

Addendum A.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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#### STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

- \* define your role/function within the administrative office
- \* determine whether your own particular skills equip you for the job you do
- \* establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it. Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This will assist your Steering Committee in addressing some of the problems we are all experiencing with our work.

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The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).  
The idea behind the questions marked with an asterisk (\*) is to help you to formulate your

answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the appropriate word. (example: No)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular

question, you are free to leave it unanswered.

Thank you.

Lv]

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

I; What is the title of your job?

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2. What is the purpose \_of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

Â°

\* Why does CODESA need you?

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you\_letter\_of employment?

Yes/No) oka bil Auch ren SUWMV EG Ar LEY

4. YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If I f\_emplo nt includ job description that \_jo cription \_ trul

descri the job \_that\_yo' loing?

Yes

\* Are you doing more work than you were led to believe you would be doing?

/No

\* Have any of the tasks you were originally given been taken away from you?

YesiNo?

\* Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

/No

5. Ple list\_the tasks \_yo orm day of the week.

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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Ader racvhareec rrkeo-

6. Are \_you full ied every day with your duties? )

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Do you often work overtime?

(Yes/No

= Are there days when you have very little to do?

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ts What do you think \_could done to spread \_your\_work load \_m evenl 0 that yo! Be

v ay but not overloaded or on on ? Manarse ::

= Are you involved in the planning of your work schedule?

Yes/No

\* Are you consulted about deadlines made?

Yes(No.

= Could your work schedule be planned more effectively?

YesINO SYA YBE -- +++ 5 WIR Seme (Apurt Aer mn Gtrrt-

\* Are there people available whom you can ask to help you on very busy days?

WESINO

\* Are you willing to help others when you are not very busy?

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8. Do\_you\_experien job\_satisfaction?

Yes/No ~

\* Are you happy in the work that you do?

(Yes/No

\* Are you confident about the work you are doing?

Yes(No) TOF AKWAYS 1 HNACLORMR (NSFC LCreoNS AF FIVIINRKAS

\* Do you find your work boring and monotonous?

Yes(No)

\* Do you feel that you are capable of taking more responsibility for the work you  
do? , \_

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. Do you have the authority to make decisions and use your initiative in the work  
you do?

(YeiINO

\* Does anybody check the work you do?

Yes(No/

\* Does your work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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\* Do you feel appreciated for what you are doing?

[No â\200\234sS-trirey

\* Are you confused about your work, and worried that you may not be performing properly?

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\* Do you need more training in some of your tasks?

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9. What do you enjoy about your job?

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11. think of ways of improvin our\_job\_satisfaction?

Yes/No

\* Would you be willing to learn new skills in order to give your job more variety?

(Yes/No

\* Do you already have skills which are not being utilised, and which you know could  
be used in the office?

\* â\200\234Would you be willing to teach some of your skills to your colleagues?

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12. Please list the skills you have which not being us tt\_ which could be used in the office.

13. Pl list the skill woul willing to learn in order improve your j  
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14. Are you ha with th nditio in whi work?

Yes/No

\* Is your office a pleasant place in which to work?

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bi Do you have your own work station/desk?

/No :

bo Do you have access to all the equipment you need to do your work properly?

Yeq(No?

Have you been trained to use the equipment confidently and efficiently?

Yes(No?

\* Is the atmosphere in your office pleasant?

YesINo 2 POU SAOFE LOAN MSATILS

\* Do you enjoy a good working relationship with your colleagues?

YesINo Â° wer Arent

\* Do you enjoy a good working relationship with your supervisors?

Yes/No â\200\235 gw THE Wwreoce - MAR Pre Sovy Art lEIAE YNe\*MW~

\* Are you afraid to ask for assistance and advice? LGâ\200\231

. Yes/No fer (they - Eâ\202¬xter7 OF PEeTrLE WHO ANE Mnenoeer

Is help available if you need it? Won dune ane

0 blumer ;

\* Are you afraid of making mistakes?

(Yes/No

\* Are there opportunities for you to take reasonable breaks for tea and lunch?

Yes/INO sen G77 Â© +

\* Is there time in which to attend to personal matters?

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What could be done to improve the conditions in which you work?

\* Is there a need for more equipment?

Cons

ss there a need for more staff to be employed?

Yes/INo ? MÃ@Qmer tCorncAn ZF

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/No

\* Should lunch and tea breaks be longer/more frequent?

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\* ould work hours be regulated (that is, fixed to begin and end at specific times)?

Yes/No 7 FttÃ@er@te Fen swnnierstm Ah 6 en-ewce

\* Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

Yes/No .â\200\235

\* Should a social function for staff and their immediate families be arranged (a

weekend braai, perhaps)?

(Yes/No

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16. How \_do you feel about your job security?

\* Are you worried about the future of CODESA?

(Yes/No

\* Does this affect your attitude towards your job?

/No

\* Do you feel helpless about this?

Yes(No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

sas NW WEES

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DRAFT AGENDA OF THE ADMINISTRATION STAFF MEETING ON WEDNESDAY 11 MARCH  
1992 AT THE WORLD TRADE CENTRE AT 10H00  
Report-back on work-to-date of the Administration Staff Steering Committee (ASSC)  
1.1 Matters arising from last meeting  
+ Salaries  
+ Fax machines  
re Identity cards  
1.2 Matters arising from meeting with Working Group Secretaries  
1.3 Matters arising from meeting with Administration  
Staff questionnaire (Addendum A)  
Relocation of workstations of administrative assistants  
Staff lunches in main dining room on Mondays and days of Working Group meetings

Any other business

Date of next meeting

@  
COMENTION FOR A DEMOCRATIC SOUTH AFRICA  
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PO Box 307, Isando, 1600. South Africa.  
telephone (011) 397-1198/99. Fax (011) 397-2211



Addendum A

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Thank you.

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

1 What is the title of your job?

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2. What is the purpose\_of your job?

\* \G) How does your work contribute towards what CODESA is trying to achieve?

\* ib Do you understand what CODESA is trying to achieve?

Yes/No

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3; When \_ you were appointed to the staff\_of CODESA, were you given \_a job description  
in

you \_letter\_of employment?

YesiNo)

4. YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If letter\_of employment \_\_ includ jo! iption hat\_j cription 1  
describe the job th ou\_are doing?

Yes/No :

\* Are you doing more work than you were led to believe you would be doing?

Yes/No

\* Have any of the tasks you were originally given been taken away from you?

Yes/No

\* Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

Yes/No

5. Ple list the. tasks \_you perform each day of the week. A: Le

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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6. Are you fully occupi Vv ay with your duties?

Yes

\* Do you often work overtime?

Yes/No

\* ã@s there days when you have very little to do?

/No

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re

usy\_ eV ay\_but\_not\_ overload r\_bored\_on any on ?

\* e you involved in the planning of your work schedule?

/No ,

\* e you consulted about deadlines made?

No

= Could your work schedule be planned more effectively?

Yes/No

\* there people available whom you can ask to help you on very busy days?

0

\* Are you willing to help others when you are not very busy?

/No

8. D experien job\_satisfaction?

No

\* Are you happy in the work that you do?

No

\* Æ@ you confident about the work you are doing?

/No

\* Do you find your work boring and monotonous?

Yes

\* Do you feel that you are capable of taking more responsibility for the work you  
do?

/No

\* Do you have the authority to make decisions and use your initiative in the work  
you do?

Yes/No

. Does anybody check the work you do?

oO

\* Does your work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

No

Do you feel appreciated for what you are doing?

No

Are you confused about your work, and worried that you may not be performing properly?

Yes

Do you need more training in some of your tasks?

Yes/No

11. Can you think of ways of improving your job satisfaction?

Yes/No

\*

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Would you be willing to learn new skills in order to give your job more variety?

Â°

Do you already have skills which are not being utilised, and which you know could

be used in the office?

Yes/No

Would you be willing to teach some of your skills to your colleagues?

Wes/No

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ADMIN\GENADMIN\QUEST.AG (2)

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Please\_list the skills you have which are not being used, but which could be used in the

Pl list\_ the skill ou would willing to learn \_in order\_to improve satisfaction.

VY ox J Pefect

14. Are \_you\_ha with the conditions in which you work?

GeÂ¥No

\* Gano office a pleasant place in which to work?

Do a have your own work station/desk?

GON have access to all the equipment you need to do your work properly?

Ã©o a been trained to use the equipment confidently and efficiently?

fe aie in your office pleasant?

Do oo enjoy a good working relationship with your colleagues?

D oe enjoy a good working relationship with your supervisors?

Ae 08 afraid to ask for assistance and advice?

Yes

help available if you need it?

0

e you afraid of making mistakes?

FoNo

there opportunities for you to take reasonable breaks for tea and lunch?

Yes/No

Ene time in which to attend to personal matters?

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What could be done to improve the conditions in which you work?

\* (A) a need for more equipment?

\* ( ) Is there a need for more staff to be employed?

Yes/No

\* (C) Should the offices be made more comfortable and \_ attractive?

Yes/No

\* (A) Could lunch and tea breaks be longer/more frequent?

Â°

\* (A) Should work hours be regulated (that is, fixed to begin and end at specific times)?

Â° -Yes

\* (d) Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

Yes/No

\* (9) Should a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

GeÂ°/No

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16. How \_do you feel about your job security?

\* Are you worried about the future of CODESA?

Â°

\* Does this affect your attitude towards your job?

Yes

\* Do you feel helpless about this?

Yes/No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

Addendum A  
ADMIN\GENADMIN\QUEST.AG (2)  
ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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#### STAFF QUESTIONNAIRE

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- \* define your role/function within the administrative office
- \* determine whether your own particular skills equip you for the job you do
- + establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it. Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

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Please note that each question is designed as follows:  
The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).  
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answer.

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The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular question, you are free to leave it unanswered.

Thank you.

â\200\230i  
Stes Â©



â\200\234Dianne

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

1. What is the title of your job?

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2; What is the purpose of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

/No

\* Why does CODESA need you?

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3. When \_ you were appointed to the staff of CODESA, were you given a job description i  
n

you\_letter\_of employment?

Yes (NoÂ»

4. YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If\_your letter of employment includes a jo cription hat\_j escription |

descri the job th ing?

Yes/No

\* Are you doing more work than you were led to believe you would be doing?

Yes/No

\* any of the tasks you were originally given been taken away from you?

JNo

\* Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

Yes/No

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

6.

\* Do you often work overtime?

Yes.

\* Are there days when you have very little to do?

no

a What do you think could be done to spread \_your work load\_m evenl 0 that you  
b Vv ay but not overload or\_bo on\_any\_on: ?

\* Are you involved in the planning of your work schedule?

Yes

\* Are you consulted about deadlines made?

Yes.

\* Could your work schedule be planned more effectively?

Yes/No Not really -

~ Are there people available whom you can ask to help you on very busy days?

(Yes/No

\* Are you willing to help others when you are not very busy?

(eso

8. Do \_you\_experien job\_satisfaction?

Yes/No

\* Are you happy in the work that you do?

Â°

\* Are you confident about the work you are doing?

Â°

\* Do you find your work boring and monotonous?

Yes

\* Do you feel that you are capable of taking more responsibility for the work you  
do?

Â°

\* Do you have the authority to make decisions and use your initiative in the work  
you do?

Yes.

\* Does anybody check the work you do?

Yes/No

- Does your work need to be checked?

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Yes (No)

\* Do you feel appreciated for what you are doing?

Â°

\* @ you confused about your work, and worried that you may not be performing properly?

Yes

\* Do you need more training in some of your tasks?

Yes/

x Would you be willing to learn new skills in order to give your job more variety?

/No

- Â@ you already have skills which are not being utilised, and which you know could

be used in the office?

Yeq/No) Wot reall -

\* you be willing to teach some of your skills to your colleagues?

es/No

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12. Please\_list the skills you have which are not being used, but which could be used\_i  
n the

office.

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13. Please \_\_list\_the skill ou would be willing to learn in order improv our

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14. Are\_you\_ha with the conditions in which you work?

FNo

Is your office a pleasant place in which to work?

(Y8/No

\* Do you have your own work station/desk?

0 ;

\* Do you have access to all the equipment you need to do your work properly?

/No

\* Have you been trained to use the equipment confidently and efficiently?

/No

\* the atmosphere in your office pleasant?

(ane

\* Do you enjoy a good working relationship with your colleagues?

/No

\* Â© you enjoy a good working relationship with your supervisors?

oO

\* 28 afraid to ask for assistance and advice?

Yes/No

\* oon available if you need it?

0

\* Are you afraid of making mistakes?

Yes(No)

\* Arethere opportunities for you to take reasonable breaks for tea and lunch?

fe oO

\* here time in which to attend to personal matters?

feaNo

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What could done \_to improve the conditions in which you work?

\* Is there a need for more equipment?

/No

there a need for more staff to be employed?

Y

ould the offices be made more comfortable and attractive?

ino

ould lunch and tea breaks be longer/more frequent?

Â¥i

Should work hours be regulated (that is, fixed to begin and end at specific times)?

bs

vos there be regular social get-togethers for staff after work (once a week,  
once a month) so that people can get to know each other better?

Y

Should a social function for staff and their immediate families be arranged {a

weekend braai, perhaps)?

ve(h)

How do you feel about your job security?

\* Are you worried about the future of CODESA?

Yes/N

Does~this affect your attitude towards your job?

Yes,

Do you feel helpless about this?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

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Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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STAFF QUESTIONNAIRE

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Thank you.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

1. What is the title of your job?

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2: What is the purpose of your job?

- How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

Y 0

\* Why does CODESA need you?

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3. When you were appointed to the staff of CODESA, were you given a job description in  
your letter\_of employment?

0

4. YOU DO

NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO

QUESTION 3 IS "NO".

If\_your\_letter\_of employment includes a job description, does that job description trul  
y  
e u\_are\_ doing?

\* ae you doing more work than you were led to believe you would be doing?

\* a = of the tasks you were originally given been taken away from you?

7 Â°

the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

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5. Please\_list the tasks you perform each day of the week.

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

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8. Do\_you\_experien job\_satisfaction?

Yes/No

\* Are you happy in the work that you do?

Wes/No

\* Are\_you confident about the work you are doing?

\* Â© you find your work boring and monotonous?

Yes (No\_

\* Do you feel that you are capable of taking more responsibility for the work you do? ee YG .

(Yes/No Auk Â£ Cal Cnr Â£ aX ax SPEGL

\* Do you have the authority to make decisions and use your initiative in the work you\_do?

0

\* Does anybody check the work you do?

Yes/No

\* Does your work need to be checked?

MVOe Bre hno AGE

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL \STAFF QUESTIONNAIRE

\* Do you feel appreciated for what you are doing?  
on Ole ligate Â\$ â\200\224 SEltonr UAV GGEA~ 207

\* Are you Â¢onfused about your work, and worried that rs may not be performing properly?  
Yee?

\* Do you need more training in some of your tasks?

YestNo"

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9. What do you enjoy about your job?

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10. What ou dislike a our\_job?

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11. an think of ways of improvin our\_j atisfaction?

Yes/No

\* Would you be willing to learn new skills in order to give your job more variety?

Â°

\* Do you already have skills which are not being utilised, and which you know could be used in the office?

\* Would you be willing to teach some of your skills to your colleagues?

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12. Please\_list the skills you have which are not being used, but which could be used in the office.

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14. ou\_ha with the conditi in which you work?

YesiNo

\* Is your office a pleasant place in which to work?

Yes/NoÂ»

\* Do you have your own work station/desk?

0

\* Do you\_have access to all the equipment you need to do your work properly?

Yes(No , ,

\* Have you been trained to use the equipment confidently and efficiently?

Yes(Noâ\204¢

\* Is the atmosphere in your office pleasant?

Yes(Noâ\200\235

= Do you enjoy a good working relationship with your colleagues?

0

\* Do you enjoy a good working relationship with your supervisors?

Yes/No 7 \_

\* Are you afraid to ask for assistance and advice?

Yes(Noâ\200\235

- Is help available if you need it?

0

\* Are you afraid of making mistakes?

esto. not exert Â» Ax Olistihe An

\* Are there opportunities for you to take reasonable breaks for tea and lunch?  
es/No

\* Is there time in which to attend to personal matters?

(Yes/No



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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What could be done to improve the conditions in which you work?

\* Is there a need for more equipment?

AesINo

\* Is there a need for more staff to be employed?

Yes/No Ro fs |

\* Should the offices be made more comfortable and \_ attractive?

\* ould lunch and tea breaks be longer/more frequent?

Y

\* Should\_work hours be regulated (that is, fixed to begin and end at specific times)?

Yi \

\* Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

YesINo S00 Oc Caswuna/ Cv 7 cy (A er?

\* Should a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

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16. How\_do you feel about your job security?

= Are you worried about the future of CODESA?

No

\* Does this affect your attitude towards your job?

wesINo

\* Do you feel helpless about this?

GesiNo

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

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DRAFT AGENDA OF THE ADMINISTRATION STAFF MEETING ON WEDNESDAY 11 MARCH  
1992 AT THE WORLD TRADE CENTRE AT 10H00

1. Report-back on work-to-date of the Administration Staff Steering Committee (ASSC)

1.1 Matters arising from last meeting

+ Salaries

+ Fax machines

+ Identity cards

1.2 Matters arising from meeting with Working Group Secretaries

1.3 Matters arising from meeting with Administration

2. Staff questionnaire (Addendum A)

3. Relocation of workstations of administrative assistants

4. Staff lunches in main dining room on Mondays and days of Working Group meetings

5. Any other business

6. Date of next meeting

a

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Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

- \* define your role/function within the administrative office
- \* determine whether your own particular skills equip you for the job you do

establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it: Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This will assist your Steering Committee in addressing some of the problems we are all experiencing with our work.

Please note that each question is designed as follows:

The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).

The idea behind the questions marked with an asterisk (\*) is to help you to formulate your answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the appropriate word. (example: No)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular question, you are free to leave it unanswered.

Thank you.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What \_ is the hs of your job?

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3. When \_you were appointed to the staff\_of CODESA, were you given\_a job description in  
you \_letter\_of employment?  
ves)

4. YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If your letter \_of employment includes a job description hat\_job description trul  
descri the job th Qu doing?

Yes/No

\* Are you doing more work than you were led to believe you would be doing?

Yes/No

\* Have any of the tasks you were originally given been taken away from you?

Yes/No

\* Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

Yes/No

a: Ple list\_the\_tasks rform each day of the week.

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What is the purpose of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

oO

\* Why does CODESA need you?

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see eeeeececsnes

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

6.

\* Do you often work overtime?

No

\* re there days when you have very little to do?

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â\200\230he What do you think could be done to spread your work load more evenly, so th  
at \_you\_are

usy\_ eV d ut \_not overload or\_bored\_on one day?

~ Are you involved in the planning of your work schedule?

Yes/No

\* Are you consulted about deadlines made?

0

\* Ould your work schedule be planned more effectively?

Yes/No

\* Are there people available whom you can ask to help you on very busy days?

%, A oO

\* Are you willing to help others when you.are not very busy?

Ã°

8 Do\_you\_experien job\_satisfaction?

CYes)No

r e you confident about the work you are doing?

Ã°

\* you. find your work boring and monotonous?

Yes/

\* Do you feel that you are capable of taking more responsibility for the work you  
do?

CesINo

\* Do you have the authority to make decisions and use your initiative in the work  
you do?

Yes/No

\* Does anybody check the work you do?

Ã°

\* Does your work need to be checked? â\200\230Yes



ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Yes/No

\* you feel appreciated for what you are doing?

No

\* e you confused about your work, and worried that you may not be performing properly?

Y

\* Do you need more training in some of your tasks?

Yes/No

9 What do you enjoy about your job?

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11. an\_you\_ think of ways of improvin our\_job\_satisfaction?

Yes/No

\* Would you be willing to learn new skills in order to give your job more variety?

No

\* Do you already have skills which are not being utilised, and which you know could be used in the office?

Yes/No

\* Would you be willing to teach some of your skills to your colleagues?

â\200\230YesJNo

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What could be done to improve the conditions in which you work?

\* Is there a need for more equipment?

( TaINo

\* Is there a need for more staff to be employed?

Yes/No

\* Should the offices be made more comfortable and attractive?

Yes/No

\* Should lunch and tea breaks be longer/more frequent?

No

\* vette hours be regulated (that is, fixed to begin and end at specific times)?

Yes

\* Shou d\_ there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

No

\*

ould a social function for staff and their immediate families be arranged (a

weekend braai, perhaps)?

( YesINo

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16. How \_do you feel about your job security?

\* Are you worried about the future of CODESA?

Oo

= Does this affect your attitude towards your job?

vest)

- Do you feel helpless about this?

Yes/No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

Jone /Mercho ASG

Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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LYING AROUND AND SHOULD NOT, UNDER ANY CIRCUMSTANCES, LEAVE THE  
BUILDING

#### STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

\* define your role/function within the administrative office

determine whether your own particular skills equip you for the job you do

establish whether the skills you have could be put to better use elsewhere in the  
office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting  
to answer the questions in it. Members of your Steering Committee are available to assist you with  
any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This  
will assist your Steering Committee in addressing some of the problems we are all experiencing  
with our work.

Please note that each question is designed as follows:

The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).

The idea behind the questions marked with an asterisk (\*) is to help you to formulate your  
answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the  
appropriate word. (example: No)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty  
space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of  
us to improve our work situation. However, if you do not feel comfortable answering a particular  
question, you are free to leave it unanswered.

question, you are free to leave it unanswered.

Thank you.



Fane Moher >

ADMIN\GENADMIN\QUEST. AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What is the title of your job?

1.  
Ge

2 What is the purpose of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* you understand what CODESA is trying to achieve?

No

\* Why does CODESA need you?

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SAC. A PBARSS.. LL ADR A iat: Cell yEH bu Ag ADMMLLC.E A, orvveccevenenones  
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When you were appointed to the staff of CODESA, were you given  
a letter of employment?

Yi A°O

on DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

Is your letter of employment a description  
of the job that you are doing?

Are you doing more work than you were led to believe you would be doing?

Yes!

Have any of the tasks you were originally given been taken away from you?

A°

Are the tasks you believed you would enjoy doing when you were interviewed still

part of your job?

No

Please list the tasks you perform each day of the week.

Monday:

Tuesday:

Wednesday:

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nencentent ot)

Thursday:

7.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

ev day with your duties?

â\200\234CASI... AL.

What do you think could be done to spread your work load more evenly, so that  
bu Vv day but not overload or on one ?

\* Are you involved in the planning of your work schedule?

NY

Are~you consulted about deadlines made?

esfNo

Could-your work schedule be planned more effectively?

es/No

there people available whom you can ask to help you on very busy days?

es/No

(Ya you willing to help others when you are not very busy?

/No

job\_ satisfaction?

\* Are you happy in the work that you do?

YeÂ«/No

\* you confident about the work you are doing?

Yes/No

Do you find your work boring and monotonous?

Yed/No

Do you feel that you are capable of taking more responsibility for the work you  
do?

Gor

Â© you have the authority to make decisions and use your initiative in the work

ou do?

WesINo |

Does\_anybody check the work you do?

Yes

Does your work need to be checked?

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12. Please list the skills you have which are not being used, but which could be used \_  
in the

office.

\  
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13. Ple: list\_ the skills you would willing to learn in order \_to improv our  
satisfaction.

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14, Are happy with the conditions in which you work?  
Yes(Wo } 2  
\*

Is your\_office a pleasant place in which to work?

Yes(No  
\* fresh have your own work station/desk?  
es/No  
\* you have access to all the equipment you need to do your work properly?  
Yes  
\* Have\_you been trained to use the equipment confidently and efficiently?  
Ye  
\* Is the<atmosphere in your office pleasant?  
Yes{No  
\* Do you enjoy a good working relationship with your colleagues?  
CeshNo  
\* you enjoy a good working relationship with your supervisors?  
(YesINo  
\* Are afraid to ask for assistance and advice?  
Y  
\* help available if you need it?  
Yes/No  
\* Are. you afraid of making mistakes?  
Â°  
\* Are there opportunities for you to take reasonable breaks for tea and lunch?  
Yes{N  
\* Is th time in which to attend to personal matters?  
Yes(No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15, What could be done to improve the conditions in which you work?

\* Is there a need for more equipment?

es/No

\* Soe a need for more staff to be employed?

Yes/No â\200\230

\* (rh the offices be made more comfortable and attractive?

Â°

\* Ould lunch and tea breaks be longer/more frequent?

Yes/No

\* = 9 ii hours be regulated (that is, fixed to begin and end at specific times)?

YeskNo

\* Should there be regular social get-togethers for staff after work (once a week, ce a month) so that people can get to know each other better?

&

\* Ould a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

Yes/No

16. How \_do you â\200\230feel about your job security?

- Are you worried about the future of CODESA?

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\* Does this affect your attitude towards your job?

Yes/No

\* Do you feel helpless about this?

Yes/No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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Addendum D

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

- \* define your role/function within the administrative office
- \* determine whether your own particular skills equip you for the job you do
- \* establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it. Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This will assist your Steering Committee in addressing some of the problems we are all experiencing with our work.

Please note that each question is designed as follows:  
The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).  
The idea behind the questions marked with an asterisk (\*) is to help you to formulate your

answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the appropriate word. (example: o)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular question, you are free to leave it unanswered.

Thank you.



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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What is the title of your job?

job?

How does your work contribute towards what CODESA is trying to achieve?

Do you understand what CODESA is trying to achieve?

Why does CODESA need you?

Are you were appointed to the staff of CODESA, were  
you letter of employment?

: number

Are ages Ard Oy oe te a

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NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO". Did you

Are you doing more work than you were led to believe you would be doing?

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ave

of the tasks you were originally given been taken away from you?

Yes/No

Are the tasks you believed you would enjoy doing when you were interviewed \_ still

of your job?

/No

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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you often work overtime?

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oe Are there days when you have very little to do?

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e you involved in the planning of your work schedule?

\* you consulted about deadlines made?

es/No

\* ven your work schedule be planned more effectively?

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\* Are there people available whom you can ask to help you on very busy days?

Yes/No

\* ou willing to help others when you are not very busy?

No

8 Do \_ yo en job\_satisf: ?

oO Wier ws,

\* you happy in the work that you do?

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\* Are you confident about the work vou are doing?

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\* Do you-fina your work boring and monotonous?

Yes

\* Do you feel that you are capable of taking more responsibility for the work you  
do? 3 Neod Lo koe we, etna bey Warr

(Yes/No WIINAL ; ~

\* Do you have the authority to make decisions and use your initiative in the work  
you do?

ea

\* D anybody check the work you do?

(esiNNo

\* Does your work need. to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Ges)No C reds)

\* Do you feel appreciated for what you are doing?

â\200\230Yee No

= Are you confused about your work, and worried that you may not be performing properly?

Yed/N

\* Do you need more training in some of your tasks?

Oo

\* a you be willing to learn new skills in order to give your job more variety?

Â°

\* Do you already have skills which are not being utilised, and which you know could

be "a in the office?

Yes

\* Yen you be willing to teach some of your skills to your colleagues?

Yes/No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Please\_list\_the skills you have which not bein ut\_which Id\_be in\_the office.

Please \_\_l he \_skil woul willin learn \_in\_ order improv satisfaction.

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ha with the conditi in\_ which you work?

Yes/No

\* Is your office a pleasant place in which to work?

/No

\* Â@ you have your own work station/desk?

0

\* Do you have access to all the equipment you need to do your work properly?

Yes â\200\230

\* Have~you been trained to use the equipment confidently and efficiently?

Yes/No

\* Is the atmosphere in your office pleasant?

/No

\* Do you enjoy a good working relationship with your colleagues?

Wee Ne

\* Do you enjoy a good working relationship with your supervisors?

es/No al

\* ou afraid to ask for assistance and advice?

Ye

\* Is help available if you need it?

/No

\* Are you afraid of making mistakes?

Â°

\* Are there opportunities for you to take reasonable breaks for tea and lunch?

Yes(So"

\* Is theretime in which to attend to personal matters?

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. Wh | don improv conditior in which you work?

\* (ait a need for more equipment?

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= there aneed for more staff to be employed?

Yes No.

\* Showd the offices be made more comfortable and attractive?

Yes) No

\* Should lunch and tea breaks be longer/more frequent?

es{No

\* uld work hours be regulated (that is, fixed to begin and end at specific times)?

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\* Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

Yes/No

\* Should a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

Yes/No

16. How \_do you feel about your job security?

\* Are you worried about the future of CODESA?

YeqNo)

\* Does os affect your attitude towards your job?

Y

\* Do you feel helpless about this?

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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Addendum A  
ADMIN\GENADMIN\QUEST.AG (2)  
ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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#### STAFF QUESTIONNAIRE

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Thank you.



ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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es/No

\* Do you often work overtime?

Yes/No

\* Are days when you have very little to do?

Yes(No

Ts What do you think could be done to spread your work load more evenly, so that you  
busy ev: day \_but\_not overload or\_bo on\_any\_ one day?

\* Are you involved in the planning of your work schedule?

Yes

\* Are you consulted about deadlines made?

Yes/No

\* Could your work schedule be planned more effectively?

â\200\230Yes/No

\* Are there people available whom you can ask to help you on very busy days?

No

\* YesINo, willing to help others when you are not very busy?

Â°

8. Do you \_experien job\_satisfaction?

0

= Are you happy in the work that you do?

Yes/No

\* you confident about the work you are doing?

YeyNo

\* Do you find your work boring and monotonous?

Yes/No

\* Do you feel that you are capable of taking more responsibility for the work you

2

/No

\* Do you have the authority to make decisions and use your initiative in the work  
you do?

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\*

a check the work you do?

Yes{No

\* Does your work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Yes)

Do you feel appreciated for what you are doing?

Yes/No

Are you confused about your work, and worried that you may not be performing properly?

YesiNd

RetiNo need more training in some of your tasks?

+/No

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hink of ways of improvin job\_ satisfaction?

uld you be willing to learn new skills in order to give your job more variety?  
/No

0 you already have skills which are not being utilised, and which you know could be used in the office?

Yes (No

Would you be willing to teach some of your skills to your colleagues?

Yes/No

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12: Please\_list the skills you have which are not being used, but which could be used i  
n the

office.

13. Please \_list\_the skills would willin learn\_\_in er\_to improve your  
satisfaction.

14. Are\_you\_hai with the conditions in whi ou\_work?

Yes/No

\* Is-your office a pleasant place in which to work?

% es/No

\* you have your own work station/desk?

/No

\* Do you have access to all the equipment you need to do your work properly?

Â°

\* ave you been trained to use the equipment confidently and efficiently?

Yes/No

\* he atmosphere in your office pleasant?

/No

\* Do you enjoy a good working relationship with your colleagues?

(Yes/No

\* Do you enjoy a good working relationship with your supervisors?

/No

\* Are you afraid to ask for assistance and advice?

Yes

\* Is help available if you need it?

Yes.

\* Are you afraid of making mistakes?

Yes.

\* Are there opportunities for you to take reasonable breaks for tea and lunch?

/No

\* Is as time in which to attend to personal matters?

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\* Is there a need for more equipment?

Yes/No

\* Is there a need for more staff to be employed?

Yes/No

\* Should the offices be made more comfortable and attractive?

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\* uld lunch and tea breaks be longer/more frequent?

Yes/No

\* Should work hours be regulated (that is, fixed to begin and end at specific times)?

Yes/No

\* Should there be regular social get-togethers for staff after work (once a week, a month) so that people can get to know each other better?

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\* Should a social function for staff and their immediate families be arranged (a

weekend braai, perhaps)?

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16. How do you feel about your job security?

\* you worried about the future of CODESA?

Yes/No

\* Does this affect your attitude towards your job?

Y

\* Do you feel helpless about this?

YediNo

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

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Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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## STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

- \* define your role/function within the administrative office

- \* determine whether your own particular skills equip you for the job you do

- \* be establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it. Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This will assist your Steering Committee in addressing some of the problems we are all experiencing with our work.

Please note that each question is designed as follows:  
The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).  
The idea behind the questions marked with an asterisk (\*) is to help you to formulate your

answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the appropriate word. (example: o)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular question, you are free to leave it unanswered.

Thank you.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

1. What is the title of your job?

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2. What \_is the of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* you understand what CODESA is trying to achieve?

( Ye

\* y does CODESA need you?

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3. Wh ou were appointed to the staff of CODESA, w Qu\_giv job description in  
you\_letter\_of employment?

Oo ea

4. = DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If\_your letter \_of employment includ jo cription, \_d that\_j iption |  
describe the job \_that\_yo ing?  
Â°

\* Are you doing more work than you were led to believe you would be doing?

Yesfl

\* Have any of the tasks you were originally given been taken away from you?

Yes/t

\* Are the tasks you believed you would enjoy doing when you were interviewed still

of your job?

/No

. Please\_list\_th oO orm \_e

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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6. Are\_you full\_ied\_\_ev wi ur ies?

Yes/No

Do you often work overtime?

Yes/No Serr nh 4S

\* Are there days when you have very little to do?

YeiNe)

7. What \_do you think coul lone\_to spread your work load more \_evenl oO

us: Vv day but not overload or on\_any\_on ?

\* re you involved in the planning of your work schedule?

( Yes/No /

\* , you consulted about deadlines made?

es/No

\* uld your work schedule be planned more effectively?

Yes/No

\* Are there people available whom you can ask to help you on very busy days?

es/No :

~ you willing to help others when you are not very busy?

/Yes/No

\* find your work boring and monotonous?

\* Do you feel that you are capable of taking more responsibility for the work you

do

Â°

\* you have the authority to make decisions and use your initiative in the work

you do

Yes (No/

\* Doesâ\200\234anybody check the work you do?

Yes/No

\* D our work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Yesitto)

Do. you feel appreciated for what you are doing?

Yes/No

you confused about your work, and worried that you may not be performing

u.need more training in some of your tasks?

Would you be willing to learn new skills in order to give your job more variety?

Â°

you already have skills which are not being utilised, and which you know could  
used in the office?

oe you be willing to teach some of your skills to your colleagues?



ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Please list the skills you have which are not being used, but which could be used\_in the

this the skill

you have with the conditions in which

Is your office a pleasant place in which to work?

Yes/No

\* Do you have your own work station/desk?

Yes/No

\* Do you have access to all the equipment you need to do your work properly?

Yes/No

Have you been trained to use the equipment confidently and efficiently?

Yes/No

Is the atmosphere in your office pleasant?

Yes/No

Do you enjoy a good working relationship with your colleagues?

Yes/No

Do you enjoy a good working relationship with your supervisors?

Yes/No

Are you afraid to ask for assistance and advice?

Yes/No

Is help available if you need it?

Yes/No

Are you afraid of making mistakes?

Are there opportunities for you to take reasonable breaks for tea and lunch?

Yes/No

Do you have time in which to attend to personal matters?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What \_could lone\_to\_ improv e ditions \_in which you work?

\* Is there a need for more equipment?

Yes/No

\* Is there aneed for more staff to be employed?

Yes/No

\* Should the offices be made more comfortable and attractive? \_

\ (Yes/No

\* Ould lunch and tea breaks be longer/more frequent?

Yes/No

\* Should work hours be regulated (that is, fixed to begin and end at specific times)?

Yes/No

\* Should there be regular social get-togethers for staff after work (once a week,

ce a month) so that people can get to know each other better?

YesNo ro NOY AFTER WORIGiNG HOURS,

\*

ould a social function for staff and their immediate families be arranged (a

(sro braai, perhaps)?

(Yes) o

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16. How do you feel about your job security?

\* (reo worried about the future of CODESA?

es/No

\* oes this affect your attitude towards your job?

Yes/No

\* Do you feel helpless about this?

YesiNo)

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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as me

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DRAFT AGENDA OF THE ADMINISTRATION STAFF MEETING ON WEDNESDAY 11 MARCH  
1992 AT THE WORLD TRADE CENTRE AT 10H00

i Report-back on work-to-date of the Administration Staff Steering Committee (ASSC)

1.1 Matters arising from last meeting

+ Salaries

+ Fax machines

+ Identity cards

1.2 Matters arising from meeting with Working Group Secretaries

1.3 Matters arising from meeting with Administration

2. Staff questionnaire (Addendum A)

3. Relocation of workstations of administrative assistants

4. Staff lunches in main dining room on Mondays and days of Working Group meetings

5: Any other business

6. Date of next meeting

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Vr nga

Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

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answer.

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Thank you.

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

1. What is the title of your job?

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eveese

2: What is the purpose of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

oO

\* Why does CODESA need you?

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3. When \_ you w appointed to the staff of CODESA, w ou\_given a job description in  
you \_letter\_of employment?

Yes

4. YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If\_your\_letter\_of employment includ job description, does: that\_job description trul  
describe the job that \_yo doing?

Yes

\* Are you doing more work than you were led to believe you would be doing?

Yes/No

\* Have,any of the tasks you were originally given been taken away from you?

Yes

\* Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

Yes/No

5. Please list the tasks you perform \_e day of the week.

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Thursday: DyOIOCOBYING. PUNE 5, ABEND A... AND. SUBNEISSION. C08... WGL.....

Friday: MaKING. MAL. PAEPRAATIONS .rOR, Wes meennes oy. Mon -jMÃ©

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Are you fully occupied every day with your duties?  
(vest)

\* Do you often work overtime?

Yes/No

Are there days when you have very little to do?

What do you think could be done to spread your work load more evenly, so that you are  
Slightly but not overloaded or on any one day?

\* Are you involved in the planning of your work schedule?

Yes.

Are you consulted about deadlines made?

Yes

Could your work schedule be planned more effectively?

Are

Are there people available whom you can ask to help you on very busy days?

Yes/No

Are you willing to help others when you are not very busy?

Do you experience job satisfaction?

Yes/No

\* Are you happy in the work that you do?

Yes/No

Are you confident about the work you are doing?

No

Do you find your work boring and monotonous?

Yes/No

Do you feel that you are capable of taking more responsibility for the work you  
do?

oO 200\230i

Do you have the authority to make decisions and use your initiative in the work  
you do?

Yes

Can you check the work you do?

Are

Does your work need to be checked?



ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Gey No

Do you feel appreciated for what you are doing?

Yes/No

Are you confused about your work, and worried that you may not be performing  
perly?

Â°

Do you need more training in some of your tasks?

Yes/No

islike a â\200\230your \_job?

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Can\_you think of ways of improving your job\_satisfaction?

Yes/No

\* Would you be willing to learn new skills in order to give your job more variety?

oO

\* Do you already have skills which are not being utilised, and which you know could  
be used in the office?

Yes/No

Would you be willing to teach some of your skills to your colleagues?

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

12. Please list the skills you have which are not being used, but which could be used \_  
in the

office.

13. Please list the skills you would willing to learn in order\_to improv  
satisfaction.

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14. Are you happy with the conditions in which you work?

Yes/No

\* Is your office a pleasant place in which to work?

(Yes/No

\* Do you have your own work station/desk?

0 ;

\* Do you have access to all the equipment you need to do your work properly?

Yes/No

= Have you been trained to use the equipment confidently and efficiently?

Yes/No

\* Is the atmosphere in your office pleasant?

/No

\* Do you enjoy a good working relationship with your colleagues?

Yes/No

\* Do you enjoy a good working relationship with your supervisors?

/No

\* Are you afraid to ask for assistance and advice?

Yes

\* Is help available if you need it?

Yes/No

\* you afraid of making mistakes?

No

\* & there opportunities for you to take reasonable breaks for tea and lunch?

/No

\* Is there time in which to attend to personal matters?

Yes

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ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15: What could be done to improve the conditions in which you work?

\* Are there a need for more equipment?

/No

\* Is there a need for more staff to be employed?

Yes/No

\* Should the offices be made more comfortable and attractive?

/No

> Should lunch and tea breaks be longer/more frequent?

\* Should work hours be regulated (that is, fixed to begin and end at specific times)?

Yes

\* Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

No

\* Should a social function for staff and their immediate families be arranged (a kend braai, perhaps)?

No

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16. How do you feel about your job security?

Are you worried about the future of CODESA?

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\* Does this affect your attitude towards your job?

Yes/No

\* Do you feel helpless about this?

Yes/No

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

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DRAFT AGENDA OF THE ADMINISTRATION STAFF MEETING ON WEDNESDAY 11 MARCH  
1992 AT THE WORLD TRADE CENTRE AT 10H00

1: Report-back on work-to-date of the Administration Staff Steering Committee (ASSC)

1.1 Matters arising from last meeting

+ Salaries

+ Fax machines

+ Identity cards

1.2 Matters arising from meeting with Working Group Secretaries

1.3 Matters arising from meeting with Administration

2: Staff questionnaire (Addendum A)

3. Relocation of workstations of administrative assistants

4. Staff lunches in main dining room on Mondays and days of Working Group meetings

5. Any other business

6. Date of next meeting

9

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Addendum A

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

THIS DOCUMENT IS STRICTLY CONFIDENTIAL. IT SHOULD NOT BE LEFT LYING AROUND AND SHOULD NOT, UNDER ANY CIRCUMSTANCES, LEAVE THE BUILDING

STAFF QUESTIONNAIRE

The aim of this questionnaire is to:

- define your role/function within the administrative office
- \* determine whether your own particular skills equip you for the job you do

establish whether the skills you have could be put to better use elsewhere in the office

Please read the entire questionnaire carefully and discuss it with your colleagues before attempting to answer the questions in it. Members of your Steering Committee are available to assist you with any difficulties you may have with answering the questions.

Please remember that each question should be answered as honestly and as fully as possible. This will assist your Steering Committee in addressing some of the problems we are all experiencing with our work.

Please note that each question is designed as follows:

The question itself is underlined.

Other questions under the same section are marked with an asterisk (\*).

The idea behind the questions marked with an asterisk (\*) is to help you to formulate your answer.

You should answer "Yes" or "No" where indicated by drawing a circle around the appropriate word. (example: o)

Where there is no "Yes" or "No" indicated, you should try to give an answer in the empty space below.

The questionnaire is quite long! Please take time to answer it thoroughly so that it can help all of us to improve our work situation. However, if you do not feel comfortable answering a particular question, you are free to leave it unanswered.

Thank you.

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What is the title of your job?

Ab Mtn

How does your work contribute towards what CODESA is trying to achieve?  
you understand what CODESA is trying to achieve?

oO

Why does CODESA need you?

When you were appointed to the staff of CODESA, w  
you\_letter\_of employment?

-

x

YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO  
QUESTION 3 IS "NO".

If\_your letter \_of employment includes a job description, \_d hat\_jo cription

descri he job that yo loing?

Yes/No

\* Are you doing more work than you were led to believe you would be doing?

Yes/No

\* Have any of the tasks you were originally given been taken away from you?

Yes/No

Are the tasks you believed you would enjoy doing when you were interviewed \_ still  
part of your job?

Please \_list the tasks you â\200\230orm\_\_each day of the week.

i

\*

<

2



ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

in) often work overtime?

: Are days when you have very little to do?

What do you think could be done to our work load\_m

Vv day but not overlo: or an day?

Are you involved in the planning of your work schedule?

Yes/No

os you consulted about deadlines made?

(on Â°

Could your work schedule be planned more effectively?

Yes/No

there people available whom you can ask to help you on very busy days?

Â°

you willing to help others when you are not very. busy?

Are you happy in the work that you do?

os confident about the work you are doing?

on find your work boring and monotonous?

os you feel that you are capable of taking more responsibility for the work you

9

:

you have the authority to make decisions and use your initiative in the work  
you do?

Yes/No .

anybody check the work you do?

No

Does your work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)  
ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

No

Do you feel appreciated for what you are doing?

Ã°

Ã© you confused about your work, and worried that you may not be performing properly?

Yes}

Do you need more training in some of your tasks?

Can you think of ways of improvin our\_job\_satisfaction?

Yes/No

\* Would you be willing to learn new skills in order to give your job more variety?  
fei

\* Do you already have skills which are not being utilised, and which you know could be used in the office?

Yes/No

Would you be willing to teach some of your skills to your colleagues?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

ied, but which could be used in the

Please list the skills you have which are not in

Please list the

office a pleasant place in which to work?

have your own work station/desk?

have access to all the equipment you need to do your work properly?

confidently and efficiently?

the atmosphere in your office pleasant?

Â°

Do you enjoy a good working relationship with your colleagues?

Yes/No

do you enjoy a good working relationship with your supervisors?

oO

are you afraid to ask for assistance and advice?

Are you

Yea(s)

help available if you need it?

0

are you afraid of making mistakes?

Â°

Are there opportunities for you to take reasonable breaks for tea and lunch?

No

do you have time in which to attend to personal matters?

Yao

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What could be done to improve the conditions in which you work?

\* Is there a need for more equipment?

Â°

here a need for more staff to be employed?

Yes/No

ould the offices be made more comfortable and \_ attractive?

Ne lunch and tea breaks be longer/more frequent?

es/No

ork hours be regulated (that is, fixed to begin and end at specific times)?

Sho w

=

Should there be regular social get-togethers for staff after work (once a week, a month) so that people can get to know each other better?

Yen

Should a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

How do you feel about your \_job security?

you worried about the future of CODESA?

Â°

Does\_this affect your attitude towards your job?

Yes.

Do you feel helpless about this?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Thank you for spending time to answer this questionnaire.

The answers you have given will be discussed with you at a private, individual meeting with members of the Steering Committee, to be arranged as soon as possible. After every member of staff has been interviewed, your Steering Committee will make recommendations on changes in the running and the organisation of the office, based on what has been learned from all the questionnaires and individual interviews. These recommendations will be discussed at a general staff meeting before being presented to Management.

ADMIN \GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

What is the title of your job?

What is the purpose of your job?

\* How does your work contribute towards what CODESA is trying to achieve?

\* Do you understand what CODESA is trying to achieve?

s/No

\* Why does CODESA need you?

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3s When you were appointed to the staff of CODESA, were you given a job description in you\_letter\_of employment?

It Verbally . however Not mentioned OF my Contract.

YesINo ~- My Contract hasnt been fully compicted:

YOU DO NOT NEED TO ANSWER THIS QUESTION IF YOUR ANSWER TO

QUESTION 3 IS "NO".

If\_your\_letter\_of employment includ job\_descripti hat\_job description trul describe the job that \_yo doing? â\200\230

Yes/No

\* e you doing more work than you were led to believe you would be doing?

No

Have any of the tasks you were originally given been taken away from you?

Yes/

Are the tasks you believed you would enjoy doing when you were interviewed \_ still

va of your job?

list the tasks you perform each day of the week.

Monday:

Tuesday:

Wednesday:

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Are you fully occupied every day with your duties?

(Yes)No

\* Â© you often work overtime?

D

Y

Are,there days when you have very little to do?

YeAIND

What do you think could be done to spread your work load more evenly, so that you day but not overloaded or bored \_on any one day?

Are you involved in the planning of your work schedule?

(Yes /No

you consulted about deadlines made?

(Yes/No

ould your work schedule be planned more effectively?

No

there people available whom you can ask to help you on very busy days?

No

ou willing to help others when you are not very busy?

Are you happy in the work that you do?

Yes/No Most of the time, but mot ALWAYS ,

Are you confident about the work you are doing?

Yes

Do you find your work boring and monotonous?

Yes

Do you feel that you are capable of taking more responsibility for the work you do?

(YesNo

Do you have the authority to make decisions and use your initiative in the work ou do?

Yes/No

Does anybody check the work you do?

Â°

Does your work need to be checked?

ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

YeyNo Sometimes

Do you feel appreciated for what you are doing?

We3/No

Are you confused about your work, and worried that you may not be performing properly?

Yes,

Do you need more training in some of your tasks?

Wesy No

What do you enjoy about your job?

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What do you dislike abo our\_job?

1) That too, man

an\_you think of ways of improvin our\_job\_satisfaction?

Â°

Would you be willing to learn new skills in order to give your job more variety?

KeyNo

Do you already have skills which are not being utilised, and which you know could be used in the office? adele

YeyNo Financial Adminstration ( Debtors, Creditors )Recon)

Would you be willing to teach some of your skills to your colleagues?

Yes/No (LF necessary )

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ADMIN\GENADMIN\QUEST.AG (2)

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

Please list the skills you have which are not being used but which could be used in the

Please list the skill you would like to learn in order to improve satisfaction.

with the conditions in which

office a pleasant place in which to work?

/No

Do you have your own work station/desk?

Yes/No

Do you have access to all the equipment you need to do your work properly?

Yes. :

Have you been trained to use the equipment confidently and efficiently?

Yes

Is the atmosphere in your office pleasant?

Yes

Do you enjoy a good working relationship with your colleagues?

No

Do you enjoy a good working relationship with your supervisors?

Yes/No

Are you afraid to ask for assistance and advice?

Yes.

Is help available if you need it?

No

Are you afraid of making mistakes?

Yes/No

Are there opportunities for you to take reasonable breaks for tea and lunch?

No

Is there time in which to attend to personal matters?

Yes/No

ADMINISTRATION\GENERAL\STAFF QUESTIONNAIRE

15. What could be done to improve the conditions in which you work?

\* GaNo a need for more equipment?

No

\* Is there a need for more staff to be employed?

Yes(No

\* Should the offices be made more comfortable and \_ attractive?

oO

\* Should lunch and tea breaks be longer/more frequent?

(Yes/No

\* Should work hours be regulated (that is, fixed to begin and end at specific times)?

YesWXo)

\* Should there be regular social get-togethers for staff after work (once a week, once a month) so that people can get to know each other better?

Yes/No

\* Should a social function for staff and their immediate families be arranged (a weekend braai, perhaps)?

Yes/No

16. How \_do you feel about your job security?

\* Are you worried about the future of CODESA?

No

\* Does\_this affect your attitude towards your job?

Yes/No)

\* Do you feel helpless about this?

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