

NGAMI DHMT EXCELLENCE AWARDS

Theme: *"Recognizing and rewarding excellence, the pillar and stimulant of productivity"*

Guest Speaker Key note address

Mr. Michael Tlhagwane

Chief Executive Officer

Motor Vehicle Accident Fund

24th May 2019

1700 HOURS

MAUN LODGE

Salutations

Director of Ceremonies

Kgosi Leatile Moremi/ Representative

Ngami DHMT Head, Dr Malebogo Kebabonye,

Maun District Commissioner Mr K. Leipego

North West District Council Chairperson Hon Enga,

Council Secretary North West Mr Motlogelwa

Deputy District Commissioner Maun Admin Authority Mr Gaborekwe

Senior Assistant Council Secretary Maun Admin Authority Ms Seemule

Ngami District Senior Health Management Team

Representatives of Various Government Departments,

Non- Governmental Organizations,

Parastatals,

Members of the Media Fraternity,

Invited Guests

Awardees

Ladies and Gentlemen,

Good Evening

1. Ladies and gentlemen, it is a great privilege to be invited here today, to join you in celebrating excellence in Ngami DHMT. Director of ceremonies, events such as this reminds me of the words by one American author and motivational speaker Zig Zigla when he said ***“workers have three prime needs: Interesting work, recognition for doing a good job, and being let in on things that are going on in the company.”*** Tonight I can say to Ngami DHMT, You met one of the above needs being “Recognition the workers for doing a good job” and well done. “Indeed this small deed is a way towards building a happy productive workforce”.

2. The district is celebrating this day under the theme ***“Recognizing and rewarding excellence, the pillar and stimulant of productivity”***. The theme I am reliably informed was crafted through a healthy competition amongst the staff under the spirit of team work and shared vision. This theme ladies and gentlemen calls for the workforce to recognise excellence in their everyday professional lives and at the same time encourages the leadership to ensure that the workforce is motivated to drive innovation and productivity in the workplace. The event aims to promote the importance of Innovation and sustained quality service delivery. It is also the day to reflect on both the challenges experienced over the years, but importantly celebrate the positive gains made as the district strives to implement the overall Ministry of Health and Wellness vision of ***“A Healthy nation by 2023”***.

3. Ladies and gentleman allow me to reflect on health services in Botswana from a perspective of both the user and stakeholder. In the era of dwindling resources but increasing expectations from our customers, one cannot therefore separate organisational success from customer satisfaction. A highly efficient productive organisation will be reflected through customer satisfaction.

As a citizen of Botswana, I am aware of the many negative publicity the health sector suffered over the years. The challenges Health Sector also experiences challenges which has a potential of limiting the implementation of key initiatives. The challenges ranges from inadequate financial resources, skilled personnel and consumables (drug availability being at the top of the list) and health care worker safety. However as one of the critical stakeholders, I am also aware of the positive initiatives put in place with the aim to drive the mandate of improving health outcomes in our communities: The commitment of the Ministry of Health and Wellness to revitalise primary health, decentralise its services for efficiency and drive the international mandate of universal health coverage. These initiatives ladies and gentleman can be attested by programs such as the rolling out of the HIV/AIDS testing and treating programs, prevention of mother to child transmission of HIV, Malaria elimination, prevention of maternal death and overall disease burden reduction with more focus given to Non Communicable disease. **Ladies and gentleman be reminded that health is a right.** Health is a critical element for any community or country development agenda as reflected internationally through the sustainable development goals and locally in our vision 2036.

4. It is therefore imperative that for Botswana to achieve development and see improvement in the above, we need to start with our people management. Appreciation of those who drive service delivery is a cornerstone to building shared vision hence keeping the drivers of success motivated. It is therefore commendable that Ngami DHMT has found it fitting to take time to recognise their own drivers of change. Human resources are vital to an effective health care system. From an economics viewpoint, health workers' salaries make up a great share of health budgets in most countries. The health worker is the gatekeeper of the health system, determining the overall vitality of any community. Poorly motivated health workers can have a negative impact on individual facilities, an entire health system and communities.

5. Keeping employees motivated is not an easy task, but one which every organisation should invest in to curb attrition and poor service delivery which will surely result in poor organisational image. Literature shows that while staff motivation is a complex issue influenced by set of socio- economic and professional factors, for most of the health care workers what motivates them is a simple feeling of accomplishment: feeling capable to offer quality service to the benefit of the client.

It is therefore important that as we are seated here celebrating those that performed well in past two years, we should reflect on simple initiatives that we can invest in as a way to keep our workforce happy and satisfied.

6. I am informed that not many people want to come work in Ngami due to its geographic location. The leadership should therefore rise to meet this challenge and to nurture professional growth and work place satisfaction can change this perception to people, making Ngami DHMT a desired place to work in. It is the duty of every organisation to manage its workforce in order for high performance to become a calling and an identity to all. Cultivating shared vision to all and making it alive in the organisation is important to foster and sustain positive performance.
7. Let it be our priority to minimise bureaucratic practices which result in frustration and delayed service delivery among our employees. Let it be our priority that we make customer interaction, ourselves included a memorable positive experience. Ladies and gentlemen up to 80% of our active life is spent in the workplace. Our workplace should therefore be conducive to enable growth and personal satisfaction.

8. On a different note, Director of Ceremonies, let me confess that my acceptance of your invitation to speak at this occasion was largely, based on the assumption that you also want to learn about Motor Vehicle Accident (MVA) Fund. Motor Vehicle Accident Fund is mandated primarily to compensate injured people or the dependants of people killed in road traffic crashes, on public roads in Botswana. The Fund is also actively involved in the road safety promotion geared to bring about positive behavioural changes to save lives. We therefore provide a range of benefits to those affected by road crashes being; medical care, rehabilitation and compensation for financial loss and support. Let me implore all here present to play a meaningful role in curbing road traffic crashes as they pose a serious challenge to achieving our vision of a “A Healthy nation by 2023”.

If left unabated, road traffic crashes will reverse all efforts made so far in improving our health system. Let us all work in unison to combat crashes as they have the potential to put more strain on the already burdened health system.

9. Before concluding let me take this time to once again commend the management of Ngami is showing its willingness to work collaboratively with the stakeholders. It has always been the call by Ministry of Health and Wellness that the responsibility of health and wellness is not that of the ministry alone, we all have a role. Let me encourage all other stakeholders including the business community to find relevance and collaborate with the department to drive the agenda of a healthy nation, healthy communities by 2023. Government alone cannot shoulder the responsibility of keeping the nation healthy while we are spectators. The time is now that we join hands at various level and make health OUR agenda.

10. As I conclude, let me once again congratulate those who will be recognised today. For those not receiving the awards, let it be a motivation to them knowing that individual performance is most of the time a collective effort by all. Be encouraged to work as a team and leverage on each other's capabilities to build Ngami. As your DHMT head said Leave a legacy: You were here, let your foot prints be imprinted in the heart of Ngami through your quality work.

11. Congratulations awardee and I thank you, enjoy the rest of the evening

Ke a leboga betsho