



**A PRAGMATIC APPROACH  
TO PRIORITIZE NEEDS  
WITHIN THE CONSTRAINTS OF POLITICAL ASPIRATIONS  
AND BASIC SERVICE REQUIREMENTS**

**INCA SUMMER SCHOOL  
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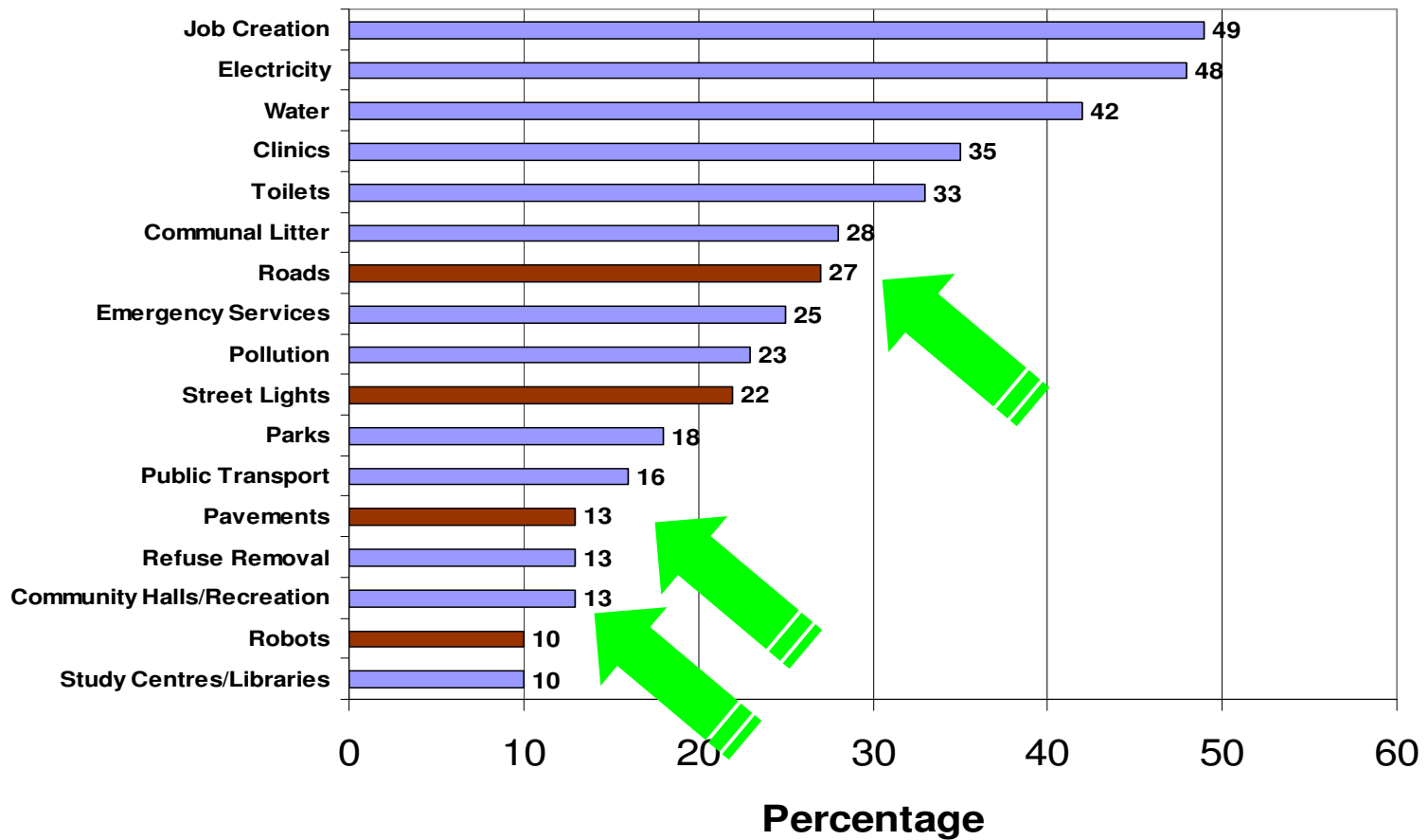




# How Happy are Residents

## CASE STUDY: COMMUNITY SURVEY

### Services Priority Ranking by Residents







## Needs analysis...

### Step 4. IDENTIFY POSSIBLE SOLUTIONS AND GROWTH OPPORTUNITIES.

Are people doing their jobs effectively? Don't take the approach, "**If it isn't broke, don't fix it.**" Get an outside source if necessary to evaluate objectively, don't embrace some self-absorbing idea that your organization has all the answers.

### Step 5. TECHNIQUES FOR INVESTIGATING ORGANIZATIONAL AND PERSONAL NEEDS:

- ❖ Use multiple methods of Needs Assessment. To obtain a true picture, don't rely on one method.
- ❖ It is important to get a complete picture from many sources and viewpoints.
- ❖ Don't take someone else's word for what is needed.
- ❖ Stop sitting in your offices, go out and get a feel of what people are saying about their needs and wants.

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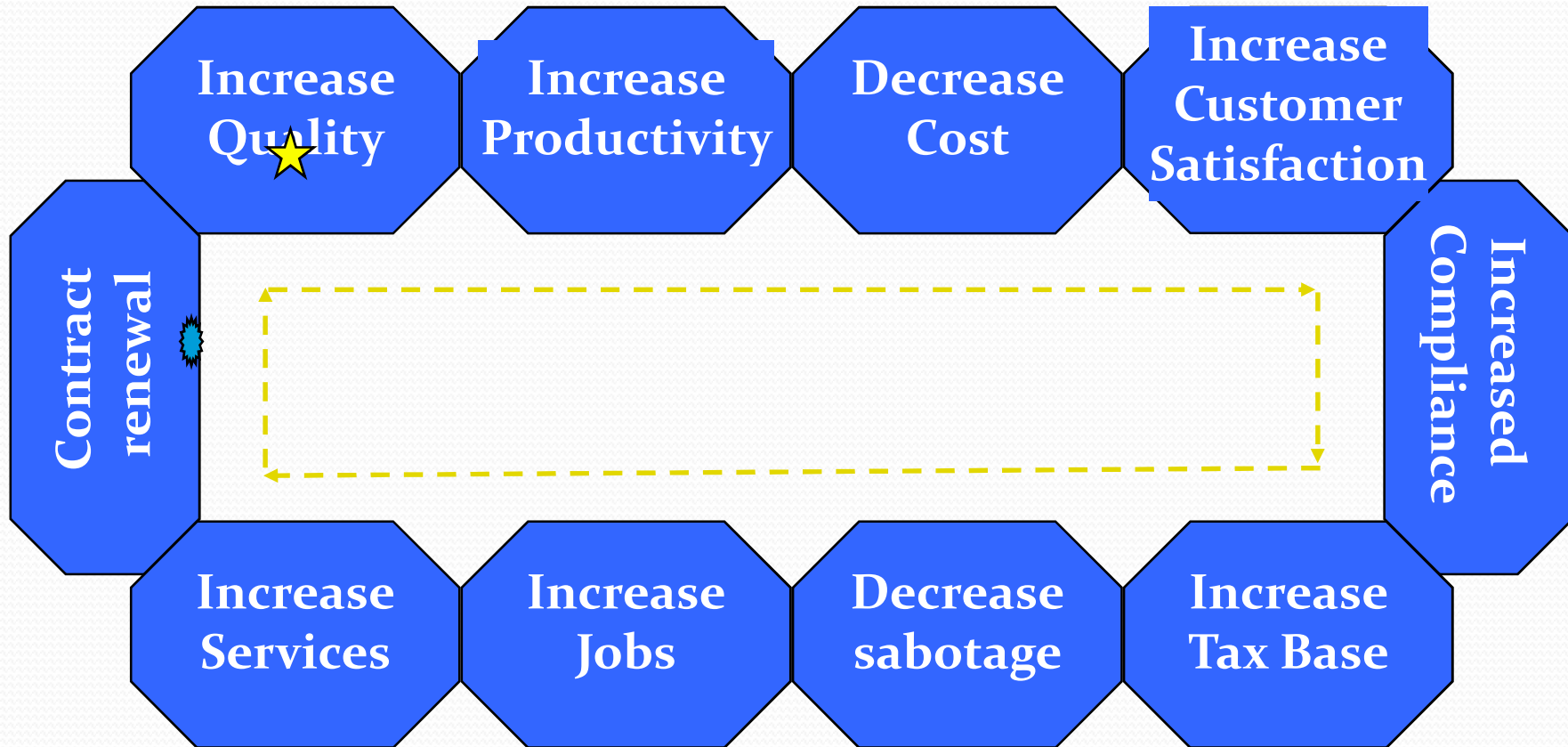
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# JRA Corporate Strategy





- **What do we need to do – internally?**

- Empower communities through labour intensive methodologies when implementing projects.
- Promote local enterprises through supply chain engagements.
- Retain, develop critical skills in areas of the organization that require continuity and sustainability to ensure successes.
- Educate, engage and promote community participation in all organizational activities impacting on their lives.

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## **5.1 CO-OPERATION/ INTERGOVERNMENTAL RELATIONS**

- ❖ **CITIZEN PARTICIPATION AND COACHING**
- ❖ **CLR. SUPPORT**
- ❖ **PPP'S**
- ❖ **NATIONAL/PROVINCIAL DEPTS**
- ❖ **INTER MUNICIPALITY SUPPORT**
- ❖ **SALGA (NATIONAL /PROVINCIAL)**
- ❖ **OTHER (DBSA)**



## 5.3 OTHER CONSIDERATIONS

- **BE COMPETANT:** Perform a "gap" analysis to identify the current skills, knowledge, and abilities of your people, and the organizational and personal needs for HRD activities
- **PLANNING:** Identify your priorities and importance of possible activities
- **PERFORM:** Identify the causes of your performance problems and/or opportunities Identify possible solutions and growth opportunities.
- **CUSTOMER SATISFACTION:** Satisfying needs in a political environment, what does it mean? Disagreements, frustrations then followed by personal/community pride and ultimately prosperity
- **EFFECTIVENESS AND EFFICIENCIES:** Overcoming inefficiencies and poor service delivery whilst empowering our political principals
- Making dysfunctional public system work.....deliver promises, fix the "mode" of delivery, educate communities, empower political delivery mechanisms, etc.

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## THE MANDATE AND SERVICE CONTRACT

**#ALIGN TO HUMAN DEVELOPMENT STRATEGY**  
**#FOCUS ON BASICS**  
**#CREATE VALUED CUSTOMERS**  
**#FIGHT POVERTY**  
**#CREATE SUSTAINABLE JOBS**  
**#ACCESS TO DISABLED/AGED/ETC.**  
**#ERADICATE NON WORLD CLASS STANDARDS**  
**#EQUITABLE RESOURCING/ERADICATE IMBALANCES**  
**#ENHANCE PUBLIC TRANSPORT INITIATIVES**  
**#CREATE EXCITEMENT,PRIDE IN EMPLOYEES AND COMMUNITIES**

**Outcomes**

**EVIDENCE**

***"The achievements of an organisation are the results of a COMBINED EFFORT of each individual."***

**Vincent Lombardi**



**Acknowledgements:**

❖ **R. Shabe**

❖ **Various Publications.**