

**Date:** 06 August 2018

**Time:** 13:00

**Place:** Participant's office

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**Interviewer:** Ok (I omitted a name) so let us start with annual leave. I will give you a moment to go through that. And as I said just give me your impressions of what you thought of each section.

**Participant:** (Reading silently) you see I often just get confused once they start talking about the *pensionable amount* and what not. I mean I always feel that maybe if there can be a little bit more detail.

**Interviewer:** About the pensionable amount?

**Participant:** Ja... around cause I mean if you talk about the pensionable amount... *that's a concept*. That maybe someone who is in... ok we all understand it *maybe* but like us (I omitted sensitive content) for example might not be you know that easy... you know...

**Interviewer:** Mmm to understand?

**Participant:** Yes whereas someone who's in HR they work with these things everyday...

**Interviewer:** Mmm

**Participant:** So maybe if... there's a bit more detail...

**Interviewer:** Ok

**Participant:** Provided there it would be much easier... what it is now. But the other things they look ok.

**Interviewer:** Mmm, ok. All right. Maternity leave.

**Participant:** (Reading softly) Ok I guess the COE they describe it already this side (turns back to annual leave). See the COE, did they mention it somewhere... what did they say?

**Interviewer:** You're reading 3.3.1.d probably... there's... next to the pensionable amount of the employee's monthly....

**Participant:** No but this is... COE... but I don't know what COE is.

**Interviewer:** So you would say they would have to define to you what COE is?

**Participant:** Ja

**Interviewer:** So you can...

**Participant:** Cause I'm assuming somewhere... they... say what COE...

**Interviewer:** Ok if you look at the document there's definitions...

**Participant:** Ok ja

**Interviewer:** at the back of the document where you can go and see...

**Participant:** Ja (softly)

**Interviewer:** what it is. But you want it?

**Participant:** Every, every once in a while like when you do the {...} be the same. You still want a page that has *this*... or you don't want to keep on going to the first page...

**Interviewer:** Back and forth?

**Participant:** Ja

**Interviewer:** Ok

**Participant:** So what usually... other people... suggest is like maybe in the first paragraph... if where it appears... you can see what COE is. And then if it appears again you just say COE... you don't have to write it in full.

**Interviewer:** I get it ja.

**Participant:** Mmm

**Interviewer:** So that you at least know... maybe the first time you introduce COE you say Cost of Employment...

**Participant:** Ja

**Interviewer:** and then as you go further then you say...

**Participant:** Just COE, COE.

**Interviewer:** So that the people know what is meant by COE?

**Participant:** Mmm

**Interviewer:** Thank you very much for that.

**Participant:** (reading silently) what do they mean here?

**Interviewer:** Where?

**Participant:** This bullet point?

**Interviewer:** Which bullet?

**Participant:** The second one.

**Interviewer:** 3.3.2

**Participant:** (reading softly) *what is the 12 months about?* I'm not sure if I understand that part.

**Interviewer:** Ehrm... it's the maternity leave benefit that the person has... then that person has to...

**Participant:** Does the person get 12 months?

**Interviewer:** No, no, no... they get 9 months. But this thing refers to... you have to work back for 12 months. After you gone on maternity leave when you come back then you have to at least stay for a year...

**Participant:** *Oh!*

**Interviewer:** Before you can go somewhere else otherwise you have to pay back the money.

**Participant:** *Oh!*

**Interviewer:** Get it now?

**Participant:** I do.

**Interviewer:** So but you thought this 12 months... is 12 months maternity leave?

**Participant:** Mmm. (reading silently) So the partner may use *the remaining portion* of maternity... So if I'm your partner so I can use... the days remaining in your...?

**Interviewer:** Mmm

**Participant:** *Hey!* Ok. (Chuckling)

**Interviewer:** (Giggling) you have a big smile now suddenly?

**Participant:** No wait but these are your days... so you don't finish your maternity leave basically?

**Interviewer:** Mmm

**Participant:** And then / use them?

**Interviewer:** If *both* work here... then you can split them as you... feel.

**Participant:** *Oh* then I also take care of the baby. Ok I think that's clear... just let me check (reading softly)

**Interviewer:** Look we are in the 21<sup>st</sup> century now... so it's *not just* the women looking after the babies...

**Participant:** (Loud laughing, reading silently) 3.3.3 now.

**Interviewer:** Ok study opportunities?

**Participant:** Ja

**Interviewer:** Ok. At least it's not such a long section like the maternity leave.

**Participant:** Mmm. (reading silently) Hey I donno why I'm not understanding this one it looks simple but somehow it just (chuckling)

**Interviewer:** The study opportunities?

**Participant:** No the last one there... (Chuckling)

**Interviewer:** Uhr tell me what it is that you don't understand.

**Participant:** *No* I just...

**Interviewer:** You don't have to read this now to understand it... if you don't understand it you just... tell me.

**Participant:** Ja you see the last bullet point here under 3.3.3.b they way they phrased...

**Interviewer:** Mmm

**Participant:** the paragraph {...}

**Interviewer:** Is it this one (reading aloud) annual leave for one year...

**Participant:** 250 working days...

**Interviewer:** and any study... uhr... is it that one we talking about?

**Participant:** Yes

**Interviewer:** Yes you feel?

**Participant:** That it could have been phrased differently like just to... because I have to read and read and read just like to get... what they're trying to say.

**Interviewer:** And you still don't get it?

**Participant:** I *think* I have an idea but it could have been phrased...

**Interviewer:** Uhr

**Participant:** differently just for it to be easy to understand.

**Interviewer:** Uhr... you *think* you get it?

**Participant:** (chuckling) I *think* I get it... but ja...

**Interviewer:** (giggling) ok no problem... like I said you're not gonna write an exam about this so if you don't understand... all you do is tell me you don't know what's going on there.

**Participant:** Ja

**Interviewer:** And the research opportunity?

**Participant:** 3.3.4

**Interviewer:** Yes 3.3.4

**Participant:** (reading silently) *what does this mean? Another...* ok I get the first part...

**Interviewer:** Mmm

**Participant:** now they talking about the... Compassionate leave...

**Interviewer:** Oh! We there already?

**Participant:** Ja

**Interviewer:** (giggling) did you skip research opportunity?

**Participant:** No, no I was reading through it I understood that part.

**Interviewer:** So you think research opportunity is fine? Ok you understood.

**Participant:** Mmm

**Interviewer:** So we are with compassionate leave now.

**Participant:** Ja

**Interviewer:** Mmm what's the story here?

**Participant:** So I get it when they're saying 3 working days a year...

**Interviewer:** Mmm

**Participant:** So I *get* that... that I've got 3 days... but then they... further say (reading aloud) another 14 working days during every cycle of three years.

**Interviewer:** Uhr

**Participant:** So I wasn't sure what that means. Cause this one is *simple* enough, 3 working days.

**Interviewer:** Uhr

**Participant:** 14 days every... like I said I'm not sure like what that means. I think they could have phrased it differently

**Interviewer:** Uhr

**Participant:** Just to make it easy to understand.

**Interviewer:** Ok. What do you understand if you go read that section further there's thus 23 working day's compassionate leave.

**Participant:** (reading softly) {...} *I donno*

**Interviewer:** (giggling) Ok.

**Participant:** (reading again, softly) Ok that I understand.

**Interviewer:** Ja

**Participant:** I cannot say I've got 6 cause I didn't take last year.

**Interviewer:** Ja uhr, it expires.

**Participant:** Mmm

**Interviewer:** And then 3.3.5.c

**Participant:** (reading silently) Are they... is *this* giving the conditions for compassionate leave? Does this also tie in with the 3 working days? So you can take those 3 days... you can take them given these conditions? Ok (reading silently) I think that's simple.

**Interviewer:** You think this is simple enough?

**Participant:** Ja

**Interviewer:** Ok. You can page over there's another... one sentence there on... 3.3.5.d that's still... relates to compassionate leave. Do you want to say anything about that?

**Participant:** (reading softly) Ja it's simple I understand what they say.

**Interviewer:** You fine with the fact that they want proof from you?

**Participant:** Not that I'm fine you said I mustn't comment about the content... I understand it...

**Interviewer:** Mmm

**Participant:** But obviously the content I'm not ok with.

**Interviewer:** Oh ok.

**Participant:** Ehr but it's just the content... you said...

**Interviewer:** No but if you have something to say about the content you must *say* it but like I said my *focus* is not on the content...

**Participant:** Ja (chuckling)

**Interviewer:** I can't *do* anything about the content... but when we speak about the content there's other things that we will... you know what I'm saying...

**Participant:** Ja (chuckling)

**Interviewer:** Then I can derive more information from you.

**Participant:** Ja I hear what you're saying ja.

**Interviewer:** Then we just going...

**Participant:** But if you say you can request proof for an incident before granting compassionate leave... There are incidences where I can't be able to give proof because it's an emergency or whatever the case may be.

**Interviewer:** Mmm

**Participant:** So the sentence just makes you a little bit uncomfortable...

**Interviewer:** Mmm

**Participant:** why will you say (chuckling?)

**Interviewer:** Mmm no I get what you mean ja.

**Participant:** So ja.

**Interviewer:** Leave of absence?

**Participant:** (reading softly) Ok I think I understand the leave of absence.

**Interviewer:** Ok you got nothing there that you wanna tell me?

**Participant:** No I'm... its clear enough.

**Interviewer:** Ok so it's clear enough nothing you can identify.

**Participant:** Ja

**Interviewer:** All right thank you. Continuation of **work** elsewhere I see there's just one little sentence.

**Participant:** Mmm

**Interviewer:** And that is also? You find that?

**Participant:** (reading softly) ja now that's fine.

**Interviewer:** Fine. Unpaid leave?

**Participant:** (Reading softly) so does this mean you must go to you pay slip to check the pensionable amount?

**Interviewer:** Probably... because you won't know that by heart...

**Participant:** Mmm. Maybe it's just me *I just don't like it* when they... when things are phrased like that (chuckling)

**Interviewer:** Mmm. How would you want it to be phrased?

**Participant:** Like *Just clear what do you mean*. Like you gonna take money from the net or from the gross and do *what* you know. I think it... if...

**Interviewer:** You want them to break it *down* for you?

**Participant:** *Jaa*

**Interviewer:** Oh so you know exactly...

**Participant:** Ja. So I want to be able to know if you say 25% of this you know then I know the exact amount.

**Interviewer:** Oh ok you don't want it like... *this*.

**Participant:** *Jaa*

**Interviewer:** Ok

**Participant:** So that's the thing with 3.3.a

**Interviewer:** Ok. (Reading aloud) no annual leave during a period of unpaid leave.

**Participant:** Ok (reading softly) Ok that's, that's fair.

**Interviewer:** Ok

**Participant:** (reading softly) Ok so unpaid leave is clear.

**Interviewer:** Ok

**Participant:** Ja. Presence at the... (Reading softly) Oh so this means even if you don't have... let's say you're an academic and you don't have lectures that you are giving. But can't you work from home?

**Interviewer:** Mmm

**Participant:** I'm asking now can't you work from home?

**Interviewer:** Well you said leave of absence is clear so...

**Participant:** No, no, no I...

**Interviewer:** working from home falls under leave of absence... Are you confusing leave of absence with presence at the workplace?

**Participant:** So you must take leave of absence if you wanna work at home basically?

**Interviewer:** Well if you're not at work... where are you? When you supposed to be at work... you not here but you still working so what are you doing?

**Participant:** (pause) so you must take leave of absence? (Pause) Ok.

**Interviewer:** So then it's not so clear?

**Participant:** Jaa (Chuckling) I thought I understood it but... Oh ok. (Reading softly) Ok.

**Interviewer:** Is that one clear are we sure now? (Giggling)

**Participant:** Ja, ja it's clear.

**Interviewer:** It was the previous one (reading aloud) employees must be present on weekdays on University premises and at the workplace assigned to them, except if they are on leave or absent for purposes of a study or research opportunity. This is the one that we had a problem with just now?

**Participant:** Mmm

**Interviewer:** Where you said that if this includes working from home?

**Participant:** Mmm

**Interviewer:** I just wanna make sure that I understand what you're saying...

**Participant:** Ja... from home.

**Interviewer:** Working from home. Whilst working from home falls under leave of absence?

**Participant:** But the leave... the...

**Interviewer:** But it doesn't say here?

**Participant:** It doesn't say working from home

**Interviewer:** Uhr. No it doesn't say.

**Participant:** Mmm

**Interviewer:** Would you want it to say that rather?

**Participant:** *Ja* and then it becomes *clear!* Cause I could be saying I don't have lectures

**Interviewer:** Mmm

**Participant:** To the... but I've got like... my students were writing a test yesterday... so all I know I'm going to be doing today is just to marking all those 200 students who were... like so I'm ok I'm just gonna stay at home and then do the marking...

**Interviewer:** Mmm

**Participant:** you know... so now according to this must I apply for leave of absence cause I'm not really on leave per se I'm working. So I don't know maybe if that could be made a bit clearer.

**Interviewer:** Ok do you see the thing about leave of absence does not pertain to *leave*.

**Participant:** I get that *now!*

**Interviewer:** Ok

**Participant:** Leave of absence basically means that you are absent from the allocated office.

**Interviewer:** Yes

**Participant:** So basically for you to be absent you *must* say... If I understand this now?

**Interviewer:** *Ja* because if anything happens to you outside *there* whilst you actually supposed to be *here*. Look if you don't...

**I omitted sensitive and irrelevant content.**

**Participant:** I get it

**Interviewer:** Ok you get it *now?* All right.

**Participant:** It's clearer now that you are explaining it.

**Interviewer:** Ok so where are we now?

**Participant:** 3.3.9.c

**Interviewer:** Ok we there, all right.

**Participant:** (reading softly) that's clear.

**Interviewer:** Ok so that is clear to you now. Sick leave?

**Participant:** (reading softly) Ok I think that's clear. You see they made an example here. Maybe it's why it makes it easy.

**Interviewer:** Where's the example?

**Participant:** This is 3.3.10.c

**Interviewer:** Ok

**Participant:** They first say sick leave is calculated according to the calendar days not working days. Sick leave that runs from a Friday until the following Monday thus amounts to 4 days of leave. So it makes it not ambiguous I understand immediately...

**Interviewer:** Uhr

**Participant:** what they are saying. Which is what I was trying to say the other time when we were talking about the pensionable amount that if you make an example like this... it makes it *obvious* what you were saying.

**Interviewer:** Mmm

**Participant:** That if I take leave on Friday that's four days.

**Interviewer:** Mmm

**Participant:** So they made a example here so...

**Interviewer:** Ok but in the previous bullet 3.3.10.a they again speak about the pensionable amount and you said that is clear.

**Participant:** Ja we haven't spoken about that...

**Interviewer:** So...

**Participant:** But we've already spoken about it. (Chuckling)

**Interviewer:** But this is a new section

**Participant:** Oh ok sorry (Chuckling)

**Interviewer:** (giggling) I want to know how you feel about this section.

**Participant:** Ja it's still not still not clear.

**Interviewer:** Mmm

**Participant:** 3.3.10.a is not...

**Interviewer:** Not clear for you?

**Participant:** Ja for me it's not.

**Interviewer:** Why not?

**Participant:** Because of how they phrase it. (Reading softly) So you can submit a medical certificate and be home for... 8 months?

**Interviewer:** Is that what you think that says?

**Participant:** Ja

**Interviewer:** Ok. I'm not gonna answer you yet on that I want to know what you think.

**Participant:** That's what I think its saying.

**Interviewer:** That you can stay home for 8 months?

**Participant:** Ja

**Interviewer:** Ok that is your understanding of this.

**Participant:** Taken either continuously or separate periods...

**Interviewer:** Mmm

**Participant:** So I can either take from January to August or I can take January and March and...

**Interviewer:** Mmm

**Participant:** as long as the certificate I'm submitting is acceptable to Stellenbosch University.

**Interviewer:** Ok

**Participant:** Is that so?

**Interviewer:** But then nuh that 8 months sick leave... during every successive period of 3 years of employment. That is that 8 months sick leave is subjective to you 3 year cycle.

**Participant:** Yes but I'm still in my 3 year cycle...

**Interviewer:** Mmm

**Participant:** So I can take...

**Interviewer:** You can get sick for 8 months in your 3 year cycle.

**Participant:** Ja. So I can be sick from January to August and then never get sick?

**Interviewer:** And then your 8 months is finished...

**Participant:** Ja

**Interviewer:** Then you mustn't get sick again.

**Participant:** Ja so that's what they are saying?

**Interviewer:** That is what they are saying.

**Participant:** Ja I understand that.

**Interviewer:** But then the second part of that thing where your pensionable amount of COE comes into play.

**Participant:** Mmm. (reading softly) *hey* ja I get the first part of the paragraph... I can be sick for 8 months... provided that I don't get sick until the 3 years finished (chuckling).

**Interviewer:** (giggling) Urh

**Participant:** (chuckling) that what this paragraph is saying... and then when that happens ehm... at full pay for the first four months. So from January to whatever April, I'll get full pay... and after that half the pensionable amount. So I'm not sure if that's gross or...

**Interviewer:** Ja it's like you said earlier you want to know... the pensionable amount must be broken down for you...

**Participant:** Ja

**Interviewer:** so you know...

**Participant:** So that's why... *I get it a bit*. Initially full pay and then after that half. *Ehey!*

**Interviewer:** Giggling

**I omitted sensitive and irrelevant content.**

**Participant:** *Ehey!*

**Interviewer:** But you don't understand it like that?

**Participant:** No... but you just explained it to me.

**Interviewer:** You see but I'm defeating the whole purpose here I shouldn't be explaining these things to you.

**Participant:** *No!* I hear what you are saying... but you were just probing to see if I got it... understand it...

**Interviewer:** Mmm

**Participant:** and its becoming clear that I didn't get it that I don't understand... cause it took you explaining for me...

**Interviewer:** Mmm

**Participant:** for me to actually understand that...

**I omitted sensitive and irrelevant content.**

**Interviewer:** Mmm

**Participant:** So I only understand it when you explained it...

**Interviewer:** Ok

**Participant:** So it's not, it doesn't come out clear.

**Interviewer:** Ok, ok.

**Participant:** Yes

**Interviewer:** Ok (I omitted a name) is there anything else that you want to mention to me regarding this document or... that you want to ask me... that you want to say to me? Maybe about the document as a whole. Any other thing that you feel you have to now bring to my attention?

**Participant:** Why don't we get workshops on these things?

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**Interviewer:** But what if you... if you think you had a policy document that you understood immediately? Without me having to explain everything to you.

**Participant:** Ja that can better!

**Interviewer:** Wouldn't that be better than a workshop?

**Participant:** Ja that will be better... but a workshop also allows me an opportunity to also ask questions.

**Interviewer:** Uhr interactive...

**Participant:** Like I was speaking to you now...

**Interviewer:** Mmm

**Participant:** I got the chance to ask you questions and all what not.

**Interviewer:** Ok

**Participant:** But also if there's a document then...

**Interviewer:** Uhr

**Participant:** I just need a document I'm not interacting with anyone. So that's why then I will say...

**Interviewer:** Ok. So you would like the document to interact with you and speak to you rather?

**Participant:** Yes

**Interviewer:** And say to you... anticipate what you want to...

**Participant:** Yes

**Interviewer:** to ask HR.

**Participant:** Yes and have an opportunity to ask questions... so that would be a bit more beneficial.

**Interviewer:** Ok. Thank you.