



DRAFT AGENDA OF THE ADMINISTRATION STAFF MEETING ON WEDNESDAY 25 MARCH 1992 AT THE WORLD TRADE CENTRE AT 10H00

1. Report-back on the meeting between the Admin Staff Steering Committee (ASSC) and the Working Group Secretaries on Thursday 17 March 1992
2. Report-back on the first meeting between the Administration and the ASSC on Friday 20 March 1992 at 14h00
3. The proposed relocation of the Administration Assistants
4. Findings of the staff questionnaire
5. Matters arising from the last meeting
 - 5.1. Stationery - claim forms and folders
 - 5.2. Photocopier training for Aaron
 - 5.3. Small photocopier for quick jobs
 - 5.4. Transport for permanent staff
 - 5.5. Switchboard
6. Any other business
7. Date of next meeting



REPORT-BACK ON THE MEETING BETWEEN THE ADMINISTRATION STAFF STEERING COMMITTEE (ASSC) AND THE WORKING GROUP SECRETARIES ON TUESDAY 17 MARCH 1992 AT THE WORLD TRADE CENTRE AT 09H00.

Present

Ashley Symes
Kim Morgan
Jane Makhanya
Glenda Cohen
Andrew Feinstein
Mark Phillips
Colin Coleman

1. The Role of the Administration Assistants

- 1.1. No objection was raised by the Secretaries to the principle of the responsibility of the Admin Assistants being increased to include:
 - 1.1.1. Keeping their own files of working group documentation
 - 1.1.2. Handling queries on behalf of their working groups, provided these are not of a politically sensitive nature
- 1.2. The Admin Steering Committee will research the possibilities of separate filing systems
- 1.3. The Group Secretaries will discuss the increased responsibilities with the Admin Assistants

2. Equipment in the Admin Assistants Room

- 2.1. The Secretaries requested that the further 2 computers originally agreed be installed in the room
- 2.2. The issue of laptops is to be re-looked at.

3. Relationship between the Secretaries and the Permanent Staff

- 3.1. The relationship has greatly improved, but the Secretaries note still some degree of unfriendliness and rudeness
- 3.2. Since this is not across the board the ASSC suggests that these incidents are handled individually by the Secretaries

4. Breakfast for the Secretaries

- 4.1. Secretaries requested their own fruit and scones on Mondays and Tuesdays
- 4.2. Secretaries were informed that permission had been denied from the finance department, and it was suggested they raise the matter personally with finance

4.3. Secretaries agreed to take the matter further with Dr
Theuns Eloff



REPORT-BACK ON THE FIRST MEETING BETWEEN THE ADMINISTRATION AND THE ADMINISTRATION STAFF STEERING COMMITTEE (ASSC) ON FRIDAY 20 MARCH 1992 AT THE WORLD TRADE CENTRE AT 14H00

Present

Jane Makhanya
Kim Morgan
Ashley Symes
Glenda Cohen
Janet Love
Johann van den Berg
Murphy Morobe
Deon du Plooy
Theuns Eloff

1. Proposed Memorandum for Administration to all Working Group Chairpersons, regarding ratification of minutes

- 1.1. The proposed memorandum was presented and ratified with a few minor changes:
- 1.1.1. It is to be addressed to "All Working Group Members" and for the attention of "All Steering Committee Members"
 - 1.1.2. It is to be from "The Secretariat"
 - 1.1.3. The last sentence is to be removed

2. Recommendations on Codesa Administrative Staff Salary structure and salary administration

The list of recommendations proposed by the ASSC was discussed and the following noted:

- 2.1. Administration stated that all salaries are structured on the basis of qualification, responsibility and experience
- 2.2. All salaries were discussed with each staff member prior to their appointment
- 2.3. All salaries will be paid no later than the midday of the last working day of the month
- 2.4. Those requesting that their salaries be paid directly into their bank accounts are reminded that the amount will only be reflected the following day
- 2.5. Sakkie van der Merwe is to be permanently based in the finance office and will be available as the co-ordinating person from whom salaries may be collected
- 2.6. Salary advice slips, detailing gross salary and all deductions will be automatic as from 31 March.
- 2.7. Back dated slips for the months of January and February are being prepared and will be available on 31 March
- 2.8. Contributions to the UIF will automatically be deducted from all salaries at the end of every month and will be reflected on the salary slips

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- 2.9. The issuing of IRP 5 certificates is receiving priority, but is slow. There is assurance that they will be issued with the March pay slips
- 2.10. The calculation of overtime rates and procedures of claiming is to be discussed in detail by the Administration and will be reported back to the ASSC at the next meeting
- 2.11. Administration stated that none of the Working Group Secretaries receive direct payment for their services at Codesa. All payment is calculated on a basic tariff and is directed to the companies from that have seconded them.
- 2.12. Administration stated that minute takers are paid on the tariff commanded by the market
The ASSC noted that at this rate, the average minute taker is outearning permanent staff for a small percentage of the hours.
Administration agreed to look into the matter and to report back to the ASSC

3. Presence of an ASSC member at all Administration meetings

The proposal by the ASSC was tabled

- 3.1. Administration raised serious concerns about the presence of an ASSC member at their meetings:
 - 3.1.1. Only one item on their agenda is dedicated to Administration and the remainder of the meeting has no relevance to the ASSC
 - 3.1.2. The correct channel for communication between the Administration and the ASSC exists via Theuns Eloff and it should therefore not be necessary to involve an ASSC member
- 3.2. The ASSC made the following points:
 - 3.2.1. There is insufficient time for second feedback meetings with Theuns Eloff, and it would be more efficient to have an ASSC member participate directly in the Administration meetings
 - 3.2.2. When the feedback meetings do occur, decisions concerning Administration have already been made. The ASSC member should be present during the making of these decisions

4. Staff Questionnaire

- 4.1. The ASSC reported that all questionnaires had been received apart from those by the CDS staff, and finance department
- 4.2. Administration has undertaken to ensure that the necessity of completing these forms is communicated to these members of staff
- 4.3. The results of an analysis of the questionnaires by the ASSC will be presented to Administration at the next meeting

5. Pam Saxby

- 5.1. Administration reported that the matter was receiving top priority, but that nothing conclusive could be reported at this stage
- 5.2. It was suggested that the matter may be resolved within a few days and the ASSC was requested to monitor the staff

SUMMARY REPORT ON RESULTS OF STAFF QUESTIONNAIRE

The Steering Committee's review of the questionnaires completed by members of CODESA's Administration staff revealed the following major points and trends:

1. Staff members do not always see themselves functioning as a significant part of the CODESA process; they see working at CODESA as they would see any other job. This has implications for job expectations on their part.
2. People should be given fuller job descriptions (probably once interviews with ASSC have been conducted). 7 people were given job descriptions in their letter of appointment. 3 people were verbally informed. 6 people said their job descriptions did not accurately describe what they are doing. The administrative assistants in particular seem to need a clearer brief - this should hopefully receive some impetus from discussions with their WG Secretaries.
3. There is an imbalance in the workload. About half the staff have no spare time and work overtime. The other half often have little to do.
4 people are doing more than they thought they would be doing. 2 people are doing less. 3 people have had responsibilities taken away.
4. All staff state a willingness to take on more responsibility, although some state that they are limited by time in their ability to do so. All admin assistants (who say they often have little to do) responded positively to this question.

All staff stated that support is available for their work when needed. All staff stated that they are willing to help colleagues when necessary.

5. On the question of consultation about deadlines and the ability to plan work: key people in the admin office admit to problems in this area, which indicates a breakdown with management. At other levels, this does not seem to be an issue, although some functions (eg, reception) acknowledge that their schedule cannot be planned.
6. Generally speaking, staff are happy in their jobs.

With regard to working conditions, 4 people are not always happy at work - the same 4 are often overworked. Everyone felt that working conditions could be improved.

3 people lack confidence at times in their work. 4 people do not have authority to take initiative at work (admin assistants). 3 did not answer this part of the questionnaire.

7. 7 people felt that their work needed to be checked sometimes. Others stated that their work does not need to be checked. However, most people expressed a fear that they might sometimes make mistakes in their work.
8. 5 people stated that they need further training - the same 5 who are fully occupied. This could be seen as an indication that those who are not working to full capacity need to learn to take more initiative and responsibility and to strive for increased efficiency. Perhaps therefore, those who are overstretched are those who are striving for greater efficiency, and are taking initiative before being asked to perform a task.

12 people stated they are willing to learn new skills and 9 people are willing to teach the skills they have.

9. People do not always feel appreciated for the work they are doing. Others have skills which are not being utilised (eg, typing) and this is creating frustration. Others state they have skills which they know cannot be properly used in this environment.

10. "Dislikes" expressed about working at CODESA (in no special order):
 - + Lack of comradeship (although almost everyone stated that they have satisfactory working relationships with colleagues and supervisors)
 - + Cliqueishness
 - + Pressure
 - + No time for personal matters (obviously felt very strongly in some cases)
 - + Insufficient time for tea and lunch breaks (6 people felt longer breaks were needed).
 - + Having to redo things
 - + Lack of proper channels of communication (especially at level of interface with management)
 - + Too many people giving instructions
 - + Lack of proper/adequate equipment

11. People unanimously felt that working hours should not be regulated and that there should be flexibility with regard to staff members' need to attend to emergencies.

12. Most people stated that they would like to be warned in advance of when their employment at CODESA is likely to end.

13. Regarding social functions: 7 people would like to include family and friends in social functions. 2 were not in favour of this. A monthly social get-together of colleagues during or after working hours was favoured by most staff members.