Research output

April 2024

Presented, published or accepted for publication 2024

Berndt, A.D. and Petzer, D.J. (in press) 'Brand avoidance in the airline industry', in R.A. Rather (ed.) *Customer brand relationships in tourism: an international perspective*. Springer Nature.

Castellani, D., Lavoratori, K. and Van der Colff, F. (in press) 'The evolution of FDI across the value chain – Johannesburg (South Africa)', in C. Williams and M. Kaspar (eds) *Foreign direct investment and cities: global case studies for theory and practice*.

Petzer, D. J. and 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.

Petzer, D.J. & Cunningham, C. (2024). Beyond just handy and simple: continued intention towards using same-day delivery service grocery shopping apps. Paper accepted at the *25th Annual Global Business and Technology Association (GBATA) Conference.* Lisbon, Portugal, 9-12 Jul 2024.

Ristic, C. (2024) Building quality relationships and resilient teams: organisations' secret weapon for weathering disruption? [White paper]. Paulshof: Henley Business School Africa.

Presented and published in 2023

Alexander, K. (2023) *Powering Africa's growth: the renewable energy landscape* [White paper]. Paulshof: Henley Business School Africa.

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.

Alexander, K. (2023) An action learning playbook: working together, improving outcomes [Internal document]. Paulshof: Henley Business School Africa.

Berndt, A.D. and Petzer, D.J. (2023) 'Measuring the value of customer engagement metrics', in R.A. Rather and H. Ramkissoon (eds) *Handbook of customer engagement in tourism marketing*. Cheltenham: Edward Elgar, pp. 73-85. Research Handbooks in Tourism series.

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Erasmus, A. and De Villiers, V. (2023) *Food and nutrition security in South Africa: can businesses afford to turn a blind eye?* [White paper]. Paulshof: Henley Business School Africa.

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King Gabrielides, S. (2023) A step-by-step approach to personal leadership development [White paper]. Paulshof: Henley Business School Africa.

Machaba, T., Prinsloo, M., Ferguson, M. and Ribeiro, P. (2023) 'Exploring situational leadership using critical incident technique in the times of COVID-19', paper presented at the

5th International Conference on Finance, Economics, Management and IT Business (FEMIB). Prague, Czech Republic, 23-24 April 2023.

Machaba, T.P., Prinsloo, M., Ferguson, M., Ribeiro, P. and Erasmus, A. (2023) *The success of situational leadership during the COVID-19 pandemic: fact or furore?* [White paper]. Paulshof: Henley Business School Africa.

Makhoalibe, P. (2023) Using the project artistry framework to optimise executive education [White paper]. Paulshof: Henley Business School Africa.

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