



ANNEXURE B : SUPERVISORS AND MANAGEMENT QUESTIONNAIRES

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

DEPARTMENT			DIRECTORATE/UNIT:			
		QUESTIONS	ANSWERS			
PROCEDURE	1.	Are you aware of the grievance procedure of the Department?	YES		NO	
	2.	Do you know how to handle grievance(s) of employees?	YES		NO	
	3.	Who should be the first point of reference when an employee lodges a grievance?	IMMEDIATE SUPERVISOR	LABOUR RELATIONS	HEAD OF DEPARTMENT	I DON'T KNOW
	4.	When a grievance is lodged with you do you explain the procedure to the employee?	Always		Sometimes	Never
TIMEFRAMES	5.	How long should the Department take to resolve employees grievances?	30 days		60 days	90 days
	6.	What causes delay in finalizing employee grievances?	Lack of knowledge of procedure		Lack of capacity within Department	Reluctance of management to resolve
	7.	Did you request extension to resolve when you are not able to resolve the grievances within a specified timeframes?	YES		NO	
MANAGEMENT	8.	When dealing with a grievance do you gather all facts about the grievance a view to ensure justice and satisfaction of employees.	ALWAYS		SOMETIMES	NEVER
	9.	Have you been trained on management of employees grievances?	YES		NO	
	10.	Do you give employee feedback on the grievances lodged with you?	ALWAYS		SOMETIMES	NEVER
	11.	What are the constraints involved in handling of grievances?				
GENERAL	12.	Resolution of employee grievances is one of the major contributors of job satisfaction.	AGREE		DISAGREE	NEUTRAL