XBCGD7311 – Work Integrated Learning

Task 2: High Concept Document v1.0

by

Atomic

Addressing the Problem

In order to make players aware of how poor service delivery affects a business, two factors will be considered to create empathy for business owners and workers. The first factor to create empathy is to create a story around the game, focusing on a restaurant business owner that needs to keep their business running, provide for their workers and also go home and provide for their family, and how poor service delivery affect others' lives.

To show relevancy to the player, the game will focus on the main problems that poor service delivery causes for the majority of individuals in South Africa. Problems caused by poor service delivery showcased in the game will include power cuts, water cuts and financial distress.

How can it be represented?

Loadshedding

Players will experience power cuts in game, resulting in the player needing to find alternative power sources to keep the business running. Players will need to pay additional electricity fees during the time of power cuts. Players will ultimately lose customers and money if they fail to keep the business running during these times.

By implementing this into the game, players will experience how big of an impact it has on a business to keep their doors open during these times and how it affects the businesses financially.

Water Cuts

The same as power cuts, players will also experience water supply cuts, resulting in a limited menu for the clients of the restaurant and employees that can not show up for work due to hygienic reasons.

By implementing this issue into the game, players will experience the effects of water supply issues on not only the business, but also on the restaurant owner - and employees' financial life. Showcasing this issue in the game will also show how important basic resources are in order to survive.

Financial Distress

Financial distress will be showcased by creating a story around the game concept. Players will see how poor service delivery affects employees and the owner, financially.

This will be showcased by how a business cannot function properly and provide for their customers, during power cuts and water cuts. This ultimately results in the business losing money and struggle to keep up with bills and salaries.

Reasons for Poor Service Delivery

Lack of skills

The lack of competency and capacity in terms of skills is mentioned as one of the main reasons behind poor service delivery. 16,4% of all local metros and municipality positions were vacant in 2019 (Business Tech, 2021). in comparison to intermediate city municipalities, the high vacancy rate is particularly high as 24% of positions were vacant. One in five positions were vacant at the level of section 56 manager in intermediate city municipalities, and the same in local municipalities (Business Tech, 2021).

Migration

Migration is another factor that affects the quality of service delivery (Business Tech, 2021). Migration to urban areas provides individuals and families with better opportunities to better their lives, however this also presents problems for the areas. When people migrate, that city needs to buy land, developing housing and the installation of services. All of which takes time to do (Business Tech, 2021). Those that tend to leave the rural municipalities are also those who are economically active and entrepreneurial. This causes these rural municipalities to lose a good number of its taxpayer base (Business Tech, 2021).

A Lack of Spending

Lack of capital spending is one of the greatest causes behind the lack of service. Between 2005 and 2009, capital spending was increased, however since 2010 there has not been an increase in the capital spending of municipalities (Business Tech, 2021). This lack of spending heavily limits the ability of a municipality to expand the reach and quality of basic serves such as water and electricity (Business Tech, 2021).

Supply Chain Management

In a multitude of ways, poor supply chain management contributes to the delivery of poor services. Procurement processes have been found to be inefficient and problematic by the National Development Plan in 2012 (Business Tech, 2021). These systems do not focus on value for money, but rather procedural compliance. This overburdens weak support functions (Business Tech, 2021). The system's implementation severely hampers the provisions of serves such as water, electricity, sewage systems, waste management and roads. This prevents business from investing in a municipality and provide opportunities for new economic development (Business Tech, 2021).

Municipal Audits

Similarly, to supply chain management, municipal audits focus on compliance as opposed to the performance of the municipality. The reason behind this is that staff

members could be held personally responsible for any irregularity in expenditure. This is threatened to be recovered through that staff member's salary (Business Tech, 2021). As a result, a lot of time is spent responding to irregularities and recovering funds. This then makes managers afraid of working on more complex plans that involve other sectors of government or any private sector entities, in favour of the clearly defined and narrow mandates that are safer to work with (Business Tech, 2021).

Revenue Management
Revenue management when done poorly as is currently the case, causes a large financial distress in the economic sustainability of municipalities. In the AG's Consolidated report in 2019-20, out of 257 municipalities 199 submitted their audits. Of these 199 only 38 were deemed to be in good financial health (Business Tech, 2021).

Irregular, Fruitless and Unauthorised Expenditure
A very serious concern in the lack of service delivery is the irregular, fruitless and unauthorised expenditure of funds. In 2019 – 2020, 26 billion rands was spent across all three of these expenditures (Business Tech, 2021). Even in metro municipalities, irregular spending is a very large problem.

Repairs and Maintenance
Poor repair and maintenance causes interruptions and breakdowns in the supply chain. This is caused by underspending on repairs and maintenance of municipalities (Business Tech, 2021). Only 8% of what should normally be spent on repairs and maintenance is used. Anything less than that would go even farther to increase the impairment of assets within municipalities (Business Tech, 2021). This causes great technical loss to in the delivery of services such as electricity and water. This degradation of municipality assets used to provide services also hampers the flow of money and the viability of municipalities (Business Tech, 2021).

Taking all this information into consideration, we came up with a high concept of a game to address this problem. The complete high concept document can be found in the pages following.

Café Conundrum

by

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High Concept

Deal with the general challenges and difficulties of managing a café, in addition to the chaos of loadshedding, service delays and many other unpredicted trials.

Features

- From a mesmerizing perspective, the players will immerse themselves in the vibrant visuals designed to resonate with the target audience. The players should be prepared to brew a success story and become part of the coffee scene in a captivating visual experience.

- Players will have to engage in interactive challenges that will demonstrate your ability to comprehend the process of thinking and decision-making.

- Take control of your coffee shop, where you will be a manager and will be given some tests in a relentless pursuit of proficiency and persistence in keeping your business alive.

- You will be able to upgrade your coffee shop to become more proficient in certain activities or events that may occur. These upgrades will allow for an increase in the number of the coffee shops' resources gained through running the business.

- There will be some challenges that the players will face while running the business, such as having to prepare for potential service delivery disasters, no water, no power, delayed refuse collection, and criminal activity.

- You will be able to compete with your friends, where you will have to complete challenges to receive points, and the longer your business progresses and the more challenges you complete, your coffee shop will be the best in the business management world.

- Random events will trigger at random points during the game, keeping players engaged. Will force players to adapt to unpredictable events.

Player Motivation

Players must overcome all challenges faced by running a business and keep the business alive for as long as possible.

Genre

Arcade, with elements of resource management elements.

Target Audience

Young adults (14 - 17) looking for a fun, casual experience.

Unique Selling Points

- Challenges address real world problems.
- The game will have a progressive difficulty system.

Target Hardware

The game will be primarily targeted to PC but could be ported to consoles depending on overall success.

Game Description

In this game, we take on the challenge of running a restaurant, dealing with everything from serving food and preparing drinks to handling big problems like no water, no electricity (loadshedding), delayed refuse collection, crime, etc. Our game is special because it is not just about having fun; we also want to teach players, especially teenagers, about the tough parts of running a small business in South Africa.

At the start of the game, we guide the player through each step of the game. We show them how to manage their restaurant, cook meals, serve customers, and deal with the day-to-day tasks. This helps players get ready for the challenges ahead and how the game mechanics' work. Our main goal is to make a fun game. But we let the player have learning moments. We do this by adding real problems that small businesses face, like not having electricity or water. We make sure these are part of the game in a way that feels natural and interesting.

As players get better at managing their restaurant, we start throwing in problems like loadshedding. Players need to plan ahead and figure out what they need to keep their restaurant running smoothly. This might mean getting a generator for power or storing extra rations or upgrade to a gas stove. We introduce new skills, tools, and upgrades as the game goes on. This keeps the game exciting and teaches players how to deal with more complex situations.

Every few days in the game, we make things harder. More problems might pop up, or existing ones could get worse. This pushes players to think on their feet and adapt to new situations and upcoming issues. Players have options to make things a bit easier when problems happen like having prep time or get a gas stove. But we want to show that in real life, these issues can have

big effects on small businesses. It's about learning to manage the bad with the good so the player can prepare but the consequences will rise above the player.

In *Café Conundrum*, we're mixing the fun of gaming with some real-world lessons. We hope to make players think about what it takes to run a business and how to solve problems creatively. This game is our way of helping young people in South Africa learn important skills and learn about what is happening in real life while still having fun.

References

Business Tech. 2021. 8 reasons why South Africa's municipalities are completely broken, 24 October 2021. [Online]. Available at: https://businesstech.co.za/news/government/528846/8-reasons-why-south-africas-municipalities-are-completely-broken/. [Accessed 13 March 2024].