

Contents

Papers' abstracts / Анотації до статей	396
SECTION 1. Macroeconomic processes and regional economies management	400
Rasoava Rijamampianina	
Factors influencing the entry mode of South African retailers expanding into Africa	400
Lawrence Mpele Lekhanya	
Key internal factors affecting the small, medium and micro enterprises (SMMEs) marketing strategies in rural South Africa	410
Dennis Yao Dzansi, Patience Rambe, William James Coleman	
Enhancing new venture creation success in South Africa: a project management perspective	418
Wanjiru Gachie, Desmond Wesley Govender	
Role of higher education institutions in private sector human capital development within a National System of Innovation	427
SECTION 2. Management in firms and organizations	436
Wellington B. Zondi, Thokozani I. Nzimakwe, Vannie Naidoo, Elias Munapo	
Employee performance management and development within the regional hospitals in the KwaZulu-Natal Department of Health	436
Michael C. Cant, Johannes A. Wiid, Yu-Ting Hung	
Internet-based ICT usage by South African SMEs: are the benefits within their reach?	444
Darry S. Penceliah, Dion T. Noel, Nafisa Adat	
Customer satisfaction within pharmacies in a supermarket: a South African perspective	452
Johan van Graan, Wilfred I. Ukpere	
Restructuring police organizations: the significance of global experiences for the South African police service	460
Dennis Yao Dzansi, Francis Okyere	
Attitude of South African small businesses towards business social responsibility (BSR): an exploratory study	470
SECTION 3. General issues in management	482
Devina Oodith, Sanjana Brijball Parumasur	
Call centre ease of communication in customer service delivery: an asset to managing customers' needs?	482
John Amolo, Stephen O. Migiro	
An entrepreneurial flair development: the role of an ecosystem	495
Ntombizakithi Rejoice Bophela, Patsy Govender	
Employee assistance programs (EAPs): tools for quality of work life	506
Authors of the issue	515