



HR Matters

Namibia Newsletter

3rd Edition September 2017

Managing Employee Expectations

A quarterly newsletter published by PwC Namibia providing informed commentary on current developments in the People & Organisation arena.

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Managing employee expectations can be a big challenge for any organization. We all have expectations, whether spoken or unspoken, realistic or even unrealistic.

In the face of current financial uncertainty, we can predict more and more employee insecurity & unease. Consequently employees expect more from the organization - more money, more appreciation initiatives, faster promotions.

Having employees with negative expectations creates a work environment filled with tension and anxiety. "Grapevines form, resent forms". Staff morale falls and in return productivity plummets.

So what can we do to manage these expectations.

First we need to understand employee anticipations. Here are a few likely expectations:

- Understanding what is expected from them
- Training and development on offer
- Supervision and guidance
- Fair policies
- Respect and recognition
- Career opportunities
- Consistency and transparency
- Fair pay

So how do we manage these expectations?

- Being real & specific, as in targets and timelines and quantify wherever possible;
- Provide constant feedback, not only once a year or when a project is finalised;
- Be transparent and straightforward, even when the news isn't good;
- Communicate changes in the company. Give employees a chance to adjust their expectations;
- Provide information about what is happening. This way there is no room for speculation and interpretation;
- Show appreciation as much as possible in various ways;
- Develop clear career paths;
- Ask for opinions, ideas, and feedback as often as possible;
- Lead by example - there's no better way to set expectations than by demonstrating them yourself.

As we start moving towards the last quarter of the year where we are all feeling the aftermath of a productive and tiresome year let us be open to one another's expectations. Let us be more effective in our communication skills, our openness to listen with understanding and lastly show empathy.

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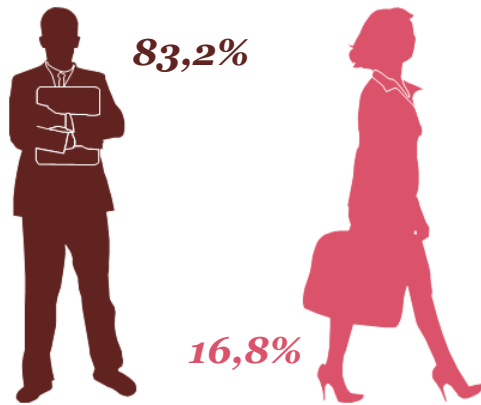
Grow @ PwC: Enroll for a short course at PwC Business School. Training calendar : www.pwc.com/na/en/events

PwC's REMchannel® Namibia Stats

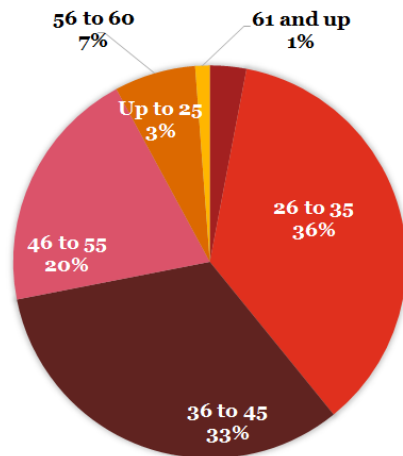
With every months publications, we analyse data from our subscriber database. Here are some interesting statistics from the survey as published in September 2017 specifically for the **Namibian Mining Industry**.

All this information and more is available at your finger tips if you subscribe to REMchannel® the largest online salary survey in Namibia.

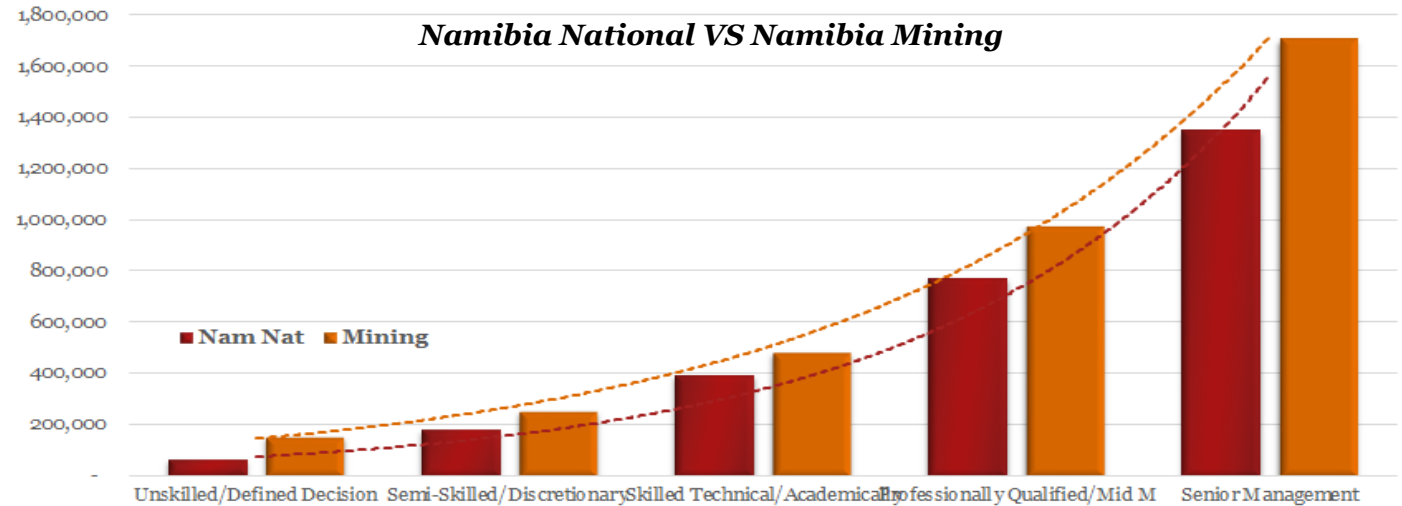
Gender Distribution in the Mining Sector workforce



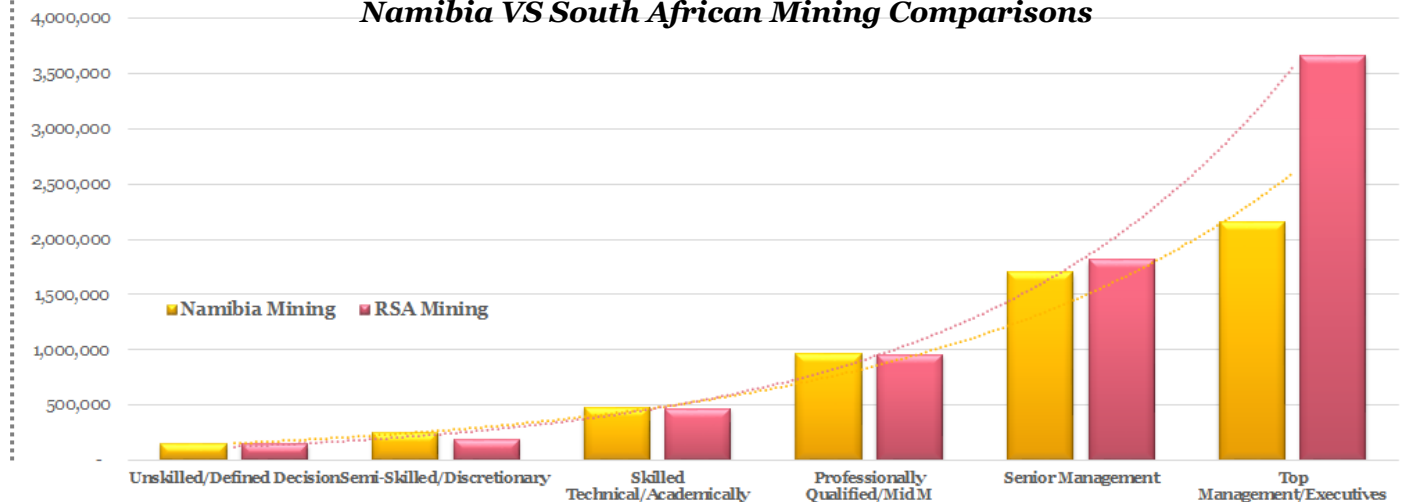
Age Distribution in the Mining Sector Workforce



Namibia National VS Namibia Mining



Namibia VS South African Mining Comparisons



For more info contact mari-nelia.hough@pwc.com or [click here](#) to visit our website and please join our survey today!

Understanding Employee Taxes (PAYE) in Namibia

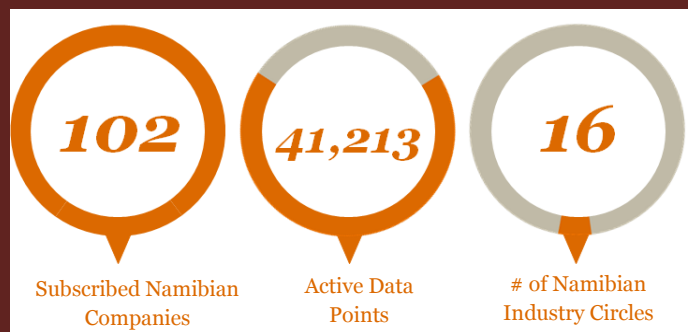
Employees' tax is the tax withheld by the employer on all remuneration paid to employees in respect of employment. Understanding the details contained in legislation is of vital importance to every human resource function in any organisation. It's enterprises proclivity to focus less on taxation matters partly because of the perception that tax is difficult.

PwC's purpose revolves around building trust and solving important problems in the Namibian society. We have in the past, and still continue to update the business environment on emerging tax practices, revisions (including explanations and amendments on tax issues on a monthly basis in our [Tax First Newsletter](#)), and with specific attention to employees' tax. We have dedicated an entire chapter on employees' tax, allowances and fringe benefits in our recently launched Namibia Income Tax Handbook to educate taxpayers and refresh the minds of the experienced. Our TaxTim web based application gives a quick solution to completion of tax returns in a very short time.

Through our engagement with the Ministry of Finance through the Directorate of Inland Revenue and various consultation with different enterprise within different industries, we have observed that there is non-compliance in the business and organizations realm regarding employees' tax.

We have drawn up a compliance mirror reflector to view your organization.

REMchannel® Salary Survey subscriber stats:



Answer the below questions to see how your organization looks:

1. The people you pay, are they employees or independent contractors?
2. Are your employees recipients of a housing allowance? Does your organisation have an approved housing scheme with Inland Revenue?
3. Are your employees aware of the tax deduction limits regarding pension, retirement and provident fund contributions?
4. Have you ever heard of the limit on employers' contribution towards pension, benefit and provident fund?
5. Was there any PAYE withheld on directors fees, including sitting fees?
6. How much interest did you charge on staff loans?
7. Are your HR policies in compliant with employee tax legislation?
8. Are all your records in order and updated employee information kept on file, ready for a potential audit?

This exercise is a initiative of the **PwC Tax Academy**.

PwC Tax Academy is aimed at developing future tax professionals, the academy is focused on developing the professionals through an establishment and maintenance of a solid foundation in tax principles, practice and application.

We can easily forgive a child who is afraid of the dark, the real tragedy of life is when men are afraid of the light"

- Plato



Learn @ PwC | HR training & info sessions



The following remuneration trend trainings will be presented during the spring months. Should you wish attend or if you require additional information, please contact us:

Basic Accounting Training

18—20 October 2017

Windhoek, PwC Windhoek office, 344 Independence Avenue

Time: 07h30 - 17h00 both days

This 3 consecutive half day course will cover topics such as:

- The basics of Accounting
- Journals
- General Ledger
- Trial Balance
- Accounting for VAT
- Applied Accounting

Target Audience: Debtors and creditors clerks, accounting clerks and payroll administrators.

Contact our **Business School** for more info

Excel Skills for Remuneration Practitioners - Walvis Bay

16 - 17 October 2017

Walvis Bay, PwC Office

Time: 08h00 - 16h00

This is a hands on practical two-day workshop covering the following aspects to improve on your Excel skills:

- Formatting Data
- LOOKUP, IF and SUM formulas
- Subtotaling Remuneration Data
- Comparative Formulas and Conditional Formatting
- Statistics for Remuneration data
- Charts and Graphs
- Goal seek and Pivot tables
- Scattergrams and Trend Lines

Click here for more details



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