

<b>STAFF MEMBER</b>	Professor Deseré Koko
<b>DESIGNATION / POSITION</b>	Associate professor: Human Resources Management
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<b>QUALIFICATIONS</b>	D Tech Human Resources Management
<b>PORTFOLIO / SHORT CV</b>	Desere Koko is currently associate professor in human resources management at the Central University of Technology, Free State (CUT). She was lecturer/senior lecturer from 1999 to 2010 and research professor in leisure management from April 2010 to December 2014. She holds a Doctorate in Human Resources Management and has twelve years teaching experience at university level. Apart from being involved in post graduate supervision she has published 31 papers in peer-reviewed and other journals, delivered 28 papers at national and international conferences and received the Vice-Chancellor's Award for research excellence in 2009. She is a Master Human Resources Practitioner with the South African Board for Personnel Practice (SABPP) and has been a research grant holder of the National Research Foundation (NRF) from 2005 to 2011. She further has five years research management and administration experience as the chair of the Faculty Research Committee for the Faculty of Management Sciences. She is also part of the editorial board for the Journal for New Generation Sciences.
<b>AREAS OF EXPERTISE</b>	Organisational Behaviour, Human Resources Management, Research education
<b>PUBLICATIONS</b>	<p><b>Papers published in accredited journals</b></p> <ol style="list-style-type: none"> <li>1. Koko, D. 2006. Cultural theory and the security fraternity, <i>Acta Criminologica</i>, 19(3): 145-155.</li> <li>2. Koko, D. 2009. A model for establishing a quality culture in a major private security company. <i>Total Quality Management and Business Excellence</i>, 20(8): 787-798. <b>(4 citations)</b></li> <li>3. Koko, D. &amp; van der Merwe, C.A. 2009. The impact of organisational culture on service delivery in a major private security company. <i>Journal for New Generation Sciences</i>, 7(2): 114-135. <b>(2 citations)</b></li> <li>4. Koko, D. &amp; van der Merwe, C.A. 2009. Using the Competing Values framework (CVF) to investigate organisational culture in a major private security company. <i>South African Journal for Economic and Management Sciences</i>, 12(3): 343-352. <b>(5 citations)</b></li> <li>5. Koko, D. 2010. Conceptualising Knowledge Management in Higher Education. <i>Journal for Christian Scholarship</i>, 46(3-4):91-101.</li> <li>6. Koko, D. &amp; Lategan. L.O.K. 2011. The design of an ethics for service delivery. <i>Journal for Christian Scholarship</i>, 47(3/4): 271-291. <b>(2 citations)</b></li> <li>7. Koko, D. &amp; le Roux, P.G. 2012. Reflecting on the Knowledge Management practices of a University of Technology. <i>Journal for New Generation Sciences</i>, 10(3): 104-119.</li> </ol>

8. Kokt, D., Lategan, L.O.K. & Orkin, M. 2012. Reflecting on multi-, inter- and trans-disciplinary (MIT) research at a University of Technology, *Journal for New Generation Sciences*, 10(3): 136-148. **(1 citation)**
9. Kokt, D. & van der Berg, C.M. 2013. HIV and AIDS policy implementation: The case of a major South African hotel group. *Acta Academica*, 45(2): 179-198.
10. Kokt, D. & Koelane, T. 2013. Reflecting on Information and Communication Technology (ICT) in marketing from a marketer's and student perspective. *African Journal for Business Management*, 7(31): 3098-3108.
11. Kokt, D. & Strydom, A.J. 2014. Reflecting on student and industry expectations for working in the tourism and hospitality industry: A case study of the Central University of Technology, Free State (CUT). *South African Journal for Research in Sport, Physical Education and Recreation*, 36(1): 119-130.
12. Kokt, D. & Ramarumo, R. 2015. Impact of Organisational Culture on Job Stress and Burnout in Graded Accommodation Establishments in the Free State Province, South Africa. *International Journal of Contemporary Hospitality Management*, 27(6): 1198-1213.

**Papers published in conference proceedings and other journals**

1. Kokt, D. 2002. The role of the team leader in operational level work teams. EMS Conference Proceedings. Vanderbijl Park, South Africa.
2. Kokt, D. 2003. The impact of cultural diversity on work team performance, *Interim*, 2(1): 41-50.
3. Kokt, D. 2003. Culturally homogeneous versus heterogeneous work teams: The South African security industry, *Interim*, 2(2): 29-35.
4. Kokt, D. 2003. The impact of cultural diversity on work team performance, *Team Performance Management: An International Journal*, 9(3/4): 78-83. **(15 citations)**
5. Kokt, D. 2003. The role of the team leader in operational level work teams, *Executive Digest*.
7. Kokt, D. 2007. Eastern Academy of Management (EAM) Conference Proceedings: Organisational Culture and Structure: Investigating private security in South Africa: Amsterdam, Netherlands.
8. Kokt, D. 2009. The impact of organisational culture on service delivery in private security: A SMME case study. Conference proceedings for Business Administration for SMME's Conference. Aalen University (June 2009): Aalen, Germany.
9. Kokt, D. 2009. Organisational culture and the transformational requirements for the knowledge age. Conference proceedings for Decision Sciences Institute (DSI) 10<sup>th</sup> International Conference (June 2009): Nancy, France.

	<p>10. Kokt, D. 2010. Towards depicting the organisational culture of Universities of Technology (UoTs): A South African perspective. <i>International Journal of Business and Management Studies</i>, 2(2):17-22. Conference proceedings for International Conference on Social Sciences (ICSS) (8-9 October 2010): Izmir, Turkey.</p> <p>11. Kokt, D. 2010. A Knowledge Management approach for Tourism Curriculums. Conference proceedings for International Conference on Global Sustainable Tourism. Hosted by Mbombela Local Municipality and Tshwane University of Technology (November): Nelspruit, South Africa.</p> <p>12. Kokt, D. 2011. Service delivery issues for the private security industry. Conference proceedings for International Research Conference on Quality, Innovation and Knowledge Management hosted by Monash University (14-18 February): Kuala Lumpur, Malaysia.</p> <p>13. Posholi, M. &amp; Kokt, D. 2011. The wheelchair accessibility of Bloemfontein's guest houses and hotels. <i>Interim</i>, 10(1): 65-73.</p> <p>14. Kokt, D. 2012. A study of the human resource challenges of guest houses in the Free State Province of South Africa: A work in progress. <i>Academy of World Business, Marketing and Management Development</i>, (16-19 July): Budapest, Hungary.</p> <p>15. Kokt, D., Lategan, L.O.K. &amp; Dessels, R. 2012. The Interim as developmental Academic Journal. <i>Interim</i> 11(1): 44-47.</p> <p>16. Kokt, D. 2013. Assessing the Knowledge Management practices of Tourism Management programmes at South African universities. Conference proceedings for 2013 International Conference on Organizational Innovation, (2-4 July), Hua Hin, Thailand.</p> <p>17. Hattingh, J.L. &amp; Kokt, D. 2013. Towards sustainable tourism development: The Volksblad tourism town of the year competition. <i>Interim</i>, 12(2): 25-35.</p> <p>18. Holzbaur, U., Jordaan, G. &amp; Kokt, D. 2013. Methods of transfer: Science making an impact for sustainability. <i>Interim</i>, 12(2): 36-53.</p> <p>19. Proos, E. &amp; Kokt, D. 2014. Demographic profile and service delivery expectations of visitors to the Bloemfontein Vryfees. <i>Interim</i>, 13(2): 47-58.</p>
<p><b>BOOK(S) OR CHAPTER(S) IN BOOK(S)</b></p>	<p>1. Kokt, D. 2009. <i>Structuring considerations for a sustained research culture</i>. In: Lategan, L.O.K. &amp; Holtzbaur, U. <i>Managing Applied Research: Theories, Cases and Perspectives</i>, Germany, Shaker-Verlag.</p> <p>2. Holzbaur, U., Lategan, L.O.K., Dyason, K. and Kokt, D. 2012. <i>Seven imperatives for success in research</i>. Bloemfontein, Sun Media.</p> <p>3. Kokt, D. 2013. <i>A practical guide to guest house management</i>. Bloemfontein, Sun Media.</p> <p>4. Kokt, D. 2015. <i>Hospitality Management: A practical introduction</i>. Bloemfontein, Sun Media.</p>
<p><b>PRESENTED CONFERENCES,</b></p>	<p><b>Papers presented at national conferences</b></p>

**SEMINARS,  
WORKSHOPS**

1. Kokt, D. 2002. The role of the team leader in operational level work teams. EMS Conference, Vanderbijlpark, South Africa.
2. Kokt, D. 2009. Fostering a sustainable research culture at universities. Business and Management Conference. University of KwaZulu-Natal (November), Durban, South Africa.
3. Kokt, D. 2010. Considering Knowledge Management at Universities of Technology (UoTs). National Entrepreneurial Conference, (24-25 August). Central University of Technology, Free State (CUT), Bloemfontein, South Africa.
4. Kokt, D. 2010. A Knowledge Management approach for Tourism Curriculums. International Conference on Global Sustainable Tourism. Hosted by Mbombela Local Municipality and Tshwane University of Technology (November), Nelspruit, South Africa.
5. Kokt, D. 2011. Knowledge Management: The essential pre-requisite for innovation in universities. Southern African Research and Innovation Management Association (SARIMA) (June), Umhlanga, South Africa.
6. Kokt, D. 2011. Changing and maintaining organisational culture at universities. Business and Management Conference, University of Kwazulu Natal (September), Durban, South Africa.
7. Kokt, D. 2012. Research management from a faculty perspective. Southern African Research and Innovation Managers Association (SARIMA) (4-6 September), Port Elizabeth, South Africa.
8. Kokt, D. 2012. Reflecting on the Knowledge Management practices of a University of Technology. HELTASA (28-30 November), Stellenbosch, South Africa.
9. Kokt, D. 2012. Symposium presentation: Skills and competencies for post-graduate students. HELTASA (28-30 November), Stellenbosch, South Africa.
10. Kokt, D. 2014. Reflecting on Information Communication Technology (ICT) in marketing from a marketer's and student's perspective. Business and Management Conference, hosted by UKZN (17-19 September), Durban, South Africa.
11. Kokt, D. 2015. The influence of corruption on psychological capital: The case of a large government department in the Motheo District, Free State Province. SAIMS Conference, hosted by UCT (31 August-2 September), Cape Town, South Africa.

**Papers presented international conferences**

1. Kokt, D. 2004. The team leader and diverse work teams: The South African security industry. The Fourth International Conference on Knowledge, Culture and Change in Organizations, Greenwich Business School, London, England.
2. Kokt, D. 2005. The team leader and cultural diversity. Eastern Academy of Management Conference (EAM), Cape Town, South Africa.

3. Kokt, D. 2007. Organisational Culture and Structure: Investigating private security in South Africa. Eastern Academy of Management Conference (EAM), Amsterdam, Netherlands.
4. Kokt, D. 2009. The impact of organisational culture on service delivery in private security: A SMME case study. Business Administration for SMME's, Aalen University (June 2009), Aalen, Germany.
5. Kokt, D. 2009. Organisational culture and the transformational requirements for the knowledge age. Decision Sciences Institute (DSI) 10<sup>th</sup> International Conference (June 2009), Nancy, France.
6. Kokt, D. 2010. Towards depicting the organisational culture of Universities of Technology (UOTs): A South African perspective. International Conference on Social Sciences (ICSS) (October), Izmir, Turkey.
7. Kokt, D. 2011. Service delivery issues for the private security industry. 10<sup>th</sup> International Research Conference on Quality, Innovation and Knowledge Management. Department of Management, Monash University, Australia (February), Kuala Lumpur, Malaysia.
8. Kokt, D. 2012. A study of the human resource challenges of guest houses in the Free State Province of South Africa: A work in progress. Academy of World Business, Marketing and Management Development (16-19 July), Budapest, Hungary.
9. Kokt, D. 2013. Assessing the Knowledge Management practices of Tourism Management programmes at South African universities. 2013 International Conference on Organizational Innovation, (2-4 July), Hua Hin, Thailand.
10. Kokt, D. 2013. The challenges of developing a Performance Management System (PMS) in academic institutions: A case of the Central University of Technology, Free State (CUT). World Academy of Researchers, Educators, and Scholars in Business, Social Sciences, Humanities and Education Conference (WARES), (21-24 July), Cape Town, South Africa.
11. Kokt, D. 2014. HIV and AIDS policy implementation: The case of a major South African hotel group. Advances in Hospitality and Tourism Marketing and Management Conference, (25-27 June), Le Meridien, Mauritius.

**In-house presentations**

1. Kokt, D. 2002. The role of the team leader in operational level work teams. Prestige Research Seminar, Central University of Technology, Free State (CUT), Bloemfontein, South Africa.
2. Kokt, D. 2003. The establishment of effective operational level work teams. Prestige Research Seminar, Central University of Technology, Free State (CUT), Bloemfontein, South Africa.
3. Kokt, D. 2003. The Student and Research: Best Practices. Research Day Central University of Technology, Free State (CUT), Bloemfontein, South Africa.

	<p>4. Kokt, D. 2007. A values framework for private security. Prestige Research Seminar, Central University of Technology, Free State (CUT), Bloemfontein, South Africa.</p> <p>5. Kokt, D. 2009. CUT's research engagement. Community Engagement Workshop, 24 March. Central University of Technology, Free State (CUT), Bloemfontein, South Africa.</p> <p>6. Kokt, D. 2010. Curriculum considerations for Management Sciences. Strategic Transformation of Educational Programmes and Structures (STEPS) (13-14 May), Bloemfontein, South Africa.</p>
<p><b>LINKEDIN RESEARCHGATE GOOGLE SCHOLAR PROFILE</b></p>	<p><a href="#">ResearchGate</a> <a href="#">LinkedIn</a></p>