BUIRC

BOTHO UNIVERSITY
INTERNATIONAL RESEARCH
CONFERENCE 2021

BOTHO UNIVERSITY
EXCELLENCE | LEADERSHIP | INNOVATION

BOTHO UNIVERSITY INTERNATIONAL RESEARCH CONFERENCE

BOOK OF ABSTRACTS
26TH NOVEMBER 2021

CONFERENCE THEME

EMBRACING COVID-19-INDUCED CHANGE:

BREAKTHROUGH INNOVATION, CREATIVITY AND ADAPTATION

VC'S WELCOME REMARKS

Dr. Sheela Raja Ram
Vice-Chancellor

9th Botho University International Virtual Research Conference (BUIRC) 2021Conference Theme: Embracing Covid-19 Induced Change: Breakthrough Innovation, Creativity and Adaptation

Todays's keynote speaker, our panelists, presenters and delegates at the Botho University International Virtual Research Conference, Ladies and Gentlemen.

It is my absolute delight to welcome all of you to the Botho University International Virtual Research Conference. First of all, let us observe 30 seconds of silence for all the souls this pandemic has claimed across the globe and a word of thanks to all the healthcare workers and other critical service providers who have kept us safe and alive. Two years ago when this pandemic hit the world, little did we know about the extent of change that it would induce to the way we perceive work and communication. In many different ways the world learnt to innovate, to be creative and to adapt. I am sure every one of us in this conference recognizes that we may never entirely go back to the old ways of doing things and a great deal of the innovation, creativity and adaptation will stay with us. While definitely the world is not out of the pandemic, it is a good time to talk about what we learnt from this disruptive change that we have endured and this is precisely what this conference is all about. This conference is expected to create a space for conversation, dialogue and debates about these innovations and adaptations that we created to be able to continue to do our work in the various fields of work. Let us use this opportunity to identify best practices, to understand what worked and what did not, what needs to be improved and how we can build upon our learning. While most of the innovations were technology driven we learnt a great deal about human behaviour too. Ultimately, the value of any innovation can only be measured in terms of the benefit it provides to humans.

It is my pleasure to welcome our key note speaker Prof. Dr.-Ing.Dr.M.A.Rainer Przywara who is the current Rector of the Baden-Wurttemberg Cooperative State University Heidenheim (DHBW) Hannover, Germany. He has extensive experience in higher education having previously worked

as a Professor at Hannover University of Applied Sciences. DHBW is well known for being one of the first universities in Germany to integrate academic studies with workplace learning, a model everyone would love to emulate. Personally I am grateful that Prof Rainer Przywara accepted the invite to speak today. DHBW and Botho University are collaborating in the field of Sustainable Tourism through a partnership that aims to jointly develop an online module accompanied by staff and student exchanges. I thank DHBW for partnering with Botho Universioty. Welcome to Botho University's conference Prof Przywara, I hope we get to meet in the real world soon.

Our five panelists today come from Botswana, Lesotho, Swaziland, Sweden and the Phillipines representing a wide range of disciplines namely, health, economics, education, technology and the hospitality industry. This panel reminds us that the pandemic touched every aspect of life impacting all disciplinary areas.

It is my pleasure to welcome Dr Tuelo Joseph Ntwaagae who is a medical doctor. He is the Chairperson of the Business Botswana Health Sector, and also of the Medical Practitioners Group of Botswana, he is a member of the National Health Council (Advisory to the Ministry of Health and Wellness) and a member of the Inter Agency Coordinating Committee (National Covid-19 Vaccine Deployment Plan).

Our second panelist is Dr. Thabo Sacolo, who is a senior research fellow at the Eswatini Economic Policy Analysis and Research Centre (ESEPARC). He is an Applied Economist with specialisation in Environmental Economics.

Our third panelist is Dr Anders Rosén, KTH Royal Institute of Technology, Stockholm, Sweden, Associate professor in Engineering Education with special focus on sustainability, challenge-driven education, and education transformations. Dr Rosen is also the Deputy director of the

KTH Global Development Hub. It is good to see you again Dr Rosen and I must admit that Botho University's partnership with KTH along with other African partner institutions in implementing Challenge Driven Education as a pedagogy has indeed made an impact on our staff and particularly on students who could work on implementing solutions to some of the problems their communities faced. We believe we moved one step forward in reaching the sustainable development goals.

Our fourth panelist is Mr. Monaheng Maoeng who is the IT Manager at NACOSEC, the National Covid-19 Secretariat within the Ministry of Health in Lesotho. As many of you may be aware, Botho University has a growing campus in Maseru.

Our fifth panelist Dr. Lord Jan Talania Rodiris is from Philipines, he is currently the Dean of the College of Hospitality and Tourism Management at the Divine Word College of Vigan.

It is my pleasure to welcome all of you, and I specially thank our keynote speaker and panelists for participating in the 2021 BUIRC. These interactions at our research conference do indeed make a positive contribution to Botho University and our staff as we continuously improve our delivery of education and work towards producing employable graduates in Africa.

ABOUT BUIRC

BUIRC
BOTHO UNIVERSITY
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Botho University caters to a wide range of student expectations. Not only are we providing top-notch learning and teaching experience to our students but also an environment where research and innovation thrive. The University has for the last 9 years, run a successful international research conference with participants from all over the world. Last year the University ran its most successful Botho University International Research Conference (BUIRC) virtually despite the Covid-19 pandemic, which attracted at least 800 participants from different corners of the world; Botswana, Nigeria, USA, Kenya, South Africa, Egypt, India, Ghana, Sri Lanka, Portugal, UK, Ethiopia, Zimbabwe, Singapore, United Arab Emirates, China, Brazil France, Italy, Germany, Turkey, Namibia, Tanzania, Lesotho, and Eswatini. This year again the University will hold the annual BUIRC on the 26 th November 2021. BUIRC is a forum for researchers to present their research findings and engage with researchers from institutions in other parts of the world.

This year'sconference theme is Embracing Covid-19 induced Change: Breakthrough Innovation, creativity, and adaptation. Botho University has partnered with Emerald Publishing for the BUIRC 2021. Emerald will publish extended versions of any quality paper which is presented at the conference.

ABOUT BOTHO UNIVERSITY

Botho University was established in 1997 and has rapidly evolved over the years to become a leading multidisciplinary high-quality tertiary education provider. Botho University was one of the first local tertiary institutions in Botswana to be accredited by the Human Resources Development Council (HRDC). All programmes offered by Botho University are approved by the Botswana Qualifications Authority (BQA), the Council on Higher Education (CHE) in Lesotho and the Namibian Qualifications Authority (NQA). Botho University currently offers programmes through four faculties namely Faculty of Business & Accounting, Faculty of Engineering and Technology, Faculty of Health and Education and Faculty of Hospitality and Sustainable Tourism. From January 2021, the Faculty of Computing and the Faculty of Engineering and Applied Sciences were merged to form a new Faculty of Engineering and Technology. The new Faculty will chart forward Botho University's strategy of building strong, industry-focused Science-TechnologyEngineering-Mathematics (STEM) programmes, which are critical to the development of all our economies.

BU currently offers qualifications from certificate level to master's degree level with plans in place for doctoral programmes. With over 3500 students and almost 350 staff members and growing, Botho University is a dynamic and exciting place to be. (refer to specific campus prospectus for details or visit www.bothouniversity.com for the latest updated information on programmes)

Botho University also offers a diverse range of programmes for in-service professionals and organizations. Under the Corporate Training Department, there are over 200 short-term professional development programmes, which can be customized to meet the client's requirements.

BU programmes are offered via fully online Distance Learning Campus and as well as our physical campuses located in Botswana (Gaborone), Lesotho(Maseru), Namibia(Ongwediva) and Eswatini (Manzini). Botho University is one of the only Southern African institutions to have established international campuses successfully operating outside Botswana producing all rounded, globally employable graduates.

OUR LEARNING MANAGEMENT SYSTEMS

As a modern university, Botho University is a technology driven institution. This is the strength which Botho University prides itself with from inception. The COVID 19 pandemic in 2020 had helped BU to demonstrate strength when the team migrated from classroom teaching and learning with ease, thanks to its already well established Blended & Distance Learning infrastructure. Faculty and students from various campuses were able to adapt easily when the University fully moved to "non-contact" teaching. This proved a higher interaction level in comparison to the classroom learning environment. During the COVID-19 pandemic, Botho University deployed high- end technology to ensure that learning and teaching continues in spite of the restrictions that posed a threat to many educational institutions dependent on teaching in physical campuses.

Botho University has invested in a robust state- of-the art Mobile Learning and e-Learning infrastructure called Blackboard that has been the backbone of its online distance learning programmes. All Botho University students and staff, including those in conventional learning, have been using Blackboard Learn and its Mobile application in a blended mode to enhance teaching and learning (combination of classroom and online learning).

Blackboard Learn is the Botho University Virtual Learning Environment (VLE). It is an online campus that supports teaching and learning, allowing students to access their course materials online. Blackboard App and Blackboard Instructor App are the mobile versions of Blackboard which students can access using their smart phones or tablets. Blackboard provides access to learning materials and activities online. It has a plethora of features and functionality that provides an unparalleled level of student engagement such as discussion forums, wikis, blogs and journals and advanced content management features that allow for textual, audio, visual and pictorial content. In addition, Blackboard provides powerful assessment features that allow plagiarism checking as well as comprehensive reporting and analytics that allow for easy identification of "at-risk" students.

Apart from Blackboard, BU also has an industry leading anti-plagiarism check tool called "Turnitin" making its assessment activities stringent and of international quality. Blackboard also allows easy and full access to e-Library facilities. With this, we confirm that all our students and Lecturers will be able to access the Both University E-Library, which leads to the following Databases; Emerald, Ebscohost, Proquest, Dawsonera, Jstor and BU Repository, for access of all the E-Books, E–Journals, theses, dissertations, case studies and many more resources.

CORPORATE TRAINING DEPARTMENT

Botho University has been involved in providing corporate training services since 1997. Our Corporate Training Department works with companies and individuals, helping them to develop crucial competencies and empowering employees at all levels to become more competitive. We develop professional development programmes designed to measurably improve productivity, performance, and profitability.

The CTD curriculum and programme materials go through a stringent quality process. At the end of every training, participant's feedback is collected to evaluate and measure performance which help assist in our future service delivery. Learning online with Botho university allows clients to take part in discussion on virtual classrooms guided by the lecturers. This collaborative approach enables students to demonstrate an understanding of the subject, while also learning and sharing knowledge with peers from all over.

Excellence, Leadership, Innovation

FUTURE PLANS

Botho University's strategic focus is to increase student diversity by attracting international students. Apart from Botswana, Lesotho, Namibia and Eswatini,BU campuses (including physical & distance learning campus) attracts several students across Africa. BU's vibrant community includes students from South Africa, Namibia, Zimbabwe, Zambia, Democratic Republic of Congo and Ethiopia to name a few and the list is continuously growing as Botho expands its wings through its Distance Learning programmes.

BOTHO'S PARTNERSHIPS

Botho University also has several partnerships with well-known regional and international institutions such as University of Venda-RSA, KTH Royal Institute of Technology-Sweden, Black Hills State University-USA, University of Louisville-USA, Indian School of MinesIndia, Manipal University in India and recently World Tourism Forum Lucerne-Switzerland. Students studying with Botho University have an immense opportunity to take advantage of these international partnerships through student exchange programmes. BU students have had internship programmes in India, USA, UK and Sweden amongst others, thus giving them incredible international exposure

OUR QUALITY

Botho University is driven by the core values of integrity, excellence, and inclusiveness and aims to produce well-rounded, entrepreneurial, and globally employable graduates with the attitude, knowledge, skills, and competencies to create value and drive productivity increases needed to catalyse sustainable economic growth. The focus on quality has resulted in Botho University becoming the only university in Botswana with a BOS ISO 9001:2015 certification. With an impeccable reputation for quality in the market, Botho University graduates are leading the way in transforming the economy.

BLENDED AND DISTANCE LEARNING PROGRAMMES

The Blended and Distance Learning Campus, is driven by high levels of integrity, excellence and inclusiveness which are also the core values of the institution. These values are coupled with state of the art teaching infrastructure, qualified staff and accredited industry specific programmes offering the learner an employable, entrepreneurial and well rounded learning experience. The University through distance learning offer many cross-disciplinary courses that are unique and designed to suit the upcoming market. With the advent of internet technology, it brings the best convenient method of learning with Accounting, Computing, Business, Hospitality, Education and Information Technology programmes Blended and distance learning provides online support through emails, discussion forums on Blackboard as well as scheduled meetings between student and lecturer via Skype.

LESOTHO CAMPUS

The Kingdom of Lesotho is an independent country, with a population of roughly 2 million people, which has the unusual distinction of being surrounded by another country, the Republic of South Africa. It is one of the three remaining monarchies in Africa. The Lesotho Government is a parliamentary or constitutional monarchy. Botho University has a state-of-the-art campus in Maseru Mall, with advanced plans to build a larger campus in the near future. BU Maseru students are currently studying across three faculties. Faculty of Business & Accounting, Faculty of Health and Education and Faculty of Engineering & Technology

NAMIBIA CAMPUS

Botho University, Namibia opened doors to students in August 2018 after duly getting registered with NCHE offering 100% scholarships to the students of Namibia. BU Namibia is now officially recognized by the Namibian Qualifications Authority (NQA) and will from now on start admitting students who are eligible for NSFAF scholarship apart from self-sponsored applications. BU Namibia students are currently studying across three faculties. Faculty of Business & Accounting, Faculty of Health and Education and Faculty of Engineering & Technology

ESWATINI CAMPUS

Botho University has established in Eswatini and in full operation as per the ESHEC authority in accordance with section 19 of The Higher Education Act of 2013, with effect from July 2019. BU's goal in Eswatini is to offer academic programmes of high intellectual and entrepreneurial nature in fields that meet the needs of the Eswatini economy, in order to develop a nation that is already proud of its culture. Focusing on teaching and learning, research, community engagement and internalization, Botho University Eswatini will constantly address the unique needs, competencies and characteristics of the Eswatini environment, with the ultimate goal of cementing our position as the preferred higher education institution within the Eswatini Higher Education sector. BU Eswatini offers programmes from the Faculties of Computing, Health & Education and Business & Accounting.

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Date: 26th November 2021 Mode: Virtual

CONFERENCE THEME

EMBRACING COVID-19-INDUCED CHANGE:
BREAKTHROUGH INNOVATION, CREATIVITY AND ADAPTATION

KEYNOTE SPEAKER

Prof. Dr.-Ing.Dr.M.A.Rainer Przywara
Rector of the Baden-Wurttemberg
Cooperative State University Heidenheim (DHBW)
Hannover ,Germany

OUR PANELISTS

Dr Tuelo J Ntwaagae
Chairperson,
Business Botswana -
Health Sector,
BOTSWANA

Dr. Thabo Sacolo
Swaziland Economic
Policy Analysis and
Research Centre (ESEPARC),
ESWATINI

Prof Anders Rosén
KTH Royal Institute
of Technology,
Stockholm,
SWEDEN

Dr Lord J T Rodiris
Dean of the College of
Hospitality & Tourism Mgmt,
Divine Word College of Vigan,
PHILIPPINES

Mr Monaheng Maoeng
Head ICT
Ministry of Health &
IT Manager NACOSEC,
LESOTHO

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Registration and Paper Submission:
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BREAKTHROUGH INNOVATION, CREATIVITY AND ADAPTATION

SUBTHEMES:

- Business Model Ecosystems, Enterprise Sustainability and Risk Management in a Dynamic Landscape.
- Rethinking design, Development and Evaluation of emerging Technologies and Applied Sciences.
- Innovation, Creativity and Adaptation in Tourism, Hospitality and Leisure.
- Paradigm shift in Education quality, Relevance, Inclusivity through Technology, Research and Innovation.
- Challenges, Responses/Solutions and Successes for Health Care, Health Education and Health Research.

Registration and Paper Submission:
https://forms.gle/4ejNXHHPr2Pa9AnR6

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BOS ISO 9001:2015 CERTIFIED ORGANISATION
www.bothouniversity.com

ACCREDITED BY:
BOTSWANA Qualifications Authority

KEYNOTE SPEAKER

Prof. Dr.-Ing.Dr.M.A.Rainer Przywara
Rector of the Baden-Wurttemberg Cooperative State University Heidenheim (DHBW) Hannover ,Germany

BIO

Prof. Dr.-Ing.Dr.M.A.Rainer Przywara is the current Rector of the Baden-Wurttemberg Cooperative State University Heidenheim (DHBW) Hannover ,Germany.He holds DBA Doctorate in Philosophy ,PhD, Business/Economy from the University of Gloucester/UK.He has extensive experience in higher education having previously worked as a Professor at Hannover University of Applied Sciences (Faculty of Mechanical Engineering & Biotechnology).

PANELISTS

Dr Tuelo Joseph Ntwaagae,
Chairperson of the Business Botswana Health Sector & the Medical Practitioners Group of Botswana,

Sub Theme: Challenges, Responses/ Solutions and Successes for Health Care, Health Education and Health Research.

BIO

Medical doctor
- Chairperson - Business Botswana Health Sector
- Chairperson – Medical Practitioners Group of Botswana
- Member – National Health Council (Advisory to the Ministry of Health and Wellness).
- Member – Inter Agency Coordinating Committee (National Covid- 19 Vaccine Deployment Plan).

Dr. Thabo Sacolo
Swaziland Economic Policy Analysis and Research Centre (ESEPARC)

Sub Theme: Business Model Ecosystems, Enterprise Sustainability and Risk Management in a Dynamic Landscape

BIO

Prof. Anders Rosén
KTH Royal Institute of Technology, Stockholm, Sweden

Sub Theme: Paradigm shift in Education quality, relevance, inclusivity through technology, research and innovation

BIO

Associate professor in Engineering Education with special focus on sustainability, challenge-driven education, and education transformations. Deputy director of the KTH Global Development Hub. Background as mechanical engineer and naval architect. Has been doing research and teaching various topics within engineering for 25 years and building up and managing two master of science education programs.

PANELISTS

Mr Monaheng Maoeng
Head ICT a.i at the Ministry of Health in Lesotho, IT Manager NACOSEC

Sub Theme: Rethinking design, development and evaluation of emerging technologies and applied sciences

BIO

Mr. Maoeng holds a Bachelor of Science in Computer science and statistics, and pursuing MBA. He has extensive over 10 years' experience in implementing and maintaining several national information systems at the Judiciary and Finance Ministry. He is currently IT Manager NACOSEC and Head ICT a.i at the Ministry of Health where he is pioneering digital health solutions for the country from the level of governance, partner coordination, development, implementation and ensuring sustainability. Major projects achieved at the current post include the Ministry of Health HMIS system/ data warehouse, the National Electronic Medical Records system deployed in over 95% public health facilities and the Health Information Exchange for enabling continuity of care and deduplication of patient records. He is also on the forefront of several digital solutions implemented in response to covid19 for the country.

Dr. Lord Jan Talania Rodiris
Dean of the College of Hospitality and Tourism Management at the Divine Word College of Vigan,Phillipines

Sub Theme: Innovation, Creativity and Adaptation in Tourism, Hospitality and Leisure.

BIO

Dr. Lord Jan Rodiris joined the academe at the age of 20. He has served as faculty member, and Program Head of various Tertiary and Senior High Schools in Ilocos and Abra Provinces. At present, he is the Dean of the College of Hospitality nd Tourism Management at the Divine Word College of Vigan. He teaches research, entrepreneurship, operations management, strategic management, and other hospitality and tourism and management-related courses. He is a graduate of BS Hotel and Restaurant Management at St. Paul College of Ilocos Sur. He finished his Master in Business Administration at the University of Northern Philippines, and the degree Doctor in Hospitality Management at the Philippine Women's University, Manila. His research experience tells you of his passion for the discipline. He is a young-blooded academician with papers locally and abroad. He has also experiences teaching research courses both in the basic education and tertiary education, peer reviewing research papers for publication both in local and international journals, research panel member in undergraduate and graduate levels, and has an appointment as a peer reviewer of the Siglat Journal of Social Sciences.
He is currently connected with various professional organizations in the discipline. He is an elected regional secretary of the Philippine Association for Researchers of Tourism and Hospitality.
Dr. Lord Jan Rodiris believes that a great leader and educator has the ability to influence others, and letting them excel in their field of expertise.

BUIRC 2021 LOCAL ORGANIZING COMMITTEE

Mr. Ravi Srinivasan	(Pro-Vice-Chancellor & Director-Internationalisation & Communication)
Dr. Ivy Rose Mathew	(PVC- Academics & Quality)
Mr. Golekanye Setume	(DPVC –Communications)
Mr. Tom Ochieng Atonga	(Senior Manager - Library, Teaching & Research Excellence Department)
Mr. Arun Gandhi	(Senior Manager–Marketing Communications and Corporate Training)
Mr. Brighton Banda	(Senior Team Leader : Blended and Distance Learning Campus)
Dr. Abhishek Ranjan	(Dean & Head: Maseru Campus
Dr. Oliver Chikuta	(Dean- Faculty of Hospitality & Sustainable Tourism)
Dr. Rober Machera	(Dean –Faculty of Business and Accounting)
Prof. Srinath Doss	(Dean – Faculty of Engineering & Technology)
Prof. Olumide Jaiyeoba	(Head of Department of Graduate Studies in Business and Accounting)
Mr. Alois Mhundwa	(Assistant Manager – Library ,Teaching & Research Excellence Department)
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Mrs. Keitumetse Sono	(Lecturer: Faculty of Health and Education)
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Lesego Jay	(Assistant Librarian- Library ,Teaching & Research Excellence Department)
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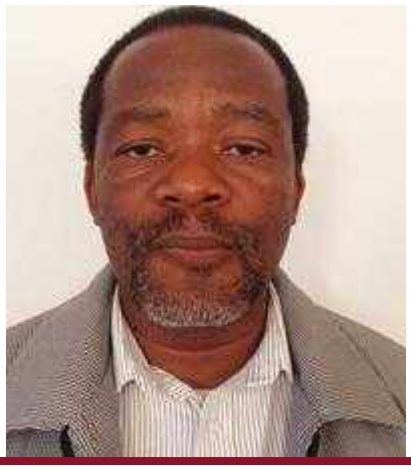
Dr. Tonderai Vumbunu	(Senior Lecturer)
Mr.John Batani	(Lecturer- Eswatini Campus)
Mr. Lesego Lefatlho	(Technical Officer - Blended and Distance Learning Campus)

PAPER PRESENTERS

Mr Lereko Mohafa is a senior teacher at Abia High school in Maseru, Lesotho. He Holds a Master of Science in Education from the National University of Lesotho. As a senior teacher, his teaching experience extends beyond a decade. He has conducted several studies focusing on teaching and learning of Science using Information Communication and Technology (ICT) tools.



Prof. Makomosela Qhobela is a professor of Physics Education at the National university of Lesotho. His research interests include understanding of pre-service teachers' pedagogical content knowledge (PCK) and use of innovative strategies to teach physics at schools. He has publications covering use of classroom talk and ICT to teach science.

TITLE OF PAPER:
EXPLORING SCIENCE TEACHERS' VIEWS AND EXPERIENCES IN A VIRTUAL ENVIRONMENT: THREATS AND OPPORTUNITIES

Abstract:
The emergence of covid-19 pandemic forced schools in almost all countries to be closed as a way of minimising spread of the virus. However, teaching and learning still had to take place. Online teaching and learning through National television programs was introduced. Teachers who volunteered to present had little to no experience with online teaching but with face-to-face teaching. Scholars warn that virtual environment is unique and requires special form of teaching and learning. T
his case study attempts to explore teachers' views and experiences in virtual environment so that threats and opportunities could be identified. Four teachers majoring in Chemistry, Biology, Physics and Mathematics participated. Data were collected through document analysis of lesson plans and presentations, lesson observations as well as through structured interviews held over telephone. The constructs social, cognitive and teacher presence from COI as well as the notion of transformation from PCK were engaged as theoretical lens for the study. Findings showed that teachers relied more on face-to-face classroom experience and intuition to plan and present lessons. They encountered several challenges such as struggling to balance teacher, cognitive and social presence. Participants also experienced some form of professional development. This study recommends that teachers have to be trained for virtual teaching and learning. Small scale implementation of virtual teaching and learning with improved infrastructure is necessary to establish feasibility of virtual teaching and learning in Lesotho.
Keywords: Online, virtual-teaching and learning, Lesotho, threats and opportunities

PAPER PRESENTERS *Cont*

Thobile Dlamini
Thobile Dlamini holds a B Tech in business management in Entrepreneurship and MA in business Administration majoring in Entrepreneurship with the Department of Entrepreneurship and Business Management, Cape Peninsula University of Technology. Dlamini has authored journal articles in Entrepreneurship.

Dr Vusi Tsabedze
Dr Vusi Tsabedze is a lecturer at the Department of Computer Science, University of Eswatini. He holds a PhD in information studies from University of Zululand; MBA in Management strategy with University of Namibia; Master's in information studies with University of Zululand; BA in Library science with University of Namibia; Senior Management Development programme with University of Stellenbosch and Management Development Program with University of Stellenbosch. Dr Tsabedze has authored books on information science and numerous articles in learned journals. He has conducted several consultancy work in information management.

TITLE OF PAPER:
A Framework for Entrepreneurship Education through Massive Open Online Courses (MOOCs) in COVID-19 period in Eswatini

Abstract:

Purpose – The purpose of this study was to review literature on entrepreneurship education and training in Eswatini with a view of conceptualising a framework for entrepreneurship curriculum development and implementation in the context of MOOCs.

Design/methodology/approach – The study is anchored on the interpretive research paradigm, which surrounds a systematic literature review. The researchers searched for literature online, using scientific databases such as Ebsco, Scopus and Google Scholar. The search applied the publications from 2003 to 2021. The main search keywords are "entrepreneurship", "education", and "massive open online courses". A total of 38 articles, which included documents, journal articles, reports, web pages and monographs, were retrieved, reviewed, and analysed in this study. This conceptual study was preliminary, and the researchers hopes that further empirical studies based on the findings of this study could be pursued in future.

Findings – The findings revealed that entrepreneurship education it is still at its infancy stage, it is not taken as first priority career choice in Eswatini. The findings support the need for business incubators in Eswatini to adopt MOOCs to deliver entrepreneurship courses.

Practical implications – The findings and recommendations will help in the development of entrepreneurship programmes to be offered effectively by way of MOOCs, there is a need to develop a transparent quality assurance framework for such an application and its implementation.

Originality/value – The novelty of the study is that it brings into the limelight the factors that impede the adaptation of MOOCs for the delivery of entrepreneurship courses in Eswatini. It brings into focus the challenges encountered by business incubators in Eswatini in moving towards a MOOC-centric mode of course delivery.

Keywords Entrepreneurship, Entrepreneurship Education, Eswatini, Massive open online courses, Small and medium enterprise

PAPER PRESENTERS *Cont*

Marko Tondota is a senior Lecturer at Botho University Namibia campus in the faculty of Business and Accounting. He holds a Master of commerce in Accounting degree, an MBA and is a Certified Public Accountant (CPA(Z)). He has over twenty years of experience in mining, public and education sectors.
He is a committee member for the Programme Advisory Committee for National University of Science and Technology of Namibia (NUST) for the Master of Accounting degree. He is also an external research supervisor for University of Namibia's Centre for Open, Distance and eLearning (CODeL), Great Zimbabwe University (GZU) and Midlands State University (MSU). Tondota is also an external examination moderator for Accounting and Finance modules for NUST's Bachelor of Accounting degree and Lingua College's degree in Accounting and Finance. His research interest is in Corporate Finance and Strategic Management.

Ms Daphney Shiningeni is a lecturer for Health Information Management at Botho University Namibia. She has a Master's degree in Microbiology and a BSc in Microbiology and Biochemistry both obtained from the University of Namibia in 2017 and 2014 respectively. She obtained a Postgraduate Diploma in Education from the International University of Management in 2018. She is a professional in the health sciences fields, with considerable experience in academia and research. She has published one article entitled the Prevalence of pathogenic bacteria in street vended ready-to-eat meats in Windhoek, Namibia.

TITLE OF PAPER:
ANALYSING THE EFFECTS OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ON CUSTOMER SATISFACTION IN THE RETAIL SECTOR OF NAMIBIA

Abstract:
This study analysed the effects of customer relationship management on customer satisfaction in the retail sector of Namibia. The research identified factors of customer relationship management as customer orientation, technology, customer knowledge and customer relation. A qualitative research design was adopted since it allowed for the respondents' views to be properly presented. Data was collected by randomly giving unstructured questionnaires to customers who were coming from the three major shops in Windhoek that is OK Furniture (100 respondents) Game store (100 respondents) and Edgars store (100 respondents). The questionnaire covered questions covering the four factors mentioned above. Data was analysed using the thematic data analysis methods. This method entailed first doing data preparation and organising, transcribing, familiarisation, memoing, coding, categorising and theming. The researchers considered ethical issues of protecting both retail businesses and customer identities. The research results found that the effect of customer relationship management in the retail sector of Namibia are customer loyalty, increased morale, increased product information, easy accessibility of account information, increased product offerings. The study concluded that customer relationship management has a great effect in customer satisfaction. The study recommends businesses to adopt Customer relationship management in order to increase their market share and productivity.

Keywords
Customer: Individuals or companies buying goods and services
Relationship: State of being connected
Management: Controlling things in order to achieve desired results
Satisfaction: The state of being content or happy.
Effect: Result of a particular influence.

PAPER PRESENTERS *Cont*

Dr Oliver Chikuta is the current Dean of the Faculty of Hospitality and Sustainable Tourism at Botho University, Gaborone, Botswana. Before joining Botho University, he was the Executive Dean of the School of Hospitality and Tourism at Chinhoyi University of Technology, Zimbabwe, former Chairperson of the Tourism and Hospitality Management department at the Midlands State University and the Founding President of the Tourism Educators and Researchers Association of Zimbabwe (TERAZ). He is a holder of a PhD in Tourism Management from the North-West University (Potchefstroom, SA). Dr Chikuta also holds a Master of Commerce degree in Marketing Strategy and a Bachelor of Commerce (Honours) degree in Tourism and Hospitality Management (MSU). He also has certificates in Tour Guiding Services, Elementary Fares and Ticketing, E-Commerce, Food Safety Management and Introduction to Accessibility and Inclusive Design. Dr. Chikuta is also a Hospitality Customer Service Excellence Coach. His research interests are in Universal Accessibility in Tourism, Nature-Based Tourism, Sustainable and Heritage Tourism, Customer Service Excellence, Tourism marketing. He has published extensively in the above areas and presented at regional and international conferences. Dr Chikuta has also carried some consultancy work in the tourism industry. He is currently the Lead Consultant for a project of Skills Development in the Tourism industry in Botswana.

Prof. Edson Gandiwa
Prof. Edson Gandiwa is currently the Director Scientific Services at the Zimbabwe Parks and Wildlife Management Authority. Previously, he held the position of Executive Dean of the School of Wildlife, Ecology and Conservation at Chinhoyi University of Technology, Zimbabwe. He also served as an ecologist based in Gonarezhou National Park under the Zimbabwe Parks and Wildlife Management Authority. He has 16 years' experience in applied socio-ecological research, community-based natural resource management, wildlife conservation and capacity building. He holds a BSc (Hons) in Environmental Science and Health (National University of Science and Technology, Zimbabwe), an MSc in Tropical Resource Ecology (University of Zimbabwe) and a PhD in Wildlife Conservation and Management (Wageningen University and Research, the Netherlands). He is a recipient of the International Council for Game and Wildlife Conservation (CIC) Working Group Young Opinion Thesis Award and a research award in the Natural Sciences and Environmental sector from the Research Council of Zimbabwe. He is a Member of the Environment Management Board under the Environmental Management Agency (Zimbabwe), an Affiliate of the African Academy of Sciences and a 2014 Mandela Washington Fellow.

Rudorwashe Baipai is a lecturer at Manicaland State University of Applied Sciences in the department of tourism and hospitality. She is a PhD student in the School of hospitality and Tourism at Chinhoyi University where she is researching on the development of sustainable agritourism in Zimbabwe. Baipai holds a Master of Commerce degree in Tourism and Hospitality Management (MSU) and a bachelor of Commerce degree in Tourism and Hospitality Management (MSU). She is part of a team tasked to develop Mountain Tourism Development Studies at Manicaland State University and is currently working on a mountain tourism research project and many other projects on agritourism development. Her research interests are in sustainable agritourism, mountain tourism, heritage tourism, tourism planning and development, tourism marketing and rural livelihoods. She has published papers in some of the areas.

Dr Chiedza N. Mutanga is a senior lecturer in the School of Hospitality and Tourism at Chinhoyi University of Technology, Zimbabwe, where she has taught a number of modules focusing on sustainable tourism and other tourism aspects, and has supervised more than 50 research projects including undergraduate, masters and doctoral theses. She holds a PhD in tourism and wildlife conservation from Chinhoyi University of Technology, Zimbabwe. Her research, including her doctoral thesis has concentrated on sustainable tourism, wildlife resource management, community involvement in wildlife conservation, outdoor recreation and wildlife-based tourism experiences. She has published 5 book chapters and more than 18 refereed journal articles

PAPER PRESENTERS *Cont*

TITLE OF PAPER:
AN ASSESSMENT OF THE EXTENT TO WHICH FARMS IN ZIMBABWE MEET THE REQUIREMENTS FOR AGRITOURISM

Abstract:
Planning for agritourism development requires an understanding of the basic requirements necessary for successful development of the concept. The purpose of this study was to assess to which farms in Zimbabwe meet the requirements for sustainable agritourism. Agritourism is not new to the world but it is still new and underdeveloped in most developing countries. The literature available confirm that agritourism is a sustainable tourism option in most developing countries, given that most of them are agro-based and have plenty of farms that can be developed into agritourism farms. However, despite these claims, little effort has been put towards assessing the extent to which these farms meet all the requirements for sustainable agritourism development. Using a qualitative approach, the study assesses the extent to which farms in Zimbabwe meet the requirements for sustainable agritourism development. In-depth interviews with farmers and observations were used to collect the data for this study. The study findings revealed that most of the farms that were sampled lack the knowledge on how to develop agritourism at their farms. Most of the farms also lack the necessary tourism products and services necessary at an agritourism venture. The Government is recommended to design capacity building programs and the necessary start-up funds.

Key words
Agritourism, Requirements, Destination, Sustainable development

PAPER PRESENTERS *Cont*

Masego Pharithi

Ms Masego Pharithi is a Chartered Institute of Procurement and Supply (CIPS) lecturer at Botswana Accountancy College, Gaborone, Botswana, since 2018. Upon completion of Postgraduate studies, she joined BA ISAGO University, where she offered modules under Transport Management and Logistics under the Faculty of Business Management. She served as part of CIPS Africa Team (2015- 2017) She holds MSc Procurement from the University of South Wales, UK; Postgraduate Certificate: Supply Chain Management with the University of Bolton, UK, and has completed CIPS Graduate Diploma Level 6. She is MCIPS qualified and has acquired BOS Understanding ISO 9001:2015 Quality Management with Botswana Bureau of Standards (BOBS). During her leisure time she carries out some philanthropic work as well as writing.

TITLE OF PAPER:
THE APPLICATION OF SOCIAL MEDIA TECHNOLOGIES: COVID-19 INDUCED INNOVATIVE PRACTICES FOR SURVIVAL OF SMES IN GABORONE, BOTSWANA

Abstract:

It has been recognised internationally that SMEs plays an important role in the socio-economic development of a country. Covid-19 induced lockdowns compelled business organisation to use digital and social media technologies to market goods and services. This paper explored the initiatives adopted by the SMEs to reach out their customers in Covid-19 induced environment. The paper purposively sampled 8 SMEs operators at the Bus Rank, Main Mall, and Rail Park Mall. Data was gathered through telephonic interviews. Data gathered were analysed thematically. The paper established that many SMEs in Botswana used WhatsApp and Facebook platforms to market their products as well as communication with target audience. The paper recommends that the government must craft social media policy to safeguard business to business against bad mouthing on the social media which will result in total collapse of an organisation.

Keywords: SMEs, Botswana, Covid-19, Social Media, WhatsApp, Twitter

PAPER PRESENTERS *Cont*

Prosper S. Maguchu works with the Vrije Universiteit Amsterdam Centre for International Cooperation as project manager of the Governance for Society, Security, and Rule of Law programme. He leads a feasibility study team to establish three regional training centres in Ethiopia to strengthen the rule of law, democratization, and public media. He is part of the JUST project in Rwanda, which seeks to improve the quality of legal education in the Great Lakes region. Prosper is also an assistant professor at the Faculty of Law, Vrije Universiteit Amsterdam. He teaches courses on major debates in the field of human rights, the impact of financial crimes, the role of grassroots social movements, and transitional justice. A lawyer by training, Prosper began his legal career as a human rights lawyer in Zimbabwe, where he represented victims of human rights abuses at the local, regional and international levels. Prosper prides himself as a "pracademic" and is looking forward to enhance his overall skills as a lawyer by combining teaching and project management.

Dr. Shantha Indrajith H. Liyanage

Shantha Indrajith H. Liyanage works with the Botho University Gaborone, Botswana as a senior lecturer. With a blend of experience of thirty years in academia and the industry as a lecturer, practicing lawyer, Accountant & Manager, he has authored four books on commercial law for the Institute of Chartered Accountants of Sri Lanka (ICA-SL) & Association of Accounting Techniques of Sri Lanka (AAT-SL). He has presented nineteen (19) conference papers and published 12 research papers at international conferences and journals. He has got academic & professional qualifications in three disciplines, Law, Management & Accounting. Law graduate (LLB) of University of Colombo, Sri Lanka, International Management –MBA(UK) from the University of Wales. His academic experience extends to Business Schools in Sri Lanka, Brunei, the UK, and presently Botswana. His research interests are in Law, Entrepreneurship, Sustainability, Finance, Energy, & Water.

TITLE OF PAPER:
SHAREHOLDERS' AGREEMENT SHAPES STUDENTS' ENTREPRENEURSHIP: INTERNSHIP FOR ENTREPRENEURIAL GRADUATES

Abstract:

Higher Education Institutes (HEIs) espouse student entrepreneurship in their mainstream knowledge production process. They offer various entrepreneurship modules, entrepreneurship projects, student business incubators to all students of all disciplines. Their objective, among other things, is to prepare students for being self-employed because the graduate job market has been unable to accommodate the increasing graduate output.

However, entrepreneurial students, after leaving their HEI, encounter several challenges. One of them is that they have no adequate experience or opportunity to lead a business organization while managing risks and rewards. Consequently, they are not confident or motivated to launch a business. On the other hand, providers of capital such as investors, funders are also not confident to entrust students with their capital.

Hence, this conceptual paper addresses how shareholder agreement could reshape the confidence of entrepreneurial students and providers of capital in managing the risks of capital employed in the business. An essential aspect of the theory developed by this interdisciplinary research is that the financial model tuned on company law and financial management can be used for micro, small, medium, and large business organizations to accommodate entrepreneurial students and elevate them up to the board level or supply chain management based on a performance basis. Further, the research findings provide mutual benefits to university stakeholders such as students, the university as a corporate citizen, policymakers, investors, and lenders.

Keywords: Student entrepreneurship, shareholder agreement, Leadership, Risks and rewards, Business capital, Supply chain management

PAPER PRESENTERS *Cont*

Gerald Tsimba

Gerald Tsimba holds a Bachelor of Science Honours Degree in Information Systems from Midlands State University, Post Graduate Diploma in Education from Zimbabwe Open University, Master of Science Degree in Information Systems Management from Midlands State University and is currently a PhD (Information Technology) student at Nelson Mandela University.

Beauty Mugoniwa

Beauty Mugoniwa holds a Post Graduate Diploma in Tertiary education from Midlands State University, a Bachelor of Science Honours in Information Systems from Midlands State University, Master of Science Degree in Information Systems Management from Midlands State University and is currently a Doctoral Student at University of South Africa (UNISA). She is a lecturer at the Midlands State University, in the Department of Marketing Information Sciences

Amanda N. Mutembedza

Amanda N. Mutembedza holds a Post Graduate Diploma in Tertiary education from Midlands State University, a Bachelor of Science Honours in Information Systems from Midlands State University, Master of Science Degree in Information Systems Management from Midlands State University and is currently a Doctoral Student at Cape Peninsula University of Technology. She is a lecturer at the Midlands State University, in the Department of Marketing Information Sciences

TITLE OF PAPER:
THE APPLICATION OF SOCIAL MEDIA TECHNOLOGIES: COVID-19 INDUCED INNOVATIVE PRACTICES FOR SURVIVAL OF SMES IN GABORONE, BOTSWANA

Abstract:

This study was motivated by the need for economically and environmentally sustainable ICT hubs in marginalized rural schools in pursuit of sustainable development goals (SDGs). Affordability and availability of ICT infrastructure and resources are the prime factors in the digital divide. Hence, there is need for a cost effective means to be strategically implemented for the purpose of achieving educational objectives in this information society. Therefore, the study adopted a qualitative research design which employed interviews, questionnaires and observations. A single case study design was pursued for 25 rural primary and secondary schools in Rusape, Manicaland province of Zimbabwe which comprised of 50 participants. In that respect, findings from the study unearthed that quite a number of schools do not have sufficient ICT infrastructure to enjoy the benefits of ICT centred education. Worse still, some of the schools are not connected to the electricity grid which makes them not ready to pursue ICT based education. Consequently, the study proposed an ICT Hub strategy to serve schools and surrounding communities with the latest digital technologies, thus creating an information rich society and further contributes to global economic transformation.

Keywords: ICT Hubs for Rural Schools, Digital Divide, ICT Education in Developing Countries, Sustainable Rural Education

PAPER PRESENTERS *Cont*

Makhelane Maqutu

Makhelane Maqutu is Senior Lecturer in the Faculty of Health and Education, department of Health Information Management at Botho University, Maseru Campus. He holds Magister in Medical Sciences, Bachelor in Medical Science Honours in Medical Microbiology from theUniversity of the Free State, and BSc. Biomedical Science Honours from University of Wolverhampton with specialization in Haematology and Transfusion Science, Cellular Pathology, Parasitology & Veterinary Science. He has a Higher Diploma in Higher Education and Training from Cape Peninsula University of Technology with continuing interest in the pedagogy of Teaching and Learning. He was trained at the Medical Laboratory Training Project at LerotholiPolytechnic under the auspices of the Dublin Institute of Technology. He has also studied Management studies from the Institute of Development Management under the auspices of Institute of Commercial Management. Makhelane is committed to research of HIV Positive Adults on Antiretroviral Therapy and metabolic complications.

TITLE OF PAPER:
PARADIGM SHIFT: TECHNOLOGY AND INNOVATION REDUCE THE IMPACT OF COVID-19 ON HIGHER EDUCATION QUALITY.

Abstract:
During the Covid-19 pandemic, there are more universities that have turned to technology (E-Learning) and innovation. Millions of university students across the world have almost instantly shifted from going or living on campus and are now learning from home. This paradigm shift from classroom delivery to home delivery, has let us to find out that many of our days are filled with video meetings. The question is what is it that we want to effect amongst students? As this question gives us an opportunity to look and learn from anywhere, we could also gain content and context from different sources. This means that we could also apply it into our own world in a way that is not as disruptive. In particular, E-Learning has not only been used as a tool for engagement but have also turned the big E into empathy. In other words how do we bring our students together for the empathy side of the massive painful and disruptive crisis brought by the Covid –19 pandemic? This study adopted a mixed method approach in order to better explain and interpret how, as instructors, could we shift our delivery? How do we shift our designs to meet high quality? This method also assisted to ensure that the weakness of one methodological approach was complemented by the strength of the other. Convenience sampling was used in selecting six Human Biology (HB-2) batches from Health Information Department in Maseru campus for the study. Data collection was scheduled between the 1st of July and the 1st of September 2021. Quantitative data was analyzed using Microsoft-Excel. There is correlation between the perfect learning management system and world of ELearning that has absolutely erupted. Students don`t just suddenly go into failure, but that there are also those inadvertently speed bumps along the way.

Keyword: Paradigm shift, technology, innovation, correlation.

PAPER PRESENTERS *Cont*

TITLE OF PAPER:
EFFECTIVENESS AND POLICY IMPLICATIONS OF USING WHATSAPP TO SUPERVISE RESEARCH PROJECTS IN OPEN DISTANCE LEARNING TEACHER TRAINING INSTITUTIONS IN SWAZILAND.

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Abstract:
The study explored the effectiveness of using WhatsApp social media platform to supervise research projects and policy implications to tertiary institutions in Swaziland. A qualitative research approach was used. Interviews were held with purposively sampled research project supervisors in four purposively sampled tertiary institutions that offer teacher training programmes through distance education. The study's findings revealed that WhatsApp is an effective platform in research project supervision. Findings also revealed that the use of WhatsApp poses challenges to students who come from poor socio-economic backgrounds since they can't manage to buy compatible gadgets and data bundles. It also poses some challenges to those students who come from communities with poor or no internet connectivity. It emerged as well from the findings that the Ministry of Education and Training (MOET) and institutions of higher learning in Swaziland have not yet embraced the use of WhatsApp in their policies. The study recommended that MOET and tertiary institutions should embrace the use of WhatsApp in their policies, support all students with compatible electronic gadgets and data bundles. The study further recommended that research supervisors and students should develop rules that regulate the use of WhatsApp during research supervision.

Keywords
WhatsApp effectiveness supervision research distance education policy implications

PAPER PRESENTERS *Cont*

Ms Mamoqenelo is a lecturer at Botho University at Maseru campus and holds a master's degree in digital forensics from the Namibia University of Science and Technology (NUST) where she is also a PhD candidate. She was part of the NUST cyber security team from 2018 until 2020 and she is currently the committee member of the Africa Region to International Cyber security Competition. Her research interests are focused on Child Online Protection, Critical Infrastructure Protection, Cyber security and Digital forensics.

Dr Attlee M. Gamundani is a Senior Lecturer in the Computer Science Department at Namibia University of Science and Technology, Namibia. His research interests are in Cyber Security, IoT and Artificial Intelligence of Things (AIoT) security. He has widely published in International Journals and Conference and delivered keynotes on some of his related research interests.

Prof Fungai Bhunu Shava is a Senior Lecturer and an Associate Dean for Research and Innovation Computer Science. Her fields of specialisation are Human Computer Interaction, User Experience and Network Security, Information Security in under-serviced communities. Her focus is on the use of ICTs as enabling tools for socio-economic development in developing economies and societies by enhancing positive adoption of ICTs by the target users

TITLE OF PAPER:
DESIGNING A BRING YOUR OWN DEVICE DIGITAL FORENSIC FRAMEWORK

Abstract:

It is a fact that mobile devices have taken over people's operations both at personal and cooperate levels. This was heightened due to the Covid-19 pandemic which forced the classroom and other important business operations onto the phone for many as well as use of personal devices and networks to do work. In the wake of Bring Your Own Device (BYOD) adoption in workplaces, organisational information assets are at risk of exposure to cybercriminals over private owned employee devices. Currently, there are no real-time BYOD forensic investigation frameworks for forensically establishing data leakage in mobile devices used for work purposes in Lesotho. This paper presents a Real-time BYOD Digital Forensic Investigation framework designed following a pregmatig view using literature, experimentation, and design science research. The main objective of this study was to design a real-time forensic investigation framework to be used in a Bring Your Own Device (BYOD) enabled environment to forensically investigate data leakage through mobile devices; hence design science was deemed appropriate for the design of the framework. Evaluation of the framework using comparative analysis was done to benchmark the relevancy of the proposed framework against existing frameworks. The framework will benefit organisations that have adopted BYOD without proper management as well as organisations that need to forensically investigate mobile data leakages in the Kingdom of Lesotho.

Keywords : Bring your own Device, Digital Forensics, Design Science Research, Mobile data leakage, Mobile device forencsics, Mobile security.

PAPER PRESENTERS *Cont*

Dr Robert Pfumbudzayi Machera

Dr Robert Pfumbudzayi Machera is currently working at Botho University in Botswana as Dean Faculty of Business and Accounting. He is an enthusiastic, energetic leader and has occupied executive roles such as Financial Manager, Group Accountant, Company Secretary, Human Resource Practitioner and Administration Manager. He is a well-rounded scholar with research interest in micro - lending companies, entrepreneurship, finance, banking, accounting, managing people, education, and training. Dr Robert P Machera is an outstanding researcher as he has successfully supervised 71 postgraduate students. He has been awarded a Golden Key International Honour Society Membership certificate at postgraduate level (PhD) class of 2020 at the North - West University Mafikeng Campus in South Africa. His research work has been published in renowned international journals and he has presented on national, regional, and international conferences. He is a holder of a Master of Philosophyin Education and Training for Life - long learning (MPhil LLL) with the Stellenbosch University, Executive Masters in Business Administration (EMBA), Fellow of Chartered Governance formerly Chartered Secretaries Southern Africa (FCSSA), Associate Member of The Institute of Risk Management South Africa (AIRMSA), Advanced Diploma in Management Accounting (CIMA Adv Dip MA), Fellow Institute of Administration and Commerce (FIAC), Postgraduate Diploma in Higher Education (PGDHE), Higher Diploma in Human Resources Management (MIHRM - Bots), Member of the Botswana Institute of Chartered Accountants (BICA) and a Fellow of Southern Africa Association of Accountants (FSAAA).

Samuel Chingoiro (PhD-Economics, UB; MPhil Dev Finance, Stellenbosch; MSc Econ & BSc Econ, UZ; PGCTE, BU; CIMA, UK; CIS, Inter)

Samuel Chingoiro is a highly resourceful academic who has strong research interest in Economic Development, Microeconomics, Finance, & Accountancy. He has around two decades of work experience in academia, with most of his activities involving research, teaching, community engagement, new programs development, and consultancy. He is employed full time in the Graduate Studies Department under the Faculty of Business and Accounting, Botho University.

Strike Mbulawa (PhD)

Strike Mbulawa is a well-seasoned research economist who has been in the educational sector since 2008. He has a Doctorate in Economics (UB); an Msc in Finance and Investment (NUST), a Bsc (Hons) in Economics (UZ), Management Accounting (CIMA, UK) and Post Graduate Diploma Higher Education (BU). He is a professional and currently doing consultancy in the fields of Accounting, Finance and Economics and with research interests in the same. He is well acquainted with time series, non-parametric, parametric and panel data analysis. He has advanced knowledge of STATA, SPSS, e-views and Modelling in Excel. He has worked with African Economic Research Consortium (AERC) since 2010 where he has published and done work on policy briefs. He has published over twenty seven (27) articles in peer reviewed journals. He is currently a Fellow and HOD in the Faculty of Business and Accounting.

PAPER PRESENTERS *Cont*

TITLE OF PAPER:
THE DYNAMICS OF REMITTANCES-FINANCIAL DEVELOPMENT NEXUS IN SUB SAHARAN AFRICA (SSA)

Abstract:

It Sub Saharan African (SSA) countries have been experiencing high brain drain as a growing number of their citizens migrate abroad and regionally. Most of the migrants are joining the formal and informal job markets, which has afforded them opportunities to earn considerable incomes that they are repatriating back to their home countries. For decades, the amount of remittances received by SSA economies has been on a steady rise. Researchers predominantly focus on investigating the impact of the remittances on economic growth. However, a lot of the empirical work shows that remittances do affect economic growth in isolation without affecting or being affected by other economic variables. This paper explores the inter-connectedness of remittances and financial development in SSA and how their associated covariates such as savings, investment, money supply and economic growth are impacted by the dynamic linkages. The investigation is carried out by employing a panel vector autoregression (P-VAR) estimation technique and the generalized methods of moments (GMM) is applied after removing fixed effects, and the lagged regressors are used as instruments to have consistent estimators. The study finds that remittances and financial development have a feedback interrelationship between them, and some interlinkages are identified amongst their covariates. Economic growth has a dual connection with financial development in the region. Savings, investment, and broad money supply have influence on both financial development and remittances. The findings contribute to literature by emphasizing the importance of having to deepen financial markets in SSA, to attract more remittances and the significant role played by the diaspora in improving domestic financial depth is confirmed. Progression in SSA economic growth helps to stimulate those in the diaspora to repatriate most of their earnings back home.

Key Words: Remittances, Financial Development, Sub Saharan Africa, Panel Vector autoregression

PAPER PRESENTERS *Cont*

Tonderai Vumbunu

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5. Brief Research Profile (Max 500 words)
   Dr. Tonderai Vumbunu holds a PhD in Tourism Management from North West University (Potchefstroom campus) in South Africa. Currently, Tonderai is Head of Travel and Tourism department in the Faculty Hospitality and Sustainable Tourism. He was actively involved in lecturing and dissertation supervision at various tertiary institutions specialising in the following modules destination marketing management, tourism operations, ecotourism development and research methodology. Tonderai's research interests and publications mainly focus on sustainably diversifying tourism products in developing countries, product development, tourist motivation, destination development, establishing and strengthening linkages between local communities and tourism enterprises. He has actively participated in workshops and conferences and is keen on establishing vibrant collaborations with industry stakeholders focusing on solution orientated research and producing well-rounded graduates.

Ms. Olivia Nthoi is Senior Lecturer at Botho University under the Faculty of Hospitality and Sustainable Tourism. She is an academic researcher and community work enthusiast based in Botswana. She holds a Bachelor of Arts Degree, Majoring in Environmental Science and Archaeology (won the University of Botswana Micheal crowder award for the best student in Archaeology department 2008.), a Post Graduate Diploma in Education, a Master of Arts (Development Studies - Sociology) and is currently pursuing a Doctorate of Philosophy focussing on the participation of rural communities in Tourism product development in Botswana. Her interests include Dynamic leadership, Corporate governance and Social Investment as well as Cultural heritage resource management. She has over the years written more than 500 articles on the Guardian Botswana newspaper under the seminal column 'Lets talk Tourism and Heritage'. She has been sponsored twice by the German Academic Exchange program (DAAD) to join subject matter specialist and practitioners from all over the world aiming to shape heritage studies under the International Graduate School: Heritage Studies at Cottbus-Senftenberg University under the direction of the UNESCO Chair in Heritage Studies its 1st and 2nd International Academy Cottbus: Understanding Heritage (ISAC) under the title in 2013 and 2014. She continues to publish to date as an academic on focuses on community participation Heritage management, Tourism, Sustainable development and Education in varying contexts. She is currently an active member of ICOMOS as well as CSI Concepts foundation IN Botswana

TITLE OF PAPER:
THE DYNAMICS OF REMITTANCES-FINANCIAL DEVELOPMENT NEXUS IN SUB SAHARAN AFRICA (SSA)

Abstract:

The study applied Asset Based Community Development (ABCD) as a strategic intervention for rural and product development through Community-Based Tourism initiatives (CBT) that are supported and financed by Desert Bush walk and Tsodilo hills heritage challenge annual events. ABCD is viewed as an alternative to develop and diversify tourism products to assist recovery of the sector during and post Covid-19 pandemic. Qualitative research design encompassing focus group discussions, document analysis and in-depth interviews were employed to collect data from community members and event organisers. The findings revealed significant adherence to ABCD principles with some challenges relating to consistent support for identified community projects and engagement of local community in decision making. The study recommends holistic approach that encompasses all stakeholders and regular monitoring of CBT to ensure effective application of ABCD principles that will promote product development and diversification in relation to tourism activities supported by the events.

Key words: Asset Based Community Development, Community Based Tourism, sport events, product diversification

PAPER PRESENTERS *Cont*

Nokuthula

Shrinath Doss

TITLE OF PAPER:
TE-LEARNING FEATURES OF LEARNER PERFORMANCE AND TUTOR TEACHING: A CASE OF TERTIARY STUDENTS

Abstract:

TE-learning is a rapidly developing concept simplifying education for students. Constant expansions in information technologies are refining the capabilities of its development. Elearning is an important portion of smart learning. There are several e-learning systems that are commonly accessible to learning institutions. The task is to effortlessly assimilate the Elearning system keen on a smooth learning setting centred on the requests of the consumers. The e-learning services depend on a software system that consents admission to all the resources for the learning process and creates them electronically obtainable to all the learners on the Internet every time they want and anywhere, they are. The face-to-face schoolroom education currently is no longer relevant for the present generations due to the current pandemic. Internet and distance education which is commonly identified as online learning shows a vital part in the country's learning structure. It is unquestionable that online learning delivers sufficient remunerations to students. Though, there are similarly undesirable effects from E-learning. Inadequate combined education, rise in time and effort for both tutors and student are some undesirable insinuations to name a few. In this word-based study I have recognised that diverse cultural, technological and mindfulness problems which are creating interferences for its set-up. In the investigational study these glitches are confirmed from both the students and teachers who relate to E-learning. Information technology platforms and tools are supportive in increasing E-learning application and use.

Keywords: Elearning, Information technology, education, smart learning

PAPER PRESENTERS *Cont*

Dr Oliver Chikuta

Dr Oliver Chikuta is the current Dean of the Faculty of Hospitality and Sustainable Tourism at Botho University, Gaborone, Botswana. Before joining Botho University, he was the Executive Dean of the School of Hospitality and Tourism at Chinhoyi University of Technology, Zimbabwe, former Chairperson of the Tourism and Hospitality Management department at the Midlands State University and the Founding President of the Tourism Educators and Researchers Association of Zimbabwe (TERAZ). He is a holder of a PhD in Tourism Management from the North-West University (Potchefstroom, SA). Dr Chikuta also holds a Master of Commerce degree in Marketing Strategy and a Bachelor of Commerce (Honours) degree in Tourism and Hospitality Management (MSU). He also has certificates in Tour Guiding Services, Elementary Fares and Ticketing, E-Commerce, Food Safety Management and Introduction to Accessibility and Inclusive Design. Dr. Chikuta is also a Hospitality Customer Service Excellence Coach. His research interests are in Universal Accessibility in Tourism, Nature-Based Tourism, Sustainable and Heritage Tourism, Customer Service Excellence, Tourism marketing. He has published extensively in the above areas and presented at regional and international conferences. Dr Chikuta has also carried some consultancy work in the tourism industry. He is currently the Lead Consultant for a project of Skills Development in the Tourism industry in Botswana

MRS TENDAYI NGEZI MAKWARA

Tendayi Makwara is a Lecturer in the Department of Tourism, Hospitality and Leisure Sciences at the Midlands State University, Zimbabwe. She joined Midlands State University in 2007.
Tendayi holds a Master of Commerce degree in Tourism and Hospitality Management and a Bachelor of Commerce (Honours) degree in Tourism and Hospitality Management (MSU). She also has a Postgraduate Diploma in Tertiary Education and a Certificate in Tour Guiding Services. Tendayi Makwara's research interests are in Hospitality Human Resource Management, Hospitality Law and Community Based Tourism. She has several publications in areas mentioned above.

TITLE OF PAPER:
THE IMPACTS OF AESTHETIC LABOUR ON FRONTLINE EMPLOYEES IN GWERU URBAN LODGING FACILITIES

Abstract:

The tourism and hospitality industry heavily relies on aesthetic labour as a source of competitive advantage, so this study sought to unveil the impacts of aesthetic labour on frontline employees. The research was a qualitative study which utilized a descriptive research design to reveal the impacts of aesthetic labour on frontline hospitality employees. In-depth face to face interviews were conducted with the 8 managers and 48 frontlines employees in the 4 selected lodges in Gweru urban. The research found out that all the employees in the studied lodges had challenges in meeting the aesthetic labour demands and this resulted in stress, surface acting and labour turnover. Very few frontline employees in the studied lodges were satisfied with their jobs. The research recommended that hospitality organisations must strongly support aesthetic labour performers so as to enjoy commercial benefits from committed and healthy employees.

Keywords: aesthetic labour, impacts, frontline employees, lodges, Gweru

PAPER PRESENTERS *Cont*

Molelekeng Kobare

Emmanuel Zwadwa

TITLE OF PAPER:

Lessons from Covid-19: A silver Lining for Learning and Teaching in Institutions of Higher Learning

Abstract:

There has been a myriad of negative implications on teaching and learning at tertiary level that came along with the emergence of Covid-19 pandemic. The purpose of this paper is to investigative the opportunities presented by the pandemic to the learning and teaching process in Higher Educational Institutions (HEI). The advent of Covid-19 outbreak which has been deemed a global health emergency (Sohrabi et al. 2020), imposed quite a different landscape which includes amongst others lockdowns, social distancing, quarantines and curfews as instruments geared towards curtailing the spread of the pandemic globally. In light of this new normal, HEI were radically ushered into remote learning and teaching with an immediate adoption of Educational Technology (EdTech). Roughly 68% of student population has been affected by the pandemic globally; 29% of HEI in Africa quickly migrated to online learning and teaching relative to 85% of European HEI; roughly 70% African HEI also had no capacity to meet the requirements of online learning and teaching and 25% of African HEI completely cancelled the process of learning and teaching (Unesco, 2020). Therefore, there is a paucity of research which investigates the positive implications of the pandemic in the context of study hence the study aims to explore these uncharted waters. A sample of 60 lecturing staff will be used from 3 HEIs in Lesotho. For purposes of data collection, a semi-structured questionnaire will be used to collect data.

Keywords: Covid-19, Remote Learning and Teaching, Educational Technology, Deep Learning.

PAPER PRESENTERS *Cont*

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Musawenkosi M.Tapfuma is a lecturer at Midlands State University (MSU) Gweru, Zimbabwe. She is a team member in the Department of Tourism, Hospitality & Leisure Sciences, in the Faculty of Business Sciences. She is a holder of a Master of Science Degree in Hospitality and Tourism from Chinhoyi University of Technology (CUT), Zimbabwe and a Bachelor of Technology Honours Degree in Hotel, Catering and Tourism Management; Lupane State University (LSU), Lupane, Zimbabwe. She also holds a Higher National Diploma in Tourism and Hospitality Management, from School of Hospitality and Tourism (SCHOTO), Bulawayo Polytechnic, Zimbabwe. Tapfuma is also a holder of a Diploma in Foundation in Travel and Tourism; International Air Transport Association (IATA) Training & Development Institute, Montreal, Canada. Her research interests are in Gastronomy/Culinary Tourism, Services Marketing, Heritage Tourism and Innovation in the Tourism and Hospitality Industry. She has since published some Journal research papers in Services marketing. Her strength is in teaching practical and theory modules in the Tourism and Hospitality Programme. Tapfuma is also engaged in the University community service and supervises students' research projects and work related learning

Dr Oliver Chikuta

Dr Oliver Chikuta is the current Dean of the Faculty of Hospitality and Sustainable Tourism at Botho University, Gaborone, Botswana. Before joining Botho University, he was the Executive Dean of the School of Hospitality and Tourism at Chinhoyi University of Technology, Zimbabwe, former Chairperson of the Tourism and Hospitality Management department at the Midlands State University and the Founding President of the Tourism Educators and Researchers Association of Zimbabwe (TERAZ). He is a holder of a PhD in Tourism Management from the North-West University (Potchefstroom, SA). Dr Chikuta also holds a Master of Commerce degree in Marketing Strategy and a Bachelor of Commerce (Honours) degree in Tourism and Hospitality Management (MSU). He also has certificates in Tour Guiding Services, Elementary Fares and Ticketing, E-Commerce, Food Safety Management and Introduction to Accessibility and Inclusive Design. Dr. Chikuta is also a Hospitality Customer Service Excellence Coach. His research interests are in Universal Accessibility in Tourism, Nature-Based Tourism, Sustainable and Heritage Tourism, Customer Service Excellence, Tourism marketing. He has published extensively in the above areas and presented at regional and international conferences. Dr Chikuta has also carried some consultancy work in the tourism industry. He is currently the Lead Consultant for a project of Skills Development in the Tourism industry in Botswana

Rudorwashe Baipai is a lecturer at Manicaland State University of Applied Sciences in the department of tourism and hospitality. She is a PhD student in the School of hospitality and Tourism at Chinhoyi University where she is researching on the development of sustainable agritourism in Zimbabwe. Baipai holds a Master of Commerce degree in Tourism and Hospitality Management (MSU) and a bachelor of Commerce degree in Tourism and Hospitality Management (MSU). She is part of a team tasked to develop Mountain Tourism Development Studies at Manicaland State University and is currently working on a mountain tourism research project and many other projects on agritourism development. Her research interestsarein sustainable agritourism, mountain tourism, heritage tourism, tourism planning and development, tourism marketing and rural livelihoods.She has published papers insome of the areas.

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Precious Mazhande

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Felicity Ncube

Miss Felicity N Ncube is a lecturer in the department of Tourism, Hospitality and Leisure Sciences at Midlands State University in Zimbabwe. Before her engagement at Midlands State University, she was a teaching assistant at Lupane State University under the Tourism and Hospitality Cluster. Miss Ncube was once a Junior Travel Consultant at Elgiboh Travel Agency. She is a holder of a Master of Science Degree in Tourism and Hospitality from Chinhoyi University of Technology (Zimbabwe), a Master of Commerce Degree in Strategic Management and Corporate Governance from Midlands State University (Zimbabwe) and a Bachelor of Commerce Degree in Tourism and Hospitality Management from Midlands State University Zimbabwe. She also holds a Diploma in A1 French from Alliance Française. Miss Ncube has been actively engaged as a member of the Zimbabwe Youth in Tourism Organisation under the Bulawayo Charter. She has published and presented in conferences in line with her research interests which are in religious tourism, events tourism, conservative tourism, and wildlife tourism

TITLE OF PAPER:

Graduates perception of Tourism and Hospitality degree program relevance to career attainment: A case of graduates from three State Universities in Zimbabwe.

Abstract:

The process of making career choices is complex since there are diverse factors affecting students' selection of programswhen they enrol in higher and tertiary institutions. Just like in any other discipline, tourism and hospitality management graduates are affected by various factors when deciding their careers post-graduation. Preliminary studies have shown that a significant percentage of tourism and hospitality graduates divert from tourism to some other, sometimes totally unrelated, industries for employment. Hence, this study sought to answer the following critical questions; Why do they enrol for the tourism/hospitality program in the first place, that is what factors affect the students' selection process of tertiary education programs? and why do some end up in totally different fields after graduating? To answer these pertinent questions, this study traced three cohorts of graduates who studied tourism and or hospitality degrees from three state universities in Zimbabwe. Using qualitative research approach, the study samples thirty (30) graduates from three cohorts who graduated between 2013and 2016. To understand the graduates' perceptions, data was collected by the way of interviews. Data was analysed using the thematic approach. Findings revealed that while most of the graduates are employed in the tourism and hospitality industry in Zimbabwe, they are not satisfied with their jobs. Some feel that they studied tourism/hospitality as a last resort hence they do not have satisfaction while others are only in the industry because they do not have an option. Poor working conditions and poor remuneration were also cited as causes of dissatisfaction. There are however a significant number who do not regret their career choice. It is therefore, important for universities to provide carrier guidance to all prospective students so that students may choose the programs in an informed manner.

Key words: Tracer, Tourism and Hospitality Management, graduates, career.

PAPER PRESENTERS *Cont*

Tlotlo Phuduhudu

Tlotlo N Phuduhudu is an avid agripreneur and innovative business owner who is passionate about the intersection of development tourism, agriculture and the empowerment of rural farming communities in Botswana. Tlotlo is the Founder of a company called Healthy Delights. She started the company in 2016 to start supplying seeds and fertilizer to the farming community in Botswana, under the Integrated Support for Arable Agricultural Development program during the 2016/2017 ploughing season. In 2017, using innovative methods, the company ventured into livestock feed production, to produce feeds using indigenous plants, crop residues and plant by-products. Healthy Delights also offers capacity building for farmers in rural communities to impart knowledge on enhanced farming management practices. Ms. Phuduhudugraduated with a Bachelor of Sciences in Hospitality Management(Honors) from Botho University Botswana in 2021.Academic Research: Building the Tourism Agriculture Linkage for Development of the Tourism Sector and Rural Communities in Botswana.
Some of her accomplishments include:
Conference, Workshop and Training Participation
Botho University Entrepreneur Acceleration platform (eLAB). 2020
Beef Productivity Training supported by the Botswana and New Zealand Government Partnership 2019
Fodder Production - Botswana University of Agriculture and Natural Resources (BUAN). 2016

- 2018: Stanford University Graduate School of Business Go-To-Market workshop.

Accomplishments:

- 2021: Third place in the Creative Business Cup Botswana.
- 2020: Participated in World Tourism Forum Lucerne Young Talent Programme competition with the Academic Research
- 2019: Winner of the 646 Startup Pitches in The Agricultural Category.
- 2018: National Winner for FEMBIOBIZ season 2 competition hosted by the Southern Africa Network for Bioscience.
- Exhibited innovative indigenous animal feed products at the South Africa Innovation Summit.

Organization:

- 2019: Co-organized with Kweneng Beef Farmers Association in launching their first annual field day and successfully attracting over 500 farmers to participate.
- 2017-2018: Co-coordinated the Kweneng District Beef Farmers Association Show, leading the marketing and branding.
- 2018: Hosted the President of Botswana, His Excellency Dr. Mokgweetsi Eric Keabetswe Masisi at the Kweneng District Beef Farmers Association Show.

Tonderai Vumbunu

Dr. Tonderai Vumbunu holds a PhD in Tourism Management from North West University (Potchefstroom campus) in South Africa. Currently, Tonderai is Head of Travel and Tourism department in the Faculty Hospitality and Sustainable Tourism. He was actively involved in lecturing and dissertation supervision at various tertiary institutions specialising in the following modules destination marketing management, tourism operations, ecotourism development and research methodology. Tonderai's research interests and publications mainly focus on sustainably diversifying tourism products in developing countries, product development, tourist motivation, destination development, establishing and strengthening linkages between local communities and tourism enterprises. He has actively participated in workshops and conferences and is keen on establishing vibrant collaborations with industry stakeholders focusing on solution orientated research and producing well-rounded graduates

Sethunya Mogami

Esther Sethunya Mogami is a Lecturer and Research supervisor in the area of Hospitality, Tourism, Education and Events, BBA in Tourism and Hospitality (University Of Botswana) Masters in Higher Education, pursuing MBA in Hospitality Management. Of her 9 years teaching experience, she has been working as a lecturer and Head of Department. Her research interests are in Sustainable Events, Hospitality Education and Interior Design and Décor.

PAPER PRESENTERS *Cont*

TITLE OF PAPER:
ASSESSING TOURISM – AGRICULTURE LINKAGES IN DEVELOPMENT OF TOURISM AND RURAL COMMUNITIES

Abstract:

Agriculture and tourism linkages have ben generally viewed as means of enhancing economic development and promotion of alternative tourism products to local communities. The study examined opportunities and challenges of local farmers integration into hospitality and tourism value chains focusing on supply of commodities and related economic development. In depth qualitative interviews were used to collect data from local farmers in Kweneng East and hotel managers promoting agriculture and tourism development. Findings revealed very weak linkages between tourism and agriculture despite massive government investment to promote food production by local farmers. This has resulted in high import bill of food commodities contributing to loss of foreign currency earnings and minimal tourism and socio-economic development in rural communities. The study proposes a value chain-based framework that enhances local farmer linkage to critical support activities that will boost retention of income, promotion and development of agro-based tourism products.

Key words: rural tourism, linkages, value chain, rural community development

PAPER PRESENTERS *Cont*

Kelemwork Khassahun

Mrs Kassahun has a master's degree in Library and Information Studies from the University of Botswana. Master's degree in Rural Development from Indira Gandhi National Open University (IGNOU). Postgraduate certificate in Library Digitalization from the University of Bergen, and currently she is doing her PHD in Information Systems with University of South Africa (UNISA). She has published three research papers and one book chapter. She has presented nine research papers at various national and international conferences.

TITLE OF PAPER:
OPEN SCIENCE FUNDAMENTAL SOLUTIONS FOR IMPROVING ACADEMIC RESEARCH QUALITY AND INNOVATION: A LITERATURE REVIEW

Abstract:
Open Science is an umbrella term encompassing a variety of assumptions about knowledge production and dissemination. The three pillars of open science are accessibility of scientific research (e.g., open access to publications and research data), transparency of research outputs (e.g., reproducibility of results, open peer review), and inclusivity of researchThe paper articulated the benefits of open science to improve the quality of scientific research. Additionally, the study highlights issues related to open science practices in academic research environments. This paper also provides an overview of Botswana Open Science initiatives.

PAPER PRESENTERS *Cont*

Mooketsi Bennedict Tekere

TITLE OF PAPER:
THE DEVELOPMENT OF A NEW MODEL FOR START UP FINANCING.

Abstract:
Open Science is an umbrella term encompassing a variety of assumptions about knowledge production and dissemination. The three pillars of open science are accessibility of scientific research (e.g., open access to publications and research data), transparency of research outputs (e.g., reproducibility of results, open peer review), and inclusivity of researchThe paper articulated the benefits of open science to improve the quality of scientific research. Additionally, the study highlights issues related to open science practices in academic research environments. This paper also provides an overview of Botswana Open Science initiatives.

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PAPER PRESENTERS *Cont*

Vitalis Basera

Academic, Researcher, Tourism and Hospitality Development Consultant, Hotelier, Students Manager – Development, Youth Advocate, Conservationist Farmer
He is a lecturer at Manicaland State University of Applied Sciences in Zimbabwe and founding chairperson of the department of Tourism and Hospitality Management.He joined Manicaland State University tasked with a mandate to establish Zimbabwe Tourism Research Centre and Mountain Tourism Development Studies at the University. He is currently pursuing a PHD in Tourism and is a holder an MSc in Tourism and Hospitability Management. Before he worked as a manager and lecturer at Chinhoyi University of Technology. Currently he is the President of Tourism Educators and Researchers Association of Zimbabwe (TERAZ) and National Programmes Coordinator of Zimbabwe Youth in Tourism. His research path is in mountain tourism, ecotourism, tourism and poverty (rural tourism), service quality, online tourism marketing.

Precious Mazhande

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PAPER PRESENTERS *Cont*

TITLE OF PAPER:
ECONOMIC IMPACTS OF THE COVID-19 PANDEMIC ON THE HOTEL BUSINESS IN ZIMBABWE

Abstract:

It is evident from literature that the spread of the Covid-19 pandemic has brought the world economies to its 'knees'. No industry has gone untouched by the effects of this pandemic. Globally there has been an adverse impact on travel which is backbone of the hotel industry. This study focuses on exploring the impact that the Covid-19 pandemic has had on Zimbabwean hotel sector. The objectives of the study focused on investigating the impact of Covid-19 pandemic on hotel occupancy and revenue and proposing strategies that can be implemented for recovery post the pandemic. The study adopted quantitative approach; semi-structured questionnaires were used to gather data from 30 (3-5 star) hotel management across the various major tourism cities in Zimbabwe. Findings reveal that the Covid-19 pandemic has had an adverse impact on hotel occupancy and revenue. Occupancy and revenue have dropped. Strategies have been employed by hotel to cope with the adverse impact of reduced occupancy and revenue, these include working with minimal staff to avoid increases exposure, closing other parts of the hotel to reduce operational cost and operating on take out bases. It can be concluded that hotels in Zimbabwe are not prepared for pandemics like Covid-19. It is therefore recommended that disaster management plans relating to pandemics be developed and implemented by hotels.

Keywords: Covid-19, Economic Impact, hotel sector, occupancy, pandemic

CERTIFICATE

OF APPRECIATION

In appreciation towards notable contribution as a Panelist at Botho University International Research Conference (BUIRC) held on 26th November 2021 at Botho University

Dr. Sheela Raja Ram
Vice-Chancellor

Dr. Ivy Rose Mathew
Conference Chairperson

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