

Bibliography

Absa (2001). *Absa eBusiness strategy*. An internal Absa strategy document.

Absa Task Team (2002). *From Leadership to Dominance. A South African Perspective on the Internet and Banking: Strategies for Success*. Summary of a report compiled by the Absa Task Team on the Internet and Banking. April 2002.

Adams, C. and Andersen Consulting (n.d.). *Perspectives on Performance: The performance prism*. Paper produced during a research project – The evolution of Business Performance Measurement Systems sponsored by the EPSRC under grant number GR/K88637.

Alessi, S.M. and Trollip, S.R. (2001). *Multimedia for Learning: Methods and Development* (3rd ed.). Massachusetts: Allyn & Bacon – A Pearson Education company.

Anstett, D.N. and Swenson, D.X. (n.d.). *Solution – Focused Problem Solving: Finding Exceptions That Work*. Retrieved July 27, 2004, from <http://www.css.edu/users/dswenson/web/Solfocus.htm>

Arnold, R. (2001). *Increasing performance and decreasing training costs with web-based learning* (J. Phillips and C. Pope, Eds.). United States of America: American Society for Training and Development.

Aronson, D. (1996). *Overview of Systems Thinking*. Retrieved July 27, 2004, from <http://www.thinking.net>

ASTD and The MASIE Centre (n.d.). *ELearning: "If we build it will they come?"* Retrieved March 18, 2004, from <http://www.masie.com/masie/default.cfm?page=researcharticles>

ASTD Research (2004). *Trends in Workplace Learning: Knowledge Management*. Retrieved April 15, 2004, from http://www.astd.org/astd/Resources/performance_improvement_community/trends.htm

- Baak, P. (2003). *E-Learning in the Netherlands*. Retrieved March 18, 2003, from http://www.eun.org/eun.org2/eun/en/insight_policy/content.cfm?ov=21421&lan=en
- Bailey, K.D. (1978). *Methods of social research*. London: Collier-MacMillan.
- Banathy, B.H. (n.d.). *The evolution of systems inquiry*. Retrieved August 5, 2004, from <http://www.iss.org/primer/data/003evsys.htm>
- Barbazette, J. (2004). E-Facilitation. *T&D*, June 2004, 20-22.
- Barron, T. (2002). *Evolving business models in eLearning*. Summary white paper, SRI Consulting Business Intelligence.
- Becker, B. E., Huselid, M.A. and Ulrich, D. (2001). *The HR Scorecard: Linking people, strategy and performance*. United States of America: President and Fellows of Harvard College.
- Bell, J. (1989). *Doing your research project: a guide for first time researchers in education and social science*. Milton Keynes: Open University Press.
- Berk, J. (2004). The state of learning analytics. *T&D*, June 2004, 34-39.
- Blaikie, N. (2000). *Designing Social Research*. Cambridge: Policy Press.
- Bosman, N. (2004). *Absa financial results – 2004*. Absa internal financial statements.
- Bowers, T. (2003). *Be more than a manager. Coach your staff*. Retrieved July 27, 2004, from http://techrepublic.com.com/5100-6300_11-1060261.html
- Brice Heath, S. (2000). Making learning work. *The encyclopedia of informal education*. Retrieved January 18, 2003, from http://www.infed.org/enterprise/briceheath_making_learning_work.htm
- Burkert, R.P. (2004). *There are many ways to define value*. Retrieved October 13, 2004, from <http://www.burkertvaluation.com/spot/define.html>

- Cantrell, D.C. (2003). *Alternative paradigms in environmental education research: the interpretive perspective*. Retrieved August 4, 2003, from <http://www.edu.uleth.ca/ciccte/naceer.pgs/pubpro.pgs/alternate/pubfiled/08.Cantrell.fin.htm>
- Carter, M. (2002). Sell e-Learning to your staff – eLearning special report. *Human Resources Magazine*, September 2002, 18-22.
- Chen, E.Y. (2001). *Corporate eLearning ROI scoreboard: Early leaders emerge*. Eduventures.comsm, Inc.
- Cheese, P. (2003). *How do Learners Define Blended Learning?* Retrieved July 27, 2004, from <http://www.elearningmag.com/ltimagazine/article/articleDetail.jsp?id=52852>
- Churchman, C.W. (1971). *The design of inquiry systems*. New York: Basic Books.
- Cisco (2002a). *Customer service information: Case Study in eLearning at Cisco: A new dimension in learning*. Retrieved February 24, 2003, from http://www.cisco.com/en/US/about/ac49/ac162/about_cisco_case_study09186a00800a3778.html
- Cisco (2002b). *Customer service information: Case Study in eLearning at Cisco: Why eLearning is important*. Retrieved February 24, 2003, from http://www.cisco.com/en/US/about/ac49/ac162/about_cisco_case_study09186a00800a3777.html
- Cohen L. and Manion, L. (1980). *Research methods in education* (4th ed.). New York and London: Routledge.
- Coné, J.W. and Robinson, D.G. (2001). The power of E-Performance. *T&D*, August 2001, 32-41.
- Cooper, D. and Maree, J. (2003). *Overview of financial results*. Retrieved July 23, 2004, from http://www.standardbank.co.za/site/investor/Ann2003_Performed.html
- Corporate Leadership Council (2000). *Dell Computer: The rise of E-Learning*. Retrieved February 14, 2003, from <http://www.corporateleadershipcouncil.com/delivery/NewDelivery.asp?DocId=19663>

- Corporate Leadership Council (2001a). *Technology based Training Use and Delivery*, April, 2001. Corporate Executive Board, Catalog Number: CLC14BREP.
- Corporate Leadership Council (2001b). *Business Case for E-Learning Management Development*. Corporate Executive Board, Catalog Number: CLCETEVL.
- Corporate Leadership Council (2001c). *Employee portals, eLearning and Knowledge Management*, July 2001. Corporate Executive Board.
- Corporate Leadership Council (2002). *Corporate Philosophy and Business case for E-Learning*, January, 2002. Corporate Executive Board, Catalog Number: CLC1JG4GB.
- Courtney, J.F., Croasdale, D.T. and Paradise, D.B. (1998). Inquiring organisations. *Australian Journal of Information systems*, September 1998, 6(1). Retrieved July 27, 2004, from <http://www.bauer.uh.edu/parks/fis/ingorg.htm>
- Cronje, J.C. (2003). *Delivering intelligence and strategic information through a variety of media*. A Workshop presented at Marcus Evans Conference, 23-25 July 2003. Rosebank: The Park Hyatt Hotel.
- Denzin, N.K. (1990). Triangulation. In: Walberly, H.J. & Haertel, G.D. (Eds.). *The international encyclopaedia of educational evaluations*. Oxford: Pergamon Press, 592-594.
- Denzin, N.K. and Lincoln, Y.S. (1995). *Handbook of qualitative research* (2nd ed.). London: Sage publications.
- Dill, C.R. & Romiszowski, A.J. (1997). *Instructional development paradigms*. New Jersey: Educational Technology Publications, Inc.
- Docent (2003). *Calculating the return on your investment*. A white paper prepared by Docent, Inc. Retrieved March 18, 2003, from http://www.docent.com/eLearning/ROI_01.html
- Driscoll, M. (2002). *Death by Virtual Overhead*. IBM Mindspan solutions.

Dunn, A.G. and Welling, G.W. (2003). *Measuring Business Performance – Aligning strategy, metrics and rewards*. Retrieved March 18, 2003, from

<http://www.irc.caltech.edu/courses/pm.asp>

Einstadt, M. and Vincent, T, (1998). *The knowledge web. Learning and collaborating on the web*. London: Kogan Page.

Edutools (2004a). *ELearning policies*. Retrieved June 24, 2004, from

<http://www.edutools.info/policy/>

Edutools (2004b). *Policy area: Funding*. Retrieved June 24, 2004, from

<http://www.edutools.info/policy/areas/detail.jsp?.id=2>

Edutools (2004c). *Policy area: Intellectual property*. Retrieved June 24, 2004, from

<http://www.edutools.info/policy/areas/detail.jsp?.id=1>

Edutools (2004d). *Policy area: Quality assurance*. Retrieved June 24, 2004, from

<http://www.edutools.info/policy/areas/detail.jsp?.id=5>

Edutools (2004e). *Policy area: Transfer and articulation*. Retrieved June 24, 2004,

from <http://www.edutools.info/policy/areas/detail.jsp?.id=4>

Edutools (2004f). *Policy area: Tuition and fees*. Retrieved June 24, 2004, from

<http://www.edutools.info/policy/areas/detail.jsp?.id=3>

eLearning Alliance (2003). *What is eLearning?* Retrieved April 12, 2003, from

<http://www.elearningalliance.org/elearning-alliance-about-us.cfm>

European Agency for Safety and Health at Work (2003a). *Research on the changing World of Work*. Retrieved February 16, 2004, from

<http://europe.osha.eu.int/research/rtopics/change/change.asp?tcid=3>

European Agency for Safety and Health at Work (2003b). *Research on the changing World of Work: Growing use of new Technologies*. Retrieved February 16, 2004,

from <http://europe.osha.eu.int/research/rtopics/change/change.asp?tcid=3>

European Agency for Safety and Health at Work (2003c). *Research on the changing World of Work: New patterns of working time*. Retrieved February 16, 2004, from <http://europe.osha.eu.int/research/rtopics/change/change.asp?tcid=3>

Fireman, J. (2002). *Ensure E-Learning Success*. Retrieved February 16, 2004, from http://business.cisco.com/prod/tree.taf%3Fasset_id=83029&template_name=Print&public_view=true&kbns=1.html

Flinders, D.J. and Mills, G.E. (1993). *Theory and concepts in Qualitative Research, Perspective from the field*. New York: Teachers College Press.

Forman, D.C. (1994). An ROI model for multimedia programs. *Multimedia today*, 2(3).

Frey, C. (2003). *Think horizontally and vertically to solve your next creative challenge*. Retrieved July 27, 2004, from <http://www.innovationtools.com/Articles/ArticleDetails.asp?a=73>.

Galahan, P.A. (2002). Delta Force. *T&D*, July 2002, 21-31.

Gates, B. (1999). *Business @ the Speed of Thought*. New York: Warner Books.

Gharajedaghi, J. (2004). *A holistic Language of interaction and Design – Seeing through Chaos and Understanding Complexities*. Retrieved July 27, 2004, from <http://www.interactdesign.com/JGsystems.pdf>

Gibbs, A. (1997). *Focus Groups: Social research update*. University of Surrey. Retrieved February 18, 2004, from <http://www.soc.surrey.ac.uk/sru/SRU19.html>

Gilman, T. (2002). *Docent Enterprise 6.0 Drives Business Performance*. Retrieved July 18, 2003, from http://www.docentap.com/docentap/eLearning/gilma_02.html

Goebert, B. and Rosental, H.M. (2002). *Beyond Listening. Learning the secret language of focus groups*. New York: John Wiley & Sons, Inc.

Gordon, J. (2002). *Where oh Where is Plug & Play?* Retrieved February 18, 2004, from <http://www.elarningmag.com/elearning/article/articleDetail.jsp?id=41961>

- Greenbaum, T. L. (1988). *The practical handbook and guide to focus group research*. United States of America: D.C. Heath and Company.
- Hall, B. and LeCavalier, J. (2000). The case for level 3. *Learning Circuits*, November, 2000. Retrieved June 2, 2003, from <http://www.learningcircuits.org/nov2000/hall.html>.
- Handy, C. (2001). *The Elephant and the Flea*. United Kingdom: Hutchinson.
- Hartley, D.E. (2004a). A Love-Hate thing. *T&D*, June 2004, 20-22.
- Hartley, D.E. (2004b). Technology kicks up Leadership Development. *T&D*, March 2004, 22-24.
- Hartley, D.E. (2004c). Pick up your PDA. *T&D*, February 2004, 22-24.
- Harvard Business School Publishing (2002). *Original eLearning Programs designed to create higher quality business conversations*. Retrieved March 18, 2003, from <http://elearning.hbsp.org/news/oct28.html>
- Henning, E., with Van Rensburg, W. and Smit, B. (2004). *Finding your way in qualitative research*. Pretoria: Van Schaick Publishers.
- Heppell, S. (2000). *eLearning – How might eLearning really change educational policy and practice?* Retrieved February 16, 2004, from www.ultralab.ac.uk/papers/elearning/
- Heroldt, J. (2003). *Immersion process*. An internal Absa document.
- Herselman, M.E. (2003). *ICT in Rural Areas in South Africa: Various Case Studies*, June 2003. South Africa: Technikon Pretoria.
- Human Performance Centre (2002). *Training effectiveness Models, Kirkpatrick and others*. Retrieved July 13, 2004, from https://www.spider.hpc.navy.mil/view_detail.cfm?RID=POL_OT_1000425&outside ...

Innovation Associates, Inc. (1996). *Systems thinking: A language for learning and action*. Cambridge: Acorn Park.

Investopedia.com (2004). *Generally accepted accounting principles – GAAP*. Retrieved July 23, 2004, from <http://www.investopedia.com/terms/g/gaap.asp>

Islam, K. (2004). *Is Kirkpatrick obsolete? Alternatives for Measuring Learning success*. Retrieved July 13, 2004, from <http://www.ltimagazine.com/ltimagazine/article/article.Detail.jsp?id=85206>

Jankowicz, A. D. (1995). *Business Research Projects* (2nd ed.), London: Chapman & Hall.

Kaplan, R.S. and Norton, D.P. (1992). The balanced scorecard – Measures that drive performance. *Harvard Business Review* (January – February), 71-79.

Kaplan, R.S. and Norton, D. P. (1996). *The Balanced Scorecard: Translating strategy into Action*. United States of America: President and Fellows of Harvard College.

Kaufman, R., Keller, J. and Watkins, R. (1995). What works and what doesn't: Evaluation Beyond Kirkpatrick. *Performance and Instruction*, December, 1995, 35(2), 8-12.

Kirkpatrick, D.L. (1994). *Evaluating training programs: The four levels*. San Francisco, CA: Berrett-Koehler Publishers.

Knott, J.M. and Bailey, J. (2001). *Tax e-Learning transformation* (J. Phillips and C. Pope, Eds.). United States of America: American society for Training and Development.

Korpel, I. (2002). *eLearning – departing from point A*. Internal Absa presentation.

KPMG Consulting (2001). *eLearning – Leveraging the Internet to revolutionise eLearning*. USA: San Jose.

Krueger, D.A. and Casey, M.C. (2000). *Focus Groups. A practical guide for applied research* (3rd ed.). California: Sage Publications, Inc.

Kurse, K. (n.d.). *Beyond Kirkpatrick: Measuring the financial returns of eLearning*. Retrieved July 13, 2004, from http://www.elearningguru.com/articles/art5_1.htm

Kurti, A. (n.d.). *Syngerial Inquiry Systems: Progress*. School of Mathematics and System Engineering. Retrieved July 27, 2004, from <http://www.msi.vxu.se/forskn/exarb/2004/04028.pdf>

Kvale, S. 2002. The social construction of validity. In: N.K. Denzin and Y. Lincoln (Eds.). *The qualitative inquiry reader*. London: Sage, 299-326.

Landman, F. (2000). *Inquiry – A systemic search for knowledge upon which one can act*. Course presented in Absa, during January 2000 in Johannesburg.

Lavigne, M.J. (2003). *Content Alive Client Receives Excellence in eLearning Award*. Retrieved June 14, 2004, from <http://www.newbrunswick.ca/investment/marketing/news/2002/10/contentalive.html>.

Leahy, T. (2000). *The holy grail of shareholder value measurement*. Retrieved March 18, 2003, from <http://www.bfmag.com/archives/appfiles/Article.cfm?IssueID=318&ArticleID=13469>

Levy, J. (2004). The knowledge warriors. *T&D*, February 2004, 46-51.

Loewen, J.B. (2001). *Business e-volution – strategy for surviving in a wired South-Africa*. Cape Town: Zebra Press.

Malholtra, Y. (2000). Knowledge Management for [E]-business performance. *Information Strategy: The executives Journal*, 16(4). Summer 2000, 5-16.

Mason, J. (2002). *Qualitative researching* (2nd ed.). London: Sage Publications.

Mathews, C. (2003). It is hard to price a firm when its most precious assets are intangible. *Business Day* (1st ed.), May 14. Retrieved May 14, 2003, from <http://www.bday.co.za/bday/content/direct/1,3523,1345252-6094-0,00.html>

Mayfield, K. (2001). *Distance Learning Yet to Hit Home*. Retrieved July 27, 2004, from <http://www.wired.com/news/school/0,1383,45855,00.html>.

Mayo, H.B. (1997). *Investments – An introduction* (5th ed.). Orlando: The Dryden Press.

Mayor, T. (2001). E-Learning: Does it Make the Grade. *CIO Magazine*, January 15. Retrieved June 15, 2004 http://www.cio.com/archive/011501/grade_content.html.

McGuire A. and Goldwasser, K. (2001). Using eLearning to support strategic business initiatives. In: J. Phillips and C. Pope (Eds.). *United States of America: American Society for Training and Development*.

McLagan, P.A. (2004). Where to the field? *T&D*, May 2004, 35-46.

McLemore, I. (1996). World-class Financial reporting. *BusinessFinance.com*. Retrieved March 18, 2003, from <http://www.businessfinancemag.com/archives/appfiles/Article.cfm?IssueID=70&Article.html>

Merriam, S.B. (1998). *Qualitative Research and Case Study Applications in Education*. San Francisco: Jossey-Bass, Inc.

Metacourse, Inc. (2001). *Problems in eLearning*. Retrieved April 11, 2003, from <http://www.metacourse.com/eLearning/problems.html>

Moloi, K.C. (2002). *The school as a learning organisation. Re-conceptualising school practices in South Africa*. Pretoria: Van Schaik Publishers.

Morgan, D.L. (1989). *Focus Groups as Qualitative Research*. United States of America: Sage Publications.

Mouton, J. (2002). *How to succeed in your Master's and Doctoral studies*. Pretoria: Van Schaik Publishers.

Mouton, J. & Marais, H.C. (1992). *Basiese begrippe: metodologie van die geesteswetenskappe*. Pretoria: RGN-uitgewers.

Mulama, J. (2004). *Technology: Rural Africa Yearning got Internet Connectivity*. Retrieved July 27, 2004, from <http://ipp.co.tz/ipp/guardian/2004/07/24/16670/html>

Neely, A. (2002). *Thought leadership in Measuring and Managing Business Performance*. Information and presentation slides form the executive briefing on: Achieving superior business performance held on 12 December, 2002 at LeMeridien Russell Hotel, Russell Square, London. Retrieved March 18, 2003, from <http://www.som.cranfield.ac.uk/som/cbp/OpenDay12Dec.htm>

Neely, A. (2000). *Measuring Business Performance*. London: Profile Books.

NetTel@Africa (2004). *What is eLearning?* Retrieved June 10, 2004, from <http://cbdd.wsu.edu/kewlcontent/coloutput/NetTel101/page2.htm>

Nucleus (2001). *ROI profile: IBM Mindspan Solutions IBM Basic Blue*. Retrieved March 20, 2003, from <http://www.nucleusresearch.com/research/b19.pdf>

Oakes, K. (2003). Quote Worthy: a new era in Learning. *T&D*, January 2003, 64-66.

Oakes, K. (2004). A seat at the table. *T&D*, February 2004, 16-18.

Oakes, K. and Green, D. (2003). The answer is blended learning now what was the question again? *T&D*, October 2003, 17-19.

Osberg, C. (2004). Marketing E-Learning. *T&D*, February 2004, 53-54.

Parikh, M. and Verma, S. (2002). Utilizing Internet technologies to support learning: an empirical analysis. *International Journal of Information Management*, 27-46.

Phenomenology Homepage, (2004). Retrieved October 13, 2004, from <http://www.connect.net/ron/phenom.html>

Permalink (2003). *Internet Time Blog: February 2003 Archives*. Retrieved March 18, 2003, from http://meta-time.com/blog/archives/2003_02.html

Phillips, J. (1991). *Handbook of training Evaluation and Measurement Methods*. Houston: Gulf Publishing Company.

Phillips, J. (2004). *Measuring ROI: Current Issues and Trends*. Retrieved June 16, 2004, from <http://www1.astd.org/TK04/pdf/Phillips.pdf>

Pope, C. (2001). Preface. *Implementing eLearning solutions*. In: J. Phillips and C. Pope (Eds.). *United States of America: American Society for Training and Development*.

Porter, M.E. (2001). Strategy and the Internet. *Harvard Business Review*, March 2001, 63-78.

PrimeLearning, Inc. (2001). *eLearning – A key strategy for maximizing Human Capital in the Knowledge Economy*. Retrieved October 16, 2003, from <http://www.astd.org/NR/rdonlyres/F6827D33-672C-4432-8FBE-85FE6849C289/0/MaximizingHumCapital2.pdf>

Ravet, S. and Layte, M. (1997). *Technology-based training: a comprehensive guide to choosing, implementing, managing and developing new technologies in training*. London: Kogan Page Limited.

Remenyi, D., Williams, B., Money, A. and Swartz E. (1998). *Doing Research in Business Management: An Introduction to Process and Method*. London: Sage.

Roode, J.D. (n.d.). *Implications for Teaching of a Process-Based Research Framework for Information Systems*. South Africa, Pretoria: Department of Informatics of Pretoria.

Rosenberg, M. (2001). *E-Learning: Strategies for delivering in the Digital Age*. New York: The McGraw-Hill Companies.

Rossett, A. and Mohr, E. (2004). Performance support Tools: Where Learning, Work and Results converge. *T&D*, February 2004, 35-39.

Saba (n.d.). *Analytics: Understanding the economics of learning*. Whitepaper California: Bridge Parkway.

- Salisbury, D.F. (1996). *Five technologies for Educational Change*. New Jersey: Educational Technology publications.
- Sanders, C.R. (2001). A blended approach to technical training. In J. Phillips and C. Pope (Eds.). *United States of America: American Society for Training and Development*.
- Saunders, M., Lewis, P and Thornhill, A. (2000). *Research methods for Business Students*, (2nd ed.). Great Britain: Pitman Publishing.
- Scott, D. and Usher R. (2000). *Researching Education. Data, Methods and Theory in Educational Enquiry*. London: Continuum.
- Senge, P.M., Kleiner, A., Roberts, C., Ross, R.B. and Smith. B.J. (2001). *The fifth Discipline Fieldbook*. London: Nicholas Brealey Publishing.
- Shackelford, B. (2002). A SCORM Odyssey. *T&D*, August 2002, 30-35.
- Smith, M. (2001a). *Fixing the Balanced Scorecard's missing Link*, 30 November, 2001. Retrieved March 17, 2003, from <http://www.gartner2.com/rpt/rpt-1101-0184.asp>
- Smith, M. (2001b). *Standard non-financial Business Measurement's time has come*. Retrieved March 17, 2003, from <http://www.gartner2.com/wp/wp-0902.0004.asp>
- Smith, M.K. (2004). *David A. Kolb on experiential learning*, first published July, 1996, last updated February 14, 2004. Retrieved July 27, 2004, from <http://www.mfed.org/biblio/b-explrn.htm>
- Snyder, M.G, (2004). The Time-Cost-Quality Triangle. *T&D*, April 2004, 17-20.
- South African Qualifications Authority (SAQA), (2004). *Level descriptors*. Retrieved June 9, 2004, from <http://www.saqa.or.za>
- Sribar, V. and Van Decker, J. (2003). *Business Performance Management Best Practices*. Retrieved March 18, 2003, from <http://www.metagroup.com/metaview/mv0624/mv0624.html>

Stone, J. and Watson, V. (1999). *Measuring Training ROI and Impact*. Retrieved July 13, 2004, from http://216.219.224.241/measuring_training_roi_and_impac.htm

Stones, L. (2003). *South Africa: Schoolnet Changes Its Approach to rural Study*. Retrieved July 27, 2004, from <http://www.schoolnetafrica.net/index.php?id=167>

Storm Homepage, (2003). *Pits of despair – ADSL users in South Africa*. Retrieved July 30, 2004, from <http://www.storm.co.za/News.asp?show=morepress&id=95>

Strumpher, (2001). *Techniques and Case studies*. Workshop presented at Absa, Johannesburg, July 2001.

Swanson, S. (2001a). Rethinking the way we work. *Information week.com News*. January 1, 2001. Retrieved February 16, 2004, from <http://www.informationweek.com/818/kelly.htm>

Swanson, S. (2001b). Tips for maintaining eLearning Momentum. *Information week.com News*, February 26, 2001. Retrieved July 23, 2004, from www.informationweek.com/826/elearning.htm

Swanson, S. (2001c). eLearning branches out. *Information week.com News*, February 26, 2001. Retrieved April 4, 2003, from <http://www.informationweek.com/826/prelearning.htm>

Symante Corp (SYMC) (2004). *Financial Metrics: Key Ratio's*. Retrieved July 23, 2004, from <http://ir.thomsonfn.com/InvestorRelations/KeyRatios.aspx?partner=9918>

System Dynamics Society (2002). *Prof Jay Forrester*. Retrieved March 6, 2003, from University of Nebraska: <http://sysdyn.mit.edu/people/jay-forrester.html>

Tanji, K. K., and Kielen, N. C. (2003). *Agricultural Drainage Water Management in Arid and Semi-Arid Areas*. FAO Irrigation and drainage paper 61 Food and Agriculture Organization of the United Nations, Rome, 2002. Retrieved August 5, 2004, from <http://www.fao.org/DOCREP/005/Y4263E/y4263e00.htm#Contents>

Tanquist, S. (2001). Marathon E-Learning. *T&D*, August 2001, 22-24.

Technobrief (2001). *CSIR technology provides potable water in rural areas.*

Retrieved July 27, 2004, from

http://www.csir.co.za/plsq1/pt10002/PTL0002_PGE038_Article?ARTICLE_NO=4.html

TelliYamamoto, G. (2004). Your new Career: E-Learning Process Manager. *T&D*, April 2004, 66-68.

Templeton, J.F. (1987). *Focus Groups: A guide for marketing and Advertising professionals.* Chicago: Probus Publishing Company.

TheFreeDictionary.com (2004). *Financial measures - Encyclopedia article about Financial measures.* Retrieved July 23, 2004, from

<http://encyclopedia.thefreedictionary.com/Dinancial%20measures>

The HRD Group Ltd (UK). (2003). *Mistakes to avoid in eLearning: Implementing an eLearning system.* Retrieved March 18, 2003, from

http://www.nexusconsulting.com.au/mistakes_to_avoid_in_elearning%202.htm

Thing Research Department (n.d.). *How E-Learning Can Increase ROI for Training.*

Retrieved April 11, 2003, from

http://www.thing.com/pages/white_papers_pdf/How%20E-Learning%20Can%20Increase%20the%20ROI%20of%20Training.pdf

Thomas, S. (2003). *A less-than-free environment.* Retrieved July 30, 2004, from

<http://secure.financialmail.co.za/report/isp03/bisp.htm>

United States Department of Agriculture (2002). *Programme evaluation and Improvement of Staff.* Retrieved February 16, 2004, from

http://www.fsis.usda.gov/OPPDE/peis/Reprots/OPPDE/Eval_Rpt_Elearn.htm

Van Decker, J. (2003). *Business Performance Management: Implementation Best Practices.* Retrieved March, 18, 2003, from

<http://www.metagroup.com/cgi-bin/inetcgi/jsp/displayArticle.do?oid=33593>.

Van Diggelen, D. and Du Plessis, H. (2003). P-Learning – Power in the ‘play’. *HR Future.* 30 June 2003.

Voisey, J., Baty, D. and Delany, K. (2002). Executive briefing: People Management and profitability. *Global Human Capital Survey, 2002*. PriceWaterhouseCoopers.

Walters, A. (n.d.). *Website for Cranfield School of management ... knowledge into action*. Retrieved August 13, 2004, from <http://www.som.cranfield.ac.uk/som/cbp/about.asp>

Ward, J. and Griffiths, P. (1996). *Strategic Planning for Information Systems* (2nd ed.). England: Wiley Publishers.

Wegenast, D.P. (2002). *Measuring Return on Investment (ROI)*. Retrieved July 28, 2004, from http://calswec.berkeley.edu/CalSWEC/2001_01Wegenast.pdf

Weideman, R. (2004). *Expect disappointing bandwidth for years*. Retrieved July 30, 2004, from <http://www.itweb.co.za/sections/internet/2004/0407021133.asp?A=CON&S=Consulting%20and%20IT%20Services&O=FPT>

Weill, P. and Broadbent, M. (1998). *Leveraging the new Infrastructure*. United States of America: Harvard Business School Press.

Wells, S. (2003). TAC Seeking Support for Project to Adapt American Pavement Guide to Canadian Conditions. *TAC News* (29), Fall 2003. Retrieved August 5, 2004, from <http://www.tac-atc.ca/english/productsandservices/tacnews/fall2003-07.htm>

Werner, T. (2003). *Best practice for eLearning*. Retrieved February 16, 2004, from <http://www.brandonhall.com/public/publications/bestpractices/>

Wettemann, R. (2003). *Standard Financial Metrics: There is no substitute*. Retrieved July 23, 2003, from <http://www2.cio.com/analyst/report1461.html>

Wheatley, J.M. (2001). Innovation relying on Everyone's Creativity. *Leader to Leader*, No. 20, Spring 2001. Retrieved March 22, 2003, from <http://www.pfdp.org/leaderbooks/121/spring2001/wheatley.html>

Whitting, R. (2004). *Group aims to bring structure to business performance management*. Retrieved July 9, 2004, from

<http://www.informationweek.com/story/showArticle.jhtml?articleID=18402588>

Wick, C. and Pollock, R. (2004). Making results visible. *T&D*, June 2004, 46-51.

Wiliam, D. (2000). Meanings and Consequences of Research in Mathematics Education", *Second International Mathematics Education and Society Conference, 26th - 31st March*, Montechoro, Portugal, Centro de Investigacao em Educacao da Faculdade de Ciencias, Universidade de Lisboa, 117-126.

Winfrey, E.C. (n.d.). *Kirkpatrick's Four Levels of Evaluation*. Retrieved July 13, 2004, from <http://coe.sdsu.edu/ect/Articles/k4levels/start.htm>

Yin, R.K. (1989). *Case study research – design and methods*. London: Sage Publications.

Zomerlust Systems Design (2003). *ASDL*. Retrieved July 30, 2003, from <http://www.zsd.co.za/services/adsl>