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TO WHOM IT MAY CONCERN

In 2007, ProServ South Africa was contracted by UNISA's College of Economic and Management Sciences to develop a Stakeholder Service Function Strategy. The project consisted of a variety of research methodologies including electronic Stakeholder Satisfaction surveys, distributed amongst 20 000 stakeholders, using Amplix™ Technology. Furthermore, focus groups and interviews were facilitated to obtain further qualitative input for the research. On site observations and audits were performed in order to measure deliverables and identify areas for stakeholder service improvement.

ProServ South Africa was also contracted in 2009 by UNISA to facilitate various workshops around diversity, diversity management, change and transformation. The focus groups were a result of the outcome of a quantitative stakeholder surveys commissioned prior to the focus groups. The result of the focus groups provided detailed insight into the complexity of diversity and its challenges in addressing them in a large scale transformation process. The focus group discussions were also successful in making specific suggestions in terms of initiatives that management could undertake to manage diversity effectively at UNISA.

The planned time frames for both projects were met based on agreed dates, minutes and submission of the final Stakeholder Service Function Strategy and Implementation plan and reports. The agreed budget was not exceeded and all other requirements as per the scope and terms of the service level agreement were met.

We would recommend ProServ South Africa to any organisation who needs a partner to assist with the development and implementation of stakeholder service strategies and/or facilitating and analysing diversity management through a focus group methodology.

Yours Sincerely



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