

Editorial

Rembrandt Klopper

Alternation Special Edition 5 of 2012 contains fifteen contributions. It is the first of two volumes on the theme *Emerging Trends in Management, Informatics and Communication in a Digitally Connected World*. A comprehensive assessment will be provided in the editorial of the second volume. Picking up from some trends in previous *Alternations*, this volume also adds new themes to this growing area of study.

Wilfred I. Ukpere argues that capitalism, which was considered to be triumphant during the rise of global economics, is now seen as a casino economy of speculation that has failed humankind, having failed to provide solutions to problems such as unemployment, inequality, oppression, poverty, food shortages and economic crises. This argument provides a background for the next article which is equally critical of the excesses of the capitalist system. In their contribution, Ben-Piet Venter and Faan Louw conclude that in South Africa, mission statement development is disconnected from implementation. The reason is that companies seem to use public relations to manipulate customers in a cynical manner for chasing profits, rather than to build long-term customer value. Departing from another excess of the global financial crisis dating to 2008, Huibrecht and Johan van der Poll begin new exploratory research on business interruption insurance policies. These are policies that would indemnify insured persons for the loss of profits and continuing fixed expenses. It is also a form of insurance that has become essential since the financial crisis.

Turning to the workplace, Nicolene Barkhuizen, Sonia Swanepoel and Julie Ermakova relate the concept 'satisfaction' to job satisfaction. Their main focus is to empirically determine the relationship between personality traits and job satisfaction among South Africa retail store managers. This is followed by a focus on postgraduate supervisors' perceptions of their roles. Krisha K. Govender and Shaun Ramroop developed a model through which they address this matter with special reference to the supervisors' levels of

organizational socialization, the organizational climate in which they supervise and the quality of postgraduate research. Rubeshan Perumal, Sadhasivan Perumal and Msizi Mkhize again focus on BEE-based transformation in the South African Accountancy profession and Lindiwe Dhlamini, Teresa Carmichael and Jennifer Croll on South African action plans to empower women.

Renier Steyn reports the results of empirical research that compares the Human Resource practices of ten South African companies. He shows that it is problematic to effectively correlate Human Resource Practice with employee attitudes on a generic HR model. This is followed by another empirical study. In her survey, Stainbank shows that the current format of narrative financial reporting used in Rwanda is not suitable, showing that respondents recognise the need to improve corporate reporting by regulating the accounting profession and by adopting the International Financial Reporting Standards.

Turning to Higher Education, Silvester Oluput and Manoj S. Maharaj provide a comparative analysis of innovation support models at South African Higher Education Institutions. They find that Higher Education Institutions use more than one indicator as performance measure. Izak J. Oosthuizen, Petrusa du Toit, Sam Lubbe and Rembrandt Klopper propose using Action Research to solve everyday problems in South African classrooms and Amanda Ngidi and Brian McArthur present the results of an empirical analysis of how Students at UKZN use e-books compared to purchasing paperbound textbooks. Many of the respondents indicated that they preferred downloading free e-books from the Internet rather than purchasing e-books.

Bongani Diako, Sam Lubbe and Rembrandt Klopper report the results of exploratory research to establish the degree of readiness of South African senior citizens for electronic banking. They conclude that senior citizen bank customers who have access to electronic services and products are ready for electronic banking.

Finally Rembrandt Klopper proposes a framework for integrating cognition, speech acts and communication for content analysis. This is important for researchers wanting a more coordinated and considered approach to their content formulation and presentation in research.

These are initial perspectives. More developed ones will follow in the upcoming issue currently in production.