

Date: 07 July 2018

Time: 13:00

Place: Participant's Office

Interviewer: So yeah where do you want to start? You maybe want to start with the annual leave? It's on page 7.

Participant: Page 7 annual leave... I read through it ehmm... you mostly talking about the structure... so?

Interviewer: Mmm

Participant: I didn't really find anything... a problem with it...

Interviewer: Mmm

Participant: but for me as a staff member... it actually is a lot of stuff... that I didn't know.

Interviewer: Mmm

Participant: Ehmm... naa I'm good with annual leave... honestly I find it flows... there's not much really...

Interviewer: The section where... there where the first section where it gives you your number of days linked to your post level...

Participant: Yes, yes

Interviewer: What do you think about that section?

Participant: For me it would've been easier if it was... *a table*.

Interviewer: Mmm

Participant: To be honest with you... like ok... this level that's so many days you get. Now you just reading a bunch of words but I guess yeah it will be better for me...

Interviewer: Mmm then it will be to... to... your eye will catch a table huh?

Participant: Yeah that's the only thing.

Interviewer: Ok so besides that you feel it... flows?

Participant: It flows yeah I don't see any major problem with the annual leave.

Interviewer: Anything else you wanna mention there?

Participant: (Reading silently) Yeah, no problem.

Interviewer: Ok. You know what COE means?

Participant: COE... is cost of employee.

Interviewer: Ok. And the maternity leave?

Participant: Maternity...

Interviewer: Have you looked at maternity leave? I would not... (Giggling)

Participant: (chuckling) I kinda glanced over it. Again interesting stuff to read there...

Interviewer: Mmm

Participant: I always thought it was 3 months but ok... I see here they get 9 months nuh?

Interviewer: You thought they get 3 months maternity leave?

Participant: Yeah I donno I thought...

Interviewer: Mmm... you see its 9 months?

Participant: Yeah... 9 months... Oh its 4 months... sorry...

Interviewer: Does it make sense to you?

Participant: That it's 4 months? Ehr...

Interviewer: Is it now 9 months or is it 4 months?

Participant: (chuckling) 4 months yeah... (Reading softly) Oh here is where I read 9 months.

Interviewer: Mmm

Participant: The second one... but it could be a bit clearer... yoh (reading softly) it seems a bit wordy also... I donno... probably (reading softly).

Interviewer: A bit wordy. What do you mean with *wordy*? Just *unpack* that *wordy* word for me?

Participant: It seems a bit *much* but I guess it's for clarity.

Interviewer: Uhr

Participant: Like the section.

Interviewer: It's too much in one section?

Participant: Yeah...

Interviewer: Too much together?

Participant: Too much together yeah.

Interviewer: Uhr

Participant: Yeah that's how I feel like...

Interviewer: Uhr. And you're not sure if its 9 months or if its 4 months...

Participant: (sighing) let me just read this again (reading silently) Ok no I actually don't know *what* it is.

Interviewer: (giggling) Ok... no shame in that.

Participant: Ehr {...} (reading silently, chuckling) I'm gonna go with 4 months.... And then 9 months if there's complications or something...

Interviewer: Uhr

Participant: That's what I'm guessing...

Interviewer: Ok. No worries don't worry... it's not a test (giggling)

Participant: (chuckling)

Interviewer: (giggling) if you don't know you don't know. Ok anything else you wanna mention there? That you find a bit strange or weird or not understandable... or confusing... or something that springs to your attention.

Participant: Ehr... (Reading silently) {...} (Mumbling something)

Interviewer: Look I will understand if you didn't really... give notice to maternity leave (giggling).

Participant: Ye...ah... it was kinda interesting though... to read through it... but not really... {...} where's that part now? Something about the husband or the father... (Reading silently) It was interesting reading through it... but that yeah...

Interviewer: What about the section about the partner?

Participant: (searching for that section, reading softly) something about... if the two are employed at Stellenbosch...

Interviewer: Mmm

Participant: I donno which section...

Interviewer: 3.3.2.b the last sentence.

Participant: *Yeah!*

Interviewer: There it is (reading aloud) If her spouse or permanent partner is also in SU's employ...

Participant: (reading aloud) he or she may... same conditions... *That* was interesting. I saw it like... not hidden away but it was hard to find also... for the husband to be...

Interviewer: Mmm

Participant: or the partner I guess. Should be a bit *clearer* I guess.

Interviewer: Mmm. You say it's too hard to find there?

Participant: Yeah you donno where... eish.

Interviewer: Ok (pause). Ok you want to move on from maternity leave (giggling) we can don't worry.

Participant: (Chuckling)

Interviewer: Ok study opportunity?

Participant: Ehrm... (Reading silently) study opportunity I didn't really find much of a problem... but ehrm... (Reading silently) Phew... ok but you basically... you focused on the structure...

Interviewer: You can tell me anything I will take out the content that is not relevant and that which is relevant.

Participant: It, it... the... structure looks good like... its, it's I can see what I'm looking for.

Interviewer: Mmm

Participant: But ehrm (pause) *again* I think a table would... would be better for me to at least see... because like (reading aloud) employees may be granted two days... So...

Interviewer: Mmm

Participant: So I'd be like... you get two days for this... and then *whatever*...

Interviewer: Oh you want them to bread down the days?

Participant: Yeah

Interviewer: For what you get... how many days you get for *what*?

Participant: Yeah

Interviewer: O...k.

Participant: Just a table would be nice... now you just get words the whole time...

Interviewer: Uhr. You're tired of looking at all these words?

Participant: (chuckling) yeah

Interviewer: I get what you're saying. You don't want all these words. Uhrha. Is there any specific section that you can take out there for me? Just to gimme an example of what you think is too difficult or that you'd like to change or...

Participant: (reading silently) Ehr... like all this like here you say... 24... workdays a year... study opportunity... and like again it, it the... two days off and... at the bottom again... annual leave for one year. So it's like (sighing) *yeah* I don't like reading (chuckling) so...

Interviewer: Mmm

Participant: For me... just {...} I know they wanna be clear with what they saying...

Interviewer: Mmm

Participant: But... just... *less words* I guess... *yeah*...

Interviewer: I hear you. You want them to give you more information with less words?

Participant: *Yeah* just be more *clear*... not clearer but more... *less words*... th... {...}

Interviewer: Ok you want less words in there. You maybe want them to make this simpler?

Participant: *Simpler* exactly the word *yeah*.

Interviewer: Mmm

Participant: I guess for the purpose that it is, it is simple enough but I mean... I don't think everybody would read through *this*...

Interviewer: Mmm

Participant: That's my... I donno if everybody *does* read...

Interviewer: Mmm

Participant: But for me it feels like it's a bit too much. (Chuckling)

Interviewer: Ok. 3.3.3. b?

Participant: (reading silently)

Interviewer: You can also tell me if you think something is not relevant to you and you don't feel that you are interested in that that then we skip...

Participant: (chuckling)

Interviewer: I don't want you to feel pressurised in any way.

Participant: Sure, sure. (Reading silently) Can't see anything wrong. I don't see much wrong.

Interviewer: Mmm. Ok.

Participant: (reading silently)

Interviewer: Research opportunity. Have you read that one?

Participant: Oh yes I have read this one...

Interviewer: Mmm. You feel it's relevant to you?

Participant: It's relevant yeah...

Interviewer: It's relevant, ok. So you think it makes a whole lot of sense? Is there something that doesn't make sense? Is there something that you can identify and tell me I think this sentence is too complicated or whatever?

Participant: Well the 3.3.4.b...

Interviewer: Mmm

Participant: *Exceptional circumstances...*

Interviewer: Mmm

Participant: Where does it outline what exceptional circumstances is?

Interviewer: Uhr

Participant: Ok yeah, so what...

Interviewer: They have to *define* exceptional circumstances nuh?

Participant: Yeah cause there's no like reference to say... how do I know what's exceptional?

Interviewer: Uhr

Participant: Ehrm (reading silently) Yeah that about... there's not anything I don't really understand. (Reading silently) And... {...} the *Committee of the Senate...*

Interviewer: Mmm

Participant: I... I donno... it's my first year working here basically... so who are they... what do they do?

Interviewer: Ok so they can also give you information regarding these people?

Participant: *Ye...ah...* it's like *who... how do... how* do I get to them... you know what I'm saying?

Interviewer: Who are these people...?

Participant: Who are these people yeah (chuckling).

Interviewer: This committee... ok so you'd like them to give you info regarding that... anything else there?

Participant: (reading silently) no that's about it yeah.

Interviewer: Ok

Participant: (reading softly)

Interviewer: Compassionate leave?

Participant: Ehrm... I really didn't find any issues that... that I didn't understand at least.

Interviewer: Mmm

Participant: I like that they actually put the *list* down here what...

Interviewer: The bullets?

Participant: The bullets yeah.

Interviewer: Mmm

Participant: So actually... ok it makes sense... an employee's child... that was kinda nice.

Interviewer: Mmm. And then when they give you the amount of days in 3.3.5.a. They say (reading aloud) 3 working days a year, and another 14 days during every cycle of 3 years. Then 23 working days, available during every cycle of 3 years. Is that very clear... enough for you?

Participant: You know that is actually a bit confusing... {...} the 23 days part.

Interviewer: Uhr

Participant: Because... I know it's the 3 times 3, that's 9, plus the 14 gives you the 23 but it's not very... ehrm... what's the right word I'm looking for now? It's not very *evident* in that sentence...

Interviewer: Mmm

Participant: what they actually mean... could be more... simpler I guess, clearer.

Interviewer: So you can know exactly how many days without doing the calculation?

Participant: *Exactly* {...} maybe like if they put 3 times 3 in brackets times... I donno...

Interviewer: Like an explanation?

Participant: *Exactly*... where the 23 comes from...

Interviewer: Uhr

Participant: would be much clearer.

Interviewer: Ok just break it down a bit. And you would say 3.3.5.c? That's ok? It's clear enough?

Participant: That's clear enough ehm...

Interviewer: Uhr

Participant: Where did I see it now? Oh it was at the bottom...

Interviewer: Mmm

Participant: Ehm... request reasonable proof. What is reasonable proof again?

Interviewer: Ok

Participant: Is that a death certificate (chuckling) or... a doctor's...?

Interviewer: Uhr

Participant: Or can I just you know...

Interviewer: Write your own...

Participant: Write my own thing *exactly* and somebody signs it.

Interviewer: It doesn't say.

Participant: My mother signs it... no he was here (laughing) you know what I mean?

Interviewer: (laughing) a note you take to school...

Participant: *Exactly*

Interviewer: I get it yeah.

Participant: Does it have to be official?

Interviewer: Mmm. And leave of absence?

Participant: Ehrm... no I found everything... again what I read was interesting though... to move house you get one day off...

Interviewer: Mmm

Participant: Ehrm... (Reading softly) I actually understood everything there.

Interviewer: Ok so that's clear. And continuation of work elsewhere? It's just one sentence there hey but... how do you feel about that?

Participant: *Again exceptional...*

Interviewer: You hate that word hey? (Giggling)

Participant: *Yeah. (Chuckling)* What is exceptional? Like... *what...* what would make an exceptional case? So...

Interviewer: Mmm

Participant: What *deems* exceptional? Ehrm... but other than that... the sentence's pretty straight forward. (Reading softly) Obviously if you working here... they expect them to have the final decision if you can leave Stellenbosch University.

Interviewer: Mmm

Participant: So everything's I don't have a problem.

Interviewer: Ok

Participant: (Reading softly)

Interviewer: Do you maybe think that it relates to leave of absence? Or is it ok like it is there on its own?

Participant: If I *think* about it... (Pause) *leave of absence...*

Interviewer: Just on top of it.

Participant: Mmm yeah I guess there's some... relation to it. And... wouldn't it be *under* in the same... for me I would put it under the same thing in 3.6.

Interviewer: Mmm

Participant: Because it's a leave of absence... {...} Yeah I would actually put it under 3.3.6

Interviewer: You think so?

Participant: Because yeah...

Interviewer: Ok

Participant: *Yeah*

Interviewer: Because you're also not *here*.

Participant: You're not here yeah...

Interviewer: Mmm

Participant: You're taking a leave of absence unless... ehm... yeah yeah let's put it under that one. (Chuckling)

Interviewer: Ok (giggling). All right then we move to unpaid leave. (Reading aloud) In special cases, and on the conditions set by the University, SU may grant the employee unpaid leave during which period they will receive 25% of the pensionable amount of the COE.

Participant: I donno *what* that means.

Interviewer: You donno what that means. I also donno what that means (sighing, giggling).

Participant: (Chuckling) I...s... yeah... is that the pensionable amount of what I've accumulated for all my years of working or... of my salary at that month?

Interviewer: Mmm

Participant: But yeah I donno *what* that means.

Interviewer: Now since you don't know what that means what do you *want* that sentence... or *how* do you want that sentence to be better? So it can tell you what you want to know.

Participant: (reading silently) Again... phew... ok so what I would know... what requires... what case... what special case do I need to qualify for unpaid leave.

Interviewer: Ok that's number one.

Participant: What pensionable amount are they talking about?

Interviewer: Mmm

Participant: And then... yeah those two that I would actually...

Interviewer: Ok so you want them to unpack special cases and this pensionable amount?

Participant: Yeah, because, yeah...

Interviewer: Yeah cause you donno what that *means*.

Participant: Exactly

Interviewer: Ok

Participant: Ehrm...

Interviewer: (Reading aloud) you earn no annual leave during a period of unpaid leave? Is that straight forward enough?

Participant: Yeah, no that's fine.

Interviewer: Ok. (Reading aloud) should you be on unpaid leave and qualify for a research opportunity during that period, the period that they can claim for research purposes will be reduced accordingly.

Participant: (Silence) *that's* a bit confusing... that last sentence. (Reading softly) *What* is reduced? The unpaid leave section or... (Reading softly) or is it the annual pensionable amount that they talking about?

Interviewer: Ok so you wanna know *what* are they reducing?

Participant: *Ye... ah.* Ok the period that they can claim for... (Reading softly) they talking about... ok no, no I understand it now. But it takes a while to understand actually.

Interviewer: Uhr

Participant: (Chuckling) Yeah I think just a bit more simpler cause...

Interviewer: Mmm

Participant: (Reading softly) took me a while to understand it.

Interviewer: Mmm. You feel comfortable with that now? After reading it.

Participant: I understand how they talking about the period here so... definitely the unpaid leave. (Reading softly)

Interviewer: Sure

Participant: Sharp

Interviewer: Ok we go to d. (Reading aloud) Employees must use up all their annual leave before they can qualify for unpaid leave. Staff who takes advantage of this benefit must remain in SU's employ afterward for a quarter of the relevant period.

Participant: Yoh... again... I... mpf... it's a bit confusing but if you follow... it takes you a while to follow...

Interviewer: Mmm

Participant: but erhm... it could be simpler I... it... It's *hard* not hard but it takes me some time to understand. So... erhm... the annual leave...

Interviewer: Mmm

Participant: (reading softly) bu... yeah so that... *yeah*... no that's ok a sentence I guess. (Reading softly) Phew... that last sentence confuses me ehm...

Interviewer: (reading aloud) Staff who takes advantage of this benefit must remain in SU's employ afterward for a quarter of the relevant leave period. *That* sentence?

Participant: *Yes!* I *don't* understand {...}

Interviewer: Why not?

Participant: Because *what* quarter are they talking... (Reading aloud) afterwards for a quarter of the relevant leave period. So they talking about the leave period that you take. A quarter of that or is it of... of your *annual* leave that you've... that you get a year...

Interviewer: Ok so you want that clearer, they must specify there quarter of *what*?

Participant: Of *what* yeah... what...

Interviewer: So basically we're asking... they mos now saying the quarter of the relevant leave period. So now we want to know...

Participant: Annual leave...

Interviewer: *What* is the relevant leave period?

Participant: Yeah

Interviewer: Like you saying the annual leave or...

Participant: Which leave period... I'd like more clarity on that.

Interviewer: Ok which leave period are they talking about there. Ok thank you. Anything else there?

Participant: Naaa... we good (laughing)

Interviewer: You tired of that? (Laughing) Ok so now we go to the presence at the workplace. What do you think of that?

Participant: (Reading softly) It's fine... yeah again... ok that one's fine.

Interviewer: Which one now?

Participant: Erhm... b

Interviewer: Uhr

Participant: Because... I don't see the problem with b.

Interviewer: Oh ok.

Participant: It makes sense yeah...

Interviewer: Mmm

Participant: (Reading softly) But I guess if you... if you in... the environment heads is that your... is that your line manager or?

Interviewer: Mmm

Participant: Who is that head?

Interviewer: Probably your head of department.

Participant: Department yeah.

Interviewer: I think so.

Participant: Yeah, (pause) yeah then I understand that one.

Interviewer: Ok so as it stand here... think it fits in here? Where it stands? Continuation of work elsewhere, then it's unpaid leave, then its presence at the workplace then we move on to sick leave. Do you think... what do you think of that whole organization? Is that ok for you? You have any idea about that?

Participant: Phew... (Pause)

Interviewer: You don't have to think up something (giggling).

Participant: No, no, no I thought the same actually now... the sick leave... I think that probably would be... under when it starts... the other leaves basically. Compassionate leave. I'll through that above compassionate leave actually.

Interviewer: Sick leave?

Participant: Sick leave, leave of absence even. Cause I think that actually the most important one in the document.

Interviewer: Uhr the sick leave?

Participant: The sick leave... not most but yeah one of the important ones.

Interviewer: Ok people get sick a whole lot nuh. (Giggling)

Participant: (chuckling) Yeah if I was looking at this document I would come to look for sick leave.

Interviewer: I get what you mean yeah.

Participant: Well yeah... cause yeah...

Interviewer: Ok. Then 3.3.10.a sick leave have got four bullets there. And then we will be done.

I omitted sensitive and irrelevant content.

Participant: a. I understand.

Interviewer: Mmm

Participant: Yeah I just yeah... that sentence SU finds acceptable... type of...

Interviewer: Uhr

Participant: *Again it's very... what is acceptable?* (Chuckling)

Interviewer: Mmm it can again be your mother writing a sick note... (Giggling)

Participant: *Exactly*

Interviewer: Ok. And do you understand that... do you have any questions regarding that, when they say (reading aloud) you are entitled to a maximum of eight months sick leave taken continuously or as separate periods of eight months in total during every successive period of three years of employment- at full pay for the first four months, thereafter at half the pensionable amount of the relevant employee's COE.

Participant: Ok I... I followed until... at full amount... at full pay that's where it got a bit tricky... for the first few months... there...

Interviewer: Ok

Participant: thereafter at half... so it's... yeah it's a bit... it's a bit confusing there... when it comes to the payments and stuff like that.

Interviewer: Why do you think you only followed me up until a point?

Participant: Because it's a *continuous sentence*. There's no full stops where it could be made more simpler.

Interviewer: You mean the sentence is too long?

Participant: The sentence is too long yeah.

Interviewer: It seems never ending nuh?

Participant: *Yeah* so you're trying to follow this *whole* sentence... ehr... it's like its two ideas when it comes to this dash over here.

Interviewer: Uhr

Participant: Which makes sense why... but I mean it's still confusing.

Interviewer: Ok. So it would be better if the sentence... or if the *paragraph* was broken up into... more sentences there? You think you'd be able to follow a bit better?

Participant: More sentences... cause its two different ideas... maybe two bullet points...

Interviewer: O ok

Participant: like a and b. Like a a. and b. sentence.

Interviewer: Split it with bullets maybe?

Participant: Yeah

Interviewer: Ok. Split into bullets here. I understand you. Mmmhu.

Participant: (reading softly) I understand... c and b is understandable. (Reading silently) yeah... these... these is fine. (Reading softly) for more than two calendar days must be... yeah I understand that.

Interviewer: Ok. So that is the end of the document. You see it's not that long.

Participant: (Chuckling) yeah.

Interviewer: Before we... stop now... anything you want to ask or mention about the document or the section that we... discussed now as a whole? That we maybe didn't touch on or that you only think of now or...

Participant: Ehrm...

Interviewer: That you'd like to add?

Participant: Not... necessarily... anything... I can think of. For me it's pretty straight forward... I... I guess... it's very wordy though. That's the only problem... so for me...

Interviewer: Mmm

Participant: For me it's wordy, I donno for other people.

Interviewer: Mmm

Participant: There's no table... just to make it a bit simpler... well *yeah*... table cause now you have to read. And I don't [...] but... I don't like reading (chuckling) so...

Interviewer: Ok

Participant: Yeah so for me it's... it's like...

Interviewer: You just wanna glance there then you wanna...

Participant: I wanna see what... If I'm sick for two days... I don't need a certificate...

Interviewer: Uhr

Participant: third day I need a certificate.

Interviewer: Uhr

Participant: If I read... what's the other one now? Compassionate leave... what qualifies for compassionate leave?

Interviewer: Uhr

Participant: Like that, so ok this qualifies you... If my dog dies it doesn't qualify me...

Interviewer: Uhr

Participant: Something like that.

Interviewer: Ok thank you very much hey I appreciate your time.