

# bokgabane

*botoka le botoka – better and better*

From the Royal Bafokeng Operations Room

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## IN THIS ISSUE:

Project spotlight	2
Project manager of the month	4
Project management corner	5
<a href="http://www.rbnoperationsroom.com">www.rbnoperationsroom.com</a>	6
Bokgabane Quiz	6

## PROJECT SPOTLIGHT

## FEATURED PROJECTS

## RBED Business portal

**Project manager:** Ian Venter

Small enterprises are an essential part of the South African economy, as they increase competition within the markets and contribute towards job creation. It is important to offer support and assistance to small enterprises to ensure that they are successful and contribute towards the economic growth of the country as a whole.

The Royal Bafokeng Nation (RBN) is aware of the importance of enterprise development, and how it can contribute towards the growth of the nation. To this end, the RBN formed an institution called Royal Bafokeng Enterprise Development (RBED) to offer assistances to small enterprises.



As part of their mandate, RBED with the assistance of a software development company developed a portal known as the Royal Bafokeng Business Portal. The business portal was developed in five phases over the past year to make it as effective and as efficient as possible. The Royal Bafokeng Business Portal is web based system (<http://rbed.rbnoperationsroom.com/>), making it easily accessible from anywhere. The portal was developed to improve the quality of reporting on the SMME development and to assist in keeping track of SMME growth as well as assist in client relationship management.

In efforts to improve relations with their clientele, RBED added interaction log list functionality in the portal. The log list functionality allows for the RBED consultants to make notes on the sessions that they hold with SMMEs regarding their developmental programmes. In addition to all these functionalities, the system also has a SMME evaluation tool that gives each SMME a score. This score is used to determine the business development stage of the SMME, identify developmental needs and evaluate linkage readiness. Evaluating linkage readiness has to do with determining whether an SMME is equipped to take on contracts of a certain magnitude. The system also offers standardised templates for enterprise development for exiting SMME's and captures the project plan as well as the intervention progress or result.

The portal serves as a database of all the registered SMMEs with basic information on their enterprises. Because it is internet based it allows access to all the enterprises listed on the site. This serves as an additional marketing tool for the SMMEs, as the general public can access their information on the website.

The system is designed in such a way that it maximises human resources as well as systems in the assistance of local SMMEs. Ensuring that the SMME's receive the interventions that are required to get them to a level where they are ready to be linked, ultimately be self-sustainable.

According to the Managing director of RBED, Dr Elmie Castleman, RBED has in the past year embarked on a drive to totally transform itself by focusing on rendering a drastically improved service to SMMEs. The portal is but one of the many initiatives made in this regard, in efforts to ensure that the SMMEs see their dreams come into fruition.



# PROJECT SPOTLIGHT

## FEATURED PROGRAMME

### Casework services (All Regions)

**Programme managers:** Kabaro Neswiswa and Clifford Makgale

The Royal Bafokeng Health and Social Development Services (HSDS) department identified a growing need for social work services as more and more people were consulting with Mmemogolo's office on related problems. Casework services was established with the intention of strengthening families by empowering and equipping individuals, couples and the community at large to be able to resolve their own problems.



HSDS was aware that the government is also providing the services to address the social ills in all of the RBN villages, but it was found that these government services did not reach most of the community members as they only attended the intake points once or twice in a month. HSDS decided, in an attempt to reach all in need of assistance, to visit the intake points in all the regions every week; utilising community halls and clinics as intake points.

Services include cases such as child neglect, family disputes, marriage disputes, application for social grants, rape victims and substance abuse. The rate of the cases differs per region, week and month. It is never the same situation every month.

Social services have got a team of 7 social workers which comprises of 3 auxiliary social workers, 3 social workers and 1 social worker manager. The 3 auxiliary social workers are the ones that are always present every week at the intake points and manage the intake, screen, refer and assess relevant cases that need social workers.

Social services have set themselves a target of 50 cases per region and the capital region is always at the top of the list with  $\pm 50$  cases with family disputes topping the list every month, North East has been the lowest on the list. With the number of their target so high they have always made use of the intervention methods, counselling, joint interviews, home visits and where there is a need they do group work. They also work together with other stakeholders such as, the South African Police Services, Phokeng Trauma Centre, Maintenance Court, etc.

It is hoped that in the future there will be less family disputes, dysfunctional family relationships that leads to divorces and will have happy and empowered communities. "Nobody can go back and start a new beginning, but anyone can start today and make a new ending." - Maria Robinson

## ➤ PROJECT MANAGER OF THE MONTH: Tara Polzer-Ngwato

- Tell us who Tara is, her strengths, what she fancy's, her values and vision in life.

- *I would rather not make claims about whom I am and what I am good at – I would rather simply do my best and have others judge me on the basis of my actions. I have two three-year-old sons, who are my greatest joy. In my free time I play clarinet, grow vegetables and read a lot.*

- What is your previous occupation and when did you start working for the RBA?

- *I started working at the RBA in February 2013. Prior to that, I ran my own consulting company on issues of migration and humanitarian aid. Before that, I spent ten years teaching postgraduate social sciences and doing research on migration at Wits University as part of the African Centre for Migration Studies.*

- How many projects and programmes have you run and what are some of the challenges you face as a project/programme Manager?

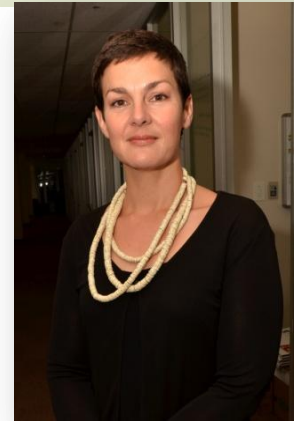
- *I am currently in charge of overseeing five programmes, of which I am directly responsible for three. In terms of projects, my Department had seven projects in 2013, of which I directly managed four. In 2014, we have a total of 24 projects, ten of which I direct. The main challenge, with a small staff team and a wide mandate, is to choose our programmes and projects carefully to ensure we are providing the best possible service for the greatest areas of need. This is made easier by the RBN Scorecard, which sets out clearly how all of our activities relate to the RBN's overall goals.*

- How has the RBN OPMO System assisted you in managing your projects and programmes and what lessons have you taken from it?

- *The OPMO system is fantastic. I have found it especially useful in terms of project planning, since it makes you work out all the steps and the lead times and the process prerequisites before you start. It also saves a lot of time in terms of reporting as well as providing a handy place to archive key documents so that all team members can access them easily, including after the end of the project or if a staff member leaves and institutional memory needs to be retained.*

- How will the projects and programmes you run benefit the Royal Bafokeng community and what else you like to do that will assist in building a sustainable and self-sufficient community?

- *The Research Department has two main streams of work: Culture & Heritage and Social Research. The Culture & Heritage work benefits morafe directly by documenting, preserving, sharing and promoting morafe's own histories, stories and creative activities. This helps us build our identity and*



*self-respect as a community, contributes to inter-generational exchange of knowledge, and strengthens our reputation within South Africa and the wider world.*

*The Social Research aspect of our work is crucial for morafe in a more indirect way. Our social research informs the RBA's decision-makers so that they can make the best possible decisions on how to use Bafokeng resources for community development. This includes identifying and measuring*

## PROJECT MANAGEMENT CORNER:

### Why is “Risk Management” important?

Some risk-taking is inevitable if an organization is to achieve its objectives. Those organizations that are more risk aware appreciate that actively managing not only potential problems (threats) but also potential opportunities provides them with a competitive advantage. Taking and managing risk is the very essence of business survival and growth.

Effective risk management is likely to improve performance against objectives by contributing to:

- Fewer sudden shocks and unwelcome surprises
- More efficient use of resources
- Reduce waste
- Reduce fraud
- Better service delivery
- Reduction in management time spent fire-fighting
- Better management of contingent and maintenance activities
- Lower cost of capital
- Improved innovation
- Increased likelihood of change initiatives being achieved
- More focus internally on doing the right things properly
- More focus externally to shape effective strategies.

From the [Axelos – Global best practice](#)



**www.rbnoperationsroom.com**

Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
<b>February 2014</b>	1931 visits from 44 countries (1367 – SA; 280 – Kenya; 73 – US) 1233 unique visitors	54.74%	00:03:20	2.83
<b>January 2014</b>	2341 visits from 44 countries (1572 – SA; 278 – Kenya; 116 – US) 1448 unique visitors	55.02%	00:02:57	2.25
<b>December 2013</b>	1341 visits from 44 countries (819 – SA; 104 – US; 26 – India) 889 unique visitors	57.27%	00:02:36	2.12



## **BokgabaneQuiz:**

**Have a go at the Bokgabane Quiz! Three winners will be randomly selected from the correct responses.**

1. Name one of the two ways that you can access the RBED Business Portal.
2. When did Tara start working for the RBA?
3. How many unique visitors did [www.rbnoperationsroom.com](http://www.rbnoperationsroom.com) have in January 2014?

**BOKGABANE:**

Publication of the RBN OPMO

**EDITOR**

Jean Slabbert

**PRODUCTION COORDINATOR & PUBLISHER**

Jean Slabbert

**FLOATING PRODUCTION MANAGER**

Lebogang Kgongwana, Rorisang Mathuloe and Moses Maithufi

**SUB-EDITOR**

Andrea Jordaan

**PHOTOGRAPHER**

Patricia Mosito

**COMPILER**

Ororiseng Mapeka

**THIS MONTH'S CORRESPONDENTS**

Ian Venter, Kabaro Neswiswa, Tara Polzer-Ngwato

**Please send your answers, queries and/or comments on Bokgabane to the OPMO  
at [pmo@bafokeng.com](mailto:pmo@bafokeng.com)**