



CONFERENCE PROGRAMME

*11TH INTERNATIONAL BUSINESS CONFERENCE
24-27 SEPTEMBER 2017
DAR ES SALAAM
TANZANIA*



THE CONFERENCE CHAIR WELCOMES YOU TO THE EAST COAST OF AFRICA

A warm word of welcome to the 11th International Business Conference (IBC) hosted at the White Sands Hotel and Resort in Dar es Salaam, Tanzania.

Since its inception more than a decade ago, the International Business Conference (IBC) has become a well-established academic conference. The first IBC was hosted in Mauritius in 2007 and was attended by 50 delegates. This was followed by conferences in Port Elizabeth (2008) and Zanzibar (2009). The NMMU Business School hosted the first three conferences. The former Potchefstroom Business School hosted the next four conferences. These were held at the Victoria Falls in Livingstone Zambia (2010), Mombasa, Kenya (2011), Mauritius (2012) and the Seychelles (2013), respectively.

At the 2013 IBC Conference, it was decided to reconstitute the IBC Conference such that it will be owned by the delegates and be governed by an elected conference board. The conference board is elected by the delegates duly representing business management departments and business schools from the majority of universities in South Africa. It is also part of the vision to seek partnerships with other institutions in Africa and internationally. Conferences during this time were held in Swakopmund, Namibia (2014), Victoria Falls (2015) and Langebaan in the Western Cape (2016). The number of delegates steadily grew over the years and, in 2016, 133 delegates participated in the event.

The IBC prides itself with a rigorous scientific review process. Following a desk review process, accepted papers are dispatched for a double-blind peer review by local and international academia. Positive reviewers' reports from both reviewers are required for a paper to be accepted. Papers that have not been published before/elsewhere are considered for presentation and publication in the IBC proceedings. We are sure that the presentations and proceedings have reached such a standard that all delegates can be proud of their own contributions in each discipline.

Reviewers can also nominate papers for the Best Paper Award. This process includes a panel of independent reviewers and is managed by the Scientific Committee of the IBC Board. The nomination process includes independent reviewing at three different levels by external reviewers. IBC board members are prohibited from taking part in this process.

A new IBC Board executive committee was elected at the 2016 conference at Langebaan. The committee consists of Prof Stephan van der Merwe (Conference Chair), Dr Cobus Oosthuizen (Organising Director), Dr Johan van Zyl (Financial Director) and Prof Mornay Roberts-Lombard (Marketing Director) and will serve for the next three years.

The IBC has three main goals. The first goal is to provide an international platform for the presentation, discussion and debate of different academic and professional approaches and research on recent developments in an ever turbulent and dynamic business and political arena. The second goal is to provide the opportunity for academics, practitioners and post-graduate students to have their work validated and benchmarked within the benevolent academic and professional community. The final goal is to create a pleasant and enjoyable environment to serve the first two goals, where delegates can also relax, get to know their fellow academia informally and truly build their networks.

It is my earnest privilege to serve as chair of the IBC, deeply cognisant of the responsibility associated with the portfolio. Subsequently, I acknowledge the many individuals and institutions that played a critical role over the past decade to establish and grow the conference, enabling the newly elected conference board to further build on this firm foundation. Our intent is that the IBC continues to offer a platform for young and experienced scholars, as well as business people to network. My personal dream, however, is to position the conference as a truly international conference with the focus on mentoring and developing young researchers in Africa.

Milpark Business School (organising committee and registrations) and the NWU School of Business and Governance (scientific committee and paper reviews) organised this event. My sincere appreciation to the IBC Board and the different committees for their devoted efforts in this regard. Once again, organising the conference was a challenging task, but the organising committee passed the test with flying colours.

We hope that you will enjoy the special networking opportunities that this conference and venue offer and that the White Sands Hotel and Resort in Dar es Salaam will, in a similar way, become one of your special academic memories! Enjoy Dar es Salaam, Tanzania's largest city. Its architecture a legacy of Swahili, colonial and Asian influences, Dar es Salaam is a city that heaves with energy and emotion, belying its translated name of 'Haven of Peace'. Its white beaches and African flair welcome all from across the world to an academic experience of a lifetime and a social engagement of note.

PROF STEPHAN VAN DER MERWE
Chairperson: International Business Conference



SUNDAY 24th SEPTEMBER REGISTRATION AND WELCOMING

17:00-18:45	Registration at the Kobe & Tasi Conference Centre (Ask for directions at the front desk)
19:00-21:00	Welcoming cocktail at the Residents Pool Area (Opposite the jetty)

MONDAY 25th SEPTEMBER MORNING SESSION

07:45-08:30	Registration: Kobe & Tasi Conference Centre
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TASI 1 & TASI 2	
08:30-08:45	Welcome: Prof Stephan van der Merwe Chairperson: IBC (North-West University)
08:45-09:45	Keynote address: The use of scenarios to enhance political risk management in Southern Africa Mr Theo Venter (North-West University)

09:45-10:15	REFRESHMENT BREAK
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MONDAY 25th SEPTEMBER

MORNING SESSION

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	MARKETING MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
	SESSION CHAIR: Prof Theuns Pelser (University of Kwazulu-Natal)	SESSION CHAIR: Dr Cobus Oosthuizen (Milpark Business School)	SESSION CHAIR: Prof Christo Bisschoff (North-West University)	SESSION CHAIR: Prof David Pooe (University of Johannesburg)
10:15-10:35	TOWARDS SYSTEMIC AND INTEGRATED LEADERSHIP DEVELOPMENT FOR DEANS IN SOUTH AFRICAN UNIVERSITIES Dr Oliver Seale (University of South Africa)	FORMAL INCENTIVES AND NATIONAL ENTREPRENEURSHIP: MECHANISM AND CONDITIONS Dr Colin Reddy (University of Johannesburg)	THE INFLUENCE OF BRAND LOYALTY ON COSMETICS PURCHASE INTENTIONS OF SOUTH AFRICAN FEMALE CONSUMERS Prof Christo Bisschoff Mr Lucky Mashavha (North-West University)	THE TRANSFORMING SOUTH AFRICAN ELECTRICITY MARKET SUPPLY CHAIN Dr Ken Mathu Mr Previen Rambalee (University of Pretoria)
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
10:40-11:00	POST-UNEMPLOYMENT IDENTITY IN MIDDLE-AGED PROFESSIONALS Mrs Sonja Stadler Dr Danie du Toit (North-West University)	A CONCEPTUAL FRAMEWORK FOR ENTREPRENEURSHIP AS PRACTICE RESEARCH Dr Cobus Oosthuizen (Milpark Business School)	DETERMINANTS OF CUSTOMER SATISFACTION IN BUSINESS-TO-BUSINESS RELATIONSHIP MARKETING IN THE SOUTH AFRICAN CEMENT INDUSTRY Dr Phineas Mbango (University of South Africa)	THE INFLUENCE OF SUPPLY CHAIN PRACTICES ON SUPPLY CHAIN E-COLLABORATION Dr Progress Hove-Sibanda (North-West University) Prof David Pooe (University of Johannesburg)
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	MARKETING MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
11:05-11:25	<p>THE EFFECTS OF ICT WITHIN THE SME ENVIRONMENT OF THE BOROLONG AREA OF BOTSWANA</p> <p>Prof Theuns Pelser (University of Kwazulu-Natal) Mr Gosaitse Chube Prof Hein Prinsloo (North-West University)</p>	<p>AN INVESTIGATION INTO THE RELATIONSHIP BETWEEN ENTREPRENEURIAL ORIENTATION AND THE INTENTION TO LEAVE WITHIN AN ACADEMIC INSTITUTION</p> <p>Dr Henry Lotz Prof Stephan van der Merwe Ms Anine Wallace (North-West University)</p>	<p>FACTORS THAT INFLUENCE THE MILLENNIAL CUSTOMER TO ENGAGE WITH A FACEBOOK PAGE: A CASE STUDY OF A SELECTED UNIVERSITY IN SOUTH AFRICA</p> <p>Dr Isolde Lubbe Ms Nyaradzo Dundu (University of Johannesburg)</p>	<p>THE ROLE OF INFORMATION FLOW AND TECHNOLOGY IN SUPPLY CHAIN COLLABORATION – A CASE STUDY OF LOGWIN LOGISTICS</p> <p>Ms Inele van Wyk Ms Amogelang Gaobidiwe Ms Makhosazana Dlamini Dr Noleen Pisa (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
11:30-11:50	<p>JOB CHARACTERISTICS AND LEVELS OF MOTIVATION: A RESEARCH REPORT PRESENTED TO MANAGERS OF AN ENGINEERING COMPANY</p> <p>Mr Osrick Hendricks Dr Marita Heyns Prof Alfred Henrico (North-West University)</p>	<p>GROWTH ASPIRATIONS AMONG WOMEN ENTREPRENEURS IN SOUTH AFRICA</p> <p>Dr Brownhilder Ngek Neneh (University of the Free State)</p>	<p>CUSTOMER ENGAGEMENT GUIDELINES FOR SOUTH AFRICAN RETAIL BANKS</p> <p>Dr Carinda Williams Dr Nedie MacKay (North-West University)</p>	<p>SUPPLY CHAIN SECURITY ORIENTATION IN THE SOUTH AFRICAN PHARMACEUTICAL INDUSTRY</p> <p>Ms Steveni van Niekerk Mr Kelvinne Mocke Mr Wesley Niemann Mr Theuns Kotze (University of Pretoria)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	MARKETING MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
11:55-12:15	<p>JOB CHARACTERISTICS, JOB SATISFACTION AND WORK ENGAGEMENT OF EMPLOYEES IN A MUNICIPALITY IN SOUTH AFRICA</p> <p>Prof Leon Jackson Ms Tarisa Mutasa (North-West University)</p>	<p>INVESTIGATING THE RELATIONSHIP BETWEEN AN ENTREPRENEURIAL ORIENTATION AND THE PERCEIVED SUCCESS OF PUBLIC SECONDARY SCHOOLS. PART 1: THE VALIDATION OF A SCALE TO MEASURE PERCEIVED SCHOOL SUCCESS</p> <p>Prof Stephan van der Merwe Dr Jan Malan (North-West University)</p>	<p>HEDONIC MOTIVATIONS FOR MOBILE SHOPPING ACCEPTANCE</p> <p>Dr Daniel Maduku (University of Johannesburg)</p>	<p>CHALLENGES IN THE IMPLEMENTATION OF REVERSE LOGISTICS IN THE AUTOMOTIVE INDUSTRY</p> <p>Mr Joseph Agbavor Prof David Pooe (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
12:20-12:40	<p>AN EXPLORATORY STUDY INTO THE RELATIONSHIP BETWEEN CAREER SELF-EFFICACY AND CAREER EXPLORATION AMONGST FINAL YEAR JOB-SEEKING STUDENTS AT A SELECTED UNIVERSITY</p> <p>Mr Simbarashe Mutambanengwe Prof Willie Chinyamurindi (University of Fort Hare)</p>	<p>INVESTIGATING THE RELATIONSHIP BETWEEN AN ENTREPRENEURIAL ORIENTATION AND THE PERCEIVED SUCCESS OF PUBLIC SECONDARY SCHOOLS. PART 2: THE VALIDATION OF A SCALE TO MEASURE ENTREPRENEURIAL ORIENTATION</p> <p>Dr Henry Lotz Prof Stephan van der Merwe Dr Jan Malan (North West University)</p>	<p>THE ATTITUDES OF PHARMACISTS TOWARDS GENERIC MEDICINES</p> <p>Prof Christo Bisschoff Mr Puti Sekwati (North-West University)</p>	<p>EVALUATING THE NATURE OF SUPPLY CHAIN COLLABORATION: A CASE STUDY OF IMPERIAL LOGISTICS</p> <p>Dr Noleen Pisa Mr Gert Heyns (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	MARKETING MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
12:45-13:05	<p>GENDER DIFFERENCES OF EMPLOYEES VISITING MARABASTAD MALL ON HOW THEY RATE HUMAN RESOURCE MANAGEMENT OUTCOMES</p> <p>Dr Molefe Maleka (Tshwane University of Technology)</p>	<p>INVESTIGATING THE RELATIONSHIP BETWEEN AN ENTREPRENEURIAL ORIENTATION AND THE PERCEIVED SUCCESS OF PUBLIC SECONDARY SCHOOLS. PART 3: ASSESSING THE RELATIONSHIP BETWEEN ENTREPRENEURIAL ORIENTATION AND PERCEIVED SCHOOL SUCCESS</p> <p>Prof Stephan van der Merwe Dr Jan Malan (North West University)</p>	<p>CRISIS COMMUNICATION ERRORS DURING THE FORD KUGA RECALL IN SOUTH AFRICA</p> <p>Prof De la Rey van der Waldt (North-West University)</p>	<p>SUPPLY CHAIN RISK MANAGEMENT PROCESSES FOR RESILIENCE: A STUDY OF SOUTH AFRICAN GROCERY MANUFACTURERS</p> <p>Mr Simon Simba Ms Assilah Agigi Mr Wesley Niemann Mr Theuns Kotze (University of Pretoria)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS	WORK-IN-PROGRESS

LUNCH AT MCHANGA RESTAURANT

MONDAY 25th SEPTEMBER 2017

AFTERNOON SESSION

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	MARKETING MANAGEMENT	INFORMATION AND KNOWLEDGE MANAGEMENT
	SESSION CHAIR: Prof Mornay Roberts-Lombard (University of Johannesburg)	SESSION CHAIR: Prof Kobus Jonker (Nelson Mandela Metropolitan University)	SESSION CHAIR: Prof Geoff Bick (University of Cape Town)	SESSION CHAIR: Prof Jan Kruger (University of South Africa)
14:00-14:20	<p>THE MEDIATING ROLE OF PERSONAL RESOURCES IN THE RELATIONSHIP BETWEEN TRANSFORMATIONAL LEADERSHIP AND EMPLOYEE ATTITUDE</p> <p>Prof Leon Jackson (North-West University)</p>	<p>PERCEPTIONS REGARDING RULES OF BUSINESS BEHAVIOUR IN THE COMPETITIVE BANKING ENVIRONMENT OF A DEVELOPING COUNTRY</p> <p>Prof Noxolo Eileen Mazibuko Prof Elroy Smith Dr Herbert Mukasa (Nelson Mandela Metropolitan University)</p>	<p>MEASURING COMMUTERS' PERCEPTIONS OF SERVICE QUALITY OF MINIBUS TAXI SERVICES IN THE CITY OF JOHANNESBURG</p> <p>Dr Rose Luke Mr Gert Heyns (University of Johannesburg)</p>	<p>ONLINE COMMUNITIES OF PRACTICE IN ENHANCING ORGANISATIONAL LEARNING</p> <p>Mr Sakhile Mbatsana Mr Joel Arthur (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	MARKETING MANAGEMENT	INFORMATION AND KNOWLEDGE MANAGEMENT
14:25-14:45	<p>ETHICAL BELIEF AND ETHICAL INTENTION: COMPARING SOUTH AFRICAN AND POLISH COMMERCE STUDENTS' PERCEPTIONS</p> <p>Prof Mornay Roberts-Lombard Prof Geoff Goldman Ms Jessica Knight (University of Johannesburg)</p>	<p>STRATEGIC DRIVERS: A CASE OF A FACULTY</p> <p>Mr Dirk Rossouw Prof Geoff Goldman (University of Johannesburg)</p>	<p>FACTORS INFLUENCING CUSTOMER LOYALTY IN THE SOUTH AFRICAN FUEL RETAIL SECTOR</p> <p>Prashaen Reddy Prof Geoff Bick (University of Cape Town)</p>	<p>INTEGRATED FINANCIAL MANAGEMENT INFORMATION SYSTEM: TOWARDS A CONCEPTUAL FRAMEWORK FOR MIGORI COUNTY GOVERNMENT, KENYA</p> <p>Mr Jared Okello Prof Stephen Migiro (University of Kwazulu-Natal)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
14:50-15:10	<p>BEYOND LEADERSHIP ASSESSMENT AND DEVELOPMENT: THE POWER OF TALENT DEVELOPMENT CENTRES. CASE STUDY FROM A MAJOR GLOBAL ENERGY COMPANY</p> <p>Prof Marius Stander (Chairman) Dr Ederick Stander Dr Danie du Toit Prof Leon de Beer (North-West University)</p>	<p>AFRICAN MEDIA REPORTING OF CHINA IN AFRICA: A CODED CONTENT ANALYSIS</p> <p>Prof Kobus Jonker Dr Bryan Robinson (Nelson Mandela Metropolitan University)</p>	<p>COMPETITIVE INTELLIGENCE FOR MARKETING MBA PROGRAMMES IN SOUTH AFRICA: AN EXPLORATORY STUDY</p> <p>Dr Kayode Ayankoya Ms Marion Rippon Mr Ugo Nzotta Ms Wanda Mnqeta Mr Loyiso Dukashe (Nelson Mandela Metropolitan University)</p>	<p>INSIDERS: THE BEHAVIOUR OF OUTSOURCED EMPLOYEES AS SOURCES OF INFORMATION SYSTEM SECURITY THREATS</p> <p>Mr David Oyebisi Prof Kennedy Njenga (University of Johannesburg)</p>
	SYMPOSIUM	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	MARKETING MANAGEMENT	INFORMATION AND KNOWLEDGE MANAGEMENT
15:15-15:35	<p>BEYOND LEADERSHIP ASSESSMENT AND DEVELOPMENT: THE POWER OF TALENT DEVELOPMENT CENTRES. CASE STUDY FROM A MAJOR GLOBAL ENERGY COMPANY</p> <p>Prof Marius Stander Dr Ederick Stander Dr Danie du Toit Prof Leon de Beer (North-West University)</p>	<p>EXPORT OF AGRICULTURAL PRODUCTS AS AN INDICATOR TO THE PERFORMANCE OF RURAL BASED SMALL SCALE AGRI-BUSINESSES, SOUTH AFRICA</p> <p>Dr Joseph Lekunze Dr Livingstone Agbotame (North-West University)</p>	<p>EMOTIONAL NARRATIVE VIDEO ADVERTISEMENTS AS DONATION REQUEST TOOLS: AN EXPERIMENT ASSESSING DONATION OUTCOME</p> <p>Ms Debbey Olivier Prof Charlene Gerber (University of Stellenbosch)</p>	<p>THE ROLE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN ENABLING E-GOVERNMENT IN A METROPOLITAN AREA</p> <p>Mr Johan Coetzee Mr Itumeleng Mofikoe (North-West University)</p>
	SYMPOSIUM	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER
15:40-16:00	<p>BEYOND LEADERSHIP ASSESSMENT AND DEVELOPMENT: THE POWER OF TALENT DEVELOPMENT CENTRES. CASE STUDY FROM A MAJOR GLOBAL ENERGY COMPANY</p> <p>Prof Marius Stander Dr Ederick Stander Dr Danie du Toit Prof Leon de Beer (North-West University)</p>	<p>IMPACT OF OPERATIONAL PROCESS FACTORS ON STRATEGY IMPLEMENTATION IN MICROFINANCE ORGANIZATIONS IN A DEVELOPING COUNTRY</p> <p>Dr Ruth Waweru (Riara University, Kenya) Prof Elroy Smith (Nelson Mandela Metropolitan University)</p>	<p>SERVICE RECOVERY IN THE BANKING INDUSTRY: EVIDENCE FROM UNIVERSITY STUDENTS IN SOUTH AFRICA</p> <p>Ms Langelihle Dube Dr Kim Viljoen Ms Mari Ford (University of Fort Hare)</p>	<p>FACTORS AFFECTING THE ROLL-OUT OF PENETRATIVE BROADBAND DELIVERY IN KWAZULU-NATAL, SOUTH AFRICA</p> <p>Mr Santosh Manilall Dr Rosemary Sibanda Dr Emmanuel Mutambara (University of Kwazulu-Natal) Prof Jan Kruger (University of South Africa)</p>
	SYMPOSIUM	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
16:00-16:10	SHORT AFTERNOON BREAK			

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	TOURISM MANAGEMENT	INFORMATION AND KNOWLEDGE MANAGEMENT
	SESSION CHAIR: Dr Amanda Werner (Nelson Mandela Metropolitan University)	SESSION CHAIR: Prof Yvonne Du Plessis (North-West University)	SESSION CHAIR: Prof Martinette Kruger (North-West University)	SESSION CHAIR: Mr Johan Coetzee (North-West University)
16:10 16:30	<p>RELATIONSHIP BETWEEN EXTRAVERSION, EMOTIONAL INTELLIGENCE AND LEADERSHIP EXPERIENCE</p> <p>Mrs Katlego Mashego Dr Amanda Werner (Nelson Mandela Metropolitan University)</p>	<p>FACTORS INFLUENCING EXPORT PROPENSITY OF SMALL, MEDIUM AND MICRO-SIZED ENTERPRISES IN SOUTH AFRICA</p> <p>Dr Louis van Staden Mr Lucas Mathunyane (North-West University)</p>	<p>A 3-I “FESTIVALScape” TYPOLOGY OF VISITORS TO A CULINARY FESTIVAL</p> <p>Mr Armand Viljoen Prof Martinette Kruger Prof Melville Saayman (North-West University)</p>	<p>ASSESSING THE USE OF FORESIGHT AS A MANAGERIAL SKILL TO MANAGE BUSINESS DECISIONS IN AN ACADEMIC INSTITUTION</p> <p>Mr Johan Coetzee Mr Pieter du Plessis (North-West University)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROCESS	COMPETITIVE PAPER
16:35- 16:55	<p>LEADERSHIP EMPOWERMENT AS A POSITIVE LEADERSHIP STYLE: A PSYCHOMETRIC EVALUATION</p> <p>Prof Marius Stander Mrs Deseree Zikalala Mrs Annatjie Stander (North-West University)</p>	<p>CHILD RIGHTS IN ENTREPRENEURSHIP: A CASE OF BAZEZURU CHILDREN IN BOTSWANA</p> <p>Dr Clever Gumbo Mr Tendai Svtwa Prof Yvonne Du Plessis (North-West University)</p>	<p>PERCEPTIONS OF SERVICE QUALITY: VOICES FROM GUESTS AND LODGE MANAGERS IN VHEMBE DISTRICT MUNICIPALITY OF SOUTH AFRICA</p> <p>Ms Tondani Nethengwe Mr Munei Nengovhela (University of Venda)</p>	<p>MOBILE COMMERCE SECURITY IN THE PUBLIC SECTOR: SUDANESE USERS’ PERCEPTION</p> <p>Ms Sara Salih Prof Kennedy Njenga (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROCESS	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TAS1 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	TOURISM MANAGEMENT	INFORMATION AND KNOWLEDGE MANAGEMENT
17:00-17:20	<p>CAPITALISING ON WORKFORCE DIVERSITY FOR COMPETITIVE ADVANTAGE</p> <p>Dr Kariena Strydom (Walter Sisulu University)</p>	<p>THE ROLE OF LEADERSHIP IN A MERGER AS AN ORGANISATIONAL CHANGE PROCESS</p> <p>Ms Lungile Ntsizwane Prof Yvonne du Plessis (North-West University)</p>	<p>SOCIAL MEDIA TECHNOLOGY, RELATIONAL INFORMATION PROCESSES AND CUSTOMER RELATIONSHIP MANAGEMENT IN THE TOURISM SECTOR</p> <p>Mr Watson Munyanyi (Greater Zimbabwe University & University of Johannesburg)</p>	<p>AN INVESTIGATION OF THE INTEGRATION OF INFORMATION TECHNOLOGY GOVERNANCE IN THE NATIONAL DEPARTMENT OF TOURISM</p> <p>Mr Ziphokenkosi Mguli Prof Sam Lubbe Prof Jan Meyer Dr Joseph Lekunze (North-West University)</p>
	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER	COMPETITIVE PAPER
17:25-17:45	<p>THE INFLUENCE OF EMPLOYEE ENGAGEMENT ON EMPLOYEE ORGANISATIONAL COMMITMENT IN THE SOUTH AFRICAN HEALTH SECTOR</p> <p>Dr Trust Kabungaidze SR Terera Mr Hlanganipai Ngirande (University of Fort Hare)</p>	<p>EVALUATION OF QUALITY MANAGEMENT PRACTICES IN THE PUBLIC HOSPITALS: A QUESTIONNAIRE SURVEY</p> <p>Mr Kgashane Stephen Nyakala Mr Thomas T Munyai (Tshwane University of Technology) Dr Andre Vermeulen (University of Johannesburg)</p>	<p>USING AN IMPORTANCE-PERFORMANCE ANALYSIS TO ELUCIDATE TANZANIA'S DOMESTIC TOURIST'S DESTINATIONS</p> <p>Dr Ahmad Mtengwa Burhan (Centre for Foreign Relations, Tanzania)</p>	
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

END OF DAY

TUESDAY 26th SEPTEMBER 2017

MORNING SESSION

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	FINANCIAL MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS EDUCATION
	SESSION CHAIR: Prof Michelle Mey (Nelson Mandela Metropolitan University)	SESSION CHAIR: Dr George Ssonko Nelson Mandela Metropolitan University)	SESSION CHAIR: Dr Jane Usher (Milpark Business School)	SESSION CHAIR: Mr Johan Jordaan (North-West University)
08:15-08:35	STRATEGIES TO IMPROVE THE REPRESENTATION OF BLACK WOMEN IN SENIOR LEVELS WITHIN THE SOUTH AFRICAN BANKING INDUSTRY Prof Michelle Mey Mrs Brenda Peacock (Nelson Mandela Metropolitan University)	THE ROLE OF THE NATIONAL CREDIT REGULATOR IN DEBT COUNSELLING: CASE OF SOUTH AFRICA Dr Kgomotse Masilo (Tshwane University of Technology)	INVESTIGATING PATIENTS PERCEPTIONS OF SERVICE QUALITY AT A PRIVATE HOSPITAL IN DURBAN, SOUTH AFRICA Ms Ghazala Begum Essop Dr Vannie Naidoo (University of Kwazulu-Natal)	PREDICTORS OF EDUCATIONAL SATISFACTION AND STUDENT RETENTION: INSIGHTS FROM A FOR-PROFIT PRIVATE HIGHER EDUCATION INSTITUTION Dr Peter Ayuk (Milpark Business School)
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
08:40-09:00	EXPLORING SOCIAL DESIRABILITY WITHIN THE ZULU CULTURE: AN EMIC PERSPECTIVE Ms Debbie Mtshelwane Ms Monica Dinkelmann Dr Lizelle Brink (North-West University) Prof Alewyn Nel (University of Pretoria)	THE NON-PAYMENT OF MUNICIPAL SERVICES SOLVED Ms Sindisani Mathonsi Prof Heinz Klingelhöfer Prof Lourens Erasmus (Tshwane University of Technology)	ANALYSING THE FACTORS INFLUENCING THE USE AND IMPACT OF SEDA'S BUSINESS DEVELOPMENT SERVICES (BDS) IN THE WATERBERG DISTRICT, LIMPOPO Dr Menisha Moos Mr Steve Botha (University of Pretoria)	TEACHING ECONOMICS FOR SOCIAL JUSTICE AT BUSINESS SCHOOLS: A RHODES BUSINESS SCHOOL CASE STUDY Mr Evert Knoesen Prof Charles Wait (Rhodes University)
	WORK-IN-PROGRESS	COMPETITIVE PAPER	WORK-IN-PROGRESS	WORK-IN-PROGRESS

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	FINANCIAL MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS EDUCATION
09:05-09:25	<p>A SYSTEMS APPROACH TO WORK ENGAGEMENT: IGNITING WORK ENGAGEMENT BEYOND THE INDIVIDUAL</p> <p>Perle du Plessis Liezel Massyn (University of the Free State)</p>	<p>A THEORETICAL MODEL TO MEASURE THE FACTORS AFFECTING PENETRATION OF THE LOW-INCOME INSURANCE SEGMENT (MICRO INSURANCE) IN SOUTH AFRICA</p> <p>Dr Bibi Zaheenah Chummun (University of Kwazulu-Natal)</p>	<p>EXAMINING THE EXPERIENCES AND CHALLENGES THAT WOMEN FACE IN THE SOUTH AFRICAN FINANCIAL SERVICES SECTOR (GAUTENG)</p> <p>Dr Jane Usher Ms Molatelo Catherine Ramaphakela (Milpark Business School)</p>	<p>DEVELOPING GRADUATE ATTRIBUTES THROUGH AN ENGAGED LEARNING STRATEGY</p> <p>Mr Johan Jordaan (North-West University)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
09:30-09:50	<p>THE RELATIONSHIPS BETWEEN POSITIVE EMOTIONS, SATISFACTION AND LOYALTY OF RADIO LISTENERS</p> <p>Dr Carinda Williams Mr Roland Goldberg (North-West University)</p>	<p>DETERMINANTS OF BEHAVIOURAL INTENTION TO USE MOBILE MONEY SERVICES IN UGANDA</p> <p>Dr George Ssonko Prof Madele Tait (Nelson Mandela Metropolitan University)</p>	<p>NEW MANAGEMENT PARADIGM AND THE SOUTH AFRICAN EMPLOYEE CONTEXT</p> <p>Dr Jenni Gobind (Milpark Business School)</p>	<p>A VALUES-BASED FRAMEWORK FOR OPTIMISING EDUCATIONAL EFFECTIVENESS</p> <p>Dr Peter Ayuk (Milpark Business School)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	FINANCIAL MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS EDUCATION
09:55-10:15	<p>THE INFLUENCE OF SUBSTANCE USE ON ABSENTEEISM AMONGST THE EMPLOYEES AT THE POWER UTILITY IN MPUMALANGA</p> <p>Dr Elsabé Keyser (North-West University)</p>	<p>ACTIVITY-BASED COSTING TO IMPROVE THE FINANCIAL MANAGEMENT OF SECTOR FOR EDUCATION AND TRAINING AUTHORITIES (SETAs)</p> <p>Prof Heinz Klingelhöfer Prof Lourens Erasmus Mr NM Ngomane (Tshwane University of Technology)</p>	<p>JOB SATISFACTION LEVEL AMONG MEDICAL STAFF AT IFISI DESIGNATED HOSPITAL</p> <p>Dr George Mrope (Mzumbe University, Tanzania)</p>	<p>MANAGERIAL ECONOMICS FOR MBA: PEDAGOGICAL PERSPECTIVE</p> <p>Prof Stephen Kapunda (University of Botswana)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS
10:15-10:45	REFRESHMENT BREAK			

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	BUSINESS MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
	SESSION CHAIR: Prof Paul Poisat (Nelson Mandela Metropolitan University)	SESSION CHAIR: Prof Jurie van Vuuren (University of Pretoria)	SESSION CHAIR: Prof Alfred Henrico (North-West University)	SESSION CHAIR: Prof Cecil Arnolds Nelson Mandela Metropolitan University)
10:45 11:05	<p>THE PREVALENCE OF CONFLICT HANDLING STYLES AMONG NURSES WITHIN A HOSPITAL ENVIRONMENT</p> <p>Prof Jan Visagie Mr David Milton Dr Werner Havenga Dr Tinda Rabie Ms Debbie Mtshelwane (North West University)</p>	<p>ENTREPRENEURIAL INTENTION OF THE YOUTH IN GAUTENG AND THE THEORY OF PLANNED BEHAVIOUR</p> <p>Ms Chanté van Tonder Dr Darelle Groenewald (University of Johannesburg)</p>	<p>COMMUNICATION AND TEAMWORK AS EMPLOYABILITY SKILLS OF BUSINESS MANAGEMENT GRADUATES</p> <p>Prof Alfred Henrico Ms Zelma Botes (North-West University)</p>	<p>SELECTION CRITERIA FOR SOUTH AFRICAN THIRD-PARTY LOGISTICS SERVICE PROVIDERS</p> <p>Mrs Claudia Karrapan Mr Mndeni Sishange Prof Elana Swanepoel Dr Peter Kilbourn (University of Johannesburg)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
11:10- 11:30	<p>THE INFLUENCE OF EMOTIONAL INTELLIGENCE ON JOB DEMANDS AND BURNOUT IN CALL CENTER WORKERS</p> <p>Prof Cara Jonker Ms Linda Erasmus (North-West University)</p>	<p>THE INFLUENCE OF EXPERIENCE ON YOUTH ENTREPRENEURIAL INTENTIONS: EVIDENCE FROM SOUTH AFRICA</p> <p>Dr Alex Bignotti Dr Ingrid le Roux (University of Pretoria)</p>	<p>AN OVERVIEW OF CHALLENGES AND OPPORTUNITIES FOR SUSTAINABLE COFFEE PRODUCTION IN AFRICA</p> <p>Dr Jessica Fraser (Nelson Mandela Metropolitan University)</p>	<p>LARGE-SCALE HEARING CONSERVATION – A BEST PRACTICE CASE STUDY OF A SOUTH AFRICAN GOLD MINE OPERATION</p> <p>Prof Rigard Steenkamp (University of South Africa)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	BUSINESS MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
11:35-11:55	<p>ANTECEDENTS OF POSITIVE EMOTIONS IN A SOUTH AFRICAN MUNICIPALITY</p> <p>Mr Thulani Skosana Dr Molefe Maleka Mr Patrick Lekgothoane (Tshwane University of Technology)</p>	<p>FACTORS CONTRIBUTING TO GROWTH EXPECTATIONS OF AFRICAN ENTREPRENEURS</p> <p>Mr Binyam Alemayehu (University of Pretoria) Prof Jurie van Vuuren (University of Pretoria) Dr Darelle Groenewald (University of Johannesburg)</p>	<p>AN INQUIRY INTO A BALANCED SCORECARD APPROACH FOR PRIVATE HIGHER EDUCATION INSTITUTIONS IN SOUTH AFRICA</p> <p>Mr Henk De Jager Prof Nico Schutte Prof Nicolene Barkhuizen (North-West University)</p>	<p>DRIVERS AND BARRIERS OF REVERSE LOGISTICS PRACTICES: A STUDY OF LARGE GROCERY RETAILERS IN SOUTH AFRICA</p> <p>Mr Arno Meyer Mr Wesley Niemann Mr Justin Mackenzie Mr Jacques Lombaard (University of Pretoria)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS
12:00-12:20	<p>PROJECT FAILURE IN THE AUTOMOTIVE INDUSTRY: A CASE OF TECHNOLOGICAL CHANGE WITHOUT HUMAN FACTOR INTEGRATION</p> <p>Prof Yvonne du Plessis Dr Tonja Blom Prof Jan Meyer (North-West University)</p>	<p>ATTITUDES TOWARDS GROWTH: THE CASE OF FEMALE ENTREPRENEURS IN THE INFORMAL SECTOR</p> <p>Mr Herring Shava Prof Willie Chinyamurindi (University of Fort Hare)</p>	<p>THE CHALLENGES OF SUSTAINABLE REHABILITATION BY MINING COMPANIES IN SOUTH AFRICA</p> <p>Prof Anet Smit Ms Ida Oberholzer (North-West University)</p>	<p>IN PURSUIT OF IMPROVED CUSTOMER ORDER FULFILMENT IN KENYAN PUBLIC HOSPITAL PHARMACIES</p> <p>Dr George Kamau Prof Cecil Arnolds Dr Ernst van Biljon (Nelson Mandela Metropolitan University)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	ENTREPRENEURSHIP	BUSINESS MANAGEMENT	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
12:25-12:45	<p>LEADERSHIP: KEY TO INCREASING HIGH PERFORMANCE IN SECONDARY SCHOOLS IN SOUTH AFRICA</p> <p>Dr Marilyn Gibbs Prof Paul Poisat (Nelson Mandela Metropolitan University)</p>	<p>INFLUENCE OF ENTREPRENEURSHIP EDUCATION ON STUDENT'S PERCEPTION OF ENTREPRENEURSHIP IN FEDERAL UNIVERSITIES IN SOUTHWESTERN NIGERIA</p> <p>Prof Lawrence Obokoh Mr Chilaka Onyekachi Enyioko (Cape Town University of Technology)</p>	<p>IMPACT OF DEMOGRAPHICS ON SME OWNERS' ENVIRONMENTAL MANAGEMENT SYSTEM ATTITUDES AND IMPLEMENTATION</p> <p>Dr Riyaadh Lillah Prof Miemie Struwig (Nelson Mandela Metropolitan University)</p>	<p>THE EFFECTS OF RESTRUCTURING ON SAFETY AT A PETROCHEMICAL COMPANY</p> <p>Mr Johan Jordaan Mr Johan Dreyer (North-West University)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
12:45-13:05	<p>ASSESSING THE IMPACT OF EMPLOYMENT CONSIDERATIONS ON ORGANISATIONAL CITIZENSHIP BEHAVIOUR IN A RETAIL SETTING</p> <p>Dr Tandiswa Ngxukumeshe Prof Noxolo Eileen Mazibuko Prof Elroy Smith (Nelson Mandela Metropolitan University)</p>	<p>A FRAMEWORK TO IMPLEMENT SOCIAL ENTREPRENEURSHIP ACTIVITIES IN HIGHER EDUCATION</p> <p>Dr Paul Tai-Hing Prof Miemie Struwig (Nelson Mandela Metropolitan University)</p>	<p>AN ANALYSIS OF EFFECT OF MACRO ECONOMIC VARIABLES ON NORWAY'S EXPORT TO THE UK VIA DIFFERENT MODES OF TRANSPORTATION</p> <p>Dr Naima Saeed (University of Agder, Norway)</p>	<p>INVESTIGATING CHALLENGES IN SUPPLY CHAIN MANAGEMENT IN A SOUTH AFRICAN MUNICIPALITY</p> <p>Mr Martin Botha Mr Thapelo Mokotedi (North-West University)</p>
	COMPETITIVE PAPER	WORK-IN-PROGRESS	WORK-IN-PROGRESS	COMPETITIVE PAPER
13:05-14:00	LUNCH AT MCHANGA RESTAURANT			

TUESDAY 26th SEPTEMBER 2017

AFTERNOON SESSION

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS AND FINANCIAL MANAGEMENT	BUSINESS SCHOOL RESEARCH & EDUCATION	BUSINESS AND MARKETING MANAGEMENT
	SESSION CHAIR: Prof Elroy Smith (Nelson Mandela Metropolitan University)	SESSION CHAIR: Dr Daniel Maduku (University of Johannesburg)	SESSION CHAIR Prof Teresa Carmichael (University of the Witwatersrand)	SESSION CHAIR: Prof Ronnie Lotriet (North-West University)
14:00-14:20	CONCEPTUALISING THE RELATIONSHIP BETWEEN CORE VALUES, MOTIVATION AND LEGITIMACY: A QUALITATIVE STUDY OF UGANDA'S INFORMAL ECONOMY Mr Ismail Kintu Dr Robert Venter (University of the Witwatersrand)	A COMPARATIVE ANALYSIS OF BUSINESS EFFICACY BETWEEN PRIVATE AND PUBLIC SECTOR Mr Molefi Chwene Prof Ravinder Rena (North-West University)	METHODOLOGICAL MISALIGNMENT IN QUALITATIVE MBA RESEARCH DOCUMENTS Prof Teresa Carmichael (University of the Witwatersrand)	ASSESSING FERTILIZER BUYING BEHAVIOUR OF EMERGING FARMERS IN A SOUTH AFRICAN GRAIN PRODUCING AREA Prof Christo Bisschoff Prof Ronnie Lotriet Mr Aron Kole (North-West University)
	WORK-IN-PROGRESS	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS
14:25-14:45	CULTURE AND LEADERSHIP QUALITIES PROMOTING INTERNATIONAL JOINT VENTURE SUCCESS IN BOTSWANA MANUFACTURING INDUSTRY Dr Clever Gumbo Prof Yvonne du Plessis Prof Nicolene Barkhuizen (North-West University)	EMPIRICAL ANALYSIS OF SOUTH AFRICAN MUSLIMS' ACCEPTANCE OF TAKAFUL LIFE INSURANCE Mr Mohammed Khan Dr Daniel Maduku (University of Johannesburg)	EXTRACURRICULAR OUTCOMES OF A PROGRAMME FOR ENTREPRENEURSHIP DEVELOPMENT Prof Jo Nel Ms Adri Williams (University of Limpopo)	RELATIONSHIPS AMONGST EXTENDED INTERNAL MARKETING VARIABLES, BRAND RECOGNITION AND BRAND RECALL IN SERVICE ORGANISATIONS: A COMPARATIVE STUDY Dr Elisabeth Conradie Prof Mornay Roberts-Lombard (University of Johannesburg)
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS AND FINANCIAL MANAGEMENT	BUSINESS SCHOOL RESEARCH & EDUCATION	BUSINESS AND MARKETING MANAGEMENT
14:50-15:10	<p>EMPLOYEES' PERCEPTIONS REGARDING THE IMPACT OF UBUNTU LEADERSHIP ON ORGANISATIONAL PERFORMANCE IN THE EASTERN CAPE</p> <p>Dr Roger Muller Prof Elroy Smith Dr Riyaadh Lillah (Nelson Mandela Metropolitan University)</p>	<p>VALUATION OF CHANGES IN VOTING RIGHTS</p> <p>Prof Heinz Klingelhöfer (Tshwane University of Technology) Prof Michael Lerm (Duale Hochschule Gera-Eisenach) Dr Stefan Mirschel (DC Nordseekabel Beteiligungs GmbH (Nordlink))</p>	<p>UNDERSTANDING RESEARCH METHODOLOGY THROUGH ROLE PLAY</p> <p>Dr Jenni Gobind (Milpark Business School)</p>	<p>THE RELATIONSHIP BETWEEN USSD MOBILE PHONE BANKING SERVICE QUALITY AND CUSTOMER LOYALTY</p> <p>Mr Darlington Chigori Dr Kim Viljoen Ms Mari Ford (University of Fort Hare)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER
15:15-15:35	<p>TRAINING AS A DETERMINANT OF EMPLOYEE RETENTION AT A SOUTH AFRICAN HIGHER LEARNING SETTING</p> <p>Mrs Praise Choeni Mr Hlanganipai Ngirande Prof Richard Shambare (University of Venda)</p>	<p>IMPACT OF FINANCIAL LITERACY ON SAVINGS CULTURE AMONG THE SOUTH AFRICAN HOUSEHOLDS</p> <p>Prof Ravinder Rena Mbukanma Ifeanyi Prof Hein Prinsloo (North-West University)</p>	<p>MANAGERIAL ECONOMICS FOR MBA: PEDAGOGICAL PERSPECTIVE</p> <p>Prof Stephen Kapunda (University of Botswana)</p>	<p>SKATEBOARDING'S CONTRIBUTION TO SOCIETAL CHALLENGES</p> <p>Dr Paul Radikonyana Prof Hein Prinsloo (North-West University) Prof Theuns Pelser (University of Kwazulu-Natal)</p>
	COMPETITIVE PAPER	WORK-IN-PROGRESS	WORK-IN-PROGRESS	COMPETITIVE PAPER

	KOBE 1	KOBE 2	TASI 1	TASI 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS AND FINANCIAL MANAGEMENT	BUSINESS SCHOOL RESEARCH & EDUCATION	BUSINESS AND MARKETING MANAGEMENT
15:40-16:00	<p>EMPLOYEES' PROMOTION IN TANZANIA PUBLIC INSTITUTIONS</p> <p>Dr George Mrope Mr Robert Mwenyasi (Mzumbe University, Mbeya Campus College, Tanzania)</p>	<p>CONCEPTUALIZATION OF A CUSTOMER PERSPECTIVE OF THE BALANCED SCORECARD FOR SUSTAINABLE VALUE CREATION IN LOW-INCOME EMERGING MARKETS</p> <p>Mr Last Mazambani Dr Emmanuel Mutambara Dr Rosemary Sibanda (University of Kwazulu-Natal) Prof Jan Kruger (University of South Africa)</p>		<p>TRAVEL MOTIVATIONS OF RESIDENTS AT THE VHEMBE DISTRICT MUNICIPALITY: FACTOR AND CLUSTER ANALYSIS METHODOLOGY</p> <p>Mr Munei Nengovhela Dr Ndivhuwo Tshipala Siyabulela Nyikana (University of Venda)</p>
	WORK-IN-PROGRESS	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS
16:00-16:10	SHORT AFTERNOON BREAK			

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS MANAGEMENT
	SESSION CHAIR: Dr Werner Havenga (North-West University)	SESSION CHAIR: Prof Ravinder Rena (North-West University)	SESSION CHAIR: Mr Joel Arthur (University of Johannesburg)	SESSION CHAIR: Mr Theo Venter (North-West University)
16:10 16:30	CONFLICT DYNAMICS WITHIN THE GENDER SPECTRUM OF A LARGE MANUFACTURING COMPANY Ms Alicia Beneke Prof Jan Visagie Dr Werner Havenga Mrs Wilma Breytenbach (North-West University)	ORGANISATIONAL MANAGEMENT FAILURES AND IRREGULAR EXPENDITURE IN TSWAING LOCAL MUNICIPALITY OF NORTH –WEST PROVINCE OF SOUTH AFRICA Prof Ravinder Rena Mr Auchalie J Mothupi (North-West University)	IKM TOOLS AND STRATEGIES TO COMBAT CYBERCRIME WITHIN THE SA FINANCE SECTOR Ms Natisha Sewpersadh Mr Niresh Singh Mr Joel Arthur (University of Johannesburg)	THE ANATOMY OF FRAUD AND CORRUPTION IN LOCAL GOVERNMENT. ANALYSING PERCEPTIONS AMONG MUNICIPAL OFFICIALS IN THE KENNETH KAUNDA DISTRICT MUNICIPALITY Mr Patric Molehabangwe Mr Theo Venter (North-West University)
	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER	WORK-IN-PROGRESS
16:35- 16:55	UNDERSTANDING THE PRACTICAL APPLICATION OF THE PHILOSOPHY OF UBUNTU AS AN ACADEMIC INSTITUTIONAL VALUE Dr Rosemary Chimbala-Kalenga (Nelson Mandela Metropolitan University)	NON-PRICE FACTORS ON CONSUMER COUNTERFEIT PRODUCTS PURCHASE Dr Martin Ansah (Rhodes University)	THE ASSOCIATION OF SELECTED COGNITIVE FACTORS TO ENTREPRENEURIAL INTENTIONS OF UNEMPLOYED GRADUATES IN LESOTHO Dr Motselisi Mokheti Dr Regina Thetsane (National University of Lesotho)	SCENARIOS AND STRATEGY. NEWEST TRENDS AND DEVELOPMENTS Mr Theo Venter (North-West University)
	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS	WORK-IN-PROGRESS

	KOBE 1	KOBE 2	TAS1 1	TAS1 2
	HUMAN CAPITAL MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS MANAGEMENT	BUSINESS MANAGEMENT
17:00-17:20	<p>THE LINKAGE BETWEEN PERFORMANCE MANAGEMENT SYSTEM (PMS) AND MOTIVATIONAL LEVEL OF EMPLOYEES-A CASE STUDY AT THE MINISTRY OF FINANCE AND ECONOMIC DEVELOPMENT -THE MAURITIAN CASE STUDY</p> <p>Ms Sandha Gunnuck Prof Rajendra Gunpath Mr Sameerchand Pudaruth (University of Mauritius)</p>	<p>FINANCE AND THE SOCIAL MISSION: A QUEST FOR SUSTAINABILITY AND INCLUSION</p> <p>Prof Munacinga Simatele Phindile Dlamini (University of Fort Hare)</p>	<p>CREDIT RISK MEASUREMENT MODELING FOR SME IN AN EMERGING ECONOMY: CASE OF A ZIMBABWEAN BANK</p> <p>Mr Marx Dambaza G Shoko CTF Murewi (Midlands State University) Prof Jan W Kruger (University of South Africa)</p>	<p>THE IMPACT OF ORGANISATIONAL CULTURE TO IMPROVE PRODUCTIVITY: A CASE STUDY IN THE CABLE MANUFACTURING INDUSTRY</p> <p>Mr Thomas Munyai Mr Kgashane Stephen Nyakala (Tshwane University of Technology) Prof Charles Mbohwa (University of Johannesburg)</p>
	COMPETITIVE PAPER	WORK-IN-PROGRESS	COMPETITIVE PAPER	COMPETITIVE PAPER
17:25-17:45		<p>THE MEDIATING ROLE OF COMPETITIVE ADVANTAGE IN THE RELATIONSHIP BETWEEN KM AND HIGH PERFORMANCE</p> <p>Dr Janet Bagorogoza (Makerere University Business School, Kampala, Uganda)</p>	<p>JOB SATISFACTION: CHALLENGES MANUFACTURING SMALL TO MEDIUM ENTERPRISES (MSMEs) EMPLOYEES IN MASVINGO URBAN FACE</p> <p>Nyanga Takupiwa Dr Rosemary Sibanda (University of Kwazulu-Natal) Prof Jan Kruger (University of South Africa)</p>	<p>CHALLENGES AND DISTORTIONS FACING SMALL BUSINESSES,AS A RESULT OF THE USE OF THE 'PLASTIC MONEY' INTERVENTION STRATEGY IN MITIGATING THE CASH SHORTAGE CRISIS IN ZIMBABWE:THE CASE FOR GWANDA CBD</p> <p>Victor Madzinga (University of South Africa)</p>
	COMPETITIVE PAPER	COMPETITIVE PAPER	COMPETITIVE PAPER	WORK-IN-PROGRESS
END OF DAY				
19:00	GALA DINNER IN KOLE KOLE			