
CONDUCTING FOCUS GROUPS FOR EASTERN CAPE GAMBLING BOARD EMPLOYEES

1. INTRODUCTION AND BACKGROUND

- 1.1 The Eastern Cape Gambling Board (ECGB) is a statutory body established by the Eastern Gambling Act, 1997 (Act No.1 of 2016) (as amended) (the Act).
- 1.2 The mandate of the ECGB is to regulate and control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.
- 1.3 In May 2020, the ECGB conducted an employee engagement survey. Overall scores for per department were presented. The Strategic Management Services department was one of the departments with a low overall score of below 60% (ideal). This department had several dimensions that were scored under 60. Their lowest scoring dimensions were growth and development, work environment and employee wellness.
- 1.4 In addition to that, the employees in this department have raised some issues of dissatisfaction with management in that unit. Based on these factors, the confidential focus groups are requested in order for this department to address these issues of dissatisfaction.
- 1.5 The strategic services department consist of seven (7) employees including the line manager.

2. OBJECTIVE

- 2.1 The objective of this request is to appoint a service provider that will conduct a confidential focus group session with employees at Strategic Management Services department so as to understand the real issues experienced and make recommendations to management.

3. KEY DELIVERABLES

- 3.1 The service provider must submit a Project Plan with all the steps and milestones to be achieved during the project.
- 3.2 The service provider must conduct a confidential focus group session with Strategic Management Services employees.
- 3.3 The service provider must prepare a report on the findings and recommendations and present the report to the participants and management in separate sessions.

- 3.4 The service provider must develop a proposed action plan with practical interventions to be implemented in order to address those issues.
- 3.5 The focus groups shall be conducted virtually, and feedback be presented virtually to the both participants and management.

The successful service provider will be furnished with the report from the employee engagement survey.

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