

Presented, published or accepted for publication 2024

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Petzer, D. J. & Roberts-Lombard, M. (2024) Revisiting the satisfaction-loyalty link in retail banking – an emerging market perspective. *Journal of Economic and Financial Sciences*. Accepted for publication.

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Alexander, K. (2023) *Exploring the artificial intelligence footprint in Africa* [White paper]. Paulshof: Henley Business School Africa.

Alexander, K. (2023) *An action learning approach: beyond the business school* [External document]. Paulshof: Henley Business School Africa.

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