



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



Tshwane South  
TVET College

*"achieve the future"*

## **PERSONAL ASSISTANCE**

**LEVEL 4**

**TOPIC 5**

**MODULE 19: IDENTIFYING QUALITATIVE  
FACTORS THAT INFLUENCE PRODUCTIVITY  
AND ESTABLISHING THEIR INFLUENCE**

# **MODULE 19: IDENTIFYING QUALITATIVE FACTORS THAT INFLUENCE PRODUCTIVITY AND ESTABLISHING THEIR INFLUENCE**

After completing this topic, you will be able to:

- Identify the qualitative factors that influence productivity
- Identify the relationship between the quantitative factors that influence productivity and the qualitative factors
- Establish the influence of the qualitative factors on productivity

# UNIT 19.1 IDENTIFYING QUALITATIVE FACTORS THAT INFLUENCE PRODUCTIVITY

## Qualitative factors

= relate to the **quality or standard** of something and not the quantity

- Difficult to measure – intangible
- Have an influence on productivity

## Management should:

- Determine **what** is done in the business = job description
- Determine **how** it is done (knowledge and skills needed)
- Determine **when** the task should be done

## Qualitative factors that influence productivity:

### 1. Qualitative factors that relate to **skills**

- Education and training
- Communication skills
- Leadership and management
- Methodical (ability to organise things)
- Experienced in trade
- Problem solver
- Policies and procedures

### 2. Qualitative factors that relate to **interpersonal relations**

- Good relations with fellow employees, management + customers
- Deal effectively with tricky situations – involve people

- Handle grievances
- Maintain a professional relationship
- Fits in well with organisational culture
- Management style must be conducive to maintaining good relationships
- Positive attitude
- Cooperative worker
- Dependable, trustworthy and adaptable

### 3. Qualitative factors that relate to **personality characteristics**

- Has a pleasant disposition, tactful, diplomatic, friendly + sincere
- Punctual, neat, well-kept, dresses professionally
- Keeps workplace tidy

## UNIT 19.2 THE RELATIONSHIP BETWEEN QUANTITATIVE AND QUALITATIVE FACTORS THAT INFLUENCE PRODUCTIVITY

### The relationship between quantitative factors and qualitative factors

Do you remember? **Quantitative factors** that influence productivity

- Wastage
- Efficiency
- Utilization
- Absenteeism
- Labour turnover

BUT there is a relationships between the quantitative factors that influence productivity AND **qualitative factors** that influence productivity

- **Wastage of time and resources** can easily happen if the **PA does not have the required competencies.**

**This can happen if:**

- ▽ Spends time on personal phone calls
  - ▽ Sends and receives private emails
  - ▽ Having casual conversations
  - ▽ Too much time on a task due to lack of skills
  - ▽ Repeat tasks due to lack of skills
  - ▽ Lacks leadership qualities
  - ▽ Not methodical and is always searching for things
  - ▽ Unable to handle grievances properly
- **Efficiency** depends on whether the PA:
    - ▽ Competent for the position
    - ▽ Has sound communication skills
    - ▽ Methodical
    - ▽ Previous experience
    - ▽ Good planning and problem-solving skills
    - ▽ Knows, understands and follow policies and procedures
    - ▽ Maintain professional relationship
    - ▽ Punctual, respectful, diplomatic
- **Utilisation of resources and equipment**
    - ▽ Leadership and management
    - ▽ Experience
    - ▽ Maintaining good relationships with fellow employees

- ▽ Maintaining a professional relationship with employees and employer
- **Absenteeism** – qualitative factors that play a role:
  - ▽ Leadership and management
  - ▽ Motivation
- **Labour turnover** – qualitative factors that play a role:
  - ▽ Leadership and management skills
  - ▽ Maintaining good relations
  - ▽ Grievances