

## Research output

### *Presented, published or accepted for publication in 2026*

Cunningham, N. and Petzer, D.J. (2026) 'Beyond handy: continued intention towards using same-day delivery shopping apps', *International Journal of Retail & Distribution Management*, 54(13), pp. 18-34. Available at: <https://doi.org/10.1108/IJRDM-12-2024-0659> (Accessed: 11 May 2026).

De Villiers, V. (2026) *The perceived impact of Broad-Based Black Economic Empowerment on business performance in South Africa*. Paulshof: Henley Business School Africa, Black Management Forum, Standard Bank and Brand SA.

De Villiers, V. (2026) *Collaboration in action: exploring strategic partnerships between business and non-profit organisations: summary report*. Paulshof: Henley Business School Africa and Cape Chamber of Commerce and Industry.

Fakude, N. (2026) *Reclaiming a diesel manufacturing company's brand reputation: can corporate social responsibility come to its rescue?* [White paper]. Paulshof: Henley Business School Africa.

Negash, B. (2026) *Listed companies' disclosure and response to environmental initiatives: does it boost their financial performance?* [White paper]. Paulshof: Henley Business School Africa.

Pelser, T. (2026) *Human skills training: to do or not to do ... The dilemma of a professional services company*. [White paper]. Paulshof: Henley Business School Africa.

Petzer, D.J. and Lew, C. (2025) 'Celebratio and Karoo Pak: growth strategies for pomegranates', *Emerald Emerging Markets Case Studies*. Available at: <https://doi.org/10.1108/EEMCS-07-2025-0426> (Accessed: 4 February 2026). (Accepted for publication; published online ahead of print).

Petzer, D.J. and Roberts-Lombard, M. (2026) 'Is trust about more than just money? Insight into South African banking customers', *European Business Review*, 38(2), pp. 151-192. Available at: <https://doi.org/10.1108/EBR-05-2025-0160> (Accessed: 11 May 2025).

Petzer, D.J. and Roberts-Lombard, M. (2026) 'The role of customer engagement in securing loyalty in the South African banking sector', paper accepted for presentation at the *32nd Recent Advances in Retailing and Consumer Sciences Conference*. Berlin, Germany, 13-16 July 2026.

Ponnen, R. (2026) *Employee retention part 2: organisational purpose: is it enough to prevent skilled employees from quitting the South African energy sector?* [White paper]. Paulshof: Henley Business School Africa.

Pretorius, A.J. (2026) *Transitioning from an outdated to a fit-for-purpose service desk: unravelling an established IT organisation's aspirations* [White paper]. Paulshof: Henley Business School Africa.

Roberts-Lombard, M. and Petzer, D.J. (2026) 'When trust mediates value: exploring monetary and non-monetary drivers of behavioural intentions in South African retail banking', paper accepted for presentation at the *19th International Business Conference*. Kleinmond, South Africa, 4-7 October 2026.

Ross, C. (2026) *The executive effect: how top management drives project outcomes* [White paper]. Paulshof: Henley Business School Africa.

Stiehler-Mulder, B. and Reyneke, M. (2026) 'Batho Pele: growing a "people-first" business in a highly competitive environment', *Case Focus Journal*. (Accepted for publication)