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ADDENDUM : A

SURVEY QUESTIONNAIRE



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOM CAMPUS

A MODEL FOR THE INTEGRATION OF QUALITY MANAGEMENT RESOURCE ALLOCATION AND PLANNING AT SOUTH AFRICAN UNIVERSITIES

Dear Colleague

Hereby I kindly request you to partake in this research. Answering this questionnaire will only take approximately 15 minutes of your time. This e-mail survey forms part of a PhD study at the North West University regarding institutional quality management, focusing on the integration of quality management, resource allocation and planning at universities in South Africa.

Please provide the information requested to the best of your ability. The material that you submit will be treated with confidentiality and will not be used against you or your institution in any way (no names of persons or institutions will be disclosed). It will only be used for research purposes and then in summarized format.

Please send your response to Hans Brits at the Vaal University of Technology; hansb@vut.ac.za before **21 September 2009**.

Kind regards.

Dr HJ Brits
083 629 7445

Please answer the following questions:

SECTION A: BIOGRAPHICAL INFORMATION

Name of your institution	
Your name and contact details (email and cell phone)	
Name of your Department/Office/Unit for Quality Assurance	
Your designation:	
Name of your Department/Office/Unit that is responsible for Institutional Planning	
Name of the person at your our institution that is responsible for institutional planning	

SECTION B: OPEN-ENDED QUESTIONS

Please type your **responses** in the space provided, reflect on the situation at your institution.

Question 1

What structures are established at your institution that ensures the integration of planning, quality management and resource allocation?

--

Question 2

What are the mechanisms that your institution implements in order to ensure the integration of quality assurance and development?

--

Question 3

Explain your institution's resource allocation model (RAM) for channeling of funds on institutional level (allocation of funds to various functional areas).

Question 4

Explain the system/model that your institution developed in order to ensure continuous improvement.

Question 5

Explain how your institution utilises the outcome of quality assurance reviews for the purpose of budgeting

Question 6

What mechanisms are in place to ensure the integration of quality management with planning at your institution?

Question 7

What mechanisms are in place to ensure the integration of quality management with resource allocation?

--

Question 8

What are the "gaps" in your system that impede the integration of planning, resource allocation and quality management?

--

SECTION C: SURVEY QUESTIONS

Please answer the following questions by marking the appropriate block on a scale of 1 to 5. Reflect on the situation at your institution.

Please reflect on the situation at your institution by marking the appropriate block to indicate to what extent do you agree/disagree with each of the following statements.

QUESTIONS: PLEASE ANSWER **EVERY** QUESTION

		Strongly disagree	Disagree	Agree	Strongly agree
1.	The quality assurance system of our institution is effective to create management information	1	2	3	4

2.	The above-mentioned information informs planning activities at our institution	1	2	3	4
3.	Resources are allocated on the basis of strategic objectives.	1	2	3	4
4.	The objectives for quality management are integrated into institutional planning.	1	2	3	4
5.	The objectives for quality management are integrated into financial planning.	1	2	3	4
6.	Financial planning ensures adequate resource allocation for the improvement of quality.	1	2	3	4
7.	Regular reviews are held in order to ensure the effectiveness/impact of the integration of quality management objectives with resource allocation.	1	2	3	4
8.	Institutional planning includes quality management prioritisation/ target setting at all decision making levels.	1	2	3	4
9.	Participation of members on all levels is a characteristic of planning at our institution.	1	2	3	4
10.	Budgeting processes follow planning at our institution.	1	2	3	4
11.	Quality management information (e.g. outcomes of reviews and surveys) informs goal setting during planning.	1	2	3	4
12.	Effective mechanisms are in place to generate quality management information.	1	2	3	4
13.	Regular reviews are held in order to ensure the effectiveness/impact of the integration of quality management objectives with institutional planning.	1	2	3	4
14.	Self-evaluation findings feed into strategic planning processes.	1	2	3	4

15.	The basis of planning on all levels is guided by the institutional strategic plan.	1	2	3	4
16.	Data and analysis of quality reviews feeds into planning on operational levels.	1	2	3	4
17.	Data and analysis of quality reviews informs resource allocation exercises.	1	2	3	4
18.	Our institution implements an ongoing improvement cycle of evaluations	1	2	3	4
19.	The most recent institutional audit report of the HEQC that we received, reflects positive on our institution's ability to integrate quality management, planning and resource allocation.	1	2	3	4
20.	Our institution has mechanisms in place in order to ensure the effective integration of quality management, planning and resource allocation.	1	2	3	4

ADDENDUM : B

VOLUNTARY INFORMED CONSENT FORM



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOM CAMPUS

Dear colleague

THE INTEGRATION OF QUALITY MANAGEMENT, PLANNING AND RESOURCE ALLOCATION RESEARCH

If you agree, please place an "X" in the 'yes' boxes to show that you understand and agree with each statement:

1. I understand the information about the study in the Information Letter. Any questions I had were answered.	Yes, I understand ☐
2. I realize that participation is completely voluntary and that I can stop participating in the study at any time. If I am uncomfortable answering any question, I may choose not to answer.	Yes, I understand ☐
3. My participation will be confidential. I understand that my full name will not be used, nor will specific details of my institution, when information from the interviews and data collected is used by the researcher.	Yes, I understand ☐
4. I understand, that if I am interviewed, that what I say may be quoted at great length in publications, presentations and the final report. If I become concerned with anything I said, I can ask for parts, or all, of what I said not to be quoted. I may also have deleted any parts of the interview I want deleted.	Yes, I understand ☐
5. . If I do not wish to participate, or want to withdraw from the study at any time, my wishes will be respected without penalty.	Yes, I understand ☐

I agree to take part in this study.

(Research Participant's Signature)

(Date)

(Researcher's Signature)

(Date)

PLEASE FAX THIS DOCUMENT OF INFORMED CONSENT TO THE RESEARCHER:

Fax number: 0866128837.

Thank you.

**Hans Brits
Researcher**

ADDENDUM : C

INFORMATION ON STUDY



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOM CAMPUS

Dear colleague

You are invited to participate in a PhD study on the integration of quality management, planning and resource allocation at institutions of higher learning in South Africa. You are invited to take part in this exercise as a respondent.

You will receive a questionnaire from the researcher to be completed. This questionnaire will assist the researcher to gather information on quality management related issues at your institution. The questionnaire will be furnished to you per email and you will be requested to complete the questionnaire and send it per email back to the researcher. The data will then be utilised in order to identify "good practices".

POSSIBLE RISKS

The data and information that will be gathered from your institution will be handled as **confidential information** and will be utilised for the purpose of the study only. The researcher will refer to your institution by means of a number (e.g. U2).

Participation is completely voluntary and you can stop the study at any time, without consequences. You may ask the researcher any questions that you have before, during, and after the study (completion of questionnaires). The research data and recordings will be kept for the foreseeable future (five years) in a secure location at North-West University. We intend to publish information from the study in a thesis and possibly in books and journals.

QUESTIONS/ PROBLEMS:

If you have any questions or concerns before, during or after the study, please contact the promoter or researcher, using the contact information below.

Promoter	Researcher
Prof Elsa Fourie Director: School of Educational Sciences North-West University Vaal Triangle Campus Tel: 016 910 3060/66 Elsa.Fourie@nwu.ac.za	Dr Hans Brits Director: Quality Promotion Vaal University of Technology Vanderbijlpark Tel 016 9509292 hansb@vut.ac.za 083 629 7445

For concerns about how this study is being conducted, you may also contact the Research Director (Educational Sciences, NWU): Prof JdeK Monteith at 10055738@nwu.ac.za or at 018 299 4780.

Thank you.

A handwritten signature in purple ink, appearing to read 'DR HJ BRITS', is positioned to the right of a vertical dotted line.

.....

DR HJ BRITS

RESEARCHER