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## **A teambuilding-strategy based on uBuntu-principles, facilitating increased efficiency, service-excellence and job-satisfaction of Midvaal library staff members.**

Any institution or organisation is only as strong as the people who serve in it. It is therefore important to create an enabling environment that is conducive to high performance. Organisations whose operations are dependent on effective teamwork should invest in teambuilding initiatives and the optimal development of individuals within teams.

Teams that are strong, united and efficient, positively impact on customer services. Strong teams that work towards the same goals, achieve better results and are committed to service excellence. The principles of uBuntu support teamwork as well as service delivery as it is based on the values essential to the successful implementation of both concepts. Ubuntu principles manifest in interpersonal relations in the form of respect, appreciation, honesty and trust. Ubuntu embraces a sense of community and unity of purpose. The signs of Ubuntu principles practised in the workplace are compassion, transparency, lack of self-importance and a willingness to help others.

Ubuntu principles instilled within an organisation, positively impacts on teamwork, individuals' job-satisfaction as well as services delivered to its users as discovered in a case-study implemented amongst Midvaal library staff. After implementing a SWOT-Analysis to investigate the current status and experience of teamwork amongst library staff members, an Ubuntu-strategy was implemented. The following processes were followed during the implementation of the strategy:

- Step 1 : An idea for change
- Step 2 : Reflection
- Step 3 : Teambuilding and Ubuntu workshops
- Step 4 : Implementation plan
- Step 5 : Monitoring and evaluation

After the implementation of an Ubuntu-strategy within the Midvaal library sector, staff reported an increased sense of community, greater job-satisfaction and an increased awareness of the value and importance of library services delivered.

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