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AFRICAN NATIONAL CONGRESS

EASTERN CAPE REGION

QUARTERLY REPORT ON REGION OFFICE STAFF

1. Introduction

The notice to write this report initially evoked butterflies in the stomachs of the staff including that of the writer. It is very much in the nature of our work in general and office operation in particular that an account of our activities should be made to the REC. It is in this regard that I am thankful and welcome the privilege to submit this report.

2. Outline of the Report

The report will briefly cover the following aspects on each member of the staff as suggested by the Regional Secretary's notice of 05/02/92 to the staff, viz; Accountability, Human Relations, Organising, Productivity and Responsibility. Incidentally our staff complement is categorised into the following departments or spheres of operation, Administration, Organising, Political and Security.

3. Staff Report

a) Administration Staff

1) The personnel in this category comprises of M. Mayinje, our typist; P. Mankahla and N. Baart, our administrative clerks and R. Mandaba, our regional accountant. All of them acknowledge and understand their accountability to administrative secretary for their conduct and performance in execution of their specific tasks for the good of the office. This is generally evidenced by their acceptance and adherence to the office practice of requestingy permission from the Administrative Secretary for any absence

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from the office. Mandaba excepted, punctuality to the office is a problem to the administrative staff and this is receiving their attention.

ii) Human Relations

Overall, the administration staff have a sound understanding that their department outside and particularly in the office is vital in selling and enhancing a good image about the ANC. A lot of effort was expended in instilling a sense of good human relations amongst the staff in the daily and short staff meetings in the mornings. The benefits thereof is that M. Mayinje is now able to control her temper in the face of pressure at the reception. Mandaba although prone to edgy bouts is also making a conscious effort to curb her temper.

iii) Productivity

Our office still needs to create and maintain productivity records. Such records are necessary for purpose of quantifying, processing and assessment of staff productivity in terms of relevant productivity units. However, in general terms, the administration staff seem to be fully occupied in the office. There are even complaints of overwork. Pursuant to the need to improve the efficiency, effectiveness and productivity of the Vstaff, the administrative staff were the first to enlist with Mshweshwe's Careers Advancement Centre for purposes of upgrading their skills. Cdes Mayinje, Baart and Mankahla are awaiting results of their test on Intermediate Wordprocessing. Mandaba is enrolled on Lotus for Beginners.

Organising Department

i) Accountability

The regional organisers are M. Goniwe, N. Faku, Z. Blouw and E. May. These comrades without exception keep the office informed about their movements and whereabouts during office hours. They are on the one hand accountable to their Head of Department and on the other accountable to the Administrative Secretary. They have an excellent grasp of their accountability to the office for their conduct and performance. Their track record of submitting reports when called upon is fairly good and consistent.

ii) Human Relations

The organisers are always an asset to the office during office hours. Their pleasant demeanour in fielding queries and enquiries from visitors and our membership is excellent. Their relations with the other staff members is beyond reproach. except for Cde E. May who still needs to improve her work relations with some of the female administration staff.

iii) Productivity

The Organisers keep 21 very tight schedule of work and appointments in their hectic programme. Their productivity has been enhanced further by the recent decision to merge the Organisers, the Media and Political Departments into one Department, viz; the Organising Department. This development has supplemented coordination and 21 collective approach to target goals and challenges facing the regional office. Cde Faku has enlisted with CAC for a Computer Typing course. Cde Goniwe and Blouw will follow suit shortly and both have recently enrolled with Damelin for Public Relations Course with. the express aim of sharpening their organising skills and enhancing their effectiveness and productivity.

c) PRO Personnel

1) Accountabilitx

Cdes T. Bobo, M. Grootboom and K. Matiwane .have a high degree of awareness about their accountability to office in the person of the Administrative Secretary and the senior leadership particularly. There is a slight lack of cooperation and coordination in their approach and application to their work.

ii) Human Relations

The department and approach of our PRO to visitors, our membership and to their colleagues is excellent. Their conduct and temperament under pressure as typically displayed when the office was besieged by a number of rowdy returnees in December was source of pride and inspiration to the other staff members.

iii)Productivitz

It is difficult to assess the productivity of these Comrades due to the nature of their" work. However

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it is quite evident that they have a very serious shortcoming owing to their lack of "equipment" to beef up the security of the office. Cde Bobo still needs to programme and diarise his activities in order to honour his commitments betimes. Cde Grootboom is prone to take a longer time when delegated driving assignments. Cde Matiwane still needs to acquire a driver's licence. Generally they are one and all most helpful in lending infrastructural muscle to office activities and events even at eleventh hour notice and ungodly hours.

dd Political Staff

1) Accountability

Our political staff consist of Z. tatsi, our regional political commissar and P. Nkayi, our media & information. P. Nkayi is acutely aware about his accountability to the regional leadership and the Administrative Secretary as clearly borne out by his characteristic fervour to consult. He is prone to jumping' administration. or' procedural lines of communication. His main gripe is that the leadership has a tendency to procrastinate in availing information to the media on request and this affects our image and credibility adversely. Cde Mtatsi had a problem about being punctual to work. He has improved dramatically over the past two months. He has a sound relationship with his HOD and the office.

ii) Human Relations

The Political Staff have excellent human relations. They interact and relate well with other staff members. They also handle crisis work situations with aplomb under pressure. Like the rest of the staff they took the harsh treatment meted out by a number of of returnees 511 the month of November and December in their strides.

iii) Productivity

Cde Nkayi is 21 workaholic . much to the detriment of his health. He needs to inject a pattern of order in his work to complement his diligence. Cde Mtatsi lacks initiative and needs constant supervision to monitor his progress and much of that can be appropriately provided by his HOD. His attitude and application is showing steady improvement after we had frank discussions about his performance in the office.

e) Maintenance Staff

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i) Accountability

Mama Mpongoshé our office cleaner and Cde Mjo the driver for our senior leadership have a sound understanding about their accountability to the Administrative Secretary. Although Cde Mjo is closely attached to the senior leadership and fully occupied with driving, he still squeezes stints to fetch our mail from the P.O and perform other office chores with his typical murmur of grumblings.

ii) Human Relations

Mama Mpongoshé relates very well with the other staff members and our membership (clientele) in general. The same applies with Cde Mjo.

iii) Productivity

Mama. Mpongoshé is steadily improving" her punctuality to work and has made progress to her shortcoming. Her daily work routine is sound but her weekly work programme is deficient on planning. This has resulted in inconsistent supply of household necessities for the office at inopportune times. However she 'takes kind to advice.

Organising

Since organising always involves people to achieve a particular objective, this generic process for our office has entailed much more than arranging individuals in accordance with their line functions.

Our regional office has been singularly fortunate to have drawn and still continue to count on the generous wisdom and experience of Oom Gov and Com Ray for its establishment. As it was established from scratch without any precedent, organising has proved not to be a plain-sailing but rather a testing on-going process. The directives and guidance provided by the leadership together with the orientation lecture delivered by Oom Gov and the workshop conducted by AEFSIS laid the foundations of establishing organisation arrangements within the office. This aspects of our work is further served and entrenched by the daily staff meeting in the mornings which precede our collective approach to work. At microlevel each staff members has the discretion to arrange and organise his or her day's programme in accordance with his or her tasks and engagements.

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Staff Responsibility

Overall, the staff perform their line functions with a reasonably impeccable degree of responsibility and circumspection. The administration staff exercise excellent stewardship over resources and office equipment. The same applies to our Political Staff. The PRO personnel normally apply themselves diligently to their jobs even though our photocopier is ever taxing their patience and effectiveness. Amongst the Organisers, Cdes Blouw and May to a slight extent, have a good grasp of the financial implications attached to organising as they make an effort to collect subscription fees on their branch visits. The others need to emulate them. Cde Goniwe although severely restricted in terms of mobility, is resettling well to his work.

Cde Faku's speciality nowadays is campaigns and preparations for elections. The fact that our region is leading on membership attests to the effectiveness and diligence of our Organisers.