

NELSON MANDELA
UNIVERSITY

Autumn Graduation
April 2025

Ceremony 9

Faculty of Business and Economic Sciences

WEDNESDAY, 16 APRIL 2025 | 09:30



AUTUMN GRADUATION | 2025

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

Respect for diversity

Ubuntu

Social justice and equality

Integrity

Sustainable stewardship





Excellence



Respect for
diversity



Ubuntu



Social justice
and equality



Integrity



Sustainable
stewardship



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WE ARE NELSON MANDELA UNIVERSITY

As a values-based, embedded African university, promoting social justice in the service of society, we offer a range of life-changing educational experiences, impactful research and innovation, and transformative engagement.

These academic core missions are rooted in and informed by recent milestones in the University's history, such as the 2017 name change to Nelson Mandela University, the Vice Chancellor's listening campaign, inaugural and Advancing Mandela addresses, and a transversal organisational redesign process.

We offer quality higher education to over 33 000 students across seven campuses, making us the largest university in the Eastern and Southern Cape.

What we offer

Nelson Mandela University is a comprehensive university that offers both general formative and professionally orientated academic programmes from certificate to doctoral level.

We have a strong track record in both fundamental and applied research, working extensively in partnership with business, industry, government, and civil society.

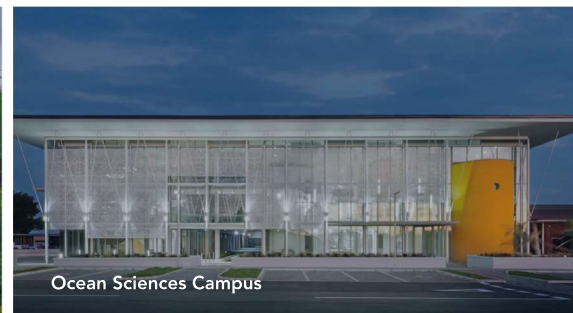
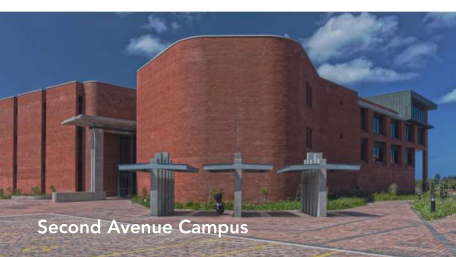
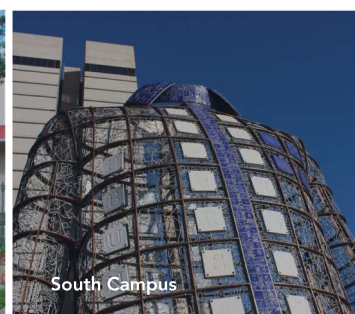
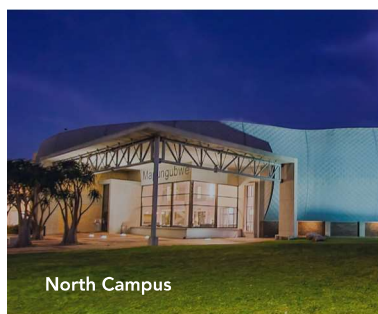
The institution has over 400 study programmes across seven faculties that are internationally recognised and accredited by the relevant professional bodies. State-of-the-art IT services include WiFi connectivity across all campuses and in numerous off-campus facilities, as well as advanced technological resources and digital aids geared to effective in-person and blended modes of learning and teaching.

Along with a first-class academic education, Nelson Mandela University provides students with a vibrant student life beyond the classroom.

Our campuses

Our seven campuses have a large footprint, with six in Gqeberha and one in George. Of these, four are in Summerstrand, one in Bird Street in Central, and one in Missionvale. Our North and South campuses in Summerstrand are located on an 840-hectare private nature reserve.

Our George Campus is on the Garden Route, midway between Nelson Mandela Bay and Cape Town. Set at the foot of the Outeniqua Mountains, our sustainability campus is where our ecological footprint meets business acumen for a sustainable future.



CELEBRATING YOUR ACHIEVEMENTS

Message from the Chancellor and Vice-Chancellor

Your graduation today is more than just a ceremony; it is a testament to your resilience, hard work, and ambition. Guided by the Nelson Mandela University values, most especially Ubuntu, we believe that no achievement is reached in isolation, rather it is in part shaped by the efforts and sacrifices of many others, and rooted in the communities that sustain and nurture us. So, as you stand at the threshold of a new journey, remember those who offered their guidance, knowledge, and encouragement along the way.

At Nelson Mandela University, we are committed to fostering socially responsible, ethical, and engaged graduates who are equipped to contribute meaningfully to society. We believe that a qualification is a powerful mechanism to drive change, develop communities, and build a better world. As Nelson Mandela so profoundly stated,

“It is in your hands to create a better world for all who live in it.”

Today, you are not just graduates of Nelson Mandela University - you are the bearers of a legacy rooted in Ubuntu, innovation, and African leadership.

With this responsibility comes the opportunity to serve humanity with integrity and compassion. Wherever your journey takes you, may you carry with you the values of servant leadership, ethical courage, and commitment to transformation.

We celebrate your achievement, take pride in your success, and look forward to witnessing the positive impact you will make. Nelson Mandela University has equipped you with the tools, knowledge, and courage to change the world - now, it is in your hands.

We salute you! Congratulations, and best wishes for the next chapter of your journey ahead.

Umhla wakho wothwesosidanga yinto engaphaya kokusingathwa komsitho; kusisiqinisekiso sokuxhathisa kwakho, ukusebenza nzima, kwakunye nokuzingisela ikamva. Ngokukhokelwa ziintsika zaseNelson Mandela University, ingakumbi Ubuntu, sikholelwa ukuba akukho nzuzo ekungafikelelwa kuyo xa ubani elikheswa, endaweni yoko iyinxalenye ebondwe ziinzame kwakunye nokuzijula ijacu kobuninzi babanye, kwaye isekezelwe kuluntu olusigcinayo nolusikokosayo. Ngoko ke, njengokuba uphakamela igxathu lweqalo lakho elitsha, khumbula abo bathe banikeza isikhokelo, ulwazi, kwakunye nenkuthazo apha ebudeni bohambo.

ENelson Mandela University, sizinikele ekuqhubezeleni abathweswe izidanga ukuze bakhulele uxanduva kwezentlalo, bakholose ngokwengqiqo ekuziphatheni, yaye badlane indlebe noluntu ngenxa yokuba bexakathisiwe ekwenzeni igalelo elinomqela kuluntu. Sikholelwa ukuba isiqinisekiso sezemfundo ligwiba elinamandla lokukekelela utshintsho, ukuphuhlisa uluntu, kwakunye nokwakha ihlabathi elingcono. Njengokuba uNelson Mandela wakhe watsho ngokuthe qabavu esithi,

“Kusezandleni zakho ekudaleni ihlabathi elingcono laye wonke ubani ohlala kulo.”

Namhlanje, aningobathweswa zidanga baseNelson Mandela University nje kuphela - koko ningabafumbathi bomzila osekezelwe kuBuntu, ubuchule, kwakunye nesikhokelo saseAfrika.

Kolu xanduva kuza ithuba lokukhonza ngobuntu obubondwe ngengqiqo kwakunye novelwano. Naphi na apho uhambo lwakho elukuthatha lukuse khona, inga ungatywatha kuwe iintsika zesikhokelo sokuba sisicaka, inkuthazo yengqiqo yokuziphatha, kwakunye nokuzinikezela kwinguqu.

Siyayibhiyozela inzuzo yakho, sinentshisakalo ngempumelelo yakho, yaye sijonge phambili ekuziboneleni ngawenyama ifuthe elihle oza kulenza. INelson Mandela University ikuxakathise ngezixhobo, ulwazi, kwakunye nenkuthazo yokutshintsha ihlabathi - ngoku, konke kusezandleni zakho.

Sikothulela umnqwazi! Huntshu, futhi sikunqwenelela okuhle kwigxathu elilandelayo lohambo lwakho oluzayo.

Jul gradeplegtigheid vandag is meer as net 'n seremonie; dit is 'n bewys van jul veerkragtigheid, harde werk en ambisie. Nelson Mandela-Universiteit se waardes, en veral Ubuntu, lei ons daartoe om te glo dat geen prestasie in isolasie bereik word nie; dit word eerder deels gevorm deur die pogings en opofferings van baie ander mense, en gewortel in die gemeenskappe wat ons onderhou en koester. So, terwyl julle op die drumpel van 'n nuwe reis staan, onthou diegene wat leiding, kennis en aanmoediging langs die pad aan julle gebied het.

Ons by Nelson Mandela Universiteit is daartoe verbind om sosiaal verantwoordelike, etiese en betrokke gegradueerdes te bevorder, wat toegerus is om betekenisvol tot die samelewing by te dra. Ons glo dat 'n kwalifikasie 'n kragtige meganisme is om verandering te dryf, gemeenskappe te ontwikkel en 'n beter wêreld te bou. Soos Nelson Mandela dit so diepgaande gestel het,

“Dit is in jul hande om 'n beter wêreld te skep vir almal wat daarin woon.”

Vandag is julle nie net gegradueerdes van Nelson Mandela Universiteit nie - julle dra 'n nalatenskap wat gewortel is in Ubuntu, innovasie en Afrika-leierskap.

Met hierdie verantwoordelikheid kom die geleentheid om die mensdom met integriteit en deernis te dien. Waar jul

reis julle ook al neem, mag julle die waardes van dienende leierskap, etiese moed en toewyding tot transformasie saam met julle dra.

Ons vier jul prestasie, is trots op jul sukses en sien uit daarna om die positiewe impak wat julle sal maak, te aanskou. Nelson Mandela Universiteit het julle toegerus met die gereedskap, kennis en moed om die wêreld te verander – nou is dit in jul hande.

Ons salueer julle! Baie geluk, en beste wense vir die volgende hoofstuk van jul reis wat voorlê.

OUR CHANCELLOR, VICE-CHANCELLOR AND CHAIR OF COUNCIL



Meet **Dr Geraldine Fraser-Moleketi**, Chancellor of Nelson Mandela University, whose experience and commitment exemplifies a profound commitment to social and economic transformation across the African continent, mirroring the University's dedication to societal advancement.

In her distinguished career, Dr Fraser-Moleketi has been a formidable advocate for sustainable and inclusive economic growth. Her extensive experience spans intergovernmental engagements, collaborations with political and business leaders, and active participation in complex negotiations across diverse sectors.

Notably, she served as the Director of the United Nations Development Programme's Democratic Governance Group, overseeing initiatives in over 170 countries from the New York headquarters. Her tenure as South Africa's Minister for Welfare and Population Development in the first democratic

government, followed by her role as Minister of Public Service and Administration, underscores her unwavering dedication to public service and governance.

Dr Fraser-Moleketi's early contributions were pivotal during South Africa's transition to democracy. She played a significant role in the multi-party negotiation process and served as Deputy National Coordinator of the African National Congress's National Elections Commission, leading up to the historic 1994 elections.

Her leadership extends to various esteemed positions, such as Deputy Minister, and then Minister of Welfare and Population Development, where she introduced the Government's white papers on social welfare and population policy.

Dr Fraser-Moleketi served as Chair of the United Nations Committee of Experts on Public Administration and Non-Executive Board Member of the Standard Bank Group, Lead Independent Director of Exxaro, Chairman of Tiger Brands and Chairman of the Board of Trustees of the Thabo Mbeki Foundation. She has been recognised with numerous accolades, such as the OP Dwivedi Public Service Award from the International Association of Schools and Institutes of Public Administration, an honorary doctorate by the North-West University, and also honored as the "2016 New African Woman of the Year."

Later, as Special Envoy on Gender at the African Development Bank, she led efforts to develop its gender strategy "Investing Gender Equality for Africa's Transformation" and its implementation by mainstreaming gender in the Bank's policies and operations, championing women's economic empowerment and financial inclusion, through innovative instruments and initiatives across the continent. The gender strategy was premised on the AfDB's strategic policy objective of Inclusive Growth.

In essence, our Chancellor's advocacy for transformative engagement, ethical governance, and leadership, deeply

resonate with the University's strategic goals of fostering inclusive institutional culture, promoting impactful research and innovation, and cultivating socially conscious global citizens dedicated to public service.

Her recent participation in the TEDxJohannesburgSalon highlighted actionable solutions to bridge the \$4 trillion gap required to achieve the Sustainable Development Goals, emphasising innovative partnerships and inclusive strategies for global progress.

Dr Fraser-Moleketi's unwavering dedication to social justice, ethical leadership, and sustainable development continues to inspire and guide Nelson Mandela University in its mission to serve society and effect positive change.



We would like to introduce you to our visionary leader at the helm of Nelson Mandela University, our Vice-Chancellor, **Professor Sibongile Muthwa**. As a leader of a university that seeks to be a dynamic African University, Professor Muthwa embodies the African philosophy of interconnectedness and a shared humanity.

She holds a PhD from the School of Oriental and African Studies, University of London, and an MSc in Development Policy and Planning from the London School of Economics and Political Science. Her career spans academia, development, and public sector leadership in South Africa and internationally.

Professor Muthwa's career stands as a testament to educational excellence, societal advancement and global collaboration. She has played a pivotal role in shaping higher education policy and governance. She previously served as the Chairperson of Universities South Africa (USAf), an organisation dedicated to advancing the sustainability, effectiveness, and societal impact of the country's 26 public universities.

Before joining Nelson Mandela University, she was the Director-General of the Eastern Cape Provincial Government (2004-2010), where she was instrumental in driving public sector transformation and service delivery. Prior to that, she served as Director of the Fort Hare Institute of Government, strengthening public administration and governance frameworks.

Her leadership demonstrates a legacy building orientation and creating long-term value that benefits future-generations; and furthermore is deeply aligned with Nelson Mandela University's values of Ubuntu, integrity, social justice, and respect for diversity. Passionate about gender justice, social inclusion, and participatory democracy, she serves in various national and international advisory structures.

As Vice-Chancellor, Professor Muthwa is committed to positioning Nelson Mandela University as a university "in service to society", fostering human-centered innovation, and nurturing graduates who are responsible global citizens, equipped to address the challenges of the 21st century. Under her leadership, she has spearheaded initiatives that demonstrate inclusive access to higher education, transformative research, and engagement that drives social and economic progress.



Nelson Mandela University is proud to introduce **Judge Nambitha Dambuza** as our Chair of Council. A highly respected jurist with over two decades of experience. Judge Dambuza's career exemplifies the ethical foundations that Nelson Mandela University must uphold—a commitment to integrity, justice, and social upliftment. Her presence as Chair of Council supports the institution's ability to remain a beacon of ethical leadership, transformation, and academic excellence in South Africa and beyond.

Judge Dambuza currently serves as a Justice of the Supreme Court of Appeal and brings a wealth of experience in legal governance, judicial education, and higher education leadership.

A graduate of the University of Natal (BProc and LLB) and Tulane University in the United States (LLM), Judge Dambuza's legal expertise has significantly influenced the South African judiciary. She was appointed as a Judge of the Eastern Cape High Court in 2005, later rising to the Supreme Court of Appeal in 2015, where she has also served as Deputy President and Acting President. In addition to her judicial responsibilities, she plays a vital role in shaping South Africa's legal landscape—convening the induction programme for newly appointed judges through the South African Judicial

Education Institute (SAJEI) and chairing the Rules Board for South African Courts.

Beyond the judiciary, Judge Dambuza is deeply committed to higher education and social justice, a commitment that aligns seamlessly with Nelson Mandela University's transformative mission. She has served as Council Chair of Walter Sisulu University, where she played a key role in stabilising the institution during a critical period. Additionally, she is a visiting professor at Rhodes University's Faculty of Law, underscoring her passion for nurturing future generations of legal minds.

Judge Dambuza's orientation towards environmental sustainability and the accompanying ethical responsibility reinforces the idea that truly ethical institutions must not only serve humanity but also protect the world for future generations. Judge Dambuza has served as the Chair of the African Judicial Education Network on Environmental Law, is a board member of the Global Judicial Institute on Environmental Law, and champions legal frameworks that protect natural ecosystems. Her keen interest in our Ocean Sciences programme highlights her recognition of our university's unique role in addressing environmental challenges through academic excellence and innovation.

Judge Dambuza's leadership is grounded in the values of integrity, Ubuntu, and social justice, reflecting the very ethos of Nelson Mandela University. As Chair of Council, she will guide the institution in its pursuit of knowledge that serves humanity, ensuring that we continue to produce graduates who are ethical, engaged, and empowered to drive positive change in society.

We are honoured to have Judge Nambitha Dambuza at the helm of our Council. Her wisdom, experience, and unwavering commitment to justice and education will undoubtedly strengthen Nelson Mandela University's legacy as an institution that champions the advancement of a more just and sustainable world.

FAST FACTS

7 **CAMPUSES**

North, South, Ocean Sciences, Second Avenue (in Summerstrand) Missionvale (Missionvale), Bird Street (Central), George (George Campus in the Garden Route)

6 **INSTITUTIONAL RESEARCH THEMES**

417 **PROGRAMMES**
(From certificate through to doctoral qualifications)

 **33 446**
ENROLLED STUDENTS
(As of March 2025)



STRATEGIC FOCUS AREAS

2 390
PERMANENT EMPLOYEES

602 **INTERNATIONAL STUDENTS**



42
DIFFERENT COUNTRIES

7 FACULTIES



Business and
Economic Sciences



Education



Engineering,
the Built
Environment and
Technology



Health Sciences



Humanities



Law



Science

OUR HISTORY

Nelson Mandela University is a new generation comprehensive public university. It owes its origins to the transformation of the higher education sector in South Africa in the early 2000s. Nelson Mandela Metropolitan University was established in 2005 from the amalgamation and merger of three former higher education institutions: the University of Port Elizabeth (established in 1964), the Port Elizabeth Campus of Vista University (established in 1982) and the Port Elizabeth Technikon (established in 1925).

In 2017 our university was renamed after the global icon, Nelson Mandela. This was much more than a branding exercise. It was an opportunity to ask searching questions about the role of public universities in society and what it means to carry the name of arguably the greatest statesman of the 20th century.

We re-imagined Nelson Mandela University as a values-based university, embedded in its multiple communities, in the service of society. We envisioned a university that would be the academic expression of the values and ethos of our namesake, one that would partner with government, civil society, other higher education institutions and like-minded organisations to promote social justice and help resolve pressing societal challenges. This was the journey we embarked upon, and it is a journey that is still ongoing.

As graduates of our fine university, you have now become an indelible part of its history.

DOCTOR OF LAWS (HONORIS CAUSA)

Professor David Richard Boyd

Nelson Mandela University is honoured to confer the Honorary Doctor of Laws upon **Professor David Richard Boyd** in recognition of his exceptional contributions as an environmental lawyer, scholar, and advocate for human rights. His expertise and dedication to the intersection of environmental sustainability and human well-being have shaped global policies, legal frameworks, and academic discourse.

Professor Boyd serves as an Associate Professor of Law, Policy, and Sustainability at the University of British Columbia, where his research focuses on the legal and ethical dimensions of environmental protection. He holds a PhD in Resource Management and Environmental Studies and a Juris Doctor degree, equipping him with a strong foundation in both environmental science and law. His academic contributions have deepened global understanding of the inextricable links between environmental sustainability and fundamental human rights.

From 2018 to 2024, Professor Boyd held the esteemed position of United Nations Special Rapporteur on Human Rights and the Environment. In this role, he played a pivotal part in advocating for the recognition of a healthy environment as a fundamental human right, which was finally recognised by the UN General Assembly in 2022. His reports to the UN addressed urgent environmental challenges, including climate change, biodiversity loss, and pollution, highlighting their devastating impact on human rights, such as the rights to life, health, food, water, and sanitation. As Special Rapporteur Boyd also participated in 15 lawsuits at the national, regional and global levels,

supporting the effective interpretation and implementation of the right to a healthy environment. His work has significantly influenced both national and international policies and legal frameworks, reinforcing the principle that environmental protection is a prerequisite for human dignity and sustainable development.

Professor Boyd is also a prolific and highly respected author. His extensive body of work includes numerous books, research papers, and policy briefs that have shaped global discussions on environmental law and human rights. His book, *The Environmental Rights Revolution: A Global Study of Constitutions, Human Rights, and the Environment*, is widely regarded as a seminal work in the field, providing a comprehensive analysis of the constitutional recognition of environmental rights worldwide. Through his scholarly contributions, he has provided critical insights into the role of legal systems in safeguarding both people and the planet.

Beyond academia, Professor Boyd has been deeply involved in environmental advocacy and policy development. He has worked closely with governments, non-governmental organisations (NGOs), and local communities to advance sustainable practices and environmental justice. His efforts have contributed to legislative and policy reforms aimed at integrating human rights considerations into environmental decision-making in diverse nations



including Botswana, Canada, Chile, Fiji, Portugal, Slovenia and South Africa. His ability to bridge the gap between research and real-world action has made him an influential figure in the fight for environmental protection and justice.

Nelson Mandela University acknowledges Professor Boyd's outstanding contributions to environmental law, policy, and human rights. His unwavering commitment to ensuring a safe, clean, healthy, and sustainable environment for all has left an enduring impact on global efforts to combat environmental degradation. In conferring this Honorary Doctor of Laws, the University celebrates his remarkable achievements and reaffirms its commitment to advancing environmental justice and human rights for future generations.

DOCTOR OF PHILOSOPHY (SOCIOLOGY) (HONORIS CAUSA)

Professor Amina Caroline Mama

Nelson Mandela University is honoured to confer an Honorary Doctoral Degree upon **Professor Amina Caroline Mama** in recognition of her outstanding contributions to African feminist theory, gender studies, and the politics of development. Her pioneering scholarship, activism, and leadership have profoundly influenced feminist discourse and the advancement of gender equality across the globe.

Professor Mama is a distinguished Nigerian-British feminist scholar, researcher, and activist. She holds a PhD in Organisational and Applied Psychology from Birkbeck College, University of London, obtained in 1987. Throughout her illustrious career, she has held academic positions across multiple continents, shaping the fields of gender studies and African development through her transformative scholarship and activism.

Her academic journey has taken her to institutions in Nigeria, South Africa, the Netherlands, and the United States. She served as the Chair in Gender Studies at the University of Cape Town, where she led the African Gender Institute (AGI). During her tenure, she spearheaded initiatives that bridged feminist theory and activism, fostering the growth of gender-focused scholarship in Africa. Notably, she founded *Feminist Africa*, a groundbreaking journal dedicated to amplifying feminist discourse on the continent. The journal ensures that African feminist perspectives remain at the forefront of global academic and policy debates.

Professor Mama's research interests include gender and the politics of

development, militarism, feminist theory and methodology, and women's movements. Her work critically examines the intersections of gender, politics, and socio-economic development in Africa, providing a deeper understanding of the challenges and opportunities faced by women. She has been instrumental in advancing feminist scholarship that centres African experiences and perspectives, challenging dominant narratives and advocating for knowledge production that is rooted in the realities of African societies.

In recognition of her scholarly contributions, she was appointed the Barbara Lee Distinguished Chair in Women's Leadership at Mills College in Oakland, California. She currently serves as a Professor of Gender, Sexuality, and Women's Studies at the University of California, Davis.

A trailblazer in African feminist thought, Professor Mama made history in 2021 when she was appointed the fourth occupant of the Kwame Nkrumah Chair in African Studies at the University of Ghana - the first woman to hold this prestigious position. In her inaugural lecture, she examined the gender politics of Dr Kwame Nkrumah's leadership and the role of African women's movements in shaping post-independence Africa.



Beyond academia, her activism extends to various organisations advocating for women's rights, social justice, and peace. Her unwavering commitment to decolonising knowledge production and promoting feminist scholarship in African contexts has had a profound impact on global efforts to address gender disparities and advance social equity.

Nelson Mandela University takes great pride in honouring Professor Mama for her ability to bridge African studies and gender studies in a way that aligns with the University's vision of being a "dynamic African university", rooted in African epistemes while producing globally competitive graduates and knowledge programmes. It is a privilege to recognise her contributions with this Honorary Doctoral Degree.

DOCTOR OF MUSIC (HONORIS CAUSA)

Ms Letta Nomali Mbulu

Nelson Mandela University is honoured to confer an Honorary Doctorate in Music upon **Ms Letta Nomali Mbulu** in recognition of her exceptional contributions to the arts, her advocacy for freedom through music, and her enduring influence on global musical heritage.

Born on 24 September 1943 in Soweto, South Africa, Letta Mbulu is a distinguished jazz singer whose career has spanned over six decades. From an early age, her powerful voice and emotive delivery earned her recognition within South Africa's vibrant music scene. She gained prominence as a cast member of the musical *King Kong*, which toured both South Africa and Europe, providing her with a platform to showcase her talent to international audiences.

In 1964, at the age of 21, Mbulu made the difficult decision to leave South Africa due to the oppressive apartheid regime. Seeking refuge in the United States, she joined a community of South African exiles, including Miriam Makeba, Hugh Masekela, and Jonas Gwangwa. These collaborations deeply enriched her musical style, blending traditional African sounds with jazz, soul, and R&B influences.

During her time in the US, Mbulu worked with renowned musicians such as Cannonball Adderley and Harry Belafonte. Her collaborations with Belafonte were particularly significant, leading to several world tours and further solidifying her presence on the international stage.

Mbulu's discography features several acclaimed albums, including *Letta*

Mbulu Sings (1967), *Free Soul* (1968), and *There's Music in the Air* (1976). Her music, often infused with themes of freedom, resilience, and hope, captured the spirit of the anti-apartheid movement. One of her most iconic songs, *Not Yet Uhuru*, became an anthem for South Africa's liberation struggle, symbolising the ongoing fight for justice and equality.

After more than 25 years in exile, Mbulu returned to South Africa in 1991, marking a significant moment in both her personal journey and the nation's history. Her homecoming was celebrated with performances at the Unity Festival Against Apartheid, embodying the transition from oppression to democracy.

Beyond her musical achievements, Mbulu has been a mentor and inspiration to younger generations of artists. Her dedication to preserving and promoting African musical heritage has earned her numerous accolades, including lifetime achievement awards. Her work continues to shape the music industry in South Africa and beyond, ensuring that African storytelling and resistance through song remain relevant and influential.

Nelson Mandela University recognises Letta Mbulu's relentless efforts, both as a composer and an anti-apartheid artist, who used her music as a powerful tool for advocacy. The University acknowledges



her pioneering role in internationalising the struggle against apartheid, raising political consciousness through song. Her intellectual contributions to songwriting, storytelling, and the performing arts have been widely acknowledged in scholarly contexts.

It is with great respect and admiration that Nelson Mandela University confers this Honorary Doctorate upon Letta Mbulu, celebrating her legacy as a musical icon and advocate for justice.

DOCTOR OF COMMERCE (ACCOUNTING) (HONORIS CAUSA)

Ms Ntombifuthi Temperance Mtoba

Nelson Mandela University is honoured to award an Honorary Doctorate in Accounting to **Ms Ntombifuthi Temperance Mtoba**, in recognition of her outstanding contributions to corporate governance, education, and social equity. Her leadership, mentorship, and advocacy has had a profound impact on the accounting profession and the broader South African socio-economic landscape.

Ms Mtoba is a pioneering figure in accounting and corporate governance. She holds the distinction of being the first woman to serve as the Chairperson of Deloitte Southern Africa, a remarkable achievement that emphasises her exceptional leadership and expertise. Her academic journey in accounting began with a BCompt (Hon) at the University of South Africa, followed by a Higher Diploma in Banking Law from the University of Johannesburg.

After qualifying as a chartered accountant and becoming the first black African woman to be appointed as a partner by one of the big five accounting firms in South Africa, her accounting career culminated in her becoming Chairperson of Deloitte in 2005. She later broadened her strategic and leadership acumen by completing the Advanced Leadership Initiative Fellowship at Harvard University. She is also a Fellow of the Aspen Institute's - Aspen Global Leadership Network, and a member of the International Women's Forum.

Throughout her illustrious career, Ms Mtoba has been a dedicated advocate for transformation and empowerment within the accounting profession. She has played a pivotal role in mentoring young professionals, particularly women, supporting their growth and leadership in a traditionally male-dominated industry. Her commitment to fostering inclusivity and diversity has contributed significantly to reshaping the professional landscape in South Africa. Among others, she was the first female president of both Business Unity South Africa — to date she remains the only woman to lead this apex business organisation — and the

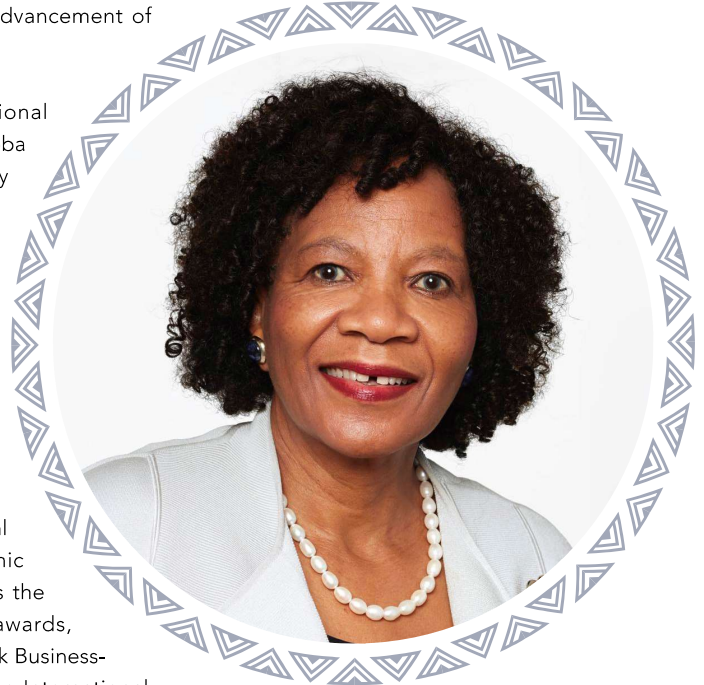
Association for the Advancement of Black Accountants.

Beyond her professional achievements, Ms Mtoba has been deeply involved in advancing education and financial literacy. She has championed initiatives aimed at equipping underprivileged communities with essential financial skills, recognising education as a powerful tool for social mobility and economic empowerment. She is the recipient of many awards, including the Nedbank Business-woman of the Year, the International Achievement Award (National Association of Black Accountants), in the USA and the African Women Chartered Accountants Woman of Substance Award.

Ms Mtoba's contributions extend to various organisations focused on skills development, where she has worked tirelessly to improve access to quality education. She is the founding member of TEACH South Africa — a national programme that seeks to improve the quality of education and learner outcomes through effective teaching in the classroom.

Ms Mtoba's leadership extends beyond the corporate sphere. She has served on numerous boards, including the Public Investment Corporation, where she played a key role in shaping investment strategies that drive sustainable economic growth. Her extensive involvement in the non-profit sector reflects her passion for social change, particularly in education, gender equality and community development. Her influence in policymaking and governance continues to shape South Africa's economic and educational sectors, ensuring that they become more inclusive and equitable.

Globally, she has served on the International



Monetary Fund's Advisory Group for Sub-Saharan Africa, the World Economic Forum's Global Agenda Council on Anti-corruption and Transparency, the United Nations Global Compact and the African Union Foundation, among others.

Her unwavering dedication to ethical leadership, excellence, and social responsibility has earned her numerous accolades, solidifying her status as a trailblazer in the accounting profession. Her legacy is not only defined by her corporate achievements but also by her commitment to nurturing future generations through mentorship, education, and advocacy.

Nelson Mandela University proudly recognises Ms Mtoba's transformative impact on education and social equity. Her dedication to improving educational opportunities for underprivileged children, particularly through innovative teaching methods in Mathematics, Science, Technology, and English, has positioned her as a highly esteemed leader in society. It is a privilege for the University to honour her with this Honorary Doctorate in Accounting.

Office-Bearers of the University

CHANCELLOR

Dr GJ Fraser-Moleketi: MAdmin (*Cum Laude*) (UP), DPhil (*honoris causa*) (Nelson Mandela University), DPhil (*honoris causa*) (NWU)

CHAIRPERSON OF COUNCIL

Judge N Dambuza: BProc (Natal), LLB (Natal), LLM (Tulane University, USA)

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 (*Cum Laude*) (UWC), PhD (Edu Manag, Law and Policy) (UP)

DEPUTY VICE-CHANCELLOR: LEARNING AND TEACHING

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

DEPUTY VICE-CHANCELLOR: PEOPLE AND OPERATIONS

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

DEPUTY VICE-CHANCELLOR: RESEARCH, INNOVATION AND INTERNATIONALISATION

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

DEAN OF STUDENTS

Ms V Bongela (Acting): BTech Marketing (NMMU), Project Management (Damelin), Management Development Programme (NMMU Business School), Digital Branding Strategy (Vega), BA (Hons) (Development Studies) (Nelson Mandela University)

EXECUTIVE DIRECTOR: FINANCE

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

REGISTRAR

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

PRESIDENT OF ALUMNI ASSOCIATION

Mr S Hlwatika: LLB (NMMU), PGDip (Labour Law Practice), LLM (Labour Law) (Nelson Mandela University)

Executive Deans of Faculties

BUSINESS AND ECONOMIC SCIENCES

Prof HR Lloyd - BCom (*Cum Laude*) (UPE), BCom Hons (*Cum Laude*) (UPE), MCom (UPE), DCom (UPE)

EDUCATION

Prof HH Sathorar: BCom, HDE (*Cum Laude*), BEd Hons (*Cum Laude*) (UPE), MBA (*Cum Laude*) (NMMU), PhD (Nelson Mandela University)

ENGINEERING, THE BUILT ENVIRONMENT AND TECHNOLOGY

Prof M Sheldon: BTech BA, MEng (Chemical Engineering), DEng (Chemical Engineering) (CPUT), Pr Tech Eng

HEALTH SCIENCES

Prof Z Zingela: MBChB (Natal), FCPsych (SA), MMed (UP), PhD Psychology (Nelson Mandela University)

HUMANITIES

Prof P Maseko: BA, BAHons (UWC), MA, PhD, PGDip in Higher Ed (RU)

LAW

Dr L Biggs: BCom (Law), LLB (UPE), LLM (Labour Law) (*Cum Laude*), LLD (NMMU)

SCIENCE

Prof ZR Tshentu (Acting): BScHons (UPE), MSc (UPE), PhD (NMMU)

DEAN OF LEARNING AND TEACHING

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

Order of Proceedings

Entrance of Academic Procession

Moment of Silence

Constitution of Congregation and Welcome

Vice Chancellor

Choral Performance

Nelson Mandela University Choir

Awarding of Qualifications

Vice Chancellor

Message of Congratulations and Dissolution of Congregation

Vice Chancellor

National Anthem

(The congregation is requested to stand for the singing of the National Anthem)

Departure of Academic Procession

(The congregation is requested to remain standing until the academic procession has left the hall)

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

FACULTY OF BUSINESS AND ECONOMIC SCIENCES

HIGHER CERTIFICATE IN BUSINESS STUDIES

BANGANI, Yonela
BEJA, Sinouvuyo
BILL, Lindokuhle
BOOI, Siphokazi
BOUMAN, Leante' Amber
CHARLES, Ethan Andrew
CHAUKE, Thapelo
CITWA, Simamkele
COETZEE, Aliyah
COETZEE, Ka'Uthar
DAVIDS, Cassidy Tasryn
DINGISWAYO, Liyema
DYOSINI, Yanga
FUFU, Zizipho
GARANE, Amahle
GOBA, Buhlebethu
GOBILE, Sinalo
GODANA, Anathi
GQOTANA, Lelethu
HENDRICKS, Tamline
JAFTA, Sinegugu Lindiwe
JHO, Akhanani
JIHOLO, Lethokuhle
JIKAZI, Ongezwa
KAMBELA, Anelisiwe
KAMBULE, Banele
KHOMBOYI, Limnandi
KWABABANA, Hlonipha
LANGBOOI, Sesethu
LUKWE, Asemahle
MADHLALA, Nolwazi
MADOSI, Lathitha
MAHINI, Asiphe Penellope
MAHLANGU, Khosi Angel
MAHLANGU, Lindokuhle Innocentia
MAHLANGU, Thokozani Sifiso Sibusiso
MAHLELEHLELE, Siyolise
MAJOMBO, Vizicelo
MAJOMBOZI, Ayabukwa
MAKHADO, Mutshidzi Mulalo
MAKUMSHA, Kanyisa Vanessa
MANDYOLI, Abongile
MANGANYI, Ntshembo Portia
MANYUKA, Libhongo Lilitha
MARAIS, Chelsey Cassidy Gentolene
MARTIN, Cleo
MASEKWAMENG, Victoria Tshiamo
MASETI, Mhlali Nosiphiwo
MASILELA, Mergan Zanele
MASILELA, Phineas Rabotaleng
MATOMELA, Lilita Palisa
MATSABISA, Maphuthi

MAUTA, Linamandla
MAVELA, Bubele
MAWU, Ayema
MAXHAMA, Sibabalwe
MBASANE, Sivenathi
MBILANA, Thandolwethu
MDUTYULWA, Sinesipho
MEKO, Sinoxolo
MELANE, Khanya
MJADU, Simamkele
MKALA, Esihle
MKUYANA, Liyema
MKWALI, Lisakhanya
MLANGA, Lisoletu
MLOTSHWA, Samukelisiwe
MNGEYANE, Alupheli
MNGOMEZULU, Mandisa Thobeka
MNQANQENI, Nikilitha
MOKOLOKOLO, Leteane Andrias
MPANGELE, Nasiphi
MPIYAKHE, Afika
MPUKWANA, Anele
MSIZI, Amahle Tania
MSONGELWA, Anathi
MSONGELWA, Asekho
MTHAMBEKA, Okuhle
MTHETHWA, Dalinjebo Thapelo Willfred
MTUKUSHE, Avumile
MVELI, Xolisa
MZAIDUME, Emihle
MZIZI, Noxolo
NDESI, Liyema
NDZULULEKA, Ayabulela
NETE, Hlohonolofatso
NGOVENI, Risana Micky
NGWENYA, Busisiwe Nombulelo
NGXATHA, Mthutuzeli
NGXELO, Khazimla
NGXILA, Siviwe
NHLAPO, Kgomoiso Trish
NKOANA, Delicia Maropeng
NKOMO, Sinesipho Nqobokazi
NKOSI, Nkululeko Bandile
NKQAYI, Lydia
NKUNA, Ado Melusi
NKUNA, Chantel Lebohlang
NOFATYELANA, Kamva
NTSHONA, Simamkele
NYANGANA, Pheliswa
OLIPHANT, Sinalo
PIENAAR, Cody Lucian
PIYANA, Azinani
POTWANA, Luyolo
QANGULE, Unathi

RABELEMANE, Botle
 RIGALA, Esethu
 SANGQU, Qhama
 SELANI, Amandla
 SELETELA, Mapheko Phineus
 SEPAKANE, Ntaoleng
 SESING, Penelope Nthabiseng
 SIKADE, Sinothando
 SILANGWE, Amanda
 SIMELANE, Noxolo
 SINGATA, Luphumlo
 SOMA, Aza
 SOMDAKA, Avile
 STUNGU, Zimi
 SWARTBOOI, Mathew
 THUNDZI, Olona
 TINDLENI, Lindiwe Prudence
 TSHAKA, Lihle
 TSHEM, Hlonela
 TSHEZI, Zinhle
 TUTSHANA, Chulumanco
 VALASHIYA, Simamkele
 VILANI, Busisani Vincent
 VUMAZONKE, Zizilethemba
 YUMATA, Abongile
 ZILANI, Sinovuyo

CUM LAUDE

HUSSEN, Hanan
 KHAN, Tazneen
 MEYER, Tiana
 ONYEME, Ebube

DIPLOMA IN INVENTORY AND STORES MANAGEMENT

BALANI, Sinovuyo
 CEBEKHULU, Neliswa
 DANSTER, Nthatisé Theo
 DYAKALA, Kamva
 KABINGCA, Sinovuyo
 MABENA, Mpumelelo Jabu
 MALEKA, Thabiso Antonio
 MALI, Zintle
 MAMOKGALE, Maila Edeson
 MASHELE, Sungulani
 MATHUMBU, Andiswa
 MATLEBJANE, Maimele Paul
 MBALO, Sanele
 MBOBELA, Andile
 MJWACU, Ndyebo
 MNGCISANE, Asekhona
 MOTLOUNG, Nombulelo
 MPINI, Asiphe
 MPINI, Busisiwe
 NELANI, Zizipho
 NGHULELE, Cassius
 NOZIKENU, Abonga

NTEZO, Oyama
 NTINI, Pamela
 NTONGA, Ayola
 NTSOEU, Tekane Kabelo Lancelot
 NXOKWANA, Unathi
 PHETLA, Kgaogelo Pheladi
 SHOZI, Akhona
 SIWAPI, Asamnkele
 TSHOBA, Athule Oyama
 WEITZ, Jayden
 ZULU, Athembile S'Nethemba

CUM LAUDE

NOMNGANGA, Bridget

DIPLOMA IN LOGISTICS

ABOU EL HOSSEIN, Malek Khaled Abdel Rahman
 APHANE, Jane Koko
 BANDA, Johanna Tshwarelo
 BANJWA, Yolanda
 BENDLELE, Kgaogelo
 BUNU, Lisakhanya
 CHAUKE, Precious
 CLARKE, Timothy David
 COETZEE, Luc Sergio
 DASTILE, Tamara
 DINGE, Aviwe
 DIPHU, Oyama
 DUFFY, Esethu
 DYASI, Sisonke
 ERASMUS, Aakifah
 JAVU, Sivuyile Sanelisiwe
 JAVU, Thobeluthando Mbali
 JENNEKE, Gregon
 JOE, Ntombentsha Jennepher
 JONAS, Andiswa
 JUBASE, Ubenathi
 KAMENI, Yonda
 KGAPHOLA, Pontsho
 KHALA, Esethu
 KHOWA, Amahle
 KOYINGANA, S'Bongakonke
 LAYI, Asemahle
 LENTSOANE, Reakgile Nelson
 LUBELWANA, Sikhona
 MABOKELA, Pamela Lindelwa
 MAFUDUKA, Banele
 MAGANA, Abigail Lesedi
 MAKENG, Leneo
 MAKHWANGENI, Okuhle
 MAKIVA, Siphokazi Shirley
 MAKO, Kearabilwe
 MALIMELA, Mfundo
 MALINGA, Anele Malibongwe
 MALUKA, Excellent
 MALULEKE, Hlulani Herald

MALULEKE, Matimba
 MASHELE, Kemoneilwe
 MASINGA, Tello Alpheous
 MASOGA, Phumla Thando
 MATHANDABUZO, Sisanda
 MATHELELA, Nkateko
 MATYANA, Andiswa
 MAZIBUKO, Kholeka
 MBUTHUMA, Vumile
 MDODA, Siphosethu
 MHLANGA, Gugu Precious
 MJOMENI, Anezo
 MKELE, Luyolo
 MNENO, Luvuyo Patrick
 MOGADIMA, Regomoditswe Gratitude
 MOTITI, Matubukane Petrus
 MOTSHEGOA, Gaobakwe Precious
 MOUKANGOE, Tshegofatso Given
 MTANA, Ayola
 MTHEMBU, Noluthando Samaneha
 NDIKE, Aviwe Felicia
 NDLOVU, Mbalenhle Kim
 NDLWANA, Songo Omelela
 NDUNA, Thethiwe Alida
 NDZEKU, Nambitha
 NGCOSINI, Bahle
 NGQANI, Kazimla
 NHOSE, Sethu
 NJAMELA, Thango Thabo
 NKABINDE, Lwazi
 NOBELA, Forest Nkosivumile
 NOJIKA, Mhlali
 NTSHANGASE, Nonduduzo
 NTSIKENI, Sibusisiwe
 OELOFSE, Terrence
 OLIPHANT, Lo- Divanné
 OOSTHUIZEN, Whitney Madge
 OWNHOUSE, Caidi Nagon
 PHAKOE, Kabelo Sandra Rifiloe
 PHUNDU, Phumelela
 QINA, Keitheng Gloria
 QOKO, Zinziswa
 QWESHA, Yanganani Sally
 RAMUKOSI, Gundo Clifford
 RÖMER, Reece
 SEKHWELA, Modise
 SIBISI, Noxolo
 SITHOLE, Sabatha
 SOMBO, Anganathi
 TEFFO, Tshepang Sinah
 THOMO, Andile
 TSHEZI, Yamkela
 TSHIKORORO, Dakalo
 TYATHULA, Wiseman
 VAN HEERDEN, Chad
 WONG ON, Zoey Ann
 ZUMBA, Keamogetswe

CUM LAUDE

DYWILI, Olwethu
 LALENDLE, Sihle
 LIMBA, Samila
 MASUMPA, Lisoletu
 MSIBI, Simphiwe
 NDLOVU, Siyanda

DIPLOMA IN MARKETING

BOOI, Lindinkosi
 BOTHA, Avril
 CEZULA, Liyakhanya Anatoli
 CHAUKE, Isabel
 DAMTYELE, Siyaphumla
 DILIZA, Ongezwa
 DLAMINI, Mlungisi
 DUBE, Sinesihle
 DYASI, Sive
 FUNO, Emihle
 GXOTIWE, Asisipho
 HLOBONI, Sinesipho Patience
 JOYI, Anam
 KONDILE, Siphesihle
 KROUTZ, Jade Nathan
 LIBAZI, Philiswa
 LINOSE, Akhanani
 MAFITHI, Phelokazi
 MAJOLA, Mhlali
 MALUKAZI, Simthandile Phumzile
 MANGENA, Sanele
 MANGINDANA, Emihle
 MARTIN, Asisipho Portia
 MFEDU, Xolisa
 MGOTYWA, Aphiwe
 MHLEKWA, Lilitha
 MJWARA, Senzothulani Andile
 MOFAMERA, Manyano
 MOLEFE, Palesa
 MOLEWA, Sherry Matlou
 MORALE, Betty Kegomoditswe
 MSUTHU, Simvuyele
 MTHIMKHULU, Dario
 NDAMASE, Lubabalo
 NGCOBONDWANA, Liyabona
 NGQANDU, Shamiso
 NOMALENGE, Ayabonga
 NXANO, Asanda Sinothando
 PETER, Sizeka
 PHUWE, Nkosiphelele
 POTO, Kwanda Vusumzi
 RAKODI, Mamonnye
 RAMATHUTHU, Gudani Panuell
 SEITIRO, Itumeleng Isaac
 SITSHEKE, Malwande
 SONTSHI, Zizipho Natasha
 TLHALEROE, Lisanda Tebogo

XHAMANE, Lisakhanya Sokhana
ZAZELA, Amanda
ZONDEKA, Sizeka

CUM LAUDE

MBONANI, Nondumiso
MOODALEY, Thashil

**ADVANCED DIPLOMA IN BUSINESS
STUDIES (LOGISTICS MANAGEMENT)**

APPOLLIS, Megan Angelique
BHENGU, Patricia Sphumelele
BHUSHULA, Siphesande
BOTA, Khanya
DE VOS, Senobia
DERROCKS, Melissa
GWELE, Yakha Siphosethu
HENDRICKS, Olivia Leola
JITA, Sihle
JONGOLO, Nosicelo
KOLELE, Anathi
KWITSANA, Sonwabale
LUNGWENGWE, Akhona
MAHUMAN, Sihle
MALI, Thembela
MBHULI, Sibongiseni
MFECANE, Nolonwabo
MNDIYA, Bongeka Gladys
MPAHLWA, Buhle
MVANE, Khanya
NDONI, Asanda
NGALO, Xoliswa
NONGCOTHO, Nondumiso
PLAATJIES, Ashton Bernice
PRITCHARDT, Cliren
SIRHAYI, Zine
SLOTI, Sive
TOTO, Thandolwethu
TWETWA, Abongile

CUM LAUDE

MAIFADI, Keletso Fletcher

**ADVANCED DIPLOMA IN BUSINESS
STUDIES (MARKETING MANAGEMENT)**

BLAAUW, Asiphesona Patrick Mzwandile
FELIX, Shenice
GEORGE, Ryan Anthony
GXAMZA, Wam
HARRISON, Enrique Louie
JANTJIE, Nonhlanhla
KHATLANE, Pumeza
KOKA, Azasakhe
KONKCO, Asanele
LEWIS, Nathann Michael
MAKHANYA, Nqobile Success
MATYESHANA, Khanyisile Emelissa
MLABA, Asanda Thalente
MLANJANA, Zizipho Asthandile
MOKOELE, Mmankoe Margaret
MPANZA, Snethemba
MQIKELA, Nosipho
MVULA, Luxolo
MWAUKE, Ngoya Rosie
NAIDOO, Vincesco
NDIKI, Bantu
NGESI, Sibulele
NGXABI, Yolanda
OOSTHUIZEN, Tara Kim
PARKER, Kayla
PHANGWA, Sihle Dennis
SITHOLE, Fundiswa
SKENJANA, Asemahle
TABATA, Asive
TEMEKI, Lesedi
VENA, Luvo

CUM LAUDE

CARELSE, Twané

DOCTOR OF PHILOSOPHY

AGBAVOR, Joseph Kofi Edem

(Logistics)

Title of thesis:

A REVERSE LOGISTICS STRATEGY TO FOSTER INDEPENDENT SCHOOLS' SUSTAINABLE E-WASTE MANAGEMENT

Supervisor: Prof P Hove-Sibanda

AMEDEKER, Dominic Kwame

(Marketing)

Title of thesis:

FACTORS INFLUENCING VALUE CREATION THROUGH DESIGN THINKING IN THE HOSPITALITY INDUSTRY IN GHANA

Supervisor: Prof M Tait

Co-supervisor: Dr AG Jonas

DOCTORAL CITATIONS

THE DEGREE OF DOCTOR OF PHILOSOPHY (LOGISTICS)

JOSEPH KOFI EDEM AGBAVOR

Previous qualifications:

2002 Higher National Diploma
2009 BTech Logistics
2017 MTech Logistics

Koforidua Technical University
University of South Africa
Vaal University of Technology

Thesis:

A REVERSE LOGISTICS STRATEGY TO FOSTER INDEPENDENT SCHOOLS' SUSTAINABLE E-WASTE MANAGEMENT



This study primarily sought to propose a reverse logistics strategy to promote sustainable e-waste management in independent schools in South Africa. Employing a quantitative approach, the study used expert purposive sampling to select 306 respondents, including directors and principals. Quantitative data was gathered through a web-based questionnaire (QuestionPro). The key results show a significant positive effect of sustainable e-waste management drivers on the adoption of effective e-waste practices, which enhances corporate competitiveness. This study provides critical insights into the integration of sustainable e-waste management strategies within independent schools, offering broader implications for sustainability in similar organisational settings.

Supervisor: Prof P Hove-Sibanda

THE DEGREE OF DOCTOR OF PHILOSOPHY (MARKETING)

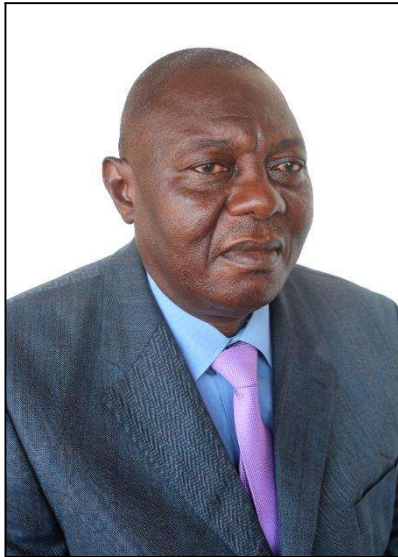
DOMINIC KWAME AMEDEKER

Previous qualifications:

- 1993 BA (Law and Sociology)
Kwame Nkrumah University of Science and Technology, Ghana
- 2001 MA (Industrial Management)
Kwame Nkrumah University of Science and Technology, Ghana
- 2012 MBA (Marketing)
Ghana Institute of Management and Public Administration

Thesis:

*FACTORS INFLUENCING VALUE CREATION THROUGH DESIGN THINKING IN THE
HOSPITALITY INDUSTRY IN GHANA*



The purpose of the study was to identify factors influencing value creation through Design Thinking in the hospitality industry in Ghana. A quantitative online study was conducted with a total of 315 hotel managers. Partial least square structural equation modelling (PLS-SEM) was used for the analysis and evaluation of the hypothesised model. Recommendations were that hospitality businesses in Ghana should invest in training employees and managers in the principles of Design Thinking. The industry should invest in state-of-the-art technologies such as CRM systems, mobile applications for bookings, and AI-driven data analytics. The study further recommended the application of key performance metrics for the monitoring and evaluation of customer satisfaction, employee productivity, and financial performance.

Supervisor: Prof M Tait
Co-supervisor: Dr A Jonas

Congratulatory Message from the Alumni Association

Congratulations on your academic achievement!

Welcome to the Nelson Mandela University alumni family. You are now a Nelson Mandela University alumna/us.

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 Relations Office (ARO)

Primarily, the Alumni Relations Office (ARO) builds relationships and maintain strong links with graduates, friends and supporters of the University through events, newsletters, social media and the alumni and friends magazine *Thetha* <https://publications.mandela.ac.za/Publication>

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. For more information regarding University projects you can support please visit the University giving page <https://www.mandela.ac.za/Giving-to-Mandela-University>

Mandela Alumni Connect – our online alumni global networking platform

Join the Mandela Alumni Connect community - to stay in touch with fellow alumni, get informed about events and job opportunities, career guidance, mentorship initiatives and expand your network. Register for free 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.

When you happen to be in Gqeberha or on campus please visit the Alumni Relations Centre on North Campus or the University Shop at the Sanlam Student Village.

More info: T +27 41 504 3935 E alumni@mandela.ac.za

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

www.alumni.mandela.ac.za @MandelaUni

University Shop – the official branded items retailer

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!

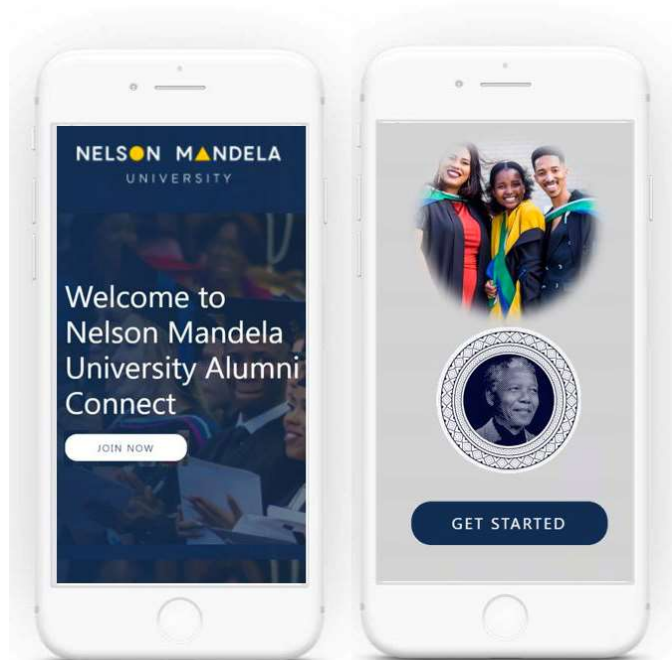
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OUR BRAND

We are Nelson Mandela University.

We are the only university in the world named after **Nelson Mandela**. The iconic South African statesman, humanitarian, and leader is known globally for his remarkable achievements.

As **Nelson Mandela University**, we are honoured to carry his name. In return, we honour our namesake by striving to live his legacy and embrace the ethos he embodied. We pay tribute to him by using his full name when referring to our institution. We are **Nelson Mandela University**.

Siyeyona kuphela kweyunivesithi ehlabathini ethiywe **ngoNelson Mandela**. Esi siswenye senkokheli yombuso eMzantsi Afrika, esingusosisa, kwakunye nenkokheli saziwa kwihlabathi jikelele ngokugqwesa kwakhe okuyimbalasane.

NjengeNelson Mandela University, siziva sibekekile ngokuthwala igama lakhe. Ngokwembuyekezo, sibeka phezulu ugama wethu ngokutabalazela ukuphila umzila wakhe kwaye sikokose iintsika zokuphila awayeqamele ngazo. Simothulela umnqwazi ngokusebenzisa igama lakhe ngokupheleleyo xa sithetha ngeziko lethu. **SiyiNelson Mandela University**.

Ons is die enigste universiteit ter wêreld wat na **Nelson Mandela** vernoem is. Die ikoniese Suid-Afrikaanse staatsman, filantroop en leier is wêreldwyd bekend vir sy merkwaardige prestasies.

As **Nelson Mandela Universiteit** is ons geëerd om sy naam te dra. In ruil daarvoor eer ons ons naamgenoot deur daarna te streef om sy nalatenskap uit te leef en die etos wat hy verpersoonlikheid het, aan te gryp. Ons bring hulde aan hom deur sy volle naam te gebruik wanneer ons na ons instelling verwys. Ons is **Nelson Mandela Universiteit**.



Photographer details

The official photographer for the Nelson Mandela University graduation ceremony is Gordon Harris Photographic. Photographs will be taken of every graduate as he or she is being presented by the Executive Dean of the Faculty and when being hooded by the Registrar. A demarcated area will be used to take family photographs, please follow directional signage. Please refer to the enclosed photograph order form.

NOTE: NO OTHER PHOTOGRAPHERS WILL BE ALLOWED IN THE HALL.

NB: THE TAKING OF ALL PHOTOGRAPHS (INSIDE AND OUTSIDE THE HALL) IS A PRIVATE TRANSACTION BETWEEN EACH CANDIDATE AND THE PHOTOGRAPHER CONCERNED. THE UNIVERSITY ACCEPTS NO RESPONSIBILITY FOR THE QUALITY OF THE PHOTOGRAPHS.

NATIONAL ANTHEM

*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

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T 041 504 1111 (Gqeberha) **T** 044 801 5111 (George)
E info@mandelauniversity.ac.za