

Ulwazi News



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Review of September to December 2005

By Yanga Depha, Ulwazi Manager

The year 2005 has been an amazing year for the Ulwazi Information Centre.

During this year a number of exciting events took place, relationships were built, important issues were laid on the table, and powerful choices were made.

Ulwazi has acquired respect from other Departments such as Community Safety, Provincial Treasury, the Department of the Premier and the information management sector at large. We have set a high standard and are promising to maintain it. As part of transformation, a workshop on multilingualism as described elsewhere in this newsletter was organized. Two language experts from the University of Cape Town facilitated the workshop.

In the last quarter, exciting publications have been acquired and catalogued. We encourage staff to take part in the collection development process to ensure that Ulwazi caters for all our information needs. Staff are welcome to forward publication lists and brief motivations on all the publications they would like to see in the Information Centre directly to Ulwazi staff or via the Working Group representatives. A list of these publications is found in this newsletter under the title "Most Recent Publications".

These publications will contribute to your profes-

sional development and assist in improving the quality of your work and are available for reading in Ulwazi.

In terms of requests for information, Ulwazi continues to receive a high number of requests.

72 requests for information were received in the period under review. The analysis of requests indicates that 33% were for demographic information (population figures, maps), 28% of requests for government legislation (PFMA, SASSA Act, White Papers, Social Assistance Act, 1996 constitution), 15% were poverty related requests, 13% on HIV/Aids and 9% were of general nature.

During the past year Ulwazi focused primarily on Head Office. This year we are planning to expand its services to the District Offices. We are confident that this year is going to be a year of success for Ulwazi and our users. I want to invite all staff to join us in this exciting journey. We want to encourage staff to take ownership of the Centre. Remember, Ulwazi provides access to strategic social development information, baseline data on research, population and demographic trends, discussion groups on topical issues, electronic monitoring & dissemination of strategically relevant information, a website and advanced electronic searching.

Lastly, we are not exaggerating when we say that Ulwazi has made its mark last year. Ulwazi was privileged to be nominated amongst the top ten projects shortlisted for the 2005 Premiers Service Excellence Awards.

We appreciate all the wonderful work that has been done in support of the centre. We would like to extend special thanks to the Working Group members: - Sharon Mackenzie (your creativity and passion), Tughfa Ajouhaar-Hamdulay (your stimulating ideas and strategic guidance), Nokwela Nqentsu (your quick

response & commitment) and Patiswa Momoza (your enthusiasm & positive energy), Debbie Calitz (your suggestions and HR inputs). Let's continue to build a strong team for the benefit of our Department and our clients.

We at Ulwazi would like to thank staff for their support and contributions in 2005 and look forward to a mutually beneficial relationship in 2006.

We wish you all a productive and prosperous year ahead.



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Multilingualism in the Workplace

by Alma Crotz



Departmental staff raised concern about the communication barriers experienced due to a multilingual work environment. Multilingualism in all its complexity not only refers to the different languages spoken, but also contributes to the varying degrees of communicative English spoken by speakers of different cultural groups. To address this issue Ulwazi hosted a workshop on Multilingualism in the Workplace on 18 October 2005.

The objectives of the workshop were to raise awareness about the value of multilingualism and multiculturalism in the work place. It also identified strategies that would promote multilingualism in the Department and with external stakeholders.

Dr Gxilishe, head of the African languages Department and Prof Madiba from the Centre for Adult Education at UCT facilitated the

workshop. Basic isiXhosa training was provided to attendants and the different dimensions and aspects of multilingualism were debated as well.

The workshop stimulated positive feedback in that it promoted linguistic diversity amongst staff and emphasized the importance of the spirit of Ubuntu. It gave staff a clearer understanding of cultural practices and celebrated the differences between people. This proved that language is an integral part of all human interaction and is inseparable from the political, social and economic spheres.

The Premier's Service Excellence Awards

by Alma Crotz

On 21 November 2001 the Office of the Premier hosted the Service Excellence Awards to reward best practice and excellent service delivery in government. The Awards evening was hosted in style at the International Convention Centre in Cape Town. This was the inaugural year for the province whilst it's been running in other provinces for a number of years. Guests included provincial MEC's and the sponsors from Standard Bank and Price Waterhouse Coopers.

The Awards programme acknowledges and affirms the commitment of government officials to deliver excellent service to the public and to its internal staff members. All entries were measured against the Batho Pele principles coupled with the Ikapa Elihlumayo strategy and showed how these could effectively be applied to improve customer service.

Ulwazi Information Centre was one of fifty four projects that were entered for an excellence award and then proudly shortlisted as one of the top ten finalists. It was a great honour to be selected as one of the projects for excellence as the caliber of all the entries was extremely high. The project received a certificate of merit as finalist.

Ulwazi made a commitment to keep striving for excellence, to improve its service to all its customers and to enhance its efficiency and effectiveness in its daily functioning.



The Awards were presented to the following projects: The Gold Award for Service Excellence went to the Centre for Further Education & Training (Cape Institute for Agricultural Training: George) for enabling the previously disadvantaged community to earn a living through food production. A Silver Award went to the Tyger Bear Project (Unit for Traumatized Children & Families) who provides a sanctuary for many abused children. The Department of Education's Khanya Project who provides affordable technology to schools also received a Silver Award. Bronze Awards went to the Real Enterprise Development (RED) Door Initiative Project, which has helped

create hundreds of small businesses, to the Safe Schools Project who work daily to ensure that the children of the Western Cape can be educated in safe and secure environments, and to the Department of Education's Client Services Project (Call Centre / Walk-in Centre).

We also want to congratulate our fellow nominees from the EDMS project (Electronic Document Management System), Job Seekers project and the Work Integrated Learning Project who were awarded certificates of merit.

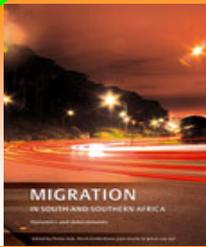


Premier Rasool congratulated the winners and finalists and thanked them for their dedication to a selfless public service.

To view this newsletter online or to access our electronic Research reports Please visit our website www.capegateway.gov.za/ulwazi

The 2005 Premiers Service Excellence Awards





Book Review

Migration in South and Southern Africa: Dynamics and Determinants

by Ilse Eigelaar-Meets

Migration is a highly debated concept and is often connected to concerns regarding rapid population growth (urbanization) that brings with it related problems of housing, overcrowding, and immense pressure on other services such as health, education and social welfare. This book edited by Kok et al, consists of work by leading migration scholars and largely deals with the causes of migration within South and southern Africa. The editors divided the book into three parts with Part I conceptualising migration

with a special focus on South and southern Africa.

In part II the focus is on micro level factors and issues such as the importance of migrant networks, push and pull factors that move individuals to migrate, and the characteristics and profiles of migrants various are discussed. Part III consists of a synthesis of present-day migration theory. Written in a logical and easily readable manner, this book is a must for policymakers and development planners.

You can avoid these five pitfalls on the job

If you're not watching how you work, how you act, how you speak and how you dress, you could be sending a signal that says, "When it's time to cut someone, choose me."

Ronna Lichtenberg, author of *It's Not Business, It's Personal: The 9 Relationship Principles That Power your Career* (Hyperion), says you can make yourself indispensable by avoiding these mistakes:

* Not pitching in when others ask for help is a mistake.

The busier-than-thou attitude doesn't make allies.

* Taking everything personally is a mistake. Some decisions must be made without regard to whether your work is appreciated. Your idea may have been passed over, but

don't think it's because the boss doesn't like you.

* Confusing business with pleasure is a mistake. At office functions, mingle with people at your level or above, people who are in a position to promote you. Know the difference between business and socializing.

* Seeking perfection is a mistake. Know the difference between having to be perfect and striving for excellence. Be willing to take on new duties. If you make a mistake, admit it and find a solution.

* Neglecting your appearance is a mistake. Many bosses think your appearance is a reflection of your work.

The Adventure

"Adventure isn't hanging on a rope off the side of a mountain. Adventure is an attitude that we must apply to the day to day obstacles of life -- facing new challenges, seizing new opportunities, testing our resources against the unknown and in the process, discovering our own unique potential."

John Amatt

Thoughts of a Refugee

by Sharon Mckenzie



"There is no work today again. Nothing to ease the hunger pangs that rip through my body like barbed wire.... I am a victim of circumstance, never welcome anywhere."

This freeway of despair is the longest road bearing very few road signs. On each side of this freeway is a widespread plague with no end in sight. I have often wondered if this road will ever end and if it is visible to the naked eye? I read somewhere that I am a statistic, I in 60 worldwide it said? So I should never really feel isolated or lonely. Yet many a day I have wondered how will I get by, who will help me, will someone spare me just a smile today? There is no work today again. Nothing to ease the hunger pangs that rip through my body like barbed wire. Prostitution, my only honest trade has not rescued me today, so no glue and spirits to dull my senses and keep me warm to night.

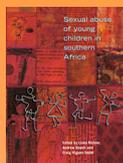
I have lived everywhere depending on the time of the year. I have lived in fetid passages that lead to sewers or in winter in some city's heating system; train stations; stairwells, park benches, even under a bridge once. I found that I am the most invisible when I live on the pavement or in some shopping entrance. I am a victim of circumstance, never welcome anywhere. I once belonged to a family but now I trigger fear and uneasiness and am considered a moral threat to civilised society. I am also a stereotype "smelly, grimy wino, no property, no identity, no voice, nothing!" My friends that I met along the way tell me that they once belonged to a family too. Some say that job loss, debt,

family problems, disability; even infections like HIV, a natural disaster or just being old have catapulted them onto this freeway. The road signs like any freeway have no yield or stop signs. There are many sharp turns onto this freeway but no off-ramps. The road signs like hospitals, schools are covered. Why is no one taking note? Would they take note if I was one in a million? Or is society selectively blind.

My failures in life have led me to have the loss of will to live. I am a refugee in my own country, yes I am homeless ... but not by choice.

Read any new books lately?

Take your pick from our selection of new publications



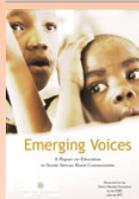
Sexual Abuse of Young Children in Southern Africa

This volume is the first attempt in the region to grapple with the full complexity of child sexual abuse in southern Africa. A range of experts present the facts, assess the depiction of the problem in the press, consider legal and policy responses and offer accounts of interventions in South Africa, Mozambique and Zimbabwe.



State of the Nation: South Africa 2004-2005

The second volume in a series by leading South African intellectuals on the state of post-apartheid South Africa, this publication provides a comprehensive and frank picture of contemporary South Africa. It includes critical insights into the state of the political parties after the 2004 election, race and identity, the economy and the state of employment, emerging patterns of business ownership and the effects of HIV/AIDS.



Emerging Voices

A report on education in South African rural communities

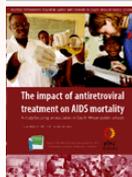
Emerging Voices is a richly documented portrait of the lives of communities in selected rural areas, and specifically their thoughts and feelings about education. It is a book that can

come at no better time as South Africa is poised to launch a major offensive against poverty in rural areas. The chapters illustrate the complexity, interconnectedness and intractability of the challenges that face rural communities and education in South Africa in particular and less developed countries more generally.



Local Government, Local Governance and Sustainable Development

An examination of the transformation of South Africa's apartheid local government system into a development-oriented system of municipal governance, requiring, however, continuing short and long-term interventions on the part of both the central and provincial governments if it is to deliver its desired outputs.



The Impact of Antiretroviral Treatment on AIDS Mortality

This report presents an estimate of the number of educators who died of AIDS in 2004, including the project distribution of AIDS deaths by age group. This report estimates the extent to which the provision of antiretroviral treatment might reduce AIDS mortality among our educators.



An Overview of South African Human Resource Development

This monograph provides an overview of human resources development (HRD) in South Africa. It focuses on the youth labour market, the world of work and the national system of science and innovation. It concludes that South Africa, lacking high, intermediate and low skills, has severe HRD problems which require urgent resolution.



Democracy in Africa: Moving beyond a difficult legacy

This paper examines the political and socio-economic factors that influence democratisation throughout South Africa and the African continent. The emphasis is on the policies and impact of government, business and civil society in reducing inequality and poverty. Issues of community empowerment are also examined as a way to promote sustainable development.



Fragments of Democracy, Nationalism, development and the state in Africa

The Democracy and Governance Research Programme of the HSRC publishes an occasional paper series which is designed to offer timely contributions to debates, disseminate research findings, and engage otherwise with the broader research community. Authors invite comments and responses from readers. This paper was originally presented as a lecture in a series in honour of Samuel C Nolutshungu.



The Impact of HIV/AIDS on the Health Sector

This report emanates from the results of a national survey conducted in 2002 that examined the impact of HIV/AIDS on public and private healthcare facilities in South Africa. This publication addresses these issues, outlines the subsystems that are affected and makes recommendations for managing the HIV/AIDS case load.

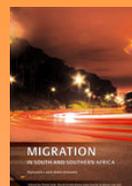


Development, Health and the Environment

This occasional paper is an analysis of the health, environmental and socio-economic factors influencing infant and child survival amongst South Africa's African and coloured population.

Southern Africa Post-Apartheid? The Search for Democratic Governance

The book under review is a collection of papers reflecting on the situation in Southern Africa ten years after democracy. Divided into four sections and thirteen chapters, the book is organized around several themes inherent in the democracy and governance discourse in Africa. These include the impact of the past legacy on the present, democracy as a concept and value system, political and social institutions, the nexus between politics, economics and development, as well as gender mainstreaming.



Migration in South and Southern Africa: Dynamics and Determinants

Coping with immigration and urbanisation in a rapidly globalising environment is one of the policy issues facing many governments, yet the complexity of migration makes it difficult for planners to understand its causes and plan for its consequences.

Migration Dialogue for Southern Africa

This project had four main objectives: a) to collect and collate information on national legislation; b) to identify points of similarity and difference in national immigration law between SADC states; c) to investigate the possibilities for harmonization of national immigration policy and law and d) in the interests of good governance and regional cooperation and integration to make specific recommendations for harmonization. A second parallel study is investigating the issue of harmonization of migration data collection systems within SADC.



Trends and Policy Challenges in the Rural Economy: Four provincial case studies

Deepening rural poverty is of great concern. Yet, too little is known about how people survive in the rural areas of South Africa, and in particular how people's survival strategies are adapting to changing economic circumstances. This study sheds light on the experience of rural dwellers in respect of four areas of economic activity in four provinces – Limpopo, Western Cape, Eastern Cape and KwaZulu-Natal. The report highlights the challenges faced by public policy in addressing rural poverty. For example, although growing competitiveness and dynamism in commercial farming may have benefits, this has been detrimental to more marginalised workers. It is a crucial resource for economists with a special interest in developing economies and those working in development, or policy-makers and development planners; students of economics, sociology and development studies.



Funding the Fight: Budgeting for HIV/AIDS in developing countries

The report on the funding by nine African and Latin American countries on HIV/AIDS has found that countries must do more to ensure a comprehensive response to the epidemic incorporating prevention, treatment, care and support.

