

2nd

BIENNIAL INTERDISCIPLINARY CONFERENCE OF BUSINESS & INFORMATION MANAGEMENT

CONFERENCE PROGRAMME

Wednesday, 7 October 2026

TIME	ACTIVITY	PERSON
16:00 - 17:00	Pre-registration Seers Court Foyer	ALL

DAY 1

Thursday, 8 October 2026

Master of Ceremony: Ms T Sibanyoni

TIME	ACTIVITY	PERSON
08:30 - 08:55	Registration Seers Court Foyer	ALL
09:00 - 09:15	Opening Ceremony Seers Court 1	ALL
09:15 - 09:25	Welcome to Day 1 of the 2nd BICBIM 2026 Seers Court 1	Dr E Bruhns (Conference Chair) HoD – BIMS Tshwane University of Technology

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09:30 – 10:25	Keynote address Seers Court 1 <i>AI, Education, and the 6th Industrial Revolution</i>	Ms Jaye Richards-Hill
10:30 – 10:55	Tea Break Seers Court Foyer	ALL

PAPER PRESENTATIONS AND PLENARY SESSIONS

TIME	KRATAN	SOMA	KONZA	SEERS COURT 2
SESSION 1				
Session Chairs	Dr T Ramsuraj / Prof T Masenya	Dr MG Ramajoe	Dr R Reddy / Dr Z Nzuz	Dr AF Maluleke
11:00 – 11:25	LS Sello (Molobela) CPJ Harmse <i>Human-Centered Wellbeing of Administrative Employees in a Public Hospitals: Emotional Intelligence and Work-Life Balance Perspectives</i>	D Sewnundan N Naicker <i>Developing an Internet of Things System for Smart Water Quality Monitoring in Household</i>	G Masuluke AE Strydom Z Ndaba <i>Investigating the service quality of the admissions process at a selected University of Technology: a student-centred perspective</i>	N Ngele M Ngibe R Govender <i>Information Management Systems as Drivers of Performance and Decision- Making for Small and Medium- sized Enterprises in the Textile Industry: A UTAUT Perspective</i>

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11:30 – 11:55	DC Sehlogo G Maake <i>The Impact of Job Satisfaction Dimension on Turnover Intention among Administrative Employees at a Selected Government Department</i>	TR Ncube SM Shabalala AM Doyisa LP Ngcobo <i>Data accuracy and system integrity in higher education: A systematic review of PeopleSoft implementations</i>	SO Kwarteng E Matlala TR Ncube <i>The role of agile leadership in fostering innovation culture and enhancing organisational performance: a systematic study of technology firms in South Africa</i>	AS Ngcobo SP Moyane EN Khalema P Nyatanga S Bala <i>People-Centred Entrepreneurship: Integrating Sustainable Development, Responsible Innovation, and Digital Inclusion Through a Systematic Literature Review</i>
12:00 – 12:25	ML Ngangezwe E Bruhns <i>The Impact of Leadership Styles on the Performance of Administrative Employees</i>	B Pather T Ramsuraj NS Ross <i>Cloud-Based Information Management Systems and the Operational Resilience of SMEs in Rural Communities, KZN, South Africa</i>	R Nkadameng HJ Thomas <i>Examining the Influence of Technological, Organisational, and Environmental Readiness Factors on Healthcare Administrators' Adoption of AI- Enabled Predictive Analytics at Tshwane District Hospital</i>	NM Nzimakwe M Ngibe A Chitamba <i>The Influence of Shopping Mall Development on the Sustainability of Home-Based Retailers in Township Communities</i>

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12:30 – 12:55	R Ndwanmai I Swarts <i>Upskilling and Reskilling for Continuous Workforce Growth in South African Organisations: Addressing Skills Gaps in the Transition from Industry 4.0 to Industry 5.0</i>	MN Nhleko EM Bhulaye <i>Empowering the Next Generation: intervention to enhance youth entrepreneurship at a South African University</i>	HM Moshoeu E Bruhns <i>The Use of Online Registration Enterprise Resource Planning Systems in Technical and Vocational Education and Training (TVET) Colleges in South Africa: A Demographic Analysis</i>	NKM Nxumalo OM Olarewaju BT Ngiba <i>Nexus of Capital Structure and Operational Efficiency of Small and Medium-sized Manufacturing Enterprises in South Africa: The case of Pietermaritzburg SME'S</i>
13:00 – 13:55	Lunch Seers Court Foyer		ALL	

PAPER PRESENTATIONS AND PLENARY SESSIONS

TIME	KRATAN	SOMA	KONZA	SEERS COURT 2
SESSION 2				
Session Chairs	Dr Z Ndaba	Prof M Ngibe	Dr G Maake	Dr L Bingwa
14:00 – 14:25	N Phala PM Mhlongo SP Moyane <i>Bridging the graduates' employability gap: a stakeholder's perspective on human-centric Work-Integrated</i>	T v d Merwe T de Jager CJ White <i>Building a Smart Assessment Ecosystem: An Integrated Framework for Work-Integrated Learning in Business Education</i>	MH Makote M Ngibe <i>Human-AI Collaboration in Secretarial Work: Redefining Administrative Roles in Government Ministries</i>	RM Tsebe HJ Thomas <i>Employment Relationship Factors Predicting Job Satisfaction in the Public Sector: A Quantitative Study of Administrative Employees at</i>

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	<i>Learning in Business and Information Management at a selected South African University</i>			<i>The South African Social Security Agency</i>
14:30 – 14:55	SL Thusi SP Moyane <i>Embedding Artificial Intelligence in Organisational Strategy: A Thinking Partner for Decision Making, Ethics, and Operational Transformation</i>	S Mokoena AF Maluleke <i>Technology integration in TVET education in Africa: a scoping review of emerging practices and challenges</i>	ZW Nzuza KP Majola <i>Corporate Reputation Proxies on Financial Crisis Resilience</i>	W Makhwiting E Bruhns <i>Perceptions of Leadership Styles, Communication, and Job Satisfaction among Administrative Employees in a Selected Public Department in South Africa</i>
15:00 – 15:25	I Nemudzivhadi <i>Analysing How Leadership and Management Roles Differentially Impact Employee Performance and Workplace Sustainability</i>	V Chiloane E Bruhns DM v Vuuren Marais <i>Change Management as a Predictor of Contact Centre Technology Acceptance</i>	SA Zulu TR Ncube ML Nzama PP Mthalane <i>Assessing Students' and Administrative Staff Perceptions of Online Registration Systems at a University of Technology</i>	EM Matlala TR Ncube SO Kwarteng <i>The role of training and capacity building in enhancing electronic records management competencies in the South African public sector</i>

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CONCLUSION OF DAY 1 PROCEEDINGS

TIME	ACTIVITY	PERSON
15:30 - 15:55	Reflection and Closure of Day 1 Seers Court 1 Conference Group Photo Seers Court Foyer	Dr CPJ Harmse Tshwane University of Technology
18:00 - 19:15	Group and individual photos Seers Court Foyer	ALL
19:30 - 23:00	Gala dinner Valley of the Waves	

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DAY 2

Friday, 9 October 2026

Master of Ceremony: Ms T Sibanyoni

TIME	ACTIVITY	PERSON
08:30 - 08:55	Welcome to Day 2 of the 2nd BICBIM 2026 Seers Court 1	Prof SP Moyane (Conference Co-Chair) Deputy Dean – Faculty of Economics and Informatics Durban University of Technology
09:00 – 09:55	Keynote Address Seers Court 1 <i>Shaping the Future Skills Ecosystem: Preparing South Africa's Finance and Accounting Workforce for an AI-Driven and Digitally Transformed Economy</i>	A Mafuleke Fasset CEO
10:00 – 10:25	Tea Break Seers Court Foyer	ALL

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PAPER PRESENTATIONS AND PLENARY SESSION

TIME	KRATAN	SOMA	KONZA	SEERS COURT 2
SESSION 1				
Session Chairs	Dr N Ross	Dr HJ Thomas	Dr K Yakobi	Dr CPJ Harmse
10:30 – 10:55	NA Mothabela E Bruhns <i>An Analysis of the Relationship Between Employee Morale, Work Engagement, and Job Performance in the South African Public Sector: Evidence from Administrative Employees</i>	M Nzama O Olugbara SP Moyane <i>Innovation-Driven Modernisation in Industry 4.0 and Industry 5.0: Evidence from the South African Automotive Manufacturing Industry</i>	AL Maahlo DM v Vuuren Marais <i>Elevating Administrative Career Development in the Public Sector</i>	TR Ncube EM Matlala SO Kwarteng <i>Evaluating the Role of Higher Education Institutions in Promoting Entrepreneurship Education and Graduate Venture Creation: A Case Study of Durban University of Technology</i>
11:00 – 11:25	MM Mothema NF Ramasimu G Maake <i>Perceptions of Work Engagement Among Administrative Employees in South African Public Sector: Insights from Gender Differences</i>	RF Sedibe E Bruhns <i>Job Rotation as a Human-Centric Investment for Sustainable Career Advancement: A Study of Administrative Employees in Emalahleni Local Municipality</i>	NN Phoku CPJ Harmse G Maake <i>Examining the Relationship Between Training, Development, and Job Satisfaction among Office Professionals in a Selected Government Department</i>	S Xaba SP Moyane R Reddy S Bala <i>Rethinking Work-Integrated Learning Administration: Towards Strategic Institutional Coordination for Future-Ready Higher Education</i>

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11:30 – 11:55	T Sibanyoni DM v Vuuren Marais <i>Green Knowledge Management Practices as Catalysts for Sustainability: A Systematic Review</i>	EM Shange CJ Nyide PP Mthlane <i>A Business Process Management Framework for Academic Productivity and Job Satisfaction in Universities of Technology</i>	MS Maake E Esterhuyzen G Maake <i>Assessing the Relationship between Leadership, Burnout, and Employee Engagement in the Selected Government Entity Contact Centre in Pretoria</i>	SO Kwarteng EM Matlala M Khumalo <i>Investing in human capital as a catalyst for long-term entrepreneurial growth: evidence from SMEs in South Africa</i>
12:00 – 12:25	M Mfuamba SN Sihlali A Dlamini PP Mthlane <i>VIKELA App</i> Seers Court 1			MS Mothoa <i>Collateral Constraints, Policy Gaps and Financial Inclusion: A Conceptual and Empirical Framework for SMMES in South Africa</i>

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CONCLUSION OF DAY 2 PROCEEDINGS

TIME	ACTIVITY	PERSON
12:30 - 12:55	Reflection and Closure of Day 2 Seers Court 1 Tokens of Appreciation and Vote of Thanks Seers Court 1	Dr T Ramsuraj Durban University of Technology Dr E Bruhns, Prof SP Moyane and Mrs M Louw
13:00 - 14:00	Lunch Seers Court Foyer Conference Concludes	ALL