



## ANNEXURE A : EMPLOYEE QUESTIONNAIRE

Please give us information on management of grievance lodged with the Department by answering the questions below:

		DEPARTMENT:	DIRECTORATE/UNIT:		
		<b>QUESTIONS</b>	<b>ANSWERS</b>		
		Have you previously lodged a grievance in the Department:	YES	NO	
		If YES proceed to answer questions (2-3; 5-14)			
		If NO proceed to answer questions (1 & 4)			
PROCEDURE	1.	Do you know where to lodge your grievance within your Department?	YES	NO	
	2.	If yes, to whom do you lodge your grievance?			
	3.	When you lodge a grievance is the grievance procedure explained to you?	Always	Sometimes	Never
	4.	If you are aggrieved do you directly go and discuss it with your supervisor?	YES	NO	
TIMEFRAMES	5.	When did you lodge the grievance with the Department?			
	6.	How long should the Department take to resolve your grievance?	30 days	60 days	90 days
	7.	How long did it take the Department to resolve your grievance?	Remained unresolved	<30 days	>30 days
	8.	Did the Department request extension to resolve your grievance?	YES	NO	
MANAGEMENT	9.	Management has been making efforts to address the grievance with a view to ensure justice and satisfaction of employees.	AGREE	DISAGREE	NEUTRAL
	10.	Are you informed of the action taken in view of your grievance?	YES	NO	
	11.	Does management gather all facts about your grievance?	AGREE	DISAGREE	NEUTRAL
	12.	Are there any discrepancies in the Department in handling grievances of employees?	AGREE	DISAGREE	NEUTRAL
			<u>Substantiate your answer</u>		
GENERAL	13.	What are the constraints involved in handling of grievances?			
GENERAL	14.	Resolution of employee grievances is one of the major contributors of job satisfaction.	AGREE	DISAGREE	NEUTRAL