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UNIVERSITY OF CAPE TOWN

Independent Informal
Impartial Confidential

Iziqulatho

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Umyalezo ovela kuMlungelani (iOmbud)

Kuluyolo ukufumana eli thuba lokwazisa ingxelo yonyaka yesibini yeOfisi yeOmbud. IYunivesithi yaseKapa izingca ngokuba yenye yeeyunivesithi zokuqala eMzantsi Afrika ukusungula iOfisi yeOmbud. Iimbambano eziphakathi kwabantu ababini nangaphezulu nezayamene nomsebenzi zizinto eziqhelekileyo neziyinxalenye yentsebenziswano yabantu. Iyunivesithi nabasebenzi bazo, ngenxa yohlobo, ukwakhiwa nemilo, zibonelela ngeqonga elifanelekileyo lokungavumelani, iimbambano, iingxaki neempikiswano. Ngeli xesha ukungaboni ngasonye kunganeziphumo ezakhayo, kwa oku ngaboni ngasonye kungakhokelela ekubeni kubekho ukuqhawuka konxibelelwano olunobuzaza nokuphulukana namathuba ukuba amaqela okanye abo babandakanyekayo abanazakhono zokusombulula imbambano ngendlela eyakhayo.

IYunivesithi yaseKapa ibonise ukuzinikela okukodwa kubasebenzi, kubafundi nakwabanye abanoqhagamshelo nayo ngokwamkela uncedo lokubabonelela ngomthombo ongathath'icala nowabucala ekhampasini apho banokusa khona iimbambano. Ukusungulwa komsebenzi we-Ombud kuhambelana ngokugqalileyo neenkqubo zeyunivesithi ezijole ekukhuthazeni intlonipho nokubaluleka komntu wonke ekhampasini nokuzinziswe kwinkqubo enobulungisa.

Le ngxelo yonyaka ikhutshwa ngomoya wonxibelelwano oluvulelekileyo, nokubaluleka kwemiba eziswe kwiOfisi yeOmbud. Noxa kunjalo ndizibophelele kwisithembiso sokungabachazi abantu abathe babonana nam kwiinyanga ezili-14 ezidlulileyo bendithembile ukuba ndakumamela imiba yabo eyamene nezemisebenzi ngaphandle kokuthatha icala.

Ingeniswe ngentlonipho,

ZETU MAKAMANDELA-MGUQULWA

Intshayelelo

IOfisi yoMlungelelanisi (Ombud) ibonelela ngenkonzo yokusombulula impixano ngendlela engasekelwanga kwimigaqo neenkqubo zeyunivesithi kwaye isebenza njengendawo apho onke amalungu eyunivesithi angavakalisa ngokuyimfihlo iinkxalabo zawo, afune isikhokhelo nomkhombandlela, afumane ulwazi ngomgaqo-nkqubo okanye afumane ithuba lokuxoxa nje ngomba othile nomntu ongenamkhethe, ongakheth'icala, ze aqinisekiswa ngobumfihlo bencoko leyo.

Zininzi iindidi ezahlukileyo zeeOmbud ezisetyenziswa ehlabathini jikelele. Ezi ndidi zohluka ngokwequmrhu elo okanye ngokwabantu abo baxhamla kwinkqubo yeOfisi yeOmbud. Kwezi ndidi zingafaniyo kuphinda kubekho ukohlukana kwindlela owenziwa ngayo umsebenzi lo wokulungelelanisa. Udidi olwaziwa kakhulu lolweClassical Ombud - noluquka iOmbud eyamkela ze iphande izikhalazo ezichaphazela imigaqo-nkqubo neenkqubo zikarhulumente. Olu luhlu lulodwa lune Legislative Ombud (uMlungelelanisi woMthetho kaNdlu-Nkulu) neExecutive Ombud (eyolawulo olongameleyo). Kukwakho neOmbud yeziko okanye inkampani nekwabonelela ngesisombululo kwiimbambano zeshishini elo, njengeOmbud yeyunivesithi.

Umlungelelanisi ngokweNdlu yoWiso-Mthetho (Legislative Ombud): Usekwe njengegosa elingenakhethe elimiselwa yindlu yowiso-mthetho njengenxalenye yesebe lendlu yowiso-mthetho efumana izikhalazo ezivela kuluntu jikelele okanye ngaphakathi ze alungise amanyathelo neentsilelo kwisenzo searhente karhulumente, igosa, umsebenzi karhulumente, okanye kwabasayine izivumelwano zexesha eliqingqiweyo.

Umlungelelanisi wolawulo olongameleyo (Executive Ombud): iExecutive Ombud nguMlungelelanisi ofumana izikhalazo ezichaphazela amanyathelo kunye neentsilelo zokuthatha inyathelo kwequmrhu, amagosa alo nabasebenza phantsi kwesivumelwano sethutyana (khontraktha). Le Ombud njengoMlungelelanisi ibekwa kumacandelo oluntu (public sector) okanye awabucala kwaye ifumana izikhalazo ezivela kuluntu jikelele okanye apha ngaphakathi ze ilungise amanyathelo neentsilelo kwisenzo sequmrhu, amagosa alo, abasebenzi bonke kuquka nabezivumelwano zexesha eliqingqiweyo.

AbaLungelelanisi abasebenza njengamagosa angenakhethe kwiziko okanye inkampani kwaye bekwabonelela ngesisombululo kwimbambano (Organisational Ombuds/OO)

IiOmbud zeeYunivesithi neeNkampani zona zisebenzisa iofisi yeOmbud ukukhuthaza iinqobo ezisemgangathweni njengobulungisa, ulingano, ukulingana kwamathuba nentlonipho. Ngokuka-Rowe¹, iiOmbud ezisebenza njengeOO zinalo lonke uxanduva lweengcali lokusombulula iimbambano ngaphandle kolo lokufumanisa inyaniso ngokusesikweni ngeenjongo zoluleko, ijaji, umlamli umgwebi okanye igqwetha. Bona basebenzela utshintsho kwiinkqubo zangaphakathi nokusombulula ukungaboni ngasonyene nempixano. IOmbud ifumana izikhalazo, iinkxalabo okanye imibuzo malunga neentshukumo zezityholo, iimposiso, ukwenza gwenxa neengxaki zenkqubo ngokubanzi ngendlela esekhusini nekhusele amalungelo alowo ukhethe ukusebenzisa le ofisi. Njengokuba kungenakuba kho zimeko zihlala zifana, impendulo yeOmbud ingqamana nemeko le ithiwa thaca ngelo xesha. Okokuqala iOmbud ilumamela ngocoselelo undwendwe ze ibuze imibuzo kulo apha nakwabanye xa kuyimfuneko ngenjongo zokucacelwa abuye ke aqwalasele kwakhona imiba ayifumeneyo, uye anike uluhlu lweendlela zesisombululo ukuze undwendwe olu lukhethe, maxa wambi awugqithisele kwezinye ii-ofisi umcimbi lo. Ukhe acacise nemigaqo-nkqubo yeyunivesithi, ekwanceda ekhuthaza iindwendwe ukuba zizincede ngokwazo. Xa kuyimfuneko uye azixakekise njengonozakuzaku apho athetha nalo aye kulowa aze abuyeke kulowo ebeze nengxaki zeancedise ngesisombululo seempikiswano ngendlela ezimeleyo nengathath'icala, konke kungenanto ingqamene nendlela esezincwadini zeyunivesithi zokusombulula iimbambano (informal process). Ukwanakho kodwa xa ebona kufanelekile ukucebisa ukuba esona sisombululo sengxaki leyo sisekulandeleni indlela yokulungelelanisa yangaphakathi nesesisikweni yeyunivesithi (formal process).

IOmbud inceda amaqela akwimpikiswano ekufikeleleni kwizisombululo ezihambelana neenqobo ezaziwayo nezishicilelweyo zeYunivesithi. Umsebenzi weOmbud usisongezo njengoko ungathathi ndawo yezinye iinkqubo ezisesikweni zokusombulula iingxwabangxwaba ezingqamene neYunivesithi nabantu bayo. Kundwendwe ngalunye ngamaxesha onke

iOmbud iqalisa incoko neendwendwe ngokucacisa iindlela zayo zokusebenza nezikhokhelo azilandelayo nezizezi: imfihlelo (confidential), ukuzimela (independence), ukungathath'icala (impartial) nokuba ngaphandle kwezishicilelo nezikhokhelo zeyunivesithi komsebenzi wakhe (informal). Apho isisombululo sixhomekeke ekwaziweni kwegama lalowo uze kwiOmbud, phambi kokuba ithabathe unyawo, iOmbud ifumana isivumelwano sokuthi paha igama kundwendwe kuqala ukuze ke imbuyekezo okanye isisombululo sifezeke. IOfisi yeOmbud ikwanoxanduva lokuthi gqolo ibonelela uluntu lweyunivesithi ngolwazi malunga nendima nendlela iOfisi le esebenza ngayo.

I'Ombud ikwasebenza njengomthombo wempendulo nezindululo ngolawulo lweyunivesithi, iindawo ezifuna ingqwalasela, ukuphuculwa notshintsho. Njengenkqubo yokulumkisa kwangethuba, ngale ngxelo (ireport) kwanentlanganiso namaqela nabantu ngabantu, iOmbud ixhobisa iyunivesithi ngolwazi loqaliso-ntsingiselo (iithrendi) nezinto ezingangumfuziselo ofuna ingqwalasela phambi kokuba zinwenwe. Zonke ezi zinto zenzeka ngendlela ebakhuselayo abantu abakhethe ukuthethana neOmbud ngeengxaki zabo.

Indlela esisebenza ngayo

IOfisi yeOmbud ilandela isikhokhelo nemigaqo yombutho weeOmbud zeZizwe iInternational Ombuds Association nosishunqulelo siyi IOA. IOA le ineeNqobo zayo zokuZiphatha nongazikroba ku <http://ombudsassociation.org>. IOmbud lilungu elizeleyo neliqeqeshwe yiIOA kwaye ihlala evela kwiinkomfa ekwanoqhagamshelwano oluthe gqolo ukuze angasileli ukulandela ezi zikhokhelo emsebenzini wakhe. Undoqo wesikhokhelo se IOA ngulo:

Ukusebenza njengoZimele-geqe (Independence)

Ukuqinisekisa ukungazibandakanyi, iOfisi ayinxulumenanga neziphathamandla zeYunivesithi, isebenza ngokuzimela kwisiGqeba soLawulo lweyunivesithi kwaye inika ingxelo kwiBhunga.

Ukungathath'icala (Impartial)

I'Ombud njengomntu ongawisi sigwebo ihlala ingenacala yayame ngakulo kunelinye njengoko amacala omabini ebalulekile ekufumaneni isisombululo. Indima yayo kukuqwalasela ubunyani nomdla wokufuna nokufumana isisombululo nokwenziwa kobulungisa.

Ukugcina ngesifuba (Confidentiality)

Zonke iincoko nenkcukacha zabantu abeze kwiOmbud nabachaphazelekayo azidizwa ngaphandle kwemvume yabo. Esi sibhambathiso sengcina sifuba sophulwa xa iOmbud irhanela ukuba umntu lowo angazenzakalisa okanye onzakalise abanye.

Ukungakhokhelwa ziziseko ezishicilelweyo zeYunivesithi (Informal)

Lonke ufakano milomo lwenzeka “ngaphandle kokubhalwa” yaye alunanto yakwenza neefayile zangaphakathi. IOmbud ayibi lingqina okanye ivumele ukesetyenziswa kweOfisi yayo kubungqina bazo naziphina iinkqubo ezisesikweni. Nangona iOmbud isebenza ngaphandle kweenkqubo zangaphakathi ezishicilelweyo nezo zigunyazisiweyo zeyunivesithi ukusombulula iingxaki, abantu abasebenzisa iinkonzo zeOmbud abaphulukani nelungelo labo lokubuyela ekuxhamleni iinkonzo ezisesikweni njengamalungu eyunivesithi.

Ingxelo yonyaka

IOfisi yeOmbud ivelisa ingxelo yayo unyaka nonyaka. Le ingxelo iquka ixesha ukusuka kumhla woku-1 kuSeptemba wama-2011 ukuya kumhla wama-30 ku-Okthobha wama-2012. Ingxelo inge datha yeenkcukacha-manani lezikhhalazo zabantu ababonwe yiOmbud kwaye ikwaquka imiba yemigaqo okanye imigaqo-nkqubo ephakanyisiweyo ngexesha lokuhlangabezana neengxaki ezo. Idatha incedisa umsebenzi weOmbud malunga nalapho ingqalelo kuniko ncedo nokwazisa ngeOfisi kufanele ibekho kwixesha elizayo, uchongo loqaliso-ntsingiselo nokwazisa uLawulo lweYunivesithi ngeemeko ezidla umzi nolungiso lwazo.

Xa uqwalasela iprofayili yeenkxalabo ezichazwe ngezantsi, nceda ukhumbule ukuba iinkcukacha zedatha le ziqulunqwe ngokwabantu abeze kwiOfisi yeOmbud ngokuzikhethela, asiyodatha eziziphumo zophando olungakhethiyo nolungen’acala. Ngenxa yobume bayo, iOfisi yeOmbud ayikhe ive malunga nemiba yeyunivesithi esebenza kakuhle. Izikhhalazo neengxaki ezithiwa thaca kwiOmbud zenzekile yaye zinentsusa koko ukuphindelela kwazo ngokufana kwindawo ethile kubonisa elubala apho uphando nengqwalasela eyodwa ifuneka khona.

Uhlelo lomsebenzi

Ngeenjongo zokunika ingxelo, “isikhhalazo” ngumba omtsha okanye oqhubekayo noziswe kwiOmbud ngumntu omnye okanye iqela nofuna ingqwalasela. Izikhhalazo azifani, zisenakho ukuba lutyelelo nje olufuna ingcaciso ngoku nokuya. Maxa wambi ziye zixande, zintsokotho, zifune ungenelelo oluchaphazela abantu neentlanganisano ezininzi namaqela, kuphicothwa imiba enzima nenobuzaza efuna ungenelelo ngqo nexesha elininzi.

Iindidi zezikhhalazo

Le ngxelo iquka inani labantu abaqhagamshelene neOfisi yeOmbud ngezi nyanga zale ngxelo. Eli nani aliquki abanye abantu abaqhagamshelwe ngemvume yondwendwe olo ngenxa yokubandakanyeka kwabo kwinyewe leyo. Abanye babo, umzekelo, basenokubandakanyeka kwiphulo lokuqokelela ulwazi oluphathelele nombala ochotshelweyo.

Ayinguye wonke umntu oza kwiOmbud onengxaki efuna isisombululo. Abanye bafuna ulwazi okanye noncedo ekucingisiseni umba nomntu ongakheth'icala.

Kwezi nyanga zili-14, iOmbud:

- ichophele yaphonononga izikhalazo ezingama-260, eziziswe ngabantu abangama-441 waze waqhagamshelana nabantu abangama-563 ngaphezulu
- ibonelele ngolwazi kubantu abali-181 (okanye amaqela abantu) abafuna ulwazi okanye umkhombandlela.

Unyaka ojongiweyo

Ngeli xesha lengxelo, abantu abangama-441 batyelele iofisi yeOmbud. Eli nani lingaphezulu kahlanu kunexesha lenyanga ezintlanu eliqukwe kwingxelo yowama-2011, apho kwabonwa abantu abangama-85. Izizathu zoku kwanda kungaka zingazininzi ziquka:

- Ingxelo yowama-2011 ibiyeyexesha elingaphezulu kancinci kwiinyanga ezi-5 ekubeni le iyeyeenyanga ezili-14.
- IOfisi ibingaziwa kangako ekuqaleni xa kuthelekiswa nangoku, apho imizamo iye yajoliswa ekwaziseni ngeOfisi kusetyenziswa amaqumrhu ahlukehlukeneyo namajelo eendaba angaphakathi.
- Ukwanda kwini lezikhalazo kungathetha ukuba kukho ukukhula kokuyithemba iOfisi le njengoko ezinye iindwendwe zisithi zive ngabanye ngayo.
- Uluntu lweyunivesithi lusebenzisa iindlela ezenzelwe lona ukusombulula iimbambano zabo ngendlela engachithi buhlobo.

Ukuhlelwa kwemiba

IOfisi yeOmbud isebenzisa indlela yokuhlelwa kwezikhalazo ephuhlise yiIOA. Le ndlela iquka iikhatagori ezibanzi ezilithoba neekhatagori ezingaphantsi kwezo (subcategories) ezingama-85.

Imiba eza kwiOmbud ingempikiswano nokungakungaboni ngasonye. Ngale ndlela kusoloko kukho amacala amabini okanye amaninzi ngondwendwelo ngalunye. Ingxoxo engezantsi nohlelo ngokweekhatagori lungendlela undwendwe olo luyichaze ngayo ingxaki etshis'ibunzi. NjengeOfisi engathath'icala nezimeleyo, asixanduva lwam ukufumanisa ukuba ngubani onemposiso okanye ongenamposiso. Iindwendwe nabakhalazelwayo bayakhululeka kukwazi ukuba kwiOfisi yam akukho zintsolo nasigwebo koko kuphononongwa indlela efanelekileyo nenobulungisa yokwenza izinto.

IiKhathagori zeIOA zemiba	Inani leenkxalabo
Imbuyekezo ngokomsebenzi nezibonelelo: Imibuzo, iinkxalabo, imiba ngenkcukacha okanye imfuna-lwazi malunga nentlawulo neezibonelelo ezayamane nayo.	53
Ubuhlobo obuHlolekayo: Imibuzo, iinkxalabo, imfuna-lwazi ngemiba ephathelele kumsebenzi nalowo ungentla kwakhe (njengomphathi nomqeshwa, umsebenzi nomfundi)	196
Ubuhlobo booGxa nabaNtanganye ngokomsebenzi: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi echaphazela oontanga okanye oogxa nengenabuhlobo bomphathi nomqeshwa okanye umfundi notitshala (umzekelo, amalungu abasebenzi kwicandelo elinye okanye imbambano yamalungu ombutho wabafundi).	60
Ukukhula nokuphuhliswa kwekhondo lomsebenzi: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi malunga neenkqubo nezigqibo zolawulo malunga nokungena kwanokushiya umsebenzi, kwanokuba umsebenzi ungantoni (umzekelo, ubunjani nemo yomsebenzi omiselweyo, ukhuseleko lwawo (job security), nolwahluko lomsebenzi (job) lowo.	60
EzoMthetho, ezeMigaqo, ezeziMali, noLando Lwemigaqo ephathelene nazo: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi enokwenza umngcipheko ngokomthetho (isohlwayo sezimali, njalo-njalo) wombutho lowo okanye amalungu awo ukuba akwenziwa zilungiso, kuquka imiba enxulumene nenkcitho, urhwaphilizo okanye ukuxhatshazwa.	49
Ukhuseleko, iMpilo, neMpawu zokusingqongileyo: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi malunga nokhuseleko, ezempilo namaziko okhuseleko nezikhokhelo ezingundo ezikhoyo.	48
Imiba yeeNkonzo/uLawulo: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi malunga neenkonzo okanye ii-ofisi zolawulo kuquka imibuzo esuka kumaqela angaphandle.	33
EziNxulumene noQumrhu, uPhuhliso neeNjongo zalo: Imibuzo, iinkxalabo, imiba okanye imfuna-lwazi ngokunxulumene neQumrhu elo lonke okanye inxalenye yalo.	72
Iinkqubo ezisisikhokhelo sokuZiphatha, iMigangatho neeNqobo: Imibuzo, iinkxalabo, imiba okanye ufuna-lwazi malunga neenqobo ezisesikweni, ukulandelwa nomgangatho wazo, ukusetyenziswa kwemigaqo-nkqubo ne/okanye ukulandelwa kwezikhokhelo zayo okanye imfuneko yokudala izikhokhelo ezitsha okanye ukubuyekezwa kulungiswe apha naphaya.	71
Inani lilonke lemiba	642

Uluhu loku-1: Inani lezikhazazo ngokweekhathagori zeIOA

Inani lemiba iyonke ngama-642. Eli nani likhulu kunenani lezikhazalo (ezingama-441) kuba uninzi lwazo luquka imiba emininzi kwaye ngalo ndlela luhlelwe kwikhathagori ezininzi ngaxeshanye.

Ama-30 kwiindwendwe ezingama-441 ibe ingamalungu abasebenzi beenkampani ezikhontrakhiweyo yiYunivesithi, ngoko ke, iinkxalabo zabo aziyonxalenye yemiba engama-642 yangaphakathi. Zona zixoxwe zodwa kwangezantsi apha.

Idatha ibonisa ukuba iOfisi yeOmbud iye yasetyenziswa kakuhle ngamalungu oluntu lweYunivesithi. Nangona kunjalo, kubalulekile ukuqaphela ukuba iindwendwe ezivela kwezinye iikhampasi ngaphandle kwe-Rondebosch zibe mbalwa. Ukuqelelelana kwezi khampasi kusengabangela umngeni.

Imihlathi elandelayo ishwankathela [uluhlu lwemiba ngokwekhathagori ze-IOA](#).

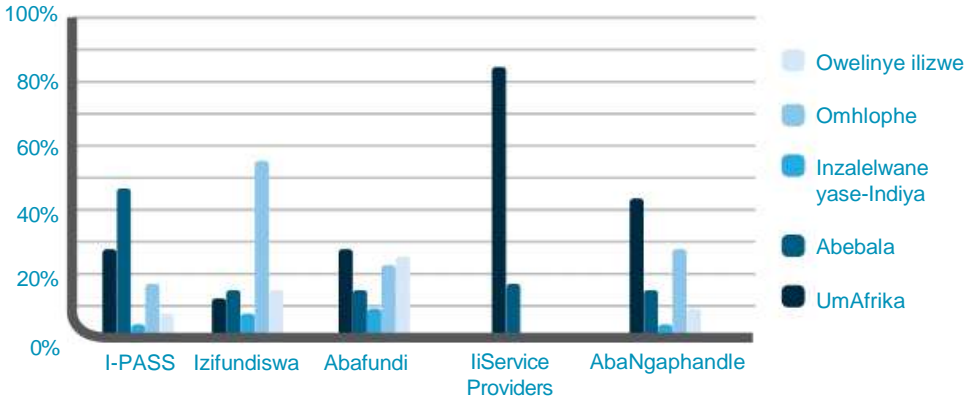
- a. Imbuyekezo ngokomsebenzi nezibonelelo (Iwande ngepesenti e-1 ukusuka kowama-2011)
- b. Ubuhlobo obuhlolekayo (Iwande ngeepesenti ezili-14 ukusuka kowama-2011)
- c. Ubuhlobo boogxa nabantanganaye ngokomsebenzi (Iwande ngeepesenti ezili-11 ukusuka kowama-2011)
- d. Ukukhuliswa nokuphuliswa kwekhondo lomsebenzi (kusafana njengowama-2011 kwisi-9%)
- e. Ezomthetho, ezemigaqo, ezezimali, nolandelo lwemigaqo ephathelene nazo (kusafana njengowama-2011 kwisi-8%)
- f. Ukhuseleko, impilo nempawu zokusingqongileyo (zande ngepesenti e-1 ukusuka kowama-2011)
- g. Imiba yenkonzo/ulawulo (yande ngeepesenti ezi-5 ukusuka kowama-2011)
- h. Ezinxulumene nequmrhu, uphuhliso neenjongo zalo (zande ngepesenti e-1 ukusuka kowama-2011)
- i. Iinkqubo ezisisikhokhelo sokuziphatha, imigangatho neenjongo (zande ngepesenti e-1 ukusuka kowama-2011)

Iprofayili yeendwendwe

Ngokwemigaqo yohlelo ngokwamaqela labemi baseMzantsi Afrika, libulingana inani leendwendwe ezingama-Afrika, abebala nabamhlophe (ngalinye linama-29-30% eendwendwe), negcutswana lendwendwe zezizwe ngezizwe nelama-Indiya.

Ngokwamalungu awohlukeneyo eyunivesithi, amagcisa, abasebenzi bolawulo nenkxaso (iPASS) kubalwe ama-40% eendwendwe zizonke, nama-22% angaphezulu ingabasebenzi abahlohlayo (Academic) i-17% ngabantu bangaphandle, i-15% ngabafundi, nabasebenzi ababonelela ngeenkono (service providers) abayi-7%. (“Abangaphandle” kubhekiswa kumalungu abasebenzi

abathathe umhlala-phantsi, i-UCT alumni, abazali, amaqabane abasebenzi, amalungu oluntu okanye abajonge ukuba ngabafundi, nabantu abatyebilela iyunivesithi ngezizathu zabo).



Uluhlu lwesi-2. Iprofayili yeendwendwe

Uluhlu olungasentla luveza ukuba iindwendwe zama-Afrika zibe zezona zininzi kuluhlu lwabafundi, iiService Providers, neendwendwe zangaphandle. Abantu bebala bona babe baninzi phakathi kwabasebenzi bePASS ngeli lixa abantu abamhlophe bebaninzi kuluhlu lwezifundiswa. Abantu abangama-563 abaqhagamshelweyo njenga “banye abathath’inxaxheba” baqhagamshelwa ngemvume yendwendwe, ngokuba bechaphazeleka kwimbambano ngendlel’athile okanye ngokuqokelela ulwazi lwemigaqo-nkqubo okanye ukunceda lowo uze ngaphambili. Abanye babo baqhagamshelwe ngolu hlobo benze unxulumano olungumfuziselo ngokuthumela abantu kwiOfisi yethu okanye bona aba bayisebenzise iOfisi kwezabo iimbambano.

Ugqaliselo neeNgcebiso

Ugqaliselo neengcebiso ezilandelayo zisekelwe kwiinkxalabo eziphakanyiswe ziindwendwe.

Ubudlelwane nabaphathi nentsebenziswano

Wonke ubani uyakonwabela ukuhambisa iindaba ezimnandi nokuncoma. Kodwa ukuzisa iindaba ezimbi ezinjengemfuneko yoluleko lomsebenzi okanye ukungaqhubekeki kwesikhundla ngaphaya kwengqesho yolinga kuzisa imingeni kubaphathi abaninzi. Abanye abaphathi bathi kunzima ukubonisana nabasebenzi abangaqhubi kakuhle emsebenzini njengoko bangasuke bavuke umnyebezikhhusela. Kunjalo bakho abasebenzi abathi noko badlelwa indlala ngabaphathi babo.

Le asiyongxaki yakuphatha kuphela koko ikwangumba wobunkokheli. Unxibelelwano olululo lusisiseko sayo nayiphina indawo yokusebenza. Ungenelelo loqeqesho ngokuphatha nokusebenza nabantu, isicwangciso esisiso somsebenzi nolwazi oluphangaleleyo ngokuphatha nobunkokheli kunganceda ukusombulula le ngxaki.

Ngokunxulumene nolawulo lwendima edlalwa ngumsebenzi ngamnye, kumele ukuba kukho ukufuthelana okuthi gqolo phakathi komphathi nomsebenzi njengesandulela seentlanganiso ezilungiselelwe nguHR ukuze kungaqalwa ngqa ukufakana imilomo kuphinde kubuye kuthi cwaka.

Unxibelelwano

Ndizibonile iimeko apho imbambano zandiswe ngokusetyenziswa kwe-imeyile njengonxibelelwano. Abo banxibelelane ngale ndlela bakuchaza oku njengokuqhutywa ngumnqweno wokudala irekhodi, ukucacisa gca nokuphepha incoko yobuso ngobuso. Umngcipheko ngowokuba ii-imeyile zingathunyelwa kubantu abaninzi abangenanto yakwenza nomba lo yaye zikwayintetho yasesidlangalaleni engabuya imngcungcuthekise umthumeli. Isilumkiso esifanayo siya kubasebenzisi besocial media njengoTweeter noFacebook nezinye iisayithi kuba sele ndidlulisele kwiOfisi zeDISCHO izicelo zolamlo lwangaphakathi kwiimbambano ezigqabhuke kwiisayithi zonxulumano loluntu amatyeli amaninzi.

Ukhetho phakathi keenkqubo ezisesikweni zangaphakathi nezingalandeli migomo yeyunivesithi

Abantu kufanele ukuba babanelungelo lokuhlola iindlela ezisesikweni zangaphakathi kwanezo zingakhokhelwa yimigomo yeyunivesithi nezizimeleyo ngokuzithandela. Iindwendwe ezininzi zichaze ukuba ziyatyhafa ukushicilela izikhalazo zazo kwinkqubo yezikhalazo yangaphakathi ngoloyiko lokuba bangathathwa njengabantu abadala uqhushululu nto leyi ingakhokhelela ekuphulukaneni nemisebenzi yabo. Iindlela ezingezoze Yunivesithi nezingashicilelwanga ngaphakathi njengeOfisi yeOmbud akufanelanga zibonwe njengendlela elula yoku yokuphuma kwiingxaki ezinzima nezinobuzaza.

Imigaqo-nkqubo nezikhokhelo zayo

Imixholo eye yaxhaphaka neyoyamene nemigaqo nkqubo nezikhokhelo zayo ichaphazela oku:

- Ukwenziwa lula nocaciso lwemigaqo-nkqubo nokudityaniswa kwenkcazelo-mboniso apho kufanelekileyo.
- Uzinziso nonciphiso apho kufanelekileyo.
- Ukwaziswa kwemigaqo-nkqubo engafane isetyenziswe nangona ikhona.
- Uqeqesho nohlaziyo lwabasebenzi kwimigaqo-nkqubo echaphazela imisebenzi abayenzayo.

- Ukukhuthaza ukungaguqu-guquki ekuthatheni isigqibo esisekelwe kwimigaqo-nkqubo ngamaxesha onke nokuvumela ingqiqo yalowo uthabatha isigqibo esiphumileyo kwiziqukulo xa kufanelekile.

Ekucazululeni iingxaki ezichaphazela icandelo le-HR ndiqaphele inani labantu abaphawula ngokusebenzisana kweHR nooManejala hayi nabasebenzi bonke. Le ndlela libonwa ngayo eli candelo lenza intsebenziswano nabantu iqhwalele njengoko kungekho kuthembana. Abantu basoloko beqondisisa ukufihlakala kweencoko zabo no-HR nokuba ingaba iingcebiso ezivela ku-HR azilungiseleli abaphathi qha na. Isayithi yecandelo le-HR kwi intanethi iyibeka elubala indima yeli candelo kubasebenzi bonke yaye bangabona (uHR) kufanele kuqalwe kubo ngeengxaki zomsebenzi. Ndisoloko ndikwingxoxo rhoqo neHR ngokuba singasebenzisana njani ukuphucula amava abasebenzi e-UCT.

Inkxaso yeTrauma

Xa kukho isehlo esishiya uxheleko lwemiphefumlo, iyunivesithi yenza isibonelelo senkxaso kwiintsapho ezichaphazelekileyo nabanye abachaphazelekayo. Noxa kunjalo zikho iindwendwe ezivakalise inkxalabo malunga namandla eyunivesithi okunqanda izehlo ezinjalo. Iyunivesithi inoxanduva lokucinga ngeendlela zothintelo.

Abasebenzi ababonelela ngeenkonzelo (Outsourced Service Providers)

Ezi zikhalazo zilandelayo ziziswe kwiOmbud ngamaqela abasebenzi ababonelela ngeenkonzelo eyunivesithi. Ngamaxesha ohlukeneyo iOmbud ihlangane neemanejala zaba basebenzi ngemiba edla umzi. Ukuvuleleka kweOfisi yeOmbud kwaba basebenzi ngumaleko wokuqinisekisa ubulungisa kwindlela abaphathwa ngayo abasebenzi. Lo maleko awulingi thotyelo lwendlela yokuziphatha ekuvunyelwene ngayo nezi nkampani (code of conduct) kodwa unokusetyenziswa ukuqinisekisa ukungaguquguquki kwazo emendweni wayo (icode of conduct) kwaye nokubaluleke ngakumbi, yindlela yokuphucula iimeko zentsebenziswano. Ezi nkxalabo ziye zaxoxwa neSandla seSekela Tshansela (DVC) echaphazelekayo.

Imiba evela kwaba basebenzi igxile kwimiba yonxibelelwano phakathi komqeshi nomsebenzi neminye imiba yabasebenzi njenge ngxoxo nomanyano lwabasebenzi, iimeko zokuphangela, iiyure zomsebenzi nentlawulo, ucalucalulo, ikhefu, ukuxhotyiswa kwabasebenzi ngezakhono neengxaki zonxibelelwano.

Imisebenzi yeOfisi yeOmbud ngaphandle kokujongana neendwendwe

- I-Ombud icele iiNkonzo zoKhubazeko ukuba ziqinisekise ufikeleleko lweOfisi yaye umsebenzi lo uyakube sele uqoshelisiwe ngoJanuwari.
- Igumbi langasese nekhitshi elincinci lakhiwe ukufezekisa isithembiso semfihlelo nokhuseleko njengoko bekudala inkxalabo kwiindwendwe ukubonwa ngabamelwane (ebendikade ndisabelana nabo i-ofisi) bengena bephuma.
- Iincwadana nepowusta ezingeOfisi yeOmbud ziyiliwe, zaze zaxhonywa kwikhampasi iphela kuquka neendawo zokuhlala zabafundi.
- IBhunga lisiphumezile isikhokhelo somsebenzi weOfisi yeOmbud (terms of reference) kwaye ezi nkukacha zingafunyanwa kwiwebhusayithi.
- Ifomu yokwamkela iindwendwe ilungisiwe ukuquzelela ukuthatyathwa kwedatha, ukulandelela umba lowo nokwenza ingxelo kamva.
- I-Ombud indwendwele iibhodi ezininzi zefakhalthi, zonke ii-dean nabalawuli besigqeba solawulo, nezinye iikomiti ezininzi ezijongene neenguqu. Olu qhagamshelwano lumenze afikelele kubantu abangama-563.
- I-Ombud iceliwe licandelo leHR ukuba bahlale belumana iindlebe rhoqo kupicothwe imiba echaphazela uHR eziswa ngabantu kwiOmbud. Eli candelo lizama ukulungisa izinto phambi kokuba abantu bakhale.
- I-Ombud ibe ngusihlalo wenkomfa yonyaka ye-Purchasing Consortium (iPURCO) nebinesihloko esithi “Ukwenza unako nako ngokulandela izikhokhelo zogqweso”. Inkomfa le ibihlinzekwe ziiYunivesithi zaseNtshona Koloni.
- Njengelumgu, I-Ombud ibiyinxalenye yenkomfa yoMbutho wabaLungelelanisi beZizwe (IOA) yaze yonyulwa kwiikomiti ezimbini kwezisixhenxe ze-IOA.
- I-Ombud ibikho kwinkomfa yoMbutho weZizwe woLawulo lweMbambano (International Association for Conflict Management).
- Kwiinzame zesisombululo esikhawulezayo, I-Ombud ihlangana noSekela-Tshansela inyanga nenyanqa ze adibane nabanye abasemagunyeni xa kuyimfuneko.
- Iintlanganisano nemibutho yabasebenzi zibanjwa ngokwesicelo.

Kunyaka wokuqala, i-Ombud ibikhokhela yaye inxamnye nabalamli abaqeqeshiweyo beyunivesithi (Mediators) yaza yalamla kwinani leempikiswano. Lo ngumsebenzi aye wawunikela kwicandelo leDISCHO kwiTransformation Services Unit.

Imizekelo yezimvo zabasebenzise leOfisi

Ngelinye ixesha abantu baza kwiofisi yeOmbud emva kokuba bezame ngaphandle kwempumelelo ukuzisombululela iingxaki zabo. Ukuzimisela kweOfisi ekuphulaphuleni ngenyameko nokunceda ngemikhombandlela engalandelwa kube yinto abayincoma ngokungazenzisiyo abantu.

Olunye undwendwe lubhale lathi:

“Enkosi kakhulu ngoncedo olungenambaliso, ngenkathalo yakho nesikhokelo esivuselelayo undinike sona entlanganisweni namhlanje. Ndiyaqala ukudibana nomntu okhathala kangaka eUCT nonendlela embaxa yokujonga izinto. Ndivuseleleke kakhulu emva kwentlanganiso yethu”.

“Ndiyalincoma ilinge olenzileyo lokufumana u ..., nokubuya undifowunele kamva; oku kundichukumise kakhulu”.

“Enkosi ngoncedo lwakho nomsebenzi omhle kangaka nowenza umahluko omkhulu. Oku kube yinzuzo kwindlela endibona ngayo imeko yam kananjalo undinike ukuzithemba ukubheka phambili. Bendityhafa kakhulu emva ... kwaye namhlanje okokuqala ndiyancuma kwakhona”.

“Iofisi yakho ibonelela ngenkonzo ebalulekileyo eUCT nenefuthe lokuphucula ubunjani bobom beyunivesithi”.

“Kube lithuba elilodwa kum ukufumana isikhokhelo esivela kuwe”.

Isiphelo

Nayiphi na impumelelo ezuzwe yile Ofisi kulo nyaka udlulileyo ize ngenxa yentsebenziswano nabantu abaninzi ekhampasini nabaquka iziphathamanda nabantu ngabantu abaye bamamela baza bayixabisa inkqubo yokusombulula iingxaki ngendlela eyakhayo nenobulungisa. Ngabantu abakhethe ukusebenzisa iofisi yeOmbud ukusombulula iingxaki nezikhalazo zabo abanika intsingiselo kule ofisi. Kwabo ke ndibulela ngokungazenzisiyo.

¹ Rowe, Mary “What is it like to be an organizational ombudsman?.” Perspectives on Work 1.2 (1997): 60-63.

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