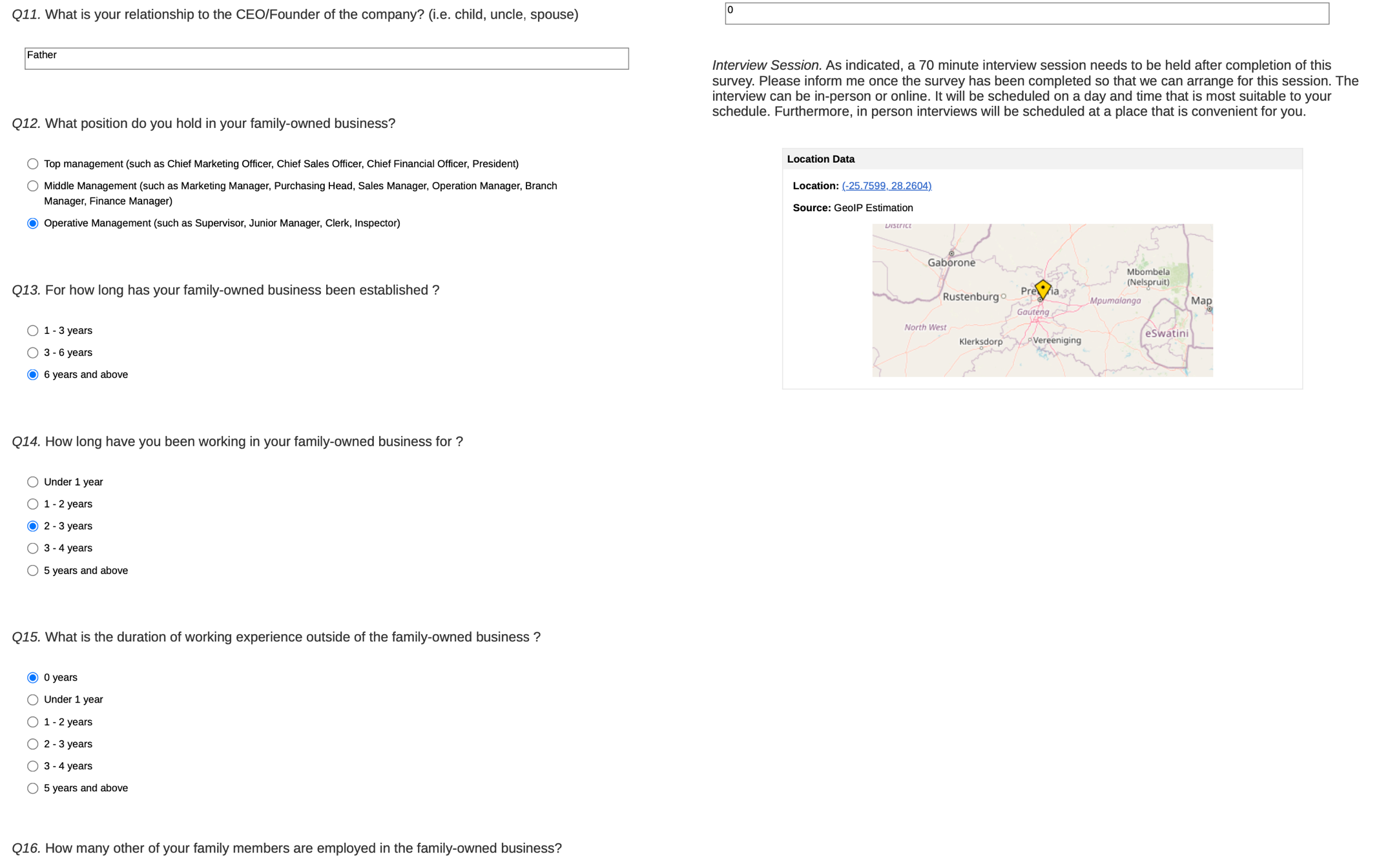
# INTERVIEW 14

## Interview Transcription

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| --- | --- | --- |
| Line Number | Person | Dialogue |
| 1 | Researcher | Good day, how are you doing today? |
| 2 | Participant | I’m good thanks and yourself |
| 3 | Researcher | I’m okay, thanks. Before proceeding, I want to confirm that you have completed the consent form and if you would still like to proceed with this interview? |
| 4 | Participant | Yes, I completed it and would like to continue |
| 5 | Researcher | Thank you so much. I would like to highlight that this interview will be confidential and your identity will be kept anonymous through explicit and implicit methods. This implies that your name will not be used and further factors that could potentially lead to your identification will be eliminated. Do you understand this ? |
| 6 | Participant | I understand. |
| 7 | Researcher | Okay. I request that you stop me at any given point where you are uncomfortable with the interview or questions posed. On that note, I would like to remind you of your right to withdraw from participation with no negative consequences which implies that you can at any point in this interview or research process convey the intention to withdraw your contribution to this study and there will be no penalty or disadvantage presented to you. Do you understand this right? |
| 8 | Participant | Yes, I do. |
| 9 | Researcher | Okay, I am going to record this interview for record keeping and transcription purposes. I just need to check if this still okay with you? |
| 10 | Participant | That’s fine |
| 11 | Researcher | Thank you for carving the time to speak with me today. So the intention of this is to have a free flowing discussion regarding your experience being placed in your family-owned business. I will now start posing the interview questions but please feel free interrupt me where you feel it is necessary. |
| 12 | Participant | Okay |
| 13 | Researcher | So I see that your family owned business is placed in the sports industry, can you give me an idea of what the company is about ? What do you guys do ? |
| 14 | Participant | Uhm…so basically we sell all sporting good stuff, mainly of soccer, netball, rugby, basketball, volleyball. We also do t shirt printing, logos, graphic design and all of that. |
| 15 | Researcher | Okay so you mostly sell equipment and kits and things like that? |
| 16 | Participant | Yes |
| 17 | Researcher | That’s cool. I take it you are a sports fanatic if I am not mistaken ? |
| 18 | Participant | Yeah (laugh) |
| 19 | Researcher | I see that you have been working in the business for about 2-3 years, I just want to get a sense of how you’ve experienced working in the family business over the past years? |
| 20 | Participant | Uhh..so because it is my family, there are a lot of expectations of me. I didn’t work for it, it was just given to me so I have to work hard to prove that I want to be there. |
| 21 | Researcher | I understand so that puts a lot of pressure on you ? |
| 22 | Participant | Yes |
| 23 | Researcher | Can we discuss a bit more of the pros and cons that you experience working in the family business? |
| 24 | Participant | Pros is if I make a mistake in the business, I will get away with it but I don’t feel like I am off the hook because they will put more pressure on me to do better. |
| 25 | Researcher | So there is that link to the heightened expectations. Even though it is lenient, they have high expectations so they would expect better of you. |
| 26 | Participant | Mmmm yeah. |
| 27 | Researcher | Anything else? Any other pros and cons ? |
| 28 | Participant | So far not really. I haven’t experienced anything else besides that yet. |
| 29 | Researcher | Okay so the con is the pressure as a result of the expectations they have of you but the …pro is that there is some sort of leniency? |
| 30 | Participant | Yes. |
| 31 | Researcher | Considering that you work in a family owned business, how do you experience the family dynamic ? What is the setup? |
| 32 | Participant | So I work with my dad but he is in the business… I work with him but my uncle actually owns the business. |
| 33 | Researcher | So you are the nephew to the owner ? |
| 34 | Participant | Ya |
| 35 | Researcher | Okay so your uncle is also involved. Let’s talk about that family dynamic ? How is your relationship with each of them in terms of the workplace? |
| 36 | Participant | To be honest – the uncle that I am working for – I only met him twice before I was given the job and after I matriculated, I was at home. Took a gap year, never planned on studying but then my father said that there was a job opportunity and I just took it. |
| 37 | Researcher | Okay that’s interesting. So you only met this uncle twice before you got the job and how did you get the job, like on what basis? |
| 38 | Participant | Uhh..I am not really sure. Probably because my father was working there. Till this date, I am not sure. I had no qualifications as well. My main job there is graphic designing and I have no qualifications for that. They put me in a e learning thing to practice graphic designing but after they gave me a small practical, I passed and then that’s how I got the job. |
| 39 | Researcher | Okay so you mentioned that you wanted to study where you finished matric and took a gap year because you didn’t know what you wanted to study. This job kind of fell into your lap and you were pushed into it in some sense ? |
| 40 | Participant | Ya. |
| 41 | Researcher | Okay what made you decide to take the job ? What was your thought process? |
| 42 | Participant | I would say that I never wanted my parents to provide for me anymore, I wanted to provide for myself and provide for them for a change. That’s the main reason why I jumped into the job like that. |
| 43 | Researcher | Okay so you kind of did it out of wanting to become independent ? |
| 44 | Participant | Yes |
| 45 | Researcher | Even though you worked with your dad, you earned your own paycheck ? |
| 46 | Participant | Yes. |
| 47 | Researcher | I want to talk about the fact that you didn’t want to study, why didn’t you want to ? What was happening there ? |
| 48 | Participant | To be honest after I matriculated, I didn’t know what I wanted to do after I finished. There was so many things I considered but I couldn’t make up my mind. |
| 49 | Researcher | I can relate to that actually, you’re at such a young age in matric. For me, when I was in grade 11 I also come from a family business, so I was also head strong on joining the family business. My parents sat me down and said that I have to study and you go through all of these courses and you think to yourself ‘God I don’t even know what I like’. I don’t know who I am and it’s such an important decision because what you choose to study essentially moulds your life right? |
| 50 | Participant | Yes |
| 51 | Researcher | Was there also that fear from your side in the sense that it is such a permanent decision and you don’t know which kind of prolonged it ? |
| 52 | Participant | Ya like…the thing I want to do and what my parents want me to do is two opposites so I was pressured. |
| 53 | Researcher | So let’s talk a bit about that – what did you want to do and what did your parents want you to do ? |
| 54 | Participant | From the age of 5 or 6 I was into sports. From then I was a sports fanatic, I joined a football team and all that and I think when I finished matric, I wanted to be like a coach for a sporting team. |
| 55 | Researcher | Okay so you wanted to be a coach and what did your parents want you to do ? |
| 56 | Participant | They wanted me to study and go into the IT field or computer field type of thing. |
| 57 | Researcher | So the IT, computer engineering? |
| 58 | Participant | Yes |
| 59 | Researcher | When all of this was happening and when you realised that what you want it very different to what your parents want , how did you experience and manage that whole situation? |
| 60 | Participant | Uhm… to be honest, they only talked about it to me only once and I told them that I would think about it – I haven’t still. Afterwards when the job opportunity came, I just took it. It was in the sporting industry which I was interested in so I just took it. |
| 61 | Researcher | Ya so it was kind of learning into your passion and interest. I am also getting a sense that in some way, it is also what your parents wanted. Graphic designing isn’t exactly IT per say but it is somewhat electronic. |
| 62 | Participant | Ya. |
| 63 | Researcher | When they did speak to you about it, I am assuming to was difficult for you to voice this to them of your decision not to study so how was the emotions then ? |
| 64 | Participant | Well I first got a little bit of resistance but at the end, how can I say …they never pressured me to study when I told them I wasn’t looking forward to studying. |
| 65 | Researcher | So they did speak to you about it but no further pressure because they respected your decision ? |
| 66 | Participant | They never argue or anything. |
| 67 | Researcher | Okay atleast there wasn’t that prolonged family drama of ‘why didn’t you do this?’ and ‘why didn’t you do that?’ |
| 68 | Participant | Yeah. |
| 69 | Researcher | Considering where you are currently, do you feel happy with the position you are in with regards to your career? |
| 70 | Participant | Currently yes I am very happy because from the time I started to where I am now, there is a major improvement. When I started graphic designing, it would take me atleast 3 and a half hours to finish one task of one assignment. Now atleast it only takes me 15 minutes to finish. |
| 71 | Researcher | So you’ve learnt to master it ? |
| 72 | Participant | Ya |
| 73 | Researcher | Okay and would you say that it’s your passion now or do you still feel that you’re supposed to be a coach? |
| 74 | Participant | I would say that that coaching thing is long gone now. Honestly speaking, I am happy that I am doing this now. |
| 75 | Researcher | So even though there may have been a deserted sense of what you wanted, you are happy because you realise that you are in a better state than what you would have been if you had coached? |
| 76 | Participant | Yes |
| 77 | Researcher | That’s interesting. So what are your plans after this ? You indicated that you didn’t want to study, had your mind changed since ? |
| 78 | Participant | Uhh…to be honest, I haven’t thought about it and currently with this job, I am not sure when I am leaving or if I am ever going to leave so studying further hasn’t come up to me as yet. |
| 79 | Researcher | Yeah it’s not a thought |
| 80 | Participant | Yeah |
| 81 | Researcher | It also shows in just you saying that you wont really leave anytime soon, it shows that you are happy with where you are, there is no reason for you to leave or go do something else. |
| 82 | Participant | Yes |
| 83 | Researcher | I see that you are employed in an operative management position, can we clarify your position within the company? |
| 84 | Participant | So currently, I am the only graphic designed there. I am the print operator. With all the machines used for printing, I operate all of that. |
| 85 | Researcher | That’s nice like a one man show ? |
| 86 | Participant | Yes. |
| 87 | Researcher | What does your typical day at work look like just for curiosity’s sake ? |
| 88 | Participant | Uhhh…how can I put this … so Monday to Fridays I get to work, switch on my computer so we do stuff on Takealot also so I run that as well. I make sure we receive and send goods out to Takealot. Then I print logos if there is any logos to be printed. |
| 89 | Researcher | So in some sense, you are involved in sales with Takealot ? |
| 90 | Participant | Yes |
| 91 | Researcher | This is just for my curiosity, do you get a lot of orders in for printing ? |
| 92 | Participant | Yes we do but we just opened up in the start of January so from then till February, it’s a bit quiet. The busy periods are every month besides those two months. |
| 93 | Researcher | Do you get orders mainly from schools? |
| 94 | Participant | Only from schools and clubs. |
| 95 | Researcher | So then it makes sense because in January everyone is closed then in February , everyone is getting back into it. |
| 96 | Participant | Yes |
| 97 | Researcher | That’s interesting, I didn’t think of it that way. Being a one man show, do you ever feel pressured with all the work because you don’t have anyone to fill in for you or things of that sort. |
| 98 | Participant | Now I am not feeling pressure but when they first gave me the opportunity, there was another employee. When she left, all of that responsibility fell onto me. I was pressured for the first month and a half then worked my way through it. |
| 99 | Researcher | So it was a learning curve ? |
| 100 | Participant | Ya. |
| 101 | Researcher | How did you manage that? How did you get over that? |
| 102 | Participant | Basically, I just set up a schedule of what had to be done. Like I put certain amount of hours for a certain task, once I am done with that then I move to the next task. |
| 103 | Researcher | Okay so mostly time management and being able to prioritise what is important versus what is urgent ? |
| 104 | Participant | Yes. |
| 105 | Researcher | Okay and do you still adopt that same practice till today ? |
| 106 | Participant | Yes, it’s still working. |
| 107 | Researcher | This was a difficult period for you to adjust to as you mentioned, I just want to get a sense of the support that you have in the work environment. So when I talk about instrumental support, I talk about haing a mentor or somebody present to show you the reigns. What instrumental support have you received from the beginning till now ? |
| 108 | Participant | So I had no support besides my uncle. He’s the one that took me into that e learning school, then once I was done with that, he was the graphic designer before me. He didn’t have much time to go over all of that because he had to go overseas. So once I finished the e learning school, he mentored me and tutored me for a period. |
| 109 | Researcher | So I assume that you met him much more after that initial two times that you mentioned? |
| 110 | Participant | Yeah yeah |
| 111 | Researcher | Okay and is he still your mentor ? |
| 112 | Participant | Right now , he is not my mentor, not my tutor. He is just my boss currently. He feels that I have mastered everything so I am on my own now. |
| 113 | Researcher | So it was a short term learning process of bringing you in, showing you everything then when he felt that you were ready, he let you run your own ship ? |
| 114 | Participant | Yes |
| 115 | Researcher | How do you feel about that? It’s nice to hear that he trusts you to that extent for you to run the department. |
| 116 | Participant | Well at first, I was scared. Very scared – I had to prove a point that I am ready then I made. A few mistakes along the way but got the hang of it eventually. |
| 117 | Researcher | So you did speak early on about making a mistake and a sense of leniency around it, can you give us an example of a time that happened ? What unfolded after the mistake? |
| 118 | Participant | So like I said, I do the Takealot and that so early on when I started, I used to send either too many products or too little products then when we would receive out sales report at the end of the week or end of the month - he caught on it, spoke to me about it and told me advise and past papers to show me how to do it |
| 119 | Researcher | Okay and were there any repercussions ? Did he take any disciplinary actions or things like that ever? |
| 120 | Participant | No |
| 121 | Researcher | Uhh..no not really. So it was more a thing of you made this mistake, let me show you how to do this. |
| 122 | Participant | Yes |
| 123 | Researcher | I am getting a sense that he had a structured mentorship and allowed you to practice and learn through mistakes. Do you think that’s why there was leniency awarded then? |
| 124 | Participant | I would say so. |
| 125 | Researcher | Ya and if you make a mistake now seeing that he took a backstep, has this happened and has there been repercussions ? |
| 126 | Participant | Well form the time that he corrected me, I haven’t really made any mistakes as yet. |
| 127 | Researcher | So it was teething mistakes, not major things. You seem comfortable and confident in the job |
| 128 | Participant | Yes. |
| 129 | Researcher | Okay that’s nice to hear. I also want to get a sense. Your father also works in this business, does this ever cause conflict between the both of you ? |
| 130 | Participant | Actually no because he is the salesman and I am the graphic designer so our descriptions is very different. |
| 131 | Researcher | So it’s distinct roles so you guys are separated? |
| 132 | Participant | Yes |
| 133 | Researcher | Okay do you experience any conflict at all at work ? Do you have fallouts ? |
| 134 | Participant | No not really |
| 135 | Researcher | So it’s a nice environment |
| 136 | Participant | Yes |
| 137 | Researcher | Are there employees outside of the family business that you are employed with? |
| 138 | Participant | Yes. |
| 139 | Researcher | Okay and did you ever feel like they perceived you to have gotten the job solely because you are related to the owner? |
| 140 | Participant | Actually yes. The first month was bad because they kept mocking me and all of that. |
| 141 | Researcher | Really ? And what was the mockery centred around ? |
| 142 | Participant | Like that I had no job qualifications for it and I am only there because my father is there. |
| 143 | Researcher | How did that make you feel ? |
| 144 | Participant | I didn’t take it to head and I proved them wrong eventually. Now we basically…like friends now. So ya. |
| 145 | Researcher | That’s interesting. How did you manage to prove them wrong and fight that misconception? |
| 146 | Participant | I just focused on my learning. Then some of them would check on me to see my improvement and all of that and once they saw this, then the mocking stopped. |
| 147 | Researcher | So you put your head down, did the work and when they saw that you know what you’re doing now then they kept shut? |
| 148 | Participant | Yes. |
| 149 | Researcher | You must be proud |
| 150 | Participant | Yes I am |
| 151 | Researcher | So satisfying. So if you ever experience difficult times at work, who or what do you turn to for emotional support. You spoke to being a one man show which comes with high workload during peak seasons. I am just trying to get a sense if you are agitated or frustrated, who do you go to or what do you do to kind of let it all out ? |
| 152 | Participant | To be honest, there is no one I go to but to vent or let it all go, I juts play an indoor match once or twice a week to let it all out . |
| 153 | Researcher | So it’s not a verbal it’s more of an outlet which gives you the support that you need |
| 154 | Participant | Yes |
| 155 | Researcher | So in what sense does this help – does it let you get all your frustration out or how does soccer help you cope? |
| 156 | Participant | I wouldn’t say that it just lets the frustration out. I have been playing since I was the age of 7 or 6. From then, I fell in love with the sport. It’s more of a passion. So that helps me get through everything. |
| 157 | Researcher | Yeah you’re getting that dopamine by doing something you love and it clears your head. |
| 158 | Participant | Yes |
| 159 | Researcher | Okay that’s interesting. In any way has being in the family business influenced your well-being? |
| 160 | Participant | A bit… |
| 161 | Researcher | Can we talk a bit about that? |
| 162 | Participant | Uhhhh I am not sure how to explain it but uhm…how can I say this… sorry I don’t know how to describe it |
| 163 | Researcher | No its fine, take your time. |
| 164 | Participant | Mmm…I would say in the first year, I wouldn’t talk about my job when I got home. Now on a daily basis, I tell my parents and siblings about what I do. |
| 165 | Researcher | So before, you wouldn’t be willing to talk about it but now you are willing to share? |
| 166 | Participant | Yeah |
| 167 | Researcher | Do you think that came about because your confidence levels increased? I am getting a sense that when you started, you weren’t sure of what to do whereas ow, you’re almost seamless in what you do ? |
| 168 | Participant | Yeah it did increase. |
| 169 | Researcher | Let’s talk about the time you didn’t want to share, what were some of the emotions you were experiencing ? |
| 170 | Participant | Mostly scared and nervousness. |
| 171 | Researcher | How did that influence you ? Did you see yourself becoming a bit more reserved? Do you fele it altered who you are as a person at that point in time ? |
| 172 | Participant | So when I didn’t want tot alk about it then it was because I was making mistakes and I was still getting the hang of it and I was scared that if I told them then my father will tell them a different story and all of that. Like I am not improving but once I improved and got the hang of it, that’s when it improved and I wanted to tell them |
| 173 | Researcher | Did it hurt you in any way ? Did it change how you saw yourself ? |
| 174 | Participant | No no it didn’t hurt me in any way, I just kept it to myself. Didn’t deprive me of anything/ |
| 175 | Researcher | You were just cautious then ? |
| 176 | Participant | Yes |
| 177 | Researcher | That’s good. In terms of work family boundaries, do you see yourselves talking about work quite a bit at home ? |
| 178 | Participant | No because we are in different departments. |
| 179 | Researcher | Okay and say if you are at a function and you see your uncle, do you guys talk about work ? |
| 180 | Participant | No strictly no business talk outside of the work area. |
| 181 | Researcher | Okay so there is work-life boundary in the sense that when you leave work, you don’t talk about it. |
| 182 | Participant | Yes |
| 183 | Researcher | Are you happy with this? |
| 184 | Participant | Yes currently, I am. |
| 185 | Researcher | Okay so you work in the family business and there is a lot of leniency. The con is that there is a heightened expectation where they expect more of you and puts pressure on you. In terms of the dynamics, you are employed by your uncle and you do work on the premises with your dad but it’s distinct roles so your work does not overlap at any point in time, there is not much interaction |
| 186 | Participant | Yes. |
| 187 | Researcher | Int erms of your career, you first wanted to become a sports coach and this went against what your parents wanted for you at the time which was more of an IT role. You took a gap year because you were uncertain of what you would like to do, you were presented with this job and you took it because it sparked your interest. |
| 188 | Participant | Yes |
| 189 | Researcher | You also went for an e learning course as a pre-requisite to get this job and complete the tasks. You’re not really thinking of studying at the moment because you are happy with how far you have come. |
| 190 | Participant | Yes |
| 191 | Researcher | Then in terms of support. Your uncle played a mentor role initially for s short span of time for you to learn the ropes. In terms of emotional support, you just play soccer |
| 192 | Participant | Yes |
| 193 | Researcher | There is a good work life boundary and in terms of well-being, it didn’t affect you. However as your confidence increased then so did your well-being because you felt good to share things about your work |
| 194 | Participant | Yes |
| 195 | Researcher | Okay I just want to check if you would like to add on wherever you feel is necessary ? |
| 196 | Participant | Uhhh no not really. |
| 197 | Researcher | Okay I just want to check if you would be willing to have a follow up interview should I require more information regarding certain issues discussed? |
| 198 | Participant | Uhhh sure |
| 199 | Researcher | Okay thank you for taking the time to participate. Your time is highly valued and input has been extremely insightful. |
| 200 | Participant | No problem |

## Demographic & Questionnaire Responses:



## Notes

### Observation:

In terms of career, the candidate wanted to become a soccer coach. Even though he is still placed in the sports industry, his job tasks are different to what he once envisioned for himself. His parents wanted something entirely different for him, they wanted him to study IT or computer engineering. Even though this is not what anyone had expected for him, it did spark his interest and he is very happy with his position. He does not seem to experience a sense of deserted aspirations as he is getting really good at this job. In terms of well-being, he did experience workplace bullying and sentiments of nervousness or fear at the beginning of his journey at the company. However he seems to have not let it affect him and instead fuel his desire to prove people wrong through becoming good at his job tasks. In terms of support, his uncle seems to have fulfilled a mentor role for a brief period then let go once the participant was able to do things on his own. External support primarily comes from soccer where the participant can still get in touch with his passion and just feel good.

### Reflection:

The participant did not seem to be very open to sharing or having much to say with regards to working in the family business. This could be attributed to the fact that he is employed by a distant relative (uncle) which may not necessarily by nature pull him into complex situations. Some rich data available with external employees and perhaps, the sense of confidence associated with the job.