



**OMBUD'S** OFFICE  
UNIVERSITY OF CAPE TOWN

Independent **Informal**  
**Impartial** Confidential

**Annual Report**  
**2013**

Independent **Informal**  
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# Iziqulatho

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# Umyalezo ovela kwi-Ombud



Ukuza kuthi ga ngoku ubuninzi babathe bandindwendwela baye baqinisekisa ukuba ukuzimela, ukuthetha ngokukhululekileyo, ukugcinwa kweenkcukacha zilihlebo, nokukungakhethi cala zizinto eziziintsika ezibalulekileyo ngegalelo lazo kwimpumelelo nasekusetyenzisweni kweOfisi yeOmbud ngabo imele kubakhonza. Nangona uluvo lwam oluzimeleyo lubalulekile, eyona nto ibaluleke kakhulu kolu qhagamshelwano asikokuqinisekisa nje kuphela ngokhuseleko lweenkcukacha ezilihlebo, koko nokuqinisekisa nangokhuseleko lwenkolelo yabantu abatyelela le ofisi yokuba lukhona ukhuseleko ekusebenzisweni le Ofisi. Ukuzimela nokugcinwa kokulihlebo, okukhoyo nokucingelwa ukuba kukhona, zizinto ezibaluleke kakhulu ekwenzeni iOfisi yeOmbud ikwazi ukuzifekisa ngempumelelo iinjongo ezibekiweyo.

Iyunivesiti ingumfuziselo wokwenzeka phaya entlalweni ngokubanzi, kwaye ke ukujongana ngezikhondo zamehlo nongqzulwano zizinto eziqhubeka kuyo nayiphi na imeko yoqhagamshelwano lwabantu. Njengomfuziselo wentlalo ngokubanzi, oku kujongana ngezikhondo zamehlo nolu ngqzulwano zisenokuthi

zixandiseke zibe mandundu, njengoko iyunivesiti inyanzeleka ukuba ijongane nobunzima obusukela kwimbali yayo, ukwahluka-hlukana kwabantu bayo, imidla neenxaxheba, izinto ezo eziqhubeka kwindawana ezithele geqe phaya, apho injongo ikukuzibhenca nokuzicela umngeni, uze ke ekwenzeni oko, ubacele umngeni nabo uphakathi kwabo. Kulo nyaka iye yaba mininzi imibuzo enzima ethe yavela ngakwicala lobuhlanga, ngokunjalo neengxoxo eziye zathanda ukuba shushu nokujongana ngezikhondo zamehlo kwimiba ngemiba eyahlukeneyo. IOfisi yeOmbud inenxaxheba ebaluleke kakhulu ngakwicala lokuncedisana nabantu ekuphumeleni kwezi nkalo nala magingxi-gingxi abangwa kukuntsonkotha kobomi beyunivesiti. Le Ofisi ayipheleli nje ekukhuseleni abantu kwiziko eli, koko ikwenza neziko eli likwazi ukuzikhusela koko likwenzayo. Ndiyathemba ukuba le ngxelo iya kukwazi ukuyinceda iyunivesiti kwiphulo layo lokwenza izigqibo ezinobulali nobulungisa.

Ingeniswa ngokuzithoba

nguZetu Makamandela-Mguqulwa

## Intshayelelo

I-Ofisi yeOmbud yasekwa ngo-2011 ngenjongo yokuba ibe sisigqeba ekunokubhenelwa kuso nguye nawuphi na umntu wale yunivesiti onengxaki okanye onenkxalabo anayo ngokungaphathwa ngobulali. Ugunyaziso olunike i-Ombud lufuna ukuba kunyaka ngamnye i-Ombud ingenise ingxelo yonyaka. Le ngxelo inika iinkcukacha ezithile ezinikwe ngamanani-nkcazo malunga namanani neentlobo zemiba ethe yaqwalaselwa yile ofisi, ngokunjalo igxininise kwiindlela ezivelayo zokwenzeka kwezinto, yenze nezindululo, inike nenkcazo ebonakalisa neendlela esizisebenzisayo ekuthatheni amanyathelo okulungisa. Enye yeenjongo zam ngale ngxelo kukuvuselela nokwandisa ulwazi ngale Ofisi yeOmbud.

Le ngxelo ingesithuba esisukela kumhla 1 Novemba 2012 ukuya kutsho kowama-30 Okthobha 2013. Ekuvandlakanyeni ezi nkcukacha kubalulekile ukuba kutolikwe indlela athe wazi ngayo ngemiba edweliswe kule ngxelo. Ndingqwenela ukugxininisa into yokuba ukusebenzisa iOfisi yeOmbud yeYunivesiti kungokuzithandela, into ke leyo ethetha ukuba iOfisi le ayiboni wonke umntu onengxaki ngomba othile. Kananjalo, izikhalazo eziza kwi-Ombud zisekelwe kwiimbono namava abatyeleli. Kwimeko nganye abanye abantu ababandakanyekayo kwimeko leyo basenokuba nezimvo ezahlukileyo ngoko kuthe kwenzeka. Kambe ke, ukuze iyunivesiti ibe nawo amava njengendawo ekulawula ubulali, ubulungisa nolwazelelelo kuyo, zonke izimvo zokungabikho kobulali, ubulungisa nolwazelelelo zibalulekile.

Le ngxelo ichaza ngendlela yokuhamba kwezinto okuthe kwaqatshelwa yi-Ombud, iindlela ke ezo ezinokuthi zingabi, okanye zibe zezeyunivesiti yonke; kodwa ezo ndlela zithe zaqatshelwa zikufanele oko kuqatshelwa, ngethemba ke lokuba oko kungazitsala iingqondo, kukhuthaze neengxoxo ngazo mhlawumbi nokuvandlakanywa kwemigaqo-nkqubo nokusetyenziswa apho kuyimfuneko oko.

## Inxaxheba yeOfisi yeOmbud

Njengoko ugunyaziso luchaza, iOfisi yeOmbud yeYunivesiti yaseKapa yasekwa ngo-2011 ngenjongo zokubonakalisa ukuzinikezela kwimpatho enobulungisa, ubulali nolwazelelelo kumntu ngamnye wale yunivesiti. Igunya elinikiweyo kukubonelela abantu bale yunivesiti (bonke abasebenzi; abafundi abasekhoyo nabemkayo; iindwendwe zeyunivesiti kunye nabo baneekhonthakathi nayo) ngenkonzo yosombululo lweembambano inkonzo leyo esekelwe phezu kweenqobo zobulali. IOfisi yeOmbud ayiyonxenywe yezigqeba zolawulo nezezifundo zeyunivesiti le. Iliziko elingenacala, elizimeleyo, elingekho phantsi kweembophelelo zeenkqubo ezisesikweni nelingazidiziyo iinkcukacha zabantu, elijolise ekuqinisekiseni ngezisombululo ezinobulali nolwazelelelo kwiinkxalabo neengxaki ezithe zaphakanyiswa nguye nawuphi na umntu wale yunivesiti.

IOfisi yeOmbud yenza imisebenzi eyahluka-hlukeneyo. Le misebenzi ke ibandakanya ukumamela nokubonelela abantu ngendawo enembeko nokhuseleko, apho banokuthetha ngokukhululekileyo ngeengxaki zabo, ibancede ekucaciseni iinkxalabo zabo nasekuqulunqeni iindlela abanokuzikhetha, icacise imigaqo-nkqubo neenkqubo zeyunivesiti, ibadlulisele nakwezinye iifisi, inike iindwendwe izikhokelo kwiindlela zokuzinceda, iqwalasele imiba ngokuthi iqokelele iinkcukacha zabanye, isebenzise nobuchule bothethwano nabantu ngabantu. Kananjalo, iOfisi yeOmbud ikwanguvimba weenkukacha kwaye ikwabonelela iyunivesiti ngobungcali kusombululo lweembambano. Ikwazamela nokuba ibe ngumsunguli nomkhuthazi wenguqu kwiziko eli. i-Ombud incedisa amaqela ekufikeleleni kwizisombululo ezihambelanayo neenjongo zeyunivesiti le.

Owona msebenzi uphambili wale Ofisi kukuba ifumaneka njengeziko elingakhethi cala ekuvandlakanyeni zonke izigqibo nezinto ezenziwayo phantsi kwamagunya eyunivesiti le. I-Ombud izamela ukuba ibonelele ngendawo engenacala, engekho phantsi kweembophelelo zeenkqubo ezisesikweni nezimeleyo apho izikhalazo, imibuzo okanye iinkxalabo zinokuthi zivakaliswe ngokuphathelele kwizinto ezithe zenziwa okanye azenziwa nakuzo naziphi na iingxaki ezithi zifunyanwe ngabantu bale yunivesiti. Inemfano eyodwa, kwaye yahlukile kunaso nasiphi na esinye isikhundla kule yunivesiti. Okona kubaluleke kakhulu kukuba ukusetyenziswa kweOfisi yeOmbud kungokuzithandela. Akukho mntu ufanekile ukuba ayalele omnye ukuba atyelele le Ofisi, okanye ayalele omnye ukuba angayityeleli le Ofisi naxa efuna yena. Okukhe kwafikelela ezindlebeni zeOmbud kukuba abantu abambalwa bale yunivesiti baye baxelelwa ukuba mabangayityeleli i-Ombud okanye banikwa ingxelo yokuba bangabe baphinde bakwenze oko kwixesha elizayo, njengoko ukwenza njalo kunokuthi kuzinike igama elibi ezo ndawo basebenza kuzo. Akukho nyaniso tu kule nto, njengoko iOfisi yeOmbud ingagwebi, koko ijonga oko kububulali, malunga nokuba ngubani na ongenasiphoso ingubani na onaso. Iintetho ezinjalo ke zichasene nenqobo yeOmbud yokuzimela, kwaye ziyaphazamisana nendlela esemthethweni yokwenza kweOmbud imisebenzi yakhe ecacise kugunyaziso alunikiweyo.

Okuyinene kona kukuba nabani na uselungelweni lokuba angatyelele kwi-Ombud ngokuzithandela, aze ke anikwe uncedo, ukuba ngaba umtyeleli lowo akangomntu sele ebandakanyeka kwisikhhalazo esifakwe ngokusesikweni, kwisibheni okanye kumanyathelo omthetho, kwaye akaqeshanga gqwetha kulo mcimbi wakhe. Enye yeenguqulelo zeli gama lithi "I-Ombud" ithi "umntu okwaziyo ukubanika iindlebe abantu". IOfisi yeOmbud iziindlebe zabo bonke abantu bale yunivesiti, kwaye wonke umntu unelungelo lokumanyelwa. Kananjalo, i-Ombud ilinikwe yiKhansile yeYunivesiti igunya lokwenza imisebenzi yayo.

I-Ombud ililungu loMbuthe weOmbud weHlabathi (International Ombudsman Association (IOA)), kwaye ihamba ngokweMigangatho yeNkqubo noMgaqo weNtsulungeko (Standards of Practice and Code of Ethics) walo Mbutho. Nantsi ke, njengoko icatshulwe kuGunyaziso:

### **Ukuzimela**

*Ukuzimela kuyimfuneko ukuze iOfisi yeOmbud isebenze ngempumelelo. IOfisi yeOmbud ayisayi kuba phantsi kophazamiso, kwaye iya kuthi ibonakale ingekho phantsi kophazamiso longenelelo ekwenzeni kwayo imisebenzi yayo. Oku kuzimela kuthi ke kufezekiseke ngakumbi ngesigqeba sokunikwa kwengxelo seofisi le, ngokungakhethi cala nokwamkelwa nokuhlonitshwa koku kuzimela liziko eli. Ngenjongo yokuqinisekisa ukuba akukho kukhethwa kwamacala, le Ofisi yeOmbud iya kuthi isebenze ngokuzimeleyo ingekho phantsi kolawulo lweziphathamandla zolawulo. Le nto ke ibandakanya nokungadizwa kweenkcukacha zemcimbi exoxwe kwiOfisi yeOmbud kwe nabani na olapha kweli ziko, kubandakanya naloo mntu ingenisa kwe iingxelo iOfisi yeOmbud.*

### **Ukugcinwa kweenkcukacha zilihlebo**

*Okona kuphambili ngokugcinwa kweenkcukacha zilihlebo kukuba abatyeleli bayakwazi ukuzisa imicimbi yabo ngaphandle koloyiko lokudizeka kwemicimbi yabo, okanye lokulahlekelwa bubudlelane okanye lwempindezelo. IOfisi yeOmbud ilugcina luhlebo lonke uqhagamshelwano kwaye ithatha onke amanyathelo afanelekileyo okukhusela obu buhlebo. I-Ombud ayiwadizi, kwaye akufuneki ukuba kufunwe ukuba mayiwadize amagama abantu abaqhagamshelana naye. Uqhagamshelwano phakathi kweOmbud nabanye abantu (olwenzeka ngexesha i-Ombud ikwesi sikhundla) luthathwa ngokuba luyindaba yakwamkhozi. Le ndaba ke yindaba ephakathi kweOmbud neOfisi yakhe, hayi naye nawuphi na umntu obandakanyekayo kumcimbi lowo. Abanye ke abanakukwazi ukubujika obu buhlebo. Inye kuphela imeko apho kunokubakho uphambuko kwesi sibhambathiso sobuhlebo: kulapho i-Ombud ibonayo ukuba kukho umngcipheko wokubekeka kobomi bomntu engozini. Kuya kuthi ke kungabikho mfuneko yokuba i-Ombud inike ubungqina kwisigqeba seyunivesiti esongamele ukuxoxwa kwetyala ngayo nayiphi na into anokuthi abe nolwazi ngayo, ulwazi olo alufumene xa ebesenza umsebenzi wakhe. Iyunivesiti iya kuzamela ukuba iyikhusele i-Ombud ekubeni ikhutshelwe umsila wengwe wokuya kunika ubungqina ngabanye abantu, apha eyunivesiti nangaphandle.*

### **Ukungakhethi cala**

*Njengomntu ongafanelanga kukhetha cala, i-Ombud ayithathi cala kulo naluphi na ungquzulwano, nayiphi na imbambano okanye umba, koko uya kujonga iinkxalabo zabo bonke abo bachaphazelekayo kwimeko leyo, ngaphandle kokukhetha icala elithile ngenjongo yokwenza lula uqhagamshelwano neyokunceda loo maqela ekubeni afikelele kwizivumelwano ezamkeleke macala nezinobulali nolwazelelelo, nezihambelanayo nemigaqo-nkqubo zeyunivesiti.*

### Ukukhululeka kwiimbophelelo zeenkqubo ezisesikweni (Informality)

I-Ombud isebenza ingekho phantsi kweembophelelo zeenkqubo ezisesikweni nemfuneko yokuba kubhalwe phantsi yonke into, kwaye iya kuba sisigqeba seenkonzo zosombululo lweembambano ngeendlela ezingabophelelekanga kwiinkqubo ezisesikweni. IOfisi yeOmbud ayisayi kwenza phando, ayisayi kuba ngumlamli okanye umgwebi okanye ithathe inxaxheba, ngayo nayiphi na indlela, kulo naliphi ityala eliqhutywa ngokusesikweni, phaya ngaphandle okanye apha ngaphakathi. Nanini na xa kunokwenzeka, i-Ombud iya kuthi ikhangele isisombululo sengxaki kwelona nqanaba lisezantsi apha kwiziko eli. IOfisi yeOmbud ayiyigcineli marekhodi iyunivesiti ngemicimbi eye yayiqwalasela. Ukusetyenziswa kweOfisi yeOmbud kuya kuhlala kungokuzithandela, kungelonyathelo lisisinyanzelo kuso nasiphi na isikhalazo okanye umgaqo-nkqubo weyunivesiti.

### Kuluncedo njani ukuba neOfisi yeOmbud?

Amaziko anale ofisi yeOmbud akholisa ngokukhankanya ezi zinto zilandelayo njengezinto eziluncedo ekubeni nale ofisi:

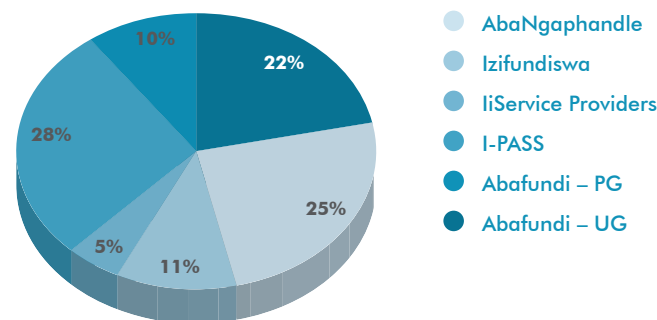
- Ibonelela abasebenzi ngendawo enokhuseleko yokuthetha ngeenkxalabo zabo baziqonde izinto abanokuzikhetha ngaphandle kokoyika impindezelo okanye ukuthathelwa amanyathelo asesikweni ngenxa yokuba bethe bazivakalisa iinkxalabo zabo.
- Inceda ekubhaqeni izenzo zolwaphulo-mthetho okanye iindlela zokuziphatha ezingenantsulungeko ebezingekabhaqwa okanye ebezingekaxelwa, utyeshelo lwemigaqo-nkqubo okanye ubunkokeli obungenampumelelo.
- Inceda abasebenzi ekubeni baxhobiseke bathathe uxanduva lokwenza bhetele indawo abasebenza kuyo.
- Iququzelela uqhagamshelwano lwababini olungabophelelekanga kwiinkqubo ezisesikweni nosombululo lweembambano neemeko zongcungcuthekiso, ezinocalu-calulo, neminye imiba yasemsebenzini ebezinokuthi zinwenwe zibe ngamatyala nezikhalazo ezisesikweni ezithatha ixesha elide nezifuna ukusetyenziswa kwemali eninzi.
- Inika ithuba lokuqwalasela kwezinto ezisathukuzayo zokungahoyeki nezingenabulali ezingade zivele ziphelele ekufakweni kwezikhalazo ezifakwe ngokusesikweni, kodwa zidala imeko engaxhobisiyo emsebenzini.
- Ilbonelela ngenkqubo yokubhaqwa kwangethuba, nokulumkisa iziko eli, ngeendlela ezigwenxa ezintsha.
- Inceda ekugcineni abasebenzi banelisekile, bekhuthazekile, bahlale emisebenzini, ngokuthi yenze iziko libe nobuntu ngokuthi kusekwe isigqeba esibonelela ngamathuba akhuselekileyo nakhululekileyo okumanyelwa.
- Ibonelela ngoqeqesho kwizakhono zokusombulula ungquzulwano.

- Ibonelela ngokunikwa kweziphathamandla eziphezulu ingxelo ngeendlela ezihamba ngayo izinto kwiziko eli.
- Inceda ngokuphetshwa kweengxelo zamajelo eendaba ezishiya ibala kwigama leziko eli, ngokuthi imicimbi iyiqwalasele ngqo kwaphaya kwinqanaba elisezantsi ingekanwenwi.
- Ibonelela iziko eli ngelizwi elizimeleyo nelingakhethi cala, neliqinisekisa ukuba ikhona imfano phakathi kweenkqubo ezisisikhokhelo sokuziphatha kweyunivesiti le nezenzo zayo.
- Isebenza njengesigqeba esinguvimba okwindawo enye wokudimbaza iinkcukacha nolwazi ngemigaqo-nkqubo neenkqubo

Zishicilelwe yi-International Ombudsman Association  
(<http://www.ombudsassociation.org>)

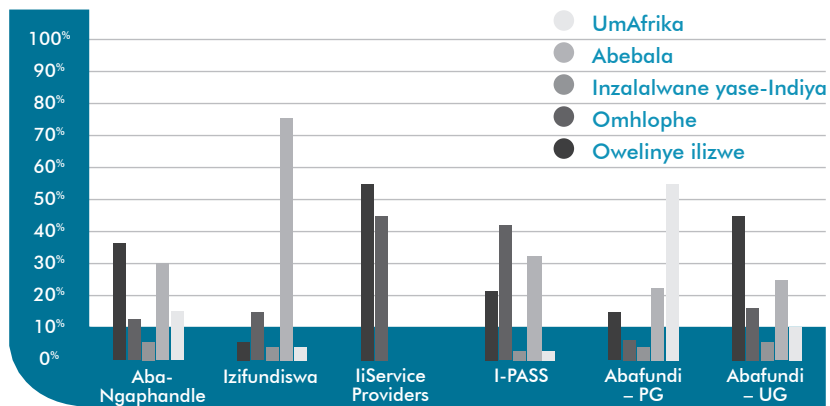
### Indlela esetyenziswa ngayo le Ofisi ngabatyeleli

Abatyeleli abangama-440 abatyelele i-Ombud beze kufuna uncedo babonakalisa ulwahluka-hlukano lwabantu beyunivesiti. Abasebenzi kwiProfessional and Administrative Support Staff (PASS) (abayi-28%), abantu bangaphandle (abayi-25%), abafundi abasafundela izidanga zokuqala (UG) (abayi-22%), abahlolhi (abayi-11%), abafundi asebedlule kwizidanga zokuqala (PG) (abayi-10%), nabasebenzi babaniki beenkonzo bangaphandle abayi-5%.



iGrafu 1: Iindidi zabatyeleli abangabase-UCT

Ngokwendlela yaseMzantsi Afrika yokwahlulwa-hlulwa “kwamaqela oluntu”, abatyeleli baye bafakwa ngolu hlobo lulandela ngezantsi apha:



**iGrafu 2: Uchako lweendidi zabatyeleli**

Kubantu abangabase-UCT abali-154, abali-109 babesuka kwiProfessional and Administrative Support Staff (PASS) aze ama-45 abe ngabahlohli. Ngokwesini, i-43% yaba ngabantu besikhomokazi.

Amanye amanani-nkcukacha anika umdla abandakanya la alandelayo:

- Ngo-2012, le Ofisi yaye yaqwalasela imiba engama-642 kwisithuba seenyanga ezili-12; eli nani liye lenyuka laya kuma-771 kwesi sithuba senzela le ngxelo. (Inani lemiba eye yaqwalaselwa lingaphaya kwenani labatyeleli, njengoko abanye abatyeleli besizisa nombamba omnye nangaphezulu.)
- Le miba yaye yaziswa ngabatyeleli abangama-440, abali-19 kubo bevela kwiinkampani zangaphandle ezinika iyunivesiti inkonzo.
- Kula ma-440 abatyeleli bango-2013, abangama-358 babeze nemicimbi efuna ukuqwalaselwa, ngelixa abangama-82 bancedwa ngokubanika ezo nkcukacha babeze kuzifuna. Ngo-2012 inani lemiba iyonke yayingama-260, baza abatyeleli abali-181 banikwa iinkcukacha. Kananjalo kukho inani elibonakalayo labantu balapha eyunivesiti abafumana iinkcukacha ngomnxebe, ngelixa abanye bazifumana nge-imeyili. Oku kubonakalisa ukuba ngesi sithuba senzela le ngxelo inani labatyeleli ababeze nemiba ehlalwa phantsi kuthethwane laye lenyuka, ngelixa laye lehla elabantu abafuna nje iinkcukacha.
- Ngo-2013, i-Ombud iye yadibana nabantu abongezelekayo abangama-863; abantu abangama-761 yayingabantu ababeze ngokubizelwa ukuza kuncedisa ekusonjululweni kwemiba, baza abali-102 bahlala kwiintetho-nkcazelo (presentations). Le nto ibonisa ukunyuka kwenani labantu abafikelelweyo xa kuthelekiswa nesithuba sokunikwa kwengxelo esidlulileyo.
- Abasebenzi bangaphandle beza nemiba engama-40. Ayibandakanywanga kolu lwahlulwa-hlulo lwemiba lungezantsi apha.

Kwizihlandlo ezimbalwa i-Ombud ithe xa yavandakanya inkcazo epheleleyo yokwenzekileyo, yafumanisa ukuba akukho mpatho ingenabulali ithe yenzeka. Le kasiyonto isisiphumo esibi kumfaki-sikhalazo, njengoko omabini amacala eyinikwa inkcazo epheleleyo. Kambe ke, ezi meko ziyabonisa ukuba ikhona imfuneko yophuculo loqhagamshelwano olwenzeka rhoqo khona ukuze kungade kubekho imfuneko yokuba iimeko ezininzi zize kwa-ukuza kwi-Ombud.

## Ulwahlulo-hlulo lwemiba

Ulwahlulo-hlulo lwemiba lwenziwe ngokweInternational Ombudsman Association (IOA) apho wonke umba wahlulwayo, umzekelo, isikhalazo esimalunga nolwamkelo lwabafundi besiya kuya kufakwa phantsi kwemiba yeeNkonzo noLawulo. Njengoko sele kutshiwo, apha ngentla, kwesi sithuba iyonke imiba eye yeziswa ngama-771. Jonga kule theyibhile ingezantsi apha, ubone ulwahlulwa-hlulo lwemiba njengepesenti yenguqu kwisithuba sokunikwa kwengxelo.

Iintlobo zemiba ngokwe-IOA:	Inani ku-2013	2013 %	Kwa kwengxelo
<b>Imbuyekezo neentlawulo:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neentlawulo neenkqubo zeentlawulo	42	5%	-3%
<b>Ubudlelane obuvandlakanyekayo:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo phakathi kwabantu abakubudlelane obuvandlakanyekayo (abafana nomphathi nomsebenzi, umhlohli nomfundi)	136	18%	-13%
<b>Ubudlelane neentanga namakhohlwane:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo echaphazela iintanga okanye amakhohlwane angenabudlelane bamphathi namsebenzi okanye bamhlohli namfundi (umzekelo, abahloli ababini abakwicandelo elinye okanye ungquzulwano oluchaphazela abafundi abakumbutho wabafundi omnye).	38	5%	-4%
<b>Ukunyuka emsebenzini nokukhula:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokuthi kubeke iziko eli okanye abantu balo emngciphekweni ngokwasemthethweni (ezemali, izigwebo njl.) ukuba ayiqwalaselwanga, kubandakanya nemiba ephathelele kwinkcitho, buqhetseba okanye ungungcuthekiso.	67	9%	0%
<b>Ezomthetho, ezolawulo, nothotyelo:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokuthi kubeke iziko eli okanye abantu balo emngciphekweni ngokwasemthethweni (ezemali, izigwebo njl.) ukuba ayiqwalaselwanga, kubandakanya nemiba ephathelele kwinkcitho, buqhetseba okanye ungungcuthekiso.	73	9%	1%
<b>Ukhuseleko, impilo, nendawo:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo nemiba enxulumene nokhuseleko, impilo nezibonelelo.	50	6%	-1%

Intlobo zemiba ngokwe-IOA:	Inani ku-2013	2013 %	Kwa kwengxelo
<b>Imiba engeenkonzonolawulo:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkonzonolawulo kubandakanya nevela kwabangaphandle.	218	28%	23%
<b>Ephathelele kwiziko, kwisicwangciso nakumnqophiso:</b> Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko eli lonke okanye kwinxenye yeziko eli.	30	4%	-7%
<b>Izinto ezisisikhokhelo sokuziphatha intsulungeko, nemigangatho:</b> Imibuzo malunga nobulali okanye iinqobo zokuziphathaixabiso, intsulungeko okanye kunye nemigangatho, ukusetyenziswa kwemigaqo-nkqubo okanye neenkqubo, okanye imfuneko yoqulunqo okanye uhlaziyo lwemigaqo-nkqubo okanye/kunye nemigangatho.	117	15%	4%
<b>Inani lemicimbi iyonke:</b>	<b>771</b>		

**Itheyibhile 1: Inani lemicimbi lemicimbi ngokwemigangatho ye-IOA yokunika ingxelo**

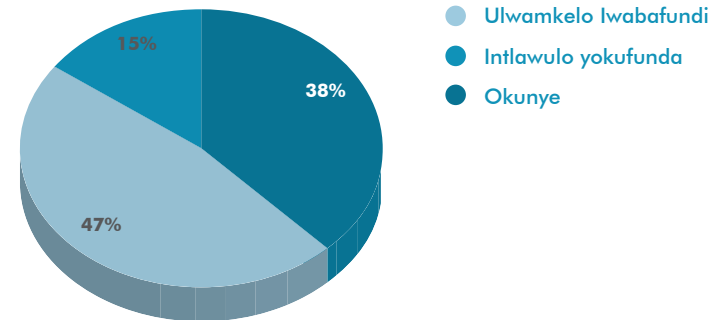
Ukuthlekisa neendlela zokuhamba kwezinto ngokwamaxesha zizinto ezibalulekileyo kumsebenzi wale ofisi, njengoko zisenokuthi zibonakalise oko kungahambi kakuhle ngokohlobo ebekufanele ukuhamba ngalo apha eyunivesiti, kananjalo nemiba esilelayo ukufikelela koko kulindelweyo ngabantu beyunivesiti, izinto ke ezo ezinokuthi zikhokelele kwizikhazalo, futhi zibulale nentebano zidale nomoya wobutshaba. Enye yeenjongo zeOmbud kukuncedisa ekuthotyweni kwamazinga okunganeliseki, njengokuba iyunivesiti isiba ngumqeshi onobulali onabasebenzi abanolwazi lokusombulula ngqazulwano.

I-Ombud inika amacandelo ngamacandelo eyunivesiti ngokubanzi ingxelo unyaka lo wonke ngomba ngamnye nangeentlobo ngeentlobo zemiba. Kambe ke, lungekho uhlahlelo lothelekiso, ubunzulu bengxaki bukhulisa ukungaveli bonke.

Kukhona ukuhla okuqaphelekayo kwimiba yeMbuyekezo neeNtlawulo; uBudlelane obuVandlakanyekayo; uBudlelane neeNtanga naMakholwane; ephathelele kwiziko eli, kwisicwangciso esiliqili nakumnqophiso; kwimeko yoKhuseleko, eyeMpilo neyeNdawo, ngelixa ipesenti yokunyuka emisebenzini ime ndawo nye yona.

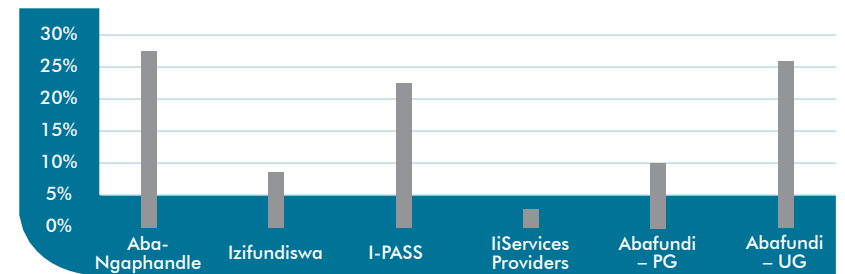
Izinto ezisisikhokhelo sokuziphatha, intsulungeko yasemsebenzini nemigangatho zinyukile noko njengenxenye yenani lilonke, ngelixa ezomthetho nezolawulo zinyuke kancinane. Kambe ke, imiba ephathelele kwiiNkonzo noLawulo inyuke kakhulu, nge-23%. Imiba ekolu hlobo iye yenyuka kakhulu ngoJanuwari nangoFebhuwari. Imiba iye yaphinda yahlulwa-hlulwa ngokweentlotyana ezizezinye ngeenjongo zokubonakalisa ubungakanani bemiba ephathelele kwiiNtlawulo zokufunda nakulwamkelo lwabafundi.

Jonga kule Grafu ingezantsi apha:



**iGrafu 5: UJanyuwari no Febuwari njengeenyanga zokunyuka kwiiNkonzo nakuLawulo**

UJanyuwari no Febuwari njengeenyanga zokunyuka kwiiNkonzo nakuLawulo iye yahlulwa-hlulwa ngokweendidi zabatyeleli kuso sonke esi sithuba senzela le ngxelo



**iGrafu 6: Iqela leenkonzonolawulo**

Le grafu ibonisa ubuninzi beqela labangaphandle, into leyo ebonisa ukwanda kwenani leentsapho eziqhagamshelana neyunivesiti ngenjongo yokubuza ngeengxaki eziphathelele kulwamkelo, kwiiNtlawulo nakwinkxaso-mali, kwaye inani elivakalayo liye lanika ingxelo ngokungamkeleki kakuhle nangoqhagamshelwano olungacacanga oluvela kubalawuli bamacandelo ezifundo (faculty administrators). Abantu abanoxulumano neyunivesiti le, nokuba kukanjani na, baye bafuna ingcaciso, kunjalo nje balandelisa ngoqhagamshelwano neOfisi yeOmbud, malunga nemigaqo-nkqubo yeyunivesiti, efana nomgaqo-nkqubo wolwamkelo lwabafundi. Inkalo yeeNkonzo noLawulo ikwabandakanya nemiba yezabasebenzi engenanto yokwenza nembuyekezo, imiba leyo efana nolawulo lwezabasebenzi, ukugaywa nokuqeshwa kwabasebenzi, uvandlakanyo lwendlela owenziwa ngayo umsebenzi (performance evaluation) ngokwemithetho nemigaqo-nkqubo yolawulo.

Kananjalo, kwe kwabakho ukunyuka kwemibuzo enxulumene neentlawulo zokufunda. Eminye yale mibuzo yayisukela kwisaziso sikaSekela-Tshayintsilala malunga nenkxaso-mali eza kubakho kwixesha elizayo.

Kwezinye iimeko imiba ebichaphazela ubudlelane obuvandlakanyekayo ibibandakanya imiba yeenkonzo nolawulo efana nobukholwane xa kuthelekiswa nenkalo yoxanduva lokunika inkcazo phakathi kweentloko zamacandelo (HoDs) nokujikeleza kwesi sikhundla. Imiba yezinto ezilixabiso nentsulungeko yasemsebenzini iye yenyuka noko. Le nto ke inokunxulunyaniswa nendlela eqwalaselwa ngayo imiba ephathelele kulawulo, into leyo esukela kwizinto ezisisikhokhelo sokuziphatha nentsulungeko yasemsebenzini kulo naliphi na iziko. Omnye umba ochaphazela ubudlelane obuvandlakanyekayo neenkonzo nolawulo ngumba wovandlakanyo lwendlela yokusebenza kwabasebenzi abakwiProfessional and Support Services (PASS). Abatyeleli baye bakhazela ngento abayibone njengendlela egwenxa yokusetyenziswa kwenkqubo yePersonal Performance System (PPS), nabayibone ngathi ijolisa ekohlwayeni, kwaye inako nokusetyenziswa ngeenjongo ezigwenxa, futhi ngamanye amaxesha isetyenziselwa ekuqeqediseleni umsebenzi ekubeni aphume kweso sithuba akuso.

Nakubeni iinkxalabo ngokunyuka emsebenzini ziye zahlala kwizinga elinye, bezikhohise ngokuphathela kwinxaxheba yeekomiti ezichophela ukhetho lwengqesho, uqulunqo namalungu azo, inxaxheba yabameli bolingano lwengqesho, ulingano olu nentsingiselo yalo apha eyunivesiti. Bekukho inkxalabo yokuba abameli bolingano lwengqesho abawenzi ngokufana umsebenzi wabo kwiikomiti ezichophela uhlelo lwengqesho abahlala kuzo. Igunya nenxaxheba yoosihlalo beekomiti zokhetho lwengqesho nbulungu bazo zibonwa njengezinto ezisetyenziselwa ukuvala abameli bolingano lwengqesho imilomo. Abameli bolingano lwengqesho bakhohisa ngokuba ngabantu abazinikezeleyo ekuzisweni kweenguqu kodwa bengenawo amagunya okuba bangaba nempembelelo nefuthe ngenxa yezikhundla zabo. Kwezinye izikhalazo uye wavela umba wokubaluleka kokufundiswa kwabafundi ngaphezu kokwenza uphando okanye ukubaluleka kophando ngaphezu kokufundisa. Abatyeleli baye baba noluvo lokuba iyunivesiti igxininisa ukwenziwa kophando kakhulu, ngelixa abahloli basebenza nzima, njengoko abafundi bengakulungelanga ngokufanayo ukwenza umsebenzi wokufunda ofuna ukwenziwa. Abatyeleli baye bavakalisa ukuba kusoloko kuqeshwa abafundi bezifundo zobugqirha-lwazi (PhD) kuba kusithiwa izifundo zabo baza kuzigqiba ngelo xesha balibekelweyo. Kambe ke, ngeli xesha banikwa umthwalo omkhulu womsebenzi wokufundisa, into leyo enokumthintela umsebenzi omtsha ekugqibeni ezi zifundo zakhe zobugqirha-lwazi ngenxa yokungalifumani ixesha lokwenza uphando. Abatyeleli baye bavakalisa nokuba kumsebenzi wokuba ngumhloli kukho ukhuphiswano oluninzi kwaye elowo uzisebenzela eyedwa, into leyo ethetha ukuba umntu usebenza phantsi kobunzima obuhamba nesizungu.

## Ukufundisa, ukuhlela, ukubeka iliso nofezekiso lomsebenzi (DP)

Kungaba luncedo ukukhe kungenwe nzulu kuqwalaselo lwemiba ekwe kwaxhaphaka ukuveliswa kwayo ngabatyeleli abangabafundi, i-69% ingabenza izidanga zokuqala, ize i-31%

Abafundi baye bakhazela ngenkqubo yabameli beeklasi abayibona ingasebenzi, ngelixa abameli beeklasi bona bathe benziwa amaxhoba ngezoyikiso xa bathe bavakalisa ukungahambisani nemiba ethile, oko bekwenza egameni labafundi. Bathe benzela izoyikiso, abahoywa okanye zaphetshwa ezo zinto beze nazo.

Abafundi bakhazelele ukuba banikwa iziphumo ezilahlekisayo ngelixa iziphumo zingekaqakunjelwa. Bakhazelele neemeko apho amanqaku bewanikwa kade, into leyo ebadlela indlela abafundi kwindlela abaqhuba ngayo emsebenzini, futhi iphinde ibalibazise ekuthatheni izigqibo malunga nokuba baqhuba na okanye barhoxe kweso sifundo, ukuze basinde ekuhlawuleni enye imali. Abafundi abaxolanga yindlela engekho sikweni yokubekwa kwemihla yeemviwo zesaplimentari nangokuxelelwa kade ngazo. Baxelele nokuba kukho iinguqu ezenziweyo kwimiqathango ye-DP ngoku izifundo seziphakathi, nangezintlu ze-DP ezisekelwe kwinkumbulo yomhloli yokuba “ngoobani ababekho kanene” Bachaze neemeko apho bebeye bangxoliswe, bagxothwe ngabalawuli bamacandelo bade ngamanye amaxesha banyanzelwe ukuba basayine iimpepha ngenkani. Le nto ibingapheli kubafundi kuphela, koko ibikhangeleka isenzeka nakubasebenzi abakumanqanaba asezantsi okanye basezifosini.

Njengoko impilo yengqondo yabafundi nabasebenzi ingasoloko iqapheleka phambi kokuba babe yinxenye ye-UCT, iye ibe yingxaki engaqwalaselwa ngokwaneleyo xa abafundi beqalile ngezifundo zabo okanye abasebenzi sebeyisayinele imisebenzi yabo.

Amajelo eendaba asemoyeni nasezikhompuyutheni aye akhokelela kwiindidi zongqzulwano ezintsha nezithi zilwenze mandundu ungqzulwano ebelufudula lukhona kakade xa kuthe kwafakwa imiyalezo ebanga imisindo nokuba abantu bazive bevuyelelekile. Ziye zafumaneka neengxelo zentiyo yabantu bamanye amazwe kubasebenzi nabafundi abangengobaseMzantsi Afrika abathe baba ngamaxhoba.

Eminye imibuzo ibiba yeyemiba engangeniyo kwimida yogunyaziso lwale Ofisi, imiba efana neengxaki eziphakathi komnini wendlu nomqeshi nokuba umqeshi engumfundi apha eyunivesiti, imiba yamakhaya, nezomthetho nonyango olungqalileyo (therapy). Ezi ngxaki ndiye ndabathumela kwiindawo apho uncedo olululo lungafumaneka khona abo bebezise kum.



## Izinto ezenziwa yiOfisi le

Le ofisi inomlawuli osisigxina ngoku, uNksz Birgit Taylor, onoqeqesho kumsebenzi wokuba ngumlamli. Ngomhla 1 Novemba 2013 iOfisi yeOmbud e-UCT yaye yaqhuba indibano yocweyo yokuqala ngomsebenzi weeOmbud. Le ndibano yaqhutyelwa kwi-UCT Graduate School of Business eKapa. Isihloko sale ndibano sasisithi The University Ombud: Potential, Pitfalls and Limitations. I-UCT yenye yeyunivesiti ezine (kwezingama-23) apha eMzantsi Afrika ezinayo iOfisi yeOmbud emileyo. Ukusukela ekusungulweni kwayo le ofisi ngo-2011, mininzi imibuzo ngezinto ezithile esekhe yafika ivela kwezinye iiyunivesiti ngokuphathelele ekusekweni kweofisi yeOmbud nangeendlela eluncedo ngazo. Ngoko ke ukuqhutywa kwale ndibano kwaphenjelelwa ngumdla owathi wabonakaliswa.

Kananjalo, le ndibano yaye yangqamana nekhwelo elahlatywa nguMlawuli oyiNtloko yoMgaqo-nkqubo weMfundo noPhuhliso lweYunivesiti (Chief Director of University Education Policy and Development), uMnu Mabizela, ekhuthaza zonke iiyunivesiti zaseMzantsi Afrika ukuba ziseke iofisi yeOmbud. UMnu Mabizela lo njengoMlawuli oyiNtloko wayesisithethi semini kule ndibano.

Bebonke abathathi-nxaxheba abezayo bevela kwiiyunivesiti ngeeyunivesiti, kubandakanya ne-UCT le yayingumququzeleli, babengama-37. Kwaba bathathi-nxaxheba kwakukho nezo Ombud sele zikhona, nezithe zenza igalelo njengeqela elinika ingabula-zigcawu (panel format), kukho nabaphuma kwiiofi zababhalisi (registrars), kwiiofisi zocalu-calulo nongcungcuthekiso, kwezabasebenzi, kwezenguqu, kwezabomthetho, kwezomngcipheko noqinisekiso lomgangatho, nakwezolawulo lwamaziko nakwiiofisi zooSekela-Tshayintsila. Le ndibano yocweyo yavuselela iOfisi yeOmbud ukuba iye phambili ngokuzama ukuseka amakhonkco obudlelane neeyunivesiti emelene nazo.

## Izindululo

Nakubeni ubuninzi bezi zindululo zisekelwe kolu hlahlelo lweenkcukacha zabatyeleli lungentla apha, likho iqela lezindululo ezisekelwe koko athe i-Ombud waziqaphelela ngokwakhe kuqhagamshelwano olubanzi aye waba nalo nabantu base-UCT.

### 1. Izinto ezisisikhokhelo sokuziphatha nentsulungeko yasemsebenzini

Iyunivesiti inokukhe iqwalasele ukuba izibhengeze izikhokhelo zokuziphatha kwakunye nomnqophiso wayo, ngenjongo yokwazisa ngezinto ezilixabiso nentsulungeko yasemsebenzini exhaswa yiyunivesiti le.

### 2. Imigaqo-nkqubo nezigqibo zolawulo

Izigqibo ezitsha ezimalunga nemiqathango yokwamkelwa kwabafundi kufuneka ukuba abalawuli bamacandelo baziswe ngazo kwangethuba, kungenjalo iyunivesiti isenokuba semngciphekweni wokuhambisa iinkcukacha ezingachanekanga.

Kubonakala ngathi uhlobo nomthamo wophando neprojekthi abaziqhubela bucala abahlolhi azilawulwa ngokufanelekileyo ngokomgaqo-nkqubo, into ke leyo enokuthi ibuchaphazele ubukholwane ngakwicala lomthwalo wokufundisa.

Imithetho yofezekiso lomsebenzi (“Duly Performed” (DP)) ebekelwe abafundi kufuneka icaciswe kwasekuqalweni kwesifundo eso, kunjalo nje ingajikwa phakathi. Kananjalo, kufuneka isekelwe kwirekhodi elithembekileyo lokuziwa kwezifundo. Imiqathango ye-DP kufuneka icace futhi ingabi yimilebelele, njengoko iincwadana ezininzi zamacandelo ezikhoyo kungoku nje zinayo kwizintlu zeemfuneko into ethi “ukuziwa kwezifundo okwanelisayo” okanye “ukuziwa kwezifundo okwanelisa kakhulu”. Xa kungekho rejista nangcaciso ngamanani abubuncinane obufanele kuziwa, loo nto ingenza ukuba kukhiwe nje entloko. Kananjalo, iinkcukacha ngezifundo kufuneka zingahluki kwiwebhusayithi, kwiincwadana nakwiimphepha zeenkcazo zezifundo.

### 3. Ukugaywa nokuqeshwa kwabasebenzi

Isenokuba lusilelo lokungajongi phambili ngokwaneleyo into yokuba iikomiti ezihlalele ukhetho lwengqesho zithwalise abameli bolingano lwengqesho umthwalo wokuba babe nempembelelo eyiyo ngeli lixa bangenamagunya ayephi. Kungaba luncedo xa olu xanduva lunokunikwa ikomiti le iyonke, abe ke kambe usihlalo enguyena unolona xanduva luphambili. Bonke abantu abakwizikhundla ezinokuthi zenze ukuba banyulelwe ukuba ngoosihlalo beekomiti zokhetho lwengqesho, kufuneka banikwe uqeqesho lokuhlaziya.

### 4. Uvandlakanyo lwabasebenzi

Inkqubo yeProfessional Administrative and Support Staff (PASS) yovandlakanyo lwendlela owenziwa ngayo umsebenzi (PPS) kwakunye nendlela yayo yembuyekezo ikhangeleka ngathi ibangele ukungonwabi okukhulu nomoya wobutshaba kumaqela abasebenzi, kangankokuba iCandelo lezaBasebenzi (Human Resources) kusenokufuneka liqwalasele ezinye iindlela zokuvandlakanya nokubuyekeza. Ukungabikho kobudlelane bomsebenzi phakathi komvandlakanyi nomvandlakanywa buyaliqhwalalisa ixabiso le-PPS.

## 5. Uqeqesho nophuhliso

Izindululo ke kule nkalo zibandakanya:

- Uqeqesho nenkxaso yeentloko zamacandelo (HoDs) ngendima yazo.
- Uqeqesho lwabalawuli beeofisi kwinkonzo yabaxhasi nokubaxhobisa ngokwaneleyo ngeenkukacha ezikhoyo.
- Uvandlakanyo ngokutsha lomthwalo womsebenzi weProfessional Administrative and Support Staff (PASS) kuthelekiswe noko kulindelweyo kuyo kwakunye nezakhono ezikhoyo novandlakanyo lwezikhewu ezikhoyo.
- Uqeqesho kwinkalo yolwahlukano olubandakanya intiyo yabantu bamanye amazwe, ukhubazeko nezinye iinkalo zolwahlukano.

## 6. Ukhubazeko

Kukho imfuneko yokuba iimfuno zabasebenzi nabafundi abanokukhubazeka ngokwasemzimbeni nangokwasengqondweni, zikhe ziphinde zivandlakanywe ngokutsha, ngenjongo yokujinisekisa ukuba akukho zikhewu zisekhoyo kwezi mfuno, nobonelelo olukhoyo, nakulwazi ngokubanzi ngabo banokuthi bafanelwe lubonelelo, abaphathi babo okanye iimanejala zabo.

## 7. Ukuvuyelela nentswelambeko

Kungayinceda kakhulu iyunivesiti le xa ibinokuthi iqwalasele umba woqulunqo lomgaqo wembeko okanye wokongeza kule migaqo-nkqubo yongcungcuthekiso sele ikhona, imiqathango ephathelele kumba wovuyelelo, kubandakanya novuyelelo olwenzeka kwizixhobo zoqhagamshelwano lwala maxesha (cyber-bullying). Kofuna ezinye iinkukacha ezithe kratya, ezi mbalo zingaluncedo kakhulu: Namie and Namie (2000), The Bully at Work okanye Cummings Lydia and Rowe (2010) "Concerns about Bullying at Work as heard by the Organisational Ombud".

## 8. Iintlanganiso ezinde

Iyunivesiti isenokukhe icinge ngokuyivandlakanya inkqubo esetyenziswa ekuqhutyweni kwezinye zeentlanganiso zayo ezihlalwa rhoqo, khona ukuze licuthwe noko ixesha elininzi elithathwa ngabantu kuzo – ngakumbi abantu abakwizikhundla zobunkokeli eziphezulu. Aba bantu bachitha ixesha ezintlanganisweni eziphethe imicimbi ebinokuthi iqukunjelwe ngempumelelo efanayo ngexesha elifutshane.

## Bathini abatyeleli ngale nkonzo?

Ndibhala ngenjongo yokuvakalisa umbulelo wam ongazenzisiyo kuwe ngoncedo lwakho olungummangaliso ekusombululeni imeko enzima endisandula ukuzifumana ndikuyo. Ndifuna ukuyithetha inyani yokuba, ngesi sithuba sokungenelela kwakho, lo mcimbi ubusele unethuba elide kakhulu ungasonjululwa, kwaye ke nokungaqondani phakathi kwababechaphazeleka kwakubonakala kuyinto esele yendele kakhulu, kangangokuba ndaye ndaphelelwa nalithemba lokuba singaze sifumaneke isisombululo.

Kule meko ke, ukuyizolela kwakho, ubukhali bengqiqo yakho, nocikizeko lwezikhokelo zakho, zizinto ezithe zakhokelela kwisisombululo esanelisa ngokupheleleyo. Ngokudlula kwale ngxaki utsho wawa umthwalo obunzima kakhulu emagxeni am. Ndibamba ngazibini.

## Amazwi okuqukumbela

Ndinombulelo omkhulu ngenkxaso endithe ndayifumana kubantu beyunivesiti ngokubanzi. Ndikuva kuliwonga elikhulu ukuba ndincedise le yunivesiti ndikwesi sikhundla.

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