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# Cashiers' and management's perceptions of the usefulness of EAPs with particular reference to wellness couselling

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## ABSTRACT

The purpose of this study was to explore cashiers' and management's perceptions of the usefulness of a company-provided employee assistance programme (EAP) with particular reference to wellness counselling. This study focused specifically on the four principles governing EAPs, namely; confidentiality, referral system, helping process and handling of outcome. Fifteen participants were recruited for this study from a cash centre of a financial institution in Johannesburg. There were ten males and five females. A qualitative methodology was used to collect and analyse data. The instruments used to collect data were two participant-generated text schedules, one for cashiers and the other for managers. Data were analysed using thematic content analysis. The results of the study showed that both employees and management found the EAP useful in the workplace. The direction for future research in South Africa could focus on conducting a longitudinal study to evaluate the impact and effectiveness of wellness counselling.