



# INTERNATIONAL ACADEMIC CONFERENCE

SUSTAINABLE GLOBAL ECONOMIC  
RECOVERY AND RESILIENCE FROM CRISES  
THROUGH KNOWLEDGE BASED, INNOVATIVE AND  
CREATIVE INITIATIVES

**06.06.24 - 07.06.24**

in collaboration with

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Hallam  
University**

 **UNIVERSITY OF  
DERBY**



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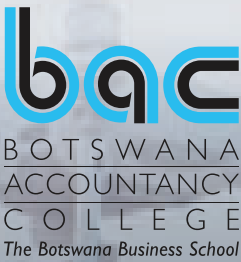
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## BOOK OF ABSTRACTS

INTERNATIONAL ACADEMIC  
CONFERENCE

CONFERENCE SCHEDULE - June 2024



DAY 1  
06 Thursday

OPENING CEREMONY

Master of Ceremony: **Mr Vuyo Mfazi**; Lecturer Botswana Accountancy College, School of Computing

- 08:00 – 08:30 Arrival and Registration
- 08:30 – 08:33 National Anthem by All
- 08:33 – 08:35 Opening Prayer  
By **Mr Gaolatlhe Medupe**; Portfolio Manager & Supply Chain Management
- 08:35 – 08:45 Welcome Remarks and Introduction of the Minister. By **Ms Serty Leburu**; Botswana Accountancy College, Executive Director
- 08:45 – 09:00 Opening Remarks  
By **Peter Choto**; Permanent Secretary, Ministry of Education & Skills Development
- 09:00 – 09:05 ENTERTAINMENT
- 09:05 – 09:15 Overview of the Conference  
By **Dr. Tebogo Magang**; Acting Deputy Permanent Secretary, Ministry of Education & Skills Development
- 09:15 – 09:35 Keynote Address  
By **Dr. Derek Watson**; Associate Professor in Cultural Management, University of Sunderland
- 09:35 – 09:40 Closing Remarks  
By **Mr Oaitse Gabadirwe**; BAC Executive Director - Corporate Services

SESSION: 1  
Track: **Business Development, Entrepreneurship, and Finance Information Technology for Business & Entrepreneurship**  
Track Chair: **Dr. Unity Nyakudya**  
Track Co-Chair: **Dr. John Mukuna**  
Venue: **Cresta Lodge, Gaborone**

- 11:00 – 11:10 Bridging the Digital Divide: A Case Study of Brastorne's Strategies for Digital Inclusion in Africa.  
By **Mmilana Mongwa-Tefo**; Brastone
- 11:15 – 11:25 Driving the African Mineral Development Agenda: Design Innovation (Jewellery Design and Watchmaking) as Competitive Strategies for Value Addition to Africa's Gemstones.  
By **Gabriel Mothibedi**; University of Botswana
- 11:30 – 11:40 Enhancing Economic Growth through Innovative Mechanisms: An In-depth Analysis of Patent Incentives and their Impact on Innovation in Botswana.  
By **Tebo Motlhaping**; Botswana Digital and Innovation Hub
- 11:45 – 11:55 An Evaluation of Industry-Academia Collaboration in Botswana: A Case of Work Integrated Learning, a Dual Approach at Botho University.  
By **Nametsegang Motshegwa**; Botho University
- 12:00 – 12:10 Investigating the effect of responsible leadership on employee following behaviors.  
By **Dr. Naledi Moyo**; Botswana Accountancy College, School of Finance and Professional Studies
- 12:15 – 12:25 Examining social enterprises challenges in the construction sector: a multistakeholder insight from Botswana.  
By **Joseph Kuruneri**; School of Finance and Professional Studies, Botswana Accountancy College

QUESTION AND ANSWER SESSION

LUNCH

14:30 – 14:50 Keynote Address: By **Ms Tebogo Giddie**; Corporate Banking Director, ABSA Bank Botswana

BREAKAWAY SESSION: 1  
Track: **Business development, entrepreneurship, and finance Information technology for business and entrepreneurship**  
Track Chair: **Dr. John Mukuna**  
Track Co-Chair: **Ms Kelebogile Kenalemeng**  
Venue: **Cresta Lodge, Gaborone**

- 15:00 – 15:10 Navigating Change and Innovation Through Theory U: A Path for CEOs in Botswana.  
By **Dr. Marian Taimu**; Botswana Accountancy College
- 15:15 – 15:25 Capitation models in Sub-Saharan Africa: A Systematic Review.  
By **Roland Moyo**; School of Business & Leisure, Botswana Accountancy College
- 15:30 – 15:40 Fostering Economic Diversity in Botswana through Knowledge-Based Innovation for Sustainable Recovery and Pandemic Resilience.  
By **Atlang Cecillia Kgakgamatso**, **Sharry Shavinder Kaur Dhaliwal**, **Kealeboga Emmanuel Jnr Dibuseng**; Student, School of Business & Leisure, Botswana Accountancy College

QUESTION AND ANSWER SESSION

BREAKAWAY SESSION: 2  
Track: **Sustainable tourism, hospitality, and events in Africa**  
Track Chair: **Dr. Lisbon Ketshabile**  
Track Co-Chair: **Dr. Mercy Musikavanhu**  
Venue: **Cresta Lodge, Gaborone**

- 15:00 – 15:10 Development of an Effective Model for Events Management Commercial Work-based Learning: A Case Study of Hospitality Management Students at the Botswana Accountancy College.  
By **Dr. Tsitsi Chipfuva & Memory Mukoroverwa**; School of Business & Leisure, Botswana Accountancy College
- 15:15 – 15:25 Integrating Environmental and Social Governance into Community-Based Tourism Approaches in Botswana.  
By **Olivia Nthoi**; Botho University
- 15:30 – 15:40 Destination Storytelling: Amplifying Indigenous Narratives through Drone Light Shows and Digitization.  
By **Mmoloki Pitse Lowapi**; Lowapi (Pty) Ltd

QUESTION AND ANSWER SESSION

16:00 – 16:30 PANEL DISCUSSIONS BY INDUSTRY AND ACADEMIC EXPERTS (SUSTAINABLE BUSINESS PRACTICE)  
Facilitator: **Mr Mbusi Mbeko Ndebele**; (ACPA, ACCA) Lecturer School of Finance & Professional Studies, Botswana Accountancy College  
Panelists: 

- Ms Tebogo Giddie**; Corporate Banking Director, ABSA Bank Botswana
- Dr. Derek Watson**; Associate Professor in Cultural Management, University of Sunderland
- Olivia Nthoi**; Botho University

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# INTERNATIONAL ACADEMIC CONFERENCE

COCKTAIL DINNER - June 2024

## DAY 1 06 Thursday

Venue: **Cresta Fairgrounds**

Time: **1730hrs - 2030hrs**

Master of Ceremony: **Ms Monei G. Nthebolan**

17:30 - 18:00 Arrival

18:00 - 18:10 Welcome Remarks  
By **Dr. Lelokwane Mokgalo**; Conference Chairperson & Director School of Business and Leisure, Botswana Accountancy College

18:10 - 18:15 **ENTERTAINMENT**

18:15 - 18:25 Thank you and Closing Remarks  
By **Ms Bongiwe Magocha**; Conference Executive Member & Head of Library Services, Botswana Accountancy College

### NETWORKING AND REFRESHMENTS!

**bac**  
BOTSWANA  
ACCOUNTANCY  
COLLEGE  
*The Botswana Business School*



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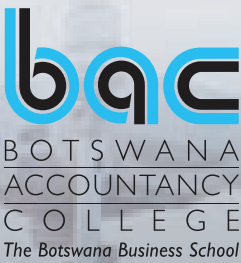
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INTERNATIONAL ACADEMIC  
CONFERENCE

CONFERENCE SCHEDULE - June 2024

DAY 2  
07 Friday



Master of Ceremony: **Ms Refilwe Tlamele**; Head of Marketing & Corporate Communications (Ag.), Botswana Accountancy College

08:30 - 08:50 Keynote Address: **Mr Tafadzwa Tafadzwa**; CFO, Cresta Hotels

09:00 - 09:20 Keynote Address: **Professor Seun Kolade**; Director of Research, Sheffield Hallam University (*Online Presentation*)

BREAKAWAY SESSION 1

Track: Sustainable Tourism, Hospitality & Events in Africa  
Track Chair: **Dr. Tsitsi Chipfuva**  
Track Co-Chair: **Ms Tshepang Molosiwa**  
Venue: Cresta Lodge, Gaborone

BREAKAWAY SESSION 2

Track: Business Development, Entrepreneurship, & Finance  
Track Chair: **Dr. Nkosinathi Mpofu**  
Track Co-Chair: **Dr. Marian Taimu**  
Venue: Cresta Lodge, Gaborone

09:25 - 09:35 Tourism and Environmental Sustainability in the Okavango Delta: A Parasitic or Symbiotic Relationship?  
**By Muniovandu Kandjou & Joseph E. Mbaiwa**; University of Botswana, Okavango Research Institute

09:25 - 09:35 The Feasibility of Innovative Financing for SMEs post the COVID-19 Pandemic: Lessons for Developing Economies.  
**By Mercy Chimutanda**; UNISA

09:40 - 09:50 Tourism and Water Quality in Okavango Delta.  
**By Muniovandu Kandjou & Joseph E. Mbaiwa**; University of Botswana, Okavango Research Institute

09:40 - 09:50 Managing Stress: Building Talent Resilience Through Self-Transcendence Strategies (Spirituality)  
**By Patience Conlon**; School of Finance & Professional Studies, Botswana Accountancy College

09:55 - 10:25 TEA BREAK

10:30 - 10:40 Climate Change and Environmental Liability Cover: A Critical Review.  
**By Precious Chakawa**; Botswana Accountancy College, School of Finance & Professional Studies

10:30 - 10:40 Understanding Green Finance: Sustainability Reporting and Non-Financial Reporting.  
**By Tinotenda Hwara, Dr. Naledi Moyo, Dr. Michael Obadire**; Botswana Accountancy College, School of Business & Leisure

10:45 - 10:55 Strategy and Leadership for Economic Growth and Crisis Resilience in the Tourism Industry.  
**By Boitumelo Boganamang**

10:45 - 10:55 Evaluating the Relationship Between the Criteria of Board Appointments in Public Enterprises in Botswana and Performance of the Organisations.  
**By Geoff Mahlaka**; Botswana Open University (BOU)

11:00 - 11:10 Customer Choices and Effective Housekeeping Service Experiences, Quality Management and Satisfaction: A Case Study of London Hotels.  
**By Dr. Faith Samkange**; University of Derby

11:00 - 11:10 Open data in Botswana's agricultural research and development: perceptions towards a knowledge-based agricultural sector.  
**By Charity Masole (Online Presentation)**; Botswana Institute for Development Policy Analysis

11:15 - 11:25 Events Tourism and Crisis Management – A Botswana Perspective.  
**By Dr. Mercy Musikavanhu & Dr. Lelokwane Mokgalo**; School of Business and Leisure, Botswana Accountancy College

11:15 - 11:25 An Exploration of the Relevance of Hofstede's Cultural Dimensions in Teaching Generation Z Hospitality Students.  
**By Christine Barnes**; Swiss Hotel Management School & **Kathryn Scott**; University of Derby (*Online Presentation*)

11:30 - 11:40 Sustainable Heritage Management in Botswana: Opportunities and Challenges for Tourism Diversification in the City of Francistown.  
**By Dr. Tsitsi Chipfuva, Omphile Kgotla, Colleen Magogodi, Mpho Motlalekgosi, Aobakwe Motang & Memory Mukoroverwa**; School of Business & Leisure, Botswana Accountancy College

11:30 - 12:25 QUESTION AND ANSWER SESSION

11:45 - 12:25 QUESTION AND ANSWER SESSION

12:30 - 12:50 Keynote Address: **Mr Neo Nwako**; Abaricom Managing Director and President of Business Botswana

13:00 - 13:30 PANEL DISCUSSIONS BY INDUSTRY AND ACADEMIC EXPERTS (TECHNOLOGY & INFORMATION-BASED KNOWLEDGE)  
Facilitator: **Mr Vuyo Mfazi**; Lecturer School of Computing & Information Systems, Botswana Accountancy College  
Panelists: 

- Mr Neo Nwako**; Managing Director of Abaricom & President of Business Botswana
- Dr. Tsitsi Chipfuva**; Portfolio Manager School of Business & Leisure, Botswana Accountancy College
- Dr. Galamoyo Male**; Director of School of Computing & Information Systems, Botswana Accountancy College

13:30 - 14:30 LUNCH

in collaboration with



University of Sunderland





## Book of abstracts

**Botswana Accountancy College (in collaboration with)**

University of Derby  
Sheffield Hallam University  
University of Sunderland

International Academic Conference:

***"Sustainable Global Economic Recovery and Resilience from crises  
Through Knowledge Based, Innovative and Creative Initiatives".***

6<sup>th</sup> – 7<sup>th</sup> June 2024

**Editors:** Dr Lelokwane Mokgalo, Dr Tsitsi Chipfuva, Ms Bongiwe Magocha  
& Ms Refilwe Tlamelo

## Cover design

Mogomotsi Victor Petoro

Cc: Botswana Accountancy College, 2024

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# Preface

## Overview of the Institution

Botswana Accountancy College (BAC), established in 1996 to provide education and training in the field of accounting. The institution has since transformed into a business school offering programmes in business, finance, management, leisure, procurement, insurance and ICT and undergraduate and postgraduate levels.

The academic portfolio covers the core business of the institution: Teaching and learning, Research and Service discharged through the School of Postgraduate Studies (SPGS); School of Finance and Professional Studies (SFPS); School of Business and Leisure (SBL); and the School of Computing and Information Systems (SCIS).

BAC has two campuses in Gaborone and Francistown.

# Research at BAC

The scientific research process is the most reliable source of knowledge production. As an institution providing higher education, BAC has a key role to play in the knowledge production process. As one of the institution's strategic focus areas, research is at the core of the drive to be ***"A university of choice for business sciences in Africa and beyond"***. Therefore, BAC endeavours ***"To promote knowledge sharing, innovation, and enterprise development through industry engagement and research on topics of national, regional and global importance"***. An academic conference has been an avenue through which international, regional, and local academics, practitioners, and students share knowledge that is creditable, relevant, and progressive in addressing contemporary issues.

## Academic Conference

In pursuit of the strategic objective outlined above, The School of Business and Leisure (SBL) and the School of Post Graduate Studies (SPGS) at the Botswana Accountancy College (BAC) invited academics, industry practitioners, students locally and internationally to participate in an international conference themed ***"Sustainable Global Economic Recovery and Resilience from crises Through Knowledge Based, Innovative and Creative Initiatives."*** The objectives of the conference are to:

- a. Bring together academics, researchers, and research scholars to exchange and share experiences and research results on all aspects of volatile, uncertain, complex, and ambiguous pandemic environments.
- b. Provide a platform for policy makers, top managers, researchers, practitioners, and educators to present, discuss and recommend the most recent entrepreneurial innovations, sustainable business practices, economic diversification efforts in view of developing global contextualised interventions to mitigate the effect of pandemics on economies.
- c. Provide an opportunity to build networks with other academics and experts from multidisciplinary fields of studies around the world to advance knowledge convergence on the conference focus areas.
- d. Offer an opportunity for socialization and cultural exchange.



The conference was driven by three (3) sub-themes aligned to the main theme, which guided the submission of abstracts and full papers:

- **Business development, entrepreneurship, and finance**
- **Sustainable tourism, hospitality, and events**
- **Information technology for business and entrepreneurship**

However, the submitted and accepted abstracts fell only on sub-themes one (1) and two (2) and thus guided the presentation of abstracts in this publication.

# Editorial Comments

## **Book of Abstracts, BACIAC, 2024**

The book is published as an electronic version and serves multiple purposes chief among is to provide attendees with an informative summary of papers and presentation being showcased at the conference. The book of abstract is also provided as a networking tool which allows both attendees and presenters with the contacts of authors and researchers of interest.

## **Conference Organising Committee**

The culmination of this conference is the sum of efforts by a core team of committee participants who went an extra mile to ensure that the conference becomes a reality. A special mention is made to the unwavering dedication of the marketing team led by Refilwe Tlamelo and the editorial team led by Bongiwe Magocha. Below is the organizing committee and its sub-committees.

### **Executive Editing Committee**

Dr Lelokwane Mokgalo  
Dr Tsitsi Chipfuva  
Ms Refilwe Tlamelo  
Ms Bongiwe Magocha

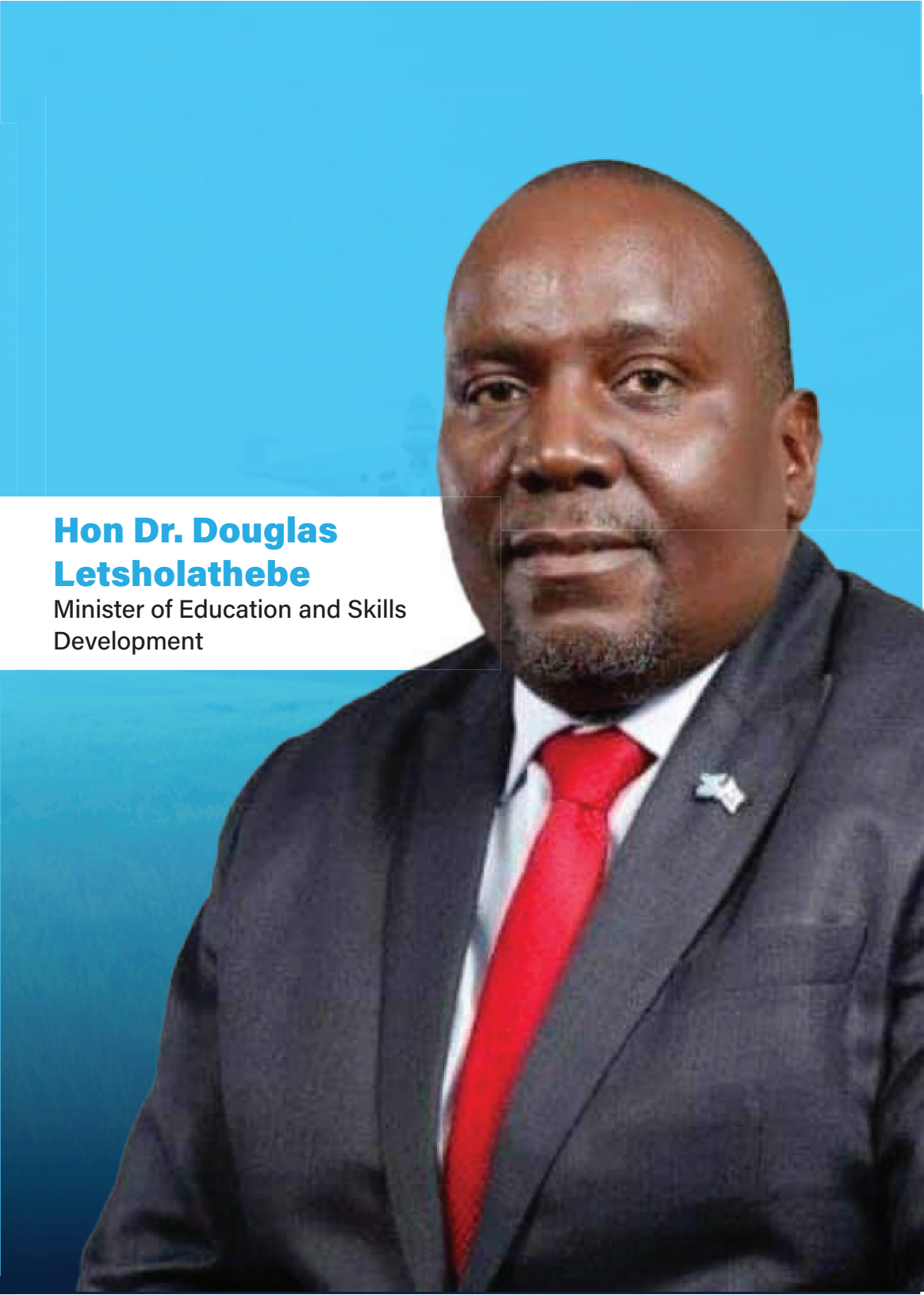
### **Main Organising Committee**

Dr Lelokwane Mokgalo  
Dr Tsitsi Chipfuva  
Ms Refilwe Tlamelo  
Ms Bongiwe Magocha  
Dr Veronica Makwinja  
Ms Monei G Nthebolan  
Ms Martha Moribame – Tabane  
Mr Botlhe Ndoma

## Sub-Committees

The figure below presents the sub-committees of the BACIAC.



A portrait of Hon Dr. Douglas Letsholathebe, a Black man with a short beard and mustache, wearing a dark suit, white shirt, and red tie. He is looking directly at the camera with a slight smile. The background is a solid blue color. A white rectangular box is overlaid on the left side of the image, containing his name and title.

## **Hon Dr. Douglas Letsholathebe**

Minister of Education and Skills  
Development



# PROFILE

Honourable Dr. Douglas Letsholathebe is the Minister of Education and Skills Development (MESD).

His portfolio mandate within the Ministry of Education and Skills Development is to provide leadership in the overall policy direction of education in Botswana with the intension of setting the strategic outlook, standards in education management and skills development. The Ministry of Education and Skills Development is responsible for interpreting education policies for the delivery of quality education and skills, curriculum development and evaluation, special support services, educational planning and research services and the use of ICT and Media services for the learner from Pre-Primary to Tertiary level and in so doing deliver a 21<sup>st</sup> Century learner.

Hon Dr. Letsholathebe is a seasoned scholar whose experience and offerings cover secondary as well as tertiary education. He holds a PhD in Physics. The Hon Minister was a prolific researcher who published extensively and internationally in the area of Material Science, with special expertise in Thin Film Fabrication. He has also played various roles associated with a researcher of his caliber in the peer review and mentorship space.

Hon Dr. Letsholathebe's vision is to transform the education sector so that it is learner centric and ensure that there is value addition and protection for the learner throughout the education spectrum. He aspires for a Botswana with human capital that begins to generate knowledge and intellectual property that will usher new industries characterized by various 4IR pursuits. To this end, he sees the need for a transformed technical cadre that will serve a Smart and Entrepreneurial Botswana.

A portrait of Peter M Choto, a middle-aged Black man with short hair and glasses, wearing a dark suit, white shirt, and black bow tie. He is smiling slightly and looking towards the camera. The background is a solid blue color.

## **Peter M Choto**

Permanet Secretary, Ministry of  
Education Skills & Development

# PROFILE

Peter M. Choto is an accomplished academic and administrative leader with a diverse background in education and public service. He holds a Master of Business Administration (2006) and a Master of Education (2003), both from the University of Botswana, along with a Bachelor of Education (Science) earned in 1988.

Throughout his career, Choto has held numerous significant roles within the Ministry of Education and Skills Development, showcasing his dedication to advancing education in Botswana. Currently serving as Acting Deputy Permanent Secretary (Tertiary Education), his leadership extends across various sectors, including:

- Director Regional Operations, South East Region
- Director, Botswana National Archives and Records Services
- Director, Basic Education
- Director, Technical Vocational Education and Training
- Senior Manager, Corporate Services
- Chief Education Officer
- Principal, Botswana Institute of Administration and Commerce
- Principal, St. Joseph's College

Choto's contributions to education have been recognized with a MERITORIOUS award for distinguished services in 2005. With his extensive experience spanning both academia and administration, Choto continues to play a pivotal role in shaping the educational landscape of Botswana.

A professional portrait of Serty Leburu, a Black woman with short braided hair, smiling. She is wearing a light-colored blazer over a dark top, with a patterned scarf pinned to her lapel. Her hands are clasped in front of her. The background is a solid blue.

**Serty Leburu**  
Executive Director



# PROFILE

Ms. Serty Leburu is currently the Executive Director of Botswana Accountancy College (BAC) since 2016. She has led and continues to lead the institution successfully to achieve its mandate through a strategy she initiated and directed. She has over 31 years of experience in Strategy, Leadership, Finance, Supply Chain, General Management and Administration, 23 years of which were at Senior, Executive and Board roles combined.

Ms. Leburu has a wealth of commercial and non-commercial experience having cut her teeth at Debswana Diamond Company, a company that is a joint venture between the Government of Botswana and DeBeers. After 17 years of service with Debswana she then moved to Standard Chartered Bank as a Chief Finance Officer and advanced through the Chief Operations Officer role to Deputy Chief Executive Officer and Executive Director of the Bank. Ms. Leburu then joined Botswana Housing Corporation 5 years later as a Deputy Chief Executive Officer-Support Services.

She is a Fellow Chartered Public Accountant (FCPA) with a CGMA qualification. She holds a Bachelor of Commerce degree from the University of Botswana. She has done Leading Across Boundaries an Executive Leadership Programme from Oxford University in the UK and a Management Development Programme of the University of Stellenbosch in South Africa. Other training includes Securitization, Mortgage Bonds and International Housing Finance Programs from the Wharton School of Business-University of Pennsylvania, Philadelphia USA.

She has been member of the Board of Directors for Botswana Telecommunications Corporation Limited, and Letlole la Rona. She has also been a Board member at the Human Resource Development Council, Botswana Power Corporation, BA ISAGO University College, Minerals Development Company Botswana, a CEO council member of UNICEF, and an Audit Committee Member for the Botswana International University of Science and Technology (BIUST). Ms. Leburu has recently been appointed for board member at Vivo Energy, Hollard Insurance, and Mosokelatsebeng Cellular.

She has a passion for community engagement through volunteerism by counselling people living with life threatening diseases, financial literacy and advisory, career guidance and mentoring people in her community especially the youth. She was a Patron for Thutano Youth Group and a trustee member and treasurer of the Sponsor a Child Trust.

A portrait of Lelokwane Lockie Mokgalo, a Black man with short dark hair and a goatee, smiling. He is wearing a brown and blue plaid blazer over a white shirt. A patterned pocket square is visible in his blazer pocket. The background is a solid blue color.

## **Lelokwane Lockie Mokgalo**

Conference Chairperson &  
Director-School of Business  
& Leisure

# PROFILE

Lelokwane Lockie Mokgalo is a Senior Lecturer in Tourism Studies at Botswana Accountancy College (BAC) and Director of the School of Business & Leisure. Dr. Mokgalo's academic career spans more than 15 years. He holds a PhD in Tourism Management from North West University in South Africa as well as an MSc. in Responsible Tourism Management from Leeds Metropolitan University (Now called Leeds Beckett University) in the UK.

Dr Mokgalo is passionate about sustainability in the tourism industry and has published articles in the area as well as in cultural heritage and domestic tourism in Botswana. He is a co-editor of an educational book in Cultural heritage Tourism and has also authored book chapters in Community-Based Tourism and emerging approaches to teaching and Learning. His other passion is mentoring and playing an advisory role to young learners in tourism and other business fields. His research interests are responsible and sustainable tourism, cultural heritage tourism, domestic tourism and operations in tourism businesses.

## KEYNOTE SPEAKER

Dr Derek Watson is an Associate Professor and Senior Fellow of the Higher Education Academy, founder of the Faculty 'Business Clinic' and the Doctoral lead for the University's 'Research Fridays' programme. Dr Watson has extensive links and networks as a result of sourcing and embedding external engagement opportunities across the curriculum, with an international portfolio of clients and contacts, such as the British Cabinet Office, Indian Government Council of Scientific and Industrial Research, Dubai Police and Canon International.

His research focuses on Food Safety Cultural Compliance and Academic-Industry collaboration, investigating the impact of knowledge exchange on practice in both the classroom and the workplace. He actively documents his consultancy experience via international academic journals and has delivered lectures and seminars at universities and symposiums on a global scale. He has been appointed on the editorial board for the 'International Journal of Academic Research in Management.' Dr Watson is also a Doctoral External Examiner, academic reviewer of several international journals and currently employed as 'External Examiner' for Staffordshire and Chester University DBA programmes. In addition, he is also a Visiting Professor at the University of Panama in Food Culture and a Senior Research Fellow at the Cyprus Business School.



**Dr. Derek Watson**

Associate Professor in Cultural Management



## KEYNOTE SPEAKER

Mr. Neo Nwako has an impressive and diverse background in the ICT (Information and Communication Technology) space. As the Managing Director at Abari Communications (Pty) Ltd, he plays a key role in the company's operations as a managed network services provider and systems integrator.

His appointment as the President of Business Botswana signifies his influence and leadership role in the business community. Prior to this position, his involvement as the ICT Sector Chairperson and Co-Chairing Sector Level Consultative Council meetings with the Minister of Communications and Information Technology highlights his commitment to shaping policies and strategies in the ICT sector.

Mr. Nwako's extensive experience as a Digital Specialist and Entrepreneur spans various sectors, including Mining, Telecommunications, Aviation, Finance, Hospitality, Security, and mission-critical areas in both the public and private sectors. His leadership in technology solutions showcases his versatility, ability to navigate diverse industries and a strong commitment to the development of technology in Botswana.

### **Mr Neo Nwako**

Managing Director - Abari Communications  
President - Business Botswana



## KEYNOTE SPEAKER

Tafadzwa is a Chartered Accountant by profession.

He is the Chief Finance Officer at Cresta Marakanelo Limited and has more than 10 years senior management experience in the hospitality industry and previously was with Ernst & Young Chartered Accountants (EY).

He is a member of the Institute of Chartered Accountants of Zimbabwe (ICAZ) and an Associate Member of the Botswana Institute of Chartered Accountants (BICA).

Among other qualifications, he is a holder of Honours Bachelor of Accounting Science from the University of South Africa (UNISA), Bachelor of Commerce Honours Degree in Accounting from the National University of Science and Technology (NUST), a university in Zimbabwe and is a Certified Internal Auditor (CIA).

Tafadzwa is a passionate value chain protagonist with solid experience in finance and establishing sustainable business models in productivity, profitability, and growth.

He currently serves on the HATAB Board as a representative of the hotels sector.

### **Tafadzwa Tafadzwa**

Cresta Marakanelo Limited, Chief Financial Officer



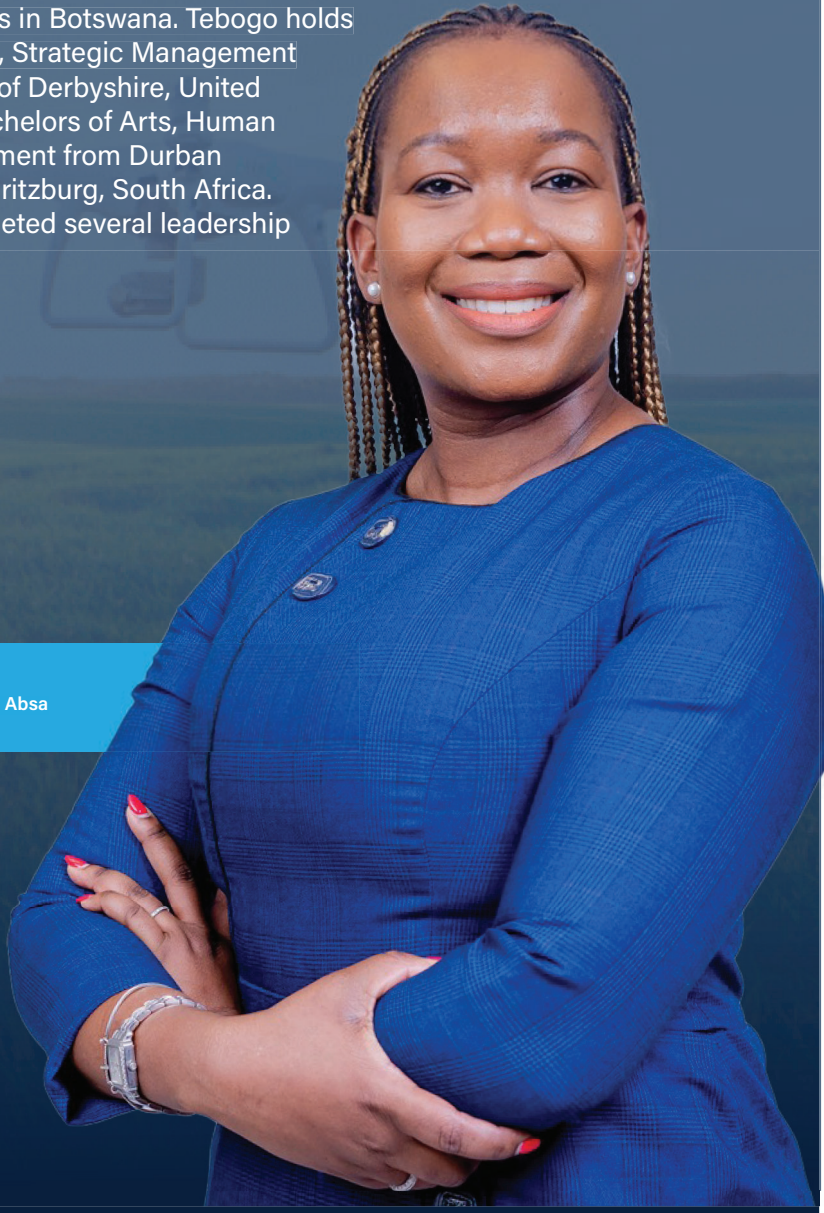


## KEYNOTE SPEAKER

Tebogo has over 18 years of professional experience and is currently the Corporate Banking Director, having joined the Bank in June 2020. Tebogo joined the Bank as the Head of Transactional Banking, previously working for Stanbic Bank Botswana Limited and Standard Chartered Bank Botswana Limited. Her experience spans across cash management and trade finance solutions on strategic and acquisition clients, public sector relationship management as well as experience in the human capital and hospitality industries in Botswana. Tebogo holds a Master of Science, Strategic Management from the University of Derbyshire, United Kingdom, and a Bachelors of Arts, Human Resources Management from Durban University, Pietermaritzburg, South Africa. She has also completed several leadership programs.

### **Ms Tebogo Giddie**

Corporate Banking Director - Absa  
Bank Botswana



# Abstracts

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## Research Theme 1

### Business Development, Entrepreneurship, and Finance

#### *1.1 Understanding Green Finance: Sustainability Reporting and Non-Financial Reporting*

##### **ABSTRACT**

Given the growing calls to increase sustainable business practices and the sense of urgency expressed by global actors to behave in a responsible sustainable manner when interacting with the environment and communities at large it has become apparent that effort to further this objective require large investment. This investment is largely referred to as green finance. This paper explores this phenomenon and its links to the global sustainability reporting frameworks currently available. It then gives a detailed description of global sustainability reporting players, the frameworks, and tools they have created or adapted, while exploring the challenges they face. The paper then explores benefits of linking green finance and sustainability reporting and current and future trends in the arenas of sustainability reporting and green finance.

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## ***1.2 Capitation Models in Sub-Saharan Africa: A Systematic Review***

### **ABSTRACT**

Access to quality healthcare, whether preventative or curative, remains a prerequisite for a population to attain health and achieve wellbeing. Despite all global agreements on arresting the continuous rise in healthcare costs, access to essential health services still depends on fee for service model and/ or out of pocket payments (OOPs) in some lower- and middle-income countries. Such access barriers work against the 2030 Agenda for Sustainable Development of accessing healthcare service by all without suffering any financial hardships. Healthcare costs are constantly increasing in Sub Saharan Africa making it difficult for individuals and communities to access quality healthcare without suffering financial hardship. Healthcare costs need to be contained to promote equity in access. Cost containment remains a major challenge to the viability and sustainability of private healthcare funders. Within current global debates on strategic purchasing, capitation model is promoted as a preferred provider payment mechanism that can contain costs and is set to replace the fee-for-service reimbursement models with shared accountability for patients' health care outcomes. This systematic review aims to review reported

reimbursement models especially capitation models in Sub-Saharan Africa (SSA) within the published literature and summarise potential learnings and strategies for success in capitation models. A systematic review was conducted aligned with the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) reporting guidelines. PubMed, Web of Science, Global Health Database, the Cochrane Library and Scopus were searched for literature published. Evidence was synthesised in the form of a table and thematic analysis. The results indicate that most healthcare funding models in Sub-Saharan Africa are from direct out-of-pocket payments and there is some evidence of use of capitation models in primary healthcare.

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### *1.3 The Feasibility of Innovative Financing for SMEs Post the COVID-19 Pandemic: Lessons for Developing Economies*

#### **ABSTRACT**

The widely acclaimed developmental role of small and medium enterprises (SMEs) is overturned by the lack of low-end financing culminating in the missing middle phenomenon, a characteristic of SMEs in developing economies. This aged financing challenge was aggravated by the COVID-19 pandemic – presenting a chance for SMEs to try innovative financing as traditional financing tools became increasingly untenable. This study traces the feasibility of innovative finance for SMEs post the pandemic whilst considering the circumstances of developing economies. The intuition is not only inclined on defining sustainable financing for SMEs, but to ensure a speedy recovery from the pandemic's dent and contribute significantly to the attainment of SDGs. Procedurally, the study reviews extant literature on the uptake of innovative financing by SMEs (post COVID-19) against SMEs' financing needs and the conditions in developing economies. The profiling of blended finance, crowdfunding, venture capital, equity financing and angel investments confirms the presence of innovative financing tools in developing economies although the uptake is low and slow.

Despite the potential of innovative financing tools to address access and affordability challenges; structural rigidities responsible for underdeveloped markets and regulation of innovative finance tools, stunted access and usage of the internet, financial illiteracy and infantile online payment methods stall the uptake of innovative financing. Accordingly, policy should be directed at building the market of innovative finance; the regulation of innovative finance tools; the promotion of information sharing between SMEs, development finance institutions (DFIs) and the private sector; the crafting of exit strategies for private investors involved in SME funding; scaling of financial literacy and the trimming of the digital divide.

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### *1.4 Open Data in Botswana's Agricultural Research and Development: Perceptions Towards a Knowledge-based Agricultural Sector*

#### **ABSTRACT**

There are growing calls for Botswana to diversify its economy away from reliance on mineral resources to other sectors of the economy. One oft-mentioned strategy is to transform the country into a knowledge-based economy, with the mainstay being Research and Development powered by open data. In this study, I explore the state of open data in Botswana's agricultural industry, assessing agricultural researchers' knowledge, attitudes, and perceptions of open agricultural data. I find high levels of awareness of open data among the surveyed researchers, with about 73 percent of them reporting awareness. Furthermore, the researchers have positive perceptions of the benefits of open data, many of them showing a willingness to open their data for others to use. Current users are willing to continue using open data while non-users show a willingness to start using it. The main challenges constraining the wider use of open data include (a) fears of misuse and misinterpretation of data, (b) loss of recognition for the original data, and (c) a lack of open data portals and policies supporting the use of open data. To improve the adoption of open data in

Botswana's agricultural sector, it is crucial to develop robust attribution and data citation systems, as well as the necessary infrastructure and policies to enhance data sharing, access, and collaboration.

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### *1.5 Navigating Change and Innovation through Theory U: A Path for Corporate Leaders in Botswana.*

#### **ABSTRACT**

The contemporary dynamic business environments which are unpredictable demand transformative approaches and innovative solutions, which can be a challenge to leaders in the business world. This requires solutions which are based on leadership initiatives that emanate from a framework that demands the undertaking of co-sensing and co-shaping materializing upcoming possibilities. Theory U offers leaders a framework to utilize when solving challenges through a shift to a paradigm that focuses on increasing personal and collective awareness of the "Blind Spot" leading to more intelligent solutions that are suitable for the future. At the core of Theory U is that each step can be a cognitive process, a chance to grow and develop together as a team during the task of mapping out solutions. This paper seeks to explore the application of Theory U in resolving challenges in the social context of leadership in Botswana. It offers a framework for tackling complex issues, fostering innovation, and driving sustainable change within organizations. At the centre of the theory is leadership capacities to discover the blind spot – an inner space from which effective leadership operate from in the process of finding solutions which are suitable for

the future given that the environment is dynamic. Theory U is a change management model that is different from other change management models as it requires a leader to formulate solutions which are not based on past experience but those that are future oriented. It stimulates a leader to open the blind spot as they listen honestly, openly, and intensively to the views of others and immerse the "self" in the process of leading. The objectives of the paper are: 1. Exploring Theory U and analyzing the blind spot in leadership and transformative change systems. 2. Assessing techniques utilized in awareness-based leadership style: techniques, tenets, and patterns. 3. Recommending a new deposition for improved change in leadership as they solve problems: updating individual, organizational and societal operating systems (OS) in all sectors. The paper will review existing secondary data, through a state-of-the-art literature review generally from web scholar articles from 2020 to 2024. The chosen methodology is desktop research with a qualitative approach. The basically codifies lessons drawn from Botswana's experiences in the implementation of specific new public management principles and policies. Through analysis of the literature

review the paper seeks an understanding of current change management and innovative adaptations for business leaders in Botswana thus seeking a path they may follow to enhance their leadership skills and also an opportunity for future research in this field.

The results of the study aim to explore how Theory U can empower leaders to navigate complexity, inspire their teams, and create a positive impact on Botswana's business, political, and social ecosystems. It also seeks to consider cultural nuances, local business practices, and challenges specific to Botswana.

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### *1.6 Bridging the Digital Divide: A Case Study of Brastorne's Strategies for Digital Inclusion in Africa.*

#### **ABSTRACT**

The study highlights the critical role of digital inclusion in today's developing economies, focusing on Brastorne's initiatives. The study aims to analyze Brastorne's strategies for bridging the digital divide in underserved African communities. It emphasizes Brastorne's innovative approaches to address digital inequities and their contribution to achieving inclusive and sustainable development goals. The research discusses Brastorne's comprehensive approach, including technology solutions, community engagement, and collaborations, which have resulted in significant impacts such as increased farm yields, empowerment of women, and cost savings for rural populations. Overall, the abstract showcases Brastorne's effectiveness in driving positive change and fostering inclusive growth in Africa.

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### *1.7 'Driving the African Mineral Development Agenda': Design Innovation (Jewellery Design and Watchmaking) as Competitive Strategies for Value Addition to Africa's Gemstones*

#### **ABSTRACT**

The African Union (AU), African Minerals Development Centre (AMDC): a specialized Agency of the African Union and a Pan-African Center, dedicated towards harnessing Africa's mineral resources for sustainable development and structural transformation — through the implementation of their Africa Mining Vision (AMV); established the Africa Gem, Jewellery Exhibition and Conference, with the aim of unpacking a multibillion dollar gemstone and jewellery chain in Africa: guided by a commissioned study aligned to the African Continental Free Trade Agreement. Veritably, Africa is a key producer of varied and coloured gemstones, that are highly sought after in jewellery and watchmaking industries. Unfortunately, Africa remains an exporter of raw minerals, with minimal efforts on value-addition. As such, the continent of Africa does not benefit from gemstones as finished products. A call-of-action to accelerate strategies for value addition to Africa's gemstones: to place ideas, knowledge, and innovation at center stage. As a recovery measure, design stands as an alternative development

strategy, and many governments are focusing on strengthening their efforts to harness local design capabilities. As both a framework and an artefact — design contributes enormous strategies, services, systems, products, and applied research activities, to gain competitive advantage. In the development of Africa's mineral value chain design facilitates manufacturing: development of products: jewellery and watches and it plays a critical role in the development, the establishment and communications of brands and retail industries. The aim of the paper is to emphasize the critical importance of design innovation in driving the African mineral development agenda, as well as enhancing Africa's global competitiveness and developing her gemstone and jewellery chains. Inspired by the learning outcomes of the AGJEC — the paper discusses empirical research results and research findings of a case study: a design innovation project; conducted by the researcher, in partnership with Okavango Diamond Company: an African mineral development recovery plan that suggests and promotes design as a competitive strategy for value-addition to Africa's



precious stones and to enhance her jewellery and watchmaking industries. Conclusions are drawn on the drivers and barriers to integrating design-driven-innovation more holistically in the African Union, African Minerals Development Centre's current innovation ecosystem, and recommendations for the development of a design policy for value-addition to Africa's gemstones are presented.

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Ethiopia the implementation of specific  
new public management principles and  
policies. Through analysis of the  
literature

### ***1.8 Examining Social Enterprises Challenges in the Construction Sector: A Multistakeholder Insight from Botswana.***

#### **ABSTRACT**

**Purpose** – Social enterprises are an important element of social procurement in the construction sector. This research investigates the level of knowledge and the obstacles faced by social enterprises operating in the construction industry in Botswana, using a multi-stakeholder approach. Additionally, it proposes potential solutions to address these difficulties.

**Design/Methodology/Approach** – The study used socio-technical theory as the lens of the study. Data was gathered from 19 multi-stakeholders of the construction sector through semi-structured interviews and the data was qualitatively analyzed using a thematic analysis approach.

**Findings** – Major barriers impeding the social enterprise development to boost social procurement and construction sustainability were revealed as follows: lack of awareness of SEs, inadequate policies, poor legal framework, and poor monitoring. Furthermore, the findings reveal five possible solutions such as improving publicity, implementing control, and accounting systems, introducing procurement preferential treatment of SEs, and offering training on

SEs, all intended to address the impediment of SEs.

**Research limitations/implications** – Future research should investigate SE awareness and challenges in different African contexts for comparative purposes. This study could also be extended to other sectors beyond the construction sector in other developing nations.

**Practical implications** – This study supports the comprehension of SEs by supply chain key stakeholders and suggests capacity building, reforming policies, and monitoring and accountability to improve the participation of SEs in construction projects.

**Originality/value** – Research on social enterprise's role in social procurement and sustainability is evolving. This study contributes to the debate by highlighting the awareness, and challenges of SEs and suggests solutions from a multistakeholder perspective in Africa for comparative purposes.

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### ***1.9 Enhancing Economic Growth through Innovative Mechanisms: Exploring Incentives and their Impact on Patent Filing and Innovation in Botswana***

#### **ABSTRACT**

The importance of innovation in the economy is widely acknowledged. Countries like Botswana, wishing to diversify away from minerals have been advised to prioritize innovation. The need to seek sustainable economic activities has been further necessitated by the COVID -19 pandemic, which exposed vulnerabilities in various economies. Patents are both a cause and outcome of innovation and have been used as a metric to measure innovation in the economy over the years. The BDIH, BITRI, BIUST, NARDI among others have been established by the Government to unlock the potential of STI industries. The BIF and Research Fund under MCKT were also established to avail funds for the commercialization of STI projects in the country, however results are below average. The GII 2023 ranks Botswana 85 out of 132 countries and according to CIPA, only 2 patents and 28 utility models were registered between 2019-2023. While the Government wants to cultivate a patenting culture, no research has ever been done to explore the effects incentives have on patent filings. This paper explored the effects of patent incentives on innovation and patenting, by studying China and South Africa. It

has been found that patent filing by locals increased in both countries after introducing the incentive schemes. This paper therefore concluded that incentives are necessary to encourage innovation and patenting. A baseline study is recommended to measure the state of innovation, patenting, and commercialization in the country. Further, the author recommends for BIF and research Fund to consider availing funds to incentivize patent filing in Botswana.

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### ***1.10 The Importance of Managing Stress at Work: Building Talent Resilience Through Self-Transcendence Strategies (Spirituality)***

#### **ABSTRACT**

This paper aims to examine the importance of alternative Human Resource Management (HRM) strategies targeted at addressing increasing stress levels. Human Capital/ Human Resources/ Employees at all levels – Operational, Tactical/ Strategic- who are spiritual / self-transcendent are less likely to break down mentally, absent themselves from work, suffer depressions or succumb to the immense levels of stress originating from personal circumstances, social events, or workloads. Rather, they are likely to remain strong and robust in the face of business crises. During this time of turbulent global events and crises, it is imperative that HR Practitioners find effective and holistic employee wellbeing and stress management strategies. Additionally, organisations can utilise the work environment and metaphysical resources like devotion time, divine inspiration, the Management Impetus, and spiritual endurance to encourage knowledge acquisition, creativity, and innovativeness.

Research approach: The researcher plans to review literature from an interdisciplinary perspective, with a view to providing an integrated model of

employee resilience. A transcendental and testimonial account of business cases by professionals and business executives who have investigated alternative workplace wellbeing strategies will be used as well.

Findings: The findings of this research are anticipated to serve as an HR paradigm for health and wellbeing practices in a global economy needing recovered and resilient talent. By devising the Time-Inspiration-Management-Endurance (T.I.M.E.) Model of Employee Wellbeing, organisations can mitigate the negative/ depleting effects of crises upon employees' productive creativities. The T.I.M.E. Model of Employee Wellbeing endeavours to counter the effects of regular stress, anxiety, and burnout by spiritually replenishing employees for such times as these.

Research Limitations: The study takes a non-secular and generalised view employees in all sectors, and in all levels of responsibility. Subsequent studies can prioritise religious denominations in all their categories, and probe different business functional departments.

Practical Implications: This study is intended to benefit Organisational Top Executives in their strategic foci, HR Practitioners in policy making and implementation, Team leaders in their daily coaching and counselling functions, and all employees in all business sectors- formal / informal , private / public / parastatal , small/medium/large etc.

Originality: It is critical for HR Practitioners and scholars to identify and apply alternative strategies that mitigate the depleting effects of crises and stress on employee creativity and innovation. This aligns with the findings of prior Chartered Institute of Personal Development (CIPD) studies on holistic approaches to health and wellbeing. Furthermore, multiple challenges have been noted such as lack of funds, poor infrastructure and poor marketing which restrict the development of cultural tourism in the country.

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### ***1.11 Evaluating the Relationship between the Criteria of Board Appointments in Public Enterprises in Botswana and Organizational Performance.***

#### **ABSTRACT**

A critical aspect of corporate governance reforms focuses on whether the implementation of corporate governance principles, laws and codes have a positive impact on the organization's performance. In addition, the most commonly used organizational performance measures are Tobin's Q, return on equity, return on asset and economic value added. This study adopted the agency theory, stakeholder, and resource dependency theories. This study sought to establish the relationship between the criteria used by the Government in the last 5 years to appoint directors to select public enterprises and the performance of those entities. CEO duality and board evaluation, appointment of chairpersons, compositions of boards and independence. Shareholder activism and corporate governance principles were used as the determinants of corporate governance whereas return on assets ('ROA') was used to measure organisational performance. The study was conducted through a questionnaire which was administered to 23 respondents. Data was analysed using (SPSS) to identify trends, develop predictive models and draw informed

conclusions. The results of the study show that the relationship between the independent variables and dependent variable bears no statistical significance. There is no relationship between the criteria of board appointments in public enterprises and the performance of those organisations. The regression model indicated that the criteria of board appointments in public enterprises has no correlation with organisational return on assets. The study recommends independent appointment of board members as well as implementation and review of board oversight policy guidelines.

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### ***1.12 An Investigation of the Effect of Responsible Leadership on Employee Following Behaviours.***

#### **ABSTRACT**

The purpose of the present study was to investigate the effect of responsible leadership on employee prototypical following behaviors. This study further sought to investigate whether felt obligation and psychological safety mediates the above relationship. A correlational design was used to collect and analyze survey data. Data were collected from a cross-sectional sample of 200 Botswana Public sector officers. A series of confirmatory factor analyses were conducted to test the construct validity of the measurements. Structural Equation modeling and Hayes (2013) PROCESS Model 1 and 4 were used to test the hypothesized mediation effect on the hypothesized main interaction. The findings of this study indicated that responsible leadership is positively and significantly correlated with prototypical following behaviors. Felt obligation and psychological safety significantly and positively mediate this relationship. This study contributes to the body of knowledge on responsible leadership through investigating its' applicability in the public sector. Another contribution is the unique combination of the key constructs, prototypical following behaviors, felt obligation and psychological safety used in exploring responsible leadership behavior. The

findings of the current studies have implications for leadership behavior in the Public sector. Theoretical and practical implications are discussed, together with the limitations of the study and directions for future research.

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## Research Theme 2

### Sustainable Tourism, Hospitality, and Events in Africa

#### *2.1 Customer Choices and Effective Housekeeping Service Experiences, Quality Management and Satisfaction: A Case Study of London Hotels*

##### **ABSTRACT**

The London hospitality industry should deliver viable sustainable customer service experiences according to current and future trends. Designing, developing, and managing highly innovative and transformative customer journeys remains a strategic and operational challenge for many hotels. This research seeks to investigate the relationship between the evolving consumer profile trends, their expectations, service quality management practices and levels of satisfaction. Demonstrating the unique and sustainable delivery of customer services reflected through empathy, reliability, tangibles, responsiveness, and service assurances remains significant. Pedagogically, this research uses interpretivism and focuses on a deductive approach because the study issues at stake are subjective and require detailed explanations. Strategically, this is a London case study which applies qualitative research methodology processes and procedures including includes thematic data collection and analysis. Significantly the findings demonstrate the relationships between the evolving customer profiles, their

unique behavior and preferences with service quality management and customer satisfaction especially in the housekeeping hotel departments. Operationally, managers are not adequately engaging with customer satisfaction data based on their tools and technological oriented reviews. Delivery of exceptionally unique service experiences including levels of hygiene and cleanliness, personalised efficiency and sustainable eco-friendly practices remain challenging in some hotels. Staffing problems are critical in delivering prioritized, essential, and unique service promptness. Personalized services, sustainable eco-friendly practices to create memorable hotel stays are difficult to prioritize. Technological practices facilitating the utilization of appropriate artificial intelligence, robotics, virtual and augmented technologies for instance are becoming more essential. The research reflects the need to invest in staff development and training while recognizing salary award and well-being and recognition of employee excellence. In conclusion, the relationship regarding optimizing effective communication, and

engagement with customers and employees to deliver appropriate digital technological practices including metaverse necessary to improve service quality and customer loyalty is evident. Recommendations suggest investing in employee talent management, staff training and development, recognition and rewarding staff in a sustainable equity perspective and optimizing diversified communication between departments will contribute towards increased guest satisfaction. Future research could address the transformation of human resource management strategies and effective sustainable and metaverse oriented delivery of operational management practices.

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## ***2.2 An Exploration of the Relevance of Hofstede's Cultural Dimensions in Teaching Generation Z Hospitality Students.***

### **ABSTRACT**

The last fifty years has seen globalisation, more travel and the interconnectivity of the media and internet so an interesting question is whether the cultural differences, first identified by Hofstede in the 1970's still apply today. Universities are currently teaching Generation Z students, said to differ greatly from previous generations in having higher levels of connectivity and experiencing and valuing diverse social groups. This study uses a survey to research whether Generation Z students agree with the cultural dimensions attributed to their cultures. Focus groups then give in-depth exploration of the different cultural attitudes and behaviours in learning within the Generation Z student body. The results show that Generation Z students still have a high level of agreement with the cultural dimensions and the two focus groups demonstrate very different attitudes to participation in class and group work. Further research is recommended using a larger sample and comparing more cultural groups.

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### ***2.3 Destination Storytelling: Amplifying Indigenous Narratives through Drone Light Shows and Digitization***

#### **ABSTRACT**

In the pursuit of sustainable global economic recovery and resilience, innovative and creative initiatives are essential. Our startup leverages advanced drone technology to produce immersive drone light shows that bring ancient indigenous stories to life, centering around destination storytelling and diversifying tourism through a knowledge-based approach. These drone light shows not only captivate viewers but also empower indigenous communities by providing them with the tools needed to stay relevant in an increasingly digitized world.

The DNA make up of our offerings is centered around co-creating visual narratives with indigenous knowledge keepers, ensuring that the visual narratives are shared respectfully, authentically, and represented accurately, as they wish them to be told. This collaborative approach ensures that indigenous knowledge custodians are active participants in the wealth creation process and benefit economically.

Our approach aligns with the National Reset agenda speaks to shifts towards sustainable and knowledge-based economy. Lowapi, therefore, contributes

meaningfully by combining the rich tapestry of indigenous storytelling with modern technology to offer a creative and sustainable solution for post-crisis economic recovery.

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## ***2.4 Tourism and Environmental Sustainability in the Okavango Delta: A Parasitic or Symbiotic Relationship?***

### **ABSTRACT**

Tourism is one of the world's fastest growing economic activities. In Southern Africa nature-based tourism dominates tourist activities because of the abundance in biodiversity. Available literature suggests that nature-based tourism in natural environments such as the Okavango Delta can have deleterious effects where there exist gaps and lapses in monitoring. This paper, therefore, uses the concepts of political ecology, sustainable tourism development (with emphasis on environmental sustainability) to analyse the interaction between tourism and the environment in the Okavango Delta, Botswana. The paper largely relies in a review of existing literature and secondary data sources on tourism development in the Okavango Delta and its impacts on the environment. Secondary data was collected from published and grey literature. In addition, data was collected using a semi-structured questionnaire and face-to-face interviews with tourism stakeholders and decision makers in Maun. Results indicate that tourism is extractive; it is parasitic on the environment. Tourism has minimal contribution to conservation and or preservation of the environment in the Okavango Delta. Results further indicate negative attitudes by locals towards

tourism in the Okavango Delta. The negative attitude comes from their conviction that they are not benefiting enough from tourism while only international companies accrue the benefits. In conclusion, tourism in the Okavango Delta should adhere to the principles of sustainable tourism development to establish an environmental equilibrium.

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## ***2.5 Tourism and Water Quality in the Okavango Delta, Botswana***

### **ABSTRACT**

Tourism activities in tourism destinations usually result in water pollution and effects on water quality. This paper, therefore, uses the concept of sustainable tourism development to analyse the impacts of tourism on water quality in the Okavango Delta, Botswana. The paper largely relies in a review of existing literature and secondary data sources on tourism development in the Okavango Delta and its impacts on water resources. Secondary data was collected from published and grey literature. In addition, data was collected using a semi-structured questionnaire and face-to-face interviews with tourism stakeholders and decision makers in Maun. Results indicate that potential water pollution is caused using fossil fuels such as diesel, petrol and poor waste disposal by lodges in the Okavango Delta. Results further indicate that tourism in the Okavango Delta negatively impacts on water quality in and near tourism facilities especially lodges and campsites. In conclusion, tourism in the Okavango Delta should adhere to the principles of sustainable tourism development to mitigate against water pollution and negative effects on water quality.

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## ***2.6 Government Intervention and Community Participation in Sustainable Tourism Development: A Case Study of Botswana***

### **ABSTRACT**

The landscape of Botswana's tourism development can be seen as dynamic, this research is a comprehensive investigation into the relationship between government intervention, regulatory frameworks, and community participation in the quest to formulate an inclusive sustainable tourism development framework. The study analyses the impact of existing government policies on tourism development, it attempts to scrutinize their influence on industry dynamics and stakeholder engagement. In this way, it assesses the effectiveness of regulatory frameworks in achieving sustainable tourism goals, identifying strengths, weaknesses, and areas necessitating improvement. Employing a qualitative approach, the research integrates qualitative analyses of policies and regulations with interviews, focus group discussions and observations within local communities existing in the various districts of Botswana. This triangulation of data ensures a holistic understanding of the complex relationship between policies, regulations, and the dynamics of community involvement. The core contribution of this research lies in its aim to develop an innovative and effective community participatory framework

tailored to the unique context of Botswana while being inspired by regional and international approaches towards community participation in tourism. This framework seeks to empower local communities by enhancing their active involvement in tourism development while aligning seamlessly with sustainability objectives. As tourism continues to play a pivotal role in Botswana's economic landscape, this research not only aims to inform policymakers but also strives to serve as a blueprint for other regions facing similar challenges. By highlighting the essential role of community participation, the research aspires to establish a precedent for inclusive participation and sustainable tourism practices within this developing country. The outcomes of this research are anticipated to contribute significantly to the field by providing actionable insights into the impact of government intervention on tourism development, ultimately fostering a synergetic relationship between sustainable tourism and community well-being within the country to serve as a valuable resource for scholars, policymakers, and practitioners alike.

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## *2.7 Integrating Environmental and Social Governance into Community-Based Tourism Approaches in Botswana*

### **ABSTRACT**

This abstract focuses on the integration of environmental and social governance (ESG) principles into community-based tourism (CBT) approaches in Botswana. Known for being a diamond mining economy, Botswana is a southern African country that is also known to be endowed with diverse ecosystems and biodiversity. It is currently at a crucial juncture, necessitating a strategic approach that aligns economic development with environmental conservation and social equity. Within this paradigm, ESG emerges as a guiding principle, advocating for responsible tourism practices that prioritize both environmental preservation and the empowerment of local communities. ESG facilitates conservation initiatives, including sustainable wildlife management and climate-resilient tourism infrastructure, beckoning for enduring sustainability of tourism amidst environmental challenges. Social considerations embrace meaningful community engagement, empowering local communities as stakeholders in decision-making processes, and safeguarding cultural heritage through authentic experiences. Governance aspects concentrate on ethical tourism practices, encompassing fair

compensation for communities and transparent business conduct, while also promoting stakeholder collaboration among government bodies, non-governmental organizations, and private sector entities. By scrutinizing the relationship between ESG principles and CBT in Botswana, this research aims to enrich the ongoing discourse on sustainable tourism development. It offers insights that can inform policies, practices, and collaborative efforts, contributing to the betterment of both the environment and local communities. This research aims to employ qualitative research methods to deepen the understanding of the intricate relationships between ESG, CBT, and sustainable tourism in Botswana. Through qualitative analysis, interviews, and participatory observations, the study seeks to uncover new perspectives and experiences, providing a comprehensive view of the impact and potential of ESG integration in CBT initiatives. The goal is to formulate well-informed conclusions and recommendations that can guide future policies and practices in the realm of sustainable tourism development in Botswana, with an emphasis on enhancing environmental conservation, community empowerment, and ethical governance.

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## 2.8 Climate Change and Environmental Liability Cover: A Critical Review

### ABSTRACT

#### **Purpose**

The insurance industry has the potential to hasten the shift to a greener future if it made responsible use of its wealth and power. Regretfully, there are undermining their power to champion climate change. This paper aims to assess the impact of insurance on climate change action.

#### **Design/Methodology**

This desktop research approach was conducted in critically evaluating and analysing secondary data and existing literature on the effect of insurance in net zero carbon emissions.

#### **Findings**

Insurers have and continue to play a critical enabling role in the expansion of the fossil fuel-based economic activity causing climate change and attendant climate risks. As a result, both historically and presently, insurers play a significant role in the formation of climate change and climate risk. The household names in the insurance industry are heavily invested in fossil fuel. Non-governmental organisation has raised concerns on dishonest of insurers on climate change commitment. The insurers are heavily invested in fossil fuel projects directly and indirectly. The insurers are still

accepting business from carbon producing insureds. However, the industry has been identified as a vehicle that can significantly drive net zero carbon emission. The insurance industry can achieve this through a divest and decline strategy. Stop investing in carbon intensive industries and accepting underwriting business from carbon producing insureds.

#### **Originality/Value**

The insurance industry is a risk governance instrument for successful implementation of sustainability. This can be achieved through an intentional review of underwriting and investment philosophy. The divest and decline strategy that has been implemented at a small scale can be adopted across the globe. Stop underwriting business or provision of risk advisory services for new thermal coal mines or for potential new clients that derive more than half their revenue from mining thermal coal. Secondly, they must discontinue investing in carbon – intensive industries. Empirical evidence show that the insurers have the potential of reducing carbon emission in other parts of the world. The study however highlights



regulatory pressure as a missing element to enforce climate change action. The regulator must play a significant role in driving insurers to implement and fulfill their climate commitments.

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## 2.9 Strategic Risk and Crisis Management in Event Tourism: A Destination's perspective

### ABSTRACT

#### *Introduction and purpose*

The Tourism industry is one of the most important generators of income and foreign exchange in the global economies. Subsequently, the tourism industry contributes largely to national and global Gross Domestic Products. Events which are an important player in the tourism industry have recently become a key force for people, organisations, destinations, and country development. However, such unquestionable development has been and is being threatened by negative occurrences. Without doubt the events industry is among some of the most vulnerable and prone industries to risk and crisis. This conceptual paper therefore postulates the importance of embedding risk and crisis management principles/practices in Botswana's Events Industry. The concepts of risk and crisis management are discussed and their importance to the Events Tourism are further interrogated.

Despite the hosting of many tourism events in various locations in Botswana, it appears that there is a need for an emphasis on a sustainable crisis management-oriented approach for the planning, management, and execution of these events. Preliminary literature

review has revealed that there is a gap in the study of risk and crisis management in tourism events globally and specifically in Botswana. Several crises such as the effect of COVID-19 on the Botswana events industry, the fire outbreak at the 2023 1000 Toyota Desert Race, which burnt approximately 50 vehicles have had undesirable consequences. Thus, a need to assess the risk and crisis management practices from planning to execution of the plan in the Botswana Events Industry context is necessary.

#### *Methodology*

The study will use a qualitative methodology which embraces observations, semi structured interviews and focus group discussions.

#### *Findings*

Prior observations and preliminary literature reviews reveal that there is generally a lack of adaptation of risk and crisis management practices by events tourism organisers in Botswana. A lack of sound risk and crisis management practices, in the event of a crisis may affect the consumer purchasing decision making process, the destination and /

organisational brand as well as the overall perceptions of consumers and competitors. In addition, lack of resources, lack of responsibility by organisers, failure to adequately coordinate and lack of expertise or knowledge have resulted in strains on successful implementation of risk and crisis management. Overall, literature highlights the limited research on the adoption and implementation of event risk management by organisers. This is also aggravated by the challenge in failing to manage risk, because of the disconnect between strategic, risk and crisis management planning. The argument is that strategic management is forward looking and offensive oriented while ignoring the potential pitfalls that might happen. Therefore, by adding the crisis management's defensive and preventative approach, makes for a more robust organisational framework. This then calls for events tourism organisations, destination management organisations to be able to plan for and execute contemporary strategic risk and crisis management strategies to build resilience and move the industry towards sustainability.

### ***Implications/Contribution***

The study highlights the importance of risk and crisis management on events tourism sustainability in destinations. In addition, the study contributes to the literature on the importance of crisis management and strategic event sustainability in Botswana and beyond. The study recommends Events Tourism Strategic Risk and Crisis Management Guidelines/Framework that ensure the sustainable development and implementation of events which benefit the communities, environments, and local economies.

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