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APPENDIX A

QUESTIONNAIRE

Dear Respondent

I am sincerely expressing my thanks to you for accepting to share your viewpoints with me for the purpose of my research on: "RELEVANT SUPPORT SERVICES IN THE EDUCATION SYSTEM OF THE NORTHERN PROVINCE".

The ultimate purpose of this questionnaire is to determine whether support services for the educators, the learners and the teaching activities and structures are adequately offered to the education system of the Northern Province.

May you please be as honest and frank as possible and I am assuring you that the information you have given will be treated in strict confidence and will be used only for the purpose of this study. For this reason it is not necessary to write your name anywhere in this questionnaire.

I sincerely hope that you will find this questionnaire straight forward and interesting.

I would like to thank you once more in advance.

Yours truly, in education

Mashau Takalani Samuel

POTCHEFTROOM UNIVERSITY FOR CHRISTIAN HIGHER EDUCATION.

Questionnaire for principal and educators

Confidential

PART A

Biographical data

Kindly answer the following questions by making a cross (X) on the appropriate number block.

Is your school situated in:

Rural area	1[]
Urban area	2[]
Farm	3[]

[4]

Is your school a/an:

Public	1[]
Independent	2[]

[5]

Are you a:

Male	1[]
Female	2[]

[6]

Experience as a Principal (in years)

[0-5]	1[]
[6-10]	2[]
[11-15]	3[]
[16-20]	4[]
[21]	5[]

[7]

Experience as Deputy Principal/Head
Of Department (in years)

[0-5]	1[]
[6-10]	2[]
[11-15]	3[]
[16-20]	4[]
[21]	5[]

[8]

Experience as teacher (in years)	[0-5]	1[]	
	[6-10]	2[]	
	[11-15]	3[]	
	[16- 20]	4[]	
	[21]	5[]	[9]

PART B

SUPPORT SERVICES

This part of questionnaire is to determine whether there are support services for learners, you as an educator and education activities and structures at the school where you work.

Please, indicate in the left-hand column whether each of the following support services exist at the school where you work:

1. YES
2. NO

Then indicate in the right-hand column to which degree the support services is needed at school:

1. No need for the services at all.
2. The service is needed to a lesser extent.
3. The service is needed to a fairly great extent.
4. The service is definitely needed.

1	2	1	2	3	4
		A. SUPPORT SERVICES FOR EDUCATORS			
		1. SUPPORT REGARDING ACADEMIC EQUIPMENT OF THE EDUCATOR			
		Indicate the need for and extent of the need for the following:			
	1.1 Handbooks				[10]
	1.2 Writing materials				[11]
	1.3 Library services				[12]
	1.4 Media services				[13]
	1.5 Professional aid services				[14]
	1.6 Social services				[15]
	1.7 In-service training				[16]
	1.8 Curriculum services				[17]
	1.9 Examination services				[18]
	1.10 Subject advisory services				[19]
	1.11 Communication services				[20]
	1.12 Training of educators				[21]

	1.13 Educational research				[22]
	1.14 Administrative services				[23]
	1.15 Publication and editing services				[24]
	1.16 Professional development services				[25]
	1.17 Current image of educator in education				[26]
	1.18 Available research results of educational problems				[27]
	1.19 Subjects courses				[28]
	1.20 Media centres for help with teaching and to stay informed on recent developments				[29]
	1.21 Roll-films for help with teaching and to stay informed on recent developments				[30]
	1.22 Videos for help with teaching and to stay informed on recent developments				[31]
	1.23 Sound tracks for help with teaching and to stay Informed on recent developments				[32]
	2. SUPPORT REGARDING DIFFERENT RELATIONSHIP IN THE WORK SITUATION				
	2.1 RELATIONSHIP BETWEEN EDUCATOR AND THE FAMILY OF THE LEARNER				
	Indicate the need for and extent of the need for the following:				
	2.1.1 Parent involvement through a governing body				[33]
	2.1.2 Parents involvement through union				[34]
	2.1.3 Available information regarding rights of educators				[35]
	2.1.4 Available information regarding responsibilities of parents				[36]
	2.1.5 Information regarding competence of parents				[37]
	2.1.6 Information regarding competence of educators				[38]
	2.1.7 Partnership between educators and parents				[39]
	2.2 RELATIONSHIP BETWEEN THE EDUCATOR AND THE LEARNER				
	Indicate the need for and extent of the need for the following:				
	2.2.1 Positive and good relationship between educators and learners				[40]
	2.2.2 Information regarding the educators' authority and responsibility towards learners				[41]
	2.2.3 Are the educators competent to look after the welfare of the child				[42]
	2.2.4 Areas where support is needed regarding to relationship between the educator and the learner				
	2.2.4.1 Motivation				[43]
	2.2.4.2 Helping learners with stress				[44]
	2.2.4.3 Occupational guidance				[45]
	2.2.4.4 Maintenance of discipline				[46]

	3. PERSONAL SUPPORT TO THE EDUCATOR				
	Indicate the need for and extent of the need for the following:				
	3.1 Personality problems				[47]
	3.2 Personal problems				[48]
	3.3 Problems in the working environment				[49]
	3.4 Problems with occupational skills				[50]
	3.5 Personal financial advice				[51]
	3.6 Medical advisory services				[52]
	3.7 Psychological problems				[53]
	3.8 Seminars and courses to help the educator improve his quality of life				[54]
	3.9 Training in the handling of stress				[55]
	3.10 Promotion opportunities				[56]
	3.11 Pension fund				[57]
	3.12 Medical aid				[58]
	3.13 Housing				[59]
	3.14 Job placement				[60]
	3.15 Seminars to improve personal relationship				[61]
	3.16 Extramural activities provided by trainers other than school personnel so that the educator can concentrate on academic work				[62]
	3.17 Areas where support is needed regarding personal circumstances of the educator				
	3.17.1 Welfare				[63]
	3.17.2 Physiological support				[64]
	3.17.3 Financial planning				[65]
	3.17.4 Marriage counseling				[66]
	3.17.5 Support with time management				[67]
	3.17.6 Medical information and support				[68]
	3.17.7 Support and help regarding alcohol and drug abuse				[69]
	3.17.8 Housing and hygiene services				[70]
	3.17.9 Childcare centre				[71]
	B. SUPPORT SERVICES FOR LEARNERS				
	Indicate the need for and the extent of the need for the following:				
	1. Personal problems				[72]
	2. Physical problems				[73]
	3. Extramural and external services				[74]
	4. Environmental problems				[75]
	5. Orthopedagogic services				[76]
	6. Orthodidactic services				[77]
	7. Family counselors				[78]
	8. Services for vocational guidance				[79]

	9. Socio- pedagogic services					[80]
						Record 4
	10. Speech therapy services					[3]
	11. Psychological services					[4]
	12. Medical and dental services					[5]
	13. School nurses					[6]
	14. Welfare workers					[7]
	15. Health services					[8]
	16. Feeding schemes					[9]
	17. Transport services					[10]
	18. Education media services					[11]
	19. School travel services					[12]
	20. Occupational therapy services					[13]
	21. Handbooks					[14]
	22. Writing materials					[15]
	23. Pastoral and psychological services					[16]
	24. Hostel services					[17]
	C. SUPPORT SERVICES TO EDUCATION AND STRUCTURES					
	1. TEACHING ACTIVITIES					
	Indicate the need for and the extent of the need for the following:					
	1.1 Library services					[18]
	1.2 Media center					[19]
	1.3 Examination services					[20]
	1.4 Subject advisory services					[21]
	1.5 Environmental subjects					[22]
	1.6 Educational TV and radio programmes, cassettes and Videos					[23]
	1.7 Curriculum development					[24]
	1.8 Relations of school-personnel with education department					[25]
	1.9 Support regarding subject and professional development					[26]
	2. SUPPORT IN THE MANAGEMENT TASK OF THE SCHOOL					
	Indicate the need for and the extent of the need for the following:					
	2.1 Efficient administrative system					[27]
	2.2 Courses for administrative personnel					[28]
	2.3 Personnel services					[29]
	2.4 Personnel development programmes					[30]
	2.5 Advice services for the educator regarding the management of learning and other activities					[31]
	2.6 Management information services					[32]
	2.7 Sufficient communication channels between school/educator and education					[33]

	2.8 Financial support services and financial management guidance					[34]
	2.9 Technical support					[35]

	3. SUPPORT TO PHYSICAL FEATURES OF THE SCHOOL					
	Indicate the need for and the extent of the need of the following:					
	3.1 Educational aids					[36]
	3.2 Stationery/textbooks					[37]
	3.3 Offices					[38]
	3.4 Furniture					[39]
	3.5 Computers					[40]
	3.6 Telephones					[41]
	3.7 School hall					[42]
	3.8 Spots facilities					
	3.8.1 Gymnasium					[43]
	3.8.2 Sports fields					[44]
	3.8.3 Sports equipment					[45]

APPENDIX B

P.O. Box 3087
Thohoyandou
0950
23 January 1999

The Regional Director
Region 3
Private Bag 2250
P.O. Sibasa
0970

Dear Sir

REQUEST FOR PERMISSION TO DO RESEARCH IN YOUR REGION

I am hereby wishing to request for permission to do research in schools within your jurisdiction. I am M.Ed. student at Potchefstroom University for Christian Higher Education.

I hope my request will be taken into serious consideration.

Thanking you in anticipation.

Yours faithfully
Mashau T.S.

APPENDIX C



NORTHERN PROVINCE

EDUCATION, ARTS, CULTURE & SPORTS

Enq: Mahlale .G.N.

REGIONAL
DIRECTOR
EDUCATION AND CULTURE

TO WHOM IT MAY CONCERN

REGIONAL
DIRECTOR

This is to inform you that permission has been granted to Mr. Mashau T.S. to conduct an Educational Research at institutions in Region Three.

Your co-operation is appreciated.


REGIONAL DIRECTOR EDUCATION AND CULTURE REGION 3
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