



October to December

Special Christmas Edition

Volume 2, issue 4, 2014

## Special points of interest:

- Advent is derived from the Latin word 'Adventus' meaning arrival.
- In drafting client service charters one needs to think like a client.
- Socrates: Born circa 470 BC. Greek philosopher. Known for his dialectic method of inquiry or Socratic method

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## Taking stock of ourselves: Productivity and prospects for the future

30 November marked the beginning of Advent for the Catholics. Advent, from the Latin word "Adventus" meaning arrival, is, in the Christian theology, the coming or second coming of Christ, also marks the first season of the Church year, leading up to Christmas and including the four preceding Sundays. The period is about taking a "commercial break" of all that transpired during the year taking stock of ourselves (Catholics that is and Christians alike) whilst preparing for the coming of the lord into our hearts. This does not mean that Christ is to be born again but rebirth and connection with him through our hearts. Productivity refers to the relationship between input and output. In other words, the effort that is at the beginning determines the results at the end. At the beginning of the year goals were set. Some

were achieved whilst others remained on paper or in our thoughts slowing gathering dust or slipping into oblivion respectively. As the year comes to an end and we reflect upon the previous eleven months, can we say we are satisfied with what we have achieved as an individual, institution, country or even planet? If the answer is in the negative, then let us pause like Catholics in advent and wait upon a new arrival, the new year, to increase our productivity as well as a renewal taking into account that new problems are not solved by yesterday's solutions. Vincent Van Gogh has some in-

spirational words for us not to give up despite the challenges we might face, he says, "If you hear a voice within you say 'you cannot paint,' then by all means paint, and that voice will be silenced." Cynthia Hakutangwi, writing in *The Standard* of 30 November 2014 on measuring productivity, exhorts us to "Remind ourselves to take time to measure productivity in our personal, relational and public life before we cross over to a new year." If we manage to take stock of our past and prepare for a fruitful new beginning we would have done our 'advent' time well and sowed seeds of a new beginning of increasing our effectiveness and productive levels.

**Editor's Desk**



## What is it going to be?

The year 2015 according to Chinese Horoscope will be the year of the sheep. Chinese Astrology uses one's birthday and birth time to predict their fortune. The astrological birth chart is built by the Chinese Astrology Calendar, which is a combination counting system of Yin-Yang Five Elements and 12 animals. The Five Elements are Metal, Water, Wood, Fire and Earth. The

twelve animal are Rat, Cow, Tiger, Dragon, Snake, Horse, Sheep, Monkey, Chicken, Dog and Pig. Year of 2015 is Wooden Sheep. Because Wood (tree) is connected to the colour of Green. Therefore, 2015 is the **Year of Green Wooden Sheep**. That is for the Chinese, but for you and me what is it going to be? Will you fall into the same rut that was 2014 or will you rise like

the phoenix and say 2015 will be my year. According to Milton Kamwendo, goals should be thought of, meditated upon unceasingly and acted upon until they beg for mercy and are achieved. Note the last word there, achieved, it is not to anyone's good to write down goals and not let them come out alive. It is tragic to only exist but not to live life fully!

**ED.**



Members  
present  
learned to  
think like a  
client in  
viewing service  
commitments  
and standards



**Blessing Chikukwa**

## CLIENT ORIENTED SERVICE CHARTERS

There was a meeting at Home Affairs on Friday, 31 October, 2014 on how government ministries, state enterprises and parastatals and local authorities should draft their Clients Service Charters in line with a template provided by the Office of the President and Cabinet.

Facilitating the training was Mrs Munemo and Mr Gura from Highlands Training Institute. The emphasis of the training was in drafting short and precise charters drawing key service standards from Results Based Management set targets for each government department and parastatals.

The standards outlined were supposed to be outward looking rather than inward looking. This translated to service standards with notable deliverables in terms of quantity; quality; timeliness and cost. In short, the charters should have the clients in mind in delivering services.

Two documents were supposed to be done, an abridged version of the client service charter and a full version guided by the template provided. The training team also emphasised on the matter of complaints handling and feedback including clients' rights and obligation which are supposed to be handled professionally.

Over and above, members present learned to think like a client in viewing service commitments and standards and key outcomes of those deliverables. *Do not miss our next issue for a preview of the new look client service charter.*

## Record

### By Blessing Chikukwa

You write important things down,  
For the sake of reducing the burden of your mind remembering.  
You sign agreements, enter on leases and above all,  
make records of memorable moments,  
But do you care about me?

I am the lonely child that was birthed by my ancestor papyrus.  
I allow you all to write down all your thoughts,  
To draw in all your business's ethics and  
To be proud of all your owning's.  
But do you care about me?

Blessed are those that show leniency in my keepings  
But most tends to discard me as soon as they no longer require my services.  
Only to look for me again, "where's that record!?!..I left it on the table sometime last week."  
If I had been gifted with that they call the 'mouth', I would ask  
But, do you care about me?

I save as evidence of an occurrence.  
How I love that!  
To be part of a legacy, a heritage.

Preserving the knowledge and the facts.  
But if only they could take good care of me,  
I would serve them eternally till all humankind is extinct!

Some say records have this stench smell of decaying.  
Others state they carry such layers of dust.  
But alas, my creators, such filthiness is a result of not being cared of.

I forgive those that create me  
For they are the most uncaring guardians  
Who are they to just create me on an unworthy paper that will soon be torn or fade away?  
I am so depressed by such ignorance  
I am so alone,  
But maybe, I have others that care about me

YES,  
I am not alone after all.  
I have you fellows.  
You protect, preserve and make me known to the world.  
For which it's my weakness, to become a public item.  
Yes, I have the ones that care for me.

## Christmas: once a glamorous occasion or now an elitist commercialized

By Loveness Makuwaza

Christmas is celebrated throughout the African continent by Christian communities large and small. In Zimbabwe, people have mixed views about Christmas despite the fact that a greater percentage of the population are Christians. For most people in Zimbabwe, Christmas day starts with a Church service. After the Church service, everyone has a party in their homes and people go from house to house, visiting all of their family and friends on the way home fellowship and Fellowship are im-

portant aspects of these celebrations among Zimbabweans.

Food is an important aspect of Christmas in Zimbabwe. Starting weeks in advance, everyone starts to prepare for the grand Christmas feast. Chicken, rice, sweets and cakes are the main delicacies. A lot of people, mainly in the ghetto, get their biggest stereo speakers out and put them outside the front of the house and play their favourite music very loudly without condemnation or fear of annoying neighbours. Everyone wears their best clothes for Christ-

mas. For some families, the only new clothes they get every year are for Christmas. The parties are a good place to show off their new clothes.

There is no joy amongst workers within the civil service as they are getting their salaries as well as bonuses after the festive season therefore most of them will not be able to host parties or enjoy the pleasure associated with this season. There has been a lot of anxiety among the entire civil service following speculation by prophets of doom that civil servants were not going to

get their 13th cheque.



Christmas decorations

## WELCOME 2015

By Livingstone Muchefa

AS 2014 bids farewell

We treasure 2014 for the experiences we had

As it started it was never clear

It was never apparently regression or progression

But now each has a story to tell

Here's to the bright New Year 2015

And a fond farewell to the old

Eager for the things that are yet to come

And to the memories that we hold

In the New Year

May your right hand always be stretched out in friendship

But never in want

In the year ahead,

May we treat our friends with

kindness

And our enemies with generosity

Let's archive 2014 professionally

There is no destruction to its record

Neither is there de-accessioning to it

The year 2014 gave us the biggest manuscript

Each with a different story to

tell

Believe in your goals

Socrates was once accused of corrupting the youth because of ways of argumentation

Meletus once said, 'Socrates you are ruining the youth's morality'

Only when he had students such as Plato they started to believe him.

## Laughter the best medicine

A married man was having an affair with his secretary. One day, their passions overcame them and they took off for her house. Exhausted from the afternoon's activities, they fell asleep and awoke at around 8 p.m. As the man threw on his clothes, he told the woman to take his

shoes outside and rub them through the grass and dirt. Mystified, she nonetheless complied and he slipped into his shoes and drove home. "Where have you been?" demanded his wife when he entered the house. "Darling," replied the man, "I can't lie to you. I've been having an affair with

my secretary. I fell asleep in her bed and didn't wake up until eight o'clock." The wife glanced down at his shoes and said, "You liar! You've been playing golf!"



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## Special Christmas Edition

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**Preserving the Nation's  
Documentary Heritage**

The Editor and all those who contributed to this edition of the NAZ newsletter would like to wish everyone a merry Christmas and a prosperous new year

If you are going to be travelling during the festive season, take it easy on the road and remember it is better to arrive late than to be the late.

Editor.

## NAZ IN PICTURES



*Left to Right: Mr Chigodora and Mr Nduna chatting to one of the guests at the Audio-visual day held in October. Freejoy Jorum enjoying eats during the commemorations. Ms Veremu and Ms Rukashe tidying up after the event.*