

# NELSON MANDELA UNIVERSITY



**April 2022**

**Autumn Graduation**

**Ceremony 15**

Faculty of Business and Economic Sciences

26 APRIL 2022 | 14:30





## **VISION**

To be a dynamic African university, recognised for its leadership in generating cutting-edge knowledge for a sustainable future

## **MISSION**

To offer a diverse range of life-changing education experiences for a better world

## **VALUES**

Excellence

Diversity

Ubuntu

Social justice and equality

Integrity

Environmental stewardship



Excellence

Diversity

Ubuntu

Social justice  
and equality

Integrity

Environmental  
stewardship

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# Congratulatory Message

Graduation is a significant milestone in life. It is the culmination of an academic journey that reflects your ambition, determination, commitment, perseverance and hard work. We know that this journey is often not yours alone, as many have travelled with you - your friends, your lecturers, your supervisors, your mentors and your family. They have invested in you financially, encouraged you to persevere, guided your studies and above all, believed in your ability to succeed and achieve this graduation dream.

Today your joy is our joy too. Such a significant moment – your graduation day – must be celebrated for it not only recognises all that you have achieved but also focuses on all the potential and possibilities to come. It offers great hope for the future – and you are that bright future.



The coronavirus pandemic has transformed our lives – the way we work, study and live. Today, however,

we are filled with joy and gratitude to be able to celebrate your graduation together in person.

We are also extremely pleased that many more are able to join us virtually via livestreaming.

As a student who had to navigate your studies in

unprecedented circumstances, we especially salute and applaud your achievement as you pioneered this path. It could not have been easy.

We wish you all the very best for your future endeavours wherever they may take you as a proud alumnus of Nelson Mandela University. Continue learning through-out your life journey. Allow the flame of your curiosity for the new and yet to be discovered to burn brightly. Education is your passport to the future – and also to the future hopes of our country and our continent. It is indeed a foundation for a better world. Or as Nelson Mandela so eloquently put it:

***“Education is the most powerful weapon which you can use to change the world.”***

Congratulations!

## Umyalezo wokuvuyisana

Uthweso zidanga ludumo olubaluleke kunene ebomini. Yinkcochoyi kuhambo lwemfundo enomsila echaza ukunxanwa kwakho, ukuzimisela, ukuzinikela, ukunyamezela kwanomsebenzi onzima. Siyayazi ukuba olu hambo asilolenu kuphela, nanjengoko uninzi luthle lwakhenketha nani – abahlobo benu, abahlohli beny, abaphathi benu, amakhankatha akho kwakunye nosapho lwenu. Babinze kuni ngokwezimali, banikhuthaza ukuba ninyamezele, banikhokela kwizifundo zenu, kwaye, kuyo yonke into, bakholelwa kumxakatho wenu wokuphumelela kwanokuzuza eli phupha lokuthweswa isidanga.

Namhlanje uchulumanco lwakho luchulumanco lwethu. Ilixa elibaluleke kunene – usuku lothweso sidanga – kufuneka lubhiyozelwe kuba aluqapheli nje kuphela konke othe wakuzuza kodwa likwagxila nakumandla kwanakumathuba azayo. Lisinika ithemba elikhulu kwikamva – kwaye ulelo kamva liqhakazileyo.

Intsholongwane yekhorona ibutshintshile ubomi bethu – indlela esisebenza, esifunda nesiphila ngayo. Kodwa namhlanje, sizele luvuyo nombulelo wokukwazi ukubhiyozela uthweso zidanga zenu Sisonke njengeziqu. Siyavuya kakhulu nanjengoko abanye abaninzi bekwazi ukuba yinxalenye yethu ngokobuxhakaxhaka bosasazo ngqo.

Njengomfundi oye waqhuba izifundo zakhe ngeendlela ebezingalindelekanga, sikothulela umnqwazi

Dr Geraldine Fraser-Moleketi  
Chancellor

ngokukhethekileyo futhi sikuqhwabela izandla kokuzuzileyo. Akukhange kubelula.

Sikunqwenelela okuhle kodwa, kwiinzame zakho zekamva elizayo, naphi na apho ziza kuthatha zikuse khona njengobesakuba ngumfundi ozingcayo weYunivesithi iNelson Mandela.

Qhubeka nokufunda kubude bohambo lobomi bakho. Vumela intlantsi yokunxanelwa ulwazi ukuba izalwe ngokokutsha kwaye iqanduselele ukutshikalela ekukhanyeni. Imfundo sisazisi sakho sobomi – kwakunye nakwithemba lekamva lelizwe lethu kwakunye nezwekazi lethu. Ngaphandle kwamathandabuzo, isisiseko sekamva elingcono. Okanye nanjengokuba uNelson Mandela eyibeka ngokucacileyo:

***“Imfundo lelona krele lakhe  
lanamandla ongathi ulisebenzise  
ukutshintsha ihlabathi.”***

#### Huntshu!

Gradeplegtigheid is 'n belangrike mylpaal in jou lewe. Dit is die hoogtepunt van 'n akademiese reis wat jou ambisie, vasberadenheid, toewyding, deursettingsvermoë en harde werk weerspieël. Ons weet dat hierdie reis dikwels nie net joune alleen was nie, aangesien baie mense saam met jou gereis het – jou vriende, jou dosente, jou studieleiers, jou mentors en jou familie. Hulle het finansiële in jou belê, jou aangemoedig om te volhard, jou studies gelei en bowenal geglo in jou vermoë om sukses te behaal en hierdie gradeplegtigheidsdroom te bewaarheid.

Vandag is jou vreugde ook ons vreugde. So 'n belangrike oomblik – jou gradeplegtigheidsdag – moet gevier word, want dit erken nie net alles wat jy bereik het nie, maar fokus ook op al die potensiaal en moontlikhede wat voorlê. Dit bied groot hoop vir die toekoms – en jy is daardie blink toekoms.

Die koronaviruspandemie het ons lewens verander – die manier waarop ons werk, studeer en leef. Vandag is ons egter gevul met vreugde en dankbaarheid om jou gradeplegtigheid persoonlik saam te kan vier. Ons is ook baie bly dat baie meer mense virtueel by ons kan aansluit via die regstreekse uitsending.

As 'n student wat jou studies in ongekende omstandighede moes navigeer, salueer en loof ons veral jou prestasie as baanbreker op hierdie pad. Dit kon nie maklik gewees het nie.

Ons wens jou alles van die beste toe vir jou toekomstige pogings waar hulle jou ook al mag neem as 'n trotse alumnus van Nelson Mandela Universiteit.

Gaan voort om deur jou lewensreis te leer. Laat die vlam van jou

nuuskierigheid helder brand vir dit wat nuut is en nog ontdek moet word. Opvoedkunde is jou paspoort na die toekoms – en ook na die toekomshoop van ons land en ons vasteland. Dit is inderdaad 'n grondslag vir 'n beter wêreld. Of soos Nelson Mandela dit so welsprekend gestel het: Veels geluk!

***“Opvoedkunde en onderwys  
is die kragtigste wapen wat jy  
kan gebruik om die wêreld te  
verander.”***



**Professor Sibongile Muthwa  
Vice-Chancellor**



# About Nelson Mandela University



Nelson Mandela University is the only university in the world to carry the name of Nelson Rolihlahla Mandela.

With this honour comes the responsibility of leading our University into a new era of transformative innovation, development and change in line with the ethos and values of our namesake.

Living the legacy of Mandela should be reflected in the way we teach, learn, do research, engage with our partners, and work, study and live as staff, students and alumni.

We are on a journey to achieve this and become the learning destination for staff and students who:

- are pioneering change agents for a better world
- are committed to creating jobs in an entrepreneurial economy
- work together across disciplines in seeking solutions and innovations to achieve quality of life and a healthy environment for all people, and
- are instilled with a deep need to serve and give back.

## Fast Facts and V2030 Strategic Focus Areas



**CAMPUSES**  
NORTH, SOUTH, OCEAN SCIENCES, SECOND  
AVENUE (IN SUMMERSTRAND) MISSIONVALE  
(MISSIONVALE), BIRD STREET (CENTRAL),  
GEORGE (GEORGE CAMPUS IN THE GARDEN  
ROUTE)

**31 860**

**ENROLLED STUDENTS**

**6** INSTITUTIONAL  
**RESEARCH**  
THEMES

**2 230**

**PERMANENT EMPLOYEES**



**867**  
**INTERNATIONAL**  
**STUDENTS**

**258**  
**PROGRAMMES**

(FROM CERTIFICATE THROUGH TO  
DOCTORAL QUALIFICATIONS)

**7 FACULTIES**

(Business and Economic Sciences;  
Education; Engineering, the Built  
Environment and Technology; Health  
Sciences; Humanities; Law and  
Science)



**V2030 STRATEGIC  
FOCUS AREAS**

**51** **DIFFERENT  
COUNTRIES**



# Office-Bearers of the University

## **CHANCELLOR**

Dr GJ Fraser-Moleketi: MAdmin (UP), DPhil (hc) (Mandela University)

## **CHAIRPERSON OF COUNCIL**

Ambassador NP January-Bardill: BA, Cert in Ed(UBL), MA(Essex University, UK), Dip HR Management (Damelin)

## **VICE-CHANCELLOR**

Prof SW Muthwa: BA(SW)(Fort Hare), BA(SW)Hons(Wits), MSc, PhD(London University, UK)

## **DEPUTY VICE-CHANCELLOR: ENGAGEMENT AND TRANSFORMATION**

Prof A Keet: BA, HDE, BEd, MEd (UWC), PhD (Edu Mang, Law and Policy) (UP)

## **DEPUTY VICE-CHANCELLOR: LEARNING AND TEACHING**

Prof CD Foxcroft: BA, BAHons, MA, DPhil(UPE)

## **DEPUTY VICE-CHANCELLOR: PEOPLE AND OPERATIONS**

Mr LE Hashatse: BJourn & Media, BAHons(Rhodes), MA(Edith Cowan University, Australia)

## **DEPUTY VICE-CHANCELLOR: RESEARCH, INNOVATION AND INTERNATIONALISATION**

Dr T Mgwebi: BSc, BScHons, MSc, HDipEd(Unitra); PhD(UCT); PGDeg(Tertiary Education Management)(University of Melbourne, Australia)

## **DEAN OF STUDENTS**

Mr LP Jack: NDip(PMA)(EC Technikon), BTech(PM)(PET), BAPhil(US), MCom(UKZN)

## **EXECUTIVE DIRECTOR: FINANCE**

Mr MR Monaghan: BCom(UPE), BComHons(UNISA), Professional Accountant(SA)

## **REGISTRAR**

Mr EB De Koker: BA(UCT), BAHons(UNISA), MA(Pub Admin) (University of Warwick, UK)

## **PRESIDENT OF ALUMNI ASSOCIATION**

Mr K Blose: BSc(Construction Economics), BScHons(Quantity Surveying)(NMMU)



# Executive Deans of Faculties

## **BUSINESS AND ECONOMIC SCIENCES**

Prof HR Lloyd: BCom, BComHons, MCom, DCom(UPE)

## **EDUCATION**

Dr SF Moeng: BA, HDE, BEdHons(UPE), MSc(St Cloud State University, USA), DEd(NMMU)

## **ENGINEERING, THE BUILT ENVIRONMENT AND TECHNOLOGY**

Prof D Pottas (Acting): BScHons(PU CHE), PhD(RAU), MCSSA

## **HEALTH SCIENCES**

Prof Z Zingela: MBChB(Natal), FCPsych(SA), MMed(UP)

## **HUMANITIES**

Prof P Maseko: BA, BAHons(UWC), MA, Cert in Assessor's Course (Curriculum Development and Assessment in HE), PhD, PGDip in Higher Ed(RU)

## **LAW**

Dr L Biggs (Acting): BCom (Law), LLB(UPE), LLM (Labour Law) (cum laude), LLD(NMMU)

## **SCIENCE**

Prof A Muronga: BSc, UED(UNIVEN), BScHons, MSc(UCT), PhD(University of Minnesota, USA)

## **DEAN OF LEARNING AND TEACHING**

Dr P Kota-Nyati: BA(Vista), BAHons, MA Couns Psych(UPE), DPhil(Mandela Uni)



# Order of Proceedings

## **Entrance of Academic Procession**

## **Moment of silence**

## **Constitution of Congregation and Welcome**

Prof SW Muthwa (Vice-Chancellor)

## **Choral performance**

Nelson Mandela University Choir

## **Awarding of qualifications**

Prof SW Muthwa (Vice-Chancellor)

## **Conferring of Doctoral Degrees**

Prof SW Muthwa (Vice-Chancellor)

## **Message of Congratulations and Dissolution of Congregation**

Prof SW Muthwa (Vice-Chancellor)

## **National anthem**

Nelson Mandela University Choir

## **Departure of Academic Procession**

\* The words *Cum Laude* indicate that the diploma or degree is awarded with distinction to the candidate/s listed.

## FACULTY OF BUSINESS AND ECONOMIC SCIENCES

### DIPLOMA IN MARKETING

BESTER, Scott Bruce  
DANCEY, Craylene Logan  
DANIELS, Moegamat Thaakr  
DONDASHE, Mhlangovuyo  
EALES, Matthew John  
FETILE, Nandisiwe  
GEORGE, Siphiwe  
LEWIS, Nathann Michael  
LUVALO, Amanda  
MAHLANGU, Nhlanhla Shaun  
MAPIPA, Siphosethu Yonela  
MASIZA, Sibulele Sindiswa Mhlali  
MATLA, Boitumelo Keanetse  
MATYESHANA, Khanyisile Emelissa  
MBULI, Konke  
MEYER, Elsje  
MGUSHELO, Azola  
MILLER, Zain  
MKHONJWA, Lwando  
MNTUNGWA, Khanyisile Rachel  
MPANGEVA, Tamara  
MPOSHOMALI, Hanna  
MSIMANG, Asanda Songe  
MTHEMBU, Ntando Siphesihle Mazenze  
MTOKWANA, Siwaphiwe  
MZILA, Sinenhlanhla  
NDLOVU, Sphamandla  
NGXENGXE, Zodwa  
NGXOLA, Mazotsho Andile  
NKONJANA, Luthando  
NKONTSO, Sanelisiwe Abegail  
NOMNGANGA, Lutho Sinebhongo  
NONGANGA, Athini Hlumelo  
NTLABATI, Ayanda  
PONI, Bonga  
RASMENI, Siyavuya  
SHONGWE, Sphesihle  
SOKABA, Okuhle  
SPHAMBO, Linda  
TSHAZI, Anda  
TSHILOANE, Tiholo  
VENGANI, Phakama  
WAGGIET, Faadhilah  
XANTI, Athenkosi  
ZAZAZA, Nobaxolisi

### BACHELOR OF COMMERCE

AROONSLAM, Hushan  
*(Business Management)*  
AULD, Conor Simon  
BAMBER, Patrick Roderick  
*(Computer Science and Information Systems)*  
BARNARD, Divan  
*(Business Management)*  
BELLO, Elsie Chifundo  
*(Economics)*  
CALLAGHAN, Sean  
CAMPHER, Christiaan Johan  
CHAPWETEKA, Mwaiwathu  
CHINYAMURINDI, Ruvarashe Mabel  
CONNING, Chad Damian  
*(Computer Science and Information Systems)*  
DE VOS, Kaelyn Tyra  
*(Business Management)*  
DYER-SMITH, Brandon Luke  
DZWAIRO, Alvin Tadiwanashe Takunda  
EBERHARDT, Mark David  
*(Business Management and Economics)*  
FRANS, Tristan Jodi  
*(Business Management)*  
GILL, Austin  
GQAMANA, Chuma  
*(Business Management)*  
GUTA, Chikondi  
*(Business Management)*  
HAMI, Malumbo Edmund Gad  
*(Business Management)*  
HENDRICKS, Octavia Laurin  
*(Business Management and Economics)*  
HLONGWE, Samkelisiwe  
JANTJIES, Nokuthula Cynthia  
JAWADU, Atuweni  
*(Economics)*  
KAPINGA, Tiza Matabula  
*(Economics)*  
KILMISTER, Matthew John  
*(Business Management and Industrial Psychology)*  
KONZA, Kurishka  
KWATSHA, Onika  
LAFFORD, Bethany Paige  
LUHANGA, Grace  
*(Economics)*  
MALENGA, Maureen  
*(Business Management)*  
MAQUNGELA, Tozi Doris  
*(Business Management and Economics)*  
MERRINGTON, Daniel Paul  
*(Business Management)*

MITI, Siyamyaleza  
*(Business Management)*  
 MNGADI, Siyabonga Arnold  
*(Computer Science and Information Systems)*  
 MOHAMED, Safiyah  
 MOSIMANEGAPE, Nametso  
*(Business Management)*  
 MOYO, Remmigio Mapfumo  
*(Business Management)*  
 MPONGOSHE, Nandipha  
 MUNYEZA, Talent Ruva  
 MURRAY, Tayla  
 NDLOVU, Lorraine Nokubonga  
*(Economics)*  
 NEARY, Sarah Leigh  
 NKHONO, Alinafe Joy  
*(Business Management)*  
 PRICE, Matthew Christopher  
 QAMBA, Amzele  
*(Business Management)*  
 SIYOYO, Bukelwa  
*(Economics)*  
 SMITH, Matthew  
*(Business Management and Economics)*  
 THOMAS, Aidan Carl  
 TROSKIE, Christiaan Truschky  
*(Computer Science and Information Systems)*  
 WARREN, Jessica

#### **CUM LAUDE**

BEKKER, Carmen  
*(Computer Science and Information Systems)*  
 PENRITH, Taylor Jasmine  
*(Computer Science and Information Systems)*  
 REID, Keegan  
*(Computer Science and Information Systems)*

#### **BACHELOR OF COMMERCE IN FINANCIAL PLANNING**

AMOATENG, Kofi Gyakyere  
 BIKO, Siphosethu  
 HOCO, Zintle  
 KHOARAI, Baena Nandi  
 KHOZA, Kim Khayaletu  
 KOBIA, Noluvo Awonke  
 MIA, Zaakira  
 MKHIZE, Zenzele Chrispine  
 MLAMLA, Lonwabo  
 MORAKABI, Mphethe  
 MPAYIPHELI, Sivuyile Lindokuhle  
 MPEPANDUKU, Ntokozo Nokuzola Naye  
 NCANYWA, Glorious Sibahle Thandokazi  
 NZAMA, Hlengiwe Ayanda  
 SHAMBA, Wayne Joseph  
 SKEPU, Nomakhwezi  
 TAMSANQA, Elona  
 TILNEY, Thomas David

VADIVELLOO PILLAY, Sarishka  
 VAN EYK, Bradley  
 VILAKAZI, Sinegugu Nkosinomusa Minenhle

#### **CUM LAUDE**

DU PLESSIS, Gerhard Dirk  
 HEEMRO, Veronique Carolyn  
 ROBERTSON, David Andrew  
 VILJOEN, Christian Alexander

#### **BACHELOR OF ARTS HONOURS IN BUSINESS MANAGEMENT**

ARMOED, Kaydean Sarah-Leigh  
 DAKIE, Liyabona  
 GILA, Lupho Aubrey  
 KRWAQA, Sinovuyo Christina  
 NONYUKELA, Asipesona

#### **CUM LAUDE**

BAYNES, Luke William

#### **BACHELOR OF ARTS HONOURS IN INDUSTRIAL AND ORGANISATIONAL PSYCHOLOGY**

ARNOLDUS, Zandre Shau-Neene  
 AROSI, Lilitha Loyola  
 BONANI, Asithandile  
 GAJJAR, Aarti  
 HISCOCK, Tessa Leigh  
 HLATSHWAYO, Mkhase Mfundo  
 JAPPIE, Thaabit  
 LEWIS, Darynn Jaden  
 LUDWICK, Jordhan Adri  
 LUFUNDO, Siyamthanda  
 MASANGO, Gugulethu Minenhle  
 MATSETELA, Kamogelo Rose  
 MAZWAYI, Sibabalwe  
 MGOQI, Otilia  
 MHLONGO, Nondumiso  
 NDUDULA, Isemihle  
 NKOSI, Tumelo  
 PHASHA, Phemelo  
 QAQANE, Malinda  
 SAKASA, Anelisiwe  
 SHONGWE, Nokuzola  
 SIMPSON, Shanon

#### **CUM LAUDE**

SAVAHL, Fazlin  
 SCHARNICK, Kelsey Caitlin

## **BACHELOR OF ARTS HONOURS IN LABOUR RELATIONS AND HUMAN RESOURCES**

CHARLIE, Buseka  
JANTJIE, Asinako Mtha  
MBENE, Akhona  
MEYELISELI, Kuhle  
NDIMA, Sulungeka Siyanda  
PHAKATHI, Jabulile Emie  
PLAATJIES, Christopher Francois  
XIPHU, Usivenathi

## **BACHELOR OF COMMERCE HONOURS IN BUSINESS MANAGEMENT**

ANDERSON, Keagan John  
BADANE, Pfunzo Gwendoline  
DAVIS, Ronique Lesley  
DOLO, Anita  
GIDI, Avile  
GILFILLAN, Reagan  
GOSSMAN, Caitlyn Ann  
GOVENDER, Jeremy Daniel  
JACOBS, Jessica Cleo  
JANNEKER, Brolin Brent  
KAJEWOLE, David Oluwaseun  
KASAMALE, Sally Edna  
KHALIKANE, Leomile Alinah  
KUMWENDA, Ian Junior  
LIZE, Bryton Lamlela  
MABIZELA, Sifiso  
MACDONALD, Kyla  
MAKINANA, Ncumisa Noluthando  
MAQUBELA, Sinovuyo Sanele  
MAVATA, Zwelethemba  
MBAKAZA, Siphokazi Sibusisiwe Sibahle  
MEYER, Monya  
MHLANTLA, Sibongile Thendo  
MKOKO, Lonwabo  
MNANA, Khanya  
MOROSI, Olwethu  
MSUTWANA, Esethu  
NDONGENI, Siphokazi  
NGOWI, Dorothy Rowland  
NGQISHA, Zola Thulani  
OJI, Nkechinyere Utsoritselaju Benedicta  
PANYAZA, Mzolisi  
PONZO, Massimo Bruno Marino  
QWANYASHE, Shanon  
SALAYI, Andiswa  
SIPOKO, Asiphe  
TYUMRE, Amkelwa

## **CUM LAUDE**

BILLINGS, Cassidy  
GWALEMPI, Ziyanda  
MARKS, Taylor Abby  
NKULA, Asiphumeze  
VAN DER POEL, Stefan  
ZONDIE, Keisha Martinque

## **POSTGRADUATE DIPLOMA IN FINANCIAL PLANNING**

ABRAHAMMS, Daine James Will  
BLOUW, Matshepo Mendi Lillian  
DYANTJIE, Khanya  
GQWETA, Tshepo  
HERBST, Trevor  
KGOSIEMANG, Didintle Mmapako  
KLAAS, Manelisi  
MADLWABINGA, Ntombethemba  
MAGAQA, Masande  
MATUTU, Siyabonga  
MJAJUBANA, Zizipho  
MNGQINYA, Sesethu  
MNQUMEVU, Bakhona  
MNYUKO, Sinombulelo  
MUGWENA, Thilivhali  
MZINI, Siphosihle Babalwa  
MZONDO, Zipho  
NGCAUZELE, Akhona Birthwell  
NGCETHE, Ayanda Beneth  
NGWENDU, Andisiwe  
NTLABATI, Lutho  
NTSHINGA, Yoliswa  
NXUSANI, Mhlali Chulumanco Sindisa  
NYIKILANA, Anelisa  
POTGIETER, Estian  
SAKWE, Tandokazi  
SCHEEPERS, Teagan  
SIGCU, Tania Thabile  
SILOYI, Akhona  
TAU, Refiloe Ernestina  
VAN AARDT, Ruschnea Denée  
VUBA, Nokukhanya Sharon

## **CUM LAUDE**

MBEWU, Sambesiwe  
MBOMBO, Othemabela Faith  
MOUTON, Claudia Antonia  
MOYO, Dumolwayo Mlamuli Njini  
MTSI, Nikitha Ziyabukwa  
RADEBE, Tshepiso Thabo  
SANASSEE, Digansh  
TIMMS, Kyle Sheldon



## MASTER OF COMMERCE (RESEARCH)

BINGWA, Nelisa

*(Business Management)*

Title of dissertation:

*MENTORING OF WOMEN-OWNING SMEs IN THE SOUTH AFRICAN CONSTRUCTION INDUSTRY*

Supervisor: Prof N Oosthuizen

---

MALGAS, Sergio Duncan

*(Business Management)*

Title of dissertation:

*THE IMPACT OF FINANCIAL LITERACY ON FINANCIAL PERFORMANCE OF SMEs IN THE NELSON MANDELA BAY*

Supervisor: Dr VM Msuthwana

---

MATIKA, Yolokazi

*(Marketing)*

Title of treatise:

*PASSENGERS' PERCEIVED EXPERIENCE AND SATISFACTION WITH LONG-DISTANCE COACH LINERS IN SOUTH AFRICA*

Supervisor: Dr F Amoah

Co-supervisor: Prof M van Eyk

---

RUITERS, Byron Mark-Anthony

*(Logistics)*

Title of dissertation:

*ASSESSING THE TECHNOLOGIES TRANSFORMING THE LOGISTICS INDUSTRY IN NELSON MANDELA BAY*

Supervisor: Prof P Hove-Sibanda

---

YASE, Tembelihle

*(Marketing)*

Title of dissertation:

*FACTORS THAT INFLUENCE CUSTOMERS' SPAZA SHOPPING EXPERIENCE*

Supervisor: Prof M van Eyk

Co-supervisor: Dr F Amoah

---

## DOCTOR OF PHILOSOPHY

MADINGA, Nkosivile Welcome

*(Marketing)*

Title of thesis:

*THE INFLUENCE OF CUSTOMER VALUE ON BEHAVIOURAL INTENTION IN THE LGBT TOURISM SECTOR*

Supervisor: Prof M van Eyk

Co-supervisor: Dr F Amoah

---

MAKALENG, Mpho Sharon Makgedi

*(Logistics)*

Title of thesis:

*A REVERSE LOGISTICS COMPETITIVENESS FRAMEWORK FOR FAST-MOVING CONSUMER GOODS RETAILERS IN PRETORIA*

Supervisor: Prof P Hove-Sibanda

---

## DOCTOR OF PHILOSOPHY IN COMMERCE

PALFRAMAN, Jaqueline Birgitta

*(Business Management)*

Title of thesis:

*HUMAN CAPITAL OF FINANCIAL PLANNERS AND VALUE CREATION IN SOUTH AFRICAN FINANCIAL PLANNING BUSINESSES*

Supervisor: Prof E Venter

Co-supervisor: Prof SM Farrington

---



## DOCTORAL CITATIONS

# **FACULTY OF BUSINESS AND ECONOMIC SCIENCES**



# THE DEGREE OF DOCTOR OF PHILOSOPHY (MARKETING)

**NKOSIVILE WELCOME MADINGA**

**Previous qualifications:**

2012 NDip: Marketing  
2014 BTech: Marketing  
2016 MTech: Marketing

Vaal University of Technology  
Vaal University of Technology  
Vaal University of Technology



**Thesis:**

*THE INFLUENCE OF CUSTOMER VALUE ON BEHAVIOURAL INTENTION IN THE LGBT TOURISM SECTOR*

This study investigates the influence of customer value on behavioural intention in the South African lesbian, gay, bisexual and transgender (LGBT) tourism sector. This study is among the first to apply the Consumption Value Theory in the LGBT tourism sector, particularly in South Africa. This study shows how different dimensions of customer value contribute to shaping tourists' perceived value. Based on the findings of this study, tourist destinations can deduce what dimensions of customer value LGBT tourists view as important and emphasise those dimensions in their marketing communication strategies.

Supervisor: Prof M van Eyk  
Co-supervisor: Dr F Amoah



# THE DEGREE OF DOCTOR OF PHILOSOPHY (LOGISTICS)

**MPHO SHARON MAKGEDI MAKALENG**

## **Previous qualifications:**

2012 NDip: Logistics  
2013 BTech: Logistics  
2017 Postgraduate Certificate in Higher Education  
2018 MTech: Logistics

Tshwane University of Technology  
Tshwane University of Technology  
University of Pretoria  
Tshwane University of Technology



## **Thesis:**

*A REVERSE LOGISTICS COMPETITIVENESS FRAMEWORK FOR FAST-MOVING CONSUMER GOODS RETAILERS IN PRETORIA*

The current study investigated the reverse logistics (RL) practices, best practices, critical success factors (CSFs), strategies and their influence on firm competitiveness within the fast-moving consumer goods (FMCG) sector. The study developed a competitive framework to help guide FMCG retailers in a way that makes them competitive. The results revealed that RL practices have a positive and significant impact on RL strategies. Moreover, RL strategies have a positive and significant effect on firm competitiveness. The mediation results revealed that RL strategies fully mediate the relationships between firm competitiveness and RL practices. The study significantly contributes towards the development of future studies in RL and firm competitiveness through new insight and contribution to the body of knowledge.

Supervisor: Prof P Hove-Sibanda

# THE DEGREE OF DOCTOR OF PHILOSOPHY IN COMMERCE (BUSINESS MANAGEMENT)

**JAQUELINE BIRGITTA PALFRAMAN**

## **Previous qualifications:**

1990	BA Industrial Psychology	Rhodes University
1999	Diploma in Retirement Funds Management	University of the Orange Free State
1999	ILPA CFP®	University of the Orange Free State
2014	MCom (Business Management)	Nelson Mandela Metropolitan University



## **Thesis:**

*HUMAN CAPITAL OF FINANCIAL PLANNERS AND VALUE CREATION IN SOUTH AFRICAN FINANCIAL PLANNING BUSINESSES*

This study investigates the influence of selected human capitals of financial planners on value creation in South African financial planning businesses. The financial planning industry is experiencing the technological automation of many transactional services, therefore, it is important that financial planners develop human capital, to improve engagement with existing and new clients, resulting in enhanced value creation for their financial planning businesses and benefitting the South African economy at large. More specifically, the study investigated the influence of social capital, entrepreneurial and psychological capital on perceived financial and non-financial value creation. Using confirmatory factor analysis and structural equation modelling, the study found that each of these capitals have a direct, positive and significant influence on financial planners' value creation. Practical recommendations were made that could enhance financial planners' value creation in financial planning businesses, which, in turn, would influence the sustainability of these important businesses.

Supervisor: Prof E Venter  
Co-supervisor: Prof SM Farrington

# Honorary Doctoral Recipient

## Noxolo Grootboom - Doctor of Philosophy (*Honoris Causa*)



Celebrated media personality, Noxolo Grootboom, was born on 8 October 1960 in Cacadu (formerly Lady Frere) in the Eastern Cape and completed her formative schooling in the area. During her high school years, she studied

at Lamplough High School and Bethel College, in Butterworth. Moving to Gauteng in 1981 with her siblings, she took a course in computers at a Johannesburg computer academy. Thereafter, she took up a position as a typist at the South African Broadcasting Corporation (SABC) in 1983, seeing this as an opportunity to move into the media space albeit with no formal journalism background.

Three years later, she worked her way up to being appointed as a Production Assistant and received mentoring from fellow journalists. Her love of storytelling and her passion for the isiXhosa language landed her a position as current affairs producer.

A stand-in stint in the newsroom in 1990, reading a news bulletin, impressed the public broadcaster's management and she subsequently became isiXhosa news anchor.

Her ability to authentically deliver fine isiXhosa prose without being theatrical or clichéd in news reporting, and her love for beautiful spoken language and excellent vocal delivery soon resulted in her becoming a much respected and loved news anchor. Her deep understanding of isiXhosa language, culture, customs and traditions, as well as the recognition of our country's linguistic and cultural diversity enabled her to excellently broadcast in isiXhosa, English and other indigenous South African languages.

She prides herself as the storyteller who learnt these ways of knowing through her rural informal teaching in the Eastern Cape. During her SABC years, she anchored the live funeral

broadcasts of high-profile South Africans like Chris Hani, Winnie Madikizela-Mandela, Oliver Tambo, Walter Sisulu, Joe Slovo, Govan Mbeki and the global icon after which our University is named, Nelson Mandela.

With her unique sense of humour and her inimitable knack for the isiXhosa language, Noxolo represents many things that Nelson Mandela University stands for, including the value of healing society from its brutal wounds, while preserving the intellectual heritage of isiXhosa for families across the nation. On 30 March 2021, Noxolo Grootboom delivered her last news broadcast to an audience of almost 4 million people, marking her retirement at the end of a 37-year career. That news broadcast coincided with a "family meeting" by President Cyril Ramaphosa, who duly moved his time slot up by half an hour to allow her audience to witness her final bulletin. A true honour and accolade to a consummate professional of the industry. As with all her bulletins, she ended her broadcast with her well-known mantra, "Ndinithanda nonke emakhaya" which, loosely translated, means "I love you all at home".

Her public service in South African society to translate stories and capture the mood while teaching younger generations of the content and knowledge preserved in language, makes her one of the few news anchors and storytellers who deserve the opportunity to be honoured by "*ukuthweswa isidanga*" (graduation) for the excellent work done in service to society for more than three decades.

For her invaluable work and contribution to journalism, media and communication, as well as her upliftment of the linguistic heritage of South Africa, it is an honour for Nelson Mandela University to confer the degree of Doctor of Philosophy (*honoris causa*) on **Noxolo Grootboom**.

# Honorary Doctoral Recipient

## Lungile Pepeta - Doctor of Health Sciences (*Honoris Causa*) Posthumous



Acclaimed paediatric cardiologist and medical pioneer, Lungile Pepeta, was born on 16 July 1974 in Bizana, Eastern Cape. He matriculated from Bizana Village High School in 1991

and, the following year, enrolled for the MBChB in the Faculty of Health Sciences at the then University of Transkei (now Walter Sisulu University). He graduated in 1997 and completed his internship at Mthatha General Hospital in 1998. In 1999, he joined Frontier Hospital in Komani (formerly Queenstown) and Dordrecht Hospital to fulfil his community service commitments.

Continuing with his studies during his community service year, he obtained a Diploma in Child Health through the Colleges of Medicine of South Africa. In January 2000, Lungile became a Medical Officer in Paediatrics at King Edward VIII Hospital in Durban, KwaZulu-Natal. Six months later, in July 2000, he was appointed as Registrar in Paediatrics at the University of KwaZulu-Natal.

He qualified as a paediatrician in 2003, after passing the Fellowship of Paediatricians of South Africa. Moving back to Frontier Hospital the following year, he was appointed as Head of Paediatrics.

From mid-2004 to the end of 2008, Lungile was a Specialist Paediatrician, full-time Lecturer and Fellow at the Chris Hani-Baragwanath Hospital in Johannesburg - through its affiliated academic institution, the University of the Witwatersrand. During this time, he completed his paediatric cardiology training.

He obtained the Certificate in Cardiology (SA) through the College of Paediatricians of South Africa in 2008.

Returning to his home province in 2009, he spent a short time at the Nelson Mandela Academic Hospital in Mthatha before being appointed as Principal Specialist and later Head

of Department of Paediatrics and Child Health at the Port Elizabeth Hospital Complex. This was where he established the City's first paediatric cardiology unit - at the Dora Nginza Provincial Hospital. He served at this Complex until the end of 2015, while also lecturing in Paediatric Cardiology at the Complex and at Walter Sisulu University. During his time here, he introduced non-invasive procedures to cure heart disorders and defects, such as congenital heart disorder faced by children in the Eastern Cape, and mentored and trained many doctors, particularly in the field of paediatrics.

In 2012 he was awarded a Master of Medicine in Paediatrics from the University of the Witwatersrand and two years later, admitted as a Fellow of the Society for Cardiovascular Angiography and Interventions, USA (FSCAI).

In January 2016, Lungile was appointed as Associate Professor of Paediatrics at Walter Sisulu University and at the Port Elizabeth Hospital Complex. During 2016, he served as the Acting Chief Executive Officer at Dora Nginza Provincial Hospital and Acting Clinical Governance Manager for the same hospital until the end of 2017.

On 1 January 2017, Dr Lungile Pepeta was appointed as the Executive Dean of the Faculty of Health Sciences at Nelson Mandela University. Later that year, he was elected as a member of the Council of Medical Schemes (CMS). He served the Nelson Mandela University community with excellence, demonstrating exceptional leadership through the establishment of the 10th Medical School in South Africa and championing the accreditation of the undergraduate medical programme.

As an active scholar, his contribution in the field of research in paediatric cardiology extends to over 20 research related outputs (inclusive of 11 research articles).

Included in his impressive list of memberships is President of the Paediatric Cardiac Society of South Africa, Vice-President of the South African Heart Association and Executive Member of the South African Paediatric Association.

In 2018, he registered for a Doctor of Philosophy (PhD) in Paediatrics at Stellenbosch University.

As a member of the Board for the Council of Medical

Schemes, he was elected as its chairperson in June 2020, replacing the previous Chair, who succumbed to COVID-19 in May. He was also elected to a 15-member panel of experts, advising the provincial government's COVID-19 taskforce. Later that month, Lungile was hospitalised after contracting the coronavirus and, on 07 August 2020, passed away from complications of the virus at the age of 46.

Professor Lungile Pepeta embodied the Mandela University values, particularly being in the service of society, through public health accountability, advocating for the eradication of the inequities in healthcare provision, especially in remote and under-resourced communities of the Eastern Cape, in particular, and South Africa, as a whole.

For his contributions as a paediatric cardiologist, medical researcher, university professor and activist, and for being a pioneer of the medical industry in South Africa, particularly in child health care, it is an honour for Nelson Mandela University to confer the degree of Doctor of Health Sciences (honoris causa) on **Lungile Pepeta**.





# Honorary Doctoral Recipient

## Sindiso Mfenyana - Doctor of Philosophy (*Honoris Causa*)



Struggle stalwart and ANC veteran, Sindiso Mfenyana was born on 12 March 1940, in Bolotwa, Eastern Cape, and spent his early years in Dophu, near Lady Frere. At the age of five, his family moved to East London, where he began his primary school education.

By 1953, he had passed his primary education with flying colours and was sent to St John's College in Mthatha. He excelled at St John's and, by 1957, was the only matriculant at the school to obtain a first class pass with exemption. During his high school career, his passion for politics began and he regularly attended ANC Youth League (ANCYL) meetings. In matric, he was elected as ANCYL Secretary at St John's.

In 1957, he enrolled for a BSc at Fort Hare University on a scholarship from the Mthatha Bunga (council of tribal chiefs). In December of 1960, Sindiso received an invitation to join the armed resistance that was brewing within the ANCYL. With his father's blessing, he boarded the train from his home in Noupoot and headed for Johannesburg.

During his time in Johannesburg Sindiso learned about the workings and political motivations of the ANC. He also contributed to the struggle by helping to organise the All-in Africa Conference in 1961, where Nelson Mandela was the keynote speaker. The real reason for being in Johannesburg, however, was to prepare him for exile. On 5 January 1962, Sindiso and his cohort left for military training in the Soviet Union. After his training, he was selected to further his MSc Economic Studies at Kiev Economics Institute in the USSR (now Ukraine).

During his time in the USSR, Sindiso met Rita, a graduate in Aeronautical Engineering, whom he married in June 1963 in Kiev. In August 1967, Sindiso graduated from KINE and was posted by the ANC to Hungary, where he remained for three

years, working for the World Federation of Democratic Youth (WFDY). In August 1970, he departed with his family for Cairo to take up the position of ANC representative in Egypt. He was also elected leader of the Afro Asian People's Solidarity Organization during this time. Following his tireless work in Cairo, Sindiso was transferred to the ANC headquarters in Lusaka, Zambia, in 1974. He joined the office of the Secretary General of the ANC and became one of the producers of Radio Freedom, the Voice of the African National Congress and the people's Army uMkhonto Wesizwe. During this time, he also lectured at the Natural Resource Development College in Lusaka.

In 1985, Sindiso was appointed Secretary to then ANC President Oliver Tambo, until he was deployed to the German Democratic Republic (GDR), where he acted as chief representative of the organisation.

In December 1990, as the ANC and Apartheid government began to discuss a peaceful transition of power, Sindiso was called upon, in his capacity as a member of the ANC's National Executive Committee (NEC), to attend talks in Johannesburg. It was the first time he was able to return home in 28 years. He was awarded the Military Veterans Decoration in gold in 1991 for completing 30 years of unbroken service as a committed member of Mkhonto Wesizwe.

In 1992, Sindiso commenced Civil Service training, first at the British Civil Service College in London, and subsequently the US Civil Service College in Pennsylvania.

Just before South Africa's first democratic elections, in March 1994, Sindiso was appointed Under Secretary to the National Assembly and moved to Cape Town. In June 1997, Sindiso was the first Black person to ever be appointed Full Secretary to Parliament in South Africa.

On leaving Parliament, he served as the South African Ambassador in Tanzania from 2004 until his retirement in 2010. After his retirement, he became the member of the ANC Integrity Commission. Whilst in Tanzania, he received an award for meritorious service from the South African Legislatures Secretaries Association. In 2013, he was awarded Batho Pele Life Achiever of the Year, which recognises public servants who

are selfless, dedicated, committed and who go the extra mile in servicing citizens.

In 2017, Sindiso wrote his autobiography “Walking with Giants”, launched by Nelson Mandela University’s Centre for the Advancement of Non-Racialism and Democracy (CANRAD) in April 2018.

For his life-long struggle for South Africa’s liberation, his vocality on anti-corruption and patronage and his firm belief in constitutional democracy, it is an honour for Nelson Mandela University to confer the degree of Doctor of Philosophy (honoris causa) on **Sindiso Mfenyana**.



# Academic Dress

Special academic attire has been designed for office bearers at Nelson Mandela University to be worn at prestigious academic events like graduation.

Each outfit – from that of the Chancellor and Vice-Chancellor to those of the Executive Deans – has been meticulously selected to signify a particular office; this is a tradition that is consistent with leading universities throughout the world. The gowns, caps and hoods of Nelson Mandela University graduates were similarly inspired and are explained in detail below.

Academic dress for graduates at Nelson Mandela University is as follows:

## Doctoral Degrees

**Gown:** Cardinal red polyester cashmere gown with long pointed sleeves pleated up with blue cord and button and lined with blue satin with 125mm facings and a blue collar.

**Hood:** Full shape hood in cardinal red polyester cashmere lined with faculty colour satin and edged around the cowl with 75mm faculty colour ribbon with 15mm blue ribbon overlaid central. 50mm wide straight neckband in cardinal red polyester cashmere, 25mm faculty colour ribbon in centre of neckband with 15mm blue ribbon overlaid central to faculty ribbon.

**Cap:** Round doctor's bonnet in black velvet with faculty colour cord and tassel.

## Master's degrees

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail is used.

**Hood:** Full shape blue hood lined faculty colour satin and edged around the outside of the cowl with 75mm faculty colour with ribbon. 50mm straight neckband in blue with 25mm faculty colour ribbon centred.

**Cap:** Black mortarboard with blue tassel.

## Postgraduate Diplomas

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood lined silver grey satin. Straight neckband with 15mm faculty ribbon on top edge of neckband and around cowl. 15mm silver grey ribbon on bottom edge of neckband and around cowl spaced 20mm away from the faculty colour.

**Cap:** Black mortarboard with blue tassel.

## Bachelor Honours Degrees

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood lined silver grey satin with 50mm wide straight neckband in faculty colour. Cowl

edged 75mm faculty colour ribbon on the outside.

15mm silver grey ribbon runs along the outer edge of the cowl, overlaid on faculty ribbon and on top edge of neckband.

**Cap:** Black mortarboard with blue tassel.

## Four-Year Bachelor's Degrees (Including Bachelor of Technology Degrees)

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood lined silver grey satin with 50mm wide straight neckband in faculty colour. Cowl edged 75mm faculty colour ribbon on the outside. Silver grey cord runs along the outer edge of the cowl, overlaid on faculty ribbon and on top edge of neckband.

**Cap:** Black mortarboard with blue tassel.

## Three-Year Bachelor's Degrees

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood lined with silver grey satin with 50mm wide straight neckband in faculty colour. Cowl edged 75mm faculty colour ribbon on the outside.

**Cap:** Black mortarboard with blue tassel.

## Advanced Diploma

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood lined with silver grey satin with 50mm wide straight neckband. 15mm faculty colour ribbon on top and bottom of neckband around cowl.

**Cap:** Black mortarboard with blue tassel.

## Diploma

**Gown:** Black gown, long pointed sleeves pleated up with blue twisted double cord and button. Similar cord detail.

**Hood:** Blue simple shape hood with 50mm wide straight neckband. 25mm faculty colour ribbon on centre of neckband.

**Cap:** Black mortarboard with blue tassel.

# Faculty Colours

**Humanities:**

**Business & Economic Sciences:**

**Health Sciences:**

**Law:**

**Education:**

**Science:**

**Engineering, the Built Environment and Technology:**

**Business School:**

Yellow

Plum

Apple green

Grey blue

Orange

Dark green

Light blue

Black and magenta



Messrs T. Birch & Co (Pty) Ltd and its subsidiary, Croft Magill & Watson (Pty) Ltd, have been appointed as official robe maker to the University and as contracted suppliers of choice to students for graduation academic attire.

Photos In Seconds has been appointed as the official photographer of the University.





# Congratulatory Message from the Alumni Association

## Congratulations on your academic achievement!

Welcome to the Nelson Mandela University family. You are now a Nelson Mandela University alumnus.

We would like to take this opportunity to introduce you to the Nelson Mandela University Alumni Association.

Once you have obtained your Nelson Mandela University certificate, diploma or degree you become an alumna/us of the University and a member of the Nelson Mandela University Alumni Association. The Association is recognised by the University Council as a structure of the University. The Association supports and enhances the realisation of the University's vision and mission through maintaining and expanding positive relationships with its members.

## The Role of the Alumni Association Office

The Alumni Association Office is a public relations and projects department responsible for the day-to-day management and running of the Alumni Association, the University Shop and all matters related to alumni engagement. Primarily, we build relationships and maintain strong links with graduates, parents, friends and supporters of the University through events, networks, services, communications and community engagement.

## The Role of Nelson Mandela University graduate

We encourage you to attend the alumni engagement events, be an active alumni ambassador, support your alma mater in a variety of ways including sharing news, expertise, skills, and contributions in cash and kind. We encourage a culture of giving back especially for student bursaries, which can be accessed on our alumni website.

## Mandela Alumni Connect – the online alumni networking platform

Join the Mandela Alumni Connect community - to stay in touch with fellow alumni, get informed about events, career guidance, mentorship initiatives and expand your network. Register on <https://alumni.connect.mandela.ac.za/> Visit our website and follow or connect to our social media channels for more information regarding our alumni digital networking platform.

We welcome your visit to the Alumni Relations Centre on North Campus in Port Elizabeth.

More info: **T** +27 41 504 3935 **E** [alumni@mandela.ac.za](mailto:alumni@mandela.ac.za)

Join us: **f** Nelson Mandela University Alumni **in** Nelson Mandela University Alumni

[www.alumni.mandela.ac.za](http://www.alumni.mandela.ac.za) **📍** @MandelaUni

## University Shop

Visit the University Shop situated at the Sanlam Student Village on University Way, Summerstrand, for all Nelson Mandela University branded clothing, corporate gifts, bags and memorabilia!

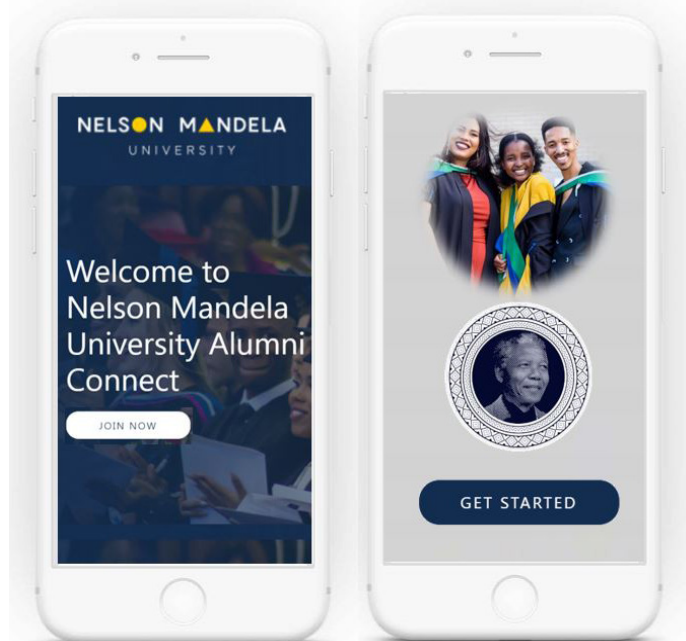
Alternatively, Shop online for all your favourite branded items <https://onlineshop.mandela.ac.za/> Collection and delivery options available online.

More info: **T** +27 41 504 4371 **E** [shop@mandela.ac.za](mailto:shop@mandela.ac.za)

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**Stay connected to your alma mater! #MandelaAlumni4Life**



<https://alumni.connect.mandela.ac.za/>



<https://onlineshop.mandela.ac.za/>



# NATIONAL ANTHEM

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Nkosi Sikelel'i-Afrika,  
Maluphakanyisw'uphondo lwayo,  
Yizwa imithandazo yethu,  
Nkosi Sikelela, thina lusapho lwayo.

Morena boloka setjhaba sa heso,  
O fedise dintwa le matshwenyeho.  
O se boloke, O se boloke setjhaba sa heso,  
Setjhaba sa South Africa.

South Africa.

Uit die blou van onse hemel,  
Uit die diepte van ons see.  
Oor ons ewige gebergtes  
Waar die kranse antwoord gee.

Sounds the call to come together,  
And united we shall stand.  
Let us live and strive for freedom,  
In South Africa our land.



# Change the World

[mandela.ac.za](http://mandela.ac.za)

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