

ADMINISTRATION TERMINOLOGY

MAY 2019

TERM	DEFINITION	SESOTHO EQUIVALENT
ACT	A bill which has passed through the various legislative steps required for it and which has become law.	Molao
ACTUAL EXPENDITURE	The actual monetary amount expended on the project and cannot include in-kind contributions.	Ditjeo
ADMINISTRATION	The process or activity of running a business, organization, etc.	Tsamaiso
ADMINISTRATIVE ACTION	Any action or decision made by an owner, employee or agent of a long term care facility or by a public agency that affects the services to residents.	Mohato wa Tsamaiso
ADOPT	To choose to take up, follow, or use.	Ho ananela
ADVERSE OPINION	A professional opinion made by an auditor indicating that a company's financial statements are misrepresented, misstated and do not accurately reflect its financial performance and health	Maikutlo a Tshebetso e Fosahetseng
ANALYSIS	A systematic examination and evaluation of data or information, by breaking it into its component parts to uncover their interrelationships.	Tlhophollo/Manollo
ANNUAL LEAVE	A paid time off work granted by employers to employees to be used for whatever the employee wishes.	Phomolo ya Selemo/ Lifi ya Selemo
ANNUAL REPORT	A comprehensive report on a company's activities throughout the preceding year. It is intended to give shareholders and other interested people information about the company's activities and financial performance.	Tlaleho/Pehelo ya Selemo
APPROACH	A way of dealing with a situation or problem. An initial proposal or request made to someone.	Katamelo / ho Atamela
APPROPRIATION STATEMENT	Part of the income statement (profit and loss account) that explains how a firm's profit has been used to pay dividends, and/or to increase reserves indicated in the balance sheet.	Pehelo ya Diphahello le Ditshinyehelo
TERM	DEFINITION	SESOTHO EQUIVALENT
ASSESSMENT	The act of judging or deciding the amount, value, quality, or importance of something, or the judgment or decision that is made	Tekolo/Tlhahlobo
AUDIT COMMITTEE	One of the major operating <i>committees</i> of a	Komiti ya Tlhakiso

	company's board of directors that's in charge of overseeing financial reporting and disclosure.	
AUDITOR GENERAL	A senior civil servant charged with improving government accountability by auditing and reporting on the government's operations.	Mohlakisi e Moholo
BENCHMARKING	The process of measuring the performance of a company's products, services, or processes against those of another business considered to be the best in the industry. The point of <i>benchmarking</i> is to identify internal opportunities for improvement.	Sekepele
BIANNUAL	Happening twice a year	Habedi ka Selemo
BOOKLET	A small, thin book with paper covers, typically giving information on a particular subject.	Bukana
CAPITAL ASSETS	Significant pieces of property such as homes, cars, investment properties, stocks, bonds, and even collectibles or art. For businesses, a capital asset is a type of asset with a useful life longer than a year that is not intended for sale in the regular course of the business's operation.	Thepa ya Boleng/Thepa ya Thuo
CAPITAL INVESTMENT	A sum of money provided to a company to further its business objectives.	Letsete la Thuo
CAPITALISATION RESERVE	When reserves are paid out to shareholders in the form of extra shares.	Keketso ya Diabo
CASE STUDY	A process or record of research into the development of a particular person, group, or situation over a period of time.	Phuputso
CASH FLOW MANAGEMENT	The process of planning a company's schedule for paying bills and estimating when income is likely to be received.	Taolo ya phallo ya tjelete

TERM	DEFINITION	SESOTHO EQUIVALENT
CASUAL LABOURERS	Usually hired by the hour or day or for the performance of specific tasks, while part-time labour is typically scheduled for a minimum number of hours per week.	Basebetsi ba nakwana
CITIZEN	A legally recognized subject or national of a state or commonwealth, either native or naturalized	Moahi
CLUSTER	A group of similar things or people positioned or occurring closely together.	Sehlopha
COMMUNITY	A group of people living in the same place or having a particular characteristic in common.	Baahi
COMPENSATION	Something, typically money, awarded to someone in recognition of loss, suffering, or injury.	Ditlhapiso/Matshidiso
COMPLIANCE	The act of obeying an order, rule, or request. The state of being too willing to do what other people want you to do.	Boikamahanyo/ Ho ikamahanya
CONDITIONAL GRANTS	(From national to sub-national governments) are used in virtually every country in the world where there is more than one level of government.	Dithuso tsa dipehelo
CONFLICT OF INTEREST	A situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity.	Ditwantshano tsa Thahasello
CONSOLIDATE	To join together into one whole: unite.	Ho Tiisa / Ho Matlafatsa
CONSTITUTIONAL	Relating to an established set of principles governing a state.	-Molao wa Motheo/Molaotheo
CONSTITUTIONAL MANDATE	An authoritative command: a formal order from a superior court or official to an inferior one. An authorization to act given to a representative accepted the mandate of the people.	Taelo ya Molao wa Motheo/Molaotheo
CONSUMABLES	A commodity that is intended to be used up relatively quickly.	Disebediswa
CONTINGENT ASSETS	A possible asset that may arise because of a gain that is contingent on future events that are not under an entity's control.	Thepa e sa Lebellwang
CONTINGENT LIABILITY	A potential liability that may occur, depending on the outcome of an uncertain future event.	Ditshinyehelo tse sa Lebellwang
TERM	DEFINITION	SESOTHO EQUIVALENT
CORRUPTION	Dishonest or fraudulent conduct by those in power, typically involving bribery.	Bobodu
COST CONTAINMENT MEASURES	The business practice of maintaining expense levels to prevent unnecessary spending or thoughtfully reducing expenses to improve	Phokotso ya Ditjeo

	profitability without long-term damage to the company.	
CUSTOMER CARE	The processes of looking after customers to best ensure their satisfaction and delightful interaction with a business and its brand, goods and services.	Tlhokomelo ya Bareki
DELEGATION	The assignment of any responsibility or authority to another person (normally from a manager to a subordinate) to carry out specific activities.	Boromuwa
DEPUTY MINISTER	A junior minister, who is assigned to assist a specific cabinet minister.	Motlatsa Letona
DEVIATION	The action of departing from an established course or accepted standard. The amount by which a single measurement differs from a fixed value such as the mean.	Ho Fapoha
DISCLAIMER	Generally any statement intended to specify or delimit the scope of rights and obligations that may be exercised and enforced by parties in a legally recognized relationship.	Boitatolo
DISPENSATIONS	Exemption from a rule or usual requirement.	Tumello e Kgethehileng
DISPOSALS	The action or process of getting rid of something. The sale of shares, property, or other assets.	Tahlo/Ho Lahla
DIVIDENDS	The distribution of reward from a portion of company's earnings and is paid to a class of its shareholders. ...	Diabo
ELECTRONIC	Of or relating to electrons. Of, relating to, or utilizing devices constructed or working by the methods or principles of <i>electronics</i> <i>electronic</i> fuel injection.	-ilektroniki
ELECTRONIC GOVERNMENT	The use of electronic communications devices, such as computers and the Internet to provide public services to citizens and other persons in a country. region.	Mmuso wa ilektroniki
TERM	DEFINITION	SESO THO EQUIVALENT
EMPLOYMENT EQUITY	The use of hiring policies that encourage fair representation of members of minority groups, women, or other people who suffer discrimination.	Tekatekano Mosebetsing
ETHICS	Moral principles that govern a person's behaviour or the conducting of an activity.	Metheo ya Boitshwaro
EXECUTIVE AUTHORITY	The <i>executive</i> is the organ exercising <i>authority</i> in and holding responsibility for the governance of a state. The <i>executive</i> executes and enforces law.	Matla a Phethahatso
EXECUTIVE COMMITTEE	A committee within that organization which has the authority to make decisions and ensures that these decisions are carried out.	Komiti ya Phethahatso

EXPENDITURE MANAGEMENT	Involves all the procedures necessary to ensure that the payments of sums owed by the department are made in an efficient, effective and timely manner.	Taolo ya Tshebediso ya Tjhelete
FACILITY	A place, amenity, or piece of equipment provided for a particular purpose.	Sebaka/Disebediswa
FEASIBILITY	The possibility that can be made, done, or achieved, or is reasonable. The state or degree of being easily or conveniently done.	Kgoneho/Kgonahalo
FINANCE LEASES	A way of providing finance – effectively a leasing company (the lessor or owner) buys the asset for the user (usually called the hirer or lessee) and rents it to them for an agreed period.	Tjhelete ya Khiro/Khiriso
FINANCIAL ASSETS	Cash, stocks, bonds, mutual funds, bank deposits are all are examples of <i>financial assets</i> . Stocks, bonds, cash, CDs, and bank deposits are examples of <i>financial assets</i> .	-ditjhelete
FINANCIAL YEAR	Any annual period at the end of which a firm's accounts are closed.	Selemo sa Ditjhelete
FINANCIAL DISCLOSURE FRAMEWORK	This framework is aimed at preventing conflict of interests by requiring of designated employees to disclose their financial interests.	Moralo wa Tshenolo ya Ditjhelete
FLAG	A mark (an item) for attention or treatment in a specified way.	Letshwao/Folakga
TERM	DEFINITION	SESOTHO EQUIVALENT
FLEET MANAGEMENT	A function which allows companies which rely on transportation in business to remove or minimize the risks associated with vehicle investment, improving efficiency, productivity and reducing their overall transportation and staff costs, providing 100% compliance with government legislation	Taolo ya Dipalangwa
FRAMEWORK	A particular set of rules, ideas, or beliefs which you use in order to deal with problems or to decide what to do.	Moralo
FRAUD	Intentional deception to secure unfair or unlawful gain, or to deprive a victim of a legal right.	Boqhekanyetsi/Bomenemene
FRUITLESS AND WASTEFUL EXPENDITURE	Expenditure that was made in vain and could have been avoided had reasonable care been taken."	Tshenyo le Tshebediso e Mpe ya Tjhelete
GOODS AND SERVICES	The products and services that are bought and sold in an economy:	Thepa le Ditshebeletso
GRADING	A position in a scale of ranks or qualities.	Tlhophiso
GRASSROOTS	The most basic level of an activity or organization.	-motheo
GRIEVANCES	A real or imagined cause for complaint, especially	Ditletlebo/Maqome

	unfair treatment. An official statement of a complaint over something believed to be wrong or unfair.	
IMPLEMENTATION	The process of putting a decision or plan into effect; execution.	Tshebediso
INCOME TAX	Tax levied directly on personal income.	Lekgetho la Lekeno
INJURY ON DUTY	An accident arising out of and in the course of an employee's employment and resulting in personal <i>injury</i> , illness or the death of the employee.	Temalo mosebetsing
INNOVATION	A new idea, creative thoughts, new imaginations in form of device or method.	Mehopolo e metjha
INTANGIBLE ASSETS	An identifiable non-monetary asset without physical substance.	Thepa e sa tshwareheng
INTEGRITY	The practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values.	Seriti
INTERESTS	The money paid regularly at a particular rate for the use of money lent, or for delaying the repayment of a debt.	Tswala/Phahello
TERM	DEFINITION	SESOTHO EQUIVALENT
INTERNAL AUDIT	An independent, objective assurance and consulting activity designed to add value and improve an organization's operations.	Bohlakisi ba kahare
INTERNAL CONTROL DEFICIENCIES	A deficiency in internal control over financial reporting exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect misstatements on a timely basis.	Dikgahello ya Taolo ya kahare
INTERNAL CONTROL	A process for assuring of an organization's objectives in operational effectiveness and efficiency, reliable financial reporting, and compliance with laws, etc.	Taolo ya kahare
INVENTORIES	A complete list of items such as property, goods in stock, or the contents of a building.	Lenane la Thepa
IRREGULAR EXPENDITURE	The expenditure that was not incurred in the manner prescribed by legislation; in other words, somewhere in the process that led to the expenditure.	Tshebediso e sa Tlwaelehang ya Ditjhelete
JOB EVALUATION	A systematic way of determining the value/worth of a job in relation to other jobs in an organization.	Tliahlobo/Tekolo ya Mosebetsi
JOB HOLDER	An employee who holds a regular <i>job</i> . earner, wage earner - someone who earn wages in return for their labour.	Mosebetsi
LABOUR RELATIONS	The relationship between the management of a company or organization and its workforce.	Dikamano Mosebetsing

LANDSCAPE	Everything you can see when you look across an area of land.	Tjhebahalo ya Sebaka
LEAVE GRATUITY	A part of salary that is received by an employee from his/her employer in gratitude for the services offered by the employee in the company.	Tjhelete ya Diteboho
LEAVE PAY-OUTS	The remuneration for the annual leave paid at the rate of remuneration earned at the time the leave was accrued	Tefo ya Matsatsi a Phomolo/ Tefo ya Lifi
LEGAL COSTS	The money that helps pay for the lawyers and the court in a legal case, usually paid by the person or organization that has lost the case:	Ditjeo tsa Molao
TERM	DEFINITION	SESOTHO EQUIVALENT
LEGAL DEPOSIT	A legal requirement that a person or group submit copies of their publications to a repository, usually a library.	Dilaaborari tsa Molao
LEGISLATIVE MANDATE	It occurs when a law is passed by the General Assembly and that law explicitly or implicitly requires that a regulation be amended or that a new regulation be promulgated.	Thomo ya Molao
MANAGEMENT PERFORMANCE ASSESSMENT TOOL	A collaborative initiative led by the Department for Performance Monitoring and Evaluation (DPME). This information can be used by management to inform improvements and can be used by transversal departments to provide support where it is needed most.	Sesebediswa sa Taolo ya Tlhahlobo ya Tshebetso
MANDATE	An official order or commission to do something. The authority to carry out a policy, regarded as given by the electorate to a party or candidate that wins an election.	Thomo
METHODOLOGY FORUM	The systematic, theoretical analysis of the methods applied to a field of study. ... Typically, it encompasses concepts such as paradigm, theoretical model, phases and quantitative or qualitative techniques. A methodology does not set out to provide solutions—it is therefore, not the same as a method.	Foramo ya Tlhohlomiso
MINISTER	Ahead of a government department	Letona
MONITORING	Observe and check the progress or quality of (something) over a period of time; keep under systematic review.	Bodisa
MOVABLE CAPITAL ASSETS	An accounting term for physical objects such as	Thepa ya Boleng e

	production machines, cars, equipment or materials.	Tsamaisehang
NATION PRIDE	The love and devotion to one's country, and reinforces the alliance of all citizens of this country who share the same values.	Boikgantsho ba Naha
NATIONAL LEGISLATION	An act or process of making or enacting laws. ... The noun legislation refers to the actual law enacted by a legislative body at the national, state, or local level.	Molao wa Naha
TERM	DEFINITION	SESOTHO EQUIVALENT
NATIONAL SYMBOL	Patriotic <i>symbols</i> representing nations and countries. ...	Letshwao la Naha
NON-COMPLIANCE	Failure to act in accordance with a wish or command.	Ho se ikamahanye
OBJECTIVE	A thing aimed at or sought; a goal.	Maikemisetso/Sepheo
OCCUPATIONAL HEALTH AND SAFETY	A multidisciplinary field concerned with the safety, health, and welfare of people at work.	Bophelo le Polokeho ya Basebetsi
OPERATING LEASES	A contract that allows for the use of an asset but does not convey ownership rights of the asset.	Ditumellano tsa Khiro
OUTSOURCED CONTRACTORS	It refers to the practice of bringing in an outside company or individual to perform specific parts of a business <i>contract</i> or project.	Basebetsi ba Kantle
PERFORMANCE	An act of presenting a play, concert, or other form of entertainment. The action or process of performing a task or function.	Tshebetso
PERFORMANCE REWARDS	A performance bonus is a form of additional compensation paid to an employee or department as a reward for achieving specific goals or hitting predetermined targets.	Ditlhapiso/Meropotso tsa Tshebetso
PERSONNEL RELATED EXPENDITURE	Value of expenditures related to personnel including wages, benefits, trainings, and payroll taxes incurred by the organization during the reporting period.	Ditjeo tsa Basebetsi
PILOTING	Be the pilot of (an aircraft or ship).test (a scheme, project, etc.) before introducing it more widely.	Teko
POLICY	A course or principle of action adopted or proposed by an organization or individual.	Leano
POLICY DEVELOPMENT	The activity of developing policy generally involves research, analysis, consultation and synthesis of information to produce recommendations.	Tlhabollo/Ntshetsopele ya Leano
PROCEDURALLY FAIR	A dispute resolution concept which provides an employee a fair process in resolving disputes.	Metjha e senang leeme
PRODUCTIVITY MEASUREMENT TOOL	Describes various measures of the efficiency of production. A productivity measure is expressed as the ratio of output to inputs used in a production process.	Sesebediswa se Lekanyang Tlhahiso
PROMOTION	An activity, act or fact of being raised in position or rank.	Kgodiso

TERM	DEFINITION	SESOTHO EQUIVALENT
PUBLIC	Of or concerning the people as a whole.	Setjhaba
PUBLIC SERVANT	A person who works for the state or for local government, such as a judge or teacher.	Mosebeletsi wa Setjhaba
PUBLIC SERVICE	A service which is provided by government to people living within its jurisdiction, either directly (through the <i>public sector</i>) or by financing provision of <i>services</i> .	Tshebeletso ya Setjhaba
PUBLIC SERVICE COMMISSION	A small department that has been created to support the Commissioner in the execution of his function.	Khomishene ya Tshebeletso ya Setjhaba
PUBLIC SERVICE REGULATIONS	Provides that an employee appointed to act must have the necessary competencies (as per the definitions in regulation 2) to perform such additional duties.	Melao ya Tshebeletso ya Setjhaba
PUBLISH	To bring printed works (as books) before the public usually for sale. To make widely known.	-phatlalatsa
RECEIVABLES	Amounts owed to a business, regarded as assets. Also referred to as accounts <i>receivable</i> , are debts owed to a company by its customers for goods or services that have been delivered or used but not yet paid for.	-tse kenang
REGULARITY AUDIT	A financial audit of the financial reporting or budget reporting of the audited entity.	Bohlakisi ba Taolo
REGULATIONS	A rule or directive made and maintained by an authority. The action or process of regulating or being regulated.	Melao
REMUNERATION:	The pay or other compensation provided in exchange for an employee's services performed (not to be confused with giving (away), or donating, or the act of providing to).	Moputso
REPORT	Give a spoken or written account of something that one has observed, heard, done, or investigated. an account given of a particular matter, especially in the form of an official document, after thorough investigation or consideration by an appointed person or body.	Tlaleho
RISK MANAGEMENT	(in business) the forecasting and evaluation of financial risks together with the identification of procedures to avoid or minimize their impact.	Taolo ya Kotsi
TERM	DEFINITION	SESOTHO EQUIVALENT
ROLLOVERS	The extension or transfer of a debt or other financial arrangement.	Phetiso ya Sekoloto
SECTION	Any of the more or less distinct parts into which something is or may be divided or from which it is made	Karolo

	up.	
SENIOR MANAGEMENT	The highest level of managers in an organization, immediately below the board of directors.	Bolaodi bo Phahameng
SENIOR MANAGEMENT SERVICE	A group of high level executives that actively participate in the daily supervision, planning and administrative processes required by a business to help meet its objectives.	Tshebeletso ya Bolaodi bo Phahameng
SERVICE DELIVERY IMPROVEMENT PLANS	Aims to provide a focused approach to continuous improvement of key services and products in line with the Batho Pele principles, which serve to ensure effective and efficient service delivery by putting 'People First'.	Meralo a Ntlafatso ya Phano ya Ditshebeletso
SERVICE MANAGEMENT	Refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.	Taolo ya Tshebetso
SEVERANCE PACKAGES	The pay and benefits employees receive when they leave employment at a company unwillingly. In addition to their remaining regular pay, it may include some of the following:	Ditefo tsa Tlohediso ya Mosebetsi
SKILLS DEVELOPMENT	The process of (1) identifying your skill gaps, and (2) developing and honing these skills. It is important because your skills determine your ability to execute your plans with success. Imagine a carpenter trying to build a house.	Tlhabollo/Ntshetsopele ya Bokgoni
SOCIAL BENEFITS	The total <i>benefit</i> to society from producing or consuming a good/service.	Melemo ya Setjhaba
SOCIAL DIALOGUE	The process whereby social partners negotiate, often in collaboration with the government, to influence the arrangement and development of work-related issues.	Dipuisano tsa Setjhaba
TERM	DEFINITION	SESOTHO EQUIVALENT
STAKEHOLDER MANAGEMENT	A stakeholder is any individual, group or organization that can affect, be affected by, or perceive itself to be affected by a programme	Taolo ya Bakgathatema/ba nang le seabo/baamehi
STANDARD OPERATING PROCEDURES	A set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations.	Metjha ya Boemo ba Tshebetso
STATE AGENCY	It means each state branch, institution, department, board, commission or activity of whatever nature.	Lekala la Mmuso

STRATEGIC OUTCOME ORIENTED GOAL	Written statements that describe an intended outcome. They should be more specific than strategic directions/strategic goals and should be measurable.	Sepheo sa Mawa a Dipheto tse Reruweng
STRATEGY	A high level plan to achieve one or more goals under conditions of uncertainty.	Lewa
STRUCTURE	The arrangement of and relations between the parts or elements of something complex.	Sebopeho
SYSTEM	A set of things working together as parts of a mechanism or an interconnecting network; a complex whole.	Tihohlomelo/Hlohlo melo
TARGETS	Something at which someone is aiming a weapon or other object. A <i>target</i> is a result that you are trying to achieve.	Dipehelo
TAX REVENUE	It is defined as the revenues collected from taxes on income and profits, social security contributions, taxes levied on goods and services, payroll taxes, etc.	Kuno ya Lekgetho
TOP MANAGEMENT	They translate the policy (formulated by the board-of-directors) into goals, objectives, and strategies, and projects a shared-vision of the future.	Bolaodi bo ka hodimodimo
TRANSFORMATION	A marked change in form, nature, or appearance. A process by which one figure, expression, or function is converted into another one of similar value.	Phetoho/Ntlafatso
TRANSPARENCY	Easy to perceive or detect. (of a material or article) allowing light to pass through so that objects behind can be distinctly seen.	Ponaletso
TRANSPORT	It is used to take or carry (people or goods) from one place to another by means of a vehicle, aircraft, or ship.	Sepalangwang
TERM	DEFINITION	SESOTHO EQUIVALENT
UNAUTHORISED EXPENDITURE	It refers to <i>expenditure</i> that municipalities incurred without provision having been made for it in the budget approved by the council or which does not meet the conditions of a grant.	Ditjeo/Ditshenyehelo tse sa Dumellwang
UNDER COLLECTION	The process of recovering amounts owed to a firm by its customers. 2. Banking: (1) presentment of a check or draft for payment and, subsequently, receipt of its amount in cash or as a credit entry.	Tefiso
VACANCY RATE	The percentage of all available units in a rental property, such as a hotel or apartment complex, that is vacant or unoccupied at a particular time. It is the opposite of the occupancy rate, which is the percentage of units in a	Sekgahla sa Dikgeo tsa Mosebetsi

	rental property that are occupied.	
VOTED FUNDS	The primary source of funds for a department and are appropriated by an act of Parliament / Provincial Legislature.	Matlole a Kgethilweng
WHITE PAPER ON TRANSFORMING PUBLIC SERVICE DELIVERY	It sets out eight <i>transformation</i> priorities, amongst which <i>Transforming Service Delivery</i> is the key. ... Improving <i>service delivery</i> is therefore the ultimate goal of the <i>public service transformation</i> programme.	Tokomane ya Moralo wa Ntlatfatso ya Phano ya Ditshebeletso tsa Setjhaba
WORK PLAN	An outline of a set of goals and processes by which a team and/or person can accomplish those goals, and offering the reader a better understanding of the scope of the project.	Moralo wa Tshebetso