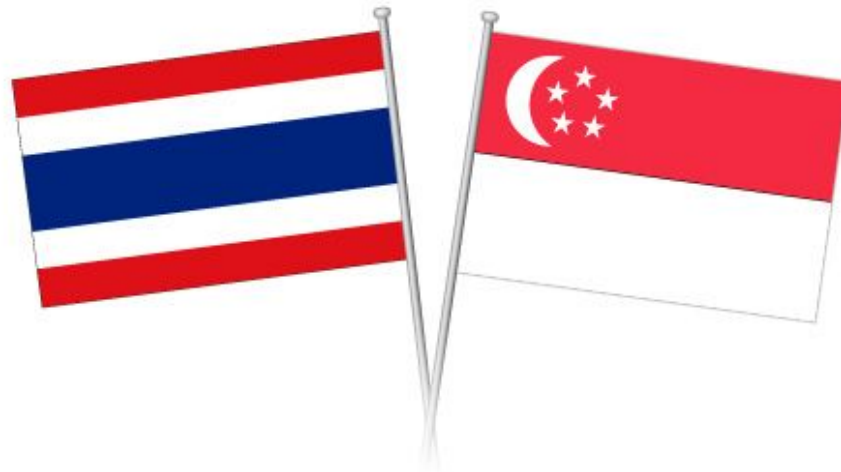
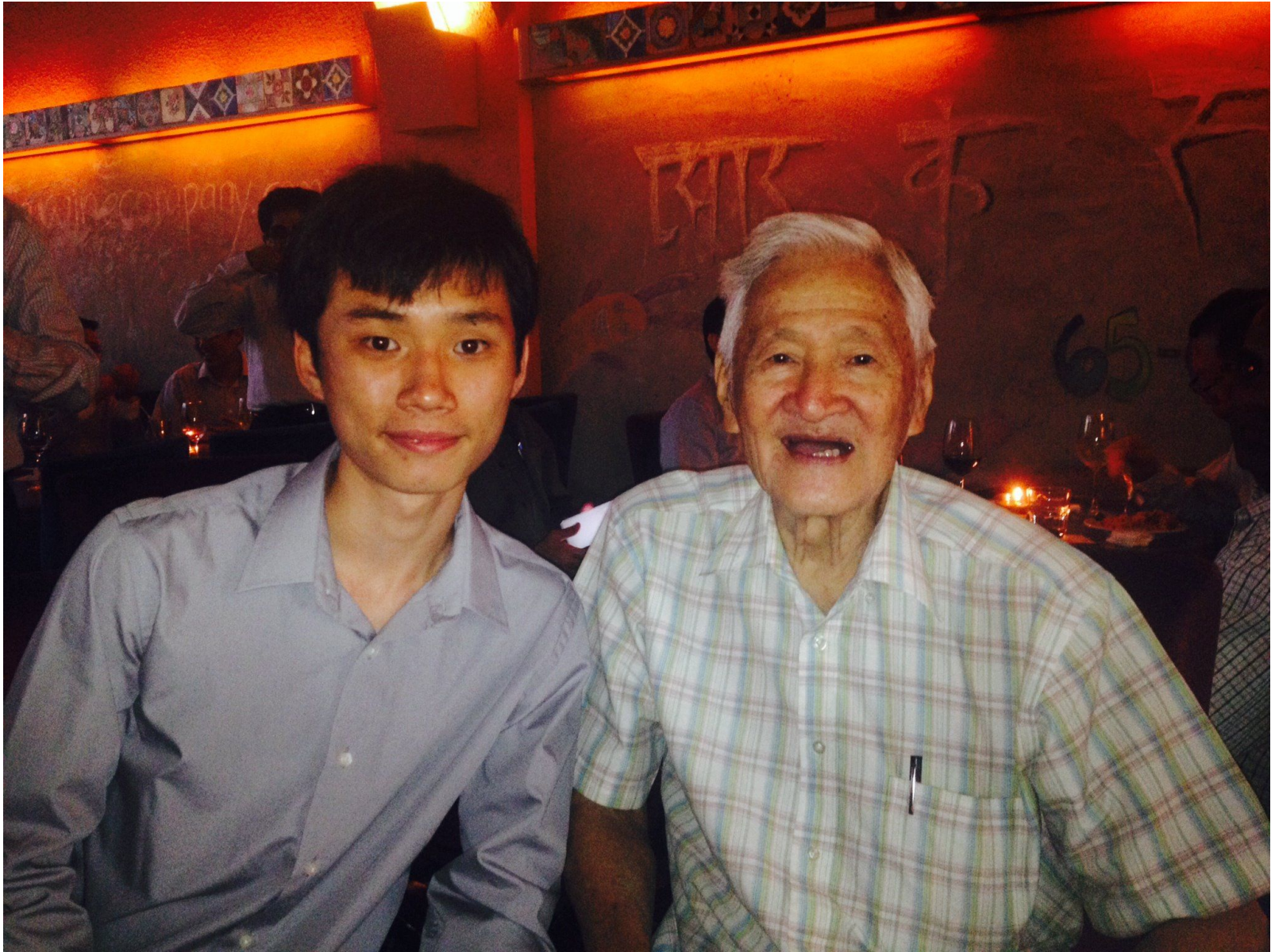


How Volunteering Paves the Way Towards Social Entrepreneurship.

























Founded in 2017,
bantu is a social enterprise in Singapore,
on a strong social mission to empower
the social sector across the region with
easy to use technology innovation

4 LEADERS LEADING CHANGE IN THE SOCIAL SECTOR



CEO

Nicholas Ooi

NUS Degree in
Information Systems

IT Youth Leader
Award 2012

13 years development
experience



CTO

Han Lynn

NUS Degree in
Computer Science

Ex-App Developer
in Silicon Valley



CPO & CMO

Janelle Lee

NUS Degree in
Comms & New Media

Ex-Amazon Marketing

Ex-Product Manager
in NYC



COO

Joshua Foong

NUS Degree in
Economics

Ex-Reactor Trainer

Ex-Customer
Success in NYC

The Team



CEO

Nicholas Ooi

**NUS Business
Computing**



COO

Joshua Foong

NUS Economics



CTO

Han Lynn

**NUS Computer
Science**



CPO & CMO

Janelle Lee

**NUS Comms &
Media**



Tan Zhen Yong

**Back End Engineer
NUS Computer Science**



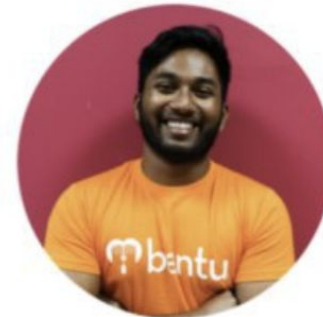
Jozua Heng

**Front End Engineer
NTU Computer Science**



Chriscavin Wijaya

Product Marketing



Dadi Santosh

**Sales & Operations
NUS Mechanical
Engineering**

bantu

Past Team Members

In honour of their hard work in contributing to bantu's cause



Jerald Lim
Marketing Lead,
Yale-NUS Psychology



Chloe Chew
Product Marketing,
NUS Communications
& New Media



Charlene Chua
Product Marketing,
NUS European Studies



Soh Kai Xin
Product Marketing,
NUS Business



Mohamed Afiq
Lead Developer
SMU Information



**Sheikh Farid
Abdul Karim**
Business Development



**Siti Nur'aini
Abdul Rashid**
Business Development



Tyson Quek
Front End Engineer,
NUS Computer Science

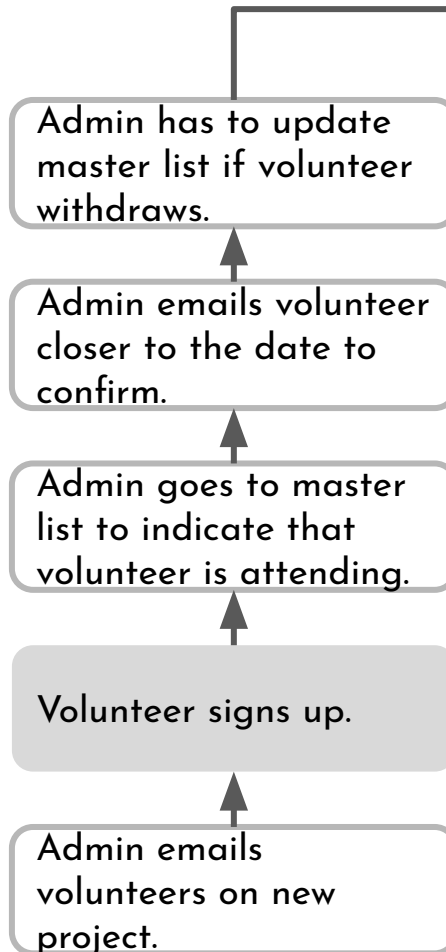
WHAT IS A VOLUNTEER JOURNEY LIKE?

"I WANT TO VOLUNTEER."

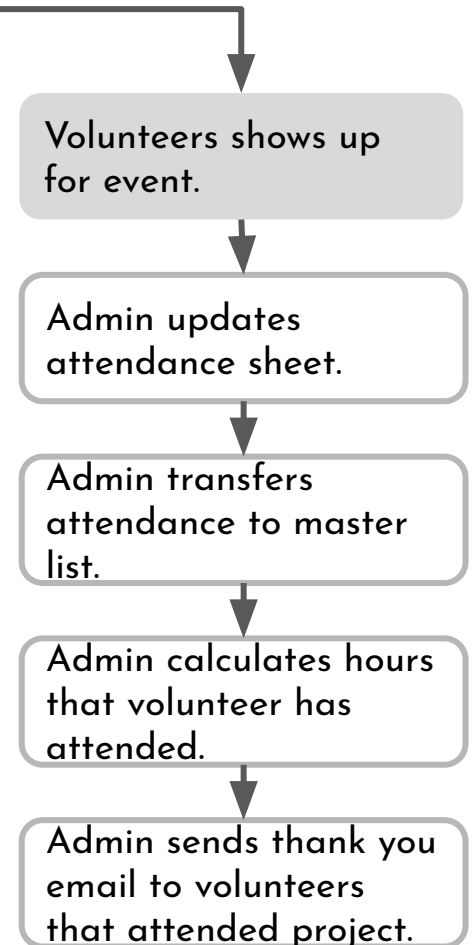
Recruitment



Project Sign-up



Collate Attendance



SINGAPORE'S VOLUNTEER MANAGEMENT IS BROKEN

Fragmented, Decentralised, Manual

60 Hours

Time spent on manual
and repetitive
admin tasks
EVERY MONTH

SGD \$14,400

worth of man hours
lost on manual tasks
PER MANAGER
in a year

*Based on our indepth study with 62 non-profits "Volunteer Management Issues in Singapore" (2018)

bantu

WHAT ARE THE OUTCOMES OF BAD MANAGEMENT?



Volunteers

Volunteer attrition rose from 12% to 34%



Employees

Turnover cost: \$12k - \$250k / employee



Social Sector Organisation with Poor Volunteer Management



Donations

\$2.7 billion: ineffectively used on overhead cost



Beneficiaries

More harm than good through volunteerism

HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

1. Coming up with a common national framework

2. Developing competencies across various fronts

3. Combining knowledge with technology

4. Applying it to the most critical social issues

HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

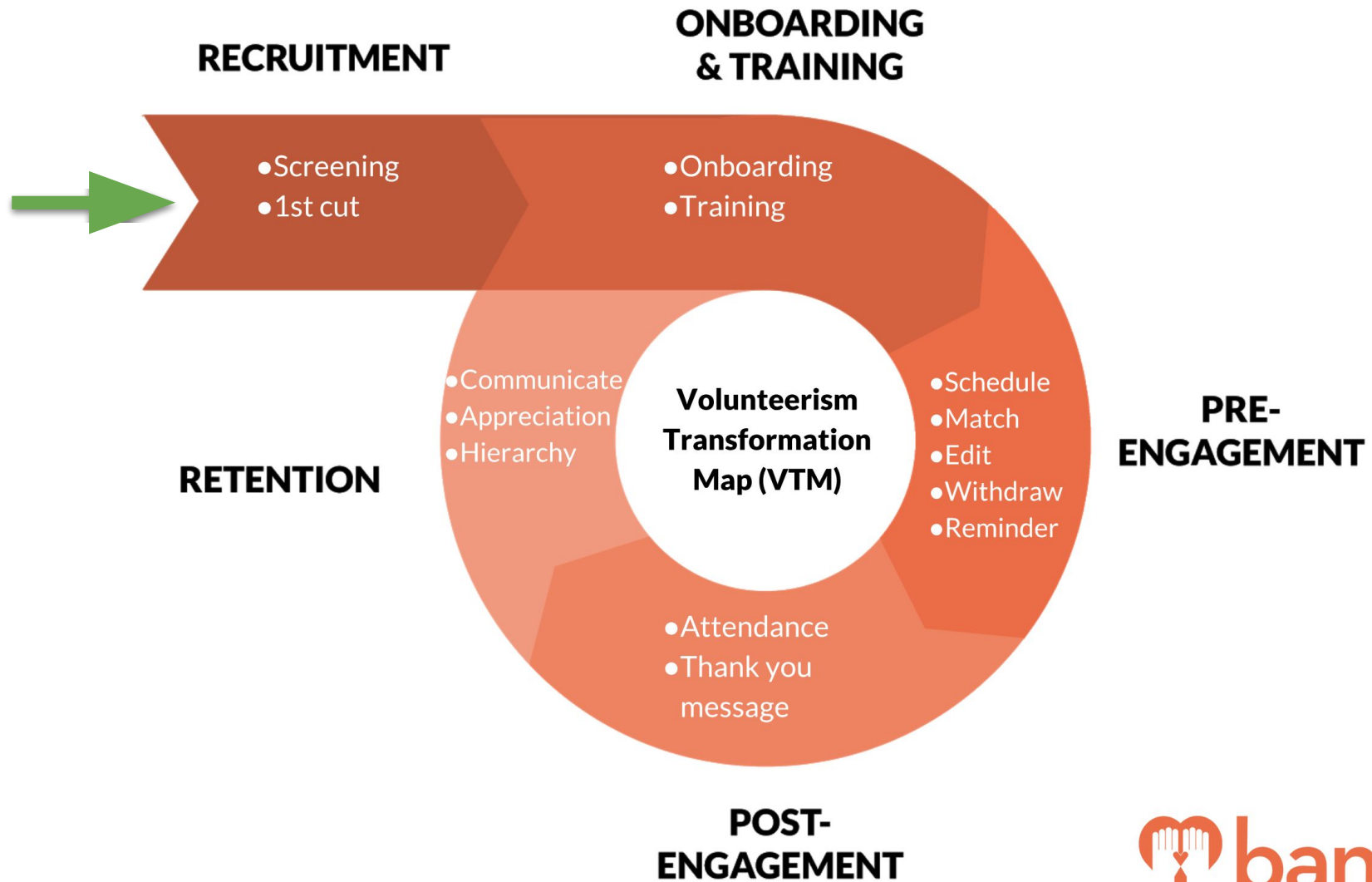
1. Coming up with a **Common National Framework**



Source: National Council of Social Services (2018)

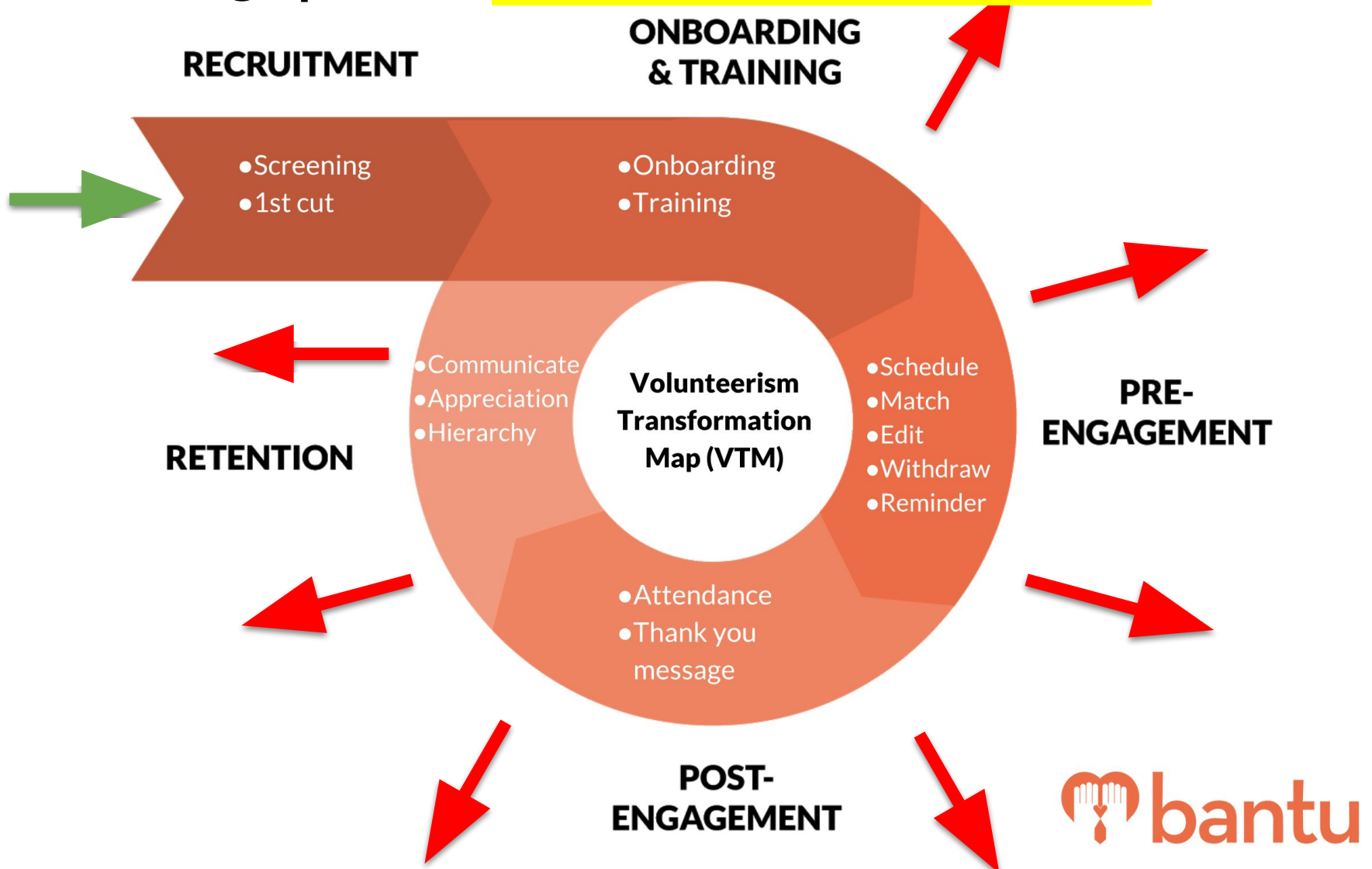
HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

1. Coming up with a **Common National Framework**



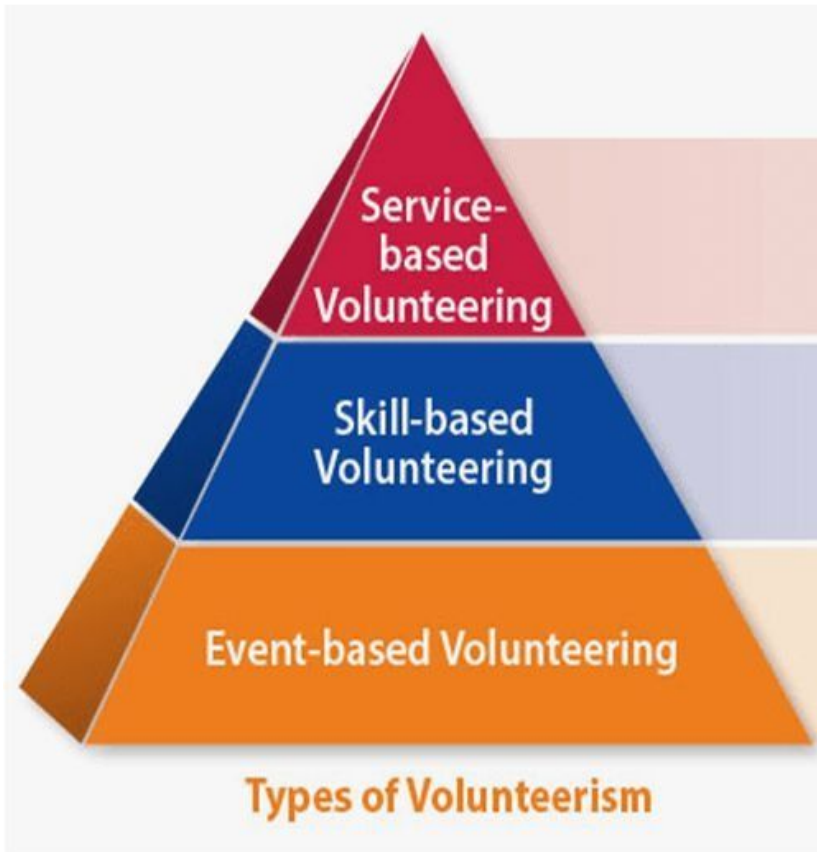
HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

1. Coming up with a **Common National Framework**



HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

2. **Developing Competencies** across various fronts



For Volunteers



For Non-profits



HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

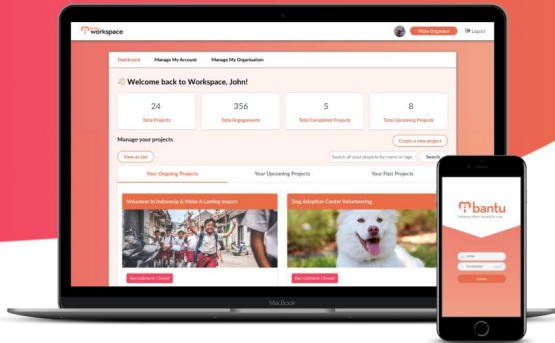
3. Combining Knowledge with Technology



Volunteer management & engagement - fuss free

bantu Workspace is the easiest way to recruit, manage & engage your volunteers

Try Workspace for free



bantu Workspace Volunteer Management System

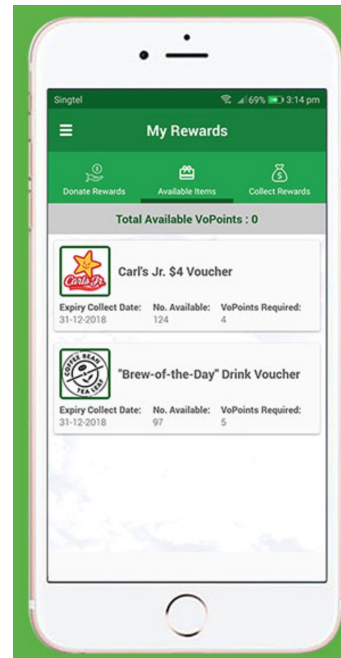


Working Effectively With Youths (E-Learning)

Start now and use for 1 Months

E-Learning

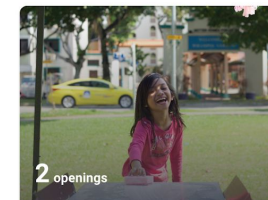
NCSS e-learning courses



Zeles App

nteer Fundraise Now Learn

365 RESULTS FOUND



In need of manpower and Driver. Note that...

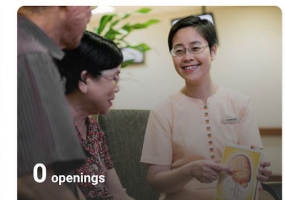
by BEYOND SOCIAL SERVICES

Thu, 04 Apr 2019

10:00 AM to 3:00 PM

Bukit Merah

Suitable for: Open to All



NNI Clinic Greeters

by National Neuroscience Institute

Fri, 05 Apr 2019 +1 other date

9:00 AM to 1:00 PM

Novena

Suitable for: First Timers

giving.sg

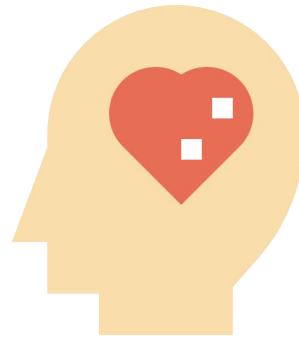


HOW DO WE TACKLE THE ISSUE IN SINGAPORE?

4. Applying it to the **Most Critical Social Issues**



**Rapidly Aging
Population**



**Rise in Mental
Health Issues**



**Negative
Environmental
Impact**



VOLUNTEERS ARE THE BACKBONE OF THE SOCIAL SERVICE



MEET THE SILENT HEROES BEHIND THE SOCIAL GOOD

MEET THE **SILENT HEROES** BEHIND THE SOCIAL GOOD



JESS

 **ZeroWasteSG**



**CHAN
JIAN
HONG**



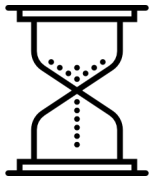


A user-friendly & smart **volunteer analytics platform** to recruit, manage & engage volunteers

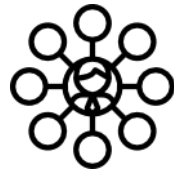


DESIGNED WITH **VOLUNTEER MANAGERS** IN MIND

We can **redefine** how we manage volunteers.



Cut Out
Menial Tasks



Centralise
Operations



Engage
Skillsets



Build
Relationships



Retain
Volunteers

SUCCESSFUL USE CASE: AMKFSC COMMUNITY SERVICES



"Workspace is user-friendly & intuitive unlike other solutions we've used before. Our volunteer managers love it!"

Mr Chan Jianhong

@ AMKFSC Community Services, Volunteer Development & Partnerships

Close to **2000** volunteers

22 services in **30** centres -
all different databases

Unable to track volunteering
activities across AMKFSC

Manual attendance tracking,
high admin workload

Burnout from workers double-
hatting as volunteer managers



Automated attendance
computing &
data centralisation

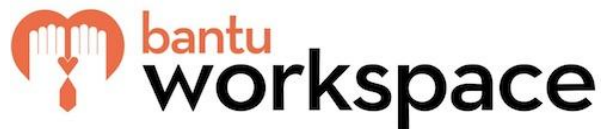
Better alignment of SOPs
across all centres

**Saved volunteer-related
admin by >50%**

SUCCESSFUL USE CASE: WWF SINGAPORE

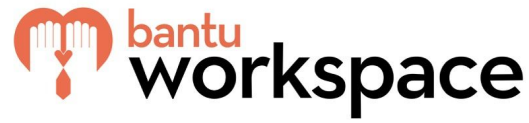


“ This year, 40,000 people came together to celebrate [#EarthHour](#) with us, a truly symbolic moment shared amongst 188 countries and territories across the globe.”



bantu

We focus on **using technology** in these 3 areas:



Volunteer Analytics & Engagement Platform

Data Management

- Project Management
- Customized Project Page
- Centralised Data View
- Volunteer Recruitment
- Volunteer Management
- Access Management
- Audit Trail
- Skill Set Segmentation

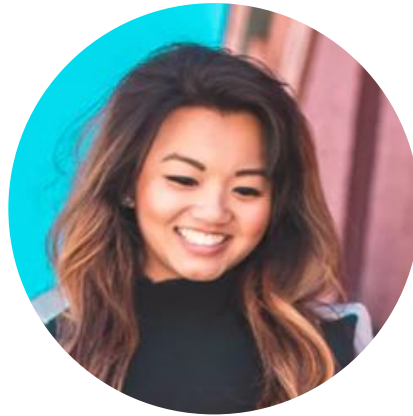
Data Automation

- Attendance Taking
- Hours Logging
- Hours Reporting
- Excel Sheets Import
- Skills Database

Communication

- Mass Email & SMS
- Automated Emails
- Thank You, Birthday
- Emails
- Calendar Reminders
- Social Media Integration
- Volunteer Accounts

This is Sandra.



Sandra is a **community manager**
at HELP Association.

Sandra manages multiple projects seamlessly on the main dashboard

[Dashboard](#) [Manage My Account](#) [Manage My Organisation](#) [Super Admin Mode](#)

Welcome back to Workspace, Janelle Lee (Admin)!

5
Total Projects

21
Total Engagements

1
Total Completed Projects


0
Total Upcoming Projects

Manage your projects [Create a new project](#)

[View as List](#) [Search](#)


[Your Ongoing Projects](#) [Your Upcoming Projects](#) [Your Past Projects](#)

Volunteer In Indonesia & Make A Lasting Impact



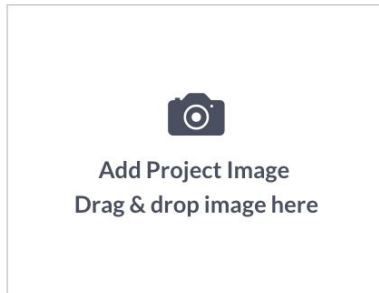
Recruitment Closed

Teach A Kid To Read



Recruitment Open

She creates a new project



Formats supported: JPEG, PNG, GIF
No larger than 10MB

Project Title

Enter the title here

Location Of Project ?

Country

Singapore

Address

Search for a venue or address

Brief Description Of Project

A single line that quickly allows volunteers to understand your project

Type one-liner description here

Project Description

What is about? Who are the beneficiaries? What purpose does it serve?

What is it about? Who are the beneficiaries? What purpose does it serve?

Causes Supported By Your Project

You can select up to three

Animals

Arts & Culture

Children

Disabled

Disaster Relief

Elderly

Employment

Environment

As she creates a new project, she customises the sign-up form with Form Builder

Adding Fields to Project Signup Form ?

Basic Information

Select All

All fields are selected.

Contact Information

Select All

Office Number

Emergency Contact Name

Emergency Contact Number

Home Address

Postal Code

Volunteer will input free text

Demographics

Select All

Citizenship

Race

Religion

Selected fields ?

These will be included in the sign up form

NRIC/FIN/Passport Number

Country of Birth


Salutation

Date of Birth

Gender

Home Phone Number

She recruits people with the right skills for her programmes

Super Administrator Dashboard Logout

SKILLS MATCHING

Add Skills

This helps you recruit volunteers with the right skills! You can attach these skills to volunteer roles later.

Gardening ✕ Speaks Chinese Dialects ✕

ROLES & ROSTERING

Befriender ▼

Name of Role?

Volunteers love to know what they are contributing as to the project

Skills Needed For Role

Select from list of skills that were created in previous section

Speaks Chinese Dialects ✕ ^

Gardening
Speaks Chinese Dialects ✓

She sets up hundreds of activity dates with a few clicks

ROLES & ROSTERING

Reading Buddy

 Duplicate

Name of Role?

Volunteers love to know what they are contributing as to the project

Reading Buddy

Description of Role

A single line that quickly allows volunteers to understand your project

You'll be assigned to a primary school kid and help him with improving his reading skills. You will need to get to know the child and be a mentor to him, supporting him if he has any difficulty with reading any of the words.

Rostering

Schedule the timeslots and number of volunteers needed for this role

Selected Project Recurrence

Weekly

+ Add Date

There are no timeslots created yet. Start by clicking on "Add Timeslots".

Sandra can now post projects on www.bantu.life to recruit new & passionate members

bantu Why bantu Login **SIGN UP**

Who do you want to help today?

Begin your volunteering journey here:

- What Causes?**
Social causes you are passionate about
- Where?**
Locations that are accessible for you
- When?**
Available time you have to volunteer

Map data ©2018 Google | Terms of Use | Report a map error

FEATURED PROJECTS

COMNET 26
1 Jan - 31 Dec 2018

COMNET Sengkang
1 Jan - 31 Dec 2018

Loving Heart

Helping seniors will not be held during National Day!

Location: 6-11 hours per session, if you are:

- 18 years and above
- Single, Widowed, Divorced, or Separated
- Unemployed and not on sick leave


It will definitely help those who have been lonely or all of an even together in the neighbourhood!

Senior Activity Hub @ Punggol
24 Jan - 31 Dec 2018
677B PUNGGOL DRIVE Singapore

Her organisation also has its own page on www.bantu.life to showcase all its projects

bantu Login SIGN UP

AMKFSC Community Services Ltd



About us
Founded in 1978, AMKFSC Community Services provides a holistic range of services to support Singapore.

AMKFSC operates four family service centres support services such as student care, senior resource centre at Changi Prison.

For more information, please visit <http://www.amkfsc.org.sg>

Contact us

- <https://www.amkfsc.org.sg/>
- 64546678
- chanjianhong@amkfsc.org.sg
- Block 223D, Compassvale Walk, #01-673, S


Causes we support

Children Elderly Youth Family Employment

Find us on social


f

ONGOING PAST




COMNET 26
1 Jan - 31 Dec 2018

Elderly




COMNET Sengkang
1 Jan - 31 Dec 2018

Elderly




COMNET - Befriending
1 Jan - 31 Dec 2018

Elderly



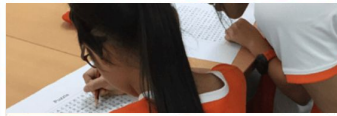
COMNET 420 + 469
1 Jan - 31 Dec 2018

Elderly




Senior Activity Hub @ Punggol: Bringing...
24 Jan - 31 Dec 2018
677B PUNGGOL DRIVE Singapore 822677

Elderly




Enriching our children - BASIC Student C...
24 Jan - 31 Dec 2018
230 ANG MO KIO AVENUE 3 Singapore 560230


Children Disabled



Enriching our children - BASIC Student C...



Enriching our children - BASIC Student C...



BASIC AMK - I Can Read: Reading Progr...

Singapore

Here's what participants see when they sign up for a project:

Volunteering at **Henderson Free Tutoring Program**

Organized by **bantu**

 4 Sep - 30 Nov 2018

 2 Stadium Walk, Singapore 397691

I have these skills:

Select any of the skills that apply to you.

O Level English

O Level Math

O Level Science

A Level Math

A Level General Paper

A Level Physics

Primary School Math

Primary School English

Primary School Chinese

I would like to contribute as a:

Click on each role to see the respective timeslots.

Volunteer Tutor (Secondary School)

Volunteer Tutor (Primary School)

Volunteer Tutor (Junior College)

- Passionate & Patient in tutoring academically weak students
- Motivated to push student to do the best they can
- Provide feedback to students to encourage, motivate and build confidence in students
- Ability to adapt and willing to improvise teaching methods as each student absorbs knowledge differently
- Familiar with MOE syllabus

I am available to volunteer regularly on:

After signing up, you can still withdraw from dates that you are unavailable for

About Henderson Free

The Free Tuition program...
80 underprivileged children...
with academic supervision...
performance.

About bantu



Email: hello@bantu.life
Address: Bedok 871 #12-2

Sandra proceeds to set up automated reminders to her participants

Locked Templates

Email Launcher for SJSM Nursing Home Programmes

Automated Emails Edit Template

Rejection of Volunteer
Change this email template when you reject a volunteer for this project.

Approval of Volunteer
Change this email template when you approve a volunteer or a volunteer has signed up for a project and has been approved.

Timeslot Reminder
All approved volunteers in the project receives an automated timeslot email reminder.

Thank You Message
All volunteers that attended the timeslot receives an automated email.

All volunteers that attended the timeslot receives an automated email

Timeslot Reminder

Attach Files Send Test Email Preview Save

What All approved volunteers in the project receives an automated timeslot email reminder

Who Approved Volunteers

When 48 hour(s) & 0 minute(s) before start time of timeslot

Subject:

bantu Fields ▾

Dear **Volunteer Name** - here is a reminder message from us!

Edit ▾ Insert ▾ Format ▾ Table ▾ View ▾ bantu Fields ▾

Verdana 14px B I S A A

Hi **Volunteer Name**,

Thank you so much for signing up for **This Project Name**. Here is a reminder of your timeslots:

Timeslot Date & Time

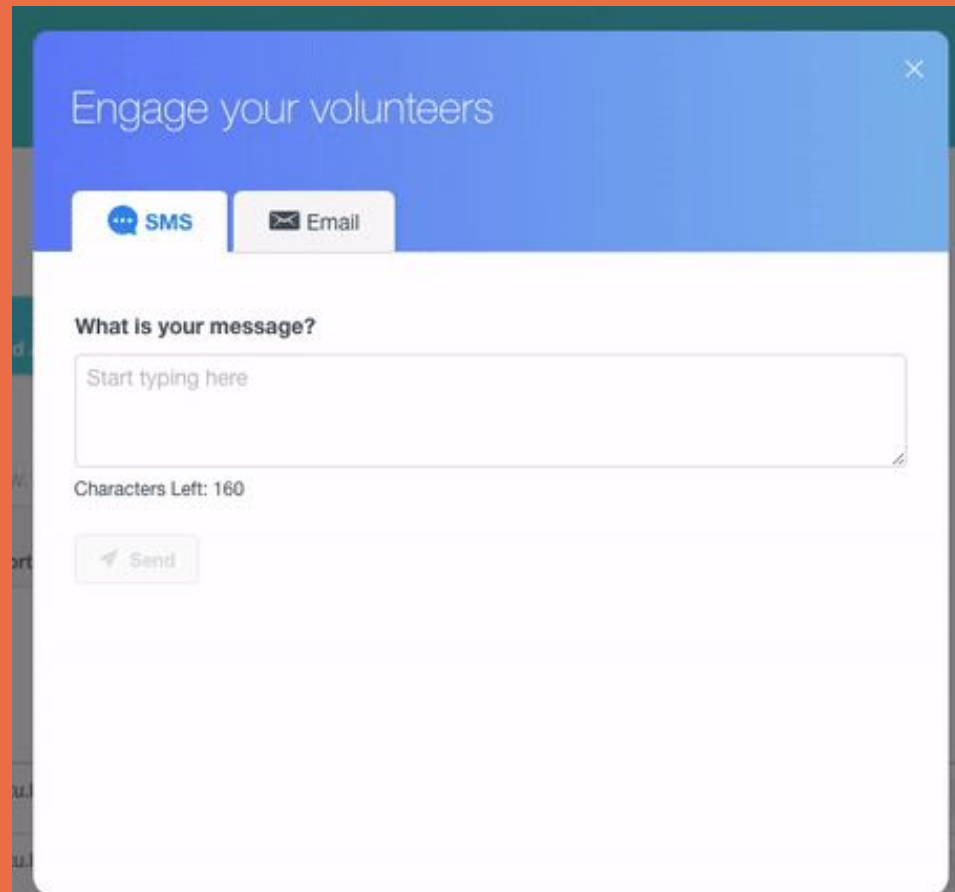
If you are unable to make it, please follow these steps in the link [here](#) to withdraw from the timeslot.

Cheers!

She can send out quick alerts to her participants before each programme

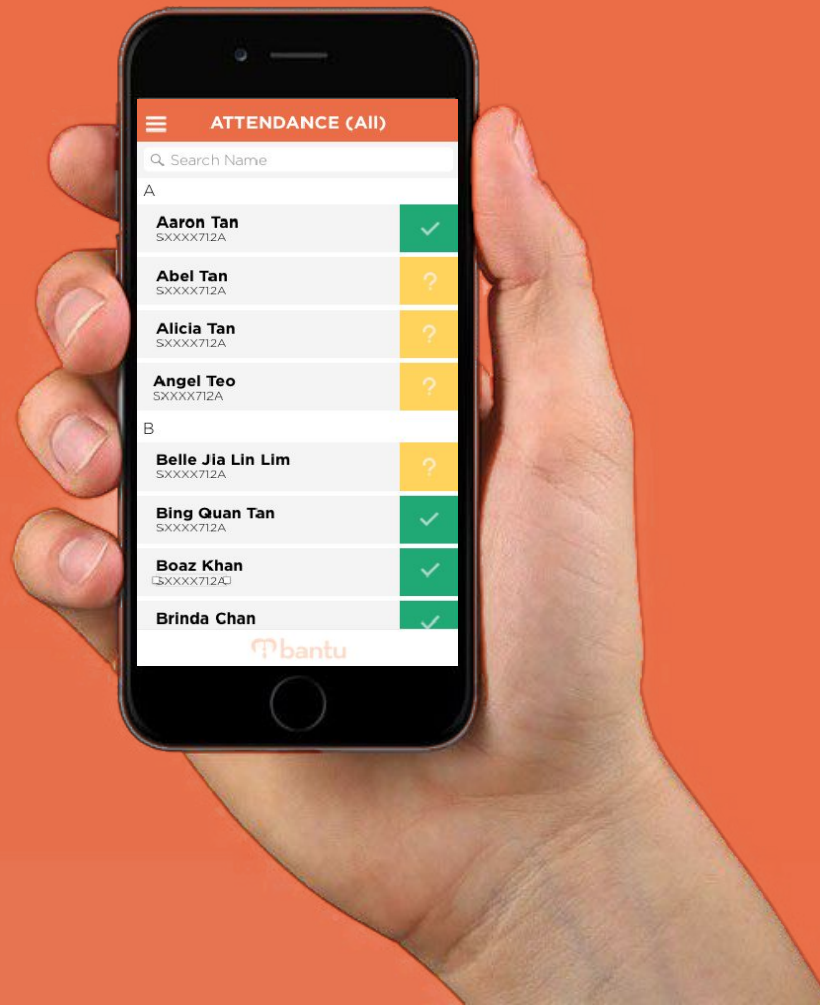
SMS

Email



The screenshot shows a mobile application interface with a blue header bar containing the text "Engage your volunteers" and a close button (X). Below the header, there are two buttons: "SMS" with a speech bubble icon and "Email" with an envelope icon. The "SMS" button is selected. Below these buttons, the text "What is your message?" is displayed above a large text input field. The input field contains the placeholder text "Start typing here". Below the input field, the text "Characters Left: 160" is shown. At the bottom of the form, there is a "Send" button with a paper plane icon.

During the programme, Sandra takes attendance of her participants on her phone



She can send out customized birthday messages using Mail Launcher

bantu Super Administrator [Dashboard](#) [Logout](#)

May Newsletter

Remove Send Test Email Preview Save

Template Description:
May Newsletter to all volunteers in ABC

Subject:
bantu Fields ▾


Thank you for attending our annual fundraising event

Edit ▾ Insert ▾ Format ▾ Table ▾ View ▾ bantu Fields ▾

Verdana 14px B I

↵ ↻ ↺ —

Dear **Volunteer Salutation** **Volunteer Name**,



Thank you so much for helping us great volunteers who are hard-work food lines become longer and lon services


Subject:
bantu Fields ▾

Hello **Volunteer Name**, Merry month of May!

Edit ▾ Insert ▾ Format ▾ Table ▾ View ▾ bantu Fields ▾

Arial 14px B I S A ▾ A ▾

↵ ↻ ↺ —



Hello **Volunteer Name**..

Thank you for being a valued volunteer at ABC Community Services! This month beneficiaries that volunteers like you have impacted and made at difference for.

Subject:
bantu Fields ▾

It's your birthday and we would like to celebrate with you!

Edit ▾ Insert ▾ Format ▾ Table ▾ View ▾ bantu Fields ▾

Verdana 14px B I S A ▾ A ▾

↵ ↻ ↺ —

Dear **Volunteer Salutation** **Volunteer Name**,



HAPPY BIRTHDAY!

At the end of the year, Sandra views all data of her volunteers/members from all her projects

The dashboard features a top navigation bar with 'Dashboard', 'Manage My Account', and 'Manage My Organisation'. Below this is a secondary bar with 'All My Volunteers', 'Duplicate Project', and 'Edit My Account'. Two summary cards display '27 Total Of Volunteers' and '90 Total Of Volunteer Hours'. A 'Master Table Tools' section includes buttons for 'Add Volunteer', 'Import Volunteers', 'Export Volunteers', 'Remove All', 'Assign Project(s)', and 'Engage'. The main section, 'All My Volunteers', shows a table with columns for First Name, Comments, Email, Age, Total Projects, Total Hours, Training A?, and Action. The table lists three volunteers: Wenwei, Hafidz, and Indra, each with their respective details and 'View', 'Edit', and 'Remove' options.

Dashboard Manage My Account Manage My Organisation

All My Volunteers Duplicate Project Edit My Account

27
Total Of Volunteers

90
Total Of Volunteer Hours

Master Table Tools

To begin, check the left boxes of the table below.

+ Add Volunteer Import Volunteers Export Volunteers Remove All Assign Project(s) Engage

All My Volunteers

25 Customise Filter Search

<input type="checkbox"/>	First Name	Comments	Email	Age	Total Projects	Total Hours	Training A?	Action
<input type="checkbox"/>	Wenwei	N/A	ww@gmail.com	22	1	30.00	No	View Edit Remove
<input type="checkbox"/>	Hafidz	N/A	hafidz@u.nus.edu	19	1	26.00	No	View Edit Remove
<input type="checkbox"/>	Indra	N/A	indra@hotmail.com	29	2	13.00	Yes	View Edit Remove
<input type="checkbox"/>	first name changer	none	Newuser_mobile@test.com	51	6	11.00	good	View Edit

She can easily slice & dice the data for reporting purposes

Food For Humans

[Return to Dashboard](#)

[Attendance Link](#)

[Project Page](#)

[Add a New Volunteer](#)

[Mail Launcher](#)

[Attendance List](#)

Table Tools

To begin, check the left boxes of the table below.

[Mass Assign](#) [Mass Approve](#) [Import Volunteers](#) [Export Volunteers](#) [Remove All](#) [Engage](#)

Show:

10

[Customise](#)

[Filter](#)

[Search](#)

<input type="checkbox"/>	Name	Email	Roles & Timeslots	Hours Served	Mobile Phone	Action
<input type="checkbox"/>	Kai En	joshua+15@bantu.life	No Roles	15.00	N/A	Approve Reject Edit Remove
<input type="checkbox"/>	Candice	joshua+12@bantu.life	No Roles	12.00	12121212	Approve Reject Edit Remove
<input type="checkbox"/>	Hafidz	joshua+13@bantu.life	No Roles	13.00	13131313	Approve Reject Edit Remove
<input type="checkbox"/>	Indra	joshua+14@bantu.life	No Roles	14.00	14141414	Approve Reject Edit Remove
<input type="checkbox"/>	Xavier	joshua+11@bantu.life	No Roles	11.00	92316413	Approve Reject Edit Remove

Sandra also tracks the efforts of each individual in order to recognise her best volunteers/members

bantu Super Administrator Dashboard Logout

Return to previous page

Details of Xavier

Reset Password

Personal Information

Bantu Identifier	2719
S/N	N/A
Account Login Name	Xavier
Salutation	Mr.
First Name	Xavier
Last Name	11
Gender	Male
NRIC	S0000011A
Age	23
Date of Birth	1995-01-01 00:00:00
Email	joshua+11@bantu.life
Marital Status	Single
Job Title	Student
Country	singapore
Race	Caucasian
Written Languages	
Spoken Languages	
Citizenship	Singapore

All Project Roles Involved By Kai En 15

Role Names

- Sunset Volunteering Camp 360
- Project Alma Mater Giveback
- Project Give Back

Total Roles Involved: 3
Total Hours Served: 32

All Project Roles Involved By Kai En 15

Role Names

- General
- Teacher
- Befriender

Total Roles Involved: 3

Xavier 11 Skillsets

Skill Names

N/A

Total Skills: 0

Projects Signed Up By Xavier 11

There are no projects participated at the moment.

Total Projects: 0
Total Hours Served: 0

Sandra doesn't work alone - different organisers can manage different projects

Main Organiser

Sub-Organiser

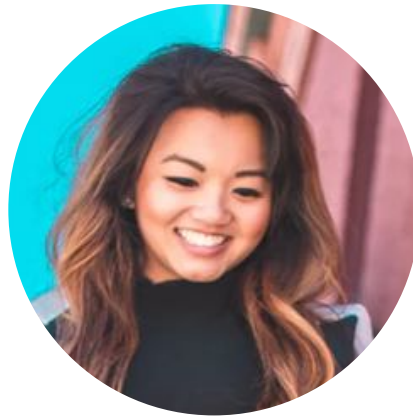
The screenshot shows the 'bantu' web application interface. At the top, there is a navigation bar with the 'bantu' logo, a 'Super Administrator' role indicator, and links for 'Dashboard' and 'Logout'. Below the navigation bar, there is a 'Return to Dashboard' button and a menu with options: 'Master View', 'Sub Organiser List' (highlighted), 'Duplicate Project', 'Email Editor', 'Edit My Organisation', and 'Edit My Account'. The main content area is divided into several sections:

- A central box displaying '5/20 Total Sub Organisers Limit'.
- A section titled 'Add a New or Existing Sub Organiser' with a sub-note: 'An email will be sent to notify them with the credentials when you add a new sub organiser.' It contains two buttons: 'Add a New Sub Organiser' and 'Add an Existing Sub Organiser'.
- A section titled 'Transfer My Project to My Sub Organiser' with two dropdown menus: 'Select a project' and 'Select a sub organiser', followed by a green 'Transfer' button.
- A section titled 'Take Project From My Sub Organiser' with a dropdown menu: 'Select a project', followed by a green 'Take Back' button.

At the bottom, there is a table titled 'All Sub Organisers'. It includes a 'Show:' dropdown set to '10' and a 'Customise' button. The table has columns for 'Name', 'Email', and 'Action'. The 'Action' column contains 'View', 'Edit', and 'Remove' buttons for each row. The table lists five sub-organisers: Jason Lim, Francis Yeoh, James Kim, Sam Kim, and Helen Loh. At the bottom right, there is a 'Filter' button, a 'Search' button, and a pagination control showing 'Total: 5' and 'Prev 1 Next'.

Name	Email	Action
Jason Lim	jasonlim123@gmail.com	View Edit Remove
Francis Yeoh	francisyeoh@gmail.com	View Edit Remove
James Kim	jameskim123@gmail.com	View Edit Remove
Sam Kim	samkim123@gmail.com	View Edit Remove
Helen Loh	helenloh@gmail.com	View Edit Remove

With *bantu Workspace*, everyone wins:
members, volunteers, beneficiaries, donors, the
organisation...



And of course, Sandra.



Speaker of Parliament **Tan Chuan Jin**



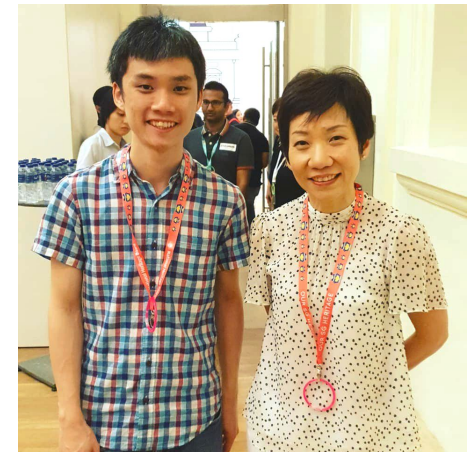
Minister for Social and Family Development **Desmond Lee**



Education Minister **Ong Ye Kung** &
NUS Enterprise CEO **Lily Chan**



NCCS Director of Volunteer
Optimization **Dr. Andrew Lim**



Minister for Culture, Community
and Youth **Grace Fu**



Minister for
Foreign Affairs
**Vivian
Balakrishnan**



NUS President
Tan Eng Chye



Start-up aims to give volunteerism a boost

◆ SUE-ANN TAN

Following the government's push to promote volunteerism among Singaporeans, as announced in Parliament in March, one start-up thinks it can solve part of the problem.

Created by four National University of Singapore (NUS) undergraduates in 2017, the company, bantu, aims to help non-profit organisations retain their volunteers and attract fresh blood.

The company creates a platform for organisations to manage their volunteers effectively. Data such as a person's skill set, number of hours volunteered and volunteer locations can be keyed in and pulled up with a click.

The company has around 20 organisations currently signed up to use its platform. Users pay subscription fees for the platform, for a month, for instance.

One of bantu's co-founders, Mr Joshua Foong, 25, said: "The platform is meant to help organisations better manage their staff. It can save time on logistic and data processes and even send out scheduled reminders for volunteers."

In the future, it might also be able to match volunteers to opportunities that require their skills.

Mr Foong said that one of the reasons they started the platform was to help organisations retain their volunteers.



(From left) Creators of bantu – Han Lynn, Joshua Foong, Janelle Lee and Nicholas Ooi. PHOTO: BANTU

He said: "I have volunteered before and I have seen that the attrition rate of volunteers is high.

"Many of them leave their organisations because the way they are kept engaged is poor."

By tracking the work and skill sets of volunteers, Mr Foong hopes that organisations can show volunteers that they are appreciated and inspire them to volunteer more regularly.

He said: "It's hard to create sustained volunteerism when the organisation doesn't know what the volunteers are doing."

He added that some bigger organisations lack centralisation and they cannot track where volunteers are going.

This makes volunteers feel their efforts are not understood or appreciated.

suetan@sph.com.sg

EDUCATION



DISCRIMINATION
I believe education is important, but it shouldn't get to a point where people discriminate you totally in life just because of your education background.

MR NICHOLAS OOI, an unpaid remark about his ITE education.

Mr Nicholas Ooi, who earned an honours degree in computing from NUS, with his parents, Mr Doi, Sean Chong, and Ms Aena Sim, at the university's graduation ceremony last Friday. ST PHOTO: ZHANG XUAN

Techie takes long road to an honours degree

He went from Normal Tech student to NUS grad after finding course that fulfils IT dream

Fabian Koh

Driven by a dream that started at the age of eight, Mr Nicholas Ooi embarked on a long journey through Singapore's education system. He passed through EM3 in primary school, Normal (Technical) in secondary school and then the Institute of Technical Education (ITE), before entering a polytechnic. On Friday, Mr Ooi, 28, graduated from the National University of Singapore (NUS) with an honours degree in computing.

"Since the age of eight, I have had a passion for computing. When I first played Red Alert (a military strategy game) and saw the graphics, it gave me the idea of going further to discover what computing was about," he said. Mr Ooi was not interested in what he was studying in primary

school, and spent most of his time playing computer games. "It worked very hard to get to where he is today, and he has done excellently." The turning point for his son came when he found a course he wanted to do. Before that, he was not interested in school though Mr Ooi and his wife have always encouraged him. "He has loved IT since he was young. It's very unusual for someone to set their mind so firmly on something from such an age," he added.

At ITE College West (Balestier Campus), the younger Mr Ooi pursued a Nitec in information and communication technologies. There, he took part in IT competitions such as Java Live, where his team defeated competitors from polytechnics and universities here. Mr Ooi also started experimenting on his own outside of the school curriculum, creating a blackjack computer game and coming up with a



Mr Nicholas Ooi (seated) and NUS mates (from left) Janelle Lee, Han Lynn and Joshua Foong started social enterprise Bantu, which uses technology to manage volunteers in the social service sector. PHOTO: TIMOTHY DAVID



platform to play music from Touch on his computer. He went on to Ngee Ann Poly's School of InfoComm Technology and created in his first year a company called Towards Technology, which provided Web design services. "I wanted to create

about \$15,000 over five years, before it faded away as the trio entered national service and could not dedicate time to it.

Mr Ooi was no less enterprising at NUS, co-founding Bantu, a social enterprise which uses technology to manage volunteers in the social service sector in Singapore.

The idea for Bantu came after Mr Ooi's NUS Overseas College (NOC) stint in California's Silicon Valley during his second year of university. With co-founders Janelle Lee, 25, Joshua Foong, 26, and Han Lynn, 25, Mr Ooi, Bantu's chief executive officer, developed the platform to manage volunteers.

Added Mr Ooi, "Retaining the volunteers was also a crucial challenge, so we decided to focus on the volunteering ecosystem."

After a year of discussion, the quartet got \$10,000 seed money from NUS Enterprise, which promotes entrepreneurship and innovation at the university. They spent the next year checking if the same problem exists here, and building a prototype for the platform.

Since its launch in April, Bantu has signed up 15 organisations, including Ang Mo Kio Family Service Centre and Over The Rainbow, which promotes mental wellness among youths.

Looking back on his education journey, Mr Ooi said the biggest challenge was the social stigma he faced. "Sometimes, when I was out, strangers would say loudly, 'I will never want to enter ITE. Look at them, they are thugs!'" he said.

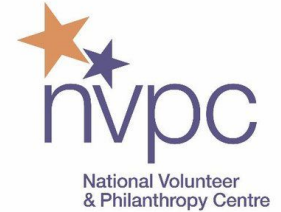
He said, "I believe education is important, but it shouldn't get to a point where people discriminate you totally in life just because of your education background."

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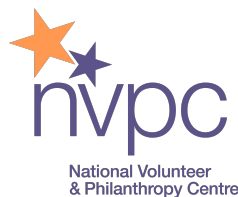
WE WORK WITH MORE THAN 50 ORGANISATIONS IN SINGAPORE



Jamiyah
Singapore












SINGAPORE GOVERNMENT PARTNERS



bantu

Starting a social enterprise with The social business model canvas.

The Business Model Canvas

<p>KEY PARTNERSHIPS </p> <p>Who are our Key Partners?</p> <p>Who are our key suppliers?</p> <p>Which Key Resources are we acquiring from partners?</p> <p>Which Key Activities do partners perform?</p>	<p>KEY ACTIVITIES </p> <p>What Key Activities we need to do to deliver our Value Proposition through desired channels and Customer Relationships?</p>	<p>VALUE PROPOSITIONS </p> <p>What value do we deliver to the customer?</p> <p>Which one of our customer's problems are we helping to solve?</p> <p>Which customer needs are we satisfying?</p> <p>What bundles of products and services are we offering to each Customer Segment?</p>	<p>CUSTOMER RELATIONSHIP </p> <p>What type of relationship our Customer Segments expect us to establish and maintain with them?</p>	<p>CUSTOMER SEGMENTS </p> <p>For whom are we creating value?</p> <p>Who are our most important customers?</p>
	<p>KEY RESOURCES </p> <p>What Key Resources do our Value Propositions, Channels, Customer Relationships and Revenue Streams require?</p>		<p>CHANNELS </p> <p>Through which Channels do our Customer Segments want to be reached?</p> <p>How are we reaching them now?</p>	
<p>COST STRUCTURE </p> <p>What are the most important costs inherent in our business model?</p> <p>Which Key Resources are most expensive?</p> <p>Which Key Activities are most expensive?</p>			<p>REVENUE STREAM </p> <p>For what value are our customers really willing to pay?</p> <p>For what do they currently pay?</p> <p>How are they currently paying?</p>	

[https://nicholas-ooi.github.io/
business_model_canvas/](https://nicholas-ooi.github.io/business_model_canvas/)

Or

<https://tinyurl.com/y4r4v2mv>

Why have a social business model canvas?

- To summarize your social enterprise business activities.
- To communicate with your team.
- To find gaps and areas to improve.
- To create a clear idea about what to execute in your social venture.

To get started, ask a few questions

- What is the social problem I am solving?
- Why would someone want to have this problem solved?
- What inspired you to solve this social problem?
- Any SDG goals can you align with?

Key Partnership

- Is there anyone that I can partner with?
- Who are these partners that both parties can share resources?
- What is the partnership offering?

Key Activities

- What does your social enterprise do?
- Does your social enterprise aligns to the SDG goals, which you have chosen?

Key Resources

- What are the resources that you have?
- Do you have sufficient cash? Manpower? Knowledge? Skills? To run your social venture?
- How can I obtain these important resources and where?

Value Proposition

- What social product or service is attractive for your customer?
- What does your social enterprise help beneficiaries, people or societies?

Customer Relationship

- How will you support your clients when there is an issue with your product or service?
- Does your social venture require high touch or low touch customer support?
- What are the various tools or platform that you can support your clients?

Channels

- Are there any partners that can help you multiply your social impact?
- Who are the partners and how can you help them as exchange?

Customer Segments

- Who are we solving the problem for?
- Who are the people that will value my social products or services?
- What are my target audience for my product or services?

Cost Structure

- What are the key cost that your social venture require?
- What is the manpower cost?
- What is the operational cost?
- Any other miscellaneous cost?

Revenue Stream

- How does your social enterprise sustain by earning money or cash from the services and products provided?
- Is there any more revenue streams that can solve both financial sustainability and resolving a social issue?

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Got any questions or want to know what future features we'll be launching very soon? Reach out to us at:

hello@bantu.life

To see the product, schedule a demo with us at:

<https://workspace.bantu.life/demo>