INFORMATION SYSTEMS

Department of

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The department was delighted to have the continued support of industry partners Singular Systems, Business Systems Group (BSG) and Open Box.

Dr. Caroline Khene, Rhodes University Department of Informations Systems, speaks to Master's students Hafeni Mthoko, Erika Esterhuizen and Khanya Nkula.
Photo: Christine Nesbitt

The Department of Information System's research focus areas include: Cloud Computing, Human-Computer Interactions, Health Informatics, Business Analysis, Social Networks, Virtual Partnerships, IT in Education, ICT for Development, Service Management, and IT Governance. These activities produced one (1) book chapter, six (6) journal articles, and nine (9) conference papers in 2012.

Staff and postgraduate students presented research at the following local and international conferences:

– 6th European Conference on Information Management and Evaluation, Cork, Ireland.

– 1st Pre-ECIS Special Interest Group for ICT in Global Development (SIG GlobDev) Workshop on ICT and Sustainable Development, Barcelona, Spain.

– 6th International Development Informatics Association, Istanbul, Turkey.

- Elearning Update 2012, Johannesburg, South Africa.
- Emerge 2012, Johannesburg, South Africa.
- Strategies to Overcome Structural Poverty and Inequality in South Africa: Towards Carnegie III, Cape Town, South Africa.

Postgraduates/Graduations

Staff and a total of forty-three (43) postgraduate students, (thirty (30) honours, eleven (11) masters and two (2) doctoral), engaged in a variety of research projects during the year. At the graduation ceremony in April 2012, we celebrated the graduation of one (1) Masters student (Bokang Mthupha) and thirty (30) Honours students.

Distinguished Visitors/ Overseas Visits

Ms Brenda Mallinson's on-going appointment as a Research Associate bolstered the area of eLearning, whilst visiting Professor Sue Conger (University of Dallas) spent valuable time in the Department working and collaborating with staff and students on various research projects. In addition, visiting Professor Malcolm Sainsbury spent time in the department teaching in the area of Information Systems Management.

Significant Research Aligned Events

The Department of Information Systems, in conjunction with Computer Science, again hosted the annual Eastern Cape ICT Research Rumble at the Gavin Relly PostGrad Village, Rhodes University. The event was a collaborative meeting between the Departments of Computer Science and Information Systems at Rhodes University, Nelson Mandela Metropolitan University, Walter Sisulu University, and the University of Fort Hare. The conference was a great success and promises to foster greater research collaboration between these Universities.

Dr Caroline Khene participated in two research projects. In the Siyakhula Living Lab, she led the development of a sub-committee to support the ethical coordination of the project in rural areas. She also participated in the Sundays River Valley Municipality Workshop on Water, in collaboration with the Institute of Water Research at Rhodes University. This workshop brought together internal and external stakeholders of the municipality to identify challenges in water service delivery and propose possible solutions to address these challenges. Dr Khene participated as an Information Systems expert to discuss possible ICT initiatives to support service delivery operations within the municipality.

Finally, the department was delighted to have the continued support of industry partners Singular Systems, Business Systems Group (BSG) and Open Box who all contributed towards our Research and Development Fund. The fund continues to support research efforts and staff development in the department.

Professor Greg Foster

Head of Department

Books/Chapters/Monographs

Conger, S.

Conger, S. (2012) Service Quality: Status and Research Directions. In: Kajan, E., Dorloff, F.D. and Bedini, I. (eds.). *Handbook of Research on E-Business Standards and Protocols: Documents, Data and Advanced Web Technologies*. USA: IGI Global. p.537-566. ISBN: 9781466601468.

Distinguished Visitors

S Conger. University of Dallas, Irving, USA. *Lecture and Research*. August 2012.

Prof M Sainsbury. OwlIT, Johannesburg, South Africa. *Lecture*. September 2012.

Peer Reviewed Non-Subsidy-Earning Journal Research Publications

Khene, C.J.

Khene, C.J. (2012) A needs assessment to identify the reality of two rural school cases in South Africa: potential for ICT4D or not? *International Journal of Education and Development Using ICT*. 8 (2). p.44-61.

Khene, C.J. and Sewry, D.A.

Khene, C.J. and **Sewry, D.A.** (2012) The Rural ICT Comprehensive Evaluation Framework: Implementing the First Domain, The Baseline Study Process. *Electronic Journal of Information Systems in Developing Countries*. 51 (8). p.1-34.

Mufeti, T.K. and Foster, G.G.

Mufeti, T.K., **Foster, G.G.** and **Terzoli, A.** (2012) Challenges Experienced in the First Year of Implementation of a Teaching and Learning Virtual Partnership at the University of Namibia. *Journal of the Research Center for Educational Technology*. 8 (1). p.26-37.

Peer Reviewed Subsidy-Earning Journal Research Publications

Krauss, K.E.M.

Krauss, K.E.M. (2012) Towards self-emancipation in ICT for Development research: narratives about respect, traditional leadership and building networks of friendships in rural South Africa. *African Journal of Information Systems*. 4 (2). p.46-60.

Mthoko, H.T.W. and Khene, C.J.

Mthoko, H.T.W. and **Khene, C.J.** (2012) Towards a theoretical framework on ethical practice in ICT4D programmes. *Information Development*. 29 (1). p.36-53.

Schlenkrich, L. and Sewry, D.A.

Schlenkrich, L. and **Sewry, D.A.** (2012) Factors for Successful Use of Social Networking Sites in Higher Education. *South African Computer Journal*. 49 (2012). p.12-24.

Research Papers Presented at Academic/Scientific Conferences (Proceedings, Booklets and Attendance)

Alistoun, G. and Upfold, C.T.

Alistoun, G. and **Upfold, C.T. A Proposed** Framework for Guiding the Effective Implementation of an Informal Communication System for Virtual Teams. *Proceedings of the 6th European Conference on Information Management and Evaluation*. University College Cork, Cork. Ireland. September 2012.

Fengu, N.C. and Krauss, K.E.M.

Fengu, N.C. and **Krauss, K.E.M.** Introducing and implementing ICT4D training in a developing community in South Africa. *Strategies to Overcome Structural Poverty and Inequality in South Africa: Towards Carnegie III*. University of Cape Town, Cape Town. South Africa. September 2012.

Freeme, D.M. and Gumede, P.S.

Freeme, D.M. and **Gumede, P.S.** Determining the Maturity Level of eCommerce in South African SMEs. *Proceedings of the 6th European Conference on Information Management and Evaluation*. University College Cork, Cork. Ireland. September 2012.

Khene, C.J.

Khene, C.J. Assessing ICT4D Project Design: A Programme Theory Assessment of the Siyakhula Living Lab. *IDIA2012 Conference Proceedings*. Beykent University, Istanbul. Turkey. September 2012.

Krauss, K.E.M.

Van Der Schyff, **K.I.** and **Krauss, K.E.M.** Cloud Adoption: A South African Perspective. *First Pre-ECIS Special Interest Group for ICT in Global Development (SIG GlobDev) Workshop on ICT and Sustainable Development*. Avda. de Pedralbes, Barcelona. Spain. June 2012.

Krauss, K.E.M. "You can only interpret that which you are able to perceive: Demonstrating critical reflexivity in ICT4D work. *First Pre-ECIS Special Interest Group for ICT in Global Development (SIG GlobDev) Workshop on ICT and Sustainable Development*. Avda. de Pedralbes, Barcelona. Spain. June 2012.

Mallinson, B.J.

Mallinson, B.J. and Krull, G.E. An Evaluation of the Supporting Infrastructure for Deployment of the Moodle Virtual Learning Environment (VLE) at Eight African Universities. *Emerge 2012. Online. Johannesburg. South Africa. July 2012*.

Krull, G.E. and **Mallinson, B.J.** Building Capacity to Support Online Learners at African Higher Education Institutions. *Elearning Update 2012*. Emperor's Palace, Johannesburg. South Africa. August 2012.

Thorne, J.-.P.

Thinyane, **H.E.** and **Thorne, J.P.** An empirical investigation into the use of digital photo frames as low cost e-book readers. *SAICSIT 2012 Contemplate/Connect/Collaborate Proceedings*. Irene Country Lodge, Centurion. South Africa. October 2012.