to the work setting.

The researcher tends to agree with the majority of the respondents that the common problems can be attributed to the work setting. The migratory labour system is a wrecker of homes, and it has devastating effects on the migrants' families and on the migrants and their self development.

4.11 UNIQUE PROBLEMS EXPERIENCED BY MIGRANT LABOUR CLIENTS

In Question 2.14, the respondents were asked to indicate the unique problems that their migrant clients experience.

DISCUSSION

Some of the respondents indicated that there are no unique problems experienced by migrant clients.

The majority of the respondents gave the following list of unique problems experienced by migrant clients:

- Family disorganization
- Alcohol
- HIV
- STDS
- Stress
- Non maintenance

- Illegitimacy
- Marital problems
- Financial problems

The migratory labour system has various influences, effects and consequences on the migrants and their families. This brings about a wide range of problems and challenges. The list provided above shows that migrants are faced with varied and unique problems.

4.12 AN OPINION ABOUT UNIQUE DEMANDS DIRECTED AT OCCUPATIONAL SOCIAL WORKERS

In question 2.15 the respondents were asked to indicate the unique demands directed at them from their migrant labour clients.

DISCUSSION

Fifteen percent of the respondents maintain that there are no unique demands directed at them.

The majority of the respondents (80%) came up with a list of demands directed at them from their migrant clients:-

- They have to understand the diversity of cultures.
- Migrants demand guesthouses for their wives and longer visitation periods.
- Effective and efficient intervention and education on STDS and HIV/AIDS.
- Problem resolution and problem management skills.
- Effective family therapy.
- Alcohol programmes which are effective.

- Stress management programmes.
- They demand married quarters- they want to stay with their wives on the mine premises.
- They want medical care for their families.

Because of the variety of settings included under the occupational social work domain, and the fact that the workplace consists of many different interest groups affected by organizational, environmental and societal factors, the needs and problems that may be addressed in the occupational setting are diverse - du Plessis (1994:72).

From the above list of demands it is evident that the occupational social worker dealing with migrant workers has varied demands. The researcher agrees with du Plessis that the problems that have to be addressed in the work setting are diverse, different and many.

4.13 TABLE 8: NUMBER OF FORMAL/INFORMAL REFERRALS PER MONTH

(QUESTION 2:16)

NUMBER OF FORMAL REFERRALS PER MONTH	N	%
1-10	15	44
11-20	8	23
21-30	6	17
31-40	4	11
40+	2	5
TOTAL	35	100

DISCUSSION

To the researcher the above table suggests that the majority of the respondents get between 1-20 formal/informal referrals per month.

Wrich (1985:177) argues that referring employees for help with problems before the job performance is affected, is the hallmark of nearly every good EAP we have seen. Informal referrals usually lack the deterioration in work performance. The supervisor encourages troubled workers to seek help before their problems get worse.

Formal referrals refer to supervisors formally responding to employee performance and the unassessed personal problems that may lie behind them, Winkelpleck and Smith (1988:48). Formal referrals are used to motivate workers who display sub-standard job performance to seek assistance from the EAP in order to correct their job performance.

In most cases the early signs of potential impaired job performance are subtle and they may go unnoticed until a serious offence is committed. The number of referrals might be attributed to the disciplinary procedure followed. There are verbal warnings and written warnings before an employee appears before a disciplinary committee. Some of the employees correct their mistakes before being charged.

4.14 TYPE OF SOCIAL PROBLEMS REFERRED BY SUPERVISORS

Question 2.17 requested the respondent to state the type of problems referred by supervisors.

The following is a list of social problems referred by supervisors:

- Alcohol
- Absenteeism
- Sick leave abuse
- emotional problems
- Depression
- Drug abuse
- Post traumatic stress
- Interpersonal relationship problems
- Stress
- Aggression at work
- Poor job performance
- Increased accident rates
- Increased operating errors
- Increasingly unsatisfactory results in work quality and quantity

DISCUSSION

Planning for effective referrals to the EAP really begins during the initial planning for the EAP itself.

Hofmann (1984:53) states that supervisors are often the pipeline through which EAP staff can monitor the organization's emotional stability. Workplace supervisors occupy a key role in the operation and success of EAPS. Consequently, it is important that supervisors have a broad understanding of the EAP and its functions, become familiar with the referral mechanisms and be able to identify employees who they know are experiencing key changes in behaviour.

Foster (1982:21) maintains that supervisors need to be encouraged to acknowledge the existence of employee problems so that appropriate managerial assistance can be employed. He also emphasized that supervisors need to understand that their job is to deal with job performance issues only, the personal problems are the task of EAP staff.

From the list provided above, it shows that the supervisors are sticking to unsatisfactory work performance and not employees personal problems. The aim of this exercise is early identification, motivation for assistance and referral to restore job performance to the desired level.

4.15 AN OPINION ABOUT WHETHER THESE PROBLEMS CAN BE ATTRIBUTED TO THE MIGRATORY LABOUR SYSTEM

In question 2.18 the respondents were asked whether the social problems referred by the supervisors can be attributed to the migratory labour system.

DISCUSSION

The majority of the respondents (82%) are of the opinion that problems like alcohol, absenteeism, sick leave abuse, drug abuse, stress and aggression at work may directly result from the migratory labour systems. Boredom, loneliness, lack of recreational facilities, living away from home, loss of family values are all problems directly linked to the migratory labour system and they may cause the above stated problems.

Eighteen percent of the respondents believe that problems are all over even people who are not migrants experience these types of problems.

4.16 SIZE OF CASE LOAD

In response to question 2.19 some respondents stated their monthly case load whilst others stated their annual caseload.

DISCUSSION:

The monthly caseloads range from 30-100.

The yearly caseloads range from 300- ± 1500

The caseloads differ and this can be attributed to the following factors:-

- marketing of the service
- penetration rate
- awareness of the service
- utilization of the service

According to Winkelpleck and Smith (1988:51) employee utilization of EAP service is, to a great extent, a function of the success of ongoing workforce education and supervisory training. Both activities involve the active dissemination of information, although the specific purposes, audiences and dynamics vary.

The researcher agrees with the above authors in that the primary purpose of marketing and employee education, is that of familiarizing all intended target groups of the existence and potential benefits of employee assistance program services. Higher levels of workforce knowledge of and support for EAP services are likely to result in a greater number of referrals.

4.17 PERCENTAGE OF THE CLIENTELE BEING MIGRATORY WORKERS

(QUESTION 2.20)

DISCUSSION

The majority of the respondents stated that 50% - 80% of their clientele are migratory workers.

Migration system is so widespread and entrenched that it has undermined the rural economy to the extent that the survival of the people in the supplying regions is wholly dependent upon the earnings and remittances of the migrants - May and Natrass (1986:5).

In agreement Wilson and Ramphela (1989:199) contend that although migrant workers are found in other parts of the world, there is no country where such a system has existed for so long and has trapped so large a proportion of the labour force like South Africa.

The mining industries' labour force is largely migrant workers, hence the high percentage of clientele being migrant workers.

4.18 DIFFERENCES BETWEEN THE NATURE OF PROBLEMS EXPERIENCED BY MIGRANT LABOURERS AND THE LOCAL EMPLOYEES

(QUESTION 2:21)

Seventy four percent of the respondents are of the opinion that there are differences whilst twenty six percent do not see any difference in the nature of problems experienced by migrant labourers and the local employees.

DISCUSSION

According to the majority of the respondents, the most common problems experienced by migrants are marital, family, illegitimacy, non-maintenance, HIV, STDS, substance abuse and stress. All these problems are attributed to the migratory workers' separation from their families, loneliness and boredom. They engage in extra marital affairs out of loneliness, they end up having illegitimate children. They get involved with more than one woman, hence their exposure to HIV and AIDS. Some resort to alcohol indulgence to dull their pain of loneliness and boredom.

The respondents stated that the most common problems amongst the local employees are financial, late-coming, absenteeism and family abuse. No particular reasons were given why they experience these problems.

According to the researcher, the employees might experience the same type of problems but the extent is definitely going to differ between the migrants and the local employees e.g. there are more marital problems experienced by migrant workers than the local employees because of the situation they find themselves in.

4.19 TABLE 9: **AN OPINION ON COMMON PROBLEMS EXPERIENCED BY MIGRANT WORKERS AND LOCAL WORKERS**

(QUESTION 3.1)

LEVEL OF AGREEMENT/DISAGREEMENT								
COMMON PROBLEMS	**MIGRANTS**				**LOCAL EMPLOYEES**			
	YES		**NO**		**YES**		**NO**	
	N	%	N	%	N	%	N	%
Marital discord	30	86	5	14	15	43	20	57
Family disorganization	28	80	7	20	4	11	31	89
Alcohol	30	86	5	14	16	46	19	54
Drugs	10	29	25	71	10	29	25	71
Suicide	5	14	30	86	5	14	30	86
Aggression	4	11	31	89	3	9	32	91
Anxiety	5	14	30	86	3	9	32	91
Depression	15	43	20	57	10	29	25	71
Post traumatic stress	10	29	25	71	10	29	25	71
Health problems	25	71	10	29	5	14	30	86
Stress	20	57	15	43	5	14	30	86
Financial	18	51	17	49	12	34	23	66
Work related	15	43	20	57	16	46	19	54
AIDS	25	71	10	29	15	43	20	57
Violence and trauma	4	11	31	89	4	11	31	89

OTHER:

- Sexual abuse of children

DISCUSSION

Table 9 indicates that the most common problems amongst the migrants are marital, family disorganization, alcohol, AIDS and stress.

Migrant labour is the most vicious brute, it is an inherently anti-social process for in order to function it must break up families - Thomas (1987:113). Many migrant labourers remain faithful to their families but others succumb to the migratory labour system's terrible loneliness and despair and may start new families in the towns.

Ramphela (1993:64) holds that high alcohol intake by hostel dwellers has been linked by some to boredom and poor recreational facilities and she further explains that abuse of alcohol is also related to the need to "dull the pain of humiliation".

Problems common to the local employees are work related, alcohol, marital and financial. To the researcher the nature of problems experienced by the migrants could be interpreted as the effects of the migratory labour system.

4.20 **TABLE 10:   AN OPINION THAT OCCUPATIONAL SOCIAL WORKERS BASED AT SETTINGS WHERE MIGRATORY LABOUR IS PRACTICED DEAL WITH A WIDE VARIETY OF SOCIAL PROBLEMS (QUESTION 3.3)**

LEVEL OF AGREEMENT/DISAGREEMENT			
YES		NO	
N	%	N	%
31	88	4	12

Table 10 indicates that a relatively high percentage of the respondents is of the opinion that occupational social workers based at settings where migratory labour system is practiced deal with a wide variety of social problems.

The researcher agrees with these respondents. The migratory labour system poses a lot of challenges and demands to the employees, thus creating a variety of problems which need social work intervention.

4.21   TABLE 11:   SERVICES RENDERED BY OCCUPATIONAL SOCIAL WORKERS

(QUESTION 3.4).

SERVICE RENDERED	N	%
Consultation with management	10	29
Individual counseling	35	100
Group therapy	20	57
Training	11	31
Skills development programme	6	17
Family therapy	15	43
Self help programmes	5	14
Marketing	15	43
Marriage enrichment	8	23
Pre retirement	10	29
Primary health care	4	11
After care services	4	11
Educational programmes	8	23
Crisis intervention	20	57
Recreational programmes	3	9
Drug abuse	15	43
Alcohol abuse	30	86
Stop smoking	3	9
Stress management	24	69
AIDS	28	80

OTHER SERVICES

The following is a list of additional services which were pointed out by the respondents:

- multi-team approach i.e. case conferences with other health professionals
- community work
- liaising with external sources
- rehabilitation

DISCUSSION

Table 11 indicates that the most important and commonly practiced roles of the occupational social workers are:

- individual counseling
- AIDS counseling
- stress management
- group therapy
- crisis intervention
- alcohol counseling

Googins and Godfrey (1987:2) contend that social workers now counsel employees on a wide range of personal, family and social problems, present policy positions on community relations to corporate executives, mediate disputes, develop and conduct stress management programmes and assist corporations on issues such as lay offs and retirement. Googins and Godfrey maintain that these and other interventions stand as a monument to the responsiveness of the social work profession and its ability to identify and tackle new problem areas and population groups whose problems have previously been ignored or underserved.

The above authors sum up the activities of the occupational social workers in the above paragraph. The researcher is of the opinion that the interventions of the occupational social workers are varied and wide and this makes the social workers uniquely suited to the industrial setting - the social worker helps the individual to have maximal functioning at work, in the family and in society.

4.22   TABLE 12:   ROLES OF OCCUPATIONAL SOCIAL WORKERS IN HELPING TROUBLED EMPLOYEES (QUESTION 4.1)

ROLE	MIGRANT		LOCAL	
	N	%	N	%
Educator	14	40	13	37
Advocate	12	34	12	34
Initiator	11	31	12	34
Liaison officer	13	37	13	37
Consultant	13	37	8	23
Broker	7	20	5	14
Monitor	13	37	12	34
Collaborator	7	20	7	20
Trainer	12	34	12	34
Planner	11	31	12	34
Organizational development	8	23	9	26
Enabler	13	37	12	34
After care agent	7	20	5	14
Change agent	12	34	12	34
Linkage agent	12	34	12	34
Referral agent	13	40	13	37
Researcher	9	26	12	34
Facilitator of change	13	37	15	43
Corporate social responsibility	6	17	6	17
Reconstructive agent	10	29	8	23

OTHER - Mentor

DISCUSSION

According to Table 12 the roles of the occupational social workers in dealing with troubled employees do not differ where migrants and local employees are concerned. A logical conclusion here would be that the same type of services are rendered to both groups and what might be the difference, is the extent to which the one group might use the type of service.

4.23 FIGURE 5:   A PERCEPTION ON WHETHER OCCUPATIONAL SOCIAL WORKERS DEALING WITH MIGRANT WORKERS HAVE ADDITIONAL TASKS AND ROLES

(QUESTION 4.3)
BLUE - YES 70%
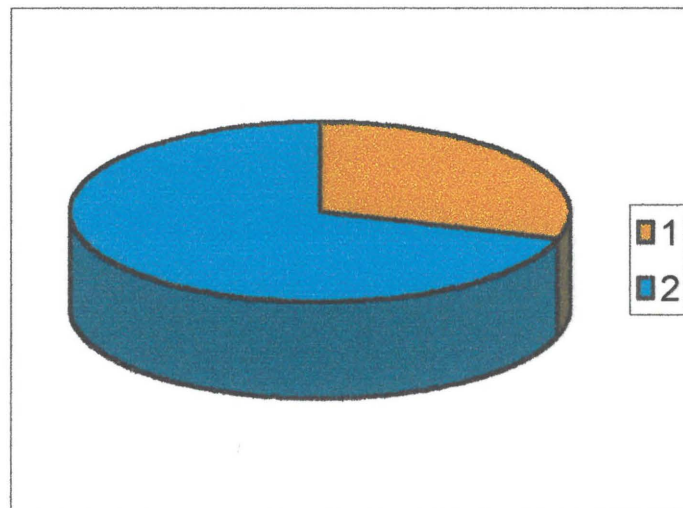
ORANGE - NO 30%

DISCUSSION

Figure 5 reflects that a relatively high percentage of respondents (70%) are of the opinion that occupational social workers dealing with migratory workers have additional roles and tasks as compared to the social workers in other agencies e.g. social workers based at magistrates offices, clinics etc.

The following reasons were given in support of the above statement (Question 4.4)

-      these occupational social workers are faced with more challenges, tasks and roles in dealing with migrant problems like financial, alcohol, HIV, marital and family neglect.

-      they need to be fully equipped in handling a wide variety of problems.

-      they need additional skills and knowledge.

-      they are mostly faced with social and work related problems because they are based at the workplace.

-      social workers find it difficult to deal with the employees because of their illiteracy and strong cultural beliefs.

-      management expects "miracles" and quick solutions from social workers and this puts a lot of pressure on these practitioners.

-      their roles are many. e.g. advocate, monitor, facilitator, educator - this results from the diverse cases handled.

- the migrants behave uniquely because of the vast variety of problems caused by the migratory labour system and single sex hostels.

The researcher agrees with the respondents about the many challenges faced by the occupational social workers dealing with migratory workers. They deal with a multicultural workforce, they deal with a wide variety of problems ranging from family, marital, work related alcohol, drug abuse, stress, AIDS and many others. This definitely poses a lot of challenges for these workers.

4.24 LIMITATIONS IN SERVICES RENDERED TO THE MIGRANT LABOURERS

In question 4.5 the respondents were asked to state limitations in their service to migrant labourers.

The following limitations were stated.

- Families of the migrants are out of reach. Where the family has to be involved in the intervention of the social worker, it becomes difficult.

- Workers/migrants become aggressive and unco-operative when their wives or families report cases to the social workers. They feel exposed and humiliated.

- Lack of knowledge of all languages (multilingualism) poses a serious language barrier.

- Diversity of cultures - things are done differently - they differ from culture to culture. This is problematic to the social workers.

- Some subjects are regarded as taboo and therapists find it difficult to address those issues – e.g. sexual issues.

- When dealing with marital problems, issues are tackled superficially, a quick solution is needed to release the wife to go back home.

- Wives of migrants are afraid to present their real problems for fear of :
  a)   being assaulted
  b)   being divorced or rejected
  c)   straining relationships
  d)   husbands taking a discharge from work - some husbands threaten to quit their jobs should their wives report at the social worker's office.

- Where management doesn't support the service, social workers find it difficult to operate effectively.

- After care services are lacking.

- The service is not fully utilized. Some workers still view the service with suspicion.

- Some occupational social workers complain that they are not visible and accessible enough e.g. those who are based at the hospital.

In the researcher's opinion the biggest limitations are:

-   wives who stay too far from their husbands - where family therapy is necessary, this situation makes it impossible.

-   the multicultural nature of the workforce, one of the most difficult challenges faced by the practitioners.

5. SUMMARY

Occupational social work addresses different needs and problems in the occupational setting.

A generic knowledge base is necessary but specialist knowledge is needed in industrial/occupational settings. It is clear that demands are many and the activities would demand new knowledge and a set of new practice skills. Not having such knowledge and skills base may feel very limiting to the occupational social worker.

Social workers dealing with migrant workers need a broad knowledge base in order to address the varied problems encountered by the migrants.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

The purpose of research is to gather information in order to test the hypothesis or answer various questions addressed by the study. Certain conclusions have to be made from the data gathered, and based on those conclusions some recommendations should be provided

In this Chapter the researcher will present her conclusions and recommendation about the study.

5.2 CONCLUSIONS AND RECOMMENDATIONS

5.2.1 ASSESSMENT OF SOCIAL WORK SERVICES

* CONCLUSION

Social workers are important members of the industry personnel. They possess the skills and knowledge necessary to treat troubled employees and they enhance the occupational and the social functioning of employees.

* RECOMMENDATION

Social workers should be included in the personnel serving in the human services in order to identify and to tackle problem areas which other industry personnel cannot handle.

5.2.2 UTILIZATION OF OCCUPATIONAL SOCIAL WORKERS BY MANAGEMENT

* **CONCLUSION**

Occupational social work and EAPS are management tools and resources for promoting and maintaining an efficient and productive work site based assistance for employees experiencing personal and work related problems. It is utilized by management to enhance productivity and the well-being of the employees.

* **RECOMMENDATION**

- Management should support and give backing to occupational social workers and EAP structures in order to benefit from their service.

- Management should be in a position to make early identification of problem workers and motivate them and make immediate referrals before work performance is affected.

- A clear understanding of the role of occupational social workers by management is crucial, this will ensure profitable use of the service.

5.2.3 WORKFORCE AWARENESS OF OCCUPATIONAL SOCIAL WORK SERVICES

* **CONCLUSION**

The majority of the workforce is aware of these services and they
utilize the service through formal, informal and self referrals.

* **RECOMMENDATION**

Ongoing marketing of the service is recommended to create awareness of the
workers. The workforce need to get the message often until they get used to the
idea.

5.2.4 LABOUR FORCE BENEFITS FROM THE SERVICE:

* **CONCLUSION**

The labour force is benefiting from the services rendered by the
occupational social workers. This has been evident from the
numerous self referrals.

Clients overcome their problems and become functional and productive again,
positive feedback is received from clients, supervisors and ex-clients.

* **RECOMMENDATION**

The service should be made as visible and accessible as possible and it should be
thoroughly marketed to enhance full utilization and optimal benefit.

5.2.5 UNIQUE PROBLEMS EXPERIENCED BY MIGRANT LABOUR CLIENTS

* **CONCLUSION**

The migratory workers do experience varied and unique problems, e.g. family disorganization, alcohol, HIV/AIDS, STDS, stress, non-maintenance, illegitimacy, marital and financial problems.

* **RECOMMENDATION**

- Married quarters have been recommended as a solution to most of the abovenamed problems. This will help lessen boredom, loneliness, long periods of separation from families, temptation to get involved in extramarital affairs and the other problems caused by living in single sex hostels.

- Effective and efficient programmes are needed to address the different problems experienced e.g. coping skills training, alcohol programmes, stress management, budgeting skills, problem resolution and problem management skills training and education on STDS and HIV/AIDS.

5.2.6 UNIQUE DEMANDS DIRECTED AT OCCUPATIONAL SOCIAL WORKERS

* **CONCLUSION**

    There are a lot of unique demands directed at occupational social workers dealing with migrants. The diversity of cultures, different levels of education and literacy, different interest groups, environmental and societal factors, the different needs and demands of the migrants pose a lot of challenges to the occupational social workers.

* **RECOMMENDATION**

- Additional specific knowledge regarding service delivery is required for effective practice in occupational social work.

- New knowledge and a set of new practice skills are needed to address the varied and the many challenges faced by the occupational social workers.

5.2.7 ADDITIONAL TASKS AND ROLES OF OCCUPATIONAL SOCIAL WORKERS

* **CONCLUSION**

    Occupational social workers dealing with migratory workers are faced with more challenges, tasks and roles. This results from the varied problems caused by the migratory labour system.

It must, however, be made clear that their tasks and roles are many but they are not different from those of the other social workers.

*   **RECOMMENDATION**

- These occupational social workers need to be fully equipped in handling the varied and wide range of problems experienced by migrants.

- They need additional skills and knowledge in order to be effective and efficient.

- Cross cultural awareness and ability to handle cultural differences is crucial in the social workers' intervention.

6.   **SUMMARY**

Occupational social workers render an important service which is utilized by the workforce to enhance their social and occupational well being. If properly utilized, these services can benefit management by way of enhancing productivity and the workforce by improving their well being. Occupational social workers dealing with migrant workers are faced with a lot of challenges which demand additional skills and broad knowledge base, tasks and roles. This confirms the hypothesis of this study which is – "if the migratory workers experience unique social problems then certain roles and tasks will be demanded of the occupational social workers dealing with these problems" - the migrant workers do experience a wide variety of unique social problems caused by the migratory labour system.

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ANNEXURE "A"

-1-

QUESTIONNAIRE

TO

OCCUPATIONAL SOCIAL WORKER

TITLE: THE ROLE OF THE OCCUPATIONAL SOCIAL WORKER IN
DEALING WITH THE SOCIAL PROBLEMS OF MIGRANT
LABOURERS.

RESEARCHER: NNAE COLLEEN KGATSHE
DEPARTMENT OF SOCIAL WORK
UNIVERSITY OF PRETORIA

* Please answer this questionnaire as thoroughly as possible.
* Please answer questions in any of the following manner:
  - Select the answer of your choice by marking with an (X) in space of choice or
    by circling the applicable number or by describing shortly in words where applicable.
* Anonymity is guaranteed.
* Your willingness to complete this questionnaire is appreciated.
* Please use enclosed envelope for return.

NOTE : THE TERM LOCAL EMPLOYEES REFERS TO PEOPLE WHO
WORK ON THE MINE BUT WHO ORIGINATE OR RESIDE IN THE
AREA AROUND THE MINE I.E. NON MIGRANTS.

ANNEXURE "B"

SECTION 1.

1. **BIOGRAPHICAL DETAILS.**

1.1 Indicate your sex.

MALE	
FEMALE	

1.2 State your age in years. ....

1.3 Indicate at which company you are employed...

1.4 State your highest qualification ....

1.5 Indicate your professional experience in years.

1-11 months	1
1-3 years	2
4-7 years	3
8-10 years	4
11-15 years	5
16-20 years	6
21-25 years	7
26-30 years	8
31 years +	9

1.6 Where are you based?

Hospital	
Hostel	
Centre for Human Development	

Other (Specify). ....

....

SECTION 2.

2. **ASSESSMENT OF SOCIAL WORK SERVICES:**

2.1   Would you describe the social worker as an important member of the industry personnel?

YES	
NO	

2.2   Motivate your answer to 2.1.

....

....

....

2.3   Do you think that social problems could be effectively handled without the intervention of social workers?

YES	
NO	

2.4   Give reasons for your answer to 2.3.

....

....

....

2.5   Is the management utilizing the services of the occupational social workers, that is, do they refer troubled employees for help?

YES	
NO	

2.6   Justify your answer to 2.5...

....

2.7 Is the work force/labour force in your organisation aware of the services of occupational social workers in assisting troubled employees?

YES	
NO	

2.8 Motivate your answer to 2.7...
....
....

2.9 In your opinion, would you say the labour force is benefiting from the service of the occupational social worker?

YES	
NO	

2.10 Motivate your answer to 2.9...
....
....

2.11 How many self-referrals do you get per month?

1-10	
11-20	
21-30	
31-40	
41-50	
51+	

2.12   Which problems are common amongst the SELF REFERRALS? Mark them in order of frequency e.g. 1 for the most common problem.

Marital	
Family	
Alcohol	
Drugs	
Stress	

Other (Specify)...

....

2.13   Would you attribute these common problems to any particular factor or reason in their WORK SETTING?

YES	
NO	

Justify your answer..

....

....

2.14   What unique problems do migrant labourers who are your clients experience?

....

....

....

2.15   What unique demands are directed at you from your migrant labourer clients?

....

....

....

2.16 How many mandatory referrals (i.e. formal and informal) do you get per month?

1-10	
11-20	
21-30	
31-40	
41-50	
51+	

2.17 What type of social problems do supervisors usually refer?

....

....

2.18 Can these problems be attributed to the migratory labour system?

| YES | |
| NO | |

Motivate your answer...

....

....

2.19 State the number/size of your case load..

2.20 State the percentage of your case load being migrant workers..............................

2.21 Describe the differences between the nature/type of problems experienced by the
migrant labourers and the local employees..

....

....

SECTION 3

SERVICE:

3.1 Which of the following problems are common to the local employees and to the migrant labourers? Please indicate with "X" in appropriate box.

	LOCAL EMPLOYEES		MIGRANTS	
PROBLEM	YES	NO	YES	NO
1. Marital discord				
2. Family disorganisation				
3. Alcohol				
4. Drugs				
5. Suicide				
6. Aggression				
7. Anxiety				
8. Depression				
9. Post traumatic stress				
10. Health problems				
11. Stress				
12. Financial				
13. Work related				
14. AIDS				
15. Violence and trauma				

Other (Specify)...

....

3.2 Specify type of problems not addressed by the occupational social worker in 3.1 above...

....

3.3 State whether you agree or disagree with the following statement.

STATEMENT   AGREE   DISAGREE

Statement	AGREE	DISAGREE
Occupational social workers based at settings where migratory labour is practised deal with a wide variety of social problems.		

3.4 Do you render the following services?

SERVICE   YES   NO

SERVICE	YES	NO
Consultation with management		
Individual Counselling		
Group therapy		
Training		
Skills development programmes		
Family therapy		
Self help programmes		
Marketing		
Marriage enrichment and guidance		
Pre-retirement programmes		
Primary Health Care		
After Care Services		
Educational programmes		
Crisis intervention		
Recreational programmes		
Preventative programmes e.g.		
- Drug abuse		
- Alcohol abuse		
- Stop smoking		
- Stress management		
- AIDS		

3.5 Are there other activities that you are engaged in which are not mentioned in 3.4 above? Please specify...

....

....

SECTION 4

ROLES OF OCCUPATIONAL SOCIAL WORKERS:

4.1 The following are roles of occupational social workers in helping troubled employees i.e. the local employees and migrant labourers. Indicate whether you agree or disagree.

ROLE	LOCAL EMPLOYEES		MIGRANT LABOURERS	
	AGREE	DISAGREE	AGREE	DISAGREE
Educator	----------	------------	-------	-------------
Advocate	----------	------------	-------	-------------
Initiator	----------	------------	-------	-------------
Liaison officer	----------	------------	-------	-------------
Consultant	----------	------------	-------	-------------
Broker	----------	------------	-------	-------------
Monitor	----------	------------	-------	-------------
Collaborator	----------	------------	-------	-------------
Trainer	----------	------------	-------	-------------
Planner	----------	------------	-------	-------------
Organisational development	----------	------------	-------	-------------
Enabler	----------	------------	-------	-------------
After Care Agent	----------	------------	-------	-------------
Change Agent	----------	------------	-------	-------------
Linkage agent	----------	------------	-------	-------------
Referral agent	----------	------------	-------	-------------
Researcher	----------	------------	-------	-------------
Facilitator of change	----------	------------	-------	-------------
Corporate social responsibility officer	----------	------------	-------	-------------
Reconstructive agent	----------	------------	-------	-------------

4.2   Are there other additional roles which are not mentioned in 4.1 above? Specify.

....

....

4.3   Compared to social workers in other agencies, would you say occupational social workers dealing with migrant labourers have additional tasks and roles?

YES	
NO	

4.4   Justify your answer to 4.3...

....

4.5   State limitations in your services to migrant labourers:

....

....

....

....

....