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The perceptions of occupational social workers about how their service provision has been affected by HIV /AIDS in the workplace since 1995

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APPENDIX A

Dear respondents

In partial fulfillment of requirements for the degree of Masters of Arts (Occupational Social Work), at the University of the Witwatersrand, I am carrying out a study which aims at exploring the perceptions of occupational social workers on how their service provision as been affected by HIV/AIDS since 1995.

It is hoped that by understanding 1) ways in which occupational social workers service provision has had to be adjusted in the context of HIV/AIDS, 2) extend to which occupational social workers perceive their HIV/AIDS services at macro level to be acknowledged by management and employees and 3) how occupational social workers perceive HIV/AIDS to have impacted on their relationship with management, relevant recommendations would be made.

Your personal thoughts, experiences and views are an important part of the study. Understanding that the questioning will focus on sensitive and difficult issues, you are assured of complete confidentiality and all your answers will be anonymous. I will take about an hour of your time to ask a number of questions of which I will write down the answers. If there are questions that you do not want to answer, you are free not to do so. Answering the questions is voluntary and you can withdraw from the process any time.

Thanking you in anticipation.

_____

Kedisaletse. L. Maribe

I understand the content of the letter and fully agree to be part of the proposed study.

_____

APPENDIX B

SECTION A

Demographic Data

1. Gender

_____

2. Age

_____

3. Race

_____

Qualifications

4. Undergraduate studies

4.1 When did you qualify?

_____

4.2 Place of study

_____

5. Postgraduate studies

5.1 Do you have a post graduate degree?

_____ Yes

_____No

5.2 If yes, what is the degree?

_____

5.3 When did you qualify?

_____

5.4 Place of study

_____

6. How long have you been working in the field of occupational social work?

_____

7. Length of time with the organization

_____

8. Which of the following sectors most closely describes the core business of your organization? (Please tick one or more)

_____ manufacturing

_____finance

_____military

_____para-statal

_____governments departments

SECTION B

The job description of occupational social workers

1. What is your job title _____

2. Job description definition

2.1 Is your job description clearly defined?

_____Yes

_____No

2.1.1 If yes, who define your job description?

_____

2.1.2 If no, who helps you in clarifying your job description?

_____

2.2 What do you think about the way your job description is defined?

_____

Please elaborate

_____

_____

_____

2.3 Please explain how your job description is related to your present practice

_____

_____

_____

3.1 Please give main key performance areas or functions outlined in the job

Description /how you understand your job description

_____

_____

_____

3.1.1 Rank your key performance areas or functions outlined in your job description in two ways.

As you view their importance or priority

_____

_____

_____

As management views their importance and priority

_____

_____

_____

4. How do you feel in your position?

_____overutilised

_____utilised

_____underutilised

_____not sure

SECTION C

1. How many employees have potential access to your services?

_____0 - 25

_____26 – 50

_____51 – 75

_____76 – 100

_____more than 100

2. How do employees get to know about your services?

_____

3. To which of the following group of employees are your services available?

_____ senior management

_____middle management

_____ skilled / professional

_____semi – skilled

_____unskilled

4. Who actually uses the services?

_____

5. <u>Clients waiting period</u>

5.1 How long are the clients formally expected to wait before being serviced by occupational social workers?

_____

5.2 Is this generally, how long clients wait in reality?

_____ yes

_____ no

Please share details

_____

_____

_____

6. Do you have specific criteria of seeing or not seeing the employees?

_____ yes

_____ no

6.1 . If yes, do employees know about the criteria?

_____yes

_____ no

_____ not sure

Please share details

_____

_____

_____

8. What new service demands have developed in the organization in the last five years?

_____

_____

_____

9. Please explain in depth how you accommodate these new demands

_____

_____

_____

10. Services offered

10.1 Micro practice (counseling)

10.1.1 How often do you get micro cases related to HIV/AIDS?

_____ daily

_____ approximately once a week

_____ approximately once a month

_____approximately once every quarter

_____ other

Specify_____

10.1.2 How do you determine that the cases are HIV/ AIDS related? _____

10.1.3 Please list the range of concerns raised by the clientele

_____

_____

_____

10.2 Meso practice (group work)

10. 2. 1 Have you recently conducted a group in relation to HIV/AIDS?

_____ yes

_____ no

10.2.1.1 If yes, what is it?

_____short term

_____ long term

Please share details

_____

_____

_____

10.2.2 Do HIV/AIDS issues arise in every group that you run?

_____ yes

_____ no

Please share details

_____

_____

_____

10.3 Macro practice (organisational change)

10.3.1 Are you involved on an HIV/AIDS programme or project?

_____ yes

_____ no

Please share details

_____

10.3.2 What do you think about the programme or project?

_____

_____

10.4 Supervision of others

10.4.1 Are you involved in supervision of others

_____ yes

_____ no

10.4.2 If yes, who do you supervise?

_____ social workers

_____ non social workers

Please share details

10. 4.3 How often does HIV/AIDS issues emerge in supervision with others?

_____ very often

_____ sometimes

_____ never

Please share details

_____

_____

_____

10.4 Own supervision

How often do HIV/AIDS issues emerge in your supervision?

_____ very often

_____ sometimes

_____ never

Please share details _____

_____

10.5 Policy development

10.5.1 Have you been involved in HIV/AIDS policy development?

_____ yes

_____ no

Please share details_____

_____

10.6 Policy analysis

10.6.1 Have you been involved in HIV/AIDS policy?

_____ yes

_____no

Please share details

_____

_____

_____

10.7 Research

10.7.1 Have you conducted research in connection with HIV/AIDS in your organization

_____ yes

_____ no

Please share details_____

_____

10.8 What does most of your workload covers?

_____

10.9 Do HIV/AIDS related get priority over other cases?

_____ yes

_____ no

10.9.1 If no, explain how you balance HIV/AIDS related cases with other cases.

_____

_____

_____

10.9.2 If yes, explain how that affects other cases

_____

_____

10.10 What do you think is the most effective way of responding to HIV/AIDS?

_____

_____

10.11 When did you start dealing with HIV/AIDS issues in the workload

_____ before 1995

_____after 1995

_____others (specify)

Please explain_____

10.12 Please describe the response to HIV/AIDS in your organisation before 1995

10.12.1 From management

_____

_____

_____

_____

10.12.2 From employees

_____

_____

_____

10.12.3 From occupational social workers

_____

_____

10.13 How would you describe the response to HIV/AIDS in your organisation currently?

10.13.1 From management

_____

_____

_____

10.13.2 From employees

_____

_____

_____

10.13.3 From occupational social workers

_____

_____

_____

SECTION D

1. Management and HIV/AIDS services

1.1 When you propose HIV/AIDS programmes, how does management primarily respond?

_____ positively

_____ negatively

Please explain _____

2. Please comment on the support you get and level of participation from management in connection with HIV/AIDS programmes

_____

_____

_____

3. What role do you play in decision making regarding HIV/AIDS programmes

_____

_____

4. Employees and HIV/AIDS services

4.1 Please give details on how employees respond to your HIV/AIDS programmes

_____

_____

_____

4.2 To which extend do you think that management and the workforce regards your HIV/AIDS services at macro level valuable

_____ to a little extent

_____ to some extent

_____ to a great extent

_____ to a very great extent

Please share details

_____

_____

SECTION E

1. Please describe what kind of relationship you have with your management

_____

_____

_____

2. What impact does the nature of your relationship have on your work performance?

_____

_____

_____

3. Describe some specific action (s) of your management that make(s) you feel supported or not supported

3.1 Make you feel supported

_____

_____

_____

3.2 Make you feel not supported

_____

_____

_____

_____

_____

4. How often are you approached for advice, guidance or information concerning HIV/AIDS programmes

_____sometimes

_____never

Please share details

_____

_____

_____

5. Please describe the channels of communication between you and your management

_____

_____

_____

6. What impact does that have on your relationship with management?

_____

_____

_____

7. Issues affecting occupational social work practice negatively

7.1 In your opinion, which issues impact negatively on your ability to practice effectively in your job?

_____

_____

_____

7.1.2 Please explain why you think these issues affect your job negatively

_____

_____

_____

_____

8. Issues affecting occupational social work positively

8.1 In your opinion, which issues impact positively on your ability to practice effectively in your job?

_____

_____

_____

8.2 Please explain why you think these issues affect your job positively

_____

_____

SECTION F

1. Evaluation of occupational social work services

1.1 Do you undertake any evaluation process of your services

_____ yes

_____ no

_____

1.2 If yes, who requires the evaluation of your services?

1.3 If no, please explain who evaluate your services

_____

_____

1.4 What role do you play in your service evaluation?

_____

_____

_____

1.5 Who determines the evaluation criteria of your HIV/AIDS services?

_____

1.6 How often do you receive constructive feedback from an evaluator?

_____ often

_____ sometimes

_____ never

Please explain_____

_____

1.7 Do you think evaluation of your HIV/AIDS is efficient and effective?

_____ yes

_____no

1.7.1 If yes, please highlight the importance

_____

_____

_____

1.7.2 If no, how do you think HIV/AIDS service evaluation can be improved?

SECTOIN G

Other comments