A NEEDS ASSESSMENT FOR AN EMPLOYEE ASSISTANCE PROGRAMME AT STERKFONTEIN PSYCHIATRIC HOSPITAL

BY

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A RESEARCH REPORT

Submitted in partial fulfilment of the requirements for the degree

MA (SW) Management

FACULTY OF HUMANITIES

UNIVERSITY OF PRETORIA

DEPARTMENT OF SOCIAL WORK

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MAY 2003
DEDICATION

This is dedicated to the sweet memory of my precious grandfather, Nkabane J. Ramoroesi, and my lecturer, Mrs Sibongile C. Mamasela.
ACKNOWLEDGEMENTS

First and foremost, I would like to thank God and my Guardian Angel, who gave me the strength, willpower and perseverance to complete this study. My sincere gratitude and appreciation also go to the following people:

- Professor L.S. Terblanche and the late Mrs S.C. Mamasela for their presentation of the EAP course in my first year of study, which helped me to focus on my choice of study.

- Dr F.M. Taute for her guidance throughout, as my supervisor. She also provided me with support, motivation, encouragement and her belief in me that I could complete my study earlier than I thought.

- Mrs M.C. Mauer – of the University of Pretoria, Department of Statistics for doing the analysis.

- Sterkfontein Management for allowing me to conduct the research (study).

- My colleague, Seipati Pitse, for her advice, support and encouragement.

- My co-workers, Neliswa Khumalo, Zipporah Sigwili, Vusi Matshazi and Mr Evans Manyama, for their help, support and encouragement.

- My children, Thato, Tshiamo and Reabetswe, for their love and understanding when I could not provide them with attention.
- My sister, Ntibi, and my mother, Matlakala, for jointly taking over the care of my children to allow me time for my study and at the same time providing them with motherly love.

- All the people who helped with the typing of my study material (in all its forms), especially Mrs Benita Coetzee.

- Mrs F. Velosa for professional language editing.

- My friend, Thandi Mabena-Mogotsi, for encouraging me to study EAP at Pretoria University.

- Daphne, Mercy, Malmsey, Oupatjie and Angy for their love and support.

- The Management, Clinical Staff, Administrative Staff, Nurses and general workers for their participation in the study and their valuable contribution.

- My family of origin and my extended family – for their understanding and support, especially my aunt, Aletta, my grandmother Mamogami, and Tshepo.

Mamogani Magdeline Lentsoe
A needs assessment for an Employee Assistance Programme at Sterkfontein Psychiatric Hospital

Employee Assistance Programmes are the various interventions in the workplace, which are aimed at helping employees who are experiencing personal and work-related problems.

The purpose of this study was to determine whether there is a need for a structured Employee Assistance Programme (EAP) at Sterkfontein Psychiatric Hospital. In this study, the researcher utilised a quantitative approach due to the nature of the research topic under investigation, which is geared towards the assessment of the needs of employees for an EAP, because she wants to base her knowledge gained on objective measurements of the real world, not on someone’s opinion, beliefs or past experiences.

The researcher utilised applied research in this study to explore the need for an EAP programme that might be designed/introduced to solve employee problems.

For this study, the researcher opted for a combination of an exploratory-descriptive design, due to the fact that little is know about the phenomenon, group or programme.

The researcher used a combination of interval/systematic sampling and random sampling to complement each other in eradicating any bias that has the potential of occurring when applying interval/systematic sampling.

To achieve representation and precision in this study, the researcher divided the total population of 525 Sterkfontein employees into five categories according to their
departments and attached the actual number of employees in a particular department as reflected in the staff establishment document of Sterkfontein Psychiatric Hospital to the appropriate stratum.

The results derived from this endeavour were thus: Management (25), Clinical Staff (45), Administration (44), Nurses (253) and the General Assistants (158). The researcher divided each employee in each respective category by one tenth or 10% in order to know how many respondents from each category could be included in the sample, and added together all the figures derived from such a division to obtain a sample size of 53 respondents for the study. As a result, the researcher came up with the following respondents in five (5) categories of employees: - Management (3), Clinical (5), Administration (4), Nurses (25) and General Assistants (16).

The researcher compiled only one questionnaire for all five (5) categories of Sterkfontein Psychiatric Hospital employees because EAP recognises that employees start from the CEO to the lowest paid employee in the company and, as such, considers all employees to be equal.

The investigation illustrated some limitations in the normal running of the hospital. Most of the respondents had both personal and work-related problems, which impacted negatively on the hospital. There were no mechanisms in place that were geared towards helping troubled employees or providing skills in handling troubled employees. Hence, from these limitations, it became clear that there is a need for an Employee Assistance Programme at Sterkfontein Psychiatric Hospital.

List of Key Concepts

Employee Assistance Programme
Troubled Employee
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