

DECLARATION

NAME: Aisha Shaqeeb

STUDENT NUMBER: 61110973

ASSIGNMENT TOPIC: ENN1504

UNIQUE ASSIGNMENT NUMBER: 771657

I declare that this assignment is my own original work. Where secondary material has been used (either from a printed source or from the Internet), this has been carefully acknowledged and referenced in accordance with departmental requirements. I understand what plagiarism is and am aware of the department's policy in this regard. I have not allowed anyone else to borrow or copy my work.

Signature: A SHAQEEB

Date: 8th April 2018

INVESTIGATIVE REPORT

REPORT ON AN INVESTIGATION INTO WORKING CONDITIONS OF EMPLOYEES AT RADICAL SOLUTIONS

1. Terms of Reference

On 12th February 2018, the management requested an investigation into the health and safety risks of the staff, and the impact it had on the morale, attendance and productivity in the workplace of Radical Solutions. A recommendation had to be submitted to the Executive Management Committee and a complete and comprehensive formal report to Mr N. Patlane, Chief Executive Officer, by 30th April 2018.

Indicate that you were asked to compile a report in your capacity as Human Resources manager.

2. Procedures

The Procedures followed in order to collect the necessary information were:

2.1 A questionnaire interrogating the working conditions of employees of Radical Solutions, measuring staff satisfaction, regarding the current health and safety risks in the workplace, was distributed to staff for completion. ✓

2.2 Interviews and consultations were held with all the union representatives and shop stewards of the workers to establish the extent of staff complaints. ✓

2.3 An investigation was conducted to establish whether such risks exist, by requesting documents from relevant departments and persons, to be analysed for each of the following aspects.

1. Health and Safety risks
2. Staff allocation and working hours
3. Available office space ✓
4. Availability or lack of equipment and amenities
5. Staff attendance and causes of resignations

2.4 A meeting was held with representatives of the Intel core Workers Union, to gather information on how they implement health and safety measures in the workplace and discuss possible changes in the health and safety strategy. Ms Lara Croft, from the Health Institute, assisted with analysis of the requisite rules and regulations. ✓

2.5 A task team consisting of 8 staff members and 2 managers conducted a site inspection and observation, of the manufacturing division in Radical Solutions. ✓

2.6 Mr James Donovan, a marketing expert was consulted to obtain opinions for reasons on low employee morale. Employees were interviewed directly to establish reasons for poor staff attendance, resignations and dislike for their jobs. ✓

3. Findings

Based on the procedures listed above, the following was found:

3.1 From the completed questionnaires received, 80% expressed total dissatisfaction with the health and safety measures in the workplace. Moreover, 13 % indicated that they were moderately satisfied with the level of services offered and the remaining 7% were not interested. Most importantly all members indicated they were dissatisfied with the quality of health measures in the workplace.

3.2 The union representatives stated that staff complaints were numerous regarding cleanliness, minimal office space, lack of necessary protection equipment and amenities.

3.3 The investigations revealed the absence of an appropriate set of rules and regulations regarding health and safety measures in the departments. Excess working hours with no pay in certain divisions, was evident. It was also noted that minimal office space, lack of personal protection equipment, hindered the working process. An absence of strict attendance rules, and lack of paid leave issued for staff members was noticed. ✓

3.4 Intel core workers union has implemented extraordinary health and safety procedures and 12 of 15 companies have adopted their safety measures in their workplace. Ms Croft's service of assistance with rules and regulations has been appreciated in several companies.

3.5 The task team observed that the manufacturing area, which is in full view of the managers desk, was untidy and rather risky to be around due to various malfunctions. During lunch hour, the cleaning staff was sparse and the employees were irresponsible with consuming food and washing hands, due to lack of water in the washrooms and sinks. Improper disposal of garbage resulted in a foul smell in the working space. Certain doors and cupboards needed repair along with the lift under ^{maintenance} construction, due to negligence of staff. The company had last updated its health and safety policies in 2000 and staff members were not trained well in their jobs. Lack of office space resulted in ^{incompetence} incompetency of staff members and contributed towards poor cleanliness.

3.6 According to Mr Donovan, lack of team spirit and motivation resulted in poor performance of employees. The unfriendly working environment, absence of an onsite wellness programme, and lack of equipment resulted in inefficient functioning. Late working hours lead to difficulty in obtaining transport in the night, and late payment of salary along with lack of promotions, were claimed the main reasons for continuous resignations.

4. Conclusions

From the findings above, the following conclusions were reached.

4.1 It is evident that the complaints received from the staff regarding health and safety risks in the workplace are accurate.

4.2 Based on the on-site meeting with Intel core workers union, Ms Croft and Mr Donovan, there is sufficient demand and need for Radical Solutions, to consider proper safety and health measures in the working place. State this as an assessment rather than a prediction.

4.3 Adapting strategies of safety and health measures by enacting rules and regulations as well as installing adequate protection equipment and space in the working area, will result in a more efficient service and productive outcome. as this

4.4 Enacting strict safety and health measures will also mean that, staff will have access to necessary facilities and will attend work punctually, due to a safer and efficient working environment, thereby resulting in productivity. and this

5. Recommendations

5.1 The company should consider, reducing working hours to 8 hours a day and they should set up an employee's wellness programme. employees'

5.2. It is recommended that Radical Solutions requests for health maintenance services, for a safe working environment and necessary equipment be bought, for renovations in the working space. sentence structure

5.3 Relevant companies should include in their proposals, the costs of health maintenance and renovations for installing necessary amenities and fittings, in the working space.

5.4 The company should obtain the services of health and safety specialists. Furthermore, the staff members should be trained through an expert in their respective fields.

S. Aisha

Aisha Shaqeeb
Human Resource Manager

You have introduced good, relevant content and have structured the report logically. Well done.

14th April 2018

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