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Presented to the University of Stellenbosch Business School
19 August 2010

Ina Smith, Paulette Talliard, Hilton Gibson, Henriëtte Swart



Research

- Research >
- Research centres >
- Journals managed by USB

Academic research

The creation of new knowledge is a primary strategic objective of the USB. This research is delivered via:

- Papers in academic journals, books and conference papers by USB faculty
- The research projects of USB's PhD, MBA, MDevF and MPhil students
- The research undertaken by USB's [centres and units](#)

"Creating new knowledge"

This new knowledge is used to update the contents of the USB's MBA and other programmes. It is also shared with students, alumni and the public through the following publications and events:

- Three state-subsidised, peer-reviewed internationally acknowledged academic journals: South African Journal of Business Management, Journal for Studies in Economics and Econometrics, and The Investment Analysts Journal.
- The publication USB Leaders' Lab, through which new knowledge is made accessible to managers.
- The monthly Leader's Angle speaker events.

All academic research

- [Full list of USB's academic research](#)
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Two approaches to Open Access

- **Golden route** - publish in Open Access journals
- **Green route** – publish in an Institutional Repository



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Subject: [Business and Management](#)
Publisher: Versita
Country: Bosnia
Language: English
Keywords: business and management, marketing, business and economics, development economics
Start year: 2007

[Southern African Business Review](#)

ISSN: 19988125
Subject: [Business and Management](#)
Publisher: University of South Africa
Country: South Africa
Language: English
Keywords: management sciences, economics, accountancy, industrial psychology
Start year: 2004

[Sprouts : Working Papers on Information Systems](#) [DOAJ Content](#)

ISSN: 15356078
Subject: [Technology \(General\)](#) --- [Library and Information Science](#) --- [Business and Management](#)
Publisher: Sprouts Alliance
Country: Netherlands
Language: English
Keywords: information technology, information environments, information infrastructures, socio-technical design, management information systems, information management
Start year: 2000

Find: south africa



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Library Collection

Alphanumeric list - 10 serials listed

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- [PER: Potchefstroomse Elektroniese Regsblad](#) - 9 issues
- [Psychology in Society](#) - 2 issues
- [SA Journal of Industrial Psychology](#) - 1 issue
- [SAMJ: South African Medical Journal](#) - 13 issues
- [South African Journal of Education](#) - 9 issues
- [South African Journal of Science](#) - 18 issues
- [Water SA \(Online\)](#) - 10 issues



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in the service of society*

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Journals managed by USB

The USB hosts three state-subsidised, peer-reviewed internationally recognised academic journals:

- South African Journal of Business Management
- Journal for Studies in Economics and Econometrics (in collaboration with the Bureau for Economic Research)
- The Investment Analysts Journal (in collaboration with The Investment Analysts Society of Southern Africa and the Graduate School of Business of the University of Cape Town).

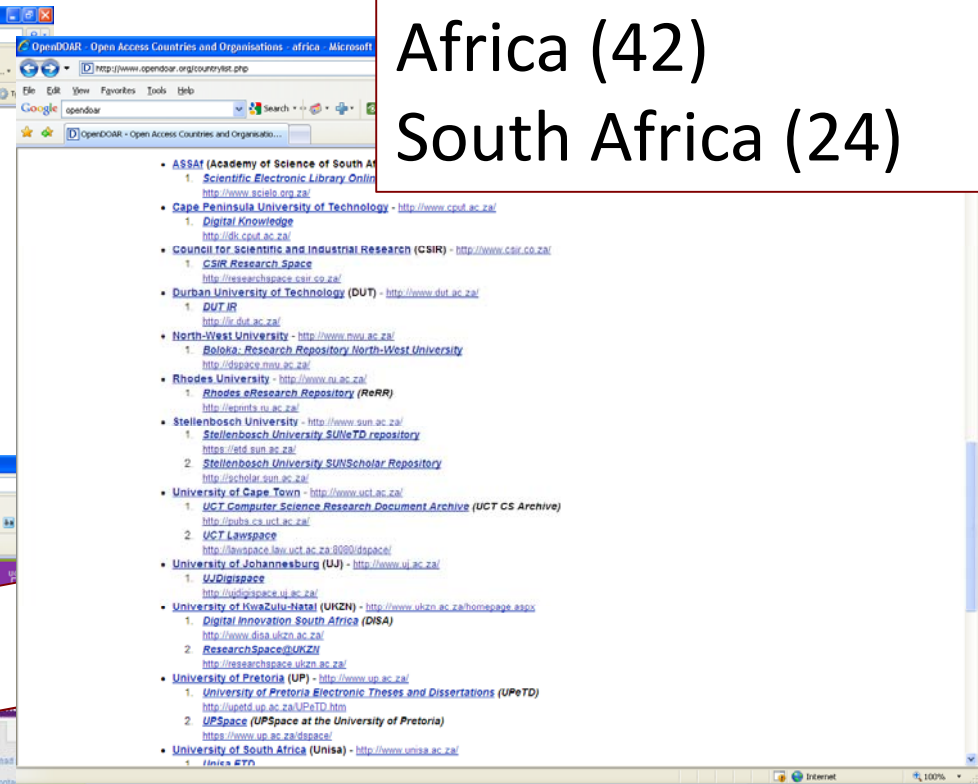
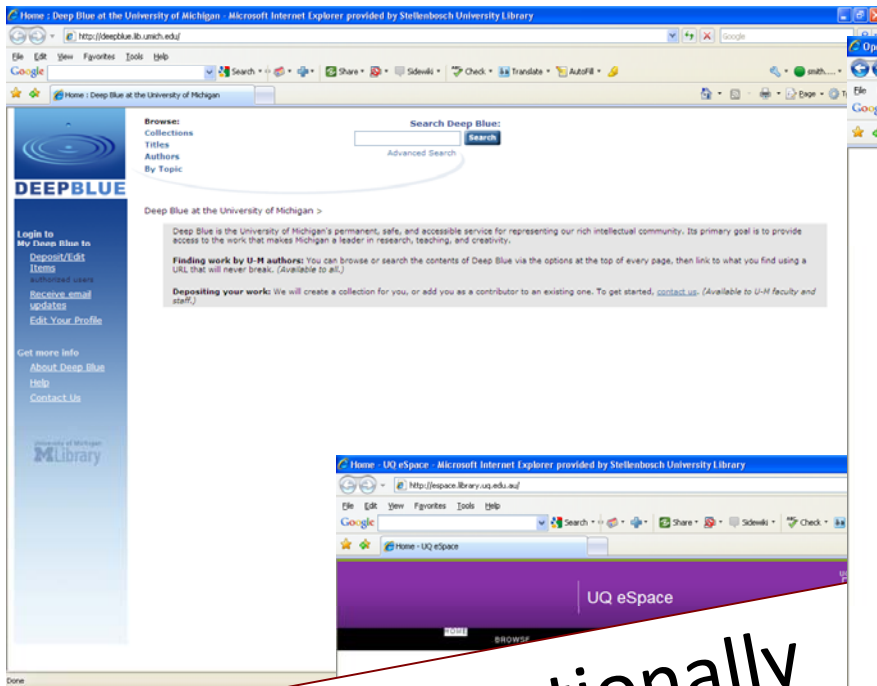
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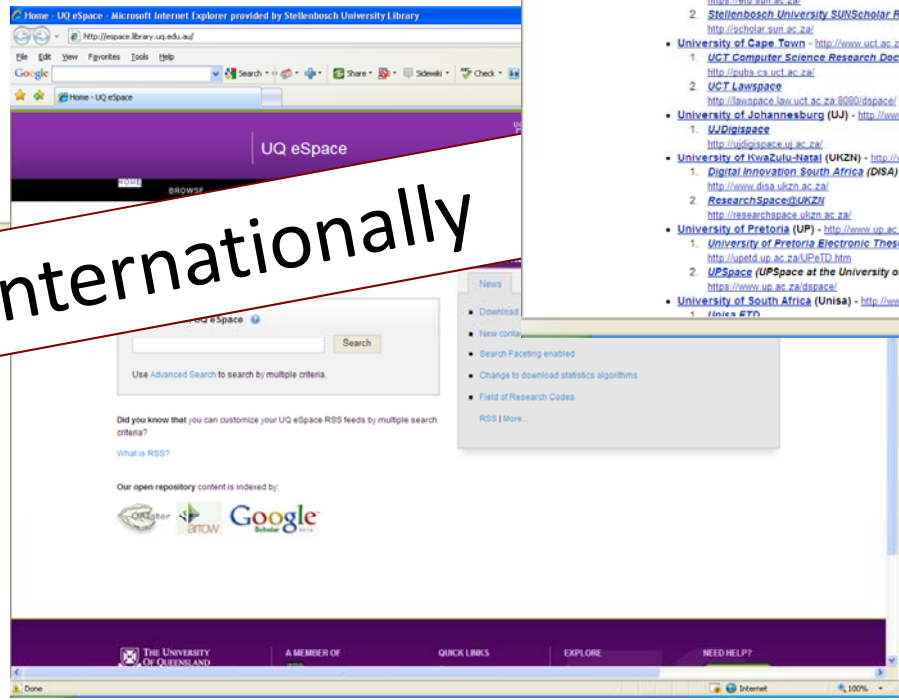
(Clifford A. Lynch, "[Institutional Repositories: Essential Infrastructure for Scholarship in the Digital Age](#)" ARL, no. 226 (February 2003): 1-7)

National & International Landscape

Africa (42)
South Africa (24)



1 705+ internationally



Harvard Business School

Search within this community and its collections:

Advanced Search

This community provides open access to material created by faculty, staff, and students of the Harvard Business School. All material in the repository is also harvested by search engines (such as Google Scholar) and Open Archives Initiative data harvesters.

Collections in this community

- HBS Scholarly Articles [2]

Recent Submissions

How to Tie Everyday Work to Strategy
 Stergios, Malgorzata G.; Kennedy, Mary Lee *Journal of Information and Knowledge Management*, 2009. Link to Published Version

Marginally and Problem Solving Effectiveness in Broadcast Search
 Jeppesen, Lars Bo; Lakhani, Karim B. *Organization Science*, 2009. Link to Published Version

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SoM reviewed Research papers
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Recent Submissions

[Exploring Relationships and Information Exchange in Grocery Supply Chains: a Case Study of the Enablers and Inhibitors.](#)

[Cultural adaptation between western buyers and chinese suppliers](#)

[Impact of US Derivatives Accounting Policy \(SFAS 133\) on Income Smoothing Choices and Disclosure of Derivatives Related Information](#)

[What it means to succeed: personal conceptions of career success held by male and female managers at different ages](#)

[Understanding the adoption and use of information systems/information technology in small and medium-sized manufacturing enterprises: a study in Portuguese industry.](#)

Maastricht University Library - Mozilla Firefox

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Digital Archive UM publications

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RePub

Erasmus University

Economics & Management

ERIS > Economics & Management > View Organisation Cluster

Economics & Management

This domain includes the Erasmus School of Economics and the Rotterdam School of Management, Erasmus University. This domain has a strong reputation in education as well as research.

The research schools Erasmus Institute for Management (ERIM) and the Tinbergen Institute attract PhD students, research fellows, PostDocs and visiting professors of repute from all corners of the world.

5345 publications, of which 3791 are full-text Open Access publications.

Consists of

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- Erasmus School of Economics (ESE)
- Rotterdam School of Management, Erasmus University
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Publication List

All Publications | Dissertations | Articles | Research Papers

<< first < prev 1 2 3 4 5 6 7 8 9 10 next > last >>

Title	Issued	Type
Nash game model for optimizing market strategies: configuration of platform products in a Vendor Managed Inventory (VMI) supply chain for a product family Yu, Y. Huang, Q. Q. <i>Erasmus Research Institute of Management (ERIM)</i> <i>European Journal of Operational Research</i> , 2007, #381-373 (2010)	2010-10-16	Article
Managerial talent, motivation, and self-selection into public management Delfgaauw, J., Dur, F.A.J. <i>Erasmus Journal of Economics (EJE)</i> <i>Journal of Public Economics</i> , 2010-10, #554-680 (2010)	2010-10-01	Article
Greening Supply Chains: Impact on Cost and Design Mullens, L., Dijkster, H., Vlachogiannis, D. <i>Erasmus School of Economics (ESE)</i>	2010-08-16	Research Paper
How does Zinffluence Affect Article Influence? Chang, C-L., McAleer, M.J., Onley, L. <i>Erasmus School of Economics (ESE)</i>	2010-08-16	Research Paper
Modeling the Volatility in Global Fertilizer Prices Chen, P.-Y., Chang, C-L., Chen, C-C., McAleer, M.J. <i>Erasmus School of Economics (ESE)</i>	2010-08-16	Research Paper
Greening Supply Chains: Impact on Cost and Design	2010-08-16	Research

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- The impact of culture on gendered leadership attributes - a Ugandan perspective
- Association between employee motivation and employee democracy in the banking industry
- Metrics and success indicators of an international commodity marketing office
- Cluster-based economic development strategies - a model for the tourism industry in KwaZulu-Natal
- What are the critical success factors for lean and/or six-sigma implementations in South African banks?

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- Fund size and returns on the JSE
- The long-term share price reaction to Black Economic Empowerment announcements on the JSE
- Momentum effects in country equity indices
- Emerging multinationals, emerging theory: macro- and micro-level perspectives
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What is SUNScholar?

<http://scholar.sun.ac.za>



- **Strategic objective** of library: Support, develop and contribute to high-level scholarly publication output
- **Full text central digital research repository** of the University of Stellenbosch
- Provide **open access** where possible
- **Digitally preserve** research output

<http://dspace.org>

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8 Jul 2010
- DuraCloud Demonstration at OR10
7 Jul 2010
- NEWS RELEASE: BibApp 1.0 Now Available
5 Jul 2010
- NewSpace - Volume 3, Issue 20
6 May 2010

Upcoming Events

- SPARC Meeting
November 09, 2010(8:00 AM) - November 10, 2010 (4:00 PM)
- 6th International Digital Curation Conference
December 06, 2010(8:00 AM) - December 08, 2010 (4:00 PM)

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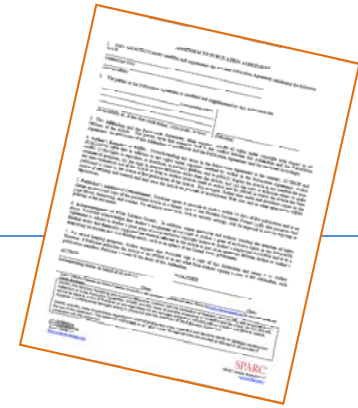
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Research Output

- Primary:
 - **Research Articles**, Chapters in Books, Books, **Conference Proceedings, Theses, Dissertations**
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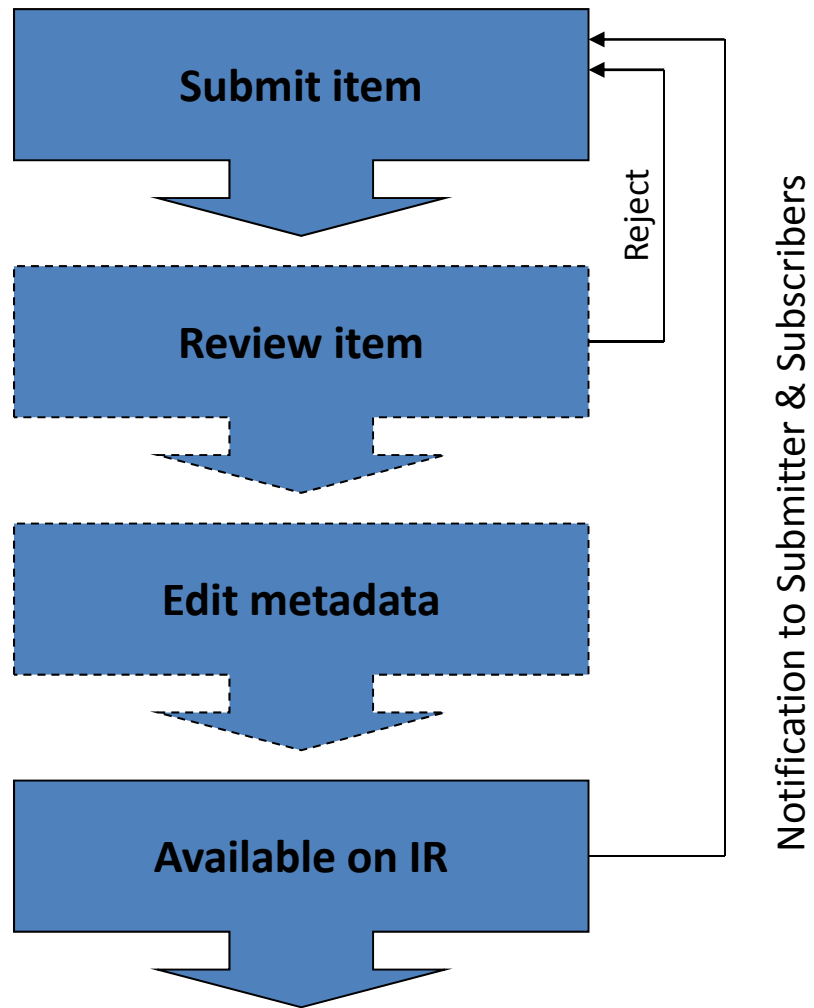
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Workflow



Submission Process


The submission process is shown in five sequential steps:

- 1**: The user searches for a collection in the SUNScholar interface.
- 2**: The user selects a collection from the search results.
- 3**: The user fills out the submission form, including fields for Author, US Rank, Title, Series Report No., and Language.
- 4**: The user uploads a file and provides a file description.
- 5**: The user reviews the distribution license and agrees to the terms.

People

- Advisory Board
- USB Management
- Academic staff >
- Support staff >

Research Items



Wim GEVERS

2010

Doctoral projects (current)

CASARIN, P. The Diffusion of Internet-Enabled Business in South Africa. *Promotor: Dr AP Burger; Co-promotor: Prof WR Gevers. 2010.*

CHETTIAR, VSM. An Investigation into the Role of Demand Response Programs (DRP) for the Ancillary Services (AS) and Least-Cost Utility Service Provision: The Case of Eskom. *Promotor: Prof PM Sotkiewicz; Co-promotor: Prof WR Gevers. 2010.*

CRUYWAGEN, M. Roadmaps to Becoming Knowledge-Centric Organisations: A Systemic Approach to Knowledge Management. *Promotor: Dr J Swart (Univ van Bath, England); Co-promotor: Prof WR Gevers. 2010.*


Master's projects (current)

OBBERHOLSTER, JH. Agricultural Credit Risk Management using Artificial Neural Networks and Expert Systems. *Promotor: Prof WR Gevers. 2010.*


2008

Journal articles in non-DOE Journals

CRUYWAGEN M, SWART J, GEVERS WR. One size does not fit all - towards a typology of knowledge-centric organisations. *Electronic Journal of Knowledge Management 2008; 6(2) : 101-110. 2008.*



Links to items on SUNScholar



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Research Items



John POWELL

- Research Articles
- Conference Proceedings
- Research papers
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- Masters Degrees



Links to Collections /search on SUNScholar

Links from web page to full text on SUNScholar

The screenshot shows the USB website with a list of journal articles. A red arrow points from the 'Journal articles in DOE Journals' section to the 'Research' menu item in the top navigation bar.

2010
Journal articles in DOE Journals
Drotskie A & Herbst FJ. The total customer experience as a sustainable strategic differentiator. *Journal of Contemporary Management*, 7: 191-207. 2010.

2009
Journal articles in DOE Journals
HERBST FJ, VON ARNIM C. The role and influence of wine awards as perceived by the South African wine consumers. *Acta Commercii*, 9: 90 - 101. 2009.

2008
Journal articles in DOE Journals
ARANGIES G, MLAMBO C, HAMMAN WD, STEYN BRUWER BW. The value-added statement: An appeal for standardisation. *Management Dynamics: Contemporary Research Journal of the Southern Africa Institute for Management Scientists/ Bestuursdinamika: Kontemporre Navorsing Tydskrif Van Die Suider-Afrika Instituut Vir Bestuurwetenskaplikes* 2008; 17(1) : 31-43 . 2008.

BESTER PG, HAMMAN WD, BRUMMER LM, WESSON N, STEYN-BRUWER BW. Share repurchases: which number of shares should be used by JSE-listed companies when publishing market capitalisation in annual reports?. *South African Journal of Business Management* 2008; 39(4) : 51-61. 2008.

BEZUIDENHUIJ A, MLAMBU L, HAMMAN WD. Investigating causality between cash flow and profitability: An econometrics approach. *Meditari: Accountancy Research* 2008; 16(1) : 27-41. 2008.

BROWN CJ. A comprehensive organisational model for the effective management of project management. *South African Journal of Business Management* 2008; 39(3) : 1-10. 2008.

DE VILLIERS JC. Success factors and the city-to-city partnership management process - From strategy to alliance capability. *Habitat International* 2008; xxx : 1-8. 2008.

De Wet, R, Krige, JD and Smit, E vd M. An investigation into performance rankings of the Omega ratio vs the Sharpe ratio applied to South African general equity unit trusts. *Studies in Economics and Econometrics Vol 32 Issue 2 August 2008. 2008.*

DENNER M, OOSTHUIZEN H. The strategic positioning and configuration of national mapping organisations as enablers of economic and social growth in South Africa.

All academic research

- [Full list of USB's academic research](#)
- [Articles in accredited journals](#)
- [Articles in non-accredited journals](#)
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Research Output

Research Report System

With links to full text

STELLENBOSCH UNIVERSITY

RESEARCH REPORT 2008

Editor: Senior Director
(Research and Innovation)
Stellenbosch University
Stellenbosch
7602

Research report
Meganiese & Megatroniese Ingenieurswese : 2009

Journal Articles (subclassified)

BLAZNE DC, PARK S-J, GERMAN RM. Linearization of Master Sintering Curve. *Journal of the American Ceramic Society* 2009; 92(7) : 1400-1409.

BRINK V, GROUX LG, LOUW QA, SELINGER-SCHNEKE K, SCHREVE K. The association between postural alignment and psychosocial factors to upper quadrant pain in high school students: A prospective study. *Human Factors* 2009; 44(6) : 647-653.

BRINK V, HILLIER S, LOUW QA, SCHREVE K. The influence of computer use on the sitting posture of high school students who develop neck and shoulder pain. *South African Journal of Physiotherapy / Suid-Afrikaanse Fisioterapie Tydskrif* 2009; 66(2) : 21-26.

BRIDOWER RK, GROENWOLD A. Fuzzy relational clustering based on comparing two proximity matrices with utilization of particle swarm optimization. *Soft Computing* 2009; 13 : 577-589.

BRIDOWER RK. Clustering feature vectors with mixed numerical and categorical attributes. *International Journal of Computational Intelligence in Theory and Applications* 2009; 4(4) : 285-296.

BRIDOWER RK. Extending the rand, adjusted rand and jaccard indices to fuzzy partitions. *Journal of Intelligent Information Systems* 2009; 32 : 213-235.

BRIDOWER RK. Fuzzy Clustering of Feature Vectors with some Ordinal Valued Attributes Using Gradient Descent for Learning. *International Journal of Uncertainty, Fuzziness and Knowledge-Based Systems* 2009; 14(2) : 185-218.

BUSCH A, SCHEFFER C, BASSON AH. Development and testing of a prototype reflex measurement system employing artificial neural networks. *Computer Methods and Programs in Biomedicine* 2009; 94 : 137-25.

COETZEE CJ, ELS DNI. Calibration of discrete element parameters and the modelling of silo discharge and bucket filling. *Computers and Electronics in Agriculture* 2009; 69 : 199-212.

COETZEE CJ, ELS DNI. Calibration of granular material parameters for DEM modelling and numerical verification by blade-granular material interaction. *Journal of Terramechanics* 2009; 46 : 15-26.

COETZEE CJ, ELS DNI. The numerical modelling of excavator bucket filling using DEM. *Journal of Terramechanics* 2009; 46 : 217-227.

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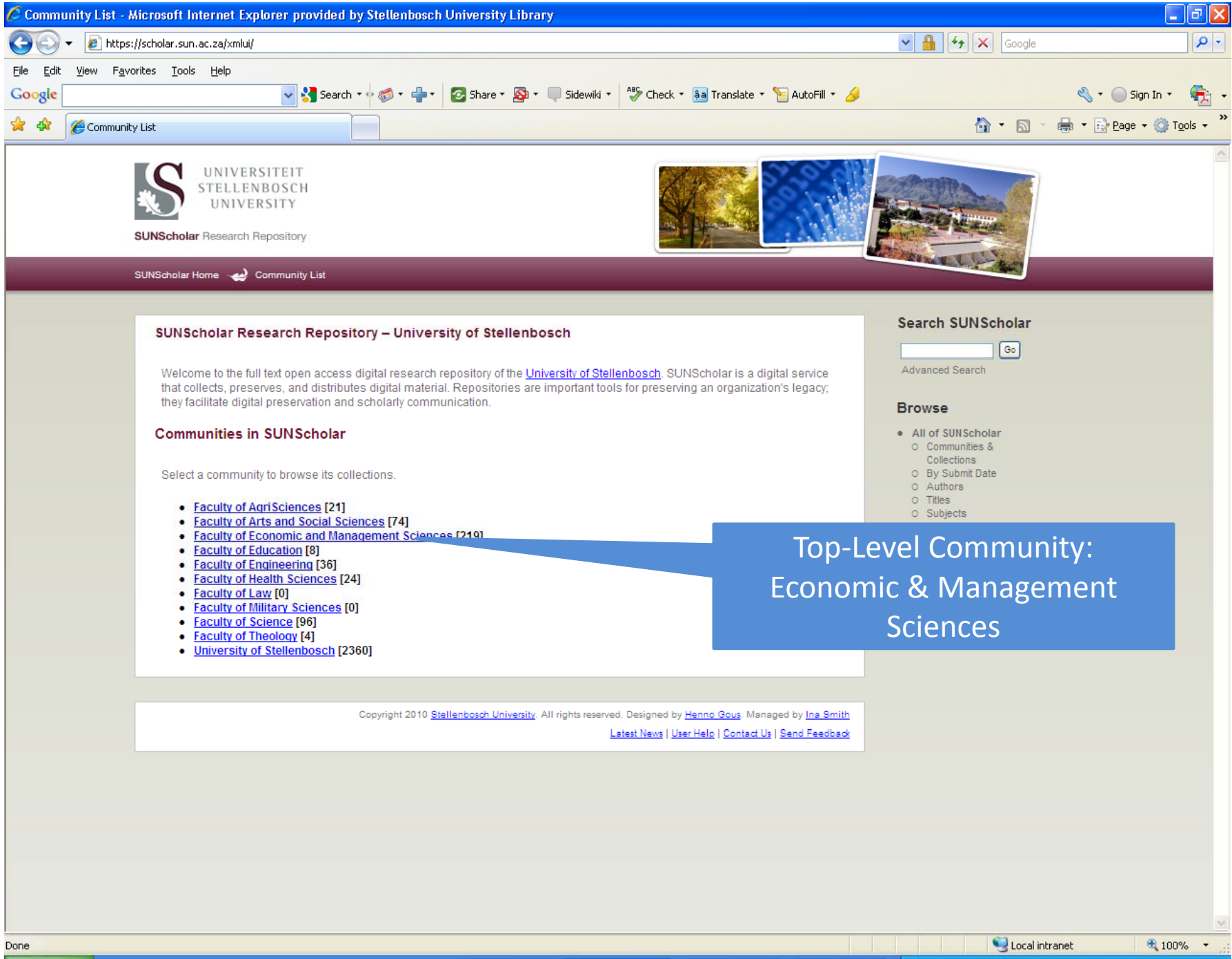
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Author: Oosthuizen, Hein; Fontannaz, S.

Abstract: The emergence of the networked economy implies that traditional management approaches no longer suffice in addressing the challenges of complexity. This is compounded by the existence of divergent approaches to determining organisational performance in both management practice and academia, resulting in an execution gap occurring between strategy formulation and results

Description: Article published in the South African Journal of Business Management, vol 38(4) : 9-19, 2007
Includes bibliographical references

URI: <http://hdl.handle.net/10019.1/902>

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oosthuizen_the development_2007.pdf	3.112Mb	PDF	View/Open	oosthuizen_the development_2007

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The development of a conceptual framework to guide sustainable organisational performance

S. Fontannaz and H. Oosthuizen*
University of Stellenbosch Business School, University of Stellenbosch,
PO Box 610, Bellville 7535, Republic of South Africa

Received October 2007

The emergence of the networked economy implies that traditional management approaches no longer suffice in addressing the challenge of complexity. This is compounded by the existence of divergent approaches to determining organisational performance in both management practice and academia, resulting in an execution gap occurring between strategy formulation and results.

This article contributes to an understanding of organisational performance by integrating the divergent approaches to determining organisational performance into the Performance ESP framework. This provides a conceptual framework to guide organisational development. The research to validate the framework includes a grounded theory approach, comprising a meta-analytical study of existing research, in-depth qualitative interviews and the pilot testing of the Performance ESP Index, which provides a composite measure of the multi-faceted stakeholder view of organisational performance.

The research concludes that organisational performance resides in an organisation's ability to integrate the divergent approaches, to create an execution culture with the necessary dynamic capabilities for sustainable organisational performance in addressing the challenge of complexity. There needs to be diversity in executive abilities at board level to ensure the integration of strategy and people to create the execution culture. Furthermore, leadership should focus on the strategic fusion of strategy and people, whilst management should focus on developing the strategic paradigm throughout the organisation to ensure an execution culture.

The Performance ESP framework provides a diagnostic tool to assess the existence of an execution culture to address the challenge of complexity. The purpose of the assessment tool is to complement the financial metrics of profitability, to ensure a balance between short term profitability and growth for sustainable organisational performance.

Further research is required to confirm the reliability of the Performance ESP index in the initial pilot study, whilst indicative of the potential of the instrument, did not provide conclusive evidence of reliability.

*To whom all correspondence should be addressed.

Introduction

Organisations can no longer rely on an existing competitive advantage for sustainable performance, as the emergence of the networked economy is resulting in fundamental changes occurring in the business eco-system. Kohart (2007:1) identifies these changes as an accelerating pace of change, growth in organisational scope and global integration. This has resulted in the networked economy, with the associated growing knowledge-intensity of goods and services and the revolution in information technology.

This perspective is supported by Leibold, Probst, and Gibbert (2002:13), who contend that 'linkages, networks and symbiosis are becoming the order of the day'. The emergence of the networked economy, with the Internet as the most obvious manifestation, has facilitated globalisation, resulting in increased complexity, connectivity and change.

These shifts in the business eco-system are causing hypercompetition across industries, where traditional boundaries are becoming blurred and profitability is being eroded with the deconstruction of traditional value chains (Bresser, Hill, Nixon & Henskel, 2000:7). Networking has enabled a degree of bending throughout the value system, which has fundamentally changed the drivers of profitability.

The implication is that traditional management approaches no longer suffice in addressing the challenge of complexity. This is evidenced by the fundamental shift which has occurred from the industrial age, traditional worldview to the knowledge age, emerging worldview. There is agreement (Wishard, 1995; Dooley, 1997; Dent, 1999) that the traditional worldview no longer applies in the networked economy. Spreitzer and Quinn (2001:Executive summary) confirm this perspective by acknowledging that successful organisations need the knowledge, energy, creativity and ideas of every employee and that the top performing

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Author: Drotskie, Adri

Abstract: In 2008, retail banking in South Africa is a highly competitive industry with extensive customer experience. The retail bank with an appropriate strategy gain a sustainable competitive advantage in the changing retail banking environment and its stakeholders. This study was conducted within the evolving retail banking industry and investigated customer experience as a possible strategic differentiator in this industry. The investigation included a review of the evolution of retail banking globally and in South Africa, the concepts strategy, differentiator, competitive advantage and customer experience. Quantitative and qualitative measurement methods were applied to measure the total customer experience and thereby illustrate through the research of understanding the customer experience as differentiator in an organisation. The research findings through the investigation that customer experience can be a valuable strategic differentiator today as it gives an organisation a competitive advantage through the focus on the total customer experience which includes the previous differentiators in the industry, namely product, price and service quality. The research also indicated that customer experience evolved over time and includes service quality and customer loyalty from which it evolved. The implications of the study focus on management's role in developing a strategy which describes customer experience as the differentiator and implementing such a strategy through a thorough understanding of customers and their experiences when interacting with the organisation, thereby entrenching a customer experience culture and orientation in the organisation on all levels.

Description: Thesis (PhD (Graduate School of Business))—University of Stellenbosch, 2009.

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Customer experience as the strategic differentiator in retail banking

Adri Drotskie

Dissertation presented for the degree
PhD in Business Management and Administration

at



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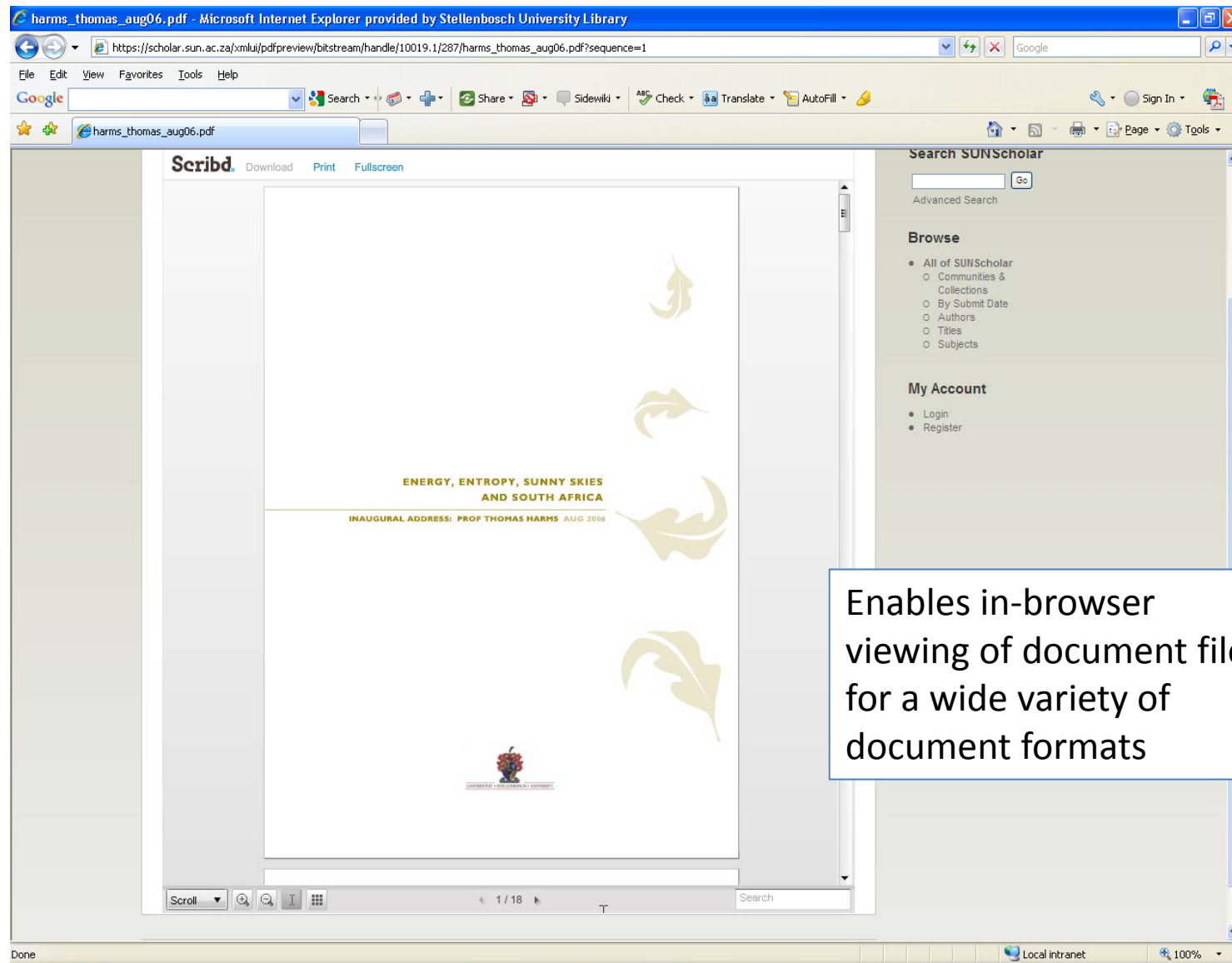
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MXit worth its moola

It's more than just an application on your cellphone. It is more than just something that distracts teens from their homework. It is a brand experience. It is a lifestyle. *Delia de Villiers* takes a look at the MXit phenomenon.

Moola. Tradepost. Joe Banker. Slut list.

These are all concepts associated with MXit. And if you know what they are you are probably young and innovative and exactly the individual that MXit wants to target to share in this new brand experience. MXit says they have achieved "cult status in the youth market".

In its simplest form MXit is an instant messaging service. It runs on GPRS/3G-enabled cellphones with Java support. It can also be used on computers with Adobe Flash Player. It is a service that allows its users to send and receive multimedia messages to and from other MXit-enabled cellphones and computers. MXit is known as a form of "community software". This is simply software that only has a function when there is more than one person using it. One of the outstanding features of MXit is that while it is about the technology it is also about the community it creates.

MXit is not a new concept. Its success can be attributed to its cornering of a certain part of the market. MXit is similar to any other form of instant messaging. The difference is that it uses a cellphone as its vehicle. Cellphone access and use in South Africa is much more prevalent than internet access and usage, according to Frieda le Roux, editor of research and product development at Die Burger. MXit is cheap and fast, unlike SMSes that take longer and are comparatively more expensive.

Uno de Waal, an independent social media and applications consultant, said in an email interview with SMF: "The community is what matters most. If you rally enough people around a niche then you'll have a sustainable model that will keep itself running, policing itself and going forward."

MXit is aimed at 12 to 15-year-olds, according to their website, [www.mxit.co.za](#). De Waal says that this does not mean it excludes older people. "If a 50-year-old and his or her peer group are on MXit, they would have the same experience as someone who is 18, that is, they'd be able to chat to their friends," MXit believes, as stated on their website, that its growth and development has not been restrained by demographics. MXit is built around the brand, the website states.

Described by its creators as "simple, energetic, ironic and a little rebellious", they believe the brand is something that anybody can identify with and aspire to. MXit prides itself on being in touch with its users with a special focus on "community creation", according to the website.

The brand facilitates the building of the community. De Waal says media products are increasingly presented as a brand experience. MXit states on their website that they want to create a brand experience that everyone can identify with.

The MXit creators believe the MXit brand demonstrates its connectedness to its users with a strong emphasis on community creation, according to their website. "It eliminates barriers enabling communities to develop, grow and interact unhindered by demographics."

De Waal believes that MXit has been successful because it facilitates communication between people in a cheap, interesting and novel way. The MXit website states: "MXit crossed the boundaries of affordable communication and connected people across the globe."

MXit has a registered userbase of 9 million in South Africa, according to the website [www.webaddict.co.za](#). It transmits 230 million messages every day. The service is distributed internationally to more than 120 countries with the largest portion of users in South Africa and Indonesia. Herman Heunis, the founder and CEO of MXit, says they hope to have 50 million international customers by the end of the year.

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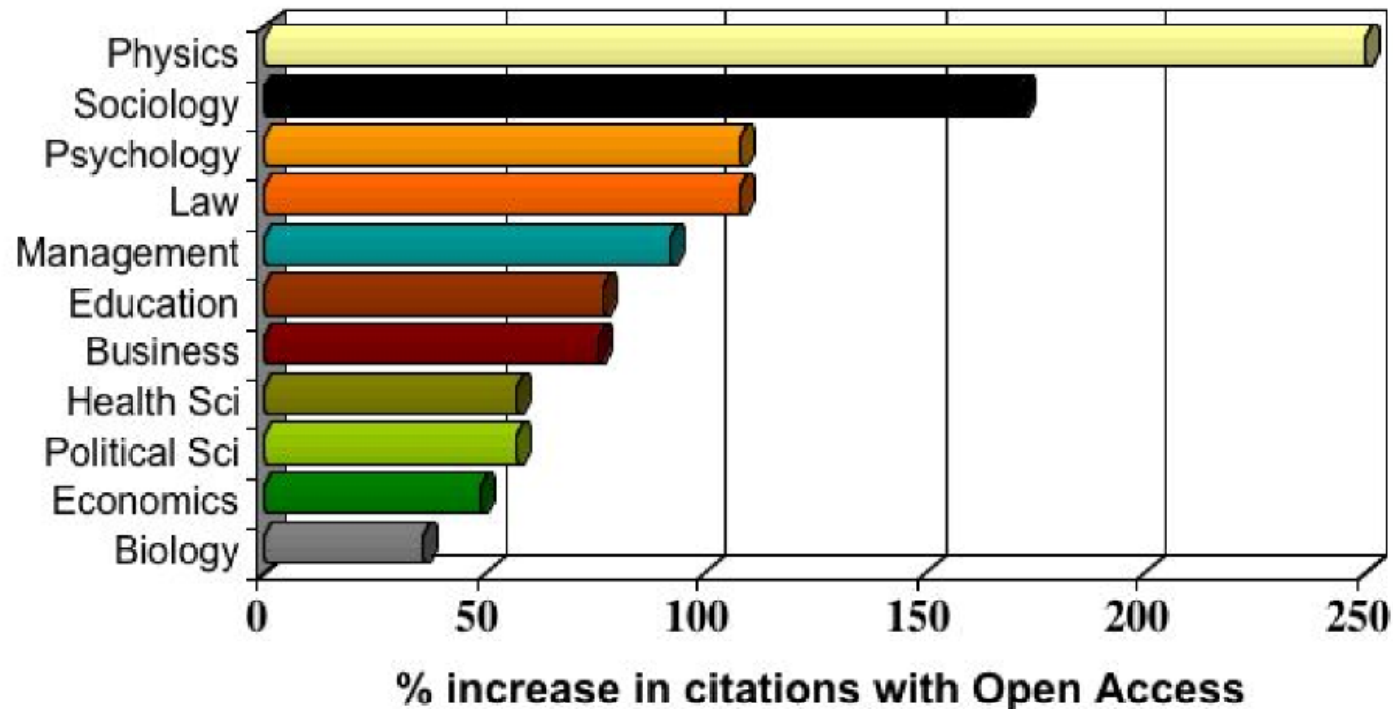
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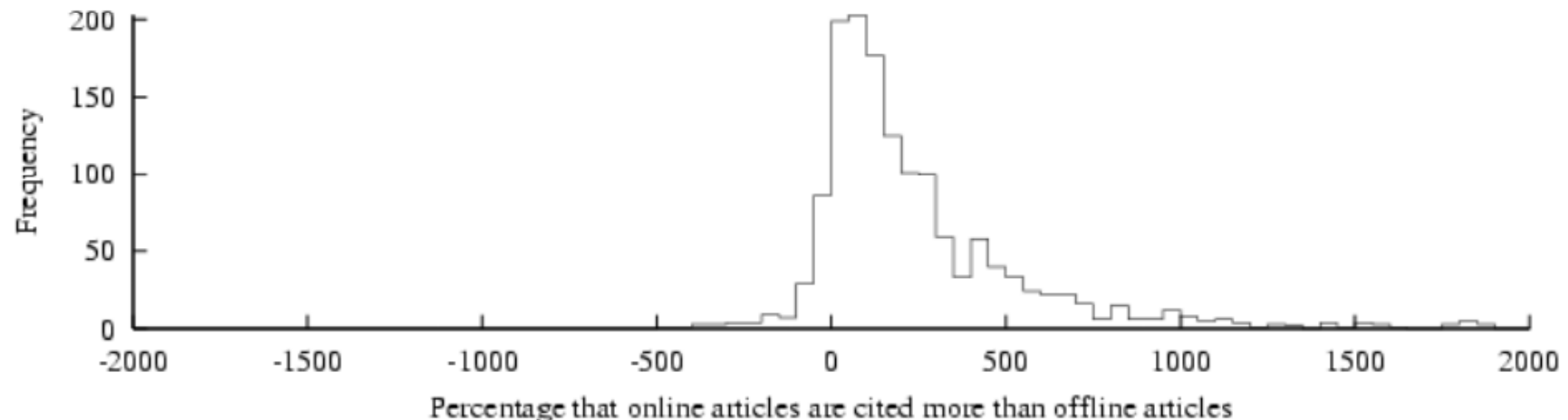
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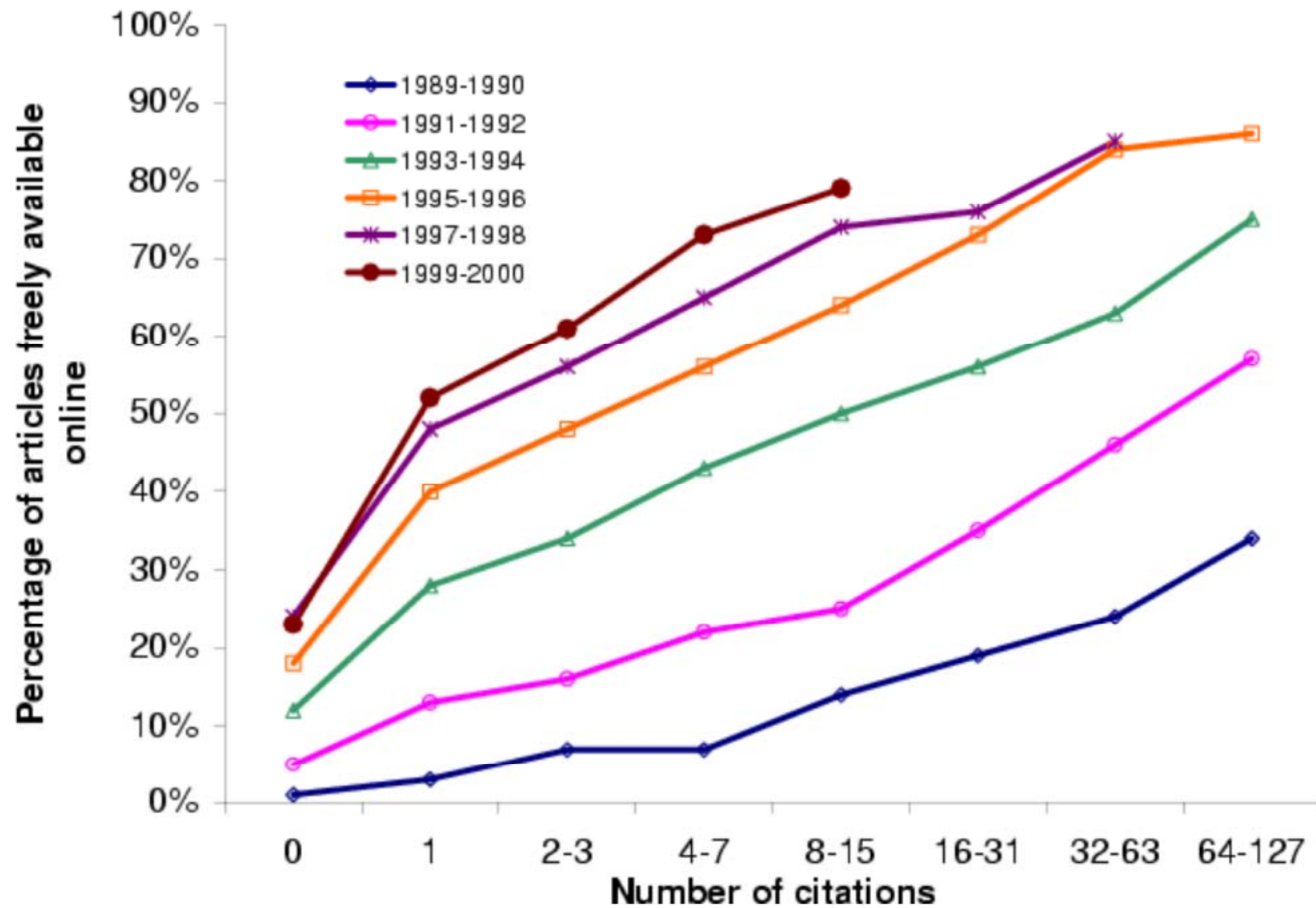
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(Harnad, S 2009, 'Mandates and metrics: how open repositories enable universities to manage, measure, and maximise their research assets')

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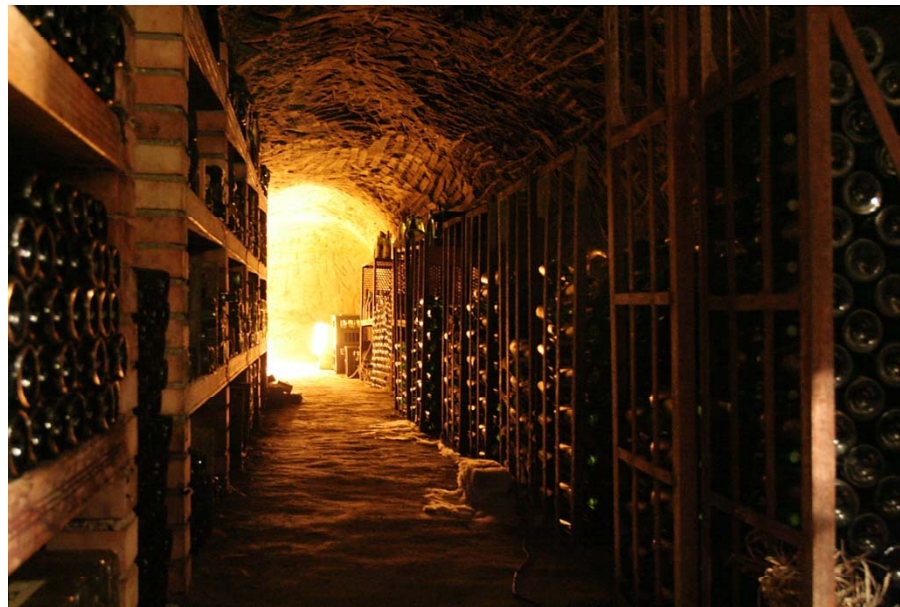


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library.sun.ac.za/etd/index.htm
- Nominations for December graduation ceremony – starts **1 September 2010**
 - Supervisor nominates
 - Student receives an e-mail
 - Student submits to SUNScholar

Theses & Dissertations

Paulette Talliard

Prepare thesis/dissertation

The screenshot shows a Mozilla Firefox browser window displaying the SUNScholar website. The browser's address bar shows the URL <http://library.sun.ac.za/etd/english/prepare.htm>. The website header includes the Stellenbosch University logo and the text 'SUNScholar Library and Information Service'. A navigation menu contains links for 'INFO ON SUNeTD', 'POLICY', 'COPYRIGHT & IP', 'PLAGIARISM', and 'CONTACT US'. The main content area is titled 'Prepare your thesis/ dissertation for submission to SUNScholar' and contains the following sections:

- Guidelines for Supervisors:** A button labeled 'Nominate Student' with a graduation cap icon and a right-pointing arrow.
- Guidelines for Students:** A vertical list of buttons: 'Prepare Document', 'Download pdf software', 'Convert to pdf', and 'Submit Document', each with a graduation cap icon and a right-pointing arrow.
- Prepare your thesis/ dissertation for submission to SUNScholar:** A list of instructions:
 1. Theses and dissertations should be created according to the instructions as set out in the *General Yearbook Sections 5.7 and 6.9*.
 2. All theses or dissertations which are to be lodged with the University of Stellenbosch shall be required to contain the following:
- Title Page:** A list of requirements:
 - Mini-Masters Degree (thesis)
 - Masters Degree (thesis)
 - Doctoral Degree (dissertation)
- LaTeX Template:** Text: 'LaTeX Template (Inquiries: dnjels@sun.ac.za Tel: 4248) <ftp://ftp.sun.ac.za/CTAN/macros/latex/contrib/stellenbosch/> <ftp://ftp.sun.ac.za/CTAN/install/macros/latex/contrib/stellenbosch.tds.zip> From LaTeX to PDF'
- Declaration Page:** Text: 'English Version'
- Abstract:** Text: '(max. 500 words in English)'
- Opsomming:** Text: '(max. 500 words in Afrikaans)'
- Acknowledgements:** Text: ''
- Table of Contents:** Text: ''
- Content:** Text: '(E.g. Chapter 1, Chapter 2, etc.)'

On the right side of the page, there is a 'Share in our social networks:' section with icons for Twitter, Facebook, and Skype, and a 'Contact us:' section with the following information:

- E-mail: scholar@sun.ac.za
- Tel: 00 27 21 808 9139
- Skype: usscholar
- Scholar e-mailing list - [click here](#)
- [SUNScholar News Blog](#)

Below this is an 'IT Help Desk re passwords:' section with the text 'Online form'. At the bottom of the page, there is a 'Useful links:' section with the following links:

- AFRICAN SUN MeDIA
- CutePDF Writer
- SUNeTD Login

The browser's status bar at the bottom shows search results for 'African Business Review' and navigation controls.



August 19, 2010 TUISBLAD Make my portal ENGLISH Almanak Teken uit Help

- Welcome PLT
- Webstudies
 - Web e-pos
 - My Profiel
 - My Gesondheid
 - My Finansies
 - My Finansiële Ondersteuning
 - My Studies

- » Eerstejaars - Vroeë Steun Opname (VSO)
- » Kwartaaldatums 2010
- » Vorderingsverslag M en D Studente
- » Inlewer van Tesis/Proefskrif
- » Publiseer van Tesis/Proefskrif
- » Registreer vir Winter/Somerskool
- » Learnwell Studiehulp
- » Biblioteekdienste
- » Lokaalrooster
- » Moduloorster (per module)
- » Moduloorster (alle modules)
- » English Module Names
- » Klasgroeipindelings
- » Akademiese Belangeraad
- » Beleide en Regulasies
- » My Fakulteit
- » My RGA
- » Bestuur Drukkerkrediete
- » Gradeplegtighede

Fotostaat-, Was-, ete-, en drukkerkwotas:
Vanaf Saterdag 14 Augustus 2010 sal studente nie meer fotostaat-, was-, ete-, en drukkerkwotas op hulle studente rekeninge kan laai nie. Die kwotas kan verhoog word deur kontak by die kassiere by Studentegelede in te betaal.

Webmail Portlet

- Full features, slower
- Basic features, but faster

Open e-mail

My Kampuskakele Customize

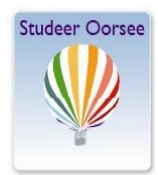
Gebruik die "customize" opsie hierbo om hierdie area te verpersoonlik.

**Voorgraadse
Beurse & Lenings**

**DOEN NOU
AANSOEK!**

**Nagraadse
Beurse**

**DOEN NOU
AANSOEK!**

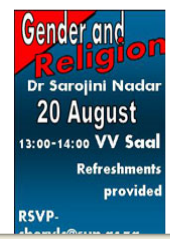


Deel in ons sosiale netwerke by:

Kliek hier vir...



021 808 4666



SUNeTD: Log In SSO - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://jeld.sun.ac.za/jspui/ldap-login
SweetIM Search
Community List SUNeTD: Log In SSO



Theses and Dissertations: sign-on / *Tesise en Proefskrifte: teken aan* [Help...](#)

Note to the user:

If you have reached this sign-on page then your supervisor has instructed (nominated) you to submit an electronic copy of your thesis/dissertation onto SUNeTD for graduation purposes, or you are trying to access a recently submitted thesis/dissertation that has not yet been released by the SU Library and Information Service in terms of the accessibility status assigned to the item by the supervisor. In case of the latter only the supervisor and the author of the work are authorized to view the item.

Nota aan die gebruiker:

Indien u hierdie aantekenblad besoek, dan het u studeleier u instruksies gegee (genomineer) om 'n elektroniese kopie van u tesis/proefskrif op die SUNeTD stelsel te laai vir graueringsdoeleindes. Alternatiewelik probeer u toegang verkry tot 'n tesis/proefskrif wat onlangs op SUNeTD ingelewer is maar nog nie deur die US Biblioteek- en Inligtingsdiens vrygestel is onderhewig aan die toeganklikheidsstatus wat deur die studeleier aan die item toegeken is nie. Indien laasgenoemde is slegs die studeleier en outeur van die werk gemagtig om toegang tot die item te verkry.

Sign-in with your network user name and password / *Teken in met jou netwerk gebruikersnaam en wagwoord:*

User name:

Password:

Done

start

SUNeTD: Browsing 5... SUNeTD: Log In SSO ... Stellenbosch Universi... PPT aanbieding by US... smith_sunscholar_us... Presentation1 oplaai_instruksies201...

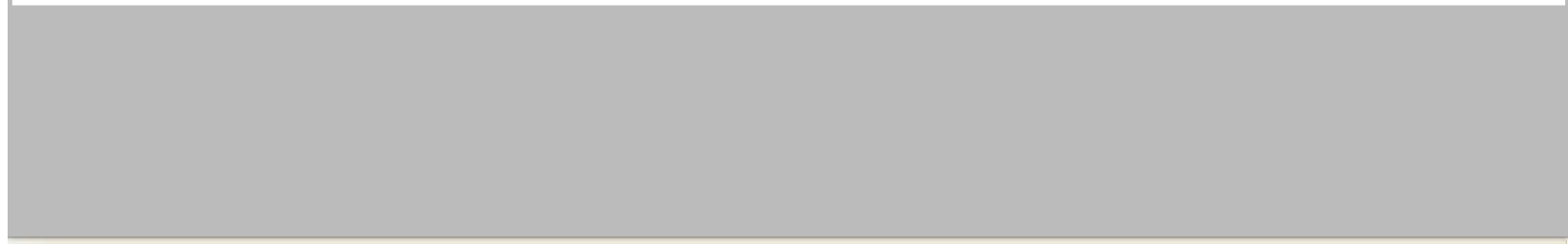
09:32 Thursday 2010/08/19

SUNeTD: My SUNeTD - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://etd.sun.ac.za/jspui/mydspace
SweetLM Search
Remember Never for This Site Not Now



Logged in as [plh@sun.ac.za](#) (Logout)
SUNeTD >
My SUNeTD: Paulette Talliard [Help...](#)
Search SUNeTD
[Advanced Search](#)
[Subject Search](#)
[Home](#)
Browse
[Communities & Collections](#)
[Date of Degree](#)
[Author](#)
[Title](#)
[Subject](#)
Sign on to:
[Receive email updates](#)
[My SUNeTD authorized users](#)
[Edit Profile](#)
[Administer](#)
[Help](#)
[About DSpace](#)

[See Your Subscriptions](#)
DSpace Software Copyright © 2002-2007 MIT and Hewlett-Packard - Feedback



start
SUNeTD: Browsing S... SUNeTD: My SUNeTD... Stellenbosch Univers... PPT aanbieding by US... smith_sunscholar_us... Presentation1 oplasi_instrukties201...
09:33 Thursday 2010/08/19



Submit: Choose your Collection

Select the collection to which you must submit your thesis/dissertation to from the list below, then click "Next".

[More Help...](#)

Go to
[SUNeTD Home](#)
[My SUNeTD](#)

[DSpace Software](#) Copyright © 2002-2007 [MIT](#) and [Hewlett-Packard](#) - [Feedback](#)

- Collection
- 2006-12 Embargo
 - 2007-12 Embargo
 - 2008-03 Embargo
 - 2008-12 Embargo
 - 2009-03 Embargo
 - 2009-12 Embargo
 - 2010
 - 2010-03 Embargo
 - 2010-12 Embargo
 - 2011
 - 2012
 - 2013
 - 2014
 - 2015
 - General Embargo Collection
 - Indefinitely

Done

SUNeTD: Describe this Item - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://etd.sun.ac.za/jspui/submit
SweetIM Search
Community List SUNeTD: Describe this Item



Describe Describe Upload Verify Complete

Describe: Amount of files to upload

Please check the box below if your thesis/dissertation consists of MORE THAN ONE FILE to upload, otherwise please ignore.

[More Help...](#)

My thesis/dissertation consists of *multiple* files to upload

Next >

Cancel/Save

[DSpace Software](#) Copyright © 2002-2007 [MIT](#) and [Hewlett-Packard](#) - [Feedback](#)

Done

start
SUNeTD: Browsing S... SUNeTD: Describe thi... Stellenbosch Universi... PPT aanbieding by US... smith_sunscholar_us... USB_2010Thes_Disse...
09:38 Thursday 2010/08/19



Describe Describe Upload Verify Complete

Describe: Information about your submission

Please complete the requested information about your thesis/dissertation below.

[\(More Help...\)](#)

Enter the title of the thesis/dissertation as it appears on the first page of the final work.

Title of the thesis/dissertation

Enter your Surname and First name(s).
Last name First name(s) + "Jr"
e.g. Smith e.g. Donald Jr

Author

Enter the academic department name(s) in which the post-graduate work was completed. Click the Add More button to make additional entries.

Department Name(s)

Enter 4 key words in order of importance, double concepts are acceptable. Click the Add More button to make additional entries.

Four key words

Done

SUNeTD: Upload a File - Mozilla Firefox

Stellenbosch University
Library and Information Service

Describe Describe Upload Verify Complete

"", a new window will appear in which you can locate and select the file on your local hard drive.

k) connection, there will be a delay when you click Next before the next screen appears.

[Information about file types and levels of support for each are available.](#)

Document File: C:\Documents and Settings\PLTD\Desktop

Please give a brief description of the contents of this file, for example "Table of Contents", or "Chapter 1".

File Description:

< Previous Next > Cancel/Save

DSpace Software Copyright © 2002-2007 MIT and Hewlett-Packard - Feedback

Done

start

SUNeTD: Browsing S... SUNeTD: Upload a Fil... Stellenbosch Universi... PPT aanbieding by US... smith_sunscholar_us... USB_2010Thes_Disse...

09:40
Thursday
2010/08/19

The image is a screenshot of a web browser window titled "SUNeTD: Upload a File - Mozilla Firefox". The browser's address bar shows "SweetIM Search". The main content area displays the "Stellenbosch University Library and Information Service" logo and a series of buttons: "Describe", "Describe", "Upload", "Verify", and "Complete". Below these buttons, there is instructional text: "a new window will appear in which you can locate and select the file on your local hard drive." and "k) connection, there will be a delay when you click Next before the next screen appears." A link for "Information about file types and levels of support for each are available." is present. The "Document File:" field shows "C:\Documents and Settings\PLTD\Desktop" with a "Browse..." button. The "File Description:" field contains the text "Thesis presented in partial fulfillment for". At the bottom of the page, there are navigation buttons: "< Previous", "Next >", and "Cancel/Save". A footer contains the text "DSpace Software Copyright © 2002-2007 MIT and Hewlett-Packard - Feedback". A Windows taskbar is visible at the bottom, showing the "start" button, several open application windows, and the system tray with the time "09:40 Thursday 2010/08/19". A "File Upload" dialog box is open in the foreground, showing the "Look in:" path "Bosman, C.C 13137042" and a file named "Bosman, C.C.pdf". The dialog also shows "My Recent Documents", "Desktop", "My Documents", "My Computer", and "My Network" on the left, and "File name: Bosman, C.C.pdf" and "Files of type: All Files" at the bottom.



Describe Describe Upload Verify Complete

Submit: File Uploaded Successfully

Your file was successfully uploaded.

The table below shows the files which have uploaded for this submission. If you wish to add another file, click the **Add Another File** button below.

[More Help...](#)

Primary bitstream	File	Size	Description	File Format
<input type="radio"/>	Bosman, C.C.pdf	2727315 bytes	Thesis presented in partial fulfilment for the Change	Adobe PDF (known) Change Remove

You can verify that the file(s) have been uploaded correctly by:

- Clicking on the filenames above. This will download the file in a new browser window, so that you can check the contents.
- The system can calculate a checksum you can verify. [Click here for more information.](#) [Show checksums](#)

[Add Another File](#)

[< Previous](#) [Next >](#) [Cancel/Save](#)

Thank you!