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We look forward to another fruitful year of collaboration with academics, students, bookstores and institutions. As we tentatively emerge into this new, post-Covid landscape, let us remember that together we are stronger.

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Marius du Plessis
Business Development Manager
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<tbody>
<tr>
<td>Jacky Duffield</td>
<td>Economics, Accounting, Marketing and Decision Science</td>
<td><a href="mailto:jacky.duffield@vanschaiknet.com">jacky.duffield@vanschaiknet.com</a></td>
</tr>
<tr>
<td></td>
<td>and HR and Management</td>
<td></td>
</tr>
<tr>
<td>Bongani Raymond Selepe</td>
<td>Communication, Medical and Nursing and Public</td>
<td><a href="mailto:rslepe@vanschaiknet.com">rslepe@vanschaiknet.com</a></td>
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<td>Administration</td>
<td></td>
</tr>
<tr>
<td>Phindiwe Sibeko</td>
<td>Education</td>
<td><a href="mailto:phindiwe.sibeko@vanschaiknet.com">phindiwe.sibeko@vanschaiknet.com</a></td>
</tr>
<tr>
<td>Emily Khemisi</td>
<td>Finance, Law, Natural Science and IT, Social Science and</td>
<td><a href="mailto:emily.khemisi@vanschaiknet.com">emily.khemisi@vanschaiknet.com</a></td>
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M. Cloete & F. Marimuthu
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M. van Rensburg (Editor)
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M.D. Shaku (Editor)
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• Inventory management and control
• Payroll accounting
• Break-even analysis
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J. Prinsloo
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How to design, implement and maintain a performance information system. Based on the Framework for Managing Programme Performance Information, developed by the South African government as a government-wide monitoring and evaluation system. Follows best practice as recommended by the National Treasury and international research. Aimed at managers who are responsible for implementing a performance information system within government as well as internal auditors who have to assist management in its role.

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• Designing audit procedures and collecting audit evidence
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- Business and professional ethics in accounting
- Bank reconciliation statements
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- Preparation of annual financial statements
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Performance auditing can play a vital role in ensuring that taxpayers’ money is spent economically, efficiently and effectively. Yet because it is difficult to explain its complexities to newcomers in the field in a way that makes sense the first time round, and because no two audits are identical, there is little practical guidance on the topic available in South Africa at present. *Performance auditing: A step-by-step approach* fills this gap.

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• Production and cost
• Market structure
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P. Mohr, C. van Zyl & A. Pretorius
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A practical and accessible guide to basic mathematical concepts and methods (suitable for self-study, revision or tutorial purposes). Provides numerous mathematical economics examples and exercises as well as fully worked solutions using numbers, graphs and symbols. Aimed at all economics students and with its focus on quantitative aspects, complements the three highly popular theoretical economics textbooks, Understanding microeconomics, Understanding macroeconomics and Economics for South African students, written by Philip Mohr and published by Van Schaik Publishers.

Contents include the following:
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Sixth edition
P. Mohr (Editor)
252 pages; 2019
ISBN: 978 0 627 03768 9 – R380.00
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South African economic indicators summarised and explained in one handy book. Introduces basic concepts and techniques needed to interpret economic data using real-world figures. Includes all the recent revisions of the GDP, the CPI, the PPI, the various labour market surveys, the balance of payments and other economic indicators. Aimed at economics students at all levels.

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J. Fourie & P. Mohr
216 pages; 2022
ISBN: 978 0 627 03893 8 – R355.00
eISBN: 978 0 627 03894 5 – R319.50

An introduction to South Africa’s unique economic challenges and opportunities. Addresses questions such as: what causes economic growth? What determines the price of umqombothi (African beer)? Are cryptocurrencies a form of money? Aimed at students who want to obtain a basic understanding of economics as well as anyone interested in the structure and development of the South African economy. Also useful as a quick reference for seasoned industry professionals.

Contents include the following:

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• Economic policy
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D. Yu & P. Roos
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eISBN: 978 0 627 03612 5 – R612.00

A down-to-earth, practical approach to labour markets in general and the South African labour market in particular. Considers the evidence and identifies some urgent discussion points about the sensitivity of employment to economic growth. Aimed at economics students as well as general readers wanting an overview of the South African labour market.

Contents include the following:
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• Human capital and the demand for skilled workers
• Inequalities and discrimination
• Impact of globalisation
• Nedlac
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S. Mishi & A. Maredza
448 pages (provisional); 2023
ISBN: 978 0 627 04003 0
eISBN: 978 0 627 04004 7

An introduction to the world of research, specifically as applied in the discipline of economics. Provides step-by-step examples using different types of case studies, data and analytical tools. Aimed at senior undergraduate up to postgraduate-level students.

Contents include the following:
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- Ethics of and in research (research ethics)
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- Emerging techniques (e.g. big data/machine learning)
- Data management, analysis and inferences
- Quantitative research methods and application
- Qualitative research methods and application
- Mixed methods application
- How to write a research proposal
SOUTH AFRICAN WORKBOOK FOR ECONOMICS

C. van Walbeek, W. Krugell & N. Samoulihan
201 pages; 2008
ISBN: 978 0 627 02720 8 – R325.00
eISBN: 978 0 627 02900 4 – R292.50

A generic workbook for Economics I students providing questions and answers relating to the most important topics usually covered. Not linked specifically to Economics for South African students (page 2), but can be used in conjunction with it.

Contents include the following:

- Basic concepts
- Demand, supply and prices
- Elasticity
- Behind the demand curve: the utility approach
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Sixth edition
K. van Wyk, Z. Botha & I. Goodspeed (Editors)
429 pages; 2019
ISBN 978 0 627 03629 3 – R685.00
eISBN: 978 0 627 03630 9 – R616.50

A comprehensive overview of the various aspects of South African financial markets and the institutions that operate within them. Explains jargon in lay terms, and discusses both international and local market practices and norms. Aimed at commerce students, public servants and members of the business fraternity.

Contents include the following:
- Fundamentals of the financial system
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- Microfinance institutions
- Regulation of the financial markets
- Insurers
- Retirement funds
- Investment institutions
- Financial market terminology and technicalities
- The markets in the major asset classes
- The impact of taxation on investment returns
Some students seem to find a course in economics to be difficult and removed from their daily lives. The goal of this glossary is to assist students to obtain a better understanding of economics terms and concepts. This will enable them to succeed and deepen their insight into formulating and making informed choices on many issues. In studying economics, students learn an approach to thinking that can be applied in campus life, in their careers and in everyday life. Economics terms and concepts used in the text are those that can be found in most introductory economics textbooks. The text can be used in conjunction with any other text.
This book should be seen as the first building block of any economics course. The content is organised in such a manner as to proceed logically toward a comprehensive understanding of macroeconomics. Having studied the book, the student will know what the repo rate, the CPIX and core inflation are. The student will understand how government debt originates, how it is financed, what its impact on financial markets is, and much more. This book serves as a reference on which students can fall back in years to come and it will stimulate an interest in economics.
Throughout this book the author asks key questions to get the student thinking about the problems facing an economist. In this edition over 150 new multiple-choice questions as well as discussion questions have been added. The text tries to minimise the use of technical jargon and there are clear discussions on difficult concepts. The book is suitable for students doing a short course as well as students who wish to continue with the subject.
BASIC PRINCIPLES OF FINANCIAL MANAGEMENT

L.M. Brümmer, J.H. Hall & E. du Toit
316 pages; 2017
ISBN: 978 0 627 03469 5 – R480.00
eISBN: 978 0 627 03470 1 – R432.00

A comprehensive but easy-to-understand guide to the world of finance. Sets out the concepts and conventions of managerial finance and the main topographical features of the new territory of the statement of financial position (balance sheet), income statement and cash flow statement. Aimed at undergraduate students, but also at individuals in the workplace who have a limited knowledge of financial management and wish to supplement it.

Contents include the following:

- Definitions of terms
- Fundamentals of mathematical calculations
- The various types of financial statement and how to analyse them
- Working capital and cash management
- Time value of money
- Capital investment
- Risk and leverage
- Break-even analysis
FINANCE FOR NON-FINANCIAL MANAGERS

Revised third edition
J. Marx, S. Ngwenya & G. Grebe
202 pages; 2020
ISBN: 978 0 627 03717 7 – R495.00
eISBN: 978 0 627 03718 4 – R445.50

An introduction to the principles of financial management required to contribute favourably to the long-term sustainability of a business. Illustrates how these principles should be applied towards creating wealth as opposed to simply maximising profit. Aimed at those with little or no prior knowledge of accounting or financial management.

Contents include the following:
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• Evaluating new investments by means of capital budgeting
• Managing the cash flow of a business
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Sixth edition
J. Marx (Editor)
398 pages; 2022
ISBN: 978 0 627 0391 26 – R530.00
eISBN: 978 0 627 03913 3 – R477.00

A concise yet comprehensive introduction to investment analysis and portfolio management, specifically in the South African context. Provides a broad framework and a thorough network of guidelines, focusing on investment in financial assets such as shares and bonds, and explaining both fundamental and technical analysis. Aimed at undergraduate investment management students.

Contents include the following:

- Organisation and functioning of securities markets
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- Valuation principles and practices
- Industry analysis
- Company analysis
- Bond fundamentals
- Portfolio management
- An introduction to derivative instruments
- Foreign exchange management
- The role of corporate governance in shareholder protection
FUNDAMENTALS OF INSURANCE

J. Marx & F. van der Meer
406 pages; 2016
ISBN: 978 0 627 03427 5 – R700.00
eISBN: 978 0 627 03448 0 – R630.00

A concise, yet comprehensive introduction to insurance, specifically in the South African context. Explains the regulatory framework, how insurance business needs to be conducted, and procedures for handling claims. Aimed at tertiary students and professionals in risk and finance.

Contents include the following:
- Financial goals and fundamental principles
- Understanding financial statements
- Ratio analysis
- Time value of money
- Valuation of assets
- Quantitative aspects of risk management and insurance
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J.S. de Beer
192 pages; 2011
ISBN: 978 0 627 02813 7 – R460.00
eiISBN: 978 0 627 03002 4 – R414.00

A concise introduction to the fundamentals and applications of financial derivatives. Provides a framework and reference guide that lays the foundation for more advanced studies and titles. Aimed at second-year students and short-course providers as well as undergraduate and graduate students specialising in related disciplines.

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A guide to developing and implementing an operational risk management process that will support the achievement of business objectives in a way that proactively addresses risk exposures and identifies potential business opportunities. Attempts to bridge the gap between theoretical concepts and practical implementation. Aimed at students as well as managers interested in the management of operational risk.

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C. Duvenhage & N. Keyser (Editors)
240 pages; 2021
ISBN: 978 0 627 03815 0 – R445.00
eISBN: 978 0 627 03816 7 – R400.50

A guide to good financial decision making that will empower people to manage their money better and so maximise their opportunities and lead more fulfilling lives. Encompasses many areas and core topics such as cash flow management, savings, debt, housing and planning for the future. Aimed at students as well as the average South African on the street needing guidance on managing household financial matters.

Contents include the following:

• The macroeconomic environment, economic variables and personal finance
• Time value of money
• Investments: equity/stocks (shares); fixed equity; listed property; unit trusts/collective investment schemes
• Personal finance: banking services and products
• Managing credit
• Insurance and assurance
• Retirement
TURNING VISION INTO VALUE – CORPORATE FINANCE FOR NON-FINANCIAL EXECUTIVES

M. Ward & A. Price
224 pages; 2006
ISBN: 978 0 627 02645 4 – R600.00
eISBN: 978 0 627 03047 5 – R540.00

The creation and measurement of economic value within an organisation. Simplifies and presents the essence of major accounting statements. Includes a simple Excel spreadsheet which can be customised to analyse and value a business.

Contents include the following:

• The income statement
• The balance sheet
• Cash flow
• Profitability
• Activity
• Return on net assets (RONA) and return on total capital employed (ROCE)
• Return on equity (ROE)
• Growth and dividend policy
• Economic value added (EVA®)
• Market value added (MVA®)
• Valuation
ABC OF FINANCIAL MANAGEMENT, THE – AN INTRODUCTION TO FINANCIAL MANAGEMENT AND ANALYSIS

F.C.H. Lovemore & L.M. Brümmer
268 pages; 2003
ISBN: 978 0 627 02529 7 – R535.00
eISBN: 978 0 627 03041 3 – R481.50

The ABC of Financial Management is written for those who know little or nothing about financial management as well as for the serious investor or commercial leader. Financial statements, time value of money, the cost of capital, the management of working capital, how to make financing and investment decisions as well as a plethora of other facets of financial analyses and management, are discussed in detail and in understandable language. The book defines and discusses financial terms, as well as the fundamentals of financial management and is of immense practical value.
Basic Business Finance is an informative book on basic issues related to business finance, and is suitable for students and practitioners with no prior insight into financial management. The book is ideally suited to students and practitioners in the following fields:

- Entrepreneurship and small business management
- Bookkeeping
- Marketing
- Purchasing
- Business management
- General management

Basic Business Finance offers self-test revision questions and answers at the end of each chapter so that readers can assess their understanding of the content. The aim of the book is to equip students and practitioners with the necessary knowledge, skills and values to practise sound basic business finance principles in their enterprises, thus ensuring good business governance.
MANAGE YOUR MONEY – BASIC FINANCIAL LIFE SKILLS FOR SOUTH AFRICANS

Second edition
N. Swart
213 pages; 2007
ISBN: 978 0 627 02716 1 – R460.00
eISBN: 978 0 627 02881 6 – R414.00

Basic financial knowledge is one of the most important educational and training needs in South Africa. Thousands of people enter the working world without this knowledge. Training in personal financial management is essential in order to successfully secure employment or start a business, and to be financially independent upon retirement. Financial skills are the best skills you can acquire, since you will be able to use them to your benefit throughout your life.

*Manage your money* teaches you to plan your finances, change your financial situation for the better and become financially independent. Empower yourself financially by learning to

- draw up a budget
- use debt wisely and escape debt
- borrow money from a micro-lender
- provide for your family
- buy your own car and home
- make good investments
- protect yourself and your assets
- plan your retirement wisely
- protect your job and start your own business
- use a bank’s services and products
- create a positive financial future.

*Manage your money* helps you set personal goals and gain the necessary self-confidence for successful personal financial planning and management.
BUSINESS MANAGEMENT – A VALUE CHAIN APPROACH

Revised second edition
G.H. Nieman & J.A. Bennett (Editors)
467 pages; 2014
**ISBN: 978 0 627 02791 8 – R680.00**
e**ISBN: 978 0 627 03691 0 – R612.00**

An introduction to the value chain as a framework that allows students to visualise properly how it works, the activities involved and their interaction with each other. Covers basic points of theory, but also has a strong practical approach. Includes self-evaluation questions and challenging experiential exercises. Aimed at undergraduate business management students and students doing service courses.

*Contents include the following:*

- Environmental analysis
- Establishing a business
- Leadership
- Logistics
- Management: marketing, financial, human resource, communication, information
- Business ethics
- Creativity and innovation
- Globalisation
- Black economic empowerment
- Corporate governance
A discussion of the critical aspects pertaining to warehouse and inventory management that are necessary for the successful operation of a supply chain in the contemporary business environment. Contextualises supply chain and warehouse management before focusing on the various key components of inventory management, integrated warehousing and inventory risk management, and future trends. Aimed at supply chain management students.

Contents include the following:

- Spatial perspectives on warehouse development
- Warehouse operations and processes
- Warehouse technology and equipment
- Warehouse efficiency
- Inventory management, forecasting and demand planning
- Inventory planning and replenishment
- Procurement
- Inventory control
- Modes of transportation and distribution
An exposé of a wide range of present-day matters that focus on the deep multiplicity of relationships between operations, supply chains and the changing business environment. Offers tools and techniques to cope with the ever-increasing forces of supply versus demand, against the backdrop of limited resources and a constantly changing business environment. Aimed at a broad audience, both local and international, from business practitioners to professional bodies to students.

Contents include the following:

- Green operations and supply chain management
- Design for the environment
- Environmental accounting and economics
- Sustainable management strategies
- Contemporary digital systems
- Competitive manufacturing intelligence
- Contract logistics
- Construction supply chain management
- City logistics
- Humanitarian medical logistics
- Humanitarian operations
- Quantitative exercises
An introduction to the basic management principles of planning, organising, directing and control as an approach to managing contracts. Explains the importance of managing the content of the contract as well as the contracting process so that unnecessary problems can be prevented and, as a result, important relationships can be maintained.

Contents include the following:

- Job description and specifications of a contract manager
- Organising the contract management department
- The procurement process
- New developments in procurement
- Strategic sourcing strategies
- Uses of contracts
- Managing the contract content and process
DEVELOPING SOFT SKILLS FOR SUCCESS – A GUIDE FOR MODERN PROFESSIONALS

B.E. Jonker & N.D.P. Mtshelwane (Editors)
216 pages; 2021
ISBN: 978 0 627 03797 9 – R380.00
eISBN: 978 0 627 03798 6 – R342.00

A foundation for cultivating excellence in emerging leaders. Offers fresh, current and applicable content from a southern African perspective, including practical group and individual exercises to facilitate learning in an interactive, challenging and fun way. Aimed at students in higher education as well as practising professionals and managers.

Contents include the following:
• Setting goals for success
• Career self-management skills – employability and graduate attributes
• Career development for professional success
• Personal branding for professional success
• Digital skills development for success
• The art of professional networking for success
• Professional communication for success
• Managing a diverse workforce for success
• Organisational change for success
• Ethics for success
EMERGING ISSUES IN OPERATIONS AND SUPPLY CHAIN MANAGEMENT

M. Mkansi, G. de Villiers & A. Amadi-Echendu (Editors)
339 pages; 2020
ISBN: 978 0 627 03728 3 – R470.00
eISBN: 978 0 627 03729 0 – R423.00

A discussion of the current drivers of change within the realm of operations and supply chain management. Shares practical advice and solutions for the global industry which will equip businesses to respond with robustness in today’s volatile economic environment. Aimed at undergraduate students as well as professionals working in the industry to support sustainable business practices as well as organisational goals.

Contents include the following:
• Green purchasing fundamentals
• Design for the environment
• Environmental accounting and economics
• Sustainable operations
• Food security
• Digital technologies and operations in the fourth industrial revolution
• Maritime logistics (port and sea freight)
• Construction supply chains
• City logistics fundamentals
• Humanitarian logistics and disaster management
• Humanitarian medical logistics
• Quantitative fundamentals
ENTREPRENEURIAL SKILLS
Second edition
N.M. Mmako, W. Sambo & R. Shambare (Editors)
274 pages; 2021
ISBN: 978 0 627 03803 7 – R435.00
eISBN: 978 0 627 03804 4 – R391.50

The essential concepts and skills needed to grow and manage an entrepreneurial venture successfully. Presents current, relevant content in unique and interesting ways, drawing from real-world examples. Aimed at undergraduate students at universities and universities of technology as well as practising entrepreneurs.

Contents include the following:
• Opportunity recognition
• Setting realistic goals and achieving them
• Networking
• Leadership and management
• Creativity and innovation
• Legal issues in business
ENTREPRENEURSHIP – A SOUTH AFRICAN PERSPECTIVE

Fourth edition
C. Nieuwenhuizen & G.H. Nieman (Editors)
557 pages; 2019
ISBN: 978 0 627 03593 7 – R690.00
eISBN: 978 0 627 03594 4 – R621.00

An in-depth guide to becoming a successful entrepreneur. Describes and illustrates new venture creation within a South African context: the start-up process, the growth stages and the challenges in the maturity phase of the business. Aimed at undergraduate students as well as entrepreneurs, managers, management consultants and trainees, developers and presenters of in-house business courses.

Contents include the following:
• Seeing, locating, measuring and opening the window of opportunity
• Developing the business plan
• Determining the resources required
• Fair trade, competition and consumer protection
• The role of national government in developing and enabling the small business environment
• Controlling and planning for growth
• Key issues of business success or failure
• e-Commerce opportunities
• Corporate entrepreneurship in South Africa
ENTREPRENEURSHIP AND SMALL BUSINESS MANAGEMENT – AN EMERGING ECONOMIES PERSPECTIVE

G.E. Chiloane-Tsoka & E.M. Rankhumise (Editors)
382 pages; 2019
ISBN: 978 0 627 03455 8 – R540.00
eISBN: 978 0 627 03456 5 – R486.00

A balanced theoretical and practical approach to developing the important skills necessary for entrepreneurs to succeed at doing business in emerging economies. Discusses fundamental aspects such as innovation and creativity as well as entrepreneurial strategies. Aimed at fostering entrepreneurship in students.

Contents include the following:

- Starting a business
- Feasibility analysis
- Entrepreneurial skills
- Finance
- Social entrepreneurship
- Ethics, governance and sustainability
EXPLORING CREATIVITY AND INNOVATION – A STRUCTURED APPROACH FOR ENTREPRENEURS, MANAGERS AND GAME CHANGERS

Second edition
A. Antonites
280 pages; 2020
ISBN: 978 0 627 03786 3 – R495.00
eISBN: 978 0 627 03787 0 – R445.50

A discussion of all the aspects of innovation, including the creative person, process and outcome as well as design thinking that facilitates modern creative behaviour in an array of business and organisational environments. Follows a process approach and provides locally relevant examples and case studies to situate the content within the African context.

Contents include the following:
• The role of and need for the “new” (the context, need and nature of innovation)
• The creative person and the environment
• The creative process
• Design thinking
• The creative outcome
• Linking invention to market
• Models, processes and patterns
• Business model to business plan
• Product development
• Managing innovation
FOODSERVICE MANAGEMENT – AN AFRICAN PERSPECTIVE

S.M. Jooste & W.H. Engelbrecht (Editors)
354 pages; 2022
ISBN: 978 0 627 03936 2 – R495.00
eISBN: 978 0 627 03937 9 – R445.50

An in-depth analysis of the integrated complexities of various types of food and beverage service organisation. Provides an overview of the foodservice industry before addressing the organising and control functions, then progresses to the more strategic aspects. Aimed at students studying towards a qualification in the fields of hospitality, culinary, food and beverage or consumer sciences.

Contents include the following:

- Introduction to foodservice management
- Menu management
- Beverage management
- Foodservice supply chain
- Cost controls and food processing systems
- Food safety management
- Foodservice facilities layout and design
- Community food systems and sustainability
- Employee productivity
- Strategic management and servant leadership
FUNDAMENTAL PRINCIPLES OF SUPPLY CHAIN MANAGEMENT
(NEW EDITION IN PREPARATION)

S. Mbanje & J. Lunga (Editors)
231 pages; 2015
ISBN: 978 0 627 03330 8 – R425.00
eISBN: 978 0 627 03331 5 – R382.50

The integrated supply chain explained in terms of a more strategic coordination for increased market impact, overall efficiency, continuous improvement and heightened competitiveness. Highlights supply chain management from purchasing, operations and logistics perspectives, in both a global and local context. Aimed at undergraduate university students.

Contents include the following:

- Procurement
- Global logistics
- Government laws and regulations affecting supply chain management
- Quality
- Information technology and supply chain management
- Forecasting and demand management
- Customer service
- Inventory management
- Warehousing and transportation
GENERAL MANAGEMENT

Second edition
J.A.A. Lazenby (Editor)
382 pages; 2020
ISBN: 978 0 627 03789 4 – R505.00
eISBN: 978 0 627 03790 0 – R454.50

A back-to-basics textbook that provides the grounding managers and entrepreneurs need to survive and prosper in today's fluid and competitive global marketplace. Incorporates the fundamental concepts found in any general management course, using real-life management-in-action examples and taking an Afrocentric perspective. Aimed at undergraduate students doing management courses.

Contents include the following:
- Management theory
- The organisational environment
- Managerial ethics and social responsibility
- Decision making
- Designing the organisation
- Organisational change and learning
- Managing diversity in the workplace
- Motivation
- Communication
- Foundations of control
- Contemporary management issues
An in-depth look at the evolution of the workplace environment, and the requirements and business expectations of modern office administrators and managers. Explores the necessary skills and attributes required to strive in the new hybrid workplace model, which involves tapping into new technological and self-management tools to function optimally while working remotely. Aimed at entry-level and experienced administrators.

Contents include the following:
- Business communications
- Professionalism and etiquette in the office environment
- Office design and layout
- Record management and data filing
- Basic financial administration
- Planning, organising, leading and controlling
- Diversity and decision making
- Relationship management and customer service
- The green office and ethics
PASSION, POWER AND PURPOSE – ENGAGING WITH STRATEGY IN YOUR ORGANISATION, AND YOUR LIFE

G. Sieff
240 pages; 2021
ISBN: 978 0 627 03854 9 – R430.00
eISBN: 978 0 627 03855 6 – R387.00

A professional and personal guide to navigating a world of complexity, uncertainty and pandemic-sized shocks. Covers a broad selection of the essential frameworks, models and tools needed to engage effectively in shaping and influencing organisational strategy. Aimed at leaders, executives and graduate students.

Contents include the following:
• Strategy in context
• Frameworks and perspectives
• Outside–in strategy: staying relevant
• Inside–out strategy: finding leverage
• Optimising strategic alignment
• Future positioning
• Strategic options
• Taking action – strategy execution
• Leading strategically
PROJECT MANAGEMENT FOR THE SERVICE SECTOR

P.N. Acha-Anyi (Editor)
410 pages; 2021
ISBN: 978 0 627 03916 4 – R620.00
eISBN: 978 0 627 03917 1 – R558.00

An approach to project management that focuses on intangible products, within a southern African context. Provides sound pedagogical grounding with a mix of content, examples, case studies and exercises. Aimed at students who are taking service-related courses.

Contents include the following:

• Project management paradigms and methodologies
• Managing the project definition phase
• Planning, implementing and financing projects in the service sector
• Managing project parameters
• Project cost management
• Project procurement management
• Governance and leadership of projects
• Stakeholders in project management
• Disaster risk reduction in development planning
• Project management in intercultural contexts
• Monitoring and evaluation in service sector projects
• Risk management in service provision projects
• Project closure
• Customer relationship management
• Ethics and corporate social responsibility
• The future of project management (in Africa)
An in-depth look at procurement and supply chain management (SCM) in the public sector, with special reference to applicability in South Africa. Provides new ideas, concepts, case studies and practical experiences. Aimed at students, government officials, academics, researchers, consultants and other concerned parties.

**Contents include the following:**

- SCM challenges in the South African public sector
- Legislation governing public SCM
- Demand and acquisition management
- Implementing bid committee systems
- Strategic sourcing and category management
- Managing inventory
- Logistics, contracts and ethics
- Asset and disposal management
- Risk management
- Electronic systems and e-procurement
- Performance monitoring and evaluation
- Sustainable public procurement
PURCHASING AND SUPPLY MANAGEMENT

Seventh edition
J.A. Badenhorst-Weiss, J.O. Cilliers, W. Dlamini &
I.M. Ambe (Editors)
348 pages; 2018
ISBN: 978 0 627 03547 0 – R685.00
eISBN: 978 0 627 03548 7 – R616.50

An introduction to the current concepts and management tools that will make purchasing and supply management more efficient in functioning within the broader concept of supply chain management. Covers not only basic principles but also the activities incumbent on a purchasing and supply manager. Addresses the relationships between purchasing and concepts such as strategic sourcing, and areas of application. Aimed at students in this field as well as practitioners in business.

Contents include the following:
• Purchasing and supply policies and strategies
• Purchasing price determination and cost analysis
• Evaluation and selection of suppliers
• The management of quality
• Sustainability in purchasing and supply
• Supplier development
• Electronic commerce and electronic procurement applications
NEW EDITION

STRATEGIC LOGISTICS MANAGEMENT – A SUPPLY CHAIN MANAGEMENT APPROACH

Third edition
W. Niemann & G. de Villiers (Editors)
475 pages; 2022
ISBN: 978 0 627 03918 8 – R575.00
eISBN: 978 0627 03919 5 – R517.50

A systematic approach to managing the entire flow of materials, information, services and finance from raw material suppliers through manufacturing and warehousing, to the end user. Covers the operational and strategic aspects of all the components of business logistics from a supply chain management perspective, focusing on the integration of all business processes that add value to the customer. Aimed at undergraduate students and graduate programmes in the field of supply chain management.

Contents include the following:
• Customer service
• Demand and order management
• The supply management process
• Inventory management
• Transport management
• Warehouse management
• Reverse logistics
• Contract logistics
• Global dimensions of logistics
• Supply chain risk management and resilience
• City logistics
• Humanitarian logistics
NEW EDITION

THE STRATEGIC MANAGEMENT PROCESS – A SOUTH AFRICAN PERSPECTIVE

Third edition
J.A.A. Lazenby (Editor)
438 pages; 2022
ISBN: 978 0 627 03902 7 – R650.00
eISBN: 978 0 627 03903 4 – R585.00

An understandable and practical approach to the strategic management process that explains strategy in such a way that every reader will understand not only how vital it is to any organisation but also exactly what it entails. Aimed at students in strategic management as well as those involved in management training programmes in organisations or small business ventures.

Contents include the following:
• Strategic direction and environmental analysis
• Strategy formulation
• Strategy implementation
• Strategy control and evaluation
STRATEGIC MANAGEMENT – SOUTHERN AFRICAN CONCEPTS AND CASES
(NEW EDITION IN PREPARATION)

Fourth edition
T. Ehlers & J.A.A. Lazenby (Editors)
441 pages; 2019
ISBN: 978 0 627 03681 1 – R635.00
eISBN: 978 0 627 03682 8 – R571.50

The first specifically southern African textbook on the principles and application of the strategic management process. Emphasises the important role of corporate governance, with specific reference to the King IV™ report. Uses the history, development and strategy of Shoprite Checkers as a cohesion case study throughout. Aimed at business management students as well as organisations.

Contents include the following:
• Setting strategic direction: vision, strategic intent and mission
• Corporate governance and strategy
• Environmental analysis
• Strategy formulation
• The Business Model Canvas as a strategic tool
• Aligning strategy with industry life cycle
• Strategy implementation and change management
• Drivers and instruments for strategy implementation
• Continuous improvement through strategic control and evaluation
NEW PUBLICATION

STRATEGIC SUPPLY CHAIN MANAGEMENT

P. Ramgovind & W. Engelbrecht (Editors)
392 pages; 2022
ISBN: 978 0 627 03920 1 – R580.00
eISBN: 978 0 627 03921 8 – R522.00

An exploration of how supply chain management activities influence strategic decision making in a contemporary organisation. Aimed at students studying toward a commerce programme at both diploma and bachelor’s level.

Contents include the following:

- Principles of supply chain management
- Spatial perspectives on strategic warehouse development
- Forecasting and demand planning
- Procurement and management of inventory
- Warehouse operations and processes
- Managing logistics in the supply chain
- Sustainable supply chain management
- Lean supply chain management
- Ethics in supply chain management
SUPPLY CHAIN MANAGEMENT – A BALANCED APPROACH

Third edition
I.M. Ambe, J.A. Badenhorst-Weiss, E.H.B. van Biljon & J.O. Cilliers (Editors)
472 pages; 2022
ISBN: 978 0 627 03922 5 – R655.00
eISBN: 978 0 627 03923 2 – R589.50

Identifies the strategic impact and evolutionary direction of the field in a global market environment and emphasises the changes in processes and management thinking required to introduce supply chain management in South African organisations. Aimed at all supply chain, logistics and transport management students.

Contents include the following:

- Lean and agile supply chains
- Improving performance
- Managing inventories
- Customer service
- Quality
- Suppliers
- Total cost of ownership
- Green supply chain management
- Negotiations
- The role of transport
- Distribution management
- Managing the global supply chain
TRANSPORTATION MANAGEMENT – A SOUTHERN AFRICAN PERSPECTIVE

W. Engelbrecht & P. Ramgovind (Editors)
339 pages; 2020
ISBN: 978 0 627 03736 8 – R495.00
eISBN: 978 0 627 03737 5 – R445.50

An overview of transportation management as an aspect of the supply chain network within the southern African landscape. Considers the contribution made by the Southern African Development Community (SADC) towards improving transportation management as part of its overall goal of increasing opportunities for growth, given the economic, political and social challenges facing this region. Aimed at undergraduate students in supply chain management, logistics management and transport economics.

Contents include the following:

- Background to supply chain management
- SADC trade routes
- Modes of transportation
- Legislation and regulations
- Logistical outsourcing
- Cost management
- Transportation planning and fleet management
- Technology in transportation
- Transport economics
- Transportation risk management
- Sustainable transportation
- Global transportation and future trends within the transportation sector
UNDERSTANDING BUSINESS AND ETHICS IN THE SOUTH AFRICAN CONTEXT

M. Rathbone (Editor)
342 pages; 2020
ISBN: 978 0 627 03677 4 – R420.00
eISBN: 978 0 627 03678 1 – R378.00

An overview of the relationship between business and ethics from a contextual and integrative perspective. Prepares students to engage with ethical issues in the workplace and socioeconomic challenges in society in an accountable and responsible manner. Explores cultural diversity and the challenges it presents in relation to governance and ethics in business. Aimed at undergraduate students as well as those already in the business environment.

Contents include the following:

- Fundamental hermeneutical theories and their ethical dimensions
- Socioeconomic challenges in South Africa
- The development of capitalism
- The challenges of the legacy of colonialism
- Ethical theories
- Business theories
- Governance
- Management of ethics
- Marketing
- Labour relations
- Finance
BUSINESS MANAGEMENT

Second edition 797 pages; 1998
S. Marx, D.C. van Rooyen, J.K. Bosch & H.J.J. Reynders (Editors)
ISBN: 978 0 627 02319 4 – R805.00

This new, completely revised edition incorporates the many changes and reforms in South Africa with a direct impact on business management. The book centres on three major themes: what is a business enterprise? How is a business enterprise established? How is it managed?

This new edition meets the needs of tertiary academic institutions for an introductory work on the structure and principles of business management. At the same time it serves as a reference for training in other disciplines. The book also offers background and practical guidelines for practising business people, business leaders and entrepreneurs on how to manage their enterprises successfully.
BUSINESS MANAGEMENT – AN INTRODUCTION

Second edition
L.R.J. van Rensburg
175 pages; 2008
ISBN: 978 0 627 02677 5 – R465.00
eISBN: 978 0 627 02838 0 – R418.50

The fundamentals of business management and entrepreneurship. Guides students through the development of business management to current and relevant thinking within the discipline.

Contents include the following:
• The nature and being of business management
• Establishment issues of the new business
• Legal issues
• General and strategic management
• Human resource management
• Information management
• Purchasing management
• Production and operations management
• Financial management
• Nature of marketing
• Nature of logistics
• Business plan
Courageous Conversations – A Collection of Interviews and Reflections on Responsible Leadership by South African Captains of Industry

D. Gleason, S. Nkomo & D. de Jongh

420 pages; 2011
ISBN: 978 0 627 02826 7 – R740.00
eISBN: 978 0 627 02970 7 – R666.00

Fourteen captains of industry. One hour of intense, candid and often brutal examination with each leader. Courageous Conversations takes the reader on a privileged walk through the corridors of corporate power, on a journey to the centre of leadership.

What is leadership? How have these remarkable individuals steered their companies through times of largesse and, more recently, recession? Has the board become an outdated model? Are visions, values and ethics being sacrificed on the altar of profitability? Has executive remuneration really gone too far?

The ultimate goal: to discover what lessons can be learnt and taken on board for the next generation of South Africa’s corporate leaders. David Gleason, a well-known financial journalist and columnist, gets into the minds, and ultimately the hearts, of these celebrated leaders with often surprising and dramatic consequences.

Courageous Conversations is a fearless exposition of real-life leadership. It stands apart from other books in the field of leadership with its dual-analysis format: one analysis written by Gleason and an academic analysis of each interview by Professor Stella Nkomo, with contributions from Professor Derick de Jongh.

Each interview has been transcribed and copied onto a CD, which accompanies the book.

Times of tectonic change call for Courageous Conversations.
Customer service management – a holistic approach provides readers with the following:

- A holistic approach to customer service and customer service management
- A framework for understanding the core issues in customer service delivery
- Insight for small business owners into how to gain a competitive edge
- A wide variety of activities, providing the optimal usage of notional hours within the SAQA framework
- Motivation for giving great customer service
- A carefully designed roadmap for learning, including the application of an industry-related project
- A chance to have some fun while learning through the use of activities

Contents include the following:

- Moments of truth
- Dealing with “difficult” customers
- Basic communication
- Working with frontline personnel
- Customer service action plans
- Internal and external customer service
- Identifying customer needs
- The role of customer service
e-Commerce is a broad term that covers all business activities that use the internet as the platform for conducting exchanges or forming and maintaining relationships. It encompasses social media, the sharing economy, mobile applications, e-tailing, the changes to business models and developments such as wearables, and is a rapidly growing component of business education. The separation between real and virtual worlds is becoming more intangible as we rapidly face a new world of integrated technology. *e-Commerce* provides a solid grounding in this dynamic discipline as well as tools and techniques to leverage for e-commerce business success.

*e-Commerce* is written from the perspective of a developing country and makes use of many South African examples. It uncovers the main business drivers of which practitioners need to be aware in this rapidly developing field, from an overview of the e-commerce environment and the digital business models and strategies that have emerged from it, to an in-depth look at the strategic drivers for digital and social marketing, operations and emerging trends in the digital future.

**Contents include the following:**

- The local and regional e-commerce environment
- Digital business models and the e-value chain
- Consumer behaviour online
- Research and big data
- Digital marketing, advertising and branding on the internet
- Special developments in areas such as pricing and services
- The macro-environment, e-commerce and the law
- The digital future

*e-Commerce* is aimed at students who already have an understanding of general business theory, specifically basic concepts in economics, marketing and management.
LEADERSHIP CHALLENGE IN AFRICA, THE – A FRAMEWORK FOR AFRICAN RENAISSANCE LEADERS

G. van Rensburg
104 pages; 2007
ISBN: 978 0 627 02706 2 – R435.00
eISBN: 978 0 627 02876 2 – R391.50

As the subtitle a framework for African Renaissance leaders indicates, this book combines the challenges of Africa’s development and leadership theory. Since proper assessment of a particular context – with its historical, philosophical, political, social and technological facets – is crucial for effective leadership, I have attempted to provide sufficient information about Africa to contextualise the leadership challenge. I will begin with a chapter on the essence of leadership. I argue that leadership, to stand the test of time, has to come from the will to serve others. It has been modelled by Nelson Mandela, whose legacy will inspire African leaders for generations to come. I also make a case for a more holistic and deeper understanding of leadership than what we are familiar with in modern organisations, where a combination of positional authority and functional competence are viewed as the makeup of good leadership.

I discuss the important role of vision in a leader’s efforts to influence and mobilise others. The African Renaissance dream is such a vision. To know what needs to happen for an African Renaissance dream to become reality, one needs to understand the challenges leaders in Africa face today. I therefore present an overview of Africa’s history and contemporary reality before focusing on the important aspect of culture. What do leaders need to understand of the cultural values of Western or modern societies and those of traditional African societies (and the mix we have in African countries) to build suitable organisational cultures for the African context? What, in terms of a cultural stance, will be good for an African Renaissance?

In Chapter 5, I explicate the theory of transformational leadership and provide a framework and ideas for developing leaders in view of an African Renaissance. Since the success of South Africa’s transformation since 1994 is undeniably pivotal to the ideals of an African Renaissance, I provide some perspectives on its progress in the last chapter. For further reflection and debate, I recommend the discussion of key questions included at the back of the book.
In our typically fast-paced life in the 21st century it is not uncommon for people to feel a loss of direction, purpose and meaning. It would seem that deeper and more fundamental questions about our existence and the significance of our efforts and busy lives are seldom asked and contemplated. In many areas and at different levels there also appears to be a vacuum in inspirational leadership. Instead of waiting and hoping for others to rise to the challenges of our time, however, we can reflect on our own leadership and commit to grow as inspirational leaders ourselves. How well do we lead our own lives, our own families? How do we ensure that our own flame of inspiration remains strong? Do we have the ability to inspire others?

*Leadership thoughts* attempts to open up perspectives, stimulate thinking and inspire attitudes and behaviour that would help to unlock the best in us – especially in the context of the workplace and the challenges that we face as a nation. It will be appreciated by students of life in general, by those who regard themselves as experienced but not complete leaders as well as aspirant leaders who are eager to lay the right foundations for their leadership challenges in future.
An exploration of small businesses in South Africa and their unique problems.

Contents include the following:

- Understanding small business
- Managing a small business
- Managing a micro business
- Managing a family business
- Marketing management
- Operations and supply chain management
- Financial management
- Human resource management
- Information and e-business
- Social responsibility and ethics
- Managing growth
- Harvesting and exiting a venture
- Risk management, business failure and turnaround
- Networking and support
- Legal aspects
Strategic management is a well-known concept among working people in South Africa. In particular, businesspeople, managers, professionals, technicians and workers are exposed to strategic management in their day-to-day activities. We are all influenced by strategic management, but do we really know what it means?

This book provides a step-by-step approach to learning and applying the principles of strategic management in order to enhance an understanding of the subject matter.

The strategic management approach followed in this textbook is inclusive, and each participant’s role in the process is evaluated and clarified. This approach promotes ownership of the principles and motivates both learners and practitioners. The inclusive approach also ensures that staff members at all levels of an organisation understand and embrace the principles of strategic management. To this end, the strategic management process is divided into three levels, namely, the strategic level, the tactical level and the operational level.

Strategic Management is essential reading for undergraduate students of strategic management. Practitioners will also find the content invaluable in their daily activities.
EMPLOYMENT RELATIONS IN SOUTH AFRICA – A PSYCHOLOGICAL PERSPECTIVE

M.A. Matjie
240 pages (provisional); 2023
ISBN: 978 0 627 04038 2
eISBN: 978 0 627 04039 9

An introduction to employment relations in South Africa, but from a psychological perspective. Explores the ramifications of the past, while promoting collaborations between employment relations and psychology towards developing a more collegial, productive as well as harmonious employment relationship. Aimed at senior undergraduate as well as postgraduate students in human resource management, labour relations, human resource development, psychology and industrial psychology.

Contents include the following:

• Nature and historical development of labour relations in South Africa
• Psychological ramifications of apartheid on employment relations in South Africa
• Employment relations legislation in South Africa
• History of employment relations and psychology
• Collective bargaining and psychology
• Negotiations and psychology
• Conflict management and psychology
• Strikes and lockouts and psychology
• Industrial psychologist in employment relations
• Workplace procedures
• Collective bargaining and negotiations
An introduction to human resource (HR) metrics in simple and relatable language. Takes the reader systematically and thoroughly through concepts and principles that will aid the reader to apply data analysis to various people-related matters. Includes South African business cases and utilises MS Excel for statistical analyses. Aimed at HR students as well as working HR practitioners.

Contents include the following:

- Evolution of the HR profession
- Use of technology in HR management
- Integrated reporting and analytics
- Introducing the HR measurement cycle
- HR metrics within the HR value chain
- HR metrics associated with line management
- HR metrics related to business strategy
- Problem identification
- Collecting and analysing data
- Presenting findings
- Global trends in HR
HUMAN RESOURCE MANAGEMENT IN THE NEW WORLD OF WORK – MEETING THE CHALLENGES OF INDUSTRY 4.0

D. Kokt (Editor)
156 pages; 2021
ISBN: 978 0 627 03809 9 – R450.00
eISBN: 978 0 627 03948 5 – R405.00


Contents include the following:
- Linking human resource management with organisational strategy
- Industry 4.0 and career management
- Talent management and development
- Leadership in the new world of work
- Human resource information systems (HRIS)
- Human resource metrics
- Human resource service delivery and innovation
- Human resource risk management
INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

M. Meyer & E. Krüger-Pretorius (Editors)
389 pages; 2018
ISBN: 978 0 627 03459 6 – R445.00
eISBN: 978 0 627 03460 2– R400.50

An examination of the essential aspects of the practice of human resource management in the modern workplace. Supplements essential theory with practical guidelines for managing employees as well as other general functions in an organisation. Aimed at undergraduate students at further and higher education institutions within South Africa as well as managers and human resource practitioners.

Contents include the following:
• Macroenvironmental factors
• Workforce planning and talent management
• Recruitment and selection
• Induction, orientation and onboarding
• Performance management and appraisal
• Human resource development
• Management, leadership and motivation
• Remuneration
• Employee wellness, health and safety
• Laws regulating the human resource management function
MANAGING DIVERSITY IN THE SOUTH AFRICAN WORKPLACE

N.M.H. Carrim & L. Moolman (Editors)
266 pages; 2020
ISBN: 978 0 627 03738 2 – R440.00
eISBN: 978 0 627 03739 9 – R396.00

A scientifically based introduction to understanding diversity and inclusion at the macrolegislative, meso-organisational and micro-individual levels. Examines how diverse employees and groups can be accommodated within the South African workplace and the concomitant legislation that supports the inclusion of individuals from different backgrounds. Aimed at undergraduate students.

Contents include the following:

- Diversity management concepts
- Managing racial and ethnic diversity in the workplace
- Managing gender diversity in the workplace
- Managing religion and spirituality in the workplace
- Managing disability in the workplace
- Managing age diversity in the workplace
- Managing sexual and gender diversity in the workplace
- Managing diversity in South Africa: policy, plan and strategy
A solid and scientific foundation to developing an integrated and holistic understanding of the individual and group processes in modern organisations. Explores how South African organisations operate in an environment that is fast changing due to digital advancement, economic challenges, social complexities and shifting employee and customer values/expectations. Aimed at undergraduate students in HRM and industrial psychology.

Contents include the following:

- Organisational culture
- Individual diversity in the workplace
- Motivation and engagement of the South African workforce
- Performance management
- Groups and teams
- Communication in the information age
- Wellness and stress
- Power, empowerment and influence
- Managing conflict
- Decision making
- Leadership
- Organisational change and innovation
PERFORMANCE MANAGEMENT – A CONTEMPORARY SOUTH AFRICAN PERSPECTIVE

M. Moosa & M. Meyer (Editors)
344 pages; 2021
ISBN: 978 0 627 03742 9 – R490.00
eISBN: 978 0 627 03743 6 – R441.00

An examination of the practice of performance management in the modern South African workplace and how to balance the positive with its more challenging negative facets. Highlights best practice and innovative ideas for implementation that will enable managers, employees and teams to achieve success and improve results. Aimed at senior undergraduate as well as postgraduate students at further and higher education institutions within South Africa.

Contents include the following:
• Business strategy and performance
• Creating a high-performance culture
• Development and implementation of performance management systems
• Performance measurement in practice
• Team performance management
• Performance management skills
• Dealing with underperformance
• Performance development
• Rewarding good performance
• Monitoring and evaluation
• The future of performance management in the new world of work
A guide to drawing up, administering and interpreting assessment procedures, and judging whether the techniques used are theoretically and procedurally sound. Takes a special look at assessment from an organisational perspective. Aimed at third-year and honours students of psychology and industrial psychology as well as practitioners.

Contents include the following:

- Developing a psychological measure
- Reliability and validity
- Combining and interpreting assessment results
- Assessing in a multicultural context
- Assessing intelligence and ability
- Assessing competence
- Assessing integrity and honesty in the workplace
- Assessment for career counselling
- Interviewing
- New developments in assessment
SOUTH AFRICAN EMPLOYMENT RELATIONS – THEORY AND PRACTICE

Ninth edition
P.S. Nel & M. Kirsten (Editors)
570 pages; 2020
ISBN: 978 0 627 03746 7 – R635.00
eISBN: 978 0 627 03747 4 – R571.50

A broad perspective to employment relations, incorporating all aspects of the field. Discusses current events in the South African and wider socioeconomic and political environments as well as the latest legislative developments. Aimed at industrial psychology and human resource management senior undergraduate students.

Contents include the following:

- Stakeholders in employment relations
- Development of employment relations in South Africa
- Core labour legislation impacting on the employment relationship
- Conflict, collective bargaining and negotiation
- Industrial action and strike handling
- Organisation-level perspectives: strategies, policies, procedures, processes and practices
- Employee involvement and participation
- The broader ER management agenda
EFFECTIVE FACILITATION – PRACTICAL GUIDELINES FOR MANAGERS, FACILITATORS, CONSULTANTS AND TRAINERS

M. Meyer
115 pages; 2004
ISBN: 978 1 869 28009 3 – R370.00

A systematic and integrated approach to the theory and practice of facilitation. Includes problem-solving exercises, team-building sessions, brainstorming and training presentations. Aimed at managers, team leaders, facilitators and trainers who are required to perform some aspect of facilitation as part of their job.

Contents include the following:

- Facilitation framework
- Facilitation knowledge, skills and values
- Human performance technology
- Facilitation tools and techniques
- Guidelines for change management
- Guidelines for effective diversity facilitation
At a time when quality in education and training for all sectors of the South African economy has become a crucial issue, many education, training and development (ETD) providers, practitioners and organisations are earnestly seeking ways to improve their education and training practices to ensure compliance with the national legislative requirements. This title suggests practical guidelines for ensuring quality in learning provision.
LABOUR RELATIONS – LAW AND CONFLICT IN THE WORKPLACE

G. Klerck
199 pages; 2007
ISBN: 978 1 869 28604 0 – R465.00

A comprehensive guide to the Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995. Includes case studies and activities, providing the optimal use of notional hours within the SAQA framework.
Organisational change: theory and practice is based on the philosophy that a deeper understanding of change and its consequences is necessary to manage change constructively in organisations. The book recognises that change at the individual level is inextricable from change at the organisational level. The reader is encouraged to apply insights and principles gained from the book to both personal and work contexts.

The book has been developed around the why of change (change as a phenomenon), the what of change (a review of change paradigms; early and contemporary concepts of change; process perspectives; the experience and impact of change) and the how of change (engagement and management). It sensitises the reader to the everyday implications of the multifaceted nature of change. In the final chapter, different perspectives on change and transformation are related to change levers and triggers, change management models, formulae and success factors, challenges of implementation, and guidelines for purposefully engaging with change in organisations.

Organisational change will be of great value to the advanced student, human resource practitioner, consultant or line manager who needs a deeper understanding of the change phenomenon and its impact, and to all who have to contend with significant change at work or home, or who are instrumental in bringing about change in a specific organisational or societal context.
Organisational Development - New Methods and Models for Southern Africa

A. Moerdyk & C. van Aardt (Eds)
28 pages; 2003
ISBN: 978 1 869 28367 4 – R660.00

Major theories of organisational development (OD) and how these are applied in practice, especially in the context of southern Africa. Introduces the dynamic new onion model, which graphically outlines the concentric processes, and provides case studies to illustrate the practical implications of OD. Aimed at academics and OD practitioners.

Contents include the following:
- History of OD
- Management of the OD process
- Contemporary OD theories
- OD in African cultures
- Employment equity, the management of diversity and performance management
- Knowledge management approach
- Preparing for the global village
- Future organisational and OD trends
Contemporary organisations increasingly find themselves grappling with rapidly evolving and dynamic global settings. The focused, systematic and pragmatic approach of organisation development (OD) is invaluable when it comes to navigating organisational and larger systems change.

*Organisation development – theory and practice* provides a thorough account of this discipline and practice field from both an international and a more localised perspective. It explains but also moves beyond the fundamentals, demonstrating and applying relevant theory in practical situations. It highlights contemporary and emerging challenges as well as long-standing historical and/or classical debates.

*Organisation development – theory and practice* is structured around the key stages and considerations of the action research and intervention process. Examples and illustrative case studies are provided to develop conceptual skills in the areas of analysis, interpretation and application.

**Contents include the following:**

- Local and international history, and defining features, values and ethics
- Intervention theory, action research and appreciative inquiry
- Nature, structure and categories of interventions
- Organisational diagnosis and feedback
- Individual, group, comprehensive and sociotechnical interventions
- OD in multicultural and multinational contexts
- Role and competencies of the consultant and change agent
- Challenges and requirements for effective OD

Organisation development - theory and practice will appeal to novice and seasoned practitioners, managers, and senior undergraduate and postgraduate students.
BRAND MANAGEMENT – A SOUTHERN AFRICAN PERSPECTIVE

N. Cunningham (Editor)
364 pages; 2021
ISBN: 978 0 627 03715 3 – R485.00
eISBN: 978 0 627 03716 0 – R436.50

A comprehensive guide to understanding brand management, detailing how branding can be used to develop favourable brand equity. Provides a southern African perspective but compares it with other contexts, thereby presenting a more global viewpoint. Aimed at undergraduate marketing students.

Contents include the following:
• Brand image and brand positioning
• Brand architecture, equity and value chain
• Designing marketing programmes to build brand equity
• Measuring brand equity and performance
• Brand contact planning
• Branding in the digital era
• Branding in South Africa and Africa
• International branding
• A perspective on service branding
• Internal branding and engagement
A concise and relatable textbook on consumer behaviour principles and practices within the context of South Africa and a wider market. Explores the ever-changing needs of consumers among a number of psychological, cultural and environmental factors, including the challenges associated with the COVID-19 pandemic. Aimed at undergraduate consumer behaviour students at universities and universities of technology, as well as colleges and short learning programmes.

Contents include the following:

- Consumer perception and learning
- Consumer attitude formation and change
- Personality, lifestyles and self-concept
- Cultural and subcultural influences on consumer behaviour
- Family and household influences
- Situational influences on consumer behaviour
- Decision-making process
- Reference groups and word of mouth
- Consumer management and relationships
- Consumer misbehaviour
- Changes in retailing and consumer research
- Digital marketing and consumer behaviour
A step-by-step approach to developing plans that give direction to future marketing actions. Begins with the marketing audit, which provides a clear understanding of the enterprise’s current position in the market, the nature of the opportunities and threats in the external environment, and the enterprise’s internal strengths and weaknesses. Aimed at third- and fourth-year marketing students.

Contents include the following:

- Variables of the market environment
- Macroenvironmental factors
- Review of sustainable competitive advantages of the enterprise
- Marketing plan objectives
- The distribution function
- Enterprise-to-enterprise marketing
- The commercial services marketing mix
- Decision to enter a foreign market and collection of information
FUNDAMENTALS OF TOURISM – AN AFRICAN PERSPECTIVE

P.N. Acha-Anyi (Editor)
335 pages; 2020
ISBN: 978 0 627 03734 4 – R520.00
eISBN: 978 0 627 03735 1– R468.00

An introduction to what tourism actually is, how its economic value chain unfolds and how it can be exploited to maximum benefit for all parties. Balances cognitive and effective outcomes, providing an understanding of the basic concepts while encouraging interest and increased participation in tourism-related discourse and activities. Aimed at beginners in tourism studies and people looking to engage in tourism activities at any level of the tourism value chain.

Contents include the following:

• The attraction development process
• Events management
• The relationship between transport and tourism
• Accommodation and hospitality
• Tourism development and the Fourth Industrial Revolution
• Environmental, sociocultural and economic impacts of tourism
• Intercultural communication
• The role of government
INTEGRATED MARKETING COMMUNICATION

Fourth edition
N. van Heerden, D. Mulder & C. Sephapo (Editors)
382 pages; 2019
ISBN: 978 0 627 03332 2 – R570.00
eISBN: 978 0 627 03333 9 – R513.00

A solid interpretation of all the major marketing communication mix elements that focuses on the basic premises that are needed to employ these techniques in a cohesive manner. Presents a planning framework to facilitate a seamless integration of all these elements in order to convey a consistent corporate image and brand offering. Aimed at undergraduate marketing students.

Contents include the following:

- Planning
- Advertising
- Media management
- Personal selling
- Sales promotion
- Public relations and publicity
- Sponsorship
- Direct marketing
- Digital communication
NEW EDITION

INTRODUCTION TO MARKETING – A SOUTHERN AFRICAN PERSPECTIVE

Second edition

N. Cunningham (Editor)

564 pages; 2022

ISBN: 978 0 627 03910 2 – R625.00

eISBN: 978 0 627 03911 9 – R562.50

An introduction to traditional marketing topics as well as more contemporary aspects such as digital marketing, international marketing, ethical marketing and marketing metrics. Addresses the constantly changing marketing environment from a South African perspective. Aimed at undergraduate marketing students as well as any student or professional who requires an understanding of marketing.

Contents include the following:

• Segmentation, targeting and positioning
• Developing products and making product decisions
• Pricing decisions
• The marketing mix: advertising, public relations and sales promotions
• The promotions mix: personal selling, direct marketing and sponsorship
• Brand decisions
• Business marketing
INTRODUCTION TO TOURISM PLANNING AND DEVELOPMENT – IGNITING AFRICA’S TOURISM ECONOMY

P.N. Acha-Anyi (Editor)

408 pages; 2018

ISBN: 978 0 627 03631 6 – R560.00
eISBN: 978 0 627 03632 3 – R504.00

An introductory text that explains basic concepts and the unfolding of the tourism phenomenon on the African continent. Uses local examples and case studies to illustrate the implementation of tourism development principles and to capture the essence of the African tourism space. Aimed at tourism students and development stakeholders.

Contents include the following:

• Planning for tourism development
• Alternative tourism products in Africa
• Role of attractions in tourism development
• Accommodation and hospitality
• Role of transport in tourism
• Tourism supply chain management
• Destination management and marketing
• Environmental impacts of tourism
• Tourism, entrepreneurship and small business development
An introduction to the principles of marketing and marketing management. Includes the definition of marketing, the exchange process, the value-adding functions of marketing, the role of marketing in economic development, the marketing process, marketing management tasks and, finally, the marketing concept. Aimed at junior marketing personnel and junior marketing managers.

Contents include the following:

- Study unit 1: The nature of marketing
- Study unit 2: The marketing environment
- Study unit 3: The consumer as part of the market environment
- Study unit 4: Segmentation, target markets and positioning
- Study unit 5: Product decisions
- Study unit 6: Marketing communications
CONTEMPORARY CASES IN SOUTHERN AFRICAN MARKETING

Third edition
H.B. Klopper & K. Viljoen (Editors)
154 pages; 2016
ISBN: 978 0 627 03328 5 – R405.00
eISBN: 978 0 627 03479 4 – R364.50

A collection of case studies designed to provide a taste of local, regional and international marketing experiences across a broad spectrum of industries. Integrates theory and practice, focusing specifically on emerging market contexts and consumer insights to guide marketing strategy. Aimed at undergraduate and postgraduate students of marketing.

Contents include the following:

- MillerCoors
- Mediclinic Southern Africa
- Harvey World Travel
- South African Police Service
- Eastern Cape Parks and Tourism Agency
- Spotify
- NetFlorist
- Standard Bank of South Africa

*Options available for purchasing individual case studies – speak to your rep for more information.
An essential insight into planning, organising, leading and control as it would be applied specifically in the service industry. Offers a practical industry and service perspective by applying theory to contemporary industry case studies and examples. Aimed at students, educators and practitioners.

Contents include the following:

- Managerial skills required in tourism and hospitality
- The decision-making process
- Managing change and diversity
- Employee behaviour
- Fundamentals of control
- Operations management
- Managing guest services
- Ethics
- e-Commerce
MARKETING IN SOUTH AFRICA – CONSUMER LANDSCAPES: CASES AND CONCEPTS

Fourth edition
J. Simpson & J. Lappeman (Editors)
304 pages; 2017
ISBN: 978 0 627 03137 3 – R520.00
eISBN: 978 0 627 03619 4 – R468.00

A window into the South African consumer landscape. Gives specific details of the UCT Unilever Institute of Strategic Marketing’s consumer segmentation model. Includes over 20 case studies, many of which emanate from the UCT Unilever Institute’s ongoing research over the last 17 years. Aimed at undergraduate students, postgraduate students and practitioners in the marketing arena.

Contents include the following:

• An overview of the South African consumer market
• Brand building: contextualising South Africa
• Route-to-market: the consumer goods evolution
• The township economy: hidden billions
• Innovation: getting back to the root of marketing
• Going abroad: marketing beyond South African borders
• Creativity: is it an effective business tool?
DISTRIBUTION MANAGEMENT

Second edition
J.W. Strydom (Editor)
273 pages; 2005
ISBN: 978 1 869 28567 8 – R525.00
eISBN: 978 0 627 03443 5 – R472.50

First of a quintet of books specially written for South African marketing students to place specific marketing topics in perspective. Covers the full spectrum of distribution topics for undergraduate studies at tertiary level. Contains South African examples and case studies to localise content and enhance discussions. Other books in the series: marketing research, product management, pricing management and integrated marketing communications.

Contents include the following:

• Behavioural processes in distribution channels
• Channel design and selection of channel members
• Logistics management
• Electronic marketing channels
• Managing the distribution channel
The lifeblood of any business is sales and marketing. Selling and marketing skills are essential for a business to succeed. A person’s ability to market a product or service assists in the development of entrepreneurial flair, a much-needed attribute for people either seeking employment or currently employed in the southern African business environment.

Fundamentals of Sales and Marketing
• discusses the development of sales and marketing skills in the southern African business environment
• is unique as it presents the theory on both sales and marketing in one concise book
• provides southern African examples and case studies
• is written in simple, clear language which makes it easy to read and accessible to business management students and practitioners in the sales and marketing fields
• includes a comprehensive glossary of the terms discussed in the book
MANAGING TOURISM SERVICES – A SOUTHERN AFRICAN PERSPECTIVE

Third edition
J.A. Bennett, C.J. Jooste & L. Strydom (Eds)
416 pages; 2005
ISBN: 978 0 627 02587 7 – R705.00

The new edition of Managing tourism services strives to promote and instil a strong customer-centric orientation in the reader. Therefore, the book places strong emphasis on service orientation and the content focuses on managerial functions as means of enhancing the experience of the tourist. This has led to the introduction of new chapters such as service people management and the consequence of tourism. Several existing chapters have been rewritten to enhance the customer-centric and service-orientated focus of this edition. Several new South African case studies and applications are included to ensure a truly South African perspective.
MARKETING RESEARCH

Second edition
M. Cant (Editor)
249 pages; 2005
ISBN: 978 1 869 28569 2 – R465.00
eISBN: 978 0 627 03143 4 – R418.50

Contents includes:
1. Introduction to marketing research
2. The marketing research process
3. Conducting secondary research
4. Methods for conducting primary research
5. Measurement concepts and questionnaire design
6. Sampling and fieldwork
7. Data preparation and data analysis
8. Reporting research results
PRICING MANAGEMENT

Second edition
M. Cant
123 pages; 2005
ISBN: 978 1 869 28570 8 – R390.00
eISBN: 978 0 627 03144 1 – R351.00

Pricing management forms part of a series of books specially written for South African undergraduate marketing students. The other books in the series deal with marketing research, product management, distribution management, and integrated marketing communications. The objective of the series is to place specific marketing topics in perspective.

Pricing decisions impact on other elements of the marketing mix in numerous ways. The price of a product can, for example, influence customers’ perception of the product, determine the type of marketing institutions used in distributing the product, and affect how the product is promoted. Pricing management concentrates on the essentials of pricing decisions in marketing management and does so in a comprehensive, practical and accessible manner.

The editor and authors of Pricing management are all South African marketing academics with years of teaching experience in this field, at various tertiary institutions.
PRODUCT MANAGEMENT

Third edition
C.J. Jooste
148 pages; 2010
ISBN: 978 0 627 02783 3 – R420.00
eISBN: 978 0 627 02956 1 – R378.00

An interactive handbook describing and illustrating product decisions within the South African context. Includes practical examples, case studies and review questions. Aimed at undergraduate students of marketing and product management, private training organisations and in-house training units.

Contents include the following:
- Developing and positioning new products
- The research and development/marketing interface and new product entry
- Branding, packaging and labelling
- Multiple product decisions and strategies
- The product life cycle
- Services marketing and customer service
SIMPLY SUCCESSFUL SELLING

K. Fisher
144 pages; 2004
ISBN: 978 0 627 02573 0 – R540.00

Simply successful selling is a concise, practical and comprehensive self-study book for new salespeople in the retail, manufacturing and service sectors.

It deals with each step of the selling cycle (from preparing for a sale, to follow-up and building a loyal customer base) as well as with how to handle difficult prospective customers, and understand buyer behaviour and buying signals. Furthermore, it examines the most recent developments in selling techniques, such as the application of neurolinguistic programming. It is easy to read and contains many useful checklists of essential prerequisites for selling and for salespeople.

The book is tailored to self-study, with numerous realistic, practical examples and self-test case studies which readers can use to practise their developing sales skills. It ends with two self-test examinations through which readers can assess their competency. Simply successful selling is an extremely useful learning guide for all salespeople who need to get the basics of their profession right.
Kwantitatiewe statistiese tegnieke vorm die ruggraat van alle statistiese, ekonomiese en bestuursmodelle ingevolge waarvan vooruitskattings gemaak en bestuursbesluite geneem word. Die doel van Kwantitatiewe statistiese tegnieke is om die rol van hierdie tegnieke aan lesers te verduidelik en hulle in staat te stel om dit te bemeester.

Die kwantitatiewe beginsels word eenvoudig uiteengesit en is veral gemik op eerstejaarstudente wat ‘n loopbaan in die sakesektor beplan. Die onderwerpe wat behandel word, sluit direk aan by die kwantitatiewe agtergrond wat vir bepaalde beroepes in die sakewêreld vereis word.

Die leerstof word geïllustreer en ondersteun deur gebruik te maak van toepaslike voorbeelde en grafieke. Deurgaans word riglyne gegee vir die doen van berekenings met behulp van rekenaarsagteware. Dit verseker dat die klem van die boek val op die korrekte toepassing en interpretasie van tegnieke, deurdat die lesers omslagtige en tydrowende verwerkings kan vermy. Elke tema sluit af met toepaslike oefeninge wat spesifiek daarop gerig is om die lesers te help met die bemeestering van die onderwerpe.
Quantitative techniques form the backbone of all statistical, economic and management models according to which forecasts and management decisions are made. *Quantitative statistical techniques* aims to help readers not only to master these techniques but also to understand the role of each technique.

Quantitative principles are stated simply and are specifically directed at the first-year student who is contemplating a career in the business sector. The topics that are dealt with reflect the relevant quantitative background specifically demanded by business careers.

The text is illustrated and supported with appropriate examples and graphs. Guidelines describing how calculations can be performed with computer software are integrated throughout the text. This ensures that the book's focus falls on the correct application and interpretation of techniques as readers are able to avoid lengthy and time-consuming calculations. Each chapter concludes with appropriate exercises specifically aimed at helping readers to master the subject matter.
STATISICAL TABLES/STATISTIESE TABELLE

D.J. Stoker
36 pages; 2003
ISBN: 978 0 627 02542 6 – R215.00
Research, Reference and Student Support
Studente word begelei om die skryf van akademiese tekte op ’n sistematiese wyse te benader; opdragte te ontleed en te beplan; relevante vakinhoud in te samel en met begrip te lees; navorsing, kennis en afleidings op ’n gestruktureerde wyse in goed geformuleerde taal weer te gee sodat dit ’n samehangende geheel vorm; en terugvoer op akademiese tekste te verwerk ten einde as akademiese skrywers te groei.

Inhoud:
- Ontleding van opdragingstrukties en beplanning van ’n akademiese skryfstuk
- Akademiese bronsoektogte en brongebraak
- Akademiese leesstrategieë, en die verwerking van inligting uit bronne
- Titels, inhoudsopgawes en inleidingsparagraawe
- Akademiese paragraawe in akademiese tekste
- Tekseeheid in akademiese tekste
- Struktuur van ’n akademiese slotparagraaf
- Wetenskaplike en akademiese skryfstyl
- Redigering van akademiese werkstukke en verwerking van terugvoer
ASSIGNMENT WRITING

J. Steyn (Editor)
54 pages; 2013
ISBN: 978 0 627 03129 8 – R170.00
eISBN: 978 0 627 03158 8 – R153.00

A concise guide to compiling assignments of a standard required by post-secondary school institutions. Uses practical examples to illustrate clearly how to approach and write assignments. Aimed at tertiary-level students.

Contents include the following:
• The process of assessing, planning, writing, editing and handing in an assignment
• Technical requirements, such as the use of scientific language, abbreviations, tables and figures as well as neatness and binding
• Referencing techniques and the compilation of a list of sources
• Formatting the document, from cover to cover
NEW PUBLICATION

COMMUNITY ENGAGEMENT RESEARCH IN SOUTH AFRICA – HISTORIES, METHODS, THEORIES AND PRACTICE

E.S. van Eeden, I. Eloff & H. Dippenaar (Editors)

555 pages; 2022

ISBN: 978 0 627 03793 1 – R525.00
eISBN: 978 0 627 03794 8 – R472.50

A look at a transformative model for community engagement, in which societal involvement is the driving force behind all research activities of a university. Prepares students to be agents for positive social change in all spheres of life.

Contents include the following:

• Reflections on the process of ethical co-creation of knowledge with community partners
• International collaboration in community intervention programmes
• Inclusive community engagement studies
• On the researcher–researched relationship in educational psychological research with vulnerable populations
• Engagement with mining-affected communities
• Moving community engagement in South Africa from rhetoric to reality through engaged scholarship
• Towards a live project framework for community engagement in South Africa
• The Sustainable Development Goals and community-based collaboration and research
FIRST STEPS IN RESEARCH

Third edition
J.G. Maree (Editor)
490 pages; 2019
ISBN: 978 0 627 03708 5 – R550.00
eISBN: 978 0 627 03709 2 – R495.00

A theoretical and practical guide on how to conduct and report on research at undergraduate and postgraduate level. Uses the most current perspectives in the field, both locally and internationally, to facilitate the understanding and application of theories, goals, methods and strategies. Aimed at scholars, academics, researchers, and Master’s and doctoral students who are conceptualising and conducting research.

Contents include the following:
- Formulating research questions
- Conceptualising and writing research proposals
- Conducting a preliminary literature review
- Ethical considerations
- Interpreting data
- Sampling methods
- Basic probability rules
- Basic statistical methods and tests/techniques
- Employing online and technical instruments in the areas of literature review, data collection and data analysis
- Mixed-methods (avant garde) frameworks
NEW PUBLICATION

FUNDAMENTALS OF RESEARCH IN HUMANITIES, SOCIAL SCIENCES AND SCIENCE EDUCATION – A PRACTICAL STEP-BY-STEP APPROACH TO A SUCCESSFUL JOURNEY

E.O. Adu & C.I.O. Okeke (Editors)
284 pages; 2022
ISBN: 978 0 627 03883 9 – R420.00
eISBN: 978 0 627 03884 6 – R378.00

A step-by-step guide to the research endeavour, from the selection and formulation of a research problem, to the writing or reporting, to the publication of research results. Aimed at students and novice researchers.

Contents, among others, include the following:

- Identification and selection of a research topic
- Dynamics of a good research problem statement
- Designing the main and the sub-research questions
- The essence of the literature review
- Research designs: meaning, rationales and types
- The research study site
- Target population, samples and sample selection
- Data collection procedures
- Data analysis and interpretation procedures
- Ethical issues in humanities, social sciences and science education
- Presentation of research results
- Writing a good conclusion to a study
- Avoiding plagiarism and writing good references in research
A guide to the management of postgraduate research studies that is essential for every student who embarks on a Master’s degree or doctorate, irrespective of the field of study.

Contents include the following:

- Step 1: Getting started
- Step 2: Working with a supervisor
- Step 3: Scanning the field of study
- Step 4: Developing the research proposal
- Step 5: Managing research resources
- Step 6: Undertaking a comprehensive review of the literature
- Step 7: The research process
- Step 8: Organising and writing the thesis
INFORMATION TECHNOLOGY RESEARCH – A PRACTICAL GUIDE FOR COMPUTER SCIENCE AND INFORMATICS

Third edition
M.S. Olivier
184 pages; 2009
ISBN: 978 0 627 02758 1 – R465.00
eISBN: 978 0 627 02874 8 – R418.50

A guide to identifying, observing and mastering research methods through the study of existing research reports (such as journal and conference papers, dissertations and theses) that have been used successfully at a number of universities and universities of technology. Provides exercises at the end of each chapter to encourage students to apply various research methods to research problems of their own. Aimed at senior students in information technology, including computer science, informatics and information systems, as well as new researchers outside the formal academic environment.

Contents include the following:
- Rational problem solving
- Project design
- Formalities, psychology, ethics and philosophy
- Research proposal
- Experiment design
- Using statistics
- Becoming an established researcher
NEW EDITION

INTRODUCTION TO RESEARCH

Fourth edition
A. Jakoet-Salie (Editor)
125 pages; 2022
ISBN: 978 0 627 03895 2 – R345.00
eISBN: 978 0 627 03896 9 – R310.50

A step-by-step approach to the fundamentals of research. Guides the novice researcher through the research process, including how to choose the appropriate research methodology and how to adhere to the standards for conducting ethical research. Aimed at all students and researchers, across a variety of disciplines.

Contents include the following:

• Ethical practices in research
• Sources for scientific research topics
• Demarcation of the research problem
• Formulating a hypothesis
• Preparing for a literature review and the development of a theoretical framework
• Writing the research proposal
• Preliminary investigation and research techniques
• Data analysis
• Writing the research report
LIFE SKILLS – MY JOURNEY, MY DESTINY

Second edition
E. van Heerden-Pieterse (Editor)
317 pages; 2015
ISBN: 978 0 627 02953 0 – R470.00
eISBN: 978 0 627 03228 8 – R423.00

An essential workbook for everyone wanting to reach their full potential, both personally and professionally. Explains how to manage social, academic and work environments effectively as the key to personal success. Aimed primarily at learners preparing to enter the world of work, and learners who are forming new types of relationships, redefining themselves and beginning to establish their identities as adults and workers.

Contents include the following:

- Student life and adjustment to life on campus, and lecture and study skills
- Self-directed learning, time management, career planning and motivation
- Coping with cultural diversity and change
- Conflict management, problem solving and decision making
- Interpersonal relationships and healthy living (including HIV and AIDS, drug abuse and pregnancy)
- Self-image, assertiveness and stress
- Critical and analytical thinking
- Helping skills, trauma, loss and bereavement
- CVs and portfolios, job searches and interviews
- Ethics and professional behaviour in the workplace
The unpacking of research as a technical and methodical process which starts with framing interesting questions and culminates in credible findings. Designed to take students beyond the messy experiential realm into what actually happens when getting registered, writing proposals, being examined and eventually crossing the stage to be capped. Aimed at all research students.

Contents include the following:

- Academic architecture and why history matters
- How to do it (research)
- Thematic techniques
- Ethnographic, reception, visual and textual methods
- Getting published
- Some words on deconstructing deconstruction
- Getting technically oriented
- Getting conceptually orientated
NAVORSING – ’N GIDS VIR DIE BEGINNERNAVORSER
(NUWE UITGAAWE IN VOORBEREIDING)

I. Joubert, C. Hartell & K. Lombard (Redakteurs)
478 bladsye; 2016
ISBN: 978 0 627 03291 2 – R430.00
eISBN: 978 0 627 03483 1 – R387.00

Basiese inligting vir die beginnernavorser. Vervat onderwerpe oor selfbestuur, verhoudings met studieleiers en types navorsing wat onderneem word. Bydraes van akademici vanuit die wye opvoedkundespektrum. Verskaf ryk voorbeelde en praktiese benaderings tot navorsing. Spesifiek gerig op voor- en nagraadse onderwysstudente.

Inhoud:
• Deel 1: Algemeen
• Deel 2: Kwalitatiewe navorsing
• Deel 3: Kwantitatiewe navorsing
• Deel 4: Addisionele benaderings tot navorsing
• Deel 5: Verslagdoening
NORME VIR AFRIKAANS – MODERNE STANDAARDAFRIKAANS

Sesde uitgawe
W.A.M. Carstens
550 bladsye; 2018
ISBN: 978 0 627 03609 5 – R590.00
eISBN: 978 0 627 03610 1 – R531.00

’n Naslaanbron met ’n fokus op die norme wat in gedagte gehou word by die praktiese gebruik van Afrikaans. Daar word rekening gehou met die geleidelike herstandaardisering van Afrikaans. Die riglyne van die elfde uitgawe van die Afrikaanse woordelys en spelreëls (2017) is volledig in hierdie uitgawe vervat.

Inhoud:
- Taalnorme: ’n algemene perspektief
- Universele norme
- Interne norme van Afrikaans: sintaksis en morfologie
- Interne norm van Afrikaans: semantiek
- Eksterne norm: die norm van spelling en interpunksie
- Eksterne norm: die norm van die standaardtaal
- Eksterne norm: die norm van taalsuiwerheid
- Eksterne norm: die norm van styl
- Eksterne norm: die norm van naslaanbronne en woordeboeke
- Konvensies by die skryf van korrespondensiestukke in Afrikaans
An explanation of the relationship between philosophy and research with the objective of advancing critical thinking skills. Takes a practical, problem-solving approach to demystifying philosophy for education students at all levels of study. Sets out terminology and the origin of theories in the education curriculum within the context of South Africa’s history and societal change. Aimed at students and researchers across disciplines who want to understand the philosophical underpinnings of education and research.

Contents include the following:

- Paradigms, theoretical frameworks and conceptual frameworks in educational research
- An Afrocentric paradigm in education and research
- Comparative perspectives in philosophy of education in Africa
- Sociological imperatives for education and the theory of change
- Philosophy of disability: African perspectives
- Distance education and the use of information and communication technologies (ICTs)
- Quality assurance in distance education and ethical imperatives
- Supporting students’ transition through the academic journey
RESEARCH AT GRASS ROOTS – FOR THE SOCIAL SCIENCES AND HUMAN SERVICES PROFESSIONS

Fifth edition
C.B Fouché, H. Strydom & W.J.H. Roestenburg (Editors)
550 pages; 2021
ISBN: 978 0 627 03821 1 – R695.00
eISBN: 978 0 627 03822 8 – R625.50

A comprehensive, local and easy-to-use guide to research. Highlights methodological decisions common to both the qualitative and quantitative approaches, those unique to each, and those which combine the two. Aimed at both novice and experienced researchers in the social sciences and human services professions.

Contents include the following:
• Ethical conduct in research with human participants
• Debates and developments in the field of big data sets
• Latest trends in thematic and narrative inquiry
• Contemporary data collection methods
• Mixed methods research
• Evaluation research
• Intervention research
• Participatory research
UNDERSTANDING RESEARCH – AN INTRODUCTION TO READING RESEARCH

Second edition
C. Bertram & I. Christiansen
249 pages; 2020
ISBN: 978 0 627 03726 9 – R375.00
eISBN: 978 0 627 03727 6 – R337.50

An introduction to reading and contemplating published research. Introduces key concepts to promote better understanding and helps develop the conceptual knowledge and skills necessary to evaluate research carefully and critically. Aimed at students in the social sciences and education who want to learn more about reading and understanding research.

Contents include the following:
• The purpose and characteristics of educational research
• Different research paradigms
• Design and various styles of research
• Methods of collecting data
• Analysing, interpreting and presenting both qualitative and quantitative data
• Quality criteria
• Ethics and intersectionality
WRITING ENGLISH WITH STYLE

Second edition
D. Shober
232 pages; 2016
ISBN: 978 0 627 03323 0 – R335.00
eISBN: 978 0 627 03489 3 – R301.50

An essential text for honing writing, reading, researching and studying competencies to increase chances of university success. Includes examples and practical assignments. Aimed at first-year college and university students.

Contents include the following:
• Description and interpretation
• Comparison and contrast
• Exhortation and argumentation
• Exam preparation
• Research and references
• Sentence construction, paragraph development and essay writing
• Listening and note-taking skills
• Chicago Manual of Style referencing system
ACADEMIC LITERACY – PREPARE TO LEARN

Second edition
A. Weideman
237 pages; 2006
ISBN: 978 0 627 02690 4 – R455.00
eISBN: 978 0 627 02830 4 – R409.50

Skills, competencies and learning strategies for, primarily, first-year students at tertiary institutions in South Africa. Can also be used in follow-up support courses or in academic writing centres. Will appeal to lecturers with large classes, as well as to tutors dealing with smaller groups.

Contents include the following:
• Speaking and listening skills
• Learning strategies and information gathering
• Building an academic vocabulary
• Reading for academic understanding
• Writing
COMPLETING YOUR THESIS – A PRACTICAL GUIDE

N. Bak
176 pages; 2004
ISBN: 978 0 627 02557 0 – R470.00
eISBN: 978 0 627 03157 1 – R423.00

A step-by-step discussion of the technical requirements and the various stages of developing a research proposal, writing the thesis and preparing it for examination.

Contents include the following:
- Developing and submitting a research proposal
- Negotiating and sustaining the supervision and thesis-writing process
- Working with focus
- Developing academic discernment
- Preparing the thesis for examination
- General advice about writing and presenting a thesis
A practical workbook on the process of research writing and the journey a dissertation researcher has to take. Underlying themes are scholarship, thinking and writing. Aimed at students completing Master’s degrees, doctoral candidates and also supervisors of research.

Contents include the following:

- Dissertation “skills”, genre and requirements
- Metacognitive skills
- Creativity and ideas
- Problem/purpose statement and questions
- Broad perspectives in research
- Proposals
- Arguments in a dissertation
- Literature reviews
- Analytic strategies
- Presenting data
- Ethics and integrity
- Criticism
- Findings/conclusions
- Coherence
- Revision
- Submitting for examination
FINDING YOUR WAY IN ACADEMIC WRITING

Second edition
E. Henning, S. Gravett & W. van Rensburg
147 pages; 2004
ISBN: 978 0 627 02583 9 – R435.00
eISBN: 978 0 627 02928 8 – R391.50

How to apply knowledge sourced from literature, as well as from data in field research, to writing performance. Aimed at novice researchers in the social sciences and the humanities.

Contents include the following:

• Structuring the writing of a research project
• Investigating a topic
• Managing the search for literature resources
• Reading a way into academic writing
• Applying knowledge by making and managing notes
• Organising ideas at sentence level
• Crafting paragraphs and other units of text
• Developing an argument and an academic style
• Writing for a field study
• Integrating a field study with a literature study
FINDING YOUR WAY IN QUALITATIVE RESEARCH – A BEGINNER’S GUIDE

E. Henning, W. van Rensburg & B. Smit
192 pages; 2004
ISBN: 978 0 627 02545 7 – R485.00

An introduction to more than just methods and techniques in qualitative research. Also includes how to look for topics, position an investigation in a theoretical frame, practise writing as a process of conducting an inquiry, and develop a sense of self as social researcher. Builds competence through reading and doing. Aimed at novice researchers.

Contents include the following:

• Why conduct a qualitative inquiry?
• Theoretical frameworks, conceptual frameworks and literature reviews
• Methods and methodologies: types or genres of design
• Capturing data by interviewing
• Capturing data through observation and in artefacts and documents
• Making meaning of data: analysis and interpretation
• Designing for optimal interpretation and validity
THE NEW MACRO ENGLISH AID – LANGUAGE, GRAMMAR AND GENERAL KNOWLEDGE

Fourth edition
I. Uys
352 pages; 2011
ISBN: 978 0 627 02827 4 – R475.00
eISBN: 978 0 627 02925 7 – R427.50

Combines information about language and general knowledge, usually found in numerous separate reference texts such as dictionaries and encyclopedias, in a single volume. Aimed at learners, students, parents and the general public alike.

Contents include the following:
• Language: punctuation, tenses, degrees of comparison, direct and indirect speech, derivations, synonyms and antonyms
• General knowledge: currencies around the world, inventions, chemical elements, conversion tables, planets, presidents and prime ministers, capital cities, the seven wonders of the ancient world
A practical handbook designed to take the nonproductive writer and turn him or her into a prolific one. Deals with writer’s block, procrastination and making time to write. Provides explanations, research and activities to encourage exploring, thinking, speculating, testing, documenting, questioning and developing authority. Aimed at postgraduate students in all disciplines at universities and universities of technology who are required to write for research purposes, as well as supervisors and academic staff.*

*Productive writing complements two earlier research books by Cecile Badenhorst, Research writing and Dissertation writing, and focuses on important aspects of research that are not covered in those books.

Contents include the following:

- Publish or perish: academics writing
- Fear and fantasy: students writing
- What productive writers do tacitly
- The shadow world of peer review
- Self-regulation and writing
- Self-belief and writing
- Handling criticism
Theory and practice of writing a research paper linked through practical but creative activities. Includes activities for postgraduate dissertation writers.

Contents include the following:
- Writing identity
- Research paper specifics
- Conceptualising research
- Making writing easier
- Creative techniques
- Getting started
- Structure
- Clear arguments
- Feedback
- Beginnings and endings
STUDY POWER – MASTERING THINKING AND STUDY SKILLS

L. Beekman
112 pages; 2005
ISBN: 978 0 627 02616 4 – R390.00
eISBN: 978 0 627 03151 9 – R351.00

Strategies and skills to promote meaningful and deep-level learning. Teaches learners to think and then to transfer these skills to develop practical study skills. Includes problem solving and life skills. Written for outcomes-based learning objectives.
UNDERSTANDING SOCIAL RESEARCH

J. Mouton
288 pages; 1998

ISBN: 978 0 627 02163 3 – R630.00
eISBN: 978 0 627 02916 5 – R567.00

The standard stages in the research process and the methodological principles that underlie each of them. Explains the fundamental logic of social research in a new and simple way. Emphasises the role of research design in maximising the validity in all decision making in research (an exceptional feature).
A practical, step-by-step guide to conducting a case study and a critical engagement with key research issues. Provides both practical and theoretical perspectives and draws on African examples to illustrate the approach. Aimed at researchers, academics and research students in the social sciences and education.

Contents include the following:

- Understanding case study (definitions, types, strengths and limitations)
- Developing a focus
- Dealing with context and generating questions
- Data gathering methods and strategies of data analysis and interpretation
- Addressing issues of power, ethics, trustworthiness and generalisability
CONTACT US

MARKETERS

JACKY DUFFIELD
T: +27 12 342 2765
C: +27 60 583 4701
Email: jacky.duffield@vanschaiknet.com


RAYMOND SELEPE
T: +27 12 342 2765
C: +27 83 357 1628
Email: rselepe@vanschaiknet.com

Disciplines: Communication & Media | Public & Development Management | Health Sciences

PHINDIWE SIBEKO
T: +27 12 342 2765
C: +27 83 378 9595
Email: phindiwe.sibeko@vanschaiknet.com

Discipline: Education

EMILY KHEMISI
T: +27 12 342 2765
C: +27 78 277 9511
Email: emily.khemisi@vanschaiknet.com

Disciplines: Finance | Law | Natural Science & IT | Social Sciences | Languages

PUBLISHERS

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