

## **A Selected Historical Recollection relating to Mine Social Services 1949 .**

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### 1 ABSTRACT

The purpose of this paper is to recollect the evolution of the social relationship , between management and employee , and the status of Mine Social Services , five years after its formation in 1944, and to share some reflection .

The mining industry is currently encountering challenges , that are impacting sustainable employment .

Encouraged by a connected management , employees might be willing to contribute towards solutions .

The influence of these solutions , towards a more viable operation , should not be underestimated .

## 2 Introduction .

Historically : -

Under the control of Mine Medical Advice :

- Recommendations , regarding Rehabilitation and Employment of Persons , challenged with Disabilities. , were submitted .
- Investing Results relating to Industrial Psychology and Welfare , were coordinated .
- Studies were conducted relating to , Labour –
  - Feeding .
  - Housing .
  - Rehabilitation .
  - Hospitalisation .
  - Health Education .
  - Conditions of :
    - : Work .
    - : Recreation .

Mine Social Services was of use and value to Mine Managements , through , the prevention of developmental suffering conditions , and , the leading of sufferers back to suitable and gainful employment .

The work of Mine Social Services fell into two categories :

1. Research Investigation and Report , on factors affecting Health and Welfare of Mine Employees .
2. Guided by an analyses of Surface Occupations , an assessment , as regards the manner in which , the Rehabilitation and ReVocation of those challenged with Physical and Mental Disabilities , and of those experiencing Occupational Incompatibility , relating to their Working Surroundings , is affected by ,
  - 2.1 Physical Activities
  - 2.2 Abilities Required
  - 2.3 Working Conditions to which Employee is exposed
  - 2.4 Mechanical Hazards
  - 2.5 Climatic Hazards

3 . Collection and Collated Information relating to Health and Welfare .

This included :

1. Incidence of Disease.
2. Exact Records of Absenteeism.
3. Facilities available for Recreation.
4. Feeding Habits of Underground Employees.

4 . Absenteeism.

Findings among supervisory staff, revealed that the average absence of 13 days per year , was attributed to :

Mine Accidents	3 Days
Certificated Sickness	8 Days
UnCertificated Sickness	1 Day
TransPort Difficulties , HangOver , Domestic Crises	1 Day

As regards causes , excluding Certificated Sickness , the highest Absence among Surface Employees , occurred among Apprentices .

5 . Occupational Incompatibility .

Experience of occupational incompatibility was manifested through :

- : Unreasonable Absenteeism.
- : Interpersonal Friction.
- : Employee Inefficiency.

The medication , Antabuse , assisted those who desired to overcome their excessive alcoholic habits .

## 6 Earlier Development .

Through Industry appreciation of the value of human talent , and their desire to give practical assistance , Mine Social Services arose through an initiative of the GPC Gold Producers Committee , to coordinate the :

1. Rehabilitation and Re – Employment of Ex – Service Mine Employees returning from the War .

2. Guidance of Silicosis Beneficiaries .

3. Follow up of Re – Employed Employees , who were disabled and injured .

4. Placement of the Blind , Deaf , Crippled , and Epileptics .

5. Investigations relating to Industrial Psychology and Welfare .

6. Study of Labour -

6.1 Feeding .

6.2 Housing .

6.3 Rehabilitation .

6.4 Hospitalisation .

6.5 Health Education .

6.6 Conditions of :

6.6.1 Work .

6.6.2 Recreation for Operatives , and Supervisory Staff .

7. Statistical Analyses of :

7.1 Sick Pay Returns .

7.2 Labour Turnover , which, for supervisors , from 1937 – 1948 , increased by 12 % .

By 1948 , Discharge Rate among Supervisors reached 53 % . [ Acceptable = 30 % ] .

8 . Guidance , Care , and Rehabilitation , of Impaired Employees .

To avoid losing valued talent , Mine Management referred for Mine Social Rehabilitation , those who :

1. For Medical , Psychiatric , and Sociological reasons , failed to remain efficient .

2. Were not able to fit contentedly within the Mine .

3. Became maladjusted , intractable , and difficult , to such a degree that their service might have been terminated .

## 7. The Functions of Mine Social Services .

1. Rehabilitation of Individual Cases of MalAdjustment in the Gold and Coal Mining Industry.
2. Facilitated the Employment of Impaired Employees , and Employees challenged with Disabilities , who could have performed , satisfactorily , the duties of selected occupations.
- 3 Reported on steps to improve Health and Welfare of Employees in the Gold and Coal Mining Industry.

## 8 . Selected Mining Industry Social Conditions .

1. Supervisors.
  - 1.1 Paid Leave.
  - 1.2 Protection against :
    - 1.2.1 Unemployment.
    - 1.2.2 Sickness.
    - 1.2.3 Accident.
  - 1.3 Hospital for treatment of accident cases.
  - 1.4 Housing at nominal rentals.
  - 1.5 Official Pension Fund.
  - 1.6 Provident Fund.
  - 1.7 Savings Fund.
  - 1.8 Recreational Facilities.
  - 1.9 Rehabilitation of Employees challenged with Disabilities.
  - 1.10 Re - Training of Employees, challenged with disabilities, into suitable occupations.
  - 1.11 Treatment of those contracting TB Tuberculosis.
  - 1.12 Payment of Grants to those undergoing treatment for TB.
2. Operatives.
  - 2.1 Paid Leave.
  - 2.2 Long – Service Grants.
  - 2.3 Free Housing.
  - 2.4 Free Medical.
  - 2.5 Compensation for Accidents.
  - 2.6 Free Recreational Facilities.
  - 2.7 Free Education.
  - 2.8 Rehabilitation of those challenged with Disabilities into suitable occupations.

## 9. War Veterans.

On National Demobilisation , protection of pension rights , a month's leave , gratuity payment , and educational opportunities , contributed to happiness of ex – soldiers , and assisted them to settle down into their positions materially.

## 10 Approach.

- 10.1 Rehabilitation , Re – Vocation , and Occupational Placement , of Individual Cases .
- 10.2 Consideration of Health and Welfare , as regards Groups , and , as regards Individuals .
- 10.3 The recognition that , Ill – Health , Dissatisfaction , and Inefficiency, were the result of a combination of Adverse Factors .

## 11 Considerations.

- 1. Medical .
  - 1.1 Promotion of Health .
  - 1.2 Prevention of :
    - 1.2.1. Disease .
    - 1.2.2 Accidents .
  - 1.3 Diagnosis and Treatment of Ill – Health .
  - 1.4 Convalescence and Medical Rehabilitation of Individuals after Ill – Health .
  - 1.5 Causes of :
    - 1.5.1 Sickness .
    - 1.5.2 Death .
  - 1.6 Medical Causes of Absenteeism .

Examination of Morbidity and Mortality Rates , provided a preliminary indication , of the state of health and disease among the mining population . Lung Diseases among the Operatives were surveyed .

Disease incidence among supervisors was analysed , as disclosed by :

- : MBS Mines Benefit Society.
- : Provident Fund.
- : Enquiries into Supervisory Absenteeism .

Needs for Health & Hygiene Education among Operatives was addressed .

Incidence of Meningitis among Tropicals was investigated .

- 11 . Considerations .
  - 2 . Environmental .
    - 2.1 Working Conditions .
    - 2.2 Housing Conditions .
    - 2.3 Nutrition .
    - 2.4 Feeding Habits .
    - 2.5 Clothing .
    - 2.6 Effect of Colour and Light upon :
      - 2.6.1 Working Conditions .
      - 2.6.2 Living Conditions .
    - 2.7 Feeding Habits of Underground Employees in relationship to their :
      - 2.7.1 Health .
      - 2.7.2 Efficiency .
      - 2.7.3 Accident Rate .
    - 2.8 Relationship of Feeding and Clothing to the incidence of Lung Disease .
    - 2.9 Change Houses .

## 11 . Considerations .

### 3 . Sociological .

3.1 Aptitude of Employees and Entrants for various types of Employment .

3.2 Training of Employees for Efficient Service .

3.3 Job Analysis .

3.4 Placement of Employees in Tasks for which they best suited .

3.5 Rehabilitation of Employees who were :

3.5.1 Maladjusted .

3.5.2 Challenged with Disabilities .

3.5.3 Impaired .

3.6 Physical and Mental Recreation .

3.7 Use of Leisure .

3.8 Fitting of Employees into their Occupations , and Fitting of Occupations to Employees .

3.8.1 Battery of Tests assessed the Aptitude of Individual Operatives for :

3.8.1.1 Team Leader Occupation .

3.8.1.2 Machine Occupation .

3.9 Favourable influence of Recreation on Operative Health and Welfare .

3.10 Drives & Needs .

3.10.1 Movement .

3.10.2 Change .

3.10.3 Aggression .

3.10.4 Social Cohesion .

3.10.5 Pride in :

3.10.5.1 Family.

3.10.5.2 Ethnic Identity.

3.10.6 Desire to use Innate Abilities .

3.11 Analysis of various Surface Occupations provided assessments of occupations , which Employees with Disabilities could undertake .

3.12 Enquiries were made into incidences and causes of absenteeism amongst supervisory staff.

11 Considerations .

4 Economic .

4.1 Social Insurances .

4.2 Relationship between Economic Conditions vs Health & Welfare .

4.3 Labour Market and Country's Economic Situation influenced Supervisory Turnover .

4.4 Supervisory Training .

4.5 Financial Implications .

2019 Equivalent , apart from board & lodging .

Cost of those dependant on funding for support

Before Rehabilitation : R 67 000 Annually / Case.

After Rehabilitation : R 41 000 Annually / Case.

12 . Aim of Mine Social Service .

12.1 Provision of Optimum Development of Health , Contentment , and Efficiency of Employees .

12.2 Efficient and Humane Working within the Mine .

### 13. Individual Cases.

#### 13.1 Introduction .

Originally, Rehabilitation and Job Placement was for Mine Employees returning from Military Service . Challenges of the Physically Disabled , and those fitting insecurely and inefficiently into the Mine , was manifest through the higher supervisory turnover , and discharges , as disclosed through Provident Fund , which represented 5.6 % - 7.5 % per annum , of this population .

During 1944 – 1949 , 809 cases were dealt with .

#### 13.2 Distribution of Case Referral Sources .

Source	Distribution %
Provident Fund	22
Mine Management	18
Panel Doctors and MBS Mine Benefit Society	14
Rand Aid Association	9
Military Dispersal	8
Self - Referral	7
Chamber of Mines	5
Pensions	4
Demobilization ReAdjustment	4
Rand Mutual	3
BESL British Empire Services League	2
Tara Hospital	2
SpringBok Legion	1
Department of Labour	1
Total	100

13. Individual Cases .

13.3 Cases' Requirements .

1. Investigation .
2. Treatment .
3. Rehabilitation .
4. Replacement in the Mine .
5. Pension :
  - 5.1 Enquiries about Pay .
  - 5.2 Information .
  - 5.3 Appeals .
  - 5.4 Correlation of Reports on Medical Conditions .

13.4 Classification of Cases.

Case	Classification %
Medical and Surgical Conditions requiring Curative Treatment	54
Sufferers requiring Psychiatric Treatment	25
Alcoholic Addiction	21
Total	100

13.5 Outcome of Cases.

<b>Outcome</b>	<b>Distribution %</b>
Placed satisfactorily on Mine	37
Suitable Employment on Mine not available	17
Placed in Employment outside Mining Industry	12
Failed to attend and refused Advice	9
Placement of suitable employment in progress	8
UnEmployable owing to Alcoholism	8
Referred to Provident Fund for Benefits	4
Referred to Tara Psychiatric	3
Committed to NorthLea for Alcoholism	1
UnSuccessful request for Removal of Endorsement	1
Total	100

13. Individual Cases .

13.6 Disabilities & Incompatibility .

Among those who were placed satisfactorily on the Mine ,  
included cases challenged with Disabilities and Incompatibility , presenting :

1. Claustrophobia .
2. Blindness .
3. Alcoholism .
4. Laziness .
5. Persistent Absenteeism .
6. Constant Lateness at Work ..
7. Inefficiency .
8. Anti – Social Behaviour .
9. Paralysis .
10. Loss of Limb, including placing those with one leg on underground staff .
11. Physical Disability due to Accident .
12. Occupational Skin Conditions .
13. Desire to exit Mining Industry on Alleged Medical Grounds .
14. Neurosis due to , Noise , Accidental Injury , Domestic Friction , and Battle Stress .
15. Old Age .
16. Kleptomania .
17. Vitamin Deficiency Neuritis .
18. Deafness .
19. Heart disease .
20. Rheumatism and Arthritis .
21. TB Tuberculosis .
22. Epilepsy .
23. Silicotics .

### 13. Individual Cases .

#### 13.7 Factors influencing absenteeism.

1. Age of employee .
2. Living off mine .
3. Living a long way from mine .
4. Urban and Rural living .

13.8 Investigations were undertaken into accident proneness and the effect of fatigue on the accident rate .

#### 13.9 Referral Relationship .

Prior to their referral , to encourage them to have confidence so that they can discuss their difficulties , the prospective patient consulted a mine panel doctor , whom he could traditionally trust , and an organisation , outside mine management , which was in close and knowledgeable contact with our mining industry.

Because traditionally , confidential doctor – patient relationship proved more effective , in the satisfactorily solution of employee problems , it was preferable to transfer administration , of human relations from Industrial Relations to a brotherhood approach of the Medical Department .

To stage that something must be done , a report , conveying a true statement indicating reason for illness and possible line of action , of use , both, to employee and management , was rendered by mine doctor .

So that employee may give his best , full health was promoted , body kept well , and mind kept contented . On their arrival , a Medical Officer conducted a fully confidential personal interview with the Referral , which, the reference thereto, was recorded on *Form A* .

All relevant information was solicited from :

1. Provident Fund .
2. Silicosis Medical Bureau .
3. Rand Mutual .
4. Mines Benefit Society.

Liaison was maintained with :

1. Medical Panels .
2. Pensions .
3. Demobilisation Readjustment .
4. Department Social Welfare .
5. Department Health .

### 13. Individual Cases .

#### 13.10 Referral Placement .

After consultation with , Panel Medical , Specialisation , Psychiatric Opinion , Tara , Northfield , Northlea , mine management , and completion of a job analysis , a recommendation relating to a type of occupation , in which employee may be gainfully employed , was submitted .

Following unsuccessful appropriate placement , sheltered employment was arranged through Social Welfare .

Through an enquiry progress card , management followed up on successful placements on the mine .

Through sincere and sympathetic understanding of management , rehabilitated employees found return to work, less of a shock , thereby avoiding a start to a deterioration in their condition .

Mine Social Services assisted management to maintain a contented , efficient , and well – adjusted workforce .

To remove monetary worries , and to enable their family to be provided for , during their curative treatment , Tuberculotics , who had not worked in a dusty occupation , received sufficient financial aid .

Dependent upon the informed goodwill and gratefully appreciated co – operation of management , once they were free from active infection and no longer posed a threat of passing on the infection to others , Tuberculotics , treated at Springkell , were returned for gainful and safe surface employment .

At Tara , in – patients , suffering with neurosis and psychiatric conditions, were visited once a week .

Through the welcomed understanding of management , who accepted them for selected employment , these recovered cases were discharged as soon as a suitable placement was arranged for them .

Within a suitable work environment , employees challenged with disabilities , and with non – impaired abilities , performed a useful job efficiently .

## 14 . Supervisory Education , Training , Development .

### 14.1 Introduction .

Specific , appropriate , and relevant , education , training , and development of supervisory staff , was implemented to contribute towards pro – active interventions relating to behavioural challenges .

Superimposed Triggers leading to a potential psychiatric case , were found to be related mainly to :

1. Foremen .
- 2 Females .
- 3 . Fiancés.

With timeous assistance overcoming root difficulties , these employees were returned to their jobs promptly.

Because junior officials were a source cause of behaviour problems among subordinates , these supervisors required knowledge of industrial psychology.

### 14.2 Union Corporation .

At Union Corporation , supervisory training included :

- Leadership.
- Job Relations.
- Job Instruction .

For industrial psychiatric cases, this training was , both , inspirational and prophylactic .

Careful training helped competent supervisors, in their human relations, adopt a case study method , similarly employed, by clinical psychologists , diagnosticians , and social workers .

Those presenting Behavioural Problems received a different type of appropriate treatment .

Where medical , domestic , and sociological backgrounds of employees , were not available to management , employees' productivity was curtailed , by problems encountered outside their work environment .

14 . Supervisory Education , Training , Development .

14.3 DRD Durban RoodePoort Deep .

The Personnel Department , at Durban Deep , referred 5 % of their cases to Mine Social Service , for investigation and advice .

Morally correct and successful management avoided taking a human interest in their employees , *ONLY*, to improve production results , **but** , rather because they held a conviction of a caring attitude.

Guided by the TWI Training Within Industry procedures , the personnel department detected aberrations in behaviour , and assisted in arranging adequate treatment .

Through the systematic and fact – finding approach to human relations problems , the Job Relations Course , assisted supervisors to detect abnormalities in their workers , and , through developed understanding , to objectively handle human behaviour associated problems .

The Specific - Awareness Trained Supervisors referred to the personnel department , those maladjustments , among workers under their charge, which may have responded to treatment , for investigation , so as , for these affected subordinate employees , to overcome their difficulties .

15 . Management Connectedness .

A genuine and shared advance in human relations was achieved when , together , employees and management, appreciated that challenges associated with disabilities were curable , such that , those affected , had an opportunity of becoming permanently useful and contented workers.

IJA Intelligent Job Analysis , empowered management to fit each employee into an occupation , in which they had an opportunity to make a contribution to the viability of their mine .

16 . Industry Co- operation .

By conceding to employees, the moral right to assistance , enabling their usefulness and contentment , Industry's dependence on the conservation and intelligent allocation of human talent , was recognised .

Human talent was engaged economically , with minimum loss .

Planning constantly encouraged the conservation of human talent , where, even those challenged with disabilities and incompatibility, were gainfully occupied .

To curtail wastage of human talent , through the assistance of personnel departments and mine doctors , managements were advised when ill health began , before incapacity arose .

On mines, personnel officers increased the interest of doctors in environmental and social factors , at home and at work , which affected health of employees .

## 17. UK Mining Industry .

### 17.1 Introduction .

The South African Minerals Sector was inspired by those health services rendered within the UK .

Seven Thousand full time personnel officers , and three hundred medical officers , devoted their whole attention to matters of human relations , health , and welfare .

In rehabilitation shops , temporarily incapacitated workers , not back to normal fitness and health , benefited physically and mentally.

Rehabilitation dealt with those who were not fit , and with those too old to perform their occupations .

Elderly were conditioned so as to fit economically into the mine's activities .

### 17.2 WW I Veterans .

Outcome of one year rehabilitated hospitalised bed – ridden World War I Veterans , aged 50 – 60 , who were formerly flat on their backs for 10 years .

<b>Outcome</b>	<b>Distribution %</b>
Working at Full Time Jobs	22
Back at home doing part time work	27
Ready to leave hospital with prospects of employment	36
Assured of eventual rehabilitation	4
UnSuccessful Cases	11
Total	100

### 17.3 Contemporary Mine Employees .

Through seven weeks of in – patient treatment , ablement incorporating , careful study of referrals, congenial workshops occupation, diet, exercise, rest, recreation, and social life , there was potential for 80 % of settlement back at work , for those who had broken down , and who had proved unequal in their occupations , as a result of :

- : Industrial Fatigue .
- : Depression .
- : Nervous Disorders .
- : Occupational Disorders .
- : Psychological Challenges .

## 18. Miscellaneous Observations .

The Basic principle of mining appreciated that the measure of strength of an industrial business , was the collective strength of its individuals .

Human energy , which was directed into useful channels , had enriched the Industry and Society .

A mine's payroll also contained employees placed in sheltered occupation because of accidents and diseases .

A smaller mine enjoyed closer personal contact between management and employees , compared with a mine , processing more than 150 000 tons per month , which required a larger labour force . On a larger mine , favourable standards of supervision compensated for this discrepancy , because employees reacted productively to the caring character and personality of their immediate superiors .

## 19. Concept of Health .

19.1 Mine Social Services had a holistic concept of health .

19.2 Meeting the needs of miners , avoided :

1. Deterioration of community welfare .
2. Discount of mining morality .
3. Industrial unrest .

19.3 Employees' frustration arose whenever :

1. Their Positions did not provide scope for their capacity.
2. Through force of circumstances , they were unable to demonstrate excess capacity outside their occupations.
3. They were thwarted in filling any of their basic needs .

- 19.4 Basic Needs .
  - 1. Physical Needs .
    - 1.1 Food .
    - 1.2 Shelter .
    - 1.3 Clothing .
  - 2. Activity, doing something .
  - 3. Recreation .
  - 4. Leisure .
  - 5. Hobbies .
  - 6. Diversionary Interests .
  - 7. Security .
    - 7.1 Employment .
    - 7.2 Old Age .
    - 7.3 Social .
  - 8. Service, doing something for others .
  - 9. Cause .
  - 10. Ideal .
  - 11. Expressing Loyalty .
  - 12. Creativity Urge .
  - 13. Self – Expression .
  - 14. Possessiveness .
  - 15. Acquisitive Instinct .
  - 16. Companionship .
  - 17. Respect of fellow beings .
  - 18. Power .
  - 19. Prestige .
  - 20. Leadership .
  - 21. Understanding .
  - 22. Encouragement .
  - 23. Peace of Mind .
  - 24. Happiness .
  - 25. Physical Health .
  - 26. Opportunities .
    - 26.1 Learn .
    - 26.2 Improve .
    - 26.3 Promotion .
  - 27. Something to be Proud of .
  - 28. Pleasures .
  - 29. Luxuries .

20 . A General Concluding Commentary .

Where they were prevented from doing so by being economically shackled to unpleasant jobs ,  
by their own initiatives and efforts, employees satisfied their own basic needs at home .

Employees found satisfaction and became useful citizens , when their needs were filled by Industry .

Recognising that their opportunities were limited ,  
incapacitated employees expended their effort in performing their work to obtain security.

Management contributed to the building of confidence in individual enterprises ,  
by surveying their operation from top to bottom , to determine where the physically disabled might be placed .

Future of businesses hung upon the willingness of those same businesses to attack human frustration .

Through informed views on human relations and personnel management , gained within TWI ,  
junior officials discovered avoidable maladjustments and inefficiencies , early enough , for action to be taken ,  
in the interests of the employees and of the Industry .

Physiological investigations researched the effect of temperature upon workers .

For those in bed , ambulatory cases , and for those challenged with physical disabilities ,  
rehabilitation centres embraced :

- 1 . Physical Medicines .
- 2 . Occupational Therapies .
- 3 . Curative Workshops .

For management , down to rank of mine overseers , meetings were arranged with Mine Social Services .

21 . A Personal Reflection .

When we meet our Maker , we are to be judged on , to what extent , within the resources at our disposal ,  
we reached out to those in need .

Recognising that unemployment is the initial fundamental domino trigger cause of our social ills ,  
should motivate the moral conscious of those , so empowered , to execute innovative interventions .

Now, in 2019 , may we reflect , on whether , after 70 years , we are propagating the mandate ,  
initiated by our predecessors .

St Barbara , Patron of Safe Mining , Pray for Us .

Annexure 1 .

FORM A.

CHAMBER OF MINES.

No. ....

DEPARTMENT OF MINE SOCIAL SERVICES.

Name : ..... P.F. No : .....

Bureau No. : ..... Silicosis Board No. : ..... Reg. No. : .....

Panel Doctor : ..... Referred by : .....

Reason for Interview : .....

Mine : ..... Birthday : .....

Present Employment : .....

Present Earnings : .....

Address : .....

Spouse – Age : ..... Date of Marriage : .....

Children – Age and Gender : .....

.....

Other Dependants : .....

.....

Education : .....

Qualifications : .....

Military Service : .....

Recreations : .....

Habits : .....

Personal and Family : .....

.....

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Annexure 2 .

Record of Service ( First Mine, Since worked on how many Mines, Type of Jobs,  
Reasons for Leaving, Opinions of Manager. ).

: .....  
.....

Total Mine Service : ..... Underground : .....

House Rent : .....  
.....

Financial Position : .....  
.....

Medical History : .....  
.....  
.....

Last Bureau Examination : .....

Provident Fund Records : .....  
.....

Rand Mutual Records : .....  
.....

Benefit Society Records : .....  
.....

Case Referred by : .....

Notes on Case – Date : .....  
.....  
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Action Recommended : .....  
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Annexure 3 .

No. ....

CONTINUATION RECORDS.

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