

bokgabane

botoka le botoka – better and better

From the Royal Bafokeng Operations Room

September 2014

Issue 5 • Volume 9



IN THIS ISSUE:

Project spotlight	2
Project manager of the month	4
Project management corner	5
www.rbnoperationsroom.com	5
Bokgabane Quiz	6

PROJECT SPOTLIGHT

FEATURED PROJECT

Bafokeng Database Profile System development phase 1

Project manager: Jean Slabbert

The Royal Bafokeng Nation, in accordance with its vision to be a relevant and innovative traditional community in a changing world, is continually seeking to improve, automate and digitise its systems and operations in order to make information more accessible and useable.

One example of where paper-based systems are still being utilised is during Makgotla meetings. This created many challenges such as document preservation, inefficiencies in searching for information, illegible handwriting on original documents and misplacement or loss of documents. It was clear that a system was needed that would avail this information to all stakeholders on a single, easy-to-use platform. Not only would such a system provide a solution to these problems, but it would also provide an opportunity to create a single platform with up to date community information to all relevant RBN departments.

This gave life to the RBN Database system. The first phase of this system development is scheduled for completion in middle September. The project scope included, the identification of the system requirements from various stakeholders/client departments, development of the system specifications, development of the actual system software, data capturing of all hard copy information and importing that information into the system.

One of the milestones on this project was to collect data from all 72 Makgotla and capture all the names of the Bafokeng in order to convert from the old paper-based system to the new digital online system. Three data capturers were seconded from RBI to assist with this task. The capturing of the information did however take more time than was initially estimated and pushed the project behind schedule. Another issue that arose during the execution of the project was the identification of errors in the imported data on the system. This issue is currently being managed by doing numerous imports on the development environment in order to ensure that data will be 100% correct when imported onto the live site. An issue such as this could potentially affect two of the three pillars of project management; time and quality. The project manager made a decision that it would be best, given the nature of this project, to delay the project rather than compromising on quality.

Users of the new system will be trained on the use of the system upon completion of the project. The second phase of this development will integrate the system with the RBN GIS and the RBED Business Portal Systems in order to assist those departments in ensuring relevant and most recent community and stand information.

[illegible]

PROJECT SPOTLIGHT

FEATURED PROGRAMME

Employee Wellness Programme

Project manager: Motlalepule Moroeng

The Employee wellness programme promotes and supports the health, safety and wellbeing of RBN employees. According to Liz Noelcke, employees are the most valuable assets to any company or organisation and therefore their welfare has a direct impact on the success of the company. She also added that healthy employees tend to be happier and more productive employees.

The Employee wellness program was established by the Royal Bafokeng Health and Social Development Services department in 2011. The programme's objective is to assist RBN employees, together with their families, to manage their psychological and health problems in an effective manner. Psychological services are offered by the organisation's resident psychologist who is available to assist the employees at all times. Employee Health ailments are attended to by the organisation's nurse in a small clinic situated in the Phokeng Civic Centre. The availability of these services means that whenever an employee experiences any physical or psychological problems, he or she can approach the health care professional for assistance. If the condition of the employee is too serious to be dealt with internally, then the employee is referred to other professionals for further management. Every RBN employee can benefit from this programme; no one is excluded.

The psychologist also facilitates group sessions for employees to create a platform whereby employees can assist one another to deal with the issues they are facing, be it at home or at work. The Psychologist, together with the social worker, also coordinates and facilitates debriefing sessions for employees, particularly employees who work under stressful conditions. These debriefing sessions offer support and counselling, and are intended to ease any possible psychological harm inflicted on employees who work in a stressful or traumatic environment on a regular basis.

Even though this program offers a multitude of services, the program can still expand to include even more benefits that the employees can receive. Some of these benefits or components that can be included are fitness classes, smoking cessation classes, physical activity breaks and the distribution of a wellness newsletter, to name but a few.



Some of the benefits that the programme already provides include the reduction in employee stress levels and strains that may affect their productivity. Employees may also better manage their health through medical screenings such as blood pressure and sugar levels done at the clinic per request and also get better access to medication.

Making use of the services that the Employee Wellness program offers can have a positive impact on employee energy levels and productivity—results that would benefit the employee, the employer and the *Morafe* simultaneously.

➤ PROJECT MANAGER OF THE MONTH: Grace Molotsi

- **When did you join RBA and what is your role in your department?**

- *I joined RBA on 24 February 1997 as an administrator in the EMRS. My responsibilities include; management of office environment; gathering, adapting, storing and distributing information amongst everyone in the team; making readily available the statistics of five divisional aspects of EMRS on monthly basis; coupling all these with management of meetings, reports, logistical transportation of EMRS vehicles, procurement related issues and ensuring that medical sundry is available at all times; coordinating the employees' leave days; and making sure that human and material resources are correctly utilized.*



- **How important is quality assurance and time management in the line of work you do?**

- *Total quality assurance and time management are of the utmost importance since they involve the whole organization. Should time not be managed properly, people's lives will be in danger, for example, if there is no oxygen, drips, etc. in an ambulance.*

- **How often do you log in the RBN OPS System?**

- *Twice per week.*

- **What are the challenges you face in terms of compliance and cooperation from other staff members about events, projects and meetings?**

- *The challenges faced on a daily basis are that some members do not attend the meetings based on the fact that the repositioning exercise and salary discrepancies within the company demoralized them. Lastly my general view is that communication between the departments concerning work related issues is lacking.*

- **Has the RBN OPS System assisted you in improving your planning and time management?**

- *Definitely, it has assisted me based on the tools and knowledge of planning and monitoring. Adding on my statement I can say that RBN OPS System is our internal social networking that advances communication. It has improved communication, responsibilities of all sizes and helped turn programmes and projects into global businesses.*

- **What advice can you give to other administrators about the Events calendar and managing programmes or projects on the RBN OPS System?**

- *My advice to my colleagues is that everyone has to be familiar with the new systems that have been introduced in order to keep a well ordered department. There is no reason for just one person to*

take responsibility of keeping the updates of the department, what will happen in case of unforeseen circumstances. The introduction of managing programmes and projects really opened our minds because as a person you are reminded and know that shortcuts will not take you anywhere.

PROJECT MANAGEMENT CORNER:

Desirable Attributes of a Project Manager – “Integration” (4 of 10)

Integration – an act or instance of combining into an integral whole.

As a project manager, the ability to integrate various resources, teams, activities and often different projects is essential for the successful completion of your project. If integration of these project features is not done successfully, the project will run the risk of not finishing on time, within budget or within the scoped quality requirements.

www.rbnoperationsroom.com

Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
August 2014	1879 visits from 52 countries (1291 – SA; 289 – Kenya; 95 – Netherlands) 1165 unique visitors	53.43%	00:02:50	2.20
July 2014	2256 visits from 52 countries (1694 – SA; 139 – Netherlands; 134 – US) 1227 unique visitors	46.23%	00:02:59	2.22
June 2014	2163 visits from 52 countries (1609 – SA; 271 – Netherlands; 104 – US) 1165 unique visitors	46.32%	00:03:34	2.45



BokgabaneQuiz:

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

1. How many Makgotlas' are there in the RBN?
2. What are some of the benefits that can be included in the employee wellness programme?
3. What year was the Employee wellness programme established in?

Congratulations to last month's sole winner: Ogodiseng Letlape

BOKGABANE:

Publication of the RBN OPMO

EDITOR

Jean Slabbert

PRODUCTION COORDINATOR & PUBLISHER

Jean Slabbert

FLOATING PRODUCTION MANAGER

Ororiseng Mapeka, Lebogang Kgongwana and Moses Maithufi

SUB-EDITOR

Jean Slabbert

COMPILER

Rorisang Mathuloe

THIS MONTH'S CORRESPONDENTS

Jean Slabbert, Motlalepule Moroeng and Grace Molotsi

Please send your answers, queries and/or comments on Bokgabane to the OPMO at pmo@bafokeng.com