THE SOCIAL NEEDS OF FARM WORKERS IN THE KOUP: SUGGESTIONS FOR EMPLOYEE ASSISTANCE PROGRAMMES (EAPS) FROM A SOCIAL WORK PERSPECTIVE

by

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I hereby declare that the thesis, "The social needs of farm workers in the KOUP: Suggestions for employee assistance programmes (EAPs) from a social work perspective", is my own work, and that all the resources used, or referred to by me during this research study are indicated by means of a complete reference and acknowledgement.

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Abstract

Farm workers are viewed as a neglected segment in the South African society. This qualitative research study focused on exploring and describing the social needs of farm workers in the Central Koup from the perspectives of samples comprising of farm workers and farm owners and/or managers. The aim was to contribute in finding solutions to address the identified needs through employee assistance programmes (EAPs) as one of the areas that an occupational social worker focuses on. The qualitative data was collected through focus group discussions and semi-structured interviews, and the findings were verified with literature. Tesch's framework for data analysis (in Creswell, 2003) was employed, and data verification was conducted through Guba's model (in Krefting, 1991:214-222). The findings indicated that the social needs of farm workers could be addressed through typical EAP-related focus areas such as working- and interpersonal relationships, substance abuse, spiritual well-being, recreation, financial management, conflict management, child care and parenting skills, trauma counselling, and practical assistance regarding transport, housing and accessibility of resources. This research endeavour resulted in recommendations regarding the use of EAPs to address the social needs of farm workers.

Key concepts:

Agriculture; Employee; Employee Assistance Programmes; Employer; Empowerment; Farm worker; Occupational social work; Rural development; Social needs; Social work

ACRONYMS AND ABBREVIATIONS

DoA	Department of Agriculture, Forestry and Fisheries
EAP(s)	Employee assistance programme(s)
AgriSA	Organized Agricultural Society of South Africa
DLV	Regional Agricultural Society
KoupDLV	Regional Agricultural Society from the Koup region
NGO	Non government organization
NDA	National Development Agency

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CHAPTER ONE

GENERAL INTRODUCTION

1.1 Introduction and background

In introducing the research conducted in this study the "funnel approach" is used. The study departs from the international perspective on the matter under scrutiny, namely matters surrounding the farm worker, and follows through to the national and provincial scenario; until finally the focus is on the Koup area, one of districts in the Western Cape, and the rendering of social services in that area.

Agriculture plays a pivotal role in human survival in terms of basic needs, specifically referring to the provision of food. On an **international** level, a report by the International Food and Agriculture Organisation of the United Nations indicates an estimated triple increase in the need for grain over the next 30 years, and that countries will need to import five times more meat to provide globally for approximately 800 million people who are chronically under-fed *(*Diouf, 2002:11-28*).* Agriculture, and more specifically the farm worker community plays a vital part in this regard, not just regarding provision of food, but also regarding the management and maintenance of the earth. The first task given to mankind, according to The Bible (Genesis 1:28) was to care for the earth. One way of fulfilling this given command, is through the agricultural sector, with its farms, farm owners and farm workers.

When focussing specifically on the farm workers (**on a national level**), Atkinson (2007:3) refers to **farm workers** as a neglected segment in the South African society, an almost powerless, invisible group of people with a lack of a public profile. Already in 1987 van Eeden (1987:10-21) described poverty as a sub-culture in terms of an explanation of the social functioning of farm workers who adapt to their situation, found a level of security in their poverty, and show general behaviour that could justify social work intervention. Thus it would be appropriate to view farm workers as a community that fits under the category of the poor, and who is exposed to poor/insufficient social development (cf. Gumbi, 2006:3).

The current social and economic problems faced by South African farm workers stem from a long history of, among other factors, colonialism, 'apartheid' (segregation), and more recently, post-'apartheid' perceptions and marginalisation by political and economic power bases (Atkinson, 2007:4). This author also postulates that efforts by the new government to improve the position of farm workers were insufficient, with the result that their life circumstances tragically deteriorated. Kleynhans (2007:2) asserts that the value of Atkinson's (2007) description of the plea of farm workers is embedded in the explanation of how this sector of the South African people, developed from the "master and servant" system. The author refers to this development as a process that moved via the extension of labour laws to farm workers, the establishment of minimum wages, and the provision of services in rural areas to the vocational direction of farming that evolved in recent times.

With specific focus on the **Western Cape**, where 89.3% of land area consists of commercial agricultural land, agricultural statistics show that this sector is the largest employer in the province in addition to the manufacturing, service and trade industry. Generating the highest agricultural income of all nine South African provinces, the Western Cape therefore offers the most employment opportunities within the agricultural sector (Lehohla, 2006). Despite the fact that there was a decline of approximately 149 000 employment positions in South African agriculture nationally during 2008 and 2009, an annual increase of 8% in agricultural employment opportunities in the Western Cape was reported for the same period (Lehohla, 2009; Jacobs, 2010:11).

The Koup, situated in the Western Cape, is one of the 34 districts in South Africa. The word "Koup" is derived from the Khoi-Khoi word 'Goup', meaning "nice piece of fat around the stomach of a lamb". It refers to the fertility of this region. On the other hand, the Korana sounded the word 'Ghoup' with a different dialect spoken, and that sound means "skeleton", which indicates drought years when the field is very dry and full of bones (Le Roux, 2003:5). Both names are striking in this vast region of extremes, which, after long periods of drought, quickly, happily and lusciously flowers again after a good rain. Although the Koup in general extends from the Matroos Mountains near Touws River, north to the Nuweveld Mountains of Beaufort West and South- eastwards to the Great River Mountains of Willowmore, the centre

or heart of the Koup locates in a radius of 60 kilometres from Laingsburg, Merweville, and Prince Albert (Le Roux, 2003:5). The Koup District Agricultural Society (Koup DLV) includes members of agricultural associations from Laingsburg, Klein Swartberg, Prince Albert, Merweville and Leeu Gamka in (see Figure 1.1).

Figure 1.1: Location of the Koup in the Western Cape

The Koup in general extends from the Matroos Mountains northwards to the Nuweveld Mountains and South- eastwards to the Great River Mountains. The Heart of the Koup is a radius of 60km from Laingsburg, Merweville and Prince Albert, as it signals the circle in the figure.
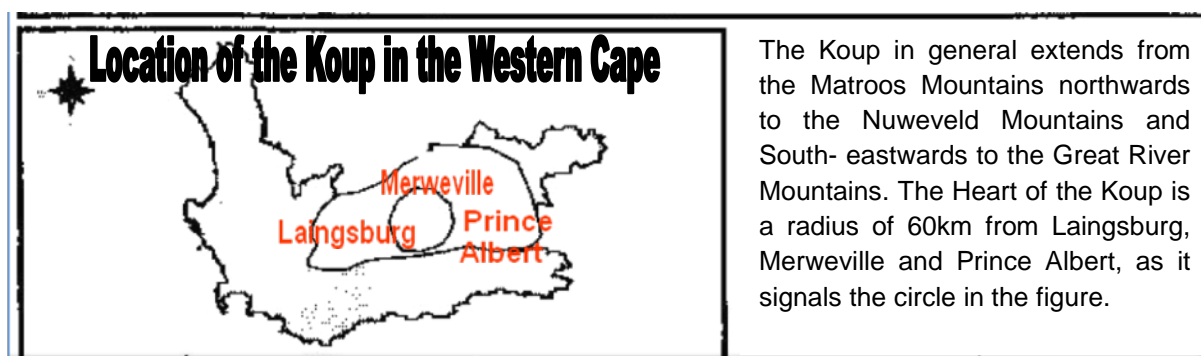
As illustrated in Table 1.1 below, a total of 199 farms in the Koup provided work for 930 farm workers during 2010 (Murdoch, 2010:1). The agricultural sector forms the core of the Koup (typical of the Western Cape) and a further feature of this area is that most of the farms are geographically isolated and far from villages/towns. The main income of farms is extensively derived from small livestock, while seed production, deciduous fruit export and viticulture exist to a lesser degree. Some farms still use manual telephone operators and cell phone reception is partially limited. A large proportion of farms still have no Eskom power, and although the use of technology such as computers, faxes and the internet is rife, using it is for some people an exception, more than a rule (du Plessis, C. 2010).

Table 1.1: Statistics regarding farms and farm worker numbers of KoupDLV (Murdoch, 2010:1)

Total farms		Total farm workers	
Laingsburg, Merweville and Leeu-Gamka	98	Laingsburg, Merweville and Leeu-Gamka	363
Prince Albert and Klein Swartberg	101	Prince Albert and Klein Swartberg	567
Total	**199**	**Total**	**930**

A total of 169 farm owners of the total of 199 in the Koup were members of AgriSA in 2010 (see Table 1.2). The latter agriculture organisation maintains two policy

statements regarding the improvement of social welfare of farm workers, i.e. 1) The need for sound family values as a prerequisite for overall social development and economic growth, and 2) the creation of development opportunities to enhance life-skills (Van der Westhuizen, 2010:47). The South African Farm Workers Association (SAFWA), who primarily encourage farm workers to empower and to train themselves in the social and economic level, was formerly active as an initiative of AgriSA, but is now very poorly supported (Steyn, 2010).

Table 1.2: Statistics about members (farm owners) of the KoupDLV (Botes, 2010; Bothma, 2010; Gouws, 2010; Mitchell, 2010; Steyn, 2010)

AGRICULTURAL ASSOCIATION	Members inclusive
Laingsburg	51
Klein Swartberg	17
Prince Albert	31
Leeu-Gamka	20
Merweville	50
TOTAL	169

Social service delivery in remote rural areas like the Koup, and thus to farm workers, provides special challenges (Schenk, 2010:16). Factors impacting on social service delivery, and therefore hampering development, include the following: 1) Apathy, poor motivation, mistrust and lack of cooperation and communication between community members; 2) lack of adequate and sustainable funding of projects; 3) vast distances between the homesteads; 4) lack of transport; and 5) lack of capacity to manage the affairs of a community project (Gumbi, 2006:3-5). In line with these factors, Patel (2003:2-7) notes that, based on the White Paper for Social Welfare (1997) (South Africa, 1997b), Social Work in South Africa moved towards community-based developmental interventions on local levels. Atkinson (2007:203-227) elaborates more on this theme and states that it is essential for local municipalities to become involved in service provision to farm workers in terms of basic service delivery, transport, health care, housing, education and social services. The author declares: "*Municipalities virtually deliver no services to the majority of farming communities. Farmers sometimes provide many of these services themselves, such as sewerage, road infrastructure, water, refuse removal, social services, clinics and even schools*" (Atkinson, 2007:213).

Local Advice Offices (i.e. offices who provide a support service to farm workers by hearing their grievances) aim to render support by means of para-legal services and workshops such as to provide information on social issues (for instance domestic violence), which are not presented by professionally trained people (Skermand, 2010). The National Development Agency (NDA), a community-funded organisation, is the basis from where these offices operate. With the mediation of labour issues, the Advice Offices are often trying to bring unfair labour practices to point and are thus been experienced as an institution that intervenes with work relations between employers and employees (Minnies, 2010; Le Roes, 2010). Although the emphasis was placed on the development of farm workers' social conditions (Niemand, 2005:36-42), there were only three workshops that touched on it, presented in the district of the Koup DLV in 2009 (Skermand, 2010). The attendance numbers were on average 30 persons (presenters included). The focus of these workshops was primarily to disseminate information about the farm workers' political rights, HIV and AIDS, child abuse, financial empowerment and domestic violence. The topic of alcohol and substance abuse were not dealt with although, according to Western Cape Department of Agriculture (DoA's) Community Development Officer for the Central Karoo region, this social issue is viewed as a major problem (Manho-Damons, 2010).

The provision of services, as described above, is also in line with the provisions of various **legislations**. The Basic Employment Act (Act No. 75 of 1997) (South Africa, 1997a) provides guidelines related to the requirements for employment of farm workers. In addition, the Labour Relations Act (Act No 66 of 1995) (South Africa, 1995) aims to promote social justice, economic development and labour peace. A further aim of this legislation is to provide farm workers with a platform to voice their concerns and opinions, and to participate in decision-making processes. Since 2004, annual farm worker summits are being held in the Western Cape with the goal to link farm worker communities to stakeholders.

Focus areas related to the needs of the farm workers in the Koup, as identified by role-players, are summarised by Van Jaarsveld (2004) as follows: Labour issues include a lack of/ inadequate skills development, a lack of vocational planning, a lack of information and poor and inaccessible services. The author notes that the farm

worker community is less privileged, and still manipulated and discriminated against, and that it should be considered an urgent issue that should no longer be questioned. The author's argument is concluded with the following statement: *"This resulted in the farm worker community being enslaved - not only physically (financially) but also psychologically…... Because of their isolation and the lack of transport, they live an uneventful life where social ills such as alcohol abuse, domestic violence and teenage pregnancies are at the order of the day. They often find themselves in a vicious cycle characterised by short-term satisfaction and a lack of vision for the future"* (Van Jaarsveld: 2004). The most recent farm worker indaba provided the following comments: *"After 15 years of democracy in South Africa, disgruntled farm workers say nothing much has changed for them – they're tired of attending summits and meetings where agreements are reached but never acted upon"* (Erasmus, 2010).

During preliminary discussions with **current social service providers** (i.e. social workers employed at non-government organisations) to farm workers in the Koup, it was noted that service delivery is inadequate due to factors such as the vast distances between farms and towns, a lack of manpower, and poor prognosis of the client-system. It was reported that only approximately 12 farm worker families in the districts of Prince Albert and Leeu-Gamka received social services. These social services mostly related to foster care services, victims of sexual harassment, children's court cases, and behaviour problems due to substance abuse. Monthly, two to three inquiries about grants are logged in, mostly by farm owners. The social worker confirmed that the vast distances has a negative impact on the quality of service (Cedras, 2010). In Beaufort West, the social work services also include the district of Merweville. The social worker visited Merweville once a week, but found it difficult to consult more than one family per day because of the distances to be travelled. She resigned from her position. After one year the position of the latter was not filled, though a community development officer and one auxiliary social worker were assigned to the community of Merweville. The social prognosis of farm workers are regarded low because of widespread lack of education and life skills (Jordaan, 2010, 2011; Cedras, 2010). The Department of Social Development provides services to the Laingsburg district. The researcher approached the social

worker repeatedly regarding the number of cases being managed, as well as the type of social problems on farms. No response to queries was received.

A need for professional social service delivery, especially with regards to addressing substance abuse by farm workers, is pronounced by the community development officer for the Central Karoo. This officer is of the opinion that service delivery suffers failure due to the vast distances that social workers have to travel and the extent of the problem of substance abuse which has become too large to be handled effectively (Manho-Damons, 2010). Research regarding the legacy of dependency and powerlessness among farm workers in the Western Cape in 2008 suggests that alcohol abuse has become a habit-forming lifestyle among farm workers (Falletisch, 2008). The study found that it leads to a neglect of responsibilities related to homes, families and work. In line with this finding, Goodman (2007:64) refers to a relationship between substance abuse, crime and poverty, and Patel (2005:189-198) notes that substance abuse has negative consequences for productivity, economic growth, health and family life. The former author stresses that especially in remote rural areas substance abuse is a higher risk for development, and suggests that these areas should be specifically targeted for the delivery of social services.

An inquiry identified **employee assistance programmes (EAPs)** as a possible way to address the abovementioned need and revealed the following: Employee assistance and employee wellness are both terms described by the Employee Assistance Professionals Association of South Africa (EAPA-SA, 2009:9-11). According to this document, employee assistance is described as the work organisation's programme based on core technologies/functions to enhance employee and workplace effectiveness through prevention, identification, and resolution of personal and productivity issues. Employee wellness, on the other hand is considered to be a state where employees are in good shape (mentally and physically), resulting in high levels of productivity. A distinction is made between the role of an EAP professional, who must be a professionally trained person practicing independently, performing clinical EAP-specific or related tasks (i.e. therapy or counselling); and an EAP practitioner, who must be a trained person to coordinate EAP-specific or related tasks (i.e. referral, liaison, training, marketing and evaluating), while requiring minimum supervision.

EAPs originated in the 1940s in the United States of America (USA), firstly through Occupational Health Clinics and in 1971 the Industrial Alcoholism Programme attempted to improve work performances of employees with alcohol problems. It grew from there to a full support service to employees to address a broader range of emotional and behavioural problems in the workplace. The Chamber of Mines, the food industry and motor industry were the forerunners of EAPs in South Africa since the 1980s (Maiden, 2004:2-3).

From a **social work perspective**, an employee assistance programme, as a specific method of service delivery, is a programme/service offered by employers to workers to prevent, alleviate or eliminate employment and social problems in order to promote job satisfaction, productivity and overall social functioning (New Dictionary of Social Work, 1995:s.v. "employee assistance programme"). This is an approved programme with specific criteria, which renders a service to employees in the private and public sectors in respect of special needs (e.g. alcoholism, health and work relationships) (Maiden, 2004:2). Maiden (2004:2) assert that EAPs are mainly implemented within the genre of occupational social work. Mogorosi (2009a:343-344) describes occupational social work as a specialised field within the social work discipline where it includes social work services to employees who are committed to a working configuration or sector. The rationale for EAP is often obtained from the following aspects of employees: any productivity problems associated with personal problems of employees, absenteeism, substance abuse, loss of productivity, poor labour relations, health, emotional well-being, life skills, employment termination or re-appointment issues. This field furthermore typically provides prevention services to employees (also often including their families) within the workplace regarding conflict management, assertiveness, working mothers' issues, personal money management, trauma counselling, HIV and AIDS and stress in the workplace (Terblanche and Taute, 2009:xiv).

As far as social work is concerned, the latest development concerning social workers practising in occupational settings and doing occupational social work (including rendering their services in terms of an EAP) is that the South African Council for Social Service Professions has statutorily established a speciality in occupational

social work in terms of the Regulations relating to the registration of a speciality in occupational social work (South Africa, 2010b) made under the Social Service Professions Act, 1978 (South Africa, 1978). The registration of such a speciality is compulsory for all social workers doing occupational social work. No person may call him- or herself an occupational social worker without having registered a speciality in occupational social work with the Council (South Africa, 2010b: regulation 5(2)).

As defined in the Regulations (South Africa, 2010b: regulation 1) "occupational social work" means a specialised field of social work practice which addresses the human and social needs of the community within a developmental approach through a variety of interventions which aim to foster optimal adaptation between individuals and their environment". In terms of this specialised field of social work practice occupational social work services are rendered. In accordance with this regulations and phrased in practical terms "occupational social work services" means services pertaining to –

"(a)   work-focussed assessment by assessing the needs or problems of various client systems in the workplace and the reciprocal relationship between them;

(b)   the assessment of the interface and impact of the employing organisation in the community in which the workplace functions;

(c)   work-focussed interventions on individuals, groups, employing organisations and community levels;

(d)   employing organisation and community interventions to ensure a social responsible employing organisation;

(e)   work-family interventions to promote family wellness in relation to the impact of employment;

(f)   the promotion of a culture in the work place to enhance human rights practice, social justice and productivity; and

(g)   work-focussed policy and programme development" (South Africa, 2010b: regulation 1).

Occupational social work services are directed to the following client systems:

- Employees as part of the work system as well as their family systems;
- the employing organisation; and

- communities with which the employing organisation has operational or geographical links (South Africa, 2010b: regulation 1).

When the focus is specifically placed on **social work service delivery** and the role of social workers, it is important to review the aim and focus of social work. The social work profession *aims* to 1) promote the social functioning of individuals, groups and communities and to 2) address environmental impacts associated with the client system's needs, inadequate resources and related high risk factors (Timberlake, Zajicek-Faber and Sabatino, 2008:5). The *focus* of social work is on the improvement of social functioning, providing services and care, provision and referral to resources and treatment programmes and recovery from dysfunctional functioning (Sheafor and Horejsi, 2006:5). In defining social work, the International Federation of Social Workers' revised authoritative definition of social work that is internationally accepted, captures this focus as follows: "The social work profession promotes social change, problem-solving in human relationships, and the empowerment and liberation of people to enhance wellbeing. Utilizing theories of human behaviour and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work" (Hare, 2004:409).

In comparing and scrutinising the above descriptions and definitions of the concept *employee assistance program* from a social work perspective, with that of occupational social work and social work, it is clear that an EAP presented by a social worker constitutes occupational social work which is a specialised field of social work practice taking place in and focusing on the work milieu and aimed at the client systems within this milieu. This also is the point of departure in this research study for the rendering of EAPs to farm workers in the Koup. (It should however be noted that managing and conducting EAPs and rendering services in terms of EAPs, do not solely fall within the domain of social work and may also be managed, conducted and rendered by other professional persons, such as psychologists (Lombard, 1995:423,425).)

Social work interventions to promote employee wellness within an EAP can range from the micro-level (single system) to the macro level (community level) (see Figure 1.2 below). According to du Plessis (in Maiden, 2004:34) services can be related to some problems such as HIV and AIDS or alcoholism, which are seen as a single service-orientation, or so-called "worker-as-person" approach. A more comprehensive service will exist when initial problems are linked to other underlying problems in the workplace. Such programmes will entail some educational programmes and consultations on management level. Prevention services can be performed. Educational programmes are launched to employees to inform and help them take responsibility for their own physical or mental health. Organisational intervention can take place when the "person-as-worker" is seen in terms of how his/her problems could affect productivity. Changes in production structure are aimed at certain organisational structures to accommodate the "person-as-worker". Finally, the workplace functions as a community which incorporate both the employer's and employee's goals and strife together to achieve it. A particular value orientation involves all stakeholders to bring about change (Maiden, 2004:35).

Figure1.2: Schematic presentation of social work intervention in EAP (cf. Maiden, 2004:35)
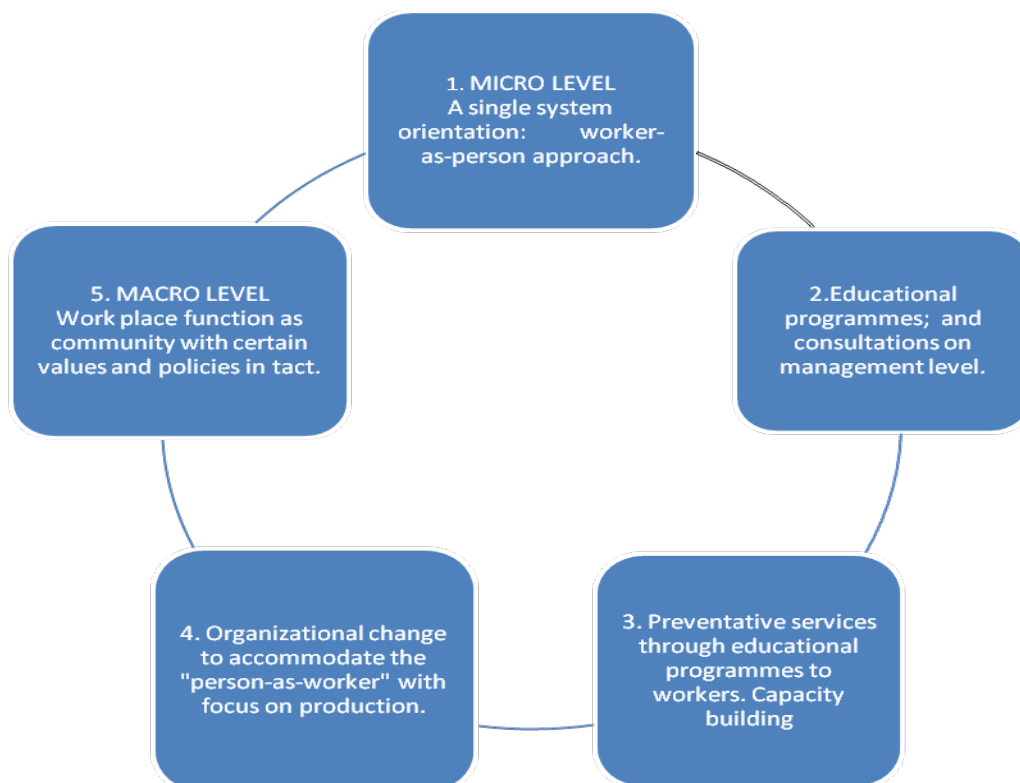
EAPA-SA is the South African professional employee assistance association that operates mainly on three documents offering services within a dynamic framework which are 1) the constitution of the EAPA, 2) the ethical code of the EAPA and 3) the standards of the EAPA. These services are then acquired by one of the following:

- The utilisation of service providers as appointed staff within an industry,
- The contracting of independent service providers on contract basis to provide services as needed, and
- The use of organisations that specialises in offering the whole package of EAP, such as those of Careways, Kaelo Consultants, Qualsa @ Work (Blackadder, 2010).

The value of EAP in South Africa, and specifically in the agricultural, set-up stems from the long history of labour and industrial relations (Giliomee and Mbenga, 2007). The changing socio-political environment of South Africa provides to EAPs a certain set of priorities which include more than the 'traditional' set of programmes that are internationally used. Maiden (2004:11) mentions that it will take generations to remove the social problems created by 'apartheid', but that those problems need to be treated in a post-'apartheid' South Africa to minimize the degree of psychological trauma to all South Africans (post-traumatic stress disorder of an entire society). The author believes that EAP can play an important role in this regard.

Focusing specifically on **EAP in the agricultural sector**, the National Strategic Plan of the Department of Agriculture, Forestry and Fisheries (South Africa, 2009-2010:28-29) provides the most recent guidelines. It is proposed that EAPs should focus on issues such as substance abuse, financial well-being and HIV and AIDS prevention and counselling. Currently, these programmes are only provided to staff working for the Department of Agriculture, Forestry and Fisheries (Nduli, 2009:153). According to Niemand (2009:16-17) no such programmes were thus far provided to farm workers in the Koup. However, the Western Cape Department of Agriculture, Forestry and Fisheries (South Africa, 2010a), is the only government department in the country which has started a programme for farm worker development as a sub-programme to the strategic plan (Niemand, 2005:4). No funds are however received from the National DoA for this programme. Using private partners and their own

budget for the period 2004 to 2009, this programme has managed to fund 68 projects with a total cost of about R12.3 million. Strategic goals to execute within this sub-programme include: black empowerment (BEE) in agriculture, education and training, labour issues, social services and poverty relief, health and housing. The programme also addresses the plight of retired workers (Niemand, 2010: 2-7) and it also aims to provide and coordinate various government services such as health services, education and social services to farm workers in order to make a direct contribution to the development of farm workers (Manho-Damons, 2010). From Niemand's report (2009:16-17) it could be deduced that during the above period no employee assistance projects for farm workers of the Koup DLV were included in the projects. The only projects that could possibly be utilised were the funding of the Karoo Centre of Human Rights in which 100 farm workers could obtain legal advice and assistance about their legal rights as workers and spiritual literature regarding HIV and AIDS or Fetal Alcohol Syndrome (FAS) from the Christian Literature Fund (Niemand, 2009:16-17).

The researcher conducted a literature and internet search to identify **recent studies** related to EAPs to farm workers from a social work perspective. Recent studies that were discovered focused on the social needs related to farm workers (cf. Gumbi, 2006; Makofane, 2006, Bozalek en Lambert, 2008; Falletisch, 2008) or on EAP as a tool in the social work profession in general (cf. Brink, 2002). However, a gap in the literature was found related to studies and research findings regarding EAPs to farm workers. Previous studies also did not focus on the unique needs of farm workers in the Koup. Against the above background and to assist in bridging the gap, this research was undertaken.

1.2 Problem statement and motivation for research

A research problem is distinguished from "real life" problems as it is not focused on the "action" needed to solve the problem, but rather on the information in the form of scientific data that could assist in solving these problems (Mouton, 2001:52-53). The **research problem** that was identified based on the preliminary literature review (see paragraph 1.1 above) was formulated as follows: Farm workers are acknowledged by the White Paper for Social Welfare (1997) (South Africa, 1997b) as a vulnerable

group of people. Despite this acknowledgement and various legislations aimed at protecting farm workers, social service delivery to farm workers in the Koup is limited. This lack of services is attributed to the vast distances between farms and villages/towns. The Department of Agriculture, Forestry and Fisheries' strategic plan 2009-2010 (South Africa, 2009:28-29) provides a comprehensive plan for improving the conditions of farm workers, but until recently programmes were still not presented on a regular basis to the farm workers of the Koup. Comments from social service providers and the lack of recent studies focusing on farm workers in this area illuminated the fact that the unique needs of this group of people were unknown. Within the framework of farm workers as employees, employee assistance programmes (EAPs) offer a possible solution to the continued lack of services and development opportunities to these farm workers. However, it is necessary to explore the unique needs of farm workers, and the perceptions of the farm owners related to these needs before the content of such programmes could be developed. The need for an exploration and description of the unique social needs was identified as the research problem.

The **motivation for this research** study is as follows: Being both a social worker and entrepreneur in agriculture (involved in garlic processing) the interaction between productivity and healthy social functioning of people in an industry interested the researcher. Involvement in a garlic processing project for farm worker women taught her that personal and family problems of workers may have a direct impact on their performance and job satisfaction (and vice versa). Within the context of a lack of social services to the farm workers in the Koup, the researcher embarked on exploring creative alternatives. During the preliminary literature review the lack of information related to EAPs in agriculture, specifically aimed at the farm workers of the Koup, indicated a need to further explore this topic. The researcher hopes that this research study might contribute to the knowledge base of occupational social work, in order to enable social workers to develop EAPs to farm workers in an effort to address the continued lack of social service delivery to this group.

1.3 Research question

A *hypothesis* is a logical premise or assumption made for solutions or answers to the research problem. It provides specific direction to the conduct of research and facts are usually required to substantiate the hypothesis (Leedy and Ormrod, 2005:54). For the purposes of this study, a hypothesis is difficult to formulate because the preliminary literature review indicates that there are no clarity on the social needs of farm workers in the Koup, nor about structured EAPs in agriculture. On the other hand, a research problem consists of *research questions* about observations in practice. It puts the focus on what the researcher should do to acquire more answers or solutions. Mouton (2001:52-54) distinguishes between empirical questions, and non-empirical research questions. Empirical questions include exploratory, descriptive, evaluative, predictive, and/or historical questions. Non-empirical questions have an analytical, conceptual, theoretical and/or philosophical nature.

A research question is a comprehensive question that guides the questions during data collection and the purpose of the study, and is aimed at answering a research problem (Mouton, 2001:52-54). The need to explore and describe the unique social needs of farm workers in the Koup was identified. Mouton (2001:52-54) notes that empirical research questions specifically assist the researcher to answer a research problem in terms of exploring and describing the situation of interest. The research question arising from the research problem (described in section 1.2 above) was exploratory and descriptive in nature and formulated as follows:

- From the perspectives of the farm owners/managers and the farm workers -
    - what are the social needs among farm workers in the Koup; and

    - How can these social needs be addressed through employee assistance programmes?

1.4 Research goal and objectives

Theoretically defined, the terms "goal", "reason" or "target" can all be seen as synonyms for the purpose of the research. A research goal represents a description of what the researcher hopes to attain through the research study (Fouché and De

Vos, 2005:104-106). The **goal** of this proposed research study was: *To develop an in-depth understanding of the social needs of farm workers in the Koup and how these social needs should be addressed through employee assistance programmes based on the perspectives of the farm owners/managers and farm workers.*

In order to reach the goal of a research study, a researcher formulates objectives that describe the different steps that need to be followed (Fouché and De Vos, 2005:104-106). Basic objectives provide a foundation for knowledge and understanding, and applied/task objectives seek to solve problems in practice. Although theoretical and practical results reveal the difference between basic and applied objectives, they overlap also to otherwise allow basic objectives to address a problem of practical implications, and through applied objectives make a contribution to knowledge about an issue (Fouché and De Vos, 2005:104-105). The objectives of this research had therefore a basic and applied nature and assisted the researcher to obtain the abovementioned goal, as follows:

Basic objectives were formulated as -
- To explore the social needs of farm workers in the Koup from the perspectives of the farm workers and the farm owners and/or farm managers
- To explore how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farm workers and the owners and/or farm managers
- To describe the social needs of farm workers in the Koup from the perspectives of the farm workers and the owners and/or farm managers
- To describe how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farm workers and the owners and/or farm managers

In practical terms these research objectives were broken down and turned into **task objectives** as follows:
- To obtain two samples: one of farm workers in the Koup and the other of farm owners and//or farm managers of farms in the Koup

- To conduct in-depth semi-structured interviews and/or focus groups with the farm workers to explore the social needs of farm workers in the Koup and how these needs could be addressed through employee assistance programmes

- To conduct in-depth semi-structured interviews and/or focus group discussions with the farm owners and/or managers to explore from their perspectives the social needs of farm workers in the Koup and how these needs could be addressed through employee assistance programmes

- To sift, sort and analyse the data obtained according to the eight steps of qualitative data analysis constructed by Tesch (in Creswell, 2009:186)

- To subsequently describe the social needs of farm workers in the Koup that should be addressed through employee assistance programmes as articulated by the farm workers and the farm owners and/or managers perspectives'

- To interpret the data and conduct a literature control in order to verify the data

- To draw conclusions and make recommendations on the findings

1.5   Research methodology

Under this subheading the aspects of research approach and design as related to this research endeavour will be discussed.

1.5.1 Research approach

According to Creswell (2009:18), a quantitative research approach focuses primarily on the collection of objective information about the occurrence of certain phenomena through the use of variables, hypotheses, measurements and testing theories. Qualitative research, on the other hand, attempts to develop theories and indicates the importance and meaning that participants attach to certain phenomena. Berrios and Luca (2006:184) refer to the qualitative research approach as an investigation into the "pure experiences" of the participants. According to these authors, the participants are seen as the main source to develop insight into issues that would lead to improved and relevant techniques, relationships, principles and procedures. In order to answer the research question, the researcher opted to employ the

qualitative research approach. Leedy and Ormrod (2005:135) attribute the following relevant characteristics to the qualitative approach:

- Qualitative research focuses on **interpretation and meaning**. The proposed study explored what the meaning of social needs of the farm workers are from the perspectives of the farm workers and the farm owners/managers to gain a better understanding of the problems experienced by this group.

- Qualitative research involves **verification**. The findings obtained through data collection were verified with relevant literature related to the social needs of farm workers and existing guidelines of EAPs.

- Qualitative research focuses on **descriptions**. Based on the exploration of the social needs of the farm workers, the researcher described their needs to contribute to a better understanding of the social context of this group. `

- The qualitative approach assisted the researcher to explore and describe the **perspectives of those involved** in the situation (the farm workers and farm owners and/or managers) related to the social needs of farm workers in the Koup, thus answering the research question.

1.5.2 Research design

Delport and Fouché (2005:265-273) emphasise that a paradigm or framework first must be laid out to give direction to a qualitative approach. Typical qualitative designs that attempt to answer research questions include: biographical, phenomenological, ethnographic, exploratory, descriptive and contextual research designs, as well as case studies and grounded theory.

In order to provide the researcher with an understanding of the unique social needs of farm workers, this qualitative research study was conducted within the framework of a case study research design. Apart from this, the research question and goal of this study were exploratory, descriptive and contextual in nature. Therefore, as discussed below, exploratory, descriptive and contextual research designs were identified as appropriate to use in combination with the case study design for this study.

1.5.2.1 Case study research design

Neale, Thapa and Boyce (2006:3) identify the case study research design as an appropriate means to develop an understanding of an unique and interesting issue. The authors assert that case studies can provide the researcher with the unique story of individuals, organisations, processes, programmes, institutions or events. The researcher aimed to develop an understanding of the unique perceptions and experiences regarding the social needs of farm workers in the Koup. The case study research design provided her with a framework from which she could explore and describe these needs.

1.5.2.2 Exploratory research design

This design is used when there is insufficient knowledge about a new field of research and aims to obtain a broader understanding of a situation provided (Bless, Higson-Smith and Kagee, 2006:47). It is characterised by basic questions like "What is the situation?" Or "What are the key factors that play a role" (Mouton, 2001:53). In this study exploratory research was considered appropriate as there was insufficient knowledge about EAPs and the social situation/needs of farm workers in the Koup. Firstly an objective exploration had to be conducted before any solutions or recommendations could be proposed.

1.5.2.3 Descriptive research design

This design was used to describe the facts of a particular situation (Bless et al., 2006:48). Descriptive research was a suitable research design for this study because participants' opinions, attitudes and perceptions were considered and described. It provided detailed insight into the exploration of participants' perceptions. It focused on "how" and "why" - questions (Fouché and De Vos, 2005:106).

1.5.2.4 Contextual research design

A contextual design is used when field interviews are conducted with participants in their work places while they work, observing and inquiring into the structure. It presents the richest data and develops a partnership with real users to observe focused work in its actual context. The researcher gathers "concrete", detailed data about what occurs in the context of a participant's work (Holtzblatt, Wendell and Wood, 2005:22). Hom (2009) describes this design as a structured field interviewing method, based on a few core principles that differentiate this method from plain, journalistic interviewing. Contextual inquiry is more a discovery process than an evaluative process. This qualitative study was aimed at exploring and describing the research questions within the context of social needs which occur in the context of the farm workers' occupation in the Koup, those social needs which can be addressed by employee assistance programmes.

1.5.3 Research method

The concept "research method" refers to forms of data collection, analysis, and interpretation that researchers propose for the study (Creswell, 2009:15). Included within this concept is also the aspects of population, sampling and sampling techniques. These aspects will be presented in the discussion to follow:

1.5.3.1   Population and sampling

Brink (2002:8) states that a population includes the total collection of members, cases or elements which the researcher would like to make inferences from, and that because of the size of the population it probably may be impossible and impracticable to involve all members of the population. The entire set of objects or people which is the focus of a research study and about which the researcher wants to determine some information is therefore referred to as the **population** (Bless et al., 2006:98). The populations that this study focused upon were:

- All full-time farm workers in the Koup and
- All farm owners and/or managers in the Koup

The subset of the whole population which is actually investigated by a researcher and whose information will be generalised to the entire population is called the **sample** (Bless et al., 2006:98). Strydom (2005:194) mentions that a sample is also known as the "analysis unit" and asserts that it is seen as a small part of the whole on which the findings can be made applicable. The samples, from which participants in this study were selected, are delineated as follows:

- All full-time farm workers in Central Koup
- All farm owners and/or managers in Central Koup

The process through which the sample is taken is known as sampling. This can be done by means of two methods, namely probability sampling and non-probability sampling (Strydom, 2005:198-204), as illustrated in the table below.

Table 1.3: Explanation of probability sampling and non-probability sampling (Strydom, 2005:198-204; Bless et al., 2006:105-106)

Probability sampling	Non-probability sampling
Each element of the population a chance to be drawn. It is representative of all.	Include all sampling methods in which known units have a probability of chance to be drawn. Some members have thus no chance to be drawn.
E.g. Random sampling; Systematic sampling; Stratified sampling; Cluster Sampling.	E.g. Convenience / casual sampling; Quota sampling; Snowball sampling; Purposive sampling.

Qualitative research relies mainly on non-probability sampling (Bless et al., 2006:105-106). For the purpose of this study the purposive sampling technique (as a technique used in non-probability sampling) was selected. According to Strydom (2005:202), it entails that the researcher relies on his/her own opinion regarding the required characteristics, representative or typical characteristics of the sample from a population, such that the conditions of farm workers in Central Koup, in general, will match the average farm worker in the Koup.

The purposive sampling technique was utilised as the researcher specifically sought typical and divergent data from farm workers and farm owners from different agricultural societies within Central Koup, exploring their perceptions of the social needs of farm workers. Members (farm owners) of the Koup Districts Agricultural associations (KoupDLV) were asked to participate in the research, and asked to

provide access to farm workers and farm managers in their services to participate as well.

The **sample size** is determined by the purpose, design and population size, as well as time and cost constraints (Bless et al., 2006:107-108). A large sample is most representative, but also expensive. Quantitative research uses large samples, whereas qualitative research's sample size generally follows the concept of **data saturation**. Glaser and Strauss (in Mason, 2010) define this term as "when the collection of new data does not shed any further light on the issue under investigation". According to Strauss and Corbin (in Mason, 2010) data saturation occurs when data reach the point where it becomes "counter-productive" and that "new data" discovered does not necessarily add anything to the overall story, model, theory or framework. Within the context of the qualitative nature of this study, the sample size could not be determined beforehand, but it was determined by data saturation when some repetition of data was identified.

1.5.3.2 Method of data collection

When entering the research field Mouton (2001:98-110) recommends that the researcher should have clarity about data sources, data collection techniques, data analysis, documentation and interpretation. Creswell (2009:185-188) indicates that multiple data with qualitative research can be raised in the form of the following four categories:

- Observation, where participants in a natural environment is observed, for example with an ethnographic research design
- Interviewing face-to-face, by telephone, or through focus groups, where six to eight participants are asked to respond to a few unstructured, semi-structured and/or general open-ended questions that aim to explore their views and opinions
- Documents such as newspapers, minutes, reports, personal journals, letters and e-mail may be used
- Audio and visual images, photographs, art, objects or sound may be used

Focusing on face-to-face interviews, open questions allow the participants to draw on their own frame of reference to answer and encourage spontaneous participation. This descriptive data then makes use of quotes from participants to illustrate and record the findings. Qualitative researchers observe closely and take every gesture, facial expression, joke, tone, time to respond and posture in mind to interpret information (Bogdan and Biklen, 2006:1-7).

Focus groups, on the other hand, are used to obtain data related to the research topic from more than one participant at the same time. The value of this method of data collection is that the researcher uses open-ended questions to obtain a large amount of data in a relative short period of time (Mack, Woodsong, MacQueen, Guest and Namey, 2005:51).

In this research study semi-structured face-to-face interviews and focus group discussions with full-time farm workers (as employees) and the farm owners/managers (as employers) were utilised as methods for data collection. Focus groups were selected as the main method of data collection for both samples. However, whenever a prospective participant indicated that he/she would prefer to provide the researcher with information on an individual basis, the data was collected by means of an interview. An invitation to participate in this research project was sent out to the agricultural societies inviting members (i.e. farm owners/managers) to attend a focus group discussions just after a general meeting (Annexure A). The goal of the research, as well as the structure through which data would be collected and the ethical considerations was explained in advance. Focus group discussions were held with employees and employers during separate occasions. The reason for the separation of the groups was based on the effort to avoid potential mistakes involving data collection, such that the employee participants would be influenced by their relationship with employer participants, and vice versa (Mouton, 2001:106). Interviews with individual participants were conducted whenever the need occurred.

As prescribed by Creswell (2009:188-189) the interview protocol involved the various agriculture societies. Chair persons were requested to inform their members in advance about the focus group discussions. The researcher also acted as interviewer, and an audio recording was made. It was transcribed directly after the

focus groups. The participants were provided with an introduction regarding the purpose of the research where after the key questions of the research were posed to them. During the focus group discussion/interviews the following interview-guides were presented to the two groups of participants:

Interview-guide for the farm workers
- Tell me about the circumstances of farm workers on farms in the Koup?
- Tell me about your life on the farm?
- Tell me about your work as farm worker on this farm?
- What are the personal problems experienced by the farm workers here on the farm?
- What circumstances and problems (i.e. personally, at home and work-related) in general affect farm workers' ability to do their work on the farm?
- What personal circumstances (i.e. personally, at home and work-related) affect your ability to do your work on the farm?
- What do farm workers do to solve their problems?
- Where do farm workers go to get help with their problems?
- Any advice/suggestions on how the problems of farm workers can be addressed and by whom should it be addressed?

Interview-guide for the farm owners and/or managers
- Generally speaking, tell me more about the social circumstances of the farm workers in the Koup?
- Which of the farm workers' social circumstances (i.e. personally, at home and work-related) affects their productivity on the farms in the Koup?
- What services are available to address the needs and/or problems related to the social circumstances of farm workers?
- What do you do to address problems related to social circumstances of farm workers affecting their productivity on your farm?
- Do you have any advice/suggestions regarding services required to address the needs/ problems related to the social circumstances of farm workers?

- Do you have any advice/suggestions to farm owners and /or managers to assist them in responding to the problems/needs related to social circumstances of farm workers?

The interview guide also included questions to obtain a **profile** of the participants, and also to establish a relaxed relationship between the researcher and the participants. These questions included the following:

- Where do you work/farm and what kind of farming activities are you involved in?
- Where are your farms situated?
- To which town do you go for shopping and medical, school services?

The researcher also obtained data related to the participants' gender and age.

During data-collection some specific interviewing skills were utilised to facilitate the process for example:

- Open-ended questions allowed the participants to draw on their own frame of reference to answer and it encouraged spontaneous participation
- Non-verbal gestures, facial expressions, jokes, tones, time to respond and postures were also taken to interpret information
- Participants were invited to individually reveal any personal or private information to the researcher if someone would have a need for it
- With time allowed to record comments and reflexive notes participants could experience that their opinions were important and taken seriously (cf. Bogdan and Biklen, 2006:1-7)

Group work techniques, such as a summarising, linking, probing, individualising and eye contact were practiced to facilitate the focus group discussion process (Corey, Corey and Corey, 2010:107-125; Jacobs, Masson and Harvill, 2002:83-114).

1.5.3.3   Pilot study

A preliminary study describes the process by which the research design is tested for a proposed study. It includes the following components: a literature review, consultation of experts with experience, feasibility testing of the research and testing

of measuring instruments (Strydom, 2005:206). Before formal data collection started the researcher conducted one focus group discussion with the farm workers and one focus group discussion with farm owners respectively in order to determine whether the research questions could be answered by the chosen method of data collection. The results indicated that the participants would be able to respond to the interview guide in such a manner that the research question could be answered sufficiently.

1.5.3.4   Method of data analysis

As the research progresses a qualitative researcher gradually analyses the data obtained. The findings form a picture as the information is processed, quite distinct from quantitative research where the findings have already formed a picture and needs to be confirmed. The researcher analysed the information obtained from the focus groups discussion and interviews into themes and sub-themes, using a coding system according to the following step-wise framework proposed by Tesch (in Creswell, 2009:186):

- The researcher formed an overall picture obtained by carefully reading through all the transcripts and jot down in writing the ideas that emerged.

- The first transcript then was selected and read once more. The researcher asked herself: "What is this about?" The focus was specifically on what information were available. Thoughts were plotted in a margin.

- The rest of the transcripts were overviewed by working the same way. Next, a list was made of all the topics indicated in the margin. Similar topics were grouped together into columns, which consisted of main topics and subtopics.

- The list of topics and sub-topics were returned to the transcripts. Codes were given to the topics and subtopics were added along the appropriate segments in the text. There was also at this stage, a check-out for new/hidden topics or codes.

- The most descriptive wording were selected for topics and converted into categories. Similar topics were sub-themed under the relevant category.

- A final decision was made regarding which categories to be included.

- Corresponding data were placed under each category to highlight the themes and sub-themes.

- The themes and sub-themes then were discussed and described.

1.5.4 Method of data verification

Data verification assists the qualitative researcher to establish the reliability of the study and thus to increase and support the findings and conclusion. Guba's so called model of trustworthiness of qualitative research for data authentication from 1981 (in Krefting, 1991:214-222), is generally regarded as a classic contribution to the qualitative research methodology. This model serves the following four aspects in support of proofing the validity of qualitative research:

- **Validity of the truth**: The level of confidence in the truth of the findings, based on the research design, participants and the context in which the study takes place, will determine the validity of the truth of the study (Krefting, 1991:215). In this research the validity of truth was established by 1) employing various interviewing techniques during the focus group discussions and interviews and 2) triangulation, by doing focus groups with more than one source of data (farm workers and farm owners/managers).
- **Applicability**: Without using vague generalisations to create a series of hypotheses, the findings of the research were transferred on a broader population. In this regard Lincoln and Guba (1985) expressed themselves as follows: *"The researcher cannot specify the transferability of findings; he or she can only provide sufficient information that can then be used by the reader to determine whether the findings are applicable to the new situation"*. The extent to which the findings of the study can be applied in other contexts or broader groups, have an impact on the reliability of the research (Krefting, 1991:216). Portability in this research applicability was facilitated through 1) a compact description of the methodology and 2) the purposive sampling technique.
- **Consistency**: Guba (in Krefting, 1991:216) describes consistency as when the same subjects and/or the same contextual message could be found repeatedly. In this research consistency were increased through 1) a compact description of the methodology and 2) triangulation of data sources.

- **Neutrality**: Guba (in Krefting, 1991:216-217) describes neutrality in qualitative research as the extent to which research findings are impartial, and state that it refers to the neutrality of the data rather than the neutrality of the researcher. Neutrali**y** can be obtained by nonpartisan research data analysis by an independent coder. This will ensure objectivity and neutrality of data, and the neutrality of the researcher. The desired level of neutrality in this study was achieved through 1) using extensive field notes, 2) using independent coder, 3) using transcripts of the interviews to actually reflect participants' contributions, not the researcher's own perceptions and 4) triangulation of data by using more than one data source.

1.6 Ethical considerations

Ethical considerations play an important part in conducting a research project. Strydom (2005:68) values ethics in research as a measurement of scientific standard, and asserts that ethical practice ensures that society is not misled. The following ethical considerations were implemented throughout this research study.

1.6.1 No harm: To inflict no harm to participants, was intended or has been contemplated by the investigation. Being a registered social worker the most correct conduct was offered towards all involved in the research, according to the ethical code of the profession. The researcher attempted to not encroach upon the workplaces of participants and therefore offered to schedule focus groups during times when the farm owners/managers and farm workers were busy with agricultural meetings.

1.6.2 Confidentiality: Confidentiality was enhanced through treating participants with respect and handling the participants' opinions confidentially. Participants' privacy was respected by anonymity in the transcripts of the focus group discussions and interviews in an effort to ensure confidentiality. Digital information obtained were used only for transcription purposes and then destroyed. The transcripts and notes from the research were also stored in locked files whereto only the researcher had access (Strydom, in De Vos, Strydom, Fouchè and Delport, 2002:67). Objectivity and professionalism was practiced with compassion and the will to make a positive

contribution to the welfare of all concerned. When listing questions during the interviews and focus groups discussions the individual to whom the questions were addressed, have been kept in mind. Questions were asked in a simple and understandable language so that participants could deal with it comfortably from their own mind frames.

1.6.3 Informed consent: Participants gave their informed consent to this research (Annexure B) and were informed beforehand about the reason and the nature of the investigation (Annexure A) to ensure that participants were not misled (Leedy and Ormrod, 2005:101). When sensitive issues emerged in focus groups or interviews, participants were invited to defuse and debrief their feelings afterwards privately towards the researcher. No incentives were given for participation and measures were taken to ensure that participants did not suffer inconvenience or discomfort during data collection. Special care was taken to ensure that participants did not make inappropriate inferences or grow any expectations from the investigation.

1.6.4 Management of data: Strydom (2005:65-66) accentuates the management of research data. Releasing the data and the findings in a written publication require the researcher to compile a report as accurately and objectively as possible. The information must be formulated and conveyed clearly and unambiguously to avoid or minimise misappropriations. Therefore in order to avoid plagiarism all forms of emphasis or slanting in order to bias the results were avoided in this study and all due recognition was given to sources consulted and people who collaborated. This report serves as a result of consideration of this ethical issue.

1.7 Clarification of key concepts

In this subsection the key concepts central to this study will be clarified.

- **The Koup** is a rural geographical region in the Western Cape, South Africa. The word was derived from the Khoi-Khoi word "Goup", referring to the fertility of the region. The Korana tribe, however, referred to this area as the "Ghoup", referring to a skeleton. This illustrates the contrasts experienced by the Koup community in terms of rich years, where rain leads to fertile land and healthy living on the

one hand, and the lack of rain that leads to hunger and suffering on the other hand (Le Roux, 2003:5). This research endeavour focused specifically on the exploration of the social needs of farm workers living in the area represented by the Koup District Agricultural Society (Koup DLV), including the districts of Laingsburg, Klein Swartberg, Prince Albert, Merweville and Leeu Gamka.

- **Social services**: Programmes designed to assist persons, families, groups and communities to address social problems/needs in order to promote social well-being (New Dictionary for social work, 1995:.s.v. "social services"). In the context of the social work profession, the National Association of Social Workers (NASW) refers to social services as services provided by registered and accredited social workers. These services are directed at social welfare-, change- and justice and aim to improve the quality of life (NASW, 2005). In this study, the term social services referred to social services in the context of the social work profession.

- **Social problem**: A social problem refers to situations where an individual, family group or community's social functioning is impeded by obstacles in the environment and/or individuals, groups or communities that prevent the fulfilment of basic needs, implementation of values and achievement of satisfactory role-division (New Dictionary for Social Work, 1995:s.v. "social problem"). For the purpose of this research study, the term "social problem" referred to undesirable conditions among farm workers, that are linked to a pattern of behaviour that constitutes a threat to this group's well-being and development (cf. Defining a social problem, 2011; What is a social problem, 2011).

- **Social needs** refer to the kinds of problems that people experience which requires some particular kind of response, and a relationship between problems and the responses available. A need is a claim for service (Spicker, 2010) and may include one or more of the following: poverty, social exclusion, unemployment, physical disability, old age, needs of children, learning disability, and mental illness. The researcher also considered the classic work of Maslow (1943) regarding basic human needs that influence behaviour. These needs include physical-, safety, love and belonging-, esteem- and self-actualisation needs (Maslow, 1943:91).

- **Employee assistance programme**: A worksite-based programme designed to assist: 1) work organisations in addressing productivity issues and 2) 'employee

clients' in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress or other personal issues that may affect job performance (Blackadder, 2010:8). Maiden (2004:35) asserts that these programmes could be viewed in terms of the worker-as-person and/or the workers-as-a-community. The author highlights that EAP's focus on education, consultation, prevention and organisational change to increase productivity. The researcher conducted this study from the viewpoint that the farm workers may be viewed as workers-as-a-community. Their social needs that my impact on their productivity was explored and described in order to identify areas that may be addressed through EAPs in future.

1.8 Outline of the research report

This report will comprise of four chapters with the focus of each chapter indicated below

Chapter 1 deals with the theoretical background and rationale for this study. It also provides a description of the research problem and the aims and objectives of the study. A description of the chosen research methodology, ethical issues considered and the key concepts are provided.

Chapter 2 provides an overview of the research methodology followed, with a description of the procedures that were implemented to collect, analyse and verify the data obtained from the participants. It also reflects on the limitations of this study.

Chapter 3 provides the reader with a description of the biographical profile of the participants and the research findings, together with a literature control.

Finally, **Chapter 4** presents the conclusions drawn from the findings, as well as the recommendations to social workers for aspects to be included when EAP is used in an effort to address social needs of farm workers.

1.9   Conclusion of the chapter

In this chapter the aim was to provide a general introduction by providing introducing and providing a backdrop to the topic. Furthermore the formulation of the research problem warranting this research project and a motivation for this research endeavour was provided. The proposed methodology employed to investigate the topic under discussion was introduced. The researcher also described the ethical considerations adhered to during this research project, defined key concepts central to this research topic and provided an outline of the research report. In the next chapter of this report, the application of the qualitative research methodology for investigating the topic under discussion will be introduced.

CHAPTER TWO

APPLICATION OF THE RESEARCH METHODOLOGY

2.1   Introduction

Already in 2001 the former South African president Mr Thabo Mbeki identified the **Central Karroo** District Municipality to be a nodal point for future rural development (Mbeki, 2001). Nine years later a research study in this regard by Jacobs, Nowers and Troskie (2010:6-10) indicates that, ranking the seven selected districts for development in the Western Cape, people from the Beaufort West district and surrounding areas had the lowest personal indicators related to both economic and social development. It does not involve only physical indicators regarding housing issues (such as running water, refrigerator facilities, electric lights, flush toilets and refuse collection), but also includes personal indicators (such as schooling, poverty, unemployment, social grants and lack of skills). A conclusion form this study also indicates that no development will be successful if it is not issued outside the town areas into the hinterland/rural areas (Jacobs et al. 2010:6-10).

The present research study specifically focuses on the social needs of the farm workers in the Central Koup, in an effort to contribute to finding solutions to address this lack of development (as described in paragraphs 1.1 and 1.2 in Chapter 1). The Central Karoo District Municipality (A) is situated in Beaufort West (see Table 2.1), from where government departments (i.e. Home affairs, Social Development, Environmental Health, Labour, Traffic, School Health Services, as well as Rural development and Land Reform) operate to surrounding towns' municipalities (Trudon,2009-2010:283-286). The **local government** are grouped together in so-called "B-municipalities" for services delivery to towns of the including local municipalities: Laingsburg, Prince Albert and Beaufort West.

The Koup DLV includes farms from all of these three municipalities. It is a geographically isolated area where the farms are located far apart and far from towns (Holzapfel, 2009:26).

Table 2.1: Classification of municipalities for the Koup

A: CENTRAL KARROO	DISTRICT	MUNICIPALITY
B: Laingsburg	B: Prince Albert	B: Beaufort West
Local Government for: Laingsburg, Vleiland/ Klein Swartberg/ Moordenaarskaroo/ Matjiesfontein	Local Government for: Prince Albert, Klaarstroom, Leeu-Gamka	Local Government for: Beaufort Wes, Merweville, Murraysburg

Within this vast area of the Central Karroo District Municipality the main income is derived from farming, and limited **social services** are delivered and mostly to people of the towns (Jordaan, 2010). Service delivery is hampered due to the distances between towns in this area, for example: Laingsburg and Beaufort West are about 200 km from one another and visiting these two towns in one day implies a round trip of five hours (Google Maps, 2010). Other basic service delivery (such as the mobile clinic services) also are restraint because of staff shortages, inadequate infrastructure, large areas to be serviced with one vehicle and the mass overload of patients at the town's health centres (Du Plessis(a), 2010). Other stakeholders such as officials from the South African Police Service and a municipal official believe that current information programmes (e.g., about violence against women) are not attended by women of farm workers leaving many farm worker women not aware that they could obtain a protection order to protect them from domestic violence (Van Wyk, 2010; Du Plessis, N, 2010, Van As, 2010).

Preliminary conversations with some farm workers and farm owners highlighted difficulties experienced by farm workers in respect of the applications for, payments of and spending of government grants. When the grants are received, there are often misuses of the monies, resulting in substance abuse, which subsequently leads to absence from the workplace (Jacobs, 2010; Stal, 2009, Van der Vyver, 2010). Patel (2005:130-134) refers to the above problem, and identifies an urgent need for an effective monitoring and evaluating system of the child allowance system. The author notes that the monitoring system should focus on the social assistance programme's effect and economic impact on poverty and inequality in general (Patel 2005:143).

Within the context of farm workers as employees, **employee assistance programmes** (EAP) offers a possible solution to the continued lack of services and

development opportunities. However, it is necessary to explore the unique needs of farm workers, and the unique relationship between employer (farm owner/manager) and employee (farm worker) before the content of such programmes can be planned and initiated. The need for an exploration into and description of these unique social needs within the framework of EAPs are therefore highlighted as the research problem and served as a starting point for this research study. The choice and nature of the research question which arose from this research problem are discussed subsequently.

2.2   Research question

Babbie and Mouton (2007:72-73) refers to a certain logic in scientific research as the "ProDEC" framework. It has four elements that should be present in any empirical research. The elements are: 1) Problem Formulation [= Pro], 2) research design [design = D], 3) empirical evidence [evidence = E] and 4) conclusion [Conclusion = C]. Problem formulation leads to a research question or hypothesis, which then determines the research design to be followed to obtain empirical evidence and to reach a conclusion.

Prior to the choice of a research design, Babbie (2004:44) notes that the researcher should identify whether a hypothesis or a research question will direct the purpose of the study. A *hypothesis* is a specified testable expectation about empirical realities that flows from a general assumption; a description of expectations about the nature of something derived from a theory. This entails that the relationship between variables are tested by making a statement about the expectation of what the relationship will yield (Babbie, 2004:48). Hypotheses should be specific so that the variables can be tested properly in a designated field with proper techniques of measurement (Bless et al., 2006:38-41). On the other hand, the Social Work profession is uniquely committed to the contextual understanding of people, with emphasis on an explicit value system for human rights and human dignity, according D`Cruz and Jones (2004:17-19). This value system creates the basis to generate knowledge through research. The *research question* is therefore created from the need to acquire knowledge through investigation (exploration), descriptions or explanations so that people and their behaviour can be understood. The purpose of

research questions is to organize the research, to direct it, to provide a context and to set the boundaries of the project. Research questions also keep the researcher focused and provide a framework for writing down the project and to identify the data required (D'Cruz and Jones, 2004:17-19).

The research problem (see Chapter 1) that informed this research study resulted in a **research question**. A preliminary literature review neither indicated any clarity about existing structured EAPs in agriculture, nor was the social needs of farm workers in the Koup determined and described. No clear variables could be tested by means of a hypothesis, and a certain expectation could not be expressed. The research questions emanating from this research problem were exploratory and analytical in nature and were formulated as follows: From the perspectives of the farm owners/managers and the farm workers -

- *What are the social needs among farm workers in the Koup?*
- *How can these social needs be addressed through EAP?*

The research questions formed the foundation upon which the research goal and objectives were identified. This will be described next.

2.3   Research goal and objectives

Creswell (2009:87-88) asserts that a research goal and research objectives are the most important concepts in a research study, because it gives direction and focus to the study. This indicates what the research intend to accomplish and why it is done.

Based on the research problem (see paragraph 1.2 of Chapter 1) and the research question described above, the researcher's intention with this study and the goal with this research was: *To develop an in-depth understanding of the social needs of farm workers in the Koup that should be addressed through employee assistance programmes.*

In addition to the research goal, Fouché and De Vos (2005:104-105) describe research objectives as the concrete steps taken one at a time to help to work

towards goal attainment. The **objectives** that describe the steps that assisted the researcher to attain the abovementioned goal were formulated in terms of research and task objectives, as illustrated in the table below:

Table 2.2: Research and task objectives

Research objectives	Task objectives
✓ To explore the social needs of farm workers in the Koup from the perspectives of the farm workers and the farm owners and/or farm managers. ✓ To explore how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farmers and the owners and/or farm managers. ✓ To describe the social needs of farm workers in the Koup from the perspectives of the farmers and the owners and/or farm managers. ✓ To describe how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farmers and the owners and/or farm managers. ✓ To draw conclusions and make recommendations on the findings.	✓ To obtain two samples: one of farm workers in the Koup and the other of farm owners and//or farm managers of farms in the Koup. ✓ To conduct in-depth semi-structured interviews and/or focus groups with the farm workers to explore the social needs of farm workers in the Koup and how these needs could be addressed through employee assistance programmes. ✓ To conduct in-depth semi-structured interviews and/or focus group discussions with the farm owners and/or managers to explore from their perspectives the social needs of farm workers in the Koup and how these needs could be addressed through employee assistance programmes. ✓ To sift, sort and analyse the data obtained according to the eight steps of qualitative data analysis constructed by Tesch (in Creswell, 2009:186). ✓ To subsequently describe the social needs of farm workers in the Koup that should be addressed through employee assistance programmes as articulated by the farm workers and the farm owners' and/or managers' perspectives. ✓ To interpret and analyse the data and conduct a literature control in order to verify the data.

These objectives were implemented within the methodology described below.

2.4 Research methodology

Methodology is defined as the analysis of how the research will or should run (D'Cruz and Jones, 2004:59). Table 2.3 below illustrates the steps that were implemented by the researcher for the purpose of this study, as adapted from Bless et al. (2006:17) and Fouché and Delport (2005:269):

Table 2.3: Steps in social research (adapted from Bless et al., 2006:1 and Fouché and Delport, 2005:269)

Steps	1: Problem Formulation	2: Develop a research method	3: Data collection	4: Data analysis	5: Interpretation of the results	6: Summary and recommendations	7: Writing the research report
Description	a) Choose a topic or identify the problem. b) Based on the formulated research problem, formulate the research problem. c) Formulate the research question. d) Formulate research goals and objectives to assist with the endeavour to answer the formulated research question(s).	a) Select the research approach and design. b) Describe the sample. c) Identify the sampling procedures.	a) Con-structing the research schedule. b) Data collection.	a) Data analysis. b) Literature control	a) Conclusions based on data collected.	a) Make recommendations based on the conclusions.	a) Disseminate the results

Step 1 was described in Chapter 1, as well as in the sections above. The implementation of Steps 2 to 4 will be discussed below, while the findings, conclusions and recommendations emanating from the analysis of the data will be discussed in the following chapters.

2.4.1 Research approach

The research approach can be defined as the strategy followed to research the topic (Creswell, 2009:188). According to Creswell (2009:18) the approaches generally used in the social sciences are quantitative, qualitative and mixed methodology (i.e. including both the quantitative and qualitative research approaches). The differences between the three approaches are set out as follows:

Table 2.4: Differences between the quantitative, qualitative and mixed method research approaches (Creswell, 2009:19)

	Quantitative approach	Qualitative approach	Mixed method approach
Using these assumptions and philosophical approaches to investigate	A scientific, post positivistic and experimental approach. Perform surveys and experiments.	A constructive, advocatory, participatory approach. Doing case study, a description, a phenomenology, ethnography or grounded theory.	A pragmatic approach, simultaneous, consecutive or transformative research.
Use these methods	Numerical data, closed questions, predetermined method.	Open questions, text and visual data, any information as it emerges.	Using both numeric data and open and closed questions, both a predefined and a channelled approach, as well as both qualitative and quantitative data analyses.
Practices used by the researcher	Test and verify theories and explanations, identifying variables to study, propose hypotheses. Use standards for validity and reliability of data. Get information from numerical data to collect, through observation, statistics and impartiality.	Researcher positions him/herself, obtain information by involving participants, focusing on a single concept or phenomenon, bringing forth personal values and opinions of participants, give interpretation to it, evaluate the accuracy of findings, considering the context and situation of participants. Create the agenda for change and work with the participants.	Gather both qualitative and quantitative information. Develop a rationale (reason) to integrate mixed data in various stages of research

This research study took place within the framework of the qualitative research approach, because of this approach's characteristics as listed below:

- The researcher obtained information by involving participants.

- Data collection focused on a single concept or phenomenon.

- Data collection was aimed at bringing forth personal values and opinions of participants.

- Data analysis was used to give interpretation to the obtained data (Creswell, 2009:19).

The starting-point was, within the knowledge of the present government planning for rural development, to improve the social lives of farm workers by exploring their social needs within the framework of EAPs.

2.4.2   Research design

D'Cruz and Jones (2004:60) indicate that quantitative research designs assist the researcher with statistical data collection. It usually includes numbers and figures, therefore mathematical calculations and statistical rules are used to address the information and give meaning to it. It usually also include a structured way of data collection. The sample size in this approach is advised to be high to execute and implement the stipulations and rules for the credibility and technical analysis of statistics (D'Cruz and Jones, 2004:60).

Relevant to the qualitative approach followed in this study, qualitative research designs focus designs that would assist the researcher to develop insight into a specific research problem. The researcher therefore opted for research designs which would allow her to explore and describe the perceptions of those directly involved in the research problem, as qualitative research designs provide data which increase the quality of information (Lester, 2006:1). According to D'Cruz and Jones (2004:61) it is easier to show what qualitative research designs are not, as there is not a list that determines what exactly they are. According to the authors qualitative research designs certainly are not quantifiable and, amongst others, are the favoured when the research intends to conduct an exploration of values, processes, experiences and meanings that people keep. The sample size is smaller, and the designs allow the researcher to work in an unstructured and/or semi-structured

manner. Open questions and themes are used during interviews, observations and text analysis. Statistics are not the source of data (D'Cruz and Jones, 2004:61).

The qualitative research designs chosen for this study were specifically aimed at enabling the researcher to give effect to the exploratory and descriptive nature referred to in the objectives of the research study. In an attempt to determine the social needs of farm workers within the context of employee assistance programmes (one of the areas that an occupational social worker focuses on), the experiences and perspectives of farm workers (as employees) and farm owners (as employers) about the needs were explored. These perspectives and experiences were then described within the context of employee assistance programmes. Based on the contextual nature of this study and in order to answer the research question within the framework of the qualitative research approach, the researcher opted to use the case study research design, together with the exploratory, descriptive and contextual research designs. These designs were discussed in Chapter 1. The relevance of the use of these designs in this present study will be described below:

- **Case study research design**: This research design assists the researcher to do an in-depth study of an individual unit (e.g., a person, group, or event) in relation to context (Flyvbjerg, 2011:301). The case study is commonly used in social research and is often descriptive or explanatory in nature (Flyvbjerg, 2011:316). Neale et al. (2006:4) argue that the case study design is particularly useful when a researcher aims to offer a "more complete picture" of a situation. The authors however warn that the following limitations should be considered: Case studies could be a lengthy method to obtain data and it may lack rigor as it could be viewed as a subjective interpretations. These possible limitations were managed as follows during the implementation in this study: The researcher acknowledged that data collection and analysis through the case study research design could be lengthy, but also considered the value of the rich information that could be obtained from the participants. In this case the positive therefore outweighed the negative possible implications. The researcher also made use of Guba's model for qualitative data verification (as cited in Krefting, 1991) in order to address the concern for lack of rigor (see section 2.4.5).

- **Exploratory research design**: Kumar (2005:9-10) states that this design is particularly suitable when the researcher tries to develop insight into an issue about which little knowledge are available. This design assisted the researcher to develop a better understanding of the social needs of farm workers in the Koup through an exploration of the perceptions of people directly affected by the research problem (i.e. the farm workers and the farm owners/managers).

- **Descriptive research design**: Fox and Bayat (2007:8) assert that this design is used when a researcher aims to develop a better understanding of a research problem. The descriptive research design therefore often follows the exploratory research design when the data obtained through exploration is described to provide meaning. The advantage of this design within the present study was that the description of the participants' perceptions of their social needs, together with the literature review, enabled the researcher to better understand the issue of addressing social needs of farm workers. The description of the data contributed to develop an understanding of the research problem and to answer the research question.

- **Contextual research design**: Taylor and Gibbs (2010) assert that this design is useful when the qualitative data analysis is aimed at describing a population's interpretation of the world, why they have that point of view, how they came to that view, what they have been doing, how they conveyed their view of their situation, and how they identify or classify themselves and others in what they say. The social needs of the farm workers in the Koup were explored and described in the context of the participants' lived experiences. The contextual research design therefore provided the researcher with a focus for the possible solution to the research problem, in terms of the context of the data obtained (Holtzblatt, Wendell and Wood, 2005:22).

2.4.3 Research method

The term "research method" refers to the methods and techniques that entail a description of the process followed to obtain, analyse and interpret data (Katsicas, 2009:605). The methods and techniques used to obtain a sample, collect the qualitative data, and to analyse the data will be described in this section of the report.

2.4.3.1   Population and sample

Prior to collecting the data, the researcher first had to identify a population that represented the research problem, and from this population drew a sample for inclusion into this research study.

A **population** had to be identified in terms of the entire set of people who were the focus of this research (Bless et al., 2006:98-100). The researcher therefore had to determine who the people related to the research problem are. The researcher identified two populations for the purpose of this study, namely: 1) All full-time farm workers in the Koup and 2) all farm owners and/or managers in the Koup.

As it is often not possible to include the total population in a research study due to costs and time restraints, the researcher continued to identify a **sample** form the population. The portion of a population that is directly involved in the data collection process is referred to as the "the sample" (Strydom, 2005:194). The sample from which participants in this study were selected was identified as 1) all full-time farm workers in Central Koup and 2) all farm owners and/or managers in Central Koup.

In order to obtain the sample, the researcher had to identify a suitable **method of sampling**. Babbie (2004:182-187) distinguishes between probability and non-probability. The latter specifically relate to the qualitative research approach and designs. The rational for this is described by D'Cruz and Jones (2004:99-100) who explain that within the quantitative approach, respondents are selected to make statistically derived generalisations from the group under investigation to the wider population. Here the probability sampling approach is aiming at representativeness

in the sample and is crucial to the external validity of the study. In the case of the qualitative research approach, and in order to enable the researcher to obtain a depth of data through exploration and description, it is important to focus on generating ideas and the development of an understanding. The basis of sampling therefore becomes theoretical rather than statistical. **Non-probability sampling** assists the researcher to explore the research topic and problem through access to "insiders" in the situation (Babbie and Mouton, 2007:49-54). Marlow (in D'Cruz and Jones, 2004:99) refers to the qualitative research process to as an 'information rich' sample that is sought after deliberately with some purpose in mind. The **purposive sampling technique**, typical of non-probability sampling, assisted the researcher in this regard. This technique enabled the researcher to use her own judgement about who would be most suitable to answer the research questions (Babbie, 2004:183). The researcher specifically attempted to explore the perceptions of farm workers and farm owners/ managers from diverse agricultural areas in an effort to ensure that the findings will relate to all the farm workers in the Koup. This sampling method and technique provided the researcher with access to 28 farm workers and to 16 farm owners. One of the participating farms made use of a manager.

In qualitative research the **sample size** is representative and statistically determined (Strydom, 2005:327-328). In the present qualitative study, the sample size could not be determined beforehand, but was set when data saturation was identified, i.e. when data reached the point where it becomes "counter-productive" and that "new data" discovered did not necessarily add anything to the overall story (Strauss and Corbin in Mason, 2010).

2.4.3.2   Method of data collection

Methods of qualitative data collection include Documents, observation, audio and visual images and interviews (Creswell, 2009:185-188; Fouché and Delort, 2005:268-272). The latter could be used as a method of data collection in both qualitative and quantitative studies. The structure of interviews as defined by Patton (in D'Cruz and Jones, 2004:111-113) differentiates them as qualitative or quantitative. Questionnaires, checklists, indexes and scales are all methods of structured interviewing in quantitative research. The data obtained through this

manner is statistically analysed and quantified (Fouché and Delport, 2005:166-181; Neuman, 2003:191).

In qualitative research, the data obtained from an interview is not quantified, but rather described in terms of themes, sub-themes and categories; relating the perceptions of the participants (Fouché and Delport, 2005:166-181). In this qualitative study, the researcher made use of **semi-structured interviews**. These interviews were primarily conducted with focus groups. Whenever a participant indicated that he/she felt uncomfortable to share information in a group setting, individual interviews were conducted, and had a clear start and finish time. An interview guide provided structure for the interviews, but did not limit the participants' responses. The researcher made use of interviewing techniques such as probing and linking to develop the depth required (Mouton, 2001:106). An iterative interviewing process (Babbie and Mouton, 2007:290-292) which includes thematising, designing, interviewing, transcribing, analysing, verifying and reporting the data was completed. This process in terms of the abovementioned characteristics will be described below.

2.4.3.3   Preparation for data collection

During the **thematising process**, the researcher established rapport with the gatekeepers, who provided her with access to prospective participants (Leedy and Ormrod, 2005:137), through initial phone contact. The chairmen of the various agricultural societies were contacted by telephone to request them to assist the researcher to obtain entrée to possible participants. The interaction was followed up by e-mail communications to provide a detailed explanation about the background to the research, the purpose of the study and the structure of interviews (see annexure A). The chairpersons then provided the researcher with access to meetings to request participation from farm owners. Those who were interested in participation were requested to provide the researcher with access to farm workers and managers (where the farm owner did not have direct contact with farm workers). The researcher asked employers not to coach or prepare farm workers for the focus group meetings. In order to ensure ethical practice, and that farm worker participants felt free to contribute, the researcher also explained the background to the research,

the purpose of the study and the structure of interviews with them prior to collecting the data. An informed participation form was signed by the participants and the researcher (see Annexure B).

2.4.3.4   Pilot study

In the **designing phase** of the interviewing process, the researcher decided to conduct a pilot study. Leedy and Ormrod (2005:152) advise that a pilot study should be done to ensure that the researcher is able to answer the research question. The pilot study would indicate whether participants respond to the research questions. Strydom (2005:331) considers a pilot study as a small scale trial run of all the aspects planned for use in the main inquiry. It assisted the researcher to determine whether the methodology, the sampling and methods of data collection and analysis were appropriate and efficient for the research. The researcher therefore embarked on a journey to determine the feasibility of the proposed research plan through a focus group interview with farm workers and farm owners respectively. The conclusion was that the research plan would be suitable to address the research problem, and to answer the research question. It was determined that both samples did not have previous access to EAPs. The researcher subsequently decided not to place the focus of the interviews on this aspect, but to rather ensure that the social needs of the farm workers are explored. The existing literature related to EAPs would be used as part of the literature control when describing the findings.

2.4.3.5   Focus groups/semi-structured interviewing

The **interviewing process** of the research study included focus groups and semi-structured interviews. Focus groups are generally used in two ways within the qualitative paradigm. First is the "get-ten-for-the-prize-of-one" way where individual responses of group members are collected one by one. The second way is to use the group to find information the researcher would not otherwise be able to access, by putting several individuals together in a smaller group to create meaning among themselves, rather than individually. A new set of data is formed that way (D'Cruz and Jones, 2004:61).

Six focus groups were conducted of which four were with farm workers and two were with farm owners. The table below indicates the structural and operational detail of these groups:

Table 2.5 The structural and operational detail of the research focus groups

Participants	Number of participants	When	Where	Duration
Farm Workers	7	Before a general Agri-society meeting	Laingsburg Flood Museum	1 h 15min
Farm owners	7	After a general Agri-society meeting	Laingsburg Flood Museum	45 min
Farm workers	10	As part of a women's Tea and handcraft training event, researcher creatively organised to seek participation.	On a farm at a cellar-venue Prince Albert valley	1 h 45 min
Farm workers	3	Crisis intervention after one part time worker who came to work on farm for a week misused a friend's medicine.	On researcher's farm.	55 minutes
Farm owners	6	On invitation to annual meeting of chairmen of all Agri-societies in the KOUP DLV.	Conference Venue at B&B Leeu-Gamka	30 minutes
Farm workers	8	Morning after presenting a powerpoint information session about substance abuse.	On researcher's farm with unknown workers who came for the week from Laingsburg and Prince Albert to plant this season's garlic.	40 minutes

The main advantage of focus groups is the opportunity to obtain a large amount of data, observe interaction and obtain different views/perceptions on a topic in a limited period of time. Group discussions also provide direct evidence about similarities and differences in the participants' opinions and experiences (Babbie and Mouton, 2007: 292). Other advantages of focus groups include that they stimulate spontaneous exchanges of ideas, thoughts and attitudes in the security "of being in a crowd". The interaction within the group, seen in the comparisons the participants make between one another's experiences and opinions are a valuable source of insight into complex behaviours and motivations. Therefore the synergy of the group has the potential to uncover important constructs, which may be lost with individually generated data (Greeff, 2005:312). In summary, the research process benefited from the use of focus groups in terms of -

- The technique is a socially oriented research method and assisted the researcher to capture real-life data in a social environment.
- It was flexible, enabling participants to feel free to share, change the direction of the discussion, and to fully explore the topic.
- It led to speedy results.
- It was low in cost (Babbie, 2004:302-303).

Greeff (2005:312) however warn that this method of data collection requires skill in the facilitation of a group process. The authors specifically advise that the researcher be aware that shy or passive participants may be dominated by more active participants, unless the facilitator is skilled enough to encourage participation of all group members. Babbie (2004:302-303) adds that it might be difficult to transcribe and analyse the data. The latter disadvantage was address by means of the protocol for record keeping, as discussed later in this chapter.

The researcher took cognisance of both the advantages and disadvantages ascribed to focus group interviews, and attempted to conduct the focus groups as follows: The researcher took special care to individually welcome participants, and made use of group work techniques to such as the following: Acceptance, exploration, focusing, summarising and probing to ensure participation from members. Functional aids included 'Round Robins' (i.e. all the participants are requested to participate) to ensure that every member in the focus group is provided with the opportunity to contribute to the discussion (Jacobs et al., 2002:257). The researcher furthermore attempted to preserve a fine line between following the interview guide and maintaining enthusiasm and interest to keep the discussion flowing, involving as much participation as possible (Greeff, 2005:306-311).

Three participants preferred to took part by means of semi-structured individual interviews. Two of the interviews took place in a (teatime) time-slot between an agri-society's meeting and a scheduled focus group meeting to be held with participants. The third interview took place at the participant's home on the farm on his request. The first two interviews lasted approximately fifteen minutes each, but the third interview lasted an hour. The researcher followed the same procedure as with focus

groups during the individual interviews, but implemented the following techniques, typical of individual interviews (Egan, 2002:95-148):

- **Listening**: It entailed listening to the content, voice and body language of the participant.

- **Focusing**: The researcher made use of this technique only when participants moved away from the research question.

- **Reflection**: This was used to ensure that the researcher entered the participants' frame of reference and that they were being understood correctly. It also helped participants to become aware of what they were saying.

- **Probing**: It served as a tool to encourage participants to continue with their lines of thought.

Babbie (2004:300) explains that the continuous nature of qualitative interviewing causes that the questioning is redesigned throughout the project. Ideally the participants did most of the talking. The researcher attempted to word questions so that it not subtly biased the answers. Answers evoked by initial questions were many times used to shape the subsequent questions, e.g. "If you say trouble comes up during week-ends, what does that mean?"

In order to provide structure, and to ensure that the focus remained on the research questions, the researcher made use of an interview-guide, as described in the next section.

2.4.3.6   Interview-guide

According to Greeff (2005:308-309) the strategy of questioning during interviews and focus groups involves an interview-guide with topics to discuss or a questioning route with a sequence of questions in complete, conversational sentences. In focus groups, this guide allows the group to brainstorm over a topic of discussion, beginning with general questions, and moving to more specific questions. Questions are asked in a conversational manner in clear wording. The author suggests that fewer than ten questions be asked, and a note that there is no "right" way to develop questions - what is right is what works. The interview guide for this study focused on

1) the farm workers, 2) the farm owners, and 3) the biographical details of the participants. The table below illustrates the different questions in terms of their focus:

Table 2.6: Interview guide

Farm Workers	Farm Owners
• Tell me about the circumstances of farm workers on farms in the Koup?	• Generally speaking, tell me more about the social circumstances of the farm workers in the Koup?
• Tell me about your life on the farm?	• Which of the farm workers' social circumstances (i.e. personally, at home and work-related) affects their productivity on the farms in the Koup?
• Tell me about your work as farm worker on this farm?	
• What are the personal problems experienced by the farm workers here on the farm?	• What services are available to address the needs and/or problems related to the social circumstances of farm workers?
• What circumstances and problems (i.e. personally, at home and work-related) in general affect farm workers' ability to do their work on the farm?	• What do you do to address problems related to social circumstances of farm workers affecting their productivity on your farm?
• What personal circumstances (i.e. personally, at home and work-related) affect your ability to do your work on the farm?	• Do you have any advice/suggestions regarding services required to address the needs/ problems related to the social circumstances of farm workers?
• What do farm workers do to solve their problems?	• Do you have any advice/suggestions to farm owners and /or managers to assist them in responding to the problems/needs related to social circumstances of farm workers?
• Where do farm workers go to get help with their problems?	
• Any advice/suggestions on how the problems of farm workers can be addressed and by who should it be addressed?	

2.4.3.7   Record keeping

In a qualitative research study, data collection includes establishing a protocol for recording information (Creswell, 2009:185-188). Individual and focus group interviews were recorded a MP3-instrument and afterwards transcribed onto computer files.   Field notes (describing non-verbal detail) were included in the transcriptions. Each interview was saved on a separate file and kept in a private folder where to only the researcher herself had access. The recordings will be deleted after the completion of the research project.

2.4.4 Method of data analysis

D'Cruz and Jones (2004:150) note that qualitative data analysis is not a separate stage that comes after the data generation process. Instead, it is an ongoing process that ought to be a feature of data generation as well as a stage that follows it. The authors describe this process as "messy" because, unlike in quantitative studies, the stages are dynamic and closely interrelated. The researcher implemented the advice of these authors by developing a system of data management that allowed her to monitor data saturation over the life of the research. It is a form of auditing or confirming the analysis as it proceeds. Bogdan and Biklen (in D'Cruz and Jones, 2004:151) describe these interrelated aspects of qualitative data as an "analysis in the field", meaning that the researcher constantly should engage in preliminary analytic strategies, with an openness and critical awareness that the research is in process and that some focus might need revision and modification in response to the contextual issues. On the other hand, "analysis after the field" refer to coding as a method of pattern-making from data, once the data generation has been completed (Bogdan and Biklen in D'Cruz and Jones, 2004:151). The researcher primarily made use of "analysis after the field", although she remained aware of previous data collected to ensure that data saturation would be detected. Once data saturation took place (see paragraph 1.5.3.2), the researcher implemented the framework of Tesch (in Creswell, 2009:186) for qualitative data analysis. An independent coder, who also worked within framework by Tesch, was used. Once data analysis was completed separately, a joined discussion related to the identified themes and sub-themes took place. The steps associated with this framework, and the implementation thereof, were described at length in Chapter 1.

2.4.5 Method of data verification

Creswell (2003:87) states that reliability and generalisability play a minor role in qualitative research. The author is of the opinion that validity is seen as the strength of qualitative research. The following eight strategies are available to check the accuracy of the findings, according to Cresswell (2003:87):

- Triangulate different data sources of information by examining evidence from the sources and using it to build a coherent justification for themes.

- Use member-checking to determine the accuracy of the findings through taking the final report or specific descriptions or themes back to participants and determining whether these participants feel that they are accurate.

- Use rich, thick descriptions to convey the findings. This may transport readers to the setting and give the discussion an element of shared experiences.

- Clarify the bias the researcher brings to the research. The self-reflection creates an open and honest narrative that will resonate well with readers.

- Also present negative information that runs counter to the themes. Discussing contrary information adds to the credibility of an account for a reader.

- Spend prolonged time in the field in order to develop an in-depth understanding of the phenomenon under study.

- Use peer debriefing to enhance the accuracy of the account. This process involves locating a person who reviews and asks questions.

- Use an external coder or auditor to review the project. As distinct from a peer debriefer, this auditor is new to the research and can provide an assessment of the project throughout the process of research.

The researcher was able to implement the above guidelines through the use of Guba's model for qualitative data verification (as cited in Krefting, 1991:214-222). A theoretical description and the rational for the choice of strategies were provided in Chapter 1. The table below provides an illustration of the aspects that were taken into account, as well as strategies that assisted the researcher to ensure that data verification took place.

Table 2.7: Data verification based on Guba's (in Krefting, 1991:214-222)

Focus area	Strategy
Validity of the truth	• Interviewing techniques (see section 2.4.4.3) • Triangulation of data methods and data sources, by utilising more than one method of data collection (i.e. focus groups and interviews) with more than one source of data (farm workers and farm owners)
Applicability	• A compact description of the methodology chosen for, and implemented in this specific study • The purposive sampling technique • Member-checking by taking the final results back to some participants to determine the accuracy of the findings
Consistency	• A compact description of the methodology chosen for, and implemented in this specific study • Triangulation of data–sources, i.e. that information was obtained from both farm workers and farm owners/managers from different location
Neutrality	• Extensive field notes made during the interviews/focus groups • Using transcripts of the interviews to actually reflect participants' contributions, not the researcher's own perceptions • The use of an independent coder and the input of a supervisor's peer reviewing throughout the research

2.5 Ethical considerations

In order to conduct the research and to **report the findings** as the last phase of the interviewing process, the following ethical considerations, as described in chapter one, were taken:

- **Protection from harm to participants:** Leedy and Ormrod (2005:101) propose that the physical and emotional risks involved should be no greater than risks of day-to-day living. The researcher is a registered social worker in accordance with the Social Service Professions Act (Act No. 110 of 1978) (South Africa, 1978), and implemented the code of conduct as prescribed by this act to ensure that no harm was done to participants. Preparation for data collection and data collection were conducted in such a manner that the participants were not in physical or emotional danger. The researcher also attempted to not impede on the productivity or threaten the employer-employee relationship in any way. Focus

groups and interviews were conducted separately during times allocated for social interaction.

- **Confidentiality:** Strydom (2005:67) describes privacy as "aspects which are not normally accessible for others to observe and analyse". Confidentiality was implemented by treating participants with respect. Privacy was protected through anonymity in the transcripts. The participants' real names and identifying details were not placed in the transcripts, and they were ensured that they could decide what to share, as anonymity could be threatened in the context of focus groups. The transcripts, field notes and informed consent forms were stored in locked files. Only the researcher had access to those files. Digital information obtained were used only for transcription purposes and then destroyed.

- **Informed consent:** Leedy and Ormrod (2005:101) advise that informed consent should include that participants are informed of their right to self-determination regarding participation, the procedures that will be followed, the advantages and possible disadvantages of participation, and the credibility and role of the researcher. Annexure A and B were used to ensure that informed consent was implemented in this research study.

- **Management of data:** The findings were accurately and objectively released in this written dissertation. The information were formulated and conveyed clearly and unambiguously to avoid or minimise misappropriations (Strydom, 2005: 65-66). In order to avoid plagiarism all forms of emphasis or slanting in order to bias the results were avoided in this study and all due recognition was given to sources consulted and people who collaborated. Following the completion of this research, the public and participants will be informed about the findings in an objective manner and in their home language (Bless et al., 2006:145).

2.6 Limitations of the study

Geographical distance was considered a limitation because it set certain demands to the researcher in terms of transportation and time. All the participants spoke Afrikaans, therefore the research had to be done in this language only. For the purposes of this research, boundaries were set regarding the perspectives on social needs and more focus was placed on social problems and needs related to the framework of employee assistance programmes. The current South African agricultural and political status featured controversial issues on labour practices and laws within the agricultural society, which consequently produced resistance in participation. Apathy and in some cases poor response on the call to participate in focus groups were experienced as some further challenges in the research.

2.7 Summary

In Chapter 1 the rational for this study, as well as the problem formulation were discussed. The research question and goal and objectives that resulted from the research problem were provided, together with a layout of the choice of methodology to employ in order to answer the research question.

This chapter focused on the implementation of the research methodology, including the research approach, the research designs, the method and techniques of sampling, the data collection method and the method implemented to analyse the data. The strategies followed to ensure data verification and ethical practice were described, and the limitations experienced during the implementation of the research methodology were indicated.

Chapter 3 that follows provides the reader with a detailed description of the demographic details of the participants, the research findings and the literature control.

CHAPTER THREE

RESEARCH FINDINGS

3.1 Introduction

The goal of this research endeavour was to develop an in-depth understanding of the social needs of farm workers in the Koup that could be addressed through Employee Assistance Programmes (EAPs). Chapter 1 provided the background to, and a description of the research problem that formed the focus for this research study. The research questions that resulted from the research problem were: 1) *What are the social needs among farm workers in the Koup?* And 2) *How can these social needs be addressed through EAPs* (employee assistance programmes)*?*

In order to answer the research questions above, two populations were identified, namely: 1) All full-time farm workers in the Koup and 2) all farm owners and/or managers in the Koup. As it was not possible to include the total population, the researcher selected the following samples to represent the population, and to provide her with answers to the research questions: 1) All full-time farm workers in Central Koup and 2) All farm owners and/or managers in Central Koup.

This research study was subsequently conducted within the context of a qualitative research approach, while the researcher made use of the case study, exploratory, descriptive and contextual research designs (see Chapter 2 for a description of the implementation of the research methodology). A total of six focus groups were conducted with different participant groups (i.e. with farm workers and farm owners/managers respectively) and three semi-structured interviews were conducted with farm owners as methods of data collection. Each focus group and interview was digitally recorded and transcribed directly afterwards. As described specifically in Chapter 1, the data analysis was done through the use of a coding system according to the eight steps of the framework proposed by Tesch (in Creswell, 2009:186).

The data analysis steps identified four themes and 22 sub-themes from the sample taken from farm workers. Three themes and 16 sub-themes were identified from the sample taken from farm owners/managers. A literature control was done afterwards to elucidate and verify the findings.

The ensuing section will provide the reader with information related to the demographic detail of the participants in order to describe the context related to the findings.

3.2 Demographic data

The demographic data provide a description of the context within which the findings were procured. Participants (i.e. farm owners and/or managers and farm workers) from the areas of Prince Albert, Laingsburg, Klein Swartberg, Merweville and Leeu Gamka contributed to the results of this research. The table below describes the demographic data of these participants:

Table 3.1: Demographic data of participants

	FARM WORKERS	FARM OWNERS	MALE	FEMALE	AGE $\leq$45yr	AGE $\geq$45yr
Focus Group	0	7	7	0	2	5
Focus Group	7	0	5	2	5	2
Focus Group	3	0	1	2	2	1
Focus Group	10	0	0	10	5	5
Focus Group	0	6	5	1	3	3
Focus Group	8	0	5	3	6	2
Interviews	0	3	3	0	1	2
TOTAL	28	16				

From the table above it is clear that from the total of 44 participants 28 were farm workers and 16 were farm owners/managers. It was found that most farm owners also act as managers of their farms; therefore henceforth reference to such participants will be named 'farm owners' only. Statistics by Murdoch (2010:1), as

discussed in Chapter 1, indicates that farm workers are more in total than the total figure of farm owners; therefore in this research the farm worker/farm owner ratio of participation (28:16) would be acceptable.

From the 28 farm worker participants, 11 were male and 17 female. From the 16 farm owner/manager participants, one was female and 15 farm owner participants were male.

Although 24 participants were younger than 45 years and 20 were 45 years and older, it was interesting to note that most farm worker participants (18) came from the age group younger than 45 years irrespectively of their gender; and most of the farm owner participants (10) came from the age group 45 years and older. Both these age groups represented, irrespectively of gender, the adult years of humans. This development stage represent the time in the human life cycle when different development tasks are accomplished physically as well as towards the inner-self, the family, the work setting and the community; as highlighted by Louw, Louw and van Ede (2001:471-662).

The early adult phase, younger than 45 years, includes development tasks related to job settlement and finding a place in the community. The establishment of an identity, values, significant interrelations and a household with a spouse and raising children are also important.

The participants aged 45 years and older represent the "mid-adult years" which include similar life tasks as the early adult phase, but also include challenges such as changes in physical attributes, declining health, as well as supporting children to gain independence in life. During mid-adult years gender roles also become less rigid, with the result that men and women become more androgynous. For example, middle-aged women find it easier to act more assertively than before, while middle-aged men find it easier to express emotions such as tenderness and sadness. The completion of the work cycle, preparation for retirement and to acquire job satisfaction (according to their training and experience received) are also of

significance, as well as to be an established mentor or watchdog in the community (Louw et.al., 2001:471-662).

Within socio-cultural context the interaction between numerous factors contributes to the multiplicity of adult development, as illustrated in the figure below (Gerdes in Louw, et.al., 2001:476).

Figure 3.1: The interaction between factors related to the socio-cultural context of adulthood (Gerdes in Louw, et.al., 2001:476)
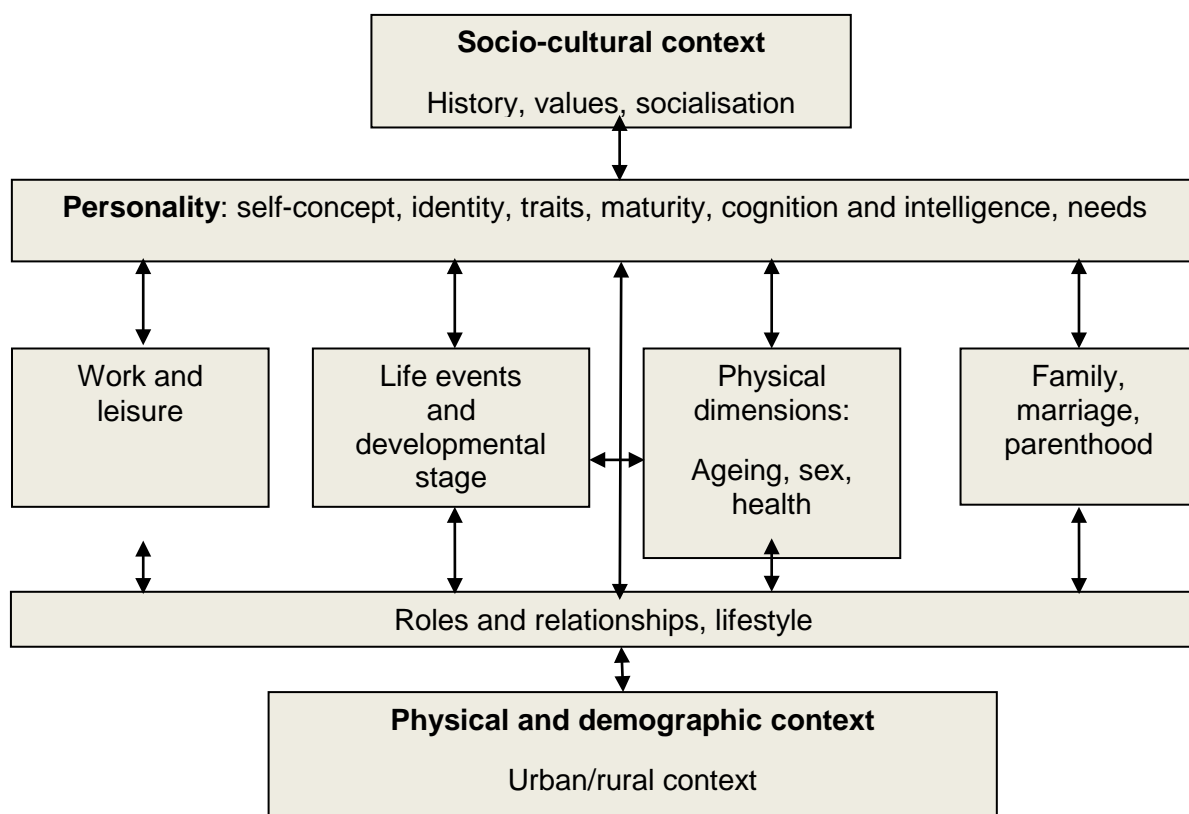
The figure above illustrates how factors related to one's personality; such as self-concept, identity, traits, maturity, cognition, needs and intelligence are related to one's history, values and socialisation. It also highlights that operational functions; such as work, leisure, life-development, physical aging and family life can act as factors defining one's roles and relationships or lifestyle on the other hand. On the other hand roles, relationships and/lifestyle may impact on operational functions. This description place the emphasis on how development tasks are influenced by the

interrelatedness of personality, history/values/socialisation, operational functions and roles/relationships and lifestyle. Related to the context of this study, it can therefore be considered that the physical/demographic circumstances of the participants may impact on their socio-cultural circumstances.

Within the context of the description of the participants above, the themes and sub-themes that were identified during the data analysis process will be discussed in the following sections.

3.3 Empirical findings: Themes and sub-themes

According to Tesch's steps for qualitative data analysis (in Creswell, 2009:186) the themes and sub-themes were derived at after the researcher carefully read through all the transcripts; jotted down emerging ideas from the overall picture; listed and grouped topics together; and then returned to the scripts, colour coding the appropriate text, and subsequently gave categories the most descriptive wording. Similar topics were sub-themed under relevant categories. Following a final consensus discussion with the independent coder and study leader, a final decision was made regarding which categories to be included. Corresponding data was placed under each category to highlight the themes and sub-themes.

The themes and sub-themes will be described, together with verbatim quotations and the literature control in the next two sub-sections. It should be noted that all the participants were Afrikaans speaking. Their responses were not translated to ensure that misinterpretations do not occur.

3.3.1 Farm worker's perceptions of social needs to be addressed through employee assistance programmes

Four main themes provide the story line for the data obtained from the farm workers, namely: 1) their experiences and perceptions of living and working on farms; 2) descriptions of support services and their specific need for support; 3) their

experiences and perceptions of current resources and support available to farm workers or the lack thereof; and 4) their descriptions of social needs to be attended to through employee assistance programmes.

Table 3.2: The themes and sub-themes resulting from the data analysis process about farm workers' perspectives

Themes	Sub-themes
Theme 1: Farm workers' experiences and perceptions of living and working on farms	Sub-theme 1.1: Participants reported positive experiences and perceptions of living on farms
	Sub-theme 1.2: Participants reported that they were labelled negatively by people living in towns
	Sub-theme 1.3: Participants' experiences and perceptions related to farm work
	Sub-theme 1.4: Participants' experiences and perceptions related to employer-employee relationships
	Sub-theme 1.5: Participants' experiences and perceptions related to interrelationships among farm workers
Theme 2: Farm workers' description of support services and the their specific need for support	Sub-theme 2.1: Farm worker participants' experiences and perceptions point to a lack of knowledge about and access to resources and support available
	Sub-theme 2.2: The employer is often perceived as the support system
	Sub-theme 2.3: Farm worker participants voiced a need for counselling support services
Theme 3: Farm workers' experiences and perceptions of current resources and support available to farm workers or the lack thereof	Sub-theme 3.1: Experiences and perceptions related to religious, spiritual support and the involvement of churches in farm workers' lives
	Sub-theme 3.2: Experiences and perceptions related to the involvement (or lack of involvement) of social workers in farm workers' lives
	Sub-theme 3.3: Experiences and perceptions related financial support (or lack their of) and access/ inaccessibility to government services

	Sub-theme 3.4: Experiences and perceptions related to health care: Health care lacking on farms and access to health care services as a challenge
	Sub-theme 3.5: Experiences and perceptions related to the South African Police Service as a resource and support system
Theme 4: Farm workers' descriptions of social needs to be attended to through Employee Assistance Programmes	Sub-theme 4.1: Farm workers need assistance regarding relationships
	Sub-theme 4.2: Farm workers need assistance regarding substance abuse
	Sub-theme 4.3: Farm workers need assistance regarding spiritual well-being
	Sub-theme 4.4: Farm workers need assistance regarding relaxation and planning of free-time activities
	Sub-theme 4.5: Farm workers need assistance regarding financial management and planning
	Sub-theme 4.6: Farm workers need assistance regarding conflict management
	Sub-theme 4.7: Farm workers need assistance regarding child care and parenting skills
	Sub-theme 4.8: Farm workers need access to support when trauma is experienced
	Sub-theme 4.9: Farm workers need practical assistance regarding transport and housing

3.3.1.1 Theme 1: Farm workers' experiences and perceptions of living and working on farms

The first two sub-themes of this theme relate to the experiences and perceptions of the farm worker participants regarding their *living* on the farms, while the third and fourth sub-themes relate to experiences and perceptions regarding *working* on the

farms. The last sub-theme provides a description of the farm worker participants' experiences and perceptions of relationships among farm workers.

Sub-theme 1.1: Participants reported positive experiences and perceptions of living on farms

The participants reported that they value the tranquillity, peacefulness and safety of living on farms, and added that they receive benefits that contribute to an affordable lifestyle. The following verbatim descriptions attest to this.

Regarding **tranquillity** and **peacefulness** associated with living and working on the farms, the participants reported the following:
> "Ek het op `n plaas groot geword, so die rustigheid is vir my lekker."

> "Op die plaas is dit stil, in die dorp raas dit."

According to Herzog and Chernick (2000:29-39) and Lechtzin, Busse, Smith, Grossman, Nesbit and Diette (2010:965-972) tranquillity refers to a state of being calm. These authors note the value of the environment in which we function as a means to enhance tranquillity. Being in a 'tranquil' or 'restorative' environment allows individuals to cope with the challenges of life, and contributes to enjoyment of life and mental and physical health (Lechtzin et al., 2010:965-972).

The tranquillity also related, according to the participants, to **safety**, as portrayed by the statement: *"Jy kan loop waar jy wil."*

According to the Human Development Report of the United Nations Development Programme (United Nations, 1994) personal safety refers to, among others, security of food, health and protection from violent acts. This description from the literature also relates to the discussion below.

In addition, the participating farm workers reported that living on the farms is affordable and have benefits. They stated the following:

> *"Jy kan miskien hout vir jou gaan haal, waar ek R5 of R10 gaan betaal in die dorp en dan is dit maar `n klein bietjie hout."*

> *"Dis baie lekkerder om op die plaas te bly as op die dorp, want daar moet jy nog jou water en ligte ook betaal."*

> *"En jou vleis ook. Ons kry dit op die plaas en as daar groente is, kry ons daarvan ook."*

> *"Op die plaas kry jy als verniet, jou hout en water. Hy* [the farmer] *gee dit verniet, nog al die jare; Maandae en Donderdae en dan weer op die naweek ook."*

Tannerfeldt and Ljung (2008:35, 42) confirm that safety is an important asset in rural life. The authors assert that safety in urban areas, on the other hand, is becoming a concerning issue. The authors note that especially the poor (living in urban areas) have identified safety and security as a major concern in several studies just as important as hunger, unemployment and lack of safe drinking water.

On the other hand, participants also reported that they have negative experiences and perceptions of living and working on farms, as portrayed by the next sub-theme.

Sub-theme 1.2: Participants reported that they were labelled negatively by people living in towns

Although the participants mainly reported that living and working on farms are experienced and perceived as positive, one participant reported that people living on farms are labelled by people living in towns, and that it is perceived as a negative experience. The participant described this aspect as follows: "*As jy eers op die plaas is, pas jy moeiliker aan in die dorp, dis asof die mense daar vir jou sê: 'Jy was heeltyd op die plaas, vir wat wil jy dan nou hier kom aangaan in die dorp?'"*]

Latching on to the former utterance made by the participant, Atkinson (2007:215) states that farm workers are challenged by two realities regarding residential preferences, namely: Either they give up a farm employment opportunity and move to town, or they try to work on farms whilst commuting between the town and the farm. The aforementioned articulation by the participant and literature are substantiated further by Tannerfeldt and Ljung (2008:24-25), who distinguish between urban and rural living. According to the authors, rural-urban migration is often a strategy of 'income diversification' at an individual or household level. Cash earned in town is transferred to family members living on farms, and farm products are brought to town and consumed or sold there. Urban dwellers may go back to the farms to help with the harvest.

In addition to the descriptions of their experiences and perceptions related to living on farms, the participants also provided descriptions of their experiences and perceptions related to working on farms, as presented in the following two sub-themes.

Sub-theme 1.3: Participants' experiences and perceptions related to farm work

The farm worker participants expressed that they **enjoy the type of work that they do on the farm**, as illustrated by the following statements:

> *"Ek is lief vir kombuiswerk; werk daar in die kombuis daar rondom my Mevrou."*

> *"Op die plaas is dit lekker, want ek werk lekker."*

> *"Die werk is lekker. Ure is reg en bedags as ek werk, is dit goed."*

> *"Vir my – ek voel, my werk is alles – so lank ek werk het, is ek gelukkig, want as ek sonder werk is, gaan dit swaar. Ek wil nie op die dorp bly nie."*

The latter statement also relates to the previous two sub-themes, illustrating the participants' experiences of living on the farm.

In confirmation of the participants' references to domestic work as part of employment on farms, Louw et al. (2001:538) refer to Tinsley and Tinsley's study on homemaking as occupation. Their study identified common dominant needs to be satisfied by such an occupation. These dominant needs referred to needs for achievement, autonomy and responsibility within the context of little direct supervision, and in service to others. Louw et al. (2001:529) also indicate that work, in general, is important, because apart from the economic value of work, it contributes to an individual's identity. The authors note that many adults may answer the question "Who are you?" in terms of their careers, and assert that work is a way in which individuals satisfy many of their psychological and social needs.

Participants reported that they **value the experience that they gain from working on the farms**. One participant, who worked on the farm, but did not live there, reported it as follows: *"Daar is altyd iets nuuts wat jy ondervind. Ek bly nie op die plaas nie, maar ek werk hier. So dis vir my `n uitdaging om te leer as daar gedip word of daar word `n kalfie gebore."* Another participant, also referring to experienced gained, reported: *"Dis vir my lekker om ondervinding op te doen. Kos gee. Diere versorg."*

Explaining the learning that takes in the working environment, Race (2005) refers to Kolb's (1984) model for the adult learning process and note that the working environment provides the employee to learn in terms of knowledge, that translates to understanding, and finally results in the ability to function on a higher level. This process is illustrated in the figure below:

Figure 3.2: Kolb's model for the adult learning process (as cited in Race, 2005)
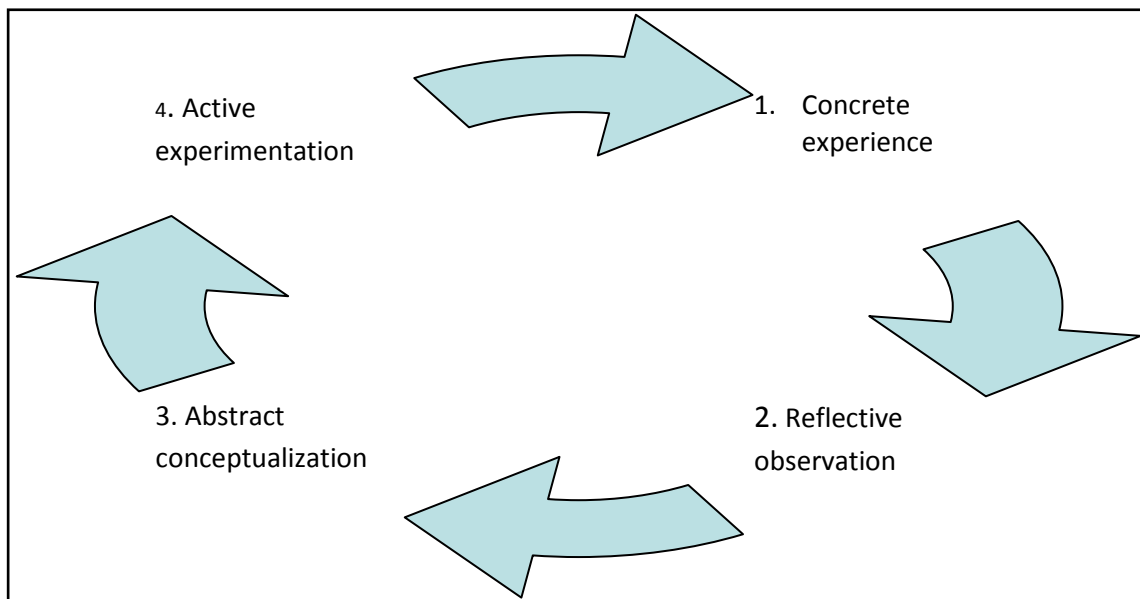
The figure above illustrates how the working experience results in a knowledge base through observation and conceptualisation (i.e. making sense of what one experiences), and then finally leads to the active implementation of the new knowledge through an experimenting process.

Apart from gaining work experience, one participant noted how her **work on the farm contributes to her personal growth** as follows: "*Ook wat die huiswerk betref-daar is altyd iets wat jy kan leer, vir myself ook as moeder, wat in dieselfde stadium is, laat dit leer van dinge wat ek nog nie besef het van huishou nie…*"

Referring back to domestic work as a homemaking career, as described earlier in this sub-theme, Louw et al. (2001:530) support the aforementioned statement of the participant and postulates that work contributes to an individual's feeling of self-esteem and therefore contributes to the formation of his/her self-concept. The authors continue to note that work also provides opportunities for personal development (as per the testimony of the participant quoted above), social interactions outside the family and intellectual growth. With regard to personal growth the African song 'iGama laMakhosikazi' (i.e. "Let the name of women be praised") pictures the value of training, leadership and knowledge of women in rural

areas, in order to empower them to fulfil their traditional roles in the community (Van der Westhuizen, 2011:45). The work place often provides a person to develop a healthy self-concept from two main resources, 1) the feedback one receives from employers and 2) the behaviour or skills one has to fulfil the work assigned to you (De Klerk and Le Roux, 2008:71).

The latter viewpoint found in the literature relates to the sub-theme below, describing the employer-employee relationship.

Sub-theme 1.4: Participants' experiences and perceptions related to employer-employee relationships

The participants reported that they sometimes **experience strain in the employer-employee relationships**, while perceiving **communication** as **a contributing factor in this regard**. The following statements attest to these experiences and perceptions:

> *"Baie keer is dit so dat plaaswerkers en hulle werkgewers nie elke dag lekker regkom met mekaar nie."*

> *"Miskien is dit nou so dat jou werkgewer miskien nie so lekker voel die oggend nie en dan vra ek miskien nou `n vraag en dan byt hy nou jou kop af of so…"*

> *"Jy en jou werkgewer en werknemer moet `n goeie 'verstandverhouding' hê. Jy werk elke dag saam met hom. Daar moet `n goeie kommunikasie wees…"*

> *"As jy nie jou werk wil doen nie, of as jy dit nie reg gedoen het nie* [explaining the reason for strained relationships]."

Literature reveals that communication**,** as part of the employer-employee relationship, plays an important role in training within modern business environments (Meyer, 2007:105-111). In traditional employer-employee relationship communication is only used as an information tool, to acquire information and give feedback. Meyer (2007:105-111) advises that communication in the modern times

should rather be used as a learning tool. Communication as learning tool should permit and enhance the adult learning process as illustrated in Figure 3.2 above. Radiboke (2010:7) adds on and notes that effective communication between the employer and employee can give direction to the learning process, as well as to ensure that instructions are understandable.

Apart from the strain experienced in the employer-employee relationships because of lack of understanding for each other and ineffective communication skills, the participants also reported strain in the relationships among the farm workers. This aspect, discussed below, will conclude this theme.

Sub-theme 1.5: Participants' experiences and perceptions related to interrelationships among farm workers

In this sub-theme, the farm workers' descriptions of their interrelationships are illustrated. The participants' comments indicate that strain is also experienced among the farm workers. They report that they perceive the interrelatedness of personal and work relationships among farm workers as a contributing factor to these strained relationships and the latter has an impact on their productivity. The following statements provide a written picture of these experiences and perceptions:

"*Daar is party van ons wat baie met mekaar baklei.*"

"*Ons kan nie so onder mekaar lewe nie, want ons werk elke dag saam en dan moet hy ter wille van my uit die werk uitbly of ek ter wille van hom uit die werk uitbly.*"

"*Mevrou dis nou weer heel iets anders. Sê nou maar jy en jou buurman werk saam in die werk en dan werk jy nou so twee-man hier en drie-man daar en dan praat die drie-man nou iets nie mooi van jou nie; dan werk jy nie lekker nie.*"

"*Daar is altyd een of twee wat `n opstoker gaan wees. Die verhouding is nooit presies onder die werkers nie. Daar is altyd `n stry of `n baklei of dis `n kwaadlopery vir mekaar.*"

"Ons mense lê mekaar [referring to avengely ambushing each other]. *As daar soms gevoelens tussen die plaasmense is op die plaas, of buurplaas, of iemand is jaloers op jou, dan sê die een vir die ander 'ek kry jou in die dorp'. Dan as ons dorp toe gaan, dan maak hy klomp stories teen jou en kom skielik sommer eendag op jou af met `n baklei of `n mes."*

The reasons and interrelatedness of conflict among farm workers' daily living and working were summarised as follows by one participant: "*Jaloers oor mans en vroue-besigheid, ja, maar ook as die werkgewer vir jou `n kompliment gee. Of jy pay meer as die ander een, of jy het beter."*

Louw et al. (2001:544-549) discuss Erikson's theory of development, and stress the importance of the mastering of building close relationships with others. According to this theory adults have to develop an ability to give up some of their own desires in order to form intimate relationships. It is however, according to Erikson's theory (in Louw et.al. 2001:544-549) important that individuals first establish a personal identity before they can establish a shared identity with another person.

In conclusion to this theme, one participant reported that the relationships among farm workers themselves and with the employers are not only strained, but that positive relationships also exist: "*Dis nie lekker as jy kwaaivriende is met ander op die plaas nie. Ek is trots om te sê ek en die buurman kom goed reg, ook met sy vrou.... ek kan saam met die wit mense* [referring to the employer] *gesels. Lank by hulle gewerk."*

The farm worker participants also referred to resources for service delivery and support that are available to them, or that are lacking, in the context of their experiences of living and working on farms. These experiences and perceptions will be discussed in the next theme.

3.3.1.2 Theme 2: Farm workers' description of support services and the their specific need for support

With regard to a progressive and effective adjustment between social welfare resources and needs, Weyers (2011:219) asserts that it can be done by three ways, namely: By establishing new services where these are lacking; by improving the quality of existing services; or by facilitating the community's access to services. Focusing on an EAP as support service to employees the following criteria as provided by Blackadder (2010:7-35) are revealed as the most important standards for such a programme:

> There should be **an Advisory Committee at the highest** possible **level** within the organisation i**nvolving representatives of all segments of the workforce.**

> **Programme design should be based on a scientific assessment of organisational and employee needs**.

> There should be an appropriate **model for service delivery** for specific employer organisations, reflecting detailed procedures.

> **Costing of an EAP should be based on sound financial principles** when different options of pricing models are considered with regard to service providers.

> **The policy should describe the EAP in its entire**ty by having clear mandates, being clear and specific, creating an EAP which is comprehensive and attractive for user access, protecting the interests of all stakeholders with the confidential nature of the EAP activities clearly outlined in the policy and policy statement.

> **Policy guidelines should be developed to operationalise the policy and embodied in an operational manual** to ensure that the policy will be put into practice.

> **An implementation plan should outline the actions and schedule needed to establish an operationally effective EAP through regular reviews**.

> **An appropriate number and suitably qualified EAP practitioners should be available** to **achieve the stated goals and objectives of the programme**.

- ➢ Every **EAP professional** who provides services **should be subjected to ongoing consultation and/or supervision**.
- ➢ **A written statement regarding confidentiality should be included in all relevant documents** as it is a cornerstone of the profession, consistent with all professional standards, ethics, and legal requirements which regulate the management of information.
- ➢ The **EAP should maintain records to ensure quality control**.
- ➢ All **EAP professionals should have adequate professional liability insurance**.
- ➢ **EAP practitioners must maintain the highest level of ethical conduct**.
- ➢ The **EAP must use training as an intervention strategy**.
- ➢ The **EAP practitioner must develop and implement an appropriate marketing strategy** to ensure that the EAP is highly visible and presented in a positive light to encourage targeted beneficiaries to utilise the programme.
- ➢ The **EAP must develop holistic, proactive interventions** to ensure that programmes are in place to mitigate employee behavioural and organisational risks.
- ➢ The **EAP practitioner should network with the various internal and external stakeholders** to ensure that the EAP partners with both internal stakeholders and external resources in order to respond to the needs of the work organisation, the employees and family members in a cost-effective manner.
- ➢ The **effectiveness of the EAP should be monitored and evaluated continuously** (Blackadder: 2010:7-35)**.**

In this theme, the farm worker participants referred to service delivery resources and support lacking in their lives. They referred to employers as the main source of support and described their need for support. The first sub-theme below provide an illustration of the experiences and perceptions related to the lack of access to, and knowledge about, support and resources available to them.

Sub-theme 2.1: Farm worker participants' experiences and perceptions point to a lack of knowledge about and access to resources and support available

On the question by the researcher*: "Who helps you when you experience problems?"*, the participants were not able to provide her with an answer. One participant attempted to answer this question by pointing upwards and replying that it is only God who can help her: *"Boontoe. Net die Here."*
Another participant referred to an officer at the local Advice Office, but was not able to describe what this person could help with: "*Die man by die Advice Office is daar tot die middag toe… As jy jou werk verloor het…. Nee hy is `n ANC. Mense gaan maar na hom toe met die werkgoeters. Of ek weet ook nie."*

The two statements above indicate that the participants were not aware of the type of services available, as well as what the services entail. Regarding the type of community services, Weyers (2011:219) states that in many communities the required range of preventative and remedial services and welfare infrastructure/ facilities either do not exist or are not fully attuned to local needs.

Linked to this lack of knowledge about existing support, the participants referred to employers as a support system, as described in the next sub-theme.

Sub-theme 2.2: The employer is often perceived as the support system

The participants referred to the employer as the first support system to advise them on matters.
    "Werkgewer. Dis die eerste een waarnatoe `n mens gaan."
    "All pay: ook ID boekies – Gaan na jou werkgewer en vra om te help."

They also referred to the employer as a resource in terms of practical matters, like transport, as described by the following statement: "*Kinders het nie vervoer skool toe nie, ons is so ses kilometer uit die dorp. Dis koud in die winter en hulle moet alleen loop. Jy vra dan maar die werkgewer vra of hy kan help."*

Relating to this theme under discussion, Atkinson (2007:164-166) confirms the reliance on the employers as a support system, The author relates this with the view that, during the 1980's, an existing social order of paternalistic responsibility existed towards farm workers; resulting in a micro-welfare system in which the effect of relatively low wages is partially offset by private welfare contributions and infrastructure services on the part of farmers.

The participants furthermore reported a need for counselling support services, as discussed in the sub-theme below.

Sub-theme 2.3: Farm worker participants voiced a need for counselling support services

While attempting to answer the question regarding who helps them with problems, as described in the previous two sub-themes, the participants voiced a need for personal support by means of a counsellor, who visits them as a family, through the following statements:

> *"Ja, as hulle* [a personal counsellor] *persoonlik by jou kom en jou moed inpraat en help, en raad kan gee dan het mens meer moed vir jou werk, byvoorbeeld as jy met jou vrou of jou werkgewer stry gehad het, dan kan daai persoon sê: 'Kom maak nou so of vra nou om verskoning'."*
>
> *"Sal goed wees indien iemand een maal of twee maal 'n maand by elke huisgesin kan uitkom om leiding en hulp te gee met persoonlike en werksprobleme."*
>
> *"Dan kan jy ook voel jy word raakgesien!"*

Harris (2011) provides a description of the purpose of counselling in confirmation of the above statements by the participants. According to this author counselling services assist clients to achieve their personal goals, and gain greater insight into their lives. The result should lead to a greater degree of satisfaction with the individual's life. One hope that by the end of this process the person will be more satisfied with his/her life. The author, on the other hand, cautions that counselling is

not a process where the counsellor tells the client what he/ she should do, but rather to provide support to find solutions for problems.

The next theme expands on the theme and sub-themes described above, and provide a description of the farm workers' experiences and perceptions of resources and support available to farm workers or the lack thereof.

3.3.1.3 Theme 3: Farm workers' experiences and perceptions of resources and support available to farm workers or the lack thereof

The farm worker participants provided a description of the resources and support available or not available to them, and specifically focused on spiritual support services, involvement of social workers, financial support, health care and the South African Police Service as a support system. The following sub-themes provide an illustration of the experiences and perceptions in this regard.

Sub-theme 3.1: Experiences and perceptions related to religious, spiritual support and the involvement of churches in farm workers' lives

Allender (2003:50) describes the human's need to some form of religion as an "oscillating pattern through generations". Giliomee and Mbenga (2007:264) note that farm workers' possible need for religion and involvement in church activities could be related to the fact that the so-called "coloured people" traditionally were exposed to religious influences, being historically cared for by the Church or Mission schools during the 1800 and 1900's. In the more recent past the 'Verenigende Gereformeerde Kerk' of Laingsburg, Prince Albert and surrounding towns did outreaches to farming districts with small church services, but attendance had deteriorated over the years (DuToit, 2011). Currently, farmers from Vleiland (Klein Swartberg) organise some private church services for them and their workers, where neighbouring farm owners get together with their farm workers for a small private prayer session (Mitchell, 2010).

However, the statements below point towards a lack of, and limited spiritual support provided to farm workers today:

> *"Nee wat, baie weinig, baie weinig… ons Kerkrade is ook maar so …jy sien hulle net as dit kollekteertyd of basaartyd is en as dit klaar is dan is dit so dat hulle soort van ook klaar is met jou."*

> *"Die een* [spiritual enrichment event] *wat ek by was, is aangebied deur ds X* [name not used for confidentiality reasons]*, daar van Kaapse vlakte, Kraaifontein. Hy praat ook so met die mense oor hulle werksomstandighede en so."*

> *"Daar by ons word `n plaaskerkie gehou, maar nie elke Sondag nie."*

Linking to the utterances above, a participant voiced the opinion that regular church meetings could have the added value of access to spiritual support and contact with the church minister/reverent. The participant said: *"Dan sien jy hulle sommer daar. Die ouderling of diaken kan met jou gesels - net daar by die kerk."*

Sub-theme 3.2: Experiences and perceptions related to the involvement (or lack of involvement) of social workers in farm workers' lives

The participants explained their perceptions related to the role of social workers as follows:

> *"Hulle* [social workers] *is meer daar vir die mense wie se 'pay' afgevat word, of as die kinders weggevat word, of as die kinders nie reg versorg word nie."*

> *"Hulle kyk na die huislike omstandighede, die kinders wat miskien nie skool toe gaan nie en verkeerde paaie stap, en nie na hulle ouers teruggaan nie."*

Furthermore, the farm worker participants reported that they have limited contact with social workers.

> *"Nee nie in my kindertyd nie en ook nie wat ek van weet nou nie."*

> *"Nee, maatskaplike werkers kom nie daar* [referring to the farms] *nie.   Hulle kom in die dorp, maar nie baie nie.*"

> *"En partykeer sê hulle hulle kom, dan kom hulle op `n ander dag."*

The perceived lack of involvement by social workers is not in line with the description of this profession found in the literature. Farley, Smith and Boyle (2006:7-10) note that the basic aim of social work is to help clients to help themselves or to help a community to help itself. The emphasis is on the importance of family in moulding and influencing behaviour. The authors continue to note the importance of utilising community resources. Additionally, the national goals of the White Paper for Social Welfare in South Africa (South Africa, 1997b) are to render services to all South Africans, with specific emphasis on the poor and the vulnerable; and to ensure that services are developmental, preventative, protective and rehabilitative in nature. To explain the perceptions of participants described above, a research study done by Schenck (2004:184-190) indicates that working conditions of social workers from rural areas may impact on their visibility and accessibility to a community. Factors associated with working conditions that put strain on social work intervention include availability of cars, functionality of vehicles for remote areas, office facilities and incapability to use technology, which can cause stress and delays in their work.

Sub-theme 3.3: Experiences and perceptions related financial support (or lack their of) and access/ inaccessibility to government services

The participants referred to government services and financial support available/not available in terms of programmes by IMBIZO (Traditional Zulu word meaning "a forum for dialogue discussion of policy between the government and the people"), social grants and housing.

Regarding IMBIZO programmes, one participant reported: *"Ek was by so `n program oor finansiële sake. Ek het nogal baie daar geleer. Ek was twee keer in die jaar daar."*

The need for the opportunity to develop skills to manage finances was also noted by farm workers in a study conducted by Falletisch (2008:96) in the Stellenbosch area (Western Cape, South Africa). With regard to financial support, money management and government services, Falletisch (2008:96) elaborates that farm workers are nowadays indebted to sjebeen (i.e. informal liquor stores) owners, loan sharks and

furniture shops who offer lay byes and long term credit. The author asserts that farm workers over commit themselves to various debtors to get them from one crisis to the next. There is little forward planning or delayed gratification.

Participants reported that they struggle to access the available government resources to apply for social grants and housing. The following storylines attest to this:

> *"Maar ek sukkel nou om All Pay te kry, maar die dokter wil nie...."*
>
> *"Ek weet nie waar nie... seker in die dorp...*[referring on where to apply for social grants]*"*
>
> *"Ja, dit sou goed wees as daar iemand ons kon help, ook met die gesondheid papiere en so aan...*[referring to applications for social grants]."
>
> *"Ek sukkel om 'n huis te kry in dorp."*

In spite of the lack to access of government services, the South African legislation makes provision for the needs for financial support and access to government services. The Constitution of the Republic of South Africa (Act No. 108 of 1996) (South Africa, 1996) states in Section 27.1 (c) that "everyone has the right to have access to: (i) health care services, including reproductive health care; (ii) sufficient food and water; and (iii) social security, including, if they are unable to support themselves and their dependants, appropriate social assistance". The South African Social Security Agency Act (Act No. 9 of 2004) (South Africa, 2004) provides for the establishment of the South African Social Security Agency (SASSA) as an agent for the administration, management and payment of social assistance, to provide for the prospective administration and payment of social security, including the provision of services related thereto, and to provide for matters connected therewith. In addition to the above legislation the White Paper for Social Welfare(1997) (South Africa, 1997b) advocates a comprehensive and integrated social security system which would include social assistance and social insurance with co-responsibility between employers, employees, citizens and the state to ensure universal access and coverage of social security (Patel, 2009:124-125). South African social security consists of the following strategies:

Table 3.3 South African social security strategies

Social assistance	Social insurance	Private savings	Traditional and informal systems
Non contributory schemes, publicly funded with benefits in cash or in kind intended to provide protection for the most needy in a society according to their income level or their ability (chronic incapacity) to earn a living. Social relief of a short term nature to tide people over crisis in cases of transient poverty.	Contributory schemes with benefits organised by the state through specified contributions by employers and employees. Benefits such as unemployment, retirement, sickness, maternity benefits.	Voluntary savings by individuals for unexpected risks and contingencies.	Credit and saving schemes, burial societies, co-operative arrangements, remittance of migrant workers to relatives in rural areas, in-kind support, family and friendship networks and self-help groups.

Concluding this sub-theme, the participants also reported that they perceived emergency support to the employer as part of the government's responsibility to them through the following statements:

> *"En die regering kan mos ook help? Ek bedoel hulle is mos daar vir alle mense se behoeftes so hulle kan die werkgewers ook help in droogtetye…."*
> *"En die regering kan mos ook help? Ek bedoel hulle is mos daar vir alle mense se behoeftes so hulle kan die werkgewers ook help in droogtetye…."*

The next sub-theme provides a description of the farm worker participants' experiences related to health care.

Sub-theme 3.4: Experiences and perceptions related to health care: Health care lacking on farms and access to health care services as a challenge

Contradictory to the right of all citizens to health care enshrined in the Constitution of the Republic of South Africa (1996) (South Africa, 1996), as mentioned in the former sub-theme, the participants reported that health care services are often lacking on the farms, and that access to health care is experienced as a challenge. The following storylines testify to this:

> *"Die kliniekbussies – hulle kom ook net so, toe ons nog in Vleiland gewoon het, net so by een plaas."*

> *"Jy moet self ingaan dorp toe en by die kliniek vra om `n afspraak te kry by dokter."*
>
> *"En die kliniekbussie... nie by ons nie."*
>
> *"Een keer* [referring to access to clinic services on farms]*... net in Swartberg."*

The importance of health to farm workers in the context of this present study is highlighted by Louw et al. (2001:524,536) stating that there is a relationship between health and life satisfaction. Those who experience serious or chronic health problems experience less life satisfaction than those who are healthy.

In line with the description from literature above, and in an effort to address the reported lack of access to formal health services, one participant's response also indicated towards self efficacy, as she reported that she uses home remedies to provide health care for family members: *"Ek wil van Mevrou se wynruit vat en oondbos saam met dit trek en vir hom gee. Dit sal hom regmaak. Dis van die oumensrate soos dat jy peperboomblare op jou kop sit vir kopseer. En dassiepis smeer jy oor jou rug en blaaie vir rugpyne. Myne is amper op."*

Sub-theme 3.5: Experiences and perceptions related to the South African Police Service as a resource and support system

In conclusion to this theme, the participants referred to the South African Police force. Support services from the South African Police were perceived as insignificant as the consequences of behaviour was not viewed as serious, as illustrated by the following statement: *"Die polisie kom vat jou net en sluit jou toe en sê jy moet jouself uitrus. Dan gaan jy weer die volgende oggend huis toe. Jy kom niks oor nie."*

Van Zyl (2011) explains that, in terms of the police as a possible support system, the Community Development Forums exist as extension to local Police departments. Various role-players of a community, such as educators, social workers, local government officials, the police and representatives from the agricultural community serve on this board to direct and co-ordinate services to the community. The community hereby is amongst other informed about domestic violence, child abuse

and social issues such as rape. The South African Police Service as a possible support system and resource was highlighted through this description, although the participants did not report an awareness of this.

Concluding the discussion of the findings related to the data obtained from the farm worker participants, the last theme below describes the farm workers' social needs that could be addressed through Employee Assistance Programmes.

3.3.1.4 Theme 4: Farm workers' descriptions of social needs to be attended to through Employee Assistance Programs

The participants provided the researcher with specific focus areas (to be presented as sub-themes in the ensuing discussion) that could be addressed to assist them with social support through EAPs.

Sub-theme 4.1: Farm workers need assistance regarding relationships

Regarding interpersonal relationships, the participants reported a need to be assisted with both **personal and work-related relationships**. Within the context of EAP, it is can be assumed that when experiencing problems within a marriage or concubinage, it affects farm workers' productivity in the work place, because they think about the problems during working hours (Lamanna and Riedmann, 2003:457-458). The following statement attests to this: *"Daar moet eensgesindheid wees tussen jou huis en jou werk. Jy en jou vrou is dalk kwaad vir mekaar by die huis, en dan kom julle werk toe en dan is jy gelukkig en as jy weer by die huis kom, dan is daar weer kwaaivriendskap. As die vrou en man vir mekaar kwaad is dan dink jy in die werk daaraan."*

Regarding providing support in terms of their **marital and romantic relationships**, the participants requested assistance regarding the following:

> *"Help met tussen man en vrou- verhoudingsprobleme …*[assistance on how to resolve it]*."*

"[Assitance on starting a home] …*Hoe begin jy `n huis as jy jonk is?"*

"[Assitance on separating or divorce issues] ...*Ek is geskei. Niemand het gehelp nie. Ek het sommer self my troupapiere opgeskeur en verbrand en my ou van teruggevat toe ons weer kon aansoek doen het vir ID boekies."*

The participants further reported that they attempted to deal with marital problems, and specifically highlighted the areas where assistance and support would be valued:

"Ek is ouer as hy [referring to the fact that the participant feels responsible to assist her spouse, and needed assistance in this regard]. *Ons het ook maar ons dingetjies maar ek help hom op om die regte pad te probeer bly."*

"Partykeer as daar nie hout gemaak is nie, dan is vrou kwaad want dan kan sy nie kosmaak nie. Jy moet gaan sit met jou vrou en jy moet dit uitpraat [pointing to a need to be assisted with dealing with communication to deal with marital problems]*."*

In addition to personal relationships, the participants indicated that the **employer-employee relationship** should also receive attention. One participant requested assistance regarding communication between the employer and employee, and noted that he believed that it would lead to a better understanding of each other: *"Heel eerste op `n plaas moet jy en jou werkgewer en werknemer `n goeie 'verstandverhouding' hê* [referring to the need to understand one another better]. *Jy werk elke dag saam met hom. Daar moet `n goeie kommunikasie wees. So ons moet gehelp word dat jy met hom kan kommunikeer as jy voel iets is nie lekker nie, en hy vir jou kan sê as jy verkeerd is* [i.e. the need for assistance to improve communication between employer and employee]*."*

Another participant specifically referred to the impact of substance abuse on relationships: *"Huweliksprobleme…Ah.. Daar kom die drank weer in."* This aspect will be the focus of the next sub-section.

Sub-theme 4.2: Farm workers need assistance regarding substance abuse

Falletisch (2008) summarises habitual alcohol abuse over weekends among farm workers as follows: "*The infamous tot system initiated by Jan van Riebeeck and continuing late into the twentieth century, has enslaved many labourers in a cycle of habitual drinking, social violence and poverty. Habitual drinking has become the norm on farms, a weekend ritual that few labourers manage to escape… It has become a legitimate way of life; a ritual so entrenched, that the community cannot imagine life any other way. To not drink is to place oneself in the position of outsider, opening oneself up to ridicule, disdain and verbal abuse.*"

When asking the participants "What are the personal problems experienced by the farm workers on a farm?" they identified substance abuse as a social problem that should receive attention. They complemented the need for assistance with substance abuse by reflecting on the **impact of substance abuse** among the farm workers:

> "*Ek meen nou maar. Die vrou kom miskien by die huis en ek is dronk, dan gaan sy mos nie gelukkig wees nie, en dan kom daar weer baklei*".
>
> "*Mevrou sien, die dop het seker al getrek, toe baklei hulle.*"
>
> "*Drank dryf mens mos na die goed toe* [referring to fighting]*.*"
>
> "*Nee ons is nie kwaad vir mekaar nie; dis net naweke, dan kom daar altyd `n moeilikgeit oor die drank...*"
>
> "*Kyk daar kom altyd `n probleem met die drinkery. Dit veroorsaak dat daar `n bakleiery kom. Een rede is jy drink te veel en die ander rede is moeilikheid maak.*"

A participant also reported that farm workers need more **information** regarding the physical impact of substances: "*Dat dit die hele liggaam ingaan, van jou brein af en dit die hele liggaam besoedel.*"

The statement above was made in a focus group. The other participants supported this need for information, by giving examples of what people should know about substance abuse:

> "*Dit verwoes jou lewe.*"

"Op Laingsburg was daar hoeka laasweek `n voorval van `n vrou wat pille gedrink het met wyn agterna. Sy is Sondag begrawe."

With regard to the impact of and lack of information about substance abuse Mogorosi (2009:496-499) describes the use and abuse of chemical substances as the bodily intake of chemical substances (legal or illegal), of natural or synthetic derivation, that affect the central nervous system of the user. If used regularly, these substances tend to be habit-forming and cause physical and psychological dependence. Substance abuse leads to addiction, and personal and social problems. Alcohol (used legally) and dagga (marijuana) which is a widely indigenous plant (used illegally), are the most leading substances of abuse in South Africa and because of the high levels of consumption it becomes associated with violence, crime and traffic-related trauma (Betancourt and Herrera, 2006:17).

Additionally the participants reported a concern regarding **peer pressure**, the **social habit** of substance abuse, and a need to be assisted to live a sober life:

"Dis die dat ek sê ek wil dit ook nou los. Dit verwoes jou lewe."

"Ek probeer maar, hoe moet jy nou maak? My suster werk by die hospitaal en sy drink nie. Ek wens ek kan soos sy wees."

"Of jy nou besluit om op te hou drink of nie. Mense word gedruk om te drink deur die buurman."

"Nee, ek weet nie … dis IN jou!"

A study conducted by Mogorosi (2009:498-499) highlighted the fact that the abolishment of the so-called "tot system" has not significantly reduced the incidence of habitual excessive drinking among farm workers. This author notes that, whilst achieving sobriety is a key intervention in achieving social harmony, the outlook for sustained success is poor when addressed in isolation of other social needs (e.g. financial problems, lack of interpersonal skills, etc.).

Sub-theme 4.3: Farm workers need assistance regarding spiritual well-being

The need for religion and involvement in church activities was explained in terms of an interest in spiritual activities. On the question of what they would like to be supported with they referred to this interest through the following statements:

"Ek hou van kerkloop."

"Ek stel belang in die Here se werk."

This sub-theme relates to Sub-theme 3.1 where the participants' experiences and perceptions religious, spiritual support and the involvement of churches in farm workers' lives were described. The participants continued to request that their spiritual well-being be attended to. The following statement portrays the participant's perception of the value of spiritual well-being: *"Ek hou van geestelike dinge, want dit is `n vervulling vir my siel. Dit gee rus en vrede. Somtyds is daar so baie ontevredenheid, maar ek waardeer en geniet dit om `n geestelike opvoeding te hê. So ek dink as ons help hiermee kry kan dit baie goed wees"*

The following statement attests to the expressed need for assistance regarding spiritual guidance: *"As ek nou tot `n bekering kan kom, van die verkeerde dinge af, dan sal dit ook met my beter gaan."*

The need for assistance regarding spiritual well being, is emphasized by Farley, Smith and Boyle (2006:7-10) characterising social work as focusing on the wholeness and totality of the person. The authors concur that when the social needs of individuals, groups and communities are being addressed it includes the total environment, implying the spiritual side as well.

Sub-theme 4.4: Farm workers need assistance regarding relaxation and planning of free-time activities

The participants requested support and assistance to become skilled and involved in recreational activities, sport and cultural activities. A participant identified the fact that there was a lack of relaxation/recreation facilities as a need to be addressed:

"Naweke… Ontspanningsplek. Daar moet op `n plaas ook so iets wees soos `n TV kamer waar mens naweke kan rustig gaan sit en TV kyk."

Another participant (as part of the discussion in the same focus group as the participant who made the statement above) specifically related this need for recreation facilities to the fact that it would assist farm workers to participate in activities that they enjoy. She explained -

> *"Ek hou baie van 'concert' speel, musiek en dansies. En ek is lief vir dans, en ek is lief vir sing. Ek hou van dans en kerkloop en sing en saam met my vriend uitgaan* [referring to the fact that she needed a place to go to, to relax and participate in activities].*"*

Louw et al. (2001:536) note that participation in physical activities, such as sport, are supported by various studies. The authors explain that the outcome of these studies indicated that physical exercise not only contributes to the maintenance of a healthy body and psychological well-being, but also to the maintenance and enhancement of cognitive skills. The authors also state that activities individuals undertake during their leisure time could fulfil a great variety of needs, such as physical fitness, social interaction, community service and creative activities, such as an interesting hobby (Louw et al., 2001: 544).

One participant indicated to the potential of farm workers to take ownership of this need, and to address this aspect themselves. *"Nee, kyk, julle kan mos hier spanne maak en gaan speel teen `n ander area- sokker of rugby, netbal…"*

Atkinson (2007:207) points out that the general lack of recreational facilities available to farm workers is linked to the widespread problem of alcohol abuse on farms. As municipalities become increasingly responsible for recreation services, the author suggests that local governments need to promote the provisions of recreational facilities to farm workers as well.

Sub-theme 4.5: Farm workers need assistance regarding financial management and planning

The farm worker participants also reported a need to be assisted to become skilled in providing for themselves and to become independent, as illustrated by the statements below:

> *"Soos ek dit nou het in my omstandighede is dat ek sal doen met meer geld* [referring to the need to become skilled to start a small project that could add to his income] *dat ek kan aanbou aan my huis op die dorp."*

> *".....Soos help om `n klein besigheidjie te begin, of so."*

The statements above by the participants relate to the realities of the late career period and retirement. Preparation for retirement includes financial planning, which should be part of the individual's total life plan, beginning as early as possible. This creates a great challenge to determine ways in which individuals could utilise their talents and initiatives to supplement their income (Louw et al., 2001:536).

Sub-theme 4.6: Farm workers need assistance regarding conflict management

Linked to Sub-theme 4.1 regarding the need for assistance regarding relationships and Sub-theme 4.2 regarding the need for assistance regarding substance abuse, the participants also requested assistance to become able to manage conflict effectively. In their reactions to the question "What are the personal problems experienced by the farm workers on a farm that they need help with?" they mentioned that they needed assistance to avoid violent reactions to conflict (often linked to substance abuse) in relationships through the following statements:

> *"Ja sien Mevrou, hulle het mos ook maar stry gehad en partykeer as ons mense kwaad is vir mekaar, dan skiet jy die kookwater so na die ander een toe om hom seer te maak."*

> *"As daar soms gevoelens tussen die plaasmense is op die plaas, of buurplaas,of iemand is jaloers op jou, dan sê die een vir die ander 'ek kry jou in die dorp'; dan as ons dorp toe gaan, dan maak hy klomp stories teen jou en kom skielik sommer eendag op jou af met `n baklei of `n mes."*

"Party van ons maak mekaar seer of so iets."

The value of the development of conflict management skills are described by Segal and Smith (2010). The authors concur that conflict is a normal and necessary part of healthy relationships. The importance to learn how to deal with conflict, rather than avoiding it, is therefore emphasized by the authors. It is therefore concluded that when the inevitable conflict is mismanaged, it can harm the relationship on the one hand. On the other hand, when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people (Segal and Smith, 2010).

Sub-theme 4.7: Farm workers need assistance regarding child care and parenting skills

This sub-theme emerged from the question "Any advice/suggestions on what problems of farm workers can be addressed?". The participants reported that child care and parenting skills would be a valuable focus area for professional service delivery. While discussing the need for assistance to become better parents, one participant admitted that substance abuse is a contributing factor to child care and parenting problems experienced by farm workers. He however explained that he attempts to prevent this as follows: *"Ek probeer om nie te drink as hulle by die huis is nie. Of ek vat enetjie en dan loop ek weg."*

While discussing the question about suggestions on what areas they would like to receive support and assistance with, the participants also referred to the value of parenting and child care skills as a focus area.

> *"En om te leer van kinders -die enetjie waarna ek nou kyk ook".*
>
> *"Ek het twee meisiekinders, my seun het verdrink; het nou-net die twee meisiekinders oor, waarvan die oudste ene nou `n kind het en sy gee my probleme en my jongste ene is nou op die manier van drink, veral naweke* [as part of the participant's description of why she would like assistance with parenting skills]*."*

Parenting is described by Davies (2000:245) as the process of promoting and supporting the physical, emotional and social development of a child from infancy to adulthood. In terms of this description, support to farm workers regarding parenting skills refers to the activity of raising a child rather than the biological relationship. In terms of focus areas when parents are assisted to improve parenting skills, Balswick, Balswick and Piper (2003:34-36) assert that the value of a loving family lies within the empowerment given to children by equipping, guiding, directing, affirming, encouraging, supporting of children from parents, in order to help children develop their potential.

A further need identified by participants was that they do not have access to professional support in times of trauma. This will be discussed in the next sub-theme.

Sub-theme 4.8: Farm workers need access to support when trauma is experienced

In a focus group discussion on the question "What are the personal problems experienced by farm workers on a farm?" two participants explained that they had no support during certain difficult times, and that they would have liked to be assisted in this regard. The following utterances reflect their respective experiences with which they would have welcomed support:

> *"Ek het my ouers se dood ook hard gevat. Hulle is kort op mekaar oorlede."*
> *"My seun het verdrink."*

Wood (2010) warns that untreated trauma could lead to a more devastating situation than the event that caused it. It's also possible for the effects of trauma to last for many years. The author advises that it is important to note that everyone reacts to events and trauma differently. The sooner that symptoms are dealt with, the more chance there is of a full recovery. Trauma counselling could help people face their emotions and overcome the difficulties they are going through (Wood, 2010).

With regard to an EAP, Maiden and Terblanche (2006:89-100) conceptualise access to professional care through the following three operational modes:

a. Providing care to employees affected by a past critical incident; who thus suffer from some form of post traumatic stress.

b. Providing care to employees involved in minor critical incidents; those who can benefit from some proactive or prevention programmes regarding trauma issues.

c. Providing care to employees involved in major critical incidents; like those involved in some major traumatic situations.

These care options are aimed at assistance to deal with trauma, and to be able to continue to participate in employment activities.

Sub-theme 4.9: Farm workers need practical assistance regarding transport and housing

Considering the vast distances between the farms and towns, as well as the fact that the farm workers mostly live and work on farms, the participants also requested that transport and housing issues be addressed. The following statements illustrate their views in this regard:

> *"Ons moet gehelp word met die kinders wat nie vervoer skool toe het nie."*
>
> *"Ons het hulp nodig met huise wat nog moet , ligte kry."*
>
> *"Die huis waarin jy bly, is miskien nie reg nie, nie goed versorg nie en dan kan jy gehelp word om dit reg te kry en so."*

Atkinson (2007:224) addresses farm workers mobility and transport by indicating that there is a real need for some kind of organised (and possibly subsidised) transport system between the farms and the towns. The author is of the opinion that inadequate transport systems lead to numerous problems in people's lives.

On the other hand, as also described in sub-theme 1.1, the participants reported that they were satisfied with their housing on the farms, but noted that they were concerned regarding how to obtain a house in town, as described below.

> *"Nee wat, ons huise is reg. Niks fout nie. Beter as dorp."*
>
> *"Ek sukkel om huis te kry in die dorp en wil graag daarmee hulp kry."*

Atkinson (2007:217) suggests that the shortage of urban housing can be addressed by making housing subsidies available for on-farm residence. Basic local government housing schemes do allow farm workers to apply for subsidised homes (Gertse, 2006:43-48). To conclude this discussion on practical assistance regarding housing, literature also reveals that it would be useful to investigate how the nature of housing needs connects with processes of housing production and regulation, housing consumption as well as broader processes of economic restructuring (Cloke, Marsden and Mooney, 2006:441).

The themes and sub-themes described above provided the researcher with a better understanding of the farm workers' experiences and perceptions of living and working on farms, as well as of their current experiences and perceptions of services and resources. The farm worker participants were also able to provide her with focus areas that they need to be addressed through professional services.

The farm owners' perceptions of the social needs of farm workers will be addressed in the next section.

3.3.2 Farm owners' perceptions of the social needs of farm workers to be addressed through employee assistance programmes

Three main themes, similar to those of the farm workers' data, emerged from the data obtained from the farm owner/manager participants, namely: 1) their experiences of farm workers; 2) their experiences and perceptions of resources and support available to farm workers; and 3) a description of social needs of farm workers were identified. These themes (also illustrated in the table below), together with their sub-themes will be discussed next.

Table 3.4: The themes and sub-themes resulting from the data analysis process regarding to farm owners'/ manager's perspectives

Themes	Sub-themes
Theme 5: Farm owners'/managers' experiences and perceptions related to farm workers	Sub-theme 5.1: Participants reported a change in the nature of the employer-employee relationship
	Sub-theme 5.2: Participants perceived a lack of motivation and trustworthiness among farm workers
	Sub-theme 5.3: Participants expressed their concerns related to the impact of substance abuse on production
	Sub-theme 5.4: Participants expressed frustrations related to the lack of solutions to deal with problems related to farm workers
	Sub-theme 5.5: Farm workers need assistance regarding child care and parenting skills
	Sub-theme 5.6: Participants experienced a lack of trained workers/training opportunities for farm workers
Theme 6: Farm owners'/managers' experiences and perceptions of resources and support available or lacking to farm workers	Sub-theme 6.1: Participants experience and perceive formal support and services available to farm workers to be limited
	Sub-theme 6.2: Participants' experience and perceive support services by social workers/psychologists to farm workers as lacking
	Sub-theme 6.3: Participants' experience and perceive health care to farm workers to be lacking in availability and accessibility
	Sub-theme 6.4: Participants' experiences and perceptions related to social grants to farm workers
	Sub-theme 6.5: Participants' experiences and perceptions about the services in relation to the farm workers offered by the South African Police Service
	Sub-theme 6.6: Participants' perceptions of possible obstacles related to service delivery and use of services by farm workers
Theme 7: Farm owners'/managers' perceptions on and descriptions of social needs experienced by farm workers that could be addressed through EAPs	Sub-theme 7.1: Farm owners/managers voiced a concern about violent behaviour amongst farm workers, and requested assistance in this regard
	Sub-theme 7.2: Farm workers need assistance regarding intrapersonal development and growth
	Sub-theme 7.3: Farm workers need assistance regarding financial management
	Sub-theme 7.4: Farm workers need assistance regarding relaxation and planning of free-time activities
	Sub-theme 7.5: Farm workers need assistance regarding retirement and housing

3.3.2.1 Theme 5: Farm owners'/managers' experiences and perceptions related to farm workers

The farm owner participants described their experiences and perceptions of farm workers in terms of a perceived change in the nature of their relationships with farm workers, and expressed their concerns about a number of aspects. They were concerned about the perceived lack of motivation and trustworthiness among farm workers, the substance abuse among farm workers, a lack of guidelines in dealing with problems associated with their relationship with farm workers, and a lack of trained farm workers. Their responses in this regard will be described in the five sub-themes below.

Sub-theme 5.1: Participants reported a change in the nature of the employer-employee relationship

One participant explained the change in the nature of the employer-employee relationship as follows: "*Werkgewer-werknemer verhouding. Dis nou op `n korter verhouding en dit gaan amper op `n kontrakbasis. Jy betaal die ou met geld; jy help hom nie noodwendig met sy lewensbestaan nie. Terwyl ek dink klompie jare gelede as die man siek is of hy't probleme of sy mense het probleme, dan help jy hom. Nou is dit die geval: jy huur die man, as hy klaar is, gaan hy weg.*"

In line with the statement above, the participants reported that the caring long-term employee-employer relationships of the past have been replaced by a short-term relationship that only focuses on the employment issues:

> "*In die verlede het dit anders gewerk. Ek het na die beste van my vermoë gehelp, gesorg vir sy behoeftes, dat sy maag vol is…*"
> "*Ek dink daar is ook `n afname in goeie verhoudinge in die opsig dat die persoon doen net `n werk, hy word betaal en dis klaar, hy kom byvoorbeeld van die dorp af, terwyl ons in die verlede plaaswerkers gehad het wat lank op `n plaas gewerk het; daar was `n oop verhouding. Ons het gepraat van 'ons plaas', 'ons gereedskap', 'ons trekker'- so daar was baie meer eienaarskap.*"

"`n Plaaswerker wat sy hele lewe vir jou gegee het, stuur jy nie weg op sy oudag nie. My pa het ou Willem laat bly, daar is hy dood; ons het hom begrawe met AVBOB polis vir sy kinders."

"Ja, die wat jonger is bly `n kort rukkie; hy kom sonder wil [referring to the desire to work and live on a farm] *daar aan."*

One participant reported that the change in employer-employee relationship led to a different way of managing the situation. He also reported that new legislation causes him to be unsure of how to deal with future relationships with employees.

"Ek ry maar my werkers uit [taking them back to the town where they live] *en naweke, dan vat ek hulle terug…En met hierdie nuwe arbeidswetgewing weet ek ook nie of ek hulle meer op my plaas wil hê nie."*

To enlighten the aforementioned viewpoints on employer-employee relationships, Falletisch (2008:43-45) describes that the familiarity of paternalism which was characteristic of the farm worker-farmer relationship in the past is replaced by formality. The author explains that, in the post-paternalistic era, the farmer, as manager, had to formalise and objectify the employee-employer relationship by using impersonal principles, scientific statistics, norms and judicial processes. Written contracts, administrative systems and personnel files replaced the informal, verbal contractual relationship of previous generations.

Subsequently, and in line with the latter comment, the participants also reported that they perceived farm workers to lack motivation and trustworthiness. The next sub-theme provides a description of this aspect.

Sub-theme 5.2: Participants perceived a lack of motivation and trustworthiness among farm workers

The following statements provide a description of the participants' perception that the farm workers' motivation to work is dependent on money only, and not work satisfaction and commitment:

"Daar is `n traagheid om te werk; nie `n wil om te werk nie."

> *"Net honger laat hom werk, nie omdat hy wil nie. As hy kos het, hoef hy nie te werk nie. Hy kan eet sonder om te werk."*

The participants related this perception to the misuse of social grants, as illustrated below:

> *"Want daar is mos toelaes. En baie van die plaasvrouens, wat niks makeer nie, kry mos ook toelaes, so daar is `n bron wat voed."*
>
> *"Geld koop hom nie om te kom werk nie. Ons het daar by ons so `n stelsel dat as `n werker vir die week lank elke dag werk, kry hy Vrydag R5/dag ekstra by sy loon. Hy stel nie daarin belang nie. As dit All Pay is, dan bly hy weg."*

To elaborate this point on social grants referred to by the participants above, Atkinson (2007:166) asserts that after 1994 the democratic government tried to strengthen the social safety net in South Africa by means of a formal social assistance system. This includes child grants, pensions, disability grants and the Free Basic Water and the Free Basic Electricity policies. Patel (2009:123) provides the following description of the term 'social security' to further illustrate the meaning thereof: "...the protection which society provides for its members through a series of public measures, against the economic and social distress that otherwise would be caused by the stoppage or substantial reduction of earnings resulting from sickness, maternity, employment injury, unemployment, invalidity, old age and death; the provision of medical care; and the provision of subsidies for families with children".

Steel (2006: 27-33) refers to a research study by Kesho Consulting and Business Solutions (Pty) Ltd for the Department of Social Development. The findings of the mentioned study indicate that the provision of grant income to people with particular characteristics could create incentives. The author notes that some of these characteristics can be acquired by people changing their behaviour in order to be able to successfully apply for grants with the prospect of becoming better off financially. Steel (2006:ii-iii) continues to state that, in some cases, the disability grant (DG) is known as the "poverty grant" because it is such an important source of income, sustains so many households, and may be mistakenly viewed by some as a generic anti-poverty measure rather than as a grant for persons with disabilities. The

abovementioned research findings highlight the following consequences related to the notion of a "poverty grant":

- the alleged increase in teenage pregnancies relating to the child support grant;
- the possible fostering of children in the biological family context in order to access the foster child grant;
- the believed reluctance to take medicines to control certain ailments that can lead to permanent disability in order to access the disability grant; and
- the supposed tendency of beneficiaries accessing grants not to take part in the labour market and therefore creating a culture of economic dependency.

The following statement by a participant describe the perception that the above situation could be attributed to the fact that children are not being encouraged to develop a future vision: "*Kinders gaan skool toe omdat die wet sê hy moet, nie omdat hy wil en `n lewensdroom het waar dit hom kan bring nie… of hy nou werk of nie werk nie, dis nie belangrik nie.*"

The two viewpoints above were further explained as a participant reported that he had to make other plans to find workers and to ensure that productivity is not affected. " *…o ja, ek het lorrievragte mense van Leeu Gamka uitgery, nou nie een nie"* [as part of a discussion about why people do not want to work anymore].

Linked to the change in relationships as reported in Sub-theme 5.1 above, the participants reported that the farm workers do not accept responsibility for their important role in the well-being of the farm, and that it is linked to personal attributes.

> "*Verantwoordelikheid by werkers is glad nie daar nie.*"
>
> "*Naweke werk hy nie, alles moet tot stilstand kom. Daar is geen pligbesef nie…*"
>
> "*...Die persoon doen net `n werk, hy word betaal en dis klaar.*"
>
> "*Betroubaarheid. Ek het ook probleme met oneerlikheid.*"

In addition to the participants' reported concern about the lack of motivation and trustworthiness among farm workers, mentioning was made of substance abuse

among the farm workers (and its impact on production) which will be discussed below.

Sub-theme 5.3: Participants expressed their concerns related to the impact of substance abuse on production

This sub-theme provides a description of the farm owner participants' perception of how substance abuse affects the farm workers' work as well as productivity. The following statements attest to the concerns of participants in this regard:

> *"Betaalnaweek* [referring to the weekends following payment of farm workers] *dan kan dit `n vreeslike drinkery afgee. En dis waar daai hele sisteem* [referring to the productivity] *en dissipline in duie stort."*
>
> *"Ja, dis `n bose kringloop, die hele eerste week van die maand met die All Pay, kan ek niks beplan met my boerdery nie."*
>
> *"... en dan is hy dikwels Maandag of afwesig uit die werk; of hy's babelaas...ekskuus dat ek jou in die rede val... dan verloor hy geld omdat hy nie werk nie en ek kan nie werk gedoen kry nie."*

Farm workers are listed by the National Drug Master Plan 2006-2011 (South Africa, 2007:21) as one of the occupational groups that are at risk of abuse of substances, as the nature of the environment (work culture) play some part in terms of work demands and pressures in such occupations. Muloiwa (2008:7-8) identifies the following enabling factors to substance abuse in the workplace.

- <u>Work environment and occupational stress</u>, which may include uncomfortable work settings, lack of safety, inadequate physical or financial resources, poor supervision and problems with co-workers, low pay, poor training and job preparation, job insecurity and lack of opportunities for career advancement.

- <u>Workplace culture</u>, which is determined by the stance of the employer. On the one hand, the 'turning the blind eye on substance abuse' and a lenient treatment with no repercussions forms a particular workplace culture. Long shifts, job complexities and role conflicts play an important part in certain employees' behaviours, on the other hand.

- <u>Denial of the existence of the problem</u> when the general attitude is that substance abuse is an individual employee's problem.

- <u>Availability of the substance</u> in the environment, which refers to the geographical location and the availability of addictive substances in and around the workplace.

- <u>Social control and peer pressure</u> are two factors which foster no freedom of independent individual behaviour. Constant supervision induces pressure on the one hand; and co-workers' activities (peer pressure) on the other hand may have employees (especially those with a "need to belong") succumbed to drinking too, by doing what they think is right in terms of that particular social or work group's norm.

- <u>Alienation and dissatisfaction experienced during times of stress related to problems</u> such as unpleasant work atmosphere, poor pay, feelings of powerlessness and other personal issues in the workers' private lives are also viewed as inductive to substance abuse (Muloiwa, 2008:501).

The importance of this issue was further described through the following statements:

"Drank en dwelms is soos `n goue draad deur alles. Dit vernietig waardes."

"Daar's enetjie wat by ons werk wat erken dat hy dagga rook en lag daaroor."

"En daar is mense van so 40, 50 jaar wat sê 'die mense sê vir hulle `n beker vol wyn is gelykstaande aan `n maaltyd' en hulle glo dit soos die evangelie."

"Die oomblik as daar konflik kom, gewoonlik is dit die vrouens wat meer nugter is, dan gee hulle ook in en drink maar saam om die situasie te hanteer. So alles kom maar van drank af."

*"As gesinsprobleme uitdop oor naweke, maar dis ook maar drankverwan*t."

One participant specifically reported that substance abuse among farm workers escalated: "*Ek het `n paar jaar terug net een gehad wat gedrink het, nou drink almal. En dwelms ook."*

Contributory to the former participant's perception that substance abuse has escalated; one participant mentioned a survey done by Agri Western Cape in one of the contributing areas, implicating mismanagement of social grants on alcohol. They provided the following statements on this perception: "*Sê dit daarby: By ….* [the

name of a town] *is dit so dat omtrent tweederdes tot driekwart van die bedrag wat die All Pay uitbetaal, maak die drankwinkels daardie en die volgende dag... Dis Agri Wes-Kaap wat die navorsing gedoen het. Daar is `n opname gedoen. R320000 is uitbetaal aan toelaaggeld die oggend. R270000 is deur die drankwinkels inbetaal die volgende dag."*

Two other participants also confirmed that off-sales tend to profit with liquor sales on All Pay dates.

"Jy kan nou vir oom Joe [alias] *gaan vra wanneer is sy hoogste drankverkope hier."*

"Ja, die gebruik gaan op. Veral die rooiproppies, die liters en die tweelitertjies en dan nog die vyf liters in die boks- dis wat hulle dan koop."

Patel (2009:123) note that substance abuse, absenteeism from employment, low productivity and job insecurities are related to the availability of social security and provision of a grant income.

The concerns this far as described in the aforementioned sub-themes are linked to the experience of frustration regarding the lack of solutions to deal with these problems. This aspect is addressed in the next sub-theme.

Sub-theme 5.4: Participants expressed frustrations related to the lack of solutions to deal with problems related to farm workers

The participants reported that they are not sure how to deal with the problems (as described in the sub-themes above) due to a fear of acting against legislation. The following statements provide a word picture of their experiences in this regard:

> *"Kyk die wetgewing is so dat jy nie wil of meer kan betrokke raak nie, want jy stel jouself bloot."*
>
> *"As jy inmeng is jy in die moeilikheid. As jy in sy huislike lewe betrokke raak, probeer raad gee, is jy later die vark in die verhaal. Dan is jy in die moeilikheid."*
>
> *"En ek as werkgewer het ook my swakhede, ek kan dit nie doen nie. Ekself het ook leiding nodig."*

In an effort to deal with the situation, one participant reported the following: "*…. En met hierdie nuwe arbeidswetgewing weet ek ook nie of ek hulle meer op my plaas wil hê nie.*"

Atkinson (2007:166-167) confirms this sentiment and states that farm owners felt threatened by the decline of rural services and by the land tenure and labour legislation. The author mentions that many farmers have reduced their workforces and scaled back their on-farm housing. Benefits for the farm owner when workers live on the farm include: Labour is nearby when farmers need it, especially with emergencies and on weekends and transport costs are reduced because commuting is time-consuming and costly. On the other hand some farmers prefer their workers *not* to live on the farm for the following reasons: There will be fewer social problems on the farm such as alcohol abuse, people who visit farm workers on weekends are a security risk, land tenure legislation poses claim to lifelong tenure and the farmer would not have to provide housing or infrastructure (Atkinson, 2007:217-218).

Sub-theme 5.5: Farm workers need assistance regarding child care and parenting skills

The importance of families and parental care was described by one participant as follows: "*Kyk op `n stadium was daar in Suid-Afrika `n program (deur president Mbeki nog begin) 'die ontwikkelingsprogram vir Afrika' – en toe't hier gestaan as ons `n suksesvolle program wil ontwikkel, moet ons –spesifiek wat landbou betref `n welvarende landbousektor hê anders sal ons nie ons deel kan bydra nie. En hoe moet ons `n welvarende landbousektor kry? Deur heel eerste produktiwiteit …jy moet kompeterend wees, daar moet werkskepping wees… Waar kom dit vandaan? Van plase en dorpe, nedersettings, die landelike gemeenskappe. Waaruit bestaan dit? Gesinne – met ander woorde: dis jou pilare waarop dit staan.*"

Continuing with this line of thought, Lamanna and Riedmann (2003:625-630) identify aspects in a family that can impact on the well-being of surrounding sub-systems, such as the employer and neighbours. According to these authors, dealing with

stressors that precipitate a family crisis may impact positively on the surrounding systems. Aspects to deal with in this regard include:

➢ Family boundary changes (e.g. birth, death, imprisonment)

➢ Psychological absence of family members as in the case of alcoholic family members

➢ Sudden change in the family's income or social status

➢ Ongoing family conflict

➢ Caring for a dependent or disabled family member

➢ Demoralising events such as job loss, unwanted pregnancy, poverty, homelessness, juvenile delinquency and criminal prosecution

The perception of family as an important system or pillar in society as discussed and described above was supported by the following remarks of participants:

> *"Neem bv. die rol van die pa in die huis. Daar is nie so iets soos vaderskapsfigure nie."*

> *"By my is daar twee werkers waar ek dit optel. Die een ken nie sy pa nie; die ander een haat sy pa omdat hy `n ander vrou gevat het. En dit kom terug na die ding wat ek jou net-nou genoem het; daai innerlike drif om sy pa te wil beïndruk is by albei van hulle nie daar nie."*

> *"En opvoeding, dis iets wat binne in die huis, binne die gesin se mure is. En dis mos waar die klomp gemors plaasvind, hier gaan dit oor ouerlike pligte, respek. Dis waar ek sal sê waar dit moeilik is."*

The impact of the misuse of social grants in terms of parenting was also again referred to through the following statement that reflect a need to address child care and parenting skills as a social need among farm workers: *"Betaalnaweek……..Die kinders word nie versorg oor die naweek nie en Maandag gaan hulle skool toe met vuil klere. …. en die huiswerk is nie gedoen nie."*

This statement refers to child neglect, which includes failing to provide adequate physical or emotional care. Physically neglected children often show signs of malnutrition, lack of proper clothing, immunisation against childhood disease and irregular school attendance (Lamanna and Riedmann, 2003:358).

Sub-theme 5.6: Participants experienced a lack of trained workers/training opportunities for farm workers

Related to the statement by a participant in Sub-theme 5.2 (Theme 5) regarding the lack of motivation and development of a future vision, the participants reported that the fact that children leave school early, and that they do not receive training, lead to the lack of trained employees.

> *"En omdat hulle nie skool toe was nie, is sy opvoedingspeil so swak dat dit `n geweldige agterstand bring."*
>
> *"En soos die boerdery vandag is, met tyd en geld, kan mens nie meer fisies nog mense eers gaan oplei en dan moet jy die onopgeleide werker net soveel betaal soos die opgeleide werker nie, byvoorbeeld vat `n skeerder: dan moet jy `n onopgeleide skeerder net soveel betaal soos `n opgeleide een."*

This viewpoint was further supported by Falletisch's study (2008:97-98). The mentioned study indicated that learners, who might be interested in perusing farm work as an employment option, have left school early because of poverty, teenage pregnancy, transport difficulties or the need to help support their families.

On the other hand, one participant referred to an informal training opportunity for his employees that provided hope that services could lead to a positive outcome: *"Afgesien dat hy* [an independent person who renders training courses for farm workers] *vir hulle tegniese inligting en vaardighede leer met die snoei van bome en so aan, ook die tipe programme aanbied oor gesinswaardes. Hy kom doen die Lifeskills kursusse so een keer `n jaar…. hy was maar net `n boer, maar hy het die aanvoeling vir hierdie goed en hy wil dit oordra."*

With regard to life skills training, Ebersohn and Eloff (2006:7-8) assert that the acquirement of life skills will enable a person to address challenges, and in the process sustain his/her well-being. The development of life skills, according to this author, leads to the ability to identify own strengths, to mobilise strengths to meet challenges, and to sustain the outcome of actions by addressing flaws or shortcomings.

In addition to the farm owners' experiences and perceptions of farm workers, the participants also provided information related to their experiences and perceptions of resources and support available or lacking to farm workers.

3.3.2.2 Theme 6: Farm owners'/managers' experiences and perceptions of resources and support available or lacking to farm workers

In line with the frustration of farm owners related to the lack of solutions to deal with problems farm workers have as described in sub-theme 5.4 above, the participants reported that there appears to be a lack of formal support and services available to farm workers. They provided a description of the experiences and perceptions of current support and services, and identified possible obstacles in this regard. These aspects will be described in the sub-themes below.

Sub-theme 6.1: Participants experience and perceive formal support and services available to farm workers to be limited

The participants reported that formal support and services are limited, and voiced their frustration in this regard as follows:

> *"Ten opsigte van georganiseerde hulp – dit bestaan nie…dis maar baie afwesig...."*

> *"Destyds het Landelike stigting baie goeie werk gedoen. Dit bestaan nie meer nie."*

In support of the above statements by the participants, Atkinson (2007:165-166) refers to a "service delivery vacuum that is increasingly evident on the farms".

Participants reported that they attempt to provide services to farm workers through their own efforts, but reported that these services are not formal. This aspect was described through the following statements:

> *"Baie boervrouens is betrokke by plaaswerkers ten opsigte van kommunikasie met vrouens, opheffing, siekversorging, ek weet nie die persentasie nie."*

"Nee, die boervrou kan, maar sy het ook hulp en leiding nodig van `n oord af om dit georganiseerd te doen."

Regarding own efforts, the participants voiced the following concerns:

"Ek gaan nie my vrou op `n Saterdagmiddag afstuur in `n dronknes in nie!"

"Het gedink beter vryetydsbesteding is die antwoord, het my mense `n lokaal gegee met TV, nou sit en drink hulle voor die TV!"

Also referring to the lack of and access to formal services and the effort by non-trained individuals to address this need, one participant also referred to the value of services by a volunteer trainer: *"Hier by ons kom`n ou wat afgesien dat hy vir hulle tegniese inligting en vaardighede leer met die snoei van bome en so aan, ook die tipe programme aanbied oor gesinswaardes. Hy kom doen die 'Life skills' kursusse…. hy was maar net `n boer, maar hy het die aanvoeling vir hierdie goed en hy wil dit oordra. En hy word betaal op hierdie stadium deur die Sagtevrugtebedryf, maar hy opereer op sy eie, sovêr ek weet… vind werklik baat daarby… Net so een keer `n jaar wat hy hier kom vir `n 'life skill' kursus... Nie die tegniese deel nie."*

A participant referred to legislation that could be used by the employer to address certain problems that occur on the farms as follows: *"Sekere wette wat my as werkgewer help, soos die wet op gesinsgeweld byvoorbeeld…Kyk wat kan jy tot jou voordeel gebruik… Huisgeweld* [domestic violence] *laat ek nie meer verbygaan nie. As ek agterkom `n man het `n vrou geslaan, laat kom ek die polisie. Hulle kom haal daai man, vat hom dorp toe en kry `n hofbevel teen daardie man. En dis ook die werkgewer wat `n klag kan lê, dis nie noodwendig die vrou alleen wat dit kan doen nie."*

With the interconnection between the provincial level and local level of service delivery, Atkinson (2007:215-217) is of the opinion that control can be claimed by the IDPs (Integrated Development Plans) of municipalities to cajole provincial departments to adjust their spending patterns to meet local needs for numerous sectoral functions, such as education, health, policing, land reform and agriculture. Thus, according to this author, municipalities cannot walk away from the issue of

service provision to farm workers. The author advises that on-farm services may be planned in an integrated way to cut the cost of delivery and to make services more effective (Atkinson, 2007:205-206). Atkinson (2007:226) continues to note that the reach of municipalities may be extended to include farmers as their service intermediaries, rather than deploying their own staff. This way they can target their interventions on farms more effectively for example:

➢ Combine the provision of toilet facilities with education about waste management;

➢ Acquire cheap second-hand bicycles that farm workers can buy for a nominal fee;

➢ Provide each farm with an emergency medical kit;

➢ Initiate literacy classes or technical skills training, financed by the Department of labour for example;

➢ Subsidise farm workers (and indeed farmers) to attend road-building courses;

➢ Engage NGO's to provide life skills training;

➢ Provide health education and check that immunisations are performed;

➢ Teach farm workers about environmental health;

➢ Provide or organise safe accommodation for farm worker children attending schools in the towns.

Another possible way to develop and/or improving social service delivery amongst farm workers, and with the specific focus on social pathology, is described by Weyers (2011:219). The author notes that social workers can utilise the social planning model of the community work method to address the following:

➢ use the personal social service approach and focus on people that require temporary remedial services to help them cope with problems of daily living (e.g. family dysfunction and dependency),

➢ have an empowerment focus and provide community members with the opportunities to acquire the skills that would enable them to prevent social problems from occurring and to improve the quality of their lives, or

➢ following a basic needs approach and mobilise government and private sector resources to create measures that would protect citizens against economic hardship and food insecurity.

This model, however, could also be utilised in terms of the important standards that should be met by EAPs, as discussed in Theme 2 above.

Sub-theme 6.2: Participants' experience and perceive support services by social workers/psychologists to farm workers as lacking

In line with the participants' reported frustration related to the lack of formal services to farm workers as discussed in the previous sub-theme, the participants voiced frustration related to the lack of services by social workers/psychologists. They reported the following:

> *"Daar is nie gekwalfiseerde sielkundiges nie. `n Polisieman is die naaste een wat die werk van `n sielkundige kan doen."*

> *"Kyk, wat professionele maatskaplike dienste betref; dis maar baie afwesig..."*

> *"Ek het net die welsyn se nommer en ek bel om te laat weet, probeer maar daar…"*

> *"Wat ek net wil sê is dat hierdie mense `n slag ook hulle werk sal moet begin doen!"*

> *"Waar is die maatskaplike werkers met All Pay en die dag daarna en daarna? Ek het al probeer om met hulle kontak te maak en te sê " kom kyk bietjie…"*

> *"Nee, ek weet nie, by my was hulle nog nooit gewees nie. Hulle kom net nie terug na mens toe nie..."*

> *"Ek weet nie van een nie, ken nie so `n mens nie! Hulle kom af en toe tot by die skool…dat hulle ook maar net af en toe daar kom... gewonder of die vrou self nie iets in gehad het nie, want jy kon nie `n ordentlike gesprek met haar gevoer kry nie. Sy was soos `n mens onder die invloed. Dis tragies dat dit so is."*

> *"Ek weet nie van een wat hier rond beweeg nie. Die dienste sal moet opgeskerp word. Dis nie vir hulle `n passie om die werk te doen, nie. Hulle doen dit vir die job met `n salaris… Dis mense se lewens…"*

With regard to social service delivery to farm workers, the developmental approach in social service delivery means that services should be delivered in such a manner that equity in the distribution of resources and opportunities exists, inclusive of a service design and implementation, enabling people to take power over their circumstances, perpetuating benefits, within an holistic service delivery approach (South Africa,1997b:96). Sartor (2011:11-13) notes that social work is a profession,

requiring specific professional qualifications and skills and adherence to the prescribed code of ethics. The author accentuates that professionalism in essence is the meticulous adherence to undeviating courtesy, honesty and responsibility in one's dealings with colleagues, clients and the general public, together with a level of excellence that goes over and above the legal requirements. Traits such as knowledge and skills, commitment to self-improvement, service orientation, pride in the profession, covenantal relationship with the client, creativity and innovation, conscience and trustworthiness, accountability for his/her work, ethically sound decision-making and leadership distinguish a professional (Sartor, 2011:11-13). Related to the availability and accessibility of social workers that imply professional behaviour, the developmental approach in social service is based on five cornerstones, namely: justice; democracy and participation; capacity building and empowerment; sustainability; and partnership (Williams, 2001:1-7). Capacity building aims to enable people to become more self-reliant and to improve their quality of life. At the same time, the developmental approach demands that they be given the opportunity to experience success in order to ensure that performance is sustained (Williams, 2001:1-7).

Sub-theme 6.3: Participants' experience and perceive health care to farm workers to be lacking in availability and accessibility

In addition to the reported lack of social services as reported in the previous sub-theme, the participants also noted a lack of access to and availability of health care services to farm workers through the following statements:

> "Daar by ons ry so een keer `n maand `n distriksverpleegster. Neem die bloeddruk en suiker en so aan."

> "By Merweville ry miskien `n bussie, maar hier op Leeu Gamka, by ons, kom `n kliniekbus nooit."

According to Atkinson (2007:207-208), the provision of health care services is a provincial responsibility, but the municipality plays an important implementing role. Given the rapid rate of urbanisation, it is much more cost-effective to provide health services at fixed clinics in the towns than to run mobile clinics to the farms, thus

explaining the lack of available health care on farms. In order to address this situation, the author asserts that it may be possible to link the health service to, for example, support of other health issues such as advice on waste disposal or testing the quality of water for domestic use.

Sub-theme 6.4: Participants' experiences and perceptions related to social grants to farm workers

As described in sub-theme 5.2 and 5.3 farm owners' perceptions about substance abuse also voiced a concern related to the link between substance abuse and social grants. According to the participants, work on farms cannot be completed, because the workers are not willing to come to work on farms, staying in towns. Unfixed pay out dates of All Pay causes substance abuse sometimes very early in a week. The following statements serve as illustration of these concerns:

> *"All Pay… Vrou gaan in dorp toe om toelaag te trek. Sy kom terug met wavrag drank; het nie vir die kind doeke, kleertjies gekoop nie. Res van week drink almal."*
>
> *"… die man wil ook dorp toe gaan wanneer sy vrou die toelaag moet kry. Jy kry vir die week van All Pay nie werkers om te kom werk nie. Die man gaan lê ook in die dorp."*
>
> *"Daai week wat All Pay is, daar is nie `n manier dat jy mense sal kry nie, ek kry net die gevoel hy voel vir jou vere…"*
>
> *"... en die All Pay besigheid. Man, ja, as hulle nou maar net die All Pay later in die week kan maak, op `n Vrydag bv. dan kan hy dit kry en uitdrink en klaar kry- maar nou is daar nie `n vaste dag nie; dis baie keer vroeg in die week-dan gaan die mense in, en kom dronk terug en vir die res van die week lê hulle dronk."*

Focusing on the reported link between substance abuse and mismanagement of social grants, the acting office manager of SASSA's office in Beaufort West confirms the high tendencies of substance abuse that is linked with mismanagement of grants, but explains that "All Pay" is the service provider who literally pays the grants. Substance abuse and mismanagement are seen as behavioural problems. SASSA

has no legal mandate to address the reported behavioural problems linked with the grants. The acting office manager is of the opinion that this must be done by a social worker from a welfare agency, and suggests that farm workers should be involved in social group therapy sessions regarding this matter (Steenkamp, 2011).

Additional to the expressed concern regarding the impact of substance abuse linked to the payments of social grants as described in Sub-theme 5.3 above, participants described their own efforts to address the situation as follows:

> *"Ek het nou al hoeveel kere wanneer ek my mense neem vir All Pay hulle goed deursoek en as ek drank kry, laai ek hulle af. Dit gaan nou beter."*

> *"Iemand wat toelaag kry en permanent by my werk, moet `n bankrekening hê waarin die geld inbetaal word, dan kan sy wanneer die geleentheid dan wel dorp toe is, die geld trek of met die kaartjie koop. Dis `n vereiste, sy gaan nie aanhoudend afwesig wees nie."*

Another participant specifically referred to the impact of this misuse of the social grant on the children: "*Die kind waarvoor die toelaag ontvang word, moet sy ouers regop hou met die een hand, so dronk is hulle en hy loop met die papsak in die ander hand oor hierdie gevaarlike N1. Hy moet dit dra met die huis toe gaan.*"

Sub-theme 6.5: Participants' experiences and perceptions about the services in relation to the farm workers offered by the South African Police Service

Despite the voiced concern regarding lack of formal services (see Sub-theme 6.1), the participants reported that the South African Police Service does assist them with social issues such as substance abuse and domestic violence.

> *"Ek het nou die dag nog so `n klagte ingedien* [domestic violence]*, en dit was, net so, toe is die polisie hier om die man te kom haal. Maar die polisie kan ook nie alles regmaak nie, hulle kan nie alles doen nie."*

> *"Die SAPD was 2 keer daar verlede maand hier."* [Alcohol related problems]

This theme is concluded with the participants' perceptions of possible reasons for problems experienced related to services to farm workers, as described in the previous five sub-themes.

Sub-theme 6.6: Participants' perceptions of possible obstacles related to service delivery and use of services by farm workers

The participants, by means of the focus groups and individual interviews, provided the researcher with an understanding of their perceptions regarding those aspects that make service delivery to farm workers difficult. They referred to the farm workers' outlook on life social issues, misappropriation of grants, the role of the social worker and substance abuse, labour legislation, as well as practical issues.

The farm owners noted that the farm workers **outlook on life** hinder them access and use of services to their benefit and stated:

> *"Kyk na sy huisopset – hy worry nie oor sy kinders of huis nie- hy lewe net van dag tot dag… aan die einde van die maand sy geld te kry."*

> *"Hy gaan maar net aan, want môre is daar weer iemand anders wat vir hom sal sorg."*

Regarding **social issues, misappropriation of grants, the role of the social worker and substance abuse**; the following was noted:

> *"Waar is die maatskaplike werkers met All Pay en die dag daarna en daarna?"*

> *"Die vrou kom terug met wavrag drank; het nie vir die kind doeke, kleertjies gekoop nie. Res van week drink almal."*

> *"Die kind waarvoor die toelaag ontvang word, moet sy ouers regop hou met die een hand, so dronk is hulle en hy loop met die papsak in die ander hand oor hierdie gevaarlike N1."*

A participant specifically discussed a concern that, regarding social grants as a means to relief poverty, the children who need the care and support, do not receive the benefit of it. This participant commented as follows: "*Kan `n mens nie die Allpay so verander dat… ek bedoel dit gaan mos nie werklik na die kinders toe nie… soos*

in die oosbloklande met koepons vir klere en kos nie?" *"... Dan verkoop hulle net die koepons vir drankgeld."*

Labour legislation prevents the farm owner to intervene in the social problems of farm workers and their families:

> *"Ek kan net met die werker werk; ek kan nie binne in die huisopset inmeng nie. Kyk die wetgewing is so dat jy nie wil of meer kan betrokke raak nie, want jy stel jouself bloot."*

> *"As ek moet vat hoe ek sukkel om hulle kontrakte op datum te hou en al die admin omtrent arbeidsake. Dit is `n swaard oor jou kop."*

One participant reported that when the legislation is followed, the social issues are not being addressed, but rather only the labour-related issues:*"… behalwe dat ek die werkskontrak kan vat met die bylae oor aanranding en plaasgeweld en drankmisbruik en hom `n waarskuwing gee, nog `n slag en nog `n slag en dan's jy weg. Dis tog alles vervat in die arbeidswetgewing."*

Another participant noted that the relationship between employer and employee is being affected by political views, which have some impact on the relationship and the employers' ability to contribute to addressing the social needs of employees: "*Dis nodig vir iemand met passie om die werk te doen- dis die laaste plek waar mens politieke indoktrinasie soek...dis mense se lewens! Die verhoudinge is nie so sleg nie – politici maak asof dit sleg is, maar dit is nie. Ek dink daar is `n besondere verhouding."*

Regarding **practical issues** that are viewed as obstacles for farm workers to use and access social service delivery, the participants made the following statements:

> *"By ons is nie openbare vervoer sodat hulle kan dorp toe gaan vir hulp nie. Taxi's is dikwels net geldwolwe."*

> *"Ek dink net die afstande wat ons het, die ylbevoltheid maak dat dit moeilik gaan wees om hierdie mense te bereik deur watter aksie ookal. So `n persoon wat daar moet gaan werk, gaan min mense op `n dag bereik vanweë die afstand."*

The literature confirms that social service delivery in rural areas poses specific challenges. Friedman (2003:2) explains that service providers should understand that the demographics of rural working families differ significantly from those of urban families, and these demographics influence their attitudes about accessing social services as well as their need for support. If not noted when planning services in rural areas, obstacles will be experienced. The vast distances that need to be travelled to access rural client systems are acknowledged as a major obstacle in the implementation of programmes (Jano, 2007:86).

The participants continued to provide a description of their perceptions of social needs experienced by farm workers that could be addressed through EAPs.

3.3.2.3 Theme 7: Farm owners'/managers' perceptions on and descriptions of social needs experienced by farm workers that could be addressed through EAPs

This last theme provides a description of the farm owners' perceptions of the social needs of farm workers that could be addressed through EAPs.

Sub-theme 7.1: Farm owners/managers voiced a concern about violent behaviour amongst farm workers, and requested assistance in this regard

The participants reported a concern about violence based on a lack of conflict management skills among farm workers.

> *"Ek bedoel as mens darem vir "R5" `n ander ou met `n mes sal steek…as daar moeilikheid op die plaas kom, die eerste ding waarna hy gryp, is `n klip om te gooi en af te breek…"*

> *"Ag nee wat, hulle kan nie dit* [conflict resolving] *doen nie. Dit ontaard in `n geskellery, en veral as dit so is dat hulle iets in het…"*

> *"Hulle kry ook maar hulle stry en hy't haar kamstig toevallig geslaan oor drank…"*

Regarding conflict management as a means to address violence, the content of life skills courses may include knowledge about what is conflict, what is the source of conflict, the types of conflict, power and its role in conflict, and constructive ways of dealing with conflict (Radiboke, 2010:7). The participants also reported a need among farm workers for assistance regarding intrapersonal development and growth.

Sub-theme 7.2: Farm workers need assistance regarding intrapersonal development and growth

In line with the participants' perceptions of a lack of motivation among farm workers, as discussed in Theme 5, Sub-theme 5.2, they reported that intrapersonal development should be addressed through social service delivery. When answering the question "Do you have any advice/suggestions regarding services required to address the needs/ problems related to the social circumstances of farm workers?", they answered:

> "Selfbeeld!" "Selftrots." "Niemand het hom dit geleer van kleins af nie."
> "Verantwoordelikheid is nie vir hom geleer van kleins af nie."
> "En die wil om na beter te streef – ambisie."

The development of a positive self-image and the need to strive towards a better life are linked to the cultural markers that individuals identify as indicators of success (Allender, 2003:145-147). Ebersohn and Eloff (2006:4-5) explains that, when assisting a person with the development of a personal vision, his/her coping theory is knowledge; related to answering the question "What will I do with what I have internally and externally in order to flourish".

Sub-theme 7.3: Farm workers need assistance regarding financial management

The participants reported that assistance regarding financial management will assist farm workers to develop and grow. It is described in terms of the reported perception that social grants are misused, as illustrated through the following statements.

> *"Leiding oor hoe om geld ordentlik te bestee. Want now werk dit so: Al is hy in `n betroubare posisie, weet hy, hierdie All Pay laat hom oorleef- hy het nog R250 kindertoelaag om te spandeer. Hy kan nog steeds sy drank koop."*

This viewpoint was further emphasised with regard to financial management as an impact on the farm workers' social well-being:

> *"Finansiële bestuur moet dalk eerste kom, want as dit reg was, sou daar nie drankmisbruik gewees het nie."*

> *"Ek tel op dat hulle baie leiding nodig het ten opsigte van geldbesteding. Noem dit sinvolle geldbesteding."*

> *"Ek het al gekyk... ek koop groothandel vir my mense deur die maand goedkoper kos as wat hulle sou kan koop op die dorp sodat hulle meer geld uit het aan die einde vd maand; maar dan koop hulle net meer drank- dit help nie."*

Falletisch (2008:91-97) explains that farm workers' low levels of literacy make it difficult to understand the complex nature of business transactions, insurance and pension deals, indicating a need for the development of skills to manage finances.

Sub-theme 7.4: Farm workers need assistance regarding relaxation and planning of free-time activities

When asked: "Do you have any advice/suggestions regarding services required to address the needs/ problems related to the social circumstances of farm workers?", the participating farm owners reported that social service delivery should also focus on the development of skills regarding relaxation and the planning of free-time activities. They related this need to family problems that occur over weekends.

> *"En ja, hulle moet leer hoe om te maak met ledigheid oor die naweke."*

> *"Daar is nie iets konstruktief om te doen nie, en dit moet aandag kry."*

> *"......noem dit sinvolle ontspanning."*

> *"Naweek aktiwiteite: As gesinsprobleme uitdop, is dit gewoonlik oor naweke."*

Literature confirms the above named need for assistance regarding relaxation and free-time activities. Leisure time and recreation may be viewed as "periods during which individuals have no obligations to do anything and during which they can spend their time as they wish" (Louw et al., 2001:543-544). With regard to constructive and sensible relaxation and planning of free-time activities and in line with the characteristics of EAPs, Whitaker (2005:15-18) identifies specific advantages to deal with difficult issues through relaxation and group activities:

➢ Relaxation can assist in dealing with trauma.

➢ Peer pressure can shift from negative to positive through organised social activities.

➢ Social interaction can assist persons to deal with transitions that need to be made (e.g. when children leave the household).

➢ Relaxation and social interaction could provide persons suffering from depression and other mental health issues with support and structure.

➢ Social interaction could assist with the development of effective interpersonal skills.

➢ Social contact with others may lead to a better understanding of other people, and lead to a greater acceptance of diversity.

Concluding the description of data obtained from the farm owners, the participants' perceptions that farm workers need assistance regarding planning for retirement and housing will be provided.

Sub-theme 7.5: Farm workers need assistance regarding retirement and housing

The participants reported that social service delivery to farm workers should provide them with assistance to plan for retirement and housing. The participants answered the question "Do you have any advice/suggestions regarding services required to address the needs/ problems related to the social circumstances of farm workers?" as follows:

> *"Dorpenaars kan aansoek doen by behuisingskema, plaaswerkers nie."*
>
> *"Aftrede en oudag onsekerheid bestaan ook."*

"Hy weet nie waar gaan hy heen op sy oudag nie. Hy kan op die plaas bly, maar moet later nader kom na versorging in die dorp."

Louw et al. (2001:536) highlight the fact that the need to be closer to hospitals and other services in the later years needs to be considered when planning for one's future. Cloke et al. (2006:427) on the other hand state that mastering the development task to provide for old age could be restricted by issues such as affordability and access to particular systems to assist in this regard.

The data obtained through the focus groups and interviews with farm owners assisted the researcher to develop a better understanding of the social challenges faced by farm workers, and also the challenges experienced by their employers.

3.4 Conclusion

This chapter provided the reader with a description of the demographic details of the participants, a detailed description of the findings related to the farm workers and farm owners/managers perceptions and experiences respectively, and a literature control by means of a review of relevant literature. All seven themes and 38 sub-themes introduced participants' experiences and perceptions about farm workers' general living conditions, their personal and working relationships, access and knowledge about resources for help, their problems with practical issues such as transport and housing and their social needs which could be addressed through EAPs. To finalise the research document, Chapter 4 will provide the reader with a summary of the research methodology that was implemented, as well as of the findings based on the analysis of the qualitative data. The summary will be followed by concluding remarks related to both the implemented methodology and the findings.

This document will then be concluded with recommendations related to the findings, the research methodology, and future research related to the research problem.

CHAPTER FOUR

SUMMARY, CONCLUSION AND RECOMMENDATIONS

4.1 Introduction

The present research study specifically focused on exploring and describing the social needs of farm workers in the Central Koup from the perspectives of samples comprising of farm workers and farm owners and/or managers, in an effort to contribute to finding solutions to address the identified needs through employee assistance programmes (EAPs) as one of the areas that an occupational social worker focuses on. The research problem (discussed in Chapter 1) led to the identification of the following research question:

From the perspectives of the farm owners/managers and the farm workers -

- *what are the social needs among farm workers in the Koup; and*
- *how can these social needs be addressed through* employee assistance programmes *(EAPs)?*

The goal of this research study was to develop an in-depth understanding of the social needs of farm workers in the Koup and how these social needs should be addressed through EAPs based on the perspectives of the farm owners/managers and farm workers. In order to attain this goal, the following research objectives were formulated:

- To explore the social needs of farm workers in the Koup from the perspectives of the farm workers and the farm owners and/or farm managers.
- To explore how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farmers and the owners and/or farm managers.
- To describe the social needs of farm workers in the Koup from the perspectives of the farmers and the owners and/or farm managers.

- To describe how these social needs of farm workers in the Koup can be addressed through employee assistance programmes from the perspectives of the farmers and the owners and/or farm managers.

The researcher identified the following task objectives to assist her with attaining the abovementioned research objectives:

- To obtain two samples: one of farm workers in the Koup and the other of farm owners and/or farm managers of farms in the Koup.

- To conduct in-depth semi-structured interviews and/or focus groups with the farm workers to explore the social needs of farm workers in the Koup and how these needs could be addressed through EAPs.

- To conduct in-depth semi-structured interviews and/or focus group discussions with the farm owners and/or managers to explore from their perspectives the social needs of farm workers in the Koup and how these needs could be addressed through EAPs.

- To sift, sort and analyse the data obtained according to the eight steps of qualitative data analysis constructed by Tesch (in Creswell, 2009:186).

- To subsequently describe the social needs of farm workers in the Koup that should be addressed through EAPs as articulated by the farm workers and the farm owners' and/or managers' perspectives.

- To interpret and analyse the data and conduct a literature control in order to verify the data.

- To draw conclusions and make recommendations based on the findings.

In Chapter 1 a general introduction and backdrop to the topic, a formulation of the research problem, a motivation for this research endeavour, the research methodology proposed to investigate the formulated research problem and the ethical considerations adhered to during this research project were provided. Chapter 2 of this report focussed on a description of how the chosen research methodology (proposed in Chapter 1 of this report) was implemented by concentrating specifically on the research approach and research designs and the chosen methods of sampling, data collection, analysis and verification utilised in this

study. In Chapter 3, the research findings were provided and mirrored to a literature control.

This chapter will conclude the research process. A summary of the research methodology and findings will be provided, followed by conclusions for both. This last chapter will then be concluded with recommendations related to further research, the methodology and the conclusions.

4.2 Summary of the research process and findings

Under this sub-heading the researcher provides summaries of the research process implemented in the study and the research findings which resulted from the implemented research process.

4.2.1 Summary of the research process

Based on the research questions (stated above) that provided the focus for this research endeavour, the researcher opted to follow the qualitative research approach. The researcher subsequently chose research designs which allowed her to conduct an investigation which increased the quality of findings through and exploration and description of the perceptions of those directly involved in the research problem (Lester, 2006:1).

In an attempt to determine the social needs of farm workers, the experiences and perspectives of farm workers (as employees) and farm owners/managers (as employers) regarding social needs of farm workers were explored. These perspectives and experiences were then described and verified with existing literature within the context of EAPs. Based on the contextual nature of this study and in order to answer the research questions within the framework of the qualitative research approach, various research designs were implemented:

- The **case study as strategy of inquiry** assisted the researcher to do an in-depth study of an individual unit (i.e. the farm workers) in relation to the context (i.e. the

Koup) (Flyvbjerg, 2011:301) in order to offer a "more complete picture" of farm workers' situation (i.e. social needs) (Neale et al., 2006:4). Neale et al. (2006:4) identify lack of objectivity and ethical considerations such as confidentiality and privacy as possible limitations of this research design. The possible limitations of this design were managed as follows during the implementation in this study: The researcher took cognisance of the importance of confidentiality through proper management of data (i.e. the safe-keeping of the audio-recordings and transcripts), assurance of privacy (no names used in transcripts), no intention to harm (interviews/focus group discussions took place in a non-threatening environment), and participation was based on informed consent. The researcher also made use of Guba's model for qualitative data verification (as cited in Krefting, 1991) in order to address the concern for lack of rigor (see section 2.4.5).

- The **exploratory research design** afforded the researcher an opportunity to develop a better understanding of the social needs of farm workers in the Koup by exploring the mentioned needs from the perspectives of the farm workers and the farm owners/managers. Thus, better insight into an issue about which little knowledge was available could be developed (Kumar, 2005:9-10).
- The **descriptive research design** supported the researcher in that it allowed for description of that which was explored (i.e. the social needs of the farm workers) to provide meaning (Fox and Bayat, 2007:8). The description of the findings included a literature control.
- The **contextual research design** was used to describe the population's interpretation of the world, why they have that point of view, how they came to that view, what they have been doing, how they conveyed their view of their situation, and how they identify or classify themselves and others in what they say (Taylor and Gibbs 2010). The social needs of the farm workers in the Koup were explored and described in the context of the participants' lived experiences.

The purposive sampling technique, as a typical sampling technique used in qualitative research, was employed to obtain a sample to answer the research questions. This technique was specifically chosen to allow the researcher to trust her

own judgement about who would be most suitable to answer the research questions (Babbie, 2004:183). The sample size was determined by data saturation (i.e. when no new data were obtained). Data saturation was detected after interviews/focus groups with 28 farm workers and with 16 farm owners/managers. The sample size was smaller than it would have been in a quantitative study, and the research designs allowed the researcher to work in a semi-structured manner.

Although the researcher specifically attempted to explore the perceptions of farm workers and farm owners/managers from diverse agricultural areas in an effort to ensure that the findings would relate to all the farm workers in the Koup, apathy and, in a few cases, poor response on the call to participate in focus groups were experienced. The data collection phase of this research study therefore took longer than expected, as the researcher continued with interviews/focus groups until data saturation was identified.

Prior to the data collection phase, a pilot study with farm workers and farm owners respectively was conducted to determine the feasibility of the proposed research plan. Once the feasibility was noted, focus groups discussions and face-to-face semi-structured interviews were used during the data collection phase to collect the data in order to answer the research questions formulated at the outset of the study. Interview-guides were used to focus and structure the focus group discussions and the interviews. The data were analysed according to the framework for qualitative research provided by Tesch (in Creswell, 2009:186), using a coding system through which themes and sub-themes emerged.

The researcher took note of the fact that validity is viewed as the strength of qualitative research (Creswell, 2003:87). The researcher made use of Guba's model for qualitative data verification (in Krefting, 1991). The accuracy of this research findings were determined by the following:

- Evidence was examined from different sources of data (i.e. farm workers and farm owners/managers) and different methods of data collection (i.e. focus groups and individual semi-structured interviews), building a coherent justification for themes (triangulation).

- The researcher made use of research interviewing techniques to ensure that participants were not led or influenced by the researcher.

- Data was recorded and transcribed directly after the interviews/focus groups took place, and field notes taken during the course of data collection were added to the transcripts. This ensured that the responses of the participants were noted directly, and that the researcher's interpretation did not contaminate the description of the findings. Neutrality was thus ensured in this manner.

- Rich, thick descriptions of the methodology implemented were provided.

- The use of an independent coder ensured neutrality of the data.

The implementation of the research methodology, summarised above, emanated in the findings of this research study, and will be described next.

4.2.2 Summary of the findings of the research study

The findings obtained from the farm workers on the one hand, and the farm owners/managers on the other hand were presented separately in Chapter 3.

The data analyses of the data obtained from **farm workers** provided the researcher with four themes, namely:

1) Their experiences and perceptions of living and working on farms;

2) A description of support services and the their specific need for support;

3) Their experiences and perceptions of current resources and support available to farm workers or the lack thereof; and

4) Descriptions of social needs to be attended to through EAPs.

The description of these themes and the literature control are summarised as follows:

- Regarding the farm worker participants' experiences and perceptions of living and working on farms, the participants reported positive experiences and perceptions of living on farms, but noted that they were labelled negatively by people living in towns. They also provided a word picture of their learning experiences and perceptions related to farm work, related to employer-employee relationships and related to interrelationships among farm workers. All of these perceptions are related to common interactions between socio-cultural factors inflective to one's physical/demographic circumstances and one's socio-cultural circumstances; such as one's history, values, self-concept, work and leisure experiences, physical dimensions, life development stage, marital/family status, roles and lifestyle (Gerdes in Louw, et.al., 2001:476).

  Effective communication between the employer and employee as a focus point in EAPs to farm workers, can serve as a learning tool and give direction to the adult learning process, e.g. to ensure that instructions are understandable (Meyer, 2007:105-111; Radiboke, 2010:7).

- During the farm workers' descriptions of support services and their specific need for support, the participants' contributions pointed to a lack of knowledge about and access to resources and support available to them. The data indicated that the employer is often perceived as the only support system, while the need for counselling support services was highlighted. These perceptions were explained in the literature as a social order of paternalistic responsibility with a micro-welfare system (Atkinson, 2007:164-166). The lack of support services can be addressed by the social planning model to offer intervention on community level in three ways, namely: By establishing new services where these are lacking; by improving the quality of existing services; or by facilitating the community's access to service (Weyers, 2011:219). Standards for an EAP as support service to employees (Blackadder, 2010:7-35) are set as guidelines for developing such a programme.

- Farm workers' experiences and perceptions of current resources and support available to them, or the lack thereof, included a description of experiences and perceptions related to religious/spiritual support and the involvement of churches in their lives. They voiced a need of professional counselling services which, according to Harris (2011) should assist clients to achieve their personal goals, and gain greater insight into their lives; rather telling them what to do. The participants also provided a description of their experiences and perceptions related to the lack of involvement of social workers in their lives, which is not in line with the description of this profession found in the literature (Farley et al., 2006:7-10) and the national goals of the White Paper for Social Welfare in South Africa (1997) that aim to render services are developmental, preventative, protective and rehabilitative in nature to **all** South Africans, with specific emphasis on the poor and the vulnerable. Other experiences and perceptions that were described included financial support (or lack thereof) and access/ inaccessibility to government services, the lack of and inaccessibility to health care services, and the South African Police Service as a resource and support system.

- The identified social needs to be attended to through EAPs were identified as a need for assistance regarding relationships, substance abuse, spiritual well-being, relaxation and planning of free-time activities, financial management/ planning, conflict management, child care and parenting skills, access to support when trauma is experienced, and practical assistance regarding transport and housing. The above needs relate to the mastering of life development tasks referred to by Louw et al. (2001).

Atkinson (2007) suggests that municipalities (as local governments) need to promote and expand service delivery to farm workers. EAPs as a possible means to develop and deliver such services could be considered as the above identified needs specifically relate to issues that could be addressed through EAPs (EAPA-SA, 2009:9-11).

The information obtained from the **farm owners/managers** resulted in three themes, namely:

1) Farm owners'/managers' experiences and perceptions related to farm workers;

2) Their experiences and perceptions of resources and support available or lacking to farm workers; and

3) Their perceptions on and descriptions of social needs experienced by farm workers.

A summary of the findings, based on these three themes, and the literature control is provided below:

- The farm owners/managers reported their experiences and perceptions related to farm workers in terms of a change in the nature of the employer-employee relationship. The participants perceived a lack of motivation and trustworthiness among farm workers, and they voiced their concerns related to the impact of substance abuse on production. Patel (2009:123) note that substance abuse, absenteeism from employment, low productivity and job insecurities are related to the availability of social security and provision of a grant income. Literature also indicates that farm workers are listed by the National Drug Master Plan 2006-2011:21 (South Africa, 2007) as one of the occupational groups that are at risk of abuse of substances. Enabling factors, such as work environment and occupational stress, peer pressure, policy, the stance of the employer to substance abuse in the workplace, denial of the existence of the problem, availability of the substance and the alienation and dissatisfaction experienced during times of stress related to problems can induce substance abuse in a farm worker's life (Muloiwa, 2008:7-8).

  The participants also expressed concern regarding child care and parenting skills among farm workers. Additionally, they reported that there is a lack of trained workers/training opportunities for farm workers. Life skill programmes (which could be provided in an EAP context, were identified by the participants as a means to address this situation. Ebersohn and Eloff (2006:7-8) asserts that the development of life skills can lead to the ability to identify own strengths, to mobilise strengths to meet challenges, and to sustain the outcome of actions by

addressing flaws or shortcomings. The first theme was concluded with expressed frustrations about the lack of solutions to deal with problems related to farm workers.

- Regarding the farm owners'/managers' experiences and perceptions of resources and support available or lacking to farm workers, the participants reported that they experienced and perceived formal support and services available to farm workers to be limited. This viewpoint is supported by Atkinson (2007:165-166) who refers to a "service delivery vacuum that is increasingly evident on the farms". The participants specifically noted that support services by social workers/psychologists to farm workers were lacking. In addition, they perceived health care to farm workers as lacking in availability and accessibility. The farm owners/managers also provided a description of their perceptions related to social grants to farm workers, as well as services provided by the South African Police Service. The participants continued to provide a description of their perceptions of possible obstacles regarding addressing social needs of farm workers, such as geographical distances as a challenge to access support services in towns; the lack of farm visits by support systems such as health care and social services by social workers; lacking or poor transport services between farms and towns; difficulty to obtain housing in towns as part of retirement planning; and legislative issues (cf. Friedman, 2003:2; Jano, 2007:86).

- The farm owners'/managers' perceptions on and descriptions of social needs experienced by farm workers focused on their concern about violent behaviour amongst farm workers. The participants noted that farm workers need assistance regarding intrapersonal development and growth, financial management, relaxation and planning of free-time activities and retirement and housing.

The needs of farm workers, as described by the farm owners/managers also relate to the mastering of life development tasks referred to by Louw et al.(2001). Both Williams (2001:1-7) and Atkinson (2007:205-226) refer to partnerships in service delivery as a means to develop and implement social services to address such needs.

Based on the findings, summarised above, the following conclusions were drawn:

4.3 Conclusions based on the research process and research findings

The following conclusions were drawn respectively regarding the research process and the research findings of the study:

4.3.1 Conclusions regarding the research process

Denzin and Lincoln (2003:367) postulate that traditional research methods (i.e. quantitative research) are not conducive to population groups who have been traditionally marginalised. The chosen qualitative approach followed in this research endeavour was therefore considered appropriate to uncover the voices of members of a specific marginalised group, namely the farm workers (cf. Atkinson, 2007:3). The qualitative nature of this study provided the researcher with a framework to obtain data that reflected the voices of the people involved in the situation.

The explorative, descriptive, contextual and case study research designs that were implemented provided the researcher with a focus and assisted her to proceed towards the realisation of the research goal and objectives. The case study and contextual research designs specifically provided the focus for this study, as the goal was to obtain data from a specific group in a specific area, namely farm workers in the Koup. The contextual research design therefore provided the researcher with a focus for the possible solution to the research problem, in terms of the context of the data obtained (Holtzblatt et al., 2005:22). The exploratory and descriptive designs, on the other hand, provided a framework from which the qualitative data could be obtained and described. A further advantage of the descriptive research design within the present study was that the description of the participants' perceptions of the social needs, together with the literature control, enabled the researcher to better understand how these needs could be addressed through EAPs. The description of the data therefore contributed the development of an understanding of the research problem and to answering the research question.

The sampling technique (i.e. purposive non-probability sampling) assisted the researcher to procure information-rich participants (i.e. farm workers and farm owners/managers in the Koup) who were able to answer the research questions by providing a first-hand account and insider's perspective of the situation under investigation. The focus group discussions and semi-structured interviews; structured, focussed and directed by the respective interview-guide and interviewing techniques followed were viewed as suitable within the context of this research endeavour. It provided the participants with an opportunity to share their experiences, views and perceptions about the social needs for the farm workers in the Koup and how the former can be addressed through EAP's.

The sample size (44 participants) was smaller than it would have been in a quantitative study, and the research designs allowed the researcher to work in a semi-structured manner.

The pilot study indicated that the intended methods of data collection (i.e. focus groups and semi-structured interviews) were appropriate to use as methods of data-collection as it posed the following advantages: It captured real-life experiences and perceptions in the natural social environment and it was flexible through enabling participants to feel free to share and to change the direction of the discussion in order to fully explore the topic. Focus groups in particular had the added advantage that it was also low in cost (held during times when general agriculture society meetings were scheduled); led to speedy results and the synergy of the group had the potential to uncover important constructs, which might have been lost with individually generated data.

Tesch's framework for qualitative data analysis (in Creswell, 2009:186) provided the researcher with a user-friendly step-by-step guide on how to analyse the data in order to identify the themes and sub-themes presented in Chapter 3 of this report.

Guba's model for qualitative data verification (in Krefting, 1991) assisted the researcher to conclude that this research study adhered to the following focus areas of true and scientific qualitative research:

- Validity of the truth was obtained through the use of qualitative research interviewing techniques. Triangulation of data methods and data sources were obtained by utilising more than one method of data collection (i.e. focus groups and interviews) with more than one source of data (farm workers and farm owners/managers).

- Applicability was obtained through a compact description of the methodology chosen for, and implemented in this specific study, as well as the purposive sampling technique.

- Consistency was created through a compact description of the methodology chosen for, and implemented in this specific study, as well as triangulation of sources of data and methods of data collection.

- Neutrality was enhanced through audio recordings and extensive field notes made during the focus group discussions and interviews. Transcripts of the interviews/focus group discussions together with the field notes provided a reflection of the participants' contributions, and not the researcher's own perceptions. The use of an independent coder and the input of the supervisors' peer reviewing throughout the research further ensured neutrality.

After reviewing the research approach, designs, methods, techniques and process used for the purpose of this study, the researcher concluded that the chosen methodology was suitable to address the research problem and answer the research questions.

4.3.2 Conclusions related to the findings of the research study

Both the participant groups provided a description how they experienced the status of farm workers' social needs within their working and living environments, including the importance of the employer-employee relationship. From both participant groups' contributions and the literature control, it seemed clear that; within the context of this research; the relationship between employer and employee still leaned over to a micro-welfare system with a semi- paternalistic nature (cf. Atkinson, 2007:164-166). The farm workers reported that they viewed the farm owners as service providers, while the farm owners/managers reported own efforts to address social problems

experienced on the farms. The researcher therefore concluded that farm workers depend on the employer to fulfil in their needs, as it offers practical benefits such as food, water and housing. On the other hand, the farm workers/managers reported that they had to act more formally, due to legislative requirements. Farm owners reported that they therefore experienced a change in relationships with farm workers to a more formal relationship, with less personal contributions from the employer.

Farm worker participants perceived living and working on farms as a source of tranquillity, security and material benefits (wood, water, food). They also described the benefit regarding to experience gained when working on farms. Contrary to the farm workers descriptions, farm owners/managers indicated that they perceived a lack of motivation and trustworthiness among farm workers.

Farm owners expressed frustration about the lack of solutions to deal with problems related to farm workers, while the farm workers indicated that they experienced a lack of knowledge related to support systems available to address social needs.

Aspects to be included in services to farm workers, as concluded from the information received from by both participant groups were identified as follows:

- Violence as a means to deal with conflict
- Relationships, i.e.: intrapersonal, interpersonal and employee-employer relationships.
- Spiritual support and involvement in church/religious activities
- How to access and use social grants
- Financial management and planning for retirement
- Personal counselling [life coaching]
- Substance abuse (the farm owners specifically referred to the interrelatedness of substance abuse and social grants)
- Parenting and child care
- Support and assistance to have farm workers become skilled and involved in recreational activities, sport and cultural activities

Support systems that were identified as needed to support farm workers with addressing social needs were:

- The South African Police Service
- Health care/medical services in terms of accessibility
- Social workers/psychologists to deal with trauma
- Government agencies involved with social grants

Challenges experienced regarding addressing social needs of farm workers were identified as follows:

- Geographical distances as a challenge to access support services in towns
- Farm visits by support systems such as health care and social services by social workers
- Transport services between farms and towns
- Housing in towns as part of retirement planning
- The impact and the implementation of legislation enforcements which may affect and have an impact on the employee-employer relationship.

In order to place the findings in the context of EAPs, the following conclusions were made based on the available literature:

An Employee Assistance Programme is an approved programme with specific criteria, which renders a service to employees in the private and public sectors in respect of special needs (e.g. alcoholism, health and work relationships) (Maiden, 2004:2). In the case of this present study, it is concluded that EAPs may be used by farm owners or other service providers (e.g. municipalities or private organisations) to provide farm workers with a service to address their specific social needs. Municipalities as an operational conjunction for service delivery by government can play a major role in service delivery to farm workers regarding their social needs Atkinson, 2007:165-166). Atkinson (2007:205-207), however, warns that political relations and geographical distances pose a specific challenge (Atkinson, 2007:165-166; 205-207). To address this concern, the researcher concluded that municipalities may make use of a registered EAP service provider. This conclusion is also based on Atkinson's (2007:205-206) suggestion that partnerships between municipalities

and farm owners could include farm owners as service intermediaries on behalf of municipalities, rather than deploying their own staff. EAPs could therefore be introduced by municipalities or farm owners could be supported (financially and practically) to introduce such programmes to farm workers. Service providers in private practice (e.g. registered EAP providers) could therefore be contracted to provide services to farm workers, and to coordinate service delivery in a cost-effective manner.

It is furthermore concluded that, when considering EAPs as a means to address the social needs of farm workers, the following aspects must form the foundation for planning such a service. Employee assistance should be seen as a work organisations' programme based on core technologies/functions to enhance employee and workplace effectiveness through prevention, identification, and resolution of personal and productivity issues. Supporting farmers (financially and/or practically) to implement such programmes should therefore be considered. It is concluded that the responsible authorities for services to farm workers as well as the farm owners and the farm workers could benefit from such an endeavour. The authorities will find a means to adhere to the requirements for social service delivery as described in the White Paper for Social Welfare (1997), while employee wellness will ensure that farm workers are in good mental and physical state, resulting in high levels of productivity (EAPA-SA, 2009:9-11).

Based on the reported reality of vast distances, an appointed/contracted EAP service provider would have to be able to function independently. It is therefore concluded that such a service provider should be viewed as an EAP professional, who must be a professionally trained person with at least training up to a masters degree level, practicing independently, performing clinical EAP-specific or related tasks (i.e. therapy or counselling); and registered as an EAP professional. The researcher concluded from the description of EAPs that the appointment of a EAP professional (by either the municipality or other service providers) to address the social needs of farm workers should address the aforementioned social needs in terms of the obstacles experienced by the participants of this study.

In terms of the structure or format of EAPs on farms, the researcher considered Du Plessis' (in Maiden, 2004:34) proposed service delivery structures. The author proposes either -

- a single service-orientation, related to some problems such as HIV and AIDS or alcoholism for the "worker-as-person";
- a more comprehensive service when initial problems are linked to other underlying problems in the workplace, including some educational/prevention programmes and consultations on management level;
- an organisational intervention when the "person-as-worker" is seen in terms of how his/her problems could affect productivity, focusing on changes in the production structure to accommodate the "person-as-worker"; or
- the workplace as a community, incorporating both the employer's and employee's goals. All four of the above options include a particular value orientation that involves all stakeholders to bring about change (Maiden, 2004:35).

It is concluded that social work, within the context of occupational social work through EAPs, has a specific role to play in terms of the development, planning, and execution of services to groups (in this case the farm workers) who experience a lack of service delivery (Farley, Smith and Boyle, 2006:7-10).

In order to provide farm workers with services to address their social needs and to assist them to participate actively in the farming society, the researcher concluded that EAPs can provide a valuable alternative to provide services within the framework of expressed obstacles. The researcher concluded that service providers would have to plan for, and include such programmes. Weyers (2011:219) proposes the use of the social planning model of community intervention when new services need to be developed, existing services need to be improved, or where services need to become more accessible.

In summary, the researcher concluded from the findings of this study that wellness programmes by means of EAPs could be performed by (i) the utilisation of existing or additional qualified service providers as appointed staff members within an industry,

(ii) the contracting of independent service provider professionals on a contract basis to provide services as needed, and (iii) the use of organisations that specialises in offering a package of EAP, as instructed by the EAPA-SA' constitution, standards and ethical code (Blackadder, 2010).

4.4 Recommendations

Recommendations related to the research process, the research findings, practice, policy training, and education and further research regarding the present research topic will be provided in this section.

4.4.1 Recommendations related to the research process

The researcher, based on the conclusions above, recommends that the qualitative research approach is a suitable manner through which the social needs of a specific group in a specific context could be investigated. In addition, the case study and contextual research designs are recommended when a specific focus is needed in terms of a specific situation in a specific context. The exploratory and descriptive research designs are recommended as a valuable framework from which to procure findings related to a research problem.

When working within the abovementioned research approach and designs, the following choices are also recommended: The purposive non-probability sampling technique is useful to ensure that the participants are able to answer the research question, and best equipped to do so based on the fact that they are able to provide insight in lived experiences. The use of focus groups and semi-structured interviews are recommended for the same reason, but also as it provides a structure from which the researcher could obtain information while focusing on answering the research question and addressing the research problem.

Both Tesch's framework for qualitative data analysis as described in Creswell (2009:186), and Guba's model for qualitative data verification (in Krefting, 1991) are

recommended to assist the qualitative researcher with a sound method to describe data, and to draw conclusions based on the findings.

4.4.2 Recommendations related to the research findings, practice, policy, training, and education

Based on the conclusions related to the research findings, the researcher recommends that EAPs, implemented by professionally trained persons, be considered a valuable option to address social needs of farm workers. The appointment of a trained EAP service provider by local government organisations, or through a partnership between farm owners and government organisations, should be considered.

The researcher furthermore recommends that EAPs be used to 1) facilitate access to existing services, 2) improve existing services and/or 3) develop new services. The sub-sections below provide a description of the recommendations.

4.4.2.1 Recommendations related to facilitating of access to services

The following is recommended regarding the facilitation of access to services through an EAP service:

- It is recommended that a resource list should be compiled of possible services that may be utilised by farm workers.
- Policies on how to access these services should be compiled by the EAP service providers in conjunction with the farm owners/managers and the farm workers.
- Obstacles to the utilisation of such services should be investigated and noted.
- These obstacles should be made known to the different service providers and a platform (including the farm workers and farm owners/managers) should be developed to discuss how service providers could address these obstacles.
- Accessibility in terms of visits to farms by service providers (through for example satellite offices) and transport services for farm workers to the services providers should be addressed.

- Agreements between farm owners (as employers) and service providers could be facilitated to ensure that the farm owners can assist and encourage farm workers to utilise such services.

4.4.2.2 Recommendations related to improving service delivery

In line with the above mentioned facilitation of access to services, it is recommended that existing service delivery be improved to address the research problem. Employee Assistance Professionals could specifically play a role in terms of the following recommendations:

- An EAP professional should play an important role in creating awareness and educating service providers regarding the social needs of the farm workers, and the potential role of the service providers in addressing these needs.
- Challenges experienced by service providers (such as infrastructure, staff training etc.) should be noted and service plans should address these challenges.
- With specific reference to the reported relation between social grants and substance abuse, Employee Assistance Professionals could assist government organisations, such as SASSA, or Dept Social Development as follows:
    o Assessing the need for a grant and providing the government organisation with a written report and recommendation
    o Provision of counselling services and support to address the reason why a grant was needed
    o Education on how to manage grant money for its purpose
    o Monitoring of how grant money was spend with continuous assessment and recommendations

4.4.2.3 Recommendations related to new service delivery

The previous two sub-sections focused on how EAPs may be utilised to address the aspects highlighted in the findings of this study. Focusing on creating a wellness programme as a new support service to farm workers as employees, it is recommended that the following criteria for standards should be met for such a

programme (Blackadder: 2010:7-35), while also addressing the specific needs identified by the participants of this study:

Table 4.1: Guidelines for the development of a new EAP service to farm workers

GUIDELINE / STANDARD	SUGGESTION FOR PRACTICAL IMPLEMENTATION	RELATION TO SERVICES TO FARM WORKERS
There should be an Advisory Committee at the highest possible level within the organisation involving **representatives** of all segments of the workforce	A management committee /body corporate draws up a constitution and register with the Directorate of Non-Profit organisations.	This will depend on whether the appointment of the EAP professional is made by the employers (farm owners), their formal agricultural organisation, or a service delivery system (e.g. municipality), or within a partnership between the employers and service delivery system, as Atkinson suggests.
Programme design shall be based on a **scientific assessment** of organisational and employee needs	Research on social needs to be addressed through EAPs completed	The programme format needs to address the specific challenges experienced, e.g. the accessibility aspects and possible legislative issues. Group work as a method to deliver services, and a programme design that address all the identified needs are recommended.
There should be an appropriate **model for service delivery** for specific employer organisations, reflecting detailed procedures. To ensure, through selecting the most appropriate model, i.e. internal-, external model or a combination, the cost effectiveness and functional appropriateness of the EAP.	The type of model will depend on the following: Alignment with existing corporate strategies and philosophy; the size and structure of the organization; the geographical location; accessibility to programme and community resources; financial resources; professional capacity (internal and external) and employee preferences with the vision, mission, goal and objectives clearly outlined.	A final decision on the ideal model should be taken only after proper consultation between the EAP practitioner and stakeholders, i.e.: the farm workers, the farm owners, service providers.

Costing of an EAP should be based on sound financial principles when different options of pricing models are considered with regard to service providers: a cost for the total service (per capita); a fee-for-all-service; co-payment by the healthcare provider; co-payment by the client/employee; limited clinical services.	A business plan with a detailed description of the structural and operational features should be provided. Budgeting is necessary to establish cost estimates. Application for project funding must be done both at government and private sector.	The budget should be presented to the Department of Social Development and /or Dept Agriculture in attempt to provide the Departments with an opportunity to render services through the use of such services.
The **policy** shall describe the EAP in its entirety by having clear mandates, being clear and specific, creating an EAP which is comprehensive and attractive for user access, protecting the interests of all stakeholders within a confidential nature	To create a legitimate framework for consistent application/implementation all of these must be included into a written constitution of the organisation or proposed programme.	The policy should make provision for matters such as amongst others: • Employees and their dependants access to services in terms of e.g. language, culture and gender • Specifying the different conditions which may affect job performance, employee functioning, and quality of life • Securing job status, which will not be jeopardised as a consequence of accessing EAP services, except where mandated by law • Specifying that employees who use an EAP are expected to adhere to the job-performance requirements of the employer
Policy guidelines should be developed to operationalise the policy. The programme design, programme implementation management and administration, clinical services, non-clinical services, networking, monitoring and evaluation- must all be embodied in an **operational manual** to ensure that the policy will be put into practice.	Designing a handbook and brochure of service delivery to provide procedural and logistical guidelines for implementation of the EAP according to the unique circumstances of the organisation.	All stakeholders should be involved in mobilising the programme. Employers, service providers and farm workers should have the opportunity to see the initial plan, and to provide input to ensure that every role-player is satisfied with how the programme will be delivered.
An implementation plan shall outline the actions and **schedule** needed to establish an operationally effective EAP. The implementation plan is reviewed annually during the evaluation process and must stipulate inter alia the following: actions needed timeframe, resources, responsible person, performance indicators and monitoring.	Establish a timetable for service delivery.	The timetable is combined with the specific content of the programme and monitoring indicators and tools. This will provide the EAP professional with a framework from which planning can be done, and from which mandates can be obtained.

An appropriate number and suitably **qualified EAP practitioners** shall be available to achieve the stated goals and objectives of the programme. The ideal ratio for EAP staff versus number of employees should be identified according to the chosen model of the EAP service delivery: i.e.: One full-time EAP professional for every 200 employees for an internal comprehensive model with a decentralised workforce. Or one EAP professional for every 200 employees for a combination model with a decentralized workforce, rendering therapeutic services internally and outsourcing the other services. EAP practitioners should preferably be qualified up to and including a fourth year level in any of the following disciplines: Social work, psychology, occupational health, pastoral counselling. EAP professionals should preferably be qualified up to master's degree level and certified to practice independently by professional bodies such as HPCSA, SACSSP.	Recruit an appropriate number staff members who meet the requirements and objectives of the EAP to ensure that all EAP staff meet professional and legal requirements; As well as to assign to the EAP an appropriate level of administrative support staff who are sensitive to the confidential and ethical issues of the EAP.	EAP practitioners should preferably not be "visitors" to the community, but should function within the community to ensure long-term trusting relationships with all stakeholders.
Every EAP professional who provides services shall be subjected to ongoing consultation and/or **supervision**.	Ensure continuous Professional Development sessions, or organise for supervisory meetings with professional partners within this field of expertise.	A forum for EAP professionals working among farm workers could be established as a support and guidance body.
A written statement regarding confidentiality should be included in all relevant documents as it is a cornerstone of the profession, consistent with all professional standards, ethics, and legal requirements which regulate the management of information.	Implement a written statement regarding confidentiality and see to it that it be practiced by office bearers by means of informed written agreement.	The programme consists of written agreements with service providers, employers and farm workers. All agreements include a confidentiality clause. The service provider who appoints the EAP practitioner to deliver services to farm workers must be involved in the monitoring of the programme.
The EAP shall maintain **records** to ensure quality control.	Ensure a system of recordkeeping, filing and storing.	The nature of implementation of EAPs among farm workers will mean that the practitioner will travel to the client system. A central office is needed to ensure that such records are safeguarded.

All EAP professionals shall have adequate professional liability insurance. EAP practitioners must maintain the highest level of **ethical conduct**. The Codes of Ethics of relevant professional bodies should be adhered to. Professional registration should be maintained though participation in professional activities to qualify for CPD (Continuous Professional Development).	Office rules or protocol for office bearers. This code of conduct will be compulsory.	Registration with a professional board is recommended/
The EAP will use **training** as an intervention strategy. The EAP will develop holistic, **proactive** interventions to ensure that programmes are in place to mitigate employee behavioural and organisational risks. Prevention is more cost-effective than reactionary/curative/rehabilitative services.	Advancement of group activities.	The group work method can be used to implement educational groups on farms that will focus on the development of knowledge, insight and behaviour that will lead to the prevention of social issues. The adult learning process must be taken into account. Therefore, a number of sessions, and follow-up services are needed to ensure that new behaviour is practiced and internalised.
The EAP practitioner will develop and implement an appropriate **marketing** strategy to ensure that the EAP is highly visible and presented in a positive light to encourage targeted beneficiaries to utilise the programme.	The positive outcomes can be promoted, not the problem.	The service provider who appoints the EAP practitioner to deliver services to farm workers must be involved in the marketing of the programme.
The EAP should network with the various internal and external **stakeholders** to ensure that the EAP partners with both internal stakeholders and external resources in order to respond to the needs of the work organisation, the employees and family members in a cost-effective manner.	Regular meetings with representatives from the client system. Having dialogues with role players in community with the same objectives, creating partnerships	Monitoring outcomes must form the platform for continuous development and improvement of the programme, and to address obstacles experienced. All stakeholders must be involved in these discussions
The effectiveness of the EAP should be monitored and **evaluated continuously.**	Clients should evaluate the service, in terms of various aspects, such as professionalism, needs assessed, information given, therapeutic value, contribution to work performance, other services needed.	The service provider who appoints the EAP practitioner to deliver services to farm workers must be involved in the monitoring of the programme, as well as the planning of further services.

4.4.3 Recommendations related to further research

It is recommended that further research regarding this research topic focuses on the following:

- Taken into account (i) the unique social needs of farm workers from rural areas, (ii) the government's intention for rural development and land reform and (iii) the given geographical obstacles stressing the need to develop service delivery in the Koup, it is recommended that an applied research study is conducted where a prototype wellness programme is developed for farm workers (based on the conclusions and recommendations of this study), and piloted to evaluate the potential impact.

- The treatment of long term substance abuse among farm workers also poses a field for further research as it appears to be a core issue related to multiple social problems in the lives of farm workers.

- The replication of this research plan in other rural areas.

4.5   Concluding remarks

This research endeavour provided the researcher with an opportunity to develop insight into the social needs of farm workers in rural areas, such as the Koup, as well as the unique interdependent work relationships between farm workers and farm owners from this vast agricultural region. The researcher was able to verify the findings with literature, and place the findings within the context of Employee Assistance Programmes as a possible means to address the social needs of farm workers. She was also able to implement the proposed research methodology, describe the perceptions and experiences of farm workers and farm owners/managers regarding the social needs of farm workers, and to draw conclusions based on the findings.

This research endeavour was concluded with recommendations regarding the use of Employee Assistance Programmes to address the social needs of farm workers. It is envisaged that these recommendations will be used by service providers; that government agencies will specifically employ EAP professionals and –practitioners;

and that programmes will be implemented to improve the lives of farm workers, while also improving the employer-employee relationships and productivity on farms.

Based on the conclusions and recommendations made in this final chapter of the research document, the researcher concludes that the research question was answered, and that a contribution was made to address the research problem.

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ANNEXURE A: LETTER OF INVITATION TO PARTICIPANTS

ELIM LAINGSBURG POSBUS 25, PRINCE ALBERT, 6930   TEL. 023-5511831 / 0845812553
E-pos -   jacolise@xsinet.co.za

Die Voorsitters Koup DLV & lede

Landbouverenigings: Prince Albert, Laingsburg, Merweville, Leeu Gamka, Klein Swartberg   p.a Posbus 1

PRINCE ALBERT

6930

Datum: _____

Geagte _____

NAVORSING: WERKNEMERSHULPPROGRAMME (BEDRYFSMAATSKAPLIKE WERK)

Die ondergetekende is tans met ondersteunig van Departement Landbou WesKaap en onder leiding van die Universiteit van Suid-Afrika (UNISA) besig met navorsing omtrent werknemerhulpprogramme aan plaaswerkers.

Plaaswerkers ondervind veelvuldige maatskaplike probleme wat reflekteer in hul werksproduksie. Die Suid-Afrikaanse landbou ondervind toenemend druk ten opsigte van arbeidswetgewing, veranderende sosiale strukture en natuurlike invloede, wat voedselsekuriteit bedreig. Werknemershulpprogramme (EAP) word suksesvol gebruik in ander ekonomiese sektore om personeel se sosio-emosionele welstand te verseker ten einde hul produktiwiteit maksimaal aan te wend in die bedryf. Hierdie navorsing word gedoen om die relevansie daarvan vir die landbousektor te ondersoek.

Een van die vereistes vir hierdie studie is dat `n navorsingsprojek geloods word met `n empiriese ondersoek. Dit behels onderhoude met deelnemers wat direk betrokke

is in die navorsing, naamlik die plaaswerkers en plaaseienaars as werkgewers. Hierdie onderhoude sal plaasvind in die vorm van fokusgroepe en privaat onderhoude met deelnemers. U samewerking sal waardeer word deur i) u lede te vra om vrywillig te registreer om deel te neem aan sodanige fokusgroep wat direk na afloop van `n algemene vergadering gehou sal word, en ii) u lede te vra om plaaswerkers te bring wat ook kan deelneem aan `n afsonderlike fokusgroep tydens die vergadering.

Die **doel** van hierdie navorsing is: *Om die maatskaplike behoeftes van plaaswerkers in die Koup te verken en te beskryf, en om aan die hand van riglyne vir Werknemer Hulp Programme aanbevelings te maak vir die fokusareas vir sodanige programme vanuit 'n Maatskaplike Werk perspektief.*

Die navorsingsvraag wat die navorser sal poog om deur middel van hierdie navorsingstudie te beantwoord is:

"Wat is die aard van maatskaplike behoeftes wat deur middel van Werknemer Hulp Programme aangespreek kan word by plaaswerkers in die Koup?"

Tydens die fokusgroepe is die volgende vrae aan die **werkgewers/plaaseienaars** gevra:

1) Wat is u persoonlike ervaring en mening oor die arbeidsituasie in die landbou en spesifiek in u area?
2) Watter maatskaplike faktore by plaaswerkers werk stremmend in op die produksie van u boerdery?
3) Waar kry u werknemers maatskaplike leiding en hulp met probleme? (Wie lewer die diens?)
4) Watter persoonlike probleme moet aandag kry?
5) Wat is u siening omtrent Departement Landbou se program vir plaaswerkerontwikkeling?

6) Weet u wat WHPs is en wat is u indrukke daaromtrent sovêr dit die landbou betref?

Tydens die fokusgroepe is die volgende vrae aan die **werknemers/plaaswerkers** gevra:

1) Wat is u mening omtrent u werksituasie op plase?
2) Watter dinge in `n plaaswerker se persoonlike/huislike lewe beïnvloed hulle werksvermoë en gelukkigheid in hulle werk?
3) Waar kry plaaswerkers maatskaplike leiding en hulp met probleme? Dink u dat plaaswerkers gelukkiger sal wees in hulle werk en beter sal werk as hulle hulp kry met persoonlike/maatskaplike probleme? Hoekom sê u so?
4) Watter persoonlike probleme moet aandag kry?
5) Weet u van enige programme of vergaderings vir plaaswerkerontwikkeling?
6) Weet u wat WHPs is en wat dink u moet dit vir plaaswerkers doen?

Vertroulikheid en anonimiteit word gewaarborg. Indien u enige verdere vrae het, kan u ondergetekende of haar studieleier,   kontak.

By voorbaat dankie
Jacolise Botes
MAATSKAPIKE WERKER

ANNEXURE B: INFORMED CONSENT FORM

TITEL VAN NAVORSING: WERKNEMERSHULPPROGRAMME VIR PLASE IN DIE KOUP – MAATSKAPLIKE WERK PERSPEKTIEF

VERWYSINGSNOMMER VAN DEELNEMER: _____

HOOF NAVORSER:	Jacolise Botes
ADRES:	Posbus 25
	Prince Albert
	6930
KONTAKBESONDERHEDE:	023-5511831

Verklaring van die deelnemer:

Ek, _____, ID _____, bevestig hiermee dat:

- Ek ingelig is deur _____ van die volgende:
    - die doel en rede vir die navorsing;
    - waarvoor die inligting gebruik sal word;
    - die gebruik van fokusgroepe om inligting te bekom vanuit die perspektiewe van die werkgewer en die werknemer;
    - dat die navorser haarself verbind tot die etiese kode van SACSSP en
    - dat die lys van moontlike vrae aan my verduidelik is.

Ek verstaan die inhoud van bogenoemde en het geen vrae daaroor nie.

Ek verstaan dat, indien ek enige vrae het, dat ek uitgenooi is om met die bogenoemde navorser daaroor kontak te maak.

- Ek identifiseer die volgende bekommernisse en moontlike risiko's omtrent die ondersoek:

_____

_____

- Ek identifiseer die volgende positiewe gevolge of voordele wat die ondersoek mag inhou:

  _____

  _____

  _____

- Ek verstaan dat ek volle toegang tot die resultaat van die ondersoek sal hê.
- Ek verstaan dat al die deelnemers se bydraes vrywillig is en dat privaatheid gerespekteer word deur anonimitieit.
- Ek verstaan dat enige deelnemer enige tyd hom/haarself mag onttrek van die ondersoek.
- Ek gee my toestemming dat digitale opnames van onderhoude gemaak mag word tydens fokusgroepe en geselekteerde onderhoude. Ek is bewus daarvan dat slegs die navorser, `n vertaler (indien nodig) `n taalpraktisyn, onafhanklike kodeerder en die navorser se supervisor toegang sal hê tot die opname en transkripsies.
- Ek is nie geforseer om my instemming te gee in hierdie dokument nie.

Geteken te _____ (plek) op_____ (datum).

Handtekening/ Duim Vingerafdruk: _____

Getuie: _____

Verklaring deur Navorser:

Ek, _____, ID _____, bevestig hiermee dat:

- Ek die hoof navorser is in hierdie navorsing.
- Ek die bogenoemde inligting aan die deelnemers verduidelik het .
- Ek aan hulle die geleentheid gegee het om vrae te vra oor die navorsing.
- Die gesprek gevoer is in die taal waarmee die deelnemers gemaklik was .

Geteken te _____ (plek) on_____ (datum).

Handtekening: _____   Getuie: _____