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The perception and experiences of employees about the nature of communication in the North Rand region of the Department of Social Development.

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DECLARATION

I declare that this research reportis my own unaided work and that i have given acknowledgement to all the sources referred to in the study.

……. ……

TsholofeloGlodiaMatema Date

ABSTRACT

Organisational excellence stems from the dedicated commitment of peoplewho are motivated to work together and share similar values and visions about their results of their efforts. Organisational communication is linked to managerial effectiveness, the integration of work units across organisational levels and job communication satisfaction. The Department of Social Development can review their levels of communication and the interpersonal relationship in a bid to address their quality of productivity, satisfaction of employees, communication flow, and protocol and to bring changes in the life of the organisation.

The success of an organisation is based on the communication levels, flow of information and how people interact. Communication systems within organisations, both human and technological, are responsible for creatively solving increasingly complex problems. The researcher has observed that lack of communication hampers service delivery and production in the Department of Social Development.

The study focuses on the perceptions and experiences of employees about the nature of communication at the Department of Social Development in the North RandRegion. A qualitative research approach that was exploratory in nature was followed. The main aim of the study was to determine how the existing communication protocol and communication channels are utilised in the Department of Social Development. Asemi-structured interview schedule and questionnaire were used as research instruments. The methods of data collection were face-to-face interviews with 10 participants and questionnaires consisting onlyof open-ended questions that were completed by eight individual respondents.

The population for the study was employees of the Department of Social Development in the North Rand Region. The sample represented employees from top management, middle management, line management and junior staff who have been in the employment of the Department of Social Development for more than six months. The study revealed that there is a lack of understanding of relationship roles and that employees communicate without understanding and sometimes they do not seek clarity. All parties involved must be proactive, clear messages should be communicated to all employees, employees have first to seek understanding, allow questions and provide clarity and attempt to understand the relationship role between manager andsubordinate. However, misunderstanding and misinterpretation were identified as major contributing factors to effective communication.

Keywords: Communication Channels, Communication protocol, Employees, Organisational communication.

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