

Appendix F

Questionnaire to Administration Staff

1. Biographical Information

1.1 How old are you?

18 - 23	24 - 29	30 - 34	35 - 39	40 - 45	46 - 51	52 - 57	58 - 63	64 and above
1	2	3	4	5	6	7	8	

1.2 State your gender

1.3 State your rank

1.4 Number of years employed by the University...

1.5 What is your marital status? ...

1.6 How many children do you have? ...

1.7 What is your highest qualification? ...

1.8 To which population group do you belong? ...

2. Changes in higher education

2.1 Are you familiar with the current changes in higher education?

Yes 1	No 2
----------	---------

2.2 If yes, indicate, on a scale of 1 – 5 whether you are comfortable with the following changes in higher education. (NB. 1= very uncomfortable; 2= somewhat uncomfortable; 3 = uncomfortable; 4= somewhat comfortable and 5= very comfortable)

		Very Uncomfortable		Very Comfortable		
2.2.1	Modularization of courses	1	2	3	4	5
2.2.2	Higher Education No. 1/ 1997 Act	1	2	3	4	5
2.2.3	Council on higher education	1	2	3	4	5
2.2.4	Accreditation of programs in higher education	1	2	3	4	5
2.2.5	Quality promotion in higher education	1	2	3	4	5
2.2.6	Report on size and shape in higher education	1	2	3	4	5
2.2.7	National Qualifications Framework	1	2	3		4
2.2.8	Conditions of service for employees in higher Education	1	2	3	4	5
2.2.9	Employment Equity Act	1	2	3	4	5

3. University of the North as an employing organisation

3.1 How clear are you about the following processes in your university? (Use the following scale, where 1= Very unclear; 2 = somewhat unclear; 3 = unclear; 4 = somewhat clear and 5= very clear)

		Very Unclear		Very clear		
3.1.1	Mission of the university	1	2	3	4	5
3.1.2	Vision of the university	1	2	3	4	5
3.1.3	Goals of the university	1	2	3	4	5
3.1.4	Promotion criteria	1	2	3	4	5
3.1.5	Conditions of your employment	1	2	3	4	5

3.2 How frequently do the following processes unfold in your section?

		Never			Always	
3.2.1	Performance appraisal?	1	2	3	4	5
3.2.2	Supervision	1	2	3	4	5
3.2.3	Mentoring	1	2	3	4	5
3.2.4	Coaching	1	2	3	4	5

3.3 How easy / difficult is it to bring about change in your campus?

Somewhat easy	Very easy	Uncertain	Somewhat difficult	Very difficult
1	2	3	4	5

3.4 Are you a member of a trade union?

Yes	No
1	2

3.5.1. If yes, name the trade union

...

4. Communication Patterns

4.1 On average, how frequently do you communicate with each of these staff members per week?

		Never			Always	
4.4.1	Academic staff	1	2	3	4	5
4.4.2	Administration staff	1	2	3	4	5
4.4.3	Support services staff	1	2	3	4	5

4.2 How frequently do you communicate with academic staff members in your section/ department/ faculty?

		Never			Always	
		1	2	3	4	5
4.2.1	Face to face	1	2	3	4	5
4.2.2	Telephone	1	2	3	4	5
4.2.3	Memo	1	2	3	4	5
4.2.4	Circular	1	2	3	4	5
4.2.5	Fax	1	2	3	4	5
4.2.6	e-mail	1	2	3	4	5
4.2.7	Meeting	1	2	3	4	5

4.3 How frequently do you communicate with administration staff in your section / department/ faculty?

		Never			Always	
		1	2	3	4	5
4.3.1	Face to face	1	2	3	4	5
4.3.2	Telephone	1	2	3	4	5
4.3.3	Memo	1	2	3	4	5
4.3.4	Circular	1	2	3	4	5
4.3.5	Fax	1	2	3	4	5
4.3.6	e-mail	1	2	3	4	5
4.3.7	Meeting	1	2	3	4	5

4.4 How frequently do you communicate with support services staff in your section / department/ faculty?

		Never			Always	
		1	2	3	4	5
4.4.1	Face to face	1	2	3	4	5
4.4.2	Telephone	1	2	3	4	5
4.4.3	Memo		1	2	3	4
4.4.4	Circular	1	2	3	4	5
4.4.5	Fax	1	2	3	4	5
4.4.6	e-mail	1	2	3	4	5

4.4.7 Meeting 1 2 3 4 5

5. Employee Behaviour

5.1 How often does academic staff in your department/ faculty experience the following problems?

		Never			Always	
		1	2	3	4	5
5.1.1	Stress	1	2	3	4	5
5.1.2	Finances	1	2	3	4	5
5.1.4	Drugs	1	2	3	4	5
5.1.5	Marital	1	2	3	4	5
5.1.6	Health	1	2	3	4	5
5.1.7	Absenteeism	1	2	3	4	5
5.1.8	Slowness	1	2	3	4	5

5.2. How often does administration staff in your section/ faculty experience the following problems?

		Never			Always	
		1	2	3	4	5
5.2.1	Stress	1	2	3	4	5
5.2.2	Finances	1	2	3	4	5
5.2.3.	Alcohol	1	2	3	4	5
5.2.4	Drugs	1	2	3	4	5
5.2.5	Marital	1	2	3	4	5
5.2.6	Health	1	2	3	4	5
5.2.7	Absenteeism	1	2	3	4	5
5.2.8	Slowness	1	2	3	4	5

5.3 How often does support services staff in your section experiences the following problems?

		Never			Always	
		1	2	3	4	5
5.3.1	Stress	1	2	3	4	5
5.3.2	Finances	1	2	3	4	5
5.3.3	Alcohol	1	2	3	4	5
5.3.4	Drugs	1	2	3	4	5
5.3.5	Marital	1	2	3	4	5
5.3.6	Health	1	2	3	4	5
5.3.7	Absenteeism	1	2	3	4	5
5.3.8	Slowness	1	2	3	4	5

6. Employee Services

6.1 If your colleague experienced any of the problems in 5, and the university had a facility on campus to address the problem, which facility would you refer your colleague to?

On campus facility 1	Off campus facility 2
-------------------------	--------------------------

6.2 If you had any of the problems in 5, and you had a choice between an on campus facility and an off campus facility, which would you utilise?

On campus facility 1	Off campus facility 2
-------------------------	--------------------------

6.3 Do you think members of staff in your department/ faculty/ section will benefit from more information on the following?

		Yes	No
6.3.1	How to manage personal problems?	1	2
6.3.2	How to manage marital problems?	1	2
6.3.3	How to prepare for retirement?	1	2

6.3.4	How to deal with personal reactions to downsizing?	1	2
6.4	Can you benefit from more information on the following?		
		Yes	No
6.4.1	How to manage personal problems?	1	2
6.4.2	How to manage marital problems?	1	2
6.4.3	How to prepare for retirement?	1	2
6.4.4	How to deal with downsizing?	1	2

Thank you for your time

Appendix G - Data collection instrument for the focus groups

Mengwaga 1	Naa o nyetswe/ o hladile/ o tlogetse ke molekani/o hlokofaletswe ke molekani	Bana 2	O na le mengwaga e kae o somela university? 3	O fihlile kae ka dithuto 4	Naa o leloko la union?	
					Eng 5	Aowa 6

1. Do you experience personal problems as employees
Naa, le na le mathata bjale ka basomi?
2. What kind of personal problems do you experience as workers on this campus?
Ke mathata a mohuta ofe?
3. How do you deal with such personal problems?
Mathata a le dira eng ka ona goba le a fenyha bjang?
4. Do you think a work site service will be helpful in addressing your problems?
Ge go ka be go na le lefelo mo khamphaseng mo re be go re ka isa mathata a gona, naa o be ka somisa lefelo leo?
5. Do you think such a service will be supported by your trade union.
Naa thuso ya mohuta woo/ lefelo leo le be le ka thekgwa ke union?
6. Should that service exist, who should drive the delivery machinery?
Naa ge lefelo le ka ba gona, le swanetse go laolwa ke mong mosomo goba union goba mong mosomo le union ba hlakane?
7. Where should the service be housed?
Naa, o bona nka lefelo la swanetse go bewa kae mo khamphaseng?
8. Will you be prepared to contribute financially for the provision of this service?
Naa, o ka rata go lefa setseka go humana thuso go tswa lefelong le?
9. Do you think this service will address all kinds of problems that employees encounter?



Private Bag X1106
SOVENGA
0727
SOUTH AFRICA
Tel: (0152) 268-2100
Fax: (0152) 267 0142
International Tel: 27 (152) 268 2100
International Fax: 27 (152) 267 0142

TO WHOM IT MAY CONCERN

The bearer, Mr. **S.L. Sithole**, has been given permission to do research on the need for an employee assistance programme in our institution for his doctoral studies.

As the results of the research are likely to benefit the University, you are humbly requested to assist him.

Thanking you in anticipation for your cooperation.

Yours sincerely

PROF. C.L. MACHETHE
ACTING VICE-CHANCELLOR & PRINCIPAL
14 November 2000