



## Frieda Human

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Company: Action iT (Pty) Ltd

Position: Knowledge Management & Quality Assurance

Email: [frieda@actionit4u.com](mailto:frieda@actionit4u.com)

### Professional qualifications & membership:

- B.A. Geography: University of the Free State.
- B.A. Honours in Geography and Environmental Sociology: University of the Free State.
- Master's in Development Studies: University of the Free State (Centre for Development Support).
- National Certificate: Municipal Financial Management (MFMP).
- Certificate of Competence: Performance Management in SA Municipalities: CAMISSA Institute (LGSETA).
- Certificate of Competence: Monitoring and Evaluation Approaches and tools in a Municipal Environment - DBSA Vulindlela Academy.
- Certificate of Recognition: Project Cycle Management and Logframe in a Municipal Environment - DBSA Vulindlela Academy
- Member of the Golden Key International Honour Society

### Professional background:

- Frieda is the Knowledge Management and Quality Assurance Champion at Action IT and has more than 19 years' experience in Performance Management in the municipal environment.
- Frieda's managerial expertise includes facilitation of Strategic Planning Sessions, implementation of Performance Management Systems, Performance Planning, Monitoring and Reporting, and Auditing of Performance Information. She performed an instrumental role in driving her organisation's performance management solution.
- Frieda's public sector experience working at the Mopani District Municipality and Greater Tzaneen Municipality played a crucial role in establishing and empowering the Action IT performance consulting division where she has contributed tremendously towards the projects approach and methodology.
- Frieda in her role supports the Action iT system developers to ensure that the Assist System remains compliant with industry requirements and that our clients receive system support through various mechanisms. She also ensures quality in delivery of system training, consulting support through a best practice methodology.

### Subject matter expert:

- Frieda has managed and implemented performance management projects within the public sector which included predominantly municipalities such as:
  - ✓ Greater Tzaneen Municipality.
  - ✓ Mopani District Municipality.
  - ✓ Polokwane Local Municipality.
  - ✓ Greater Letaba Municipality.
  - ✓ Fetakgomo Tubatse Local Municipality.
- Frieda, through her performance management experience, has conducted various training and workshops for various staff levels in conjunction with Action IT's learning initiatives.
- Frieda has also contributed on performance management matters at CIGFARO conferences and various "Peer to Peer" Sessions, while her wealth of knowledge has been very instrumental in the successful implementation of our performance management client projects.

### **Industry experience:**

- Frieda is a highly skilled Performance Management expert, however; she has developed and proven her ability across a broad range of skills which has enabled her to successfully deliver a multitude of projects, these include:
  - ✓ Performance Auditing.
  - ✓ Integrated Development Planning (IDP).
  - ✓ Performance Management (PMS).
  - ✓ Data Management.
  - ✓ Knowledge of municipal environment.
  - ✓ Critical Thinking.
  - ✓ Root cause analysis (RCA).
  - ✓ Data collection & analysis.
  - ✓ Report writing
  - ✓ Training & Facilitation.
  - ✓ Excellent Computer skills (IT).

### **Publications:**

- Human, F., Marais, L., and Botes L., 2009: Missing the Boat: Immaterial Community Participation in the Integrated Development Planning Process in the Free State, South Africa, *Journal for Development Support*, 1(1), 1-32.
- Human, F., Marais, L., and Botes, L. 2008. Making Plans against all odds: LED in the small towns of the Free State Province, South Africa. *Africa Insight*. Vol 38 (10), 00.53-66.
- Human, F., Marais, L., and Botes, L. 2008. Measuring what? The utilisation of development indicators in the Integrated Development Planning process. *Journal of Public Administration*. Vol 43 (3), pp 376-400.

### **Recent addresses & presentations:**

- Frieda presented at the Annual CIGFARO conference on the status of public sector Performance Management practices - 2023



