

# bokgabane

*botoka le botoka – better and better*

from THE ROYAL BAFOKENG Operations Room

June 2011

Issue 2 • Volume 6



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# PROJECT SPOTLIGHT

## FEATURED PROJECT

### Capacity building of non-governmental organisations and community-based organisations in the RBN

**Project manager:** Patience Sikwane

Community-Based Organisations (CBO's) in the RBN have, for a long time now, played a critical role in the community; providing services that are aimed at addressing challenges faced by the underprivileged. However, a skills audit, conducted by Greater Good South Africa, indicated that these organisations generally lack the necessary skills to run effectively, efficiently and sustainably.



Specifically, the skills audit reported the need to train and support these organisations in order to develop their institutional capacity as well as the necessary programmatic skills required to facilitate effective service provision. The report continued that all organisations ought to be provided with basic training in financial management, project management and basic business skills.

In response to this need, as identified through the skills audit, the “Capacity building of nongovernmental organisations (NGO's) and Community Based Organisations in the RBN” project was initiated.

Twenty eight NGOs and CBOs were identified from all five regions in the RBN. From these organisations, 84 delegates were chosen and divided into four groups for each training workshop. The workshops are planned to take place over a period of 18 months. Introduction to Community Based Organisation Management, Development of Project Plans and Compilation of One Year Operational Plan, Financial Planning for Projects and Developing a Marketing Plan are some, amongst others, of the modules that are going to be presented. The project manager is currently challenged by nonattendance of some of the selected candidates, and some of the organisations are not yet fully committed to this initiative. In response to this challenge, the project team decided that defaulting delegates would be replaced by other delegates from the same organisations.

The project is currently in its 8<sup>th</sup> month. By the end of the third year, all 84 delegates should be able to transfer the skills they attained to their respective organisations by implementing what they've learnt. The project's ultimate goal is that the NGOs and CBOs will become more sustainable and operate more efficiently and effectively by 2014.



## FEATURED PROGRAMME

### Emergency Medical Services

Programme manager: Michel Kops

The provision of quality health care is one of the major concerns that was addressed in last year's RBN review. Access to health care has been a challenge in many underserved villages within the Bafokeng nation. In dealing with this matter, the department of Health and Social Development Services (HSDS) revitalised the Emergency Medical Service (EMS) programme, aimed towards the goal of rendering efficient emergency medical rescue services within the jurisdiction of the Royal Bafokeng Nation. More specifically, the aim of EMS programme is twofold. Firstly, it aims to provide a service that meets the emergency medical and rescue needs of the RBN. This implies emergency response to maternal emergencies, patients involved in trauma, patients involved in road accidents and other life threatening situations. Secondly, it renders transportation for non-emergency referrals; transport of the aged, the disabled and patients with chronic illnesses who are bed ridden and need to go to the clinic for their routine medical check-ups. These services are accomplished by the utilisation of specialised vehicles, equipment and highly skilled emergency care practitioners.

The EMS team currently consists of nineteen well-skilled operational members working on a four day shift system. The team includes five Basic Emergency Care Practitioners and four fourteen Intermediate Support members. The EMS vehicle fleet includes three well-serviced and maintained life support ambulances and one advanced life support ambulance. The fleet also includes a medical rescue vehicle which is equipped with fully fledged "Jaws of Life" rescue tools.

The service covers all twenty nine villages within the Royal Bafokeng Nation and extends its services to transport patients from their respective clinics to Job Shimankane hospital in Rustenburg. In addition, the EMS team renders frequent medical support at the Royal Bafokeng Sports Palace when hosting soccer and/or rugby games; it further extends its services by providing medical support to national and international base camps hosted by the Royal Marang Hotel. Currently the EMS conveys about four hundred trauma patients and transports an additional 180 non-emergency patients from their residents to the respective clinics for the daily and routine checkups per month. These figures are expected to increase dramatically as awareness of this service increase within the community.

For easy identification, the Royal Bafokeng EMRS has patented their operational uniform with the colours on the Royal Bafokeng Nation's flag and the national flag on the left shoulder. Furthermore, the EMS is in the process of establishing a centralised call centre within the premises of Royal Bafokeng Health Centre which will serve the entire Royal Bafokeng Nation. The emergency number for EMS services from a Telkom line is **014**

**555 7017** alternatively on a cellular phone emergency number is **112**.



# PROJECT MANAGER OF THE MONTH: Moss Ramatja

- **What are the necessary steps to follow in order to successfully manage a project?**
  - *The first step is to understand what needs to be done and to have buy in: in most cases a project is executed by more than one person so the team must also be on the same page as to what needs to happen. Proper and meticulous planning in setting up the schedule of running order of the steps to actualise the plan, (If you do not plan, you are planning to fail), to set targets, to draw up an informed budget and to execute the plan.*
- **What are some of the challenges you encounter as a project Manager?**
  - *Mandate change, Personnel change during the project, Budget cut, Scope change.*
- **What are your specific responsibilities as a project manager?**
  - *Accountability to deliver the project within the given time line, responsibility to deliver within allocated budget, impart skills during project execution to other team members to empower them, written reports is one of key responsibility too, as well as conducting the evaluation during and after the project's completion.*
- **Which projects or programmes are you currently managing?**
  - *Programme (Academy youth development. Currently 22 young footballers who must be professionals by age 18) Project: Talent identification in all 29 RBN villages and Xstrata labour sending areas. The project will be complete on 10 January 2012.*
- **As a project manager, what do you think is the best approach to mitigate risks associated with projects?**
  - *Horses for courses, during the planning process potential risks are identified and strategies are developed to eliminate or mitigate the inherent risks. So strategies best suited will be employed to deal with those specific risks.*
- **What do you enjoy most about managing projects?**
  - *The enjoyment is derived from the satisfaction one gets when the project delivers the desired results that form part of the building blocks to our contribution to actualising the vision of our Royal Bafokeng Nation.*
- **How many projects/programmes have you managed so far?**
  - *At Royal Bafokeng Sports and the Academy I have managed four; I managed twelve outside RBS.*
- **How important is planning to you in managing your projects and how much time, on average do you spend on planning your projects?**
  - *I alluded to the importance of planning in the first question and cannot overemphasise the importance of planning; planning is the key to a successful execution of a project. On average a minimum of a month and maximum of six weeks.*
- **What motivated you to become a project manager?**
  - *The desire to get things done on time and to properly use the platform to actively contribute to the vision.*
- **When did you start working as a project manager in RBS?**
  - *In 2007*



- **How do the projects and programmes that you are managing contribute to vision of the Royal Bafokeng Nation?**
  - *The programmes and projects undertaken by RBN entities are resolutions taken by RBN and given to these entities as mandates to be executed, so everything we do as individuals employed by these entities is a fulfilment of our responsibilities towards actualising the vision. The most important part is recognising the accountability attached to being an employee of the Nation and to carry the mandates through. It is not only the contribution but also the privilege and honour to contribute towards realising the Royal Bafokeng Nation's vision.*

 **www.rbnoperationsroom.com**

### **Web traffic on the Operations Room website:**

<b>Month</b>	<b>Site visits</b>	<b>% New visits</b>	<b>Average time on site</b>	<b>Average pages per visit</b>
May 2011	1767 visits from 44 countries (1609 – SA; 25 – UK; 23 – US) 725 unique visits	31.47%	00:04:45	3.69
April 2011	1384 visits from 36 countries (1258 – SA; 30 – US; 9 – UK) 522 unique visits	29.26%	00:05:11	3.93
March 2011	1452 visits from 35 countries (1298 – SA; 47 – US; 10 – UK) 590 unique visits	31.27%	00:05:48	4.07
February 2011	1539 visits from 24 countries (1443 – SA; 15 – US; 8 – UK) 501 unique visits	24.89%	00:06:57	4.39

## PROJECT MANAGEMENT CORNER:

### What is Cost Benefit Analysis?

Cost Benefit Analysis CBA is a tool used either to rank projects or to choose the most appropriate option. The ranking or decision is based on expected economic costs and benefits. The rule is that a project should be undertaken if lifetime expected benefits exceeds all expected costs.

In the RBN, we also use CBA to compare the actual benefit to the actual expense as a measure of project success.

## Bokgabane Quiz:

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

1. How many delegates are chosen for the training workshops in the Capacity building of NGO's and CBO's project?
2. What are the EMS emergency numbers? Telkom and cellular.
3. How many visitors did [www.rbnoperationsroom.com](http://www.rbnoperationsroom.com) have in May?

**Last month's winners: Please come collect your prizes from Mme Magauta Molokwane in the PMO.**

Congratulations to:

1. Punny Tau
2. Tebogo Nke
3. Oageng Modise

**BOKGABANE:**

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