

References

- Adelman, I., Miller, S.L., Henderson D. & Schoelles, M. 2003. Using Brunswikian theory and a longitudinal design to study how hierarchical teams adapt to increasing levels of time pressures. *Acta Pshycology*. 112(2): 181-206.
- Adler, P. 1987. Membership roles in field research. Newbury Park, CA: Sage.
- Aldag, R.J.& Riggs Fuller, S. 1993. Beyond fiasco: a reappraisal of the groupthink phenomenon and new model of group decision processes. *Psychological Bulletin*, 113(3):533-52.
- Allen, N.N. 1996. Affective reactions to the group and the organization. In West, M.A. (ed.). *Handbook of work group psychology*, 317-396. New York: Wiley.
- Allen, N.J. & Hecht, T.D. 2004. The romance of teams: toward an understanding of its psychological underpinnings and implications. *Journal of Occupational and Organizational Psychology*, 77(4), December:485-491.
- Allesandra, T. 1990. *Relationship Strategies*. Keynote Publishing. Fred Pryor, 800-255-6139, Six Audiocassettes.
- Auditor General. 2007a. *Workwell Research Unit Report.* June. Potchefstroom: North West University.
- Auditor General. 2007b. *AG Strategy*. http://www.auditorgeneral.co.za. Accessed on 20 August 2007.
- Babbie, E. 2005. *The basics of social research*. New York: Thompson Wadsworth.
- Banker, R.D., Lee. S., Potter, G., & Srinivasan, D. 1996. Contextual analysis of performance impacts of outcome-based incentive compensation. *Academy of Management Journal*, 39:920-948.



- Bar-On, R. 1988. *The development of a concept of psychological well-being*. Unpublished doctoral dissertation, Rhodes University, South Africa.
- Bartunek, J.M. & Louis, M.R. 1996. *Insider / Outsider Team Research*. Thousand Oaks, CA: Sage.
- Beal, D.J., Cohen, R.R., Burke, M.J. & McLendon, C.L. 2003. Cohesion and performance in groups: a meta-analytic clarification of construct relations. *Journal of Applied Psychology*. 88: 989-1004.
- Beals, R.L. & Hoijer, H. 1971. *An introduction to Anthropology*. 4th edition. New York: MacMillan.
- Beck, J.D.W. & Yeager, N.M. 1994. *The leader's window*. New York: John Wiley & Sons.
- Belbin, M.R. 1993a. *Management teams: why they succeed or fail.* Oxford: Butterworth.
- Belbin, M. R. 1993b. *Team roles at work.* Oxford: Butterworth-Heinemann.
- Belbin, M. 1996. *The coming shape of organization*. Oxford: Butterworth-Heinemann.
- Belbin, M. R. 2000. Beyond the team. Oxford: Butterworth.
- Bhabha, H. 1994. *The location of culture*. New York: Routledge.
- Blacklock, J. & Jacks, E. 2007. *Get your people to work like they mean it! Manage, motivate, and get results from every employee.* New York:

 McGraw-Hill.
- Blanchard, K. 1988. Gung Ho! London: Harper Collins.
- Blanchard, K., Parisi-Carew, E. & Carew, D. 1990. *The one minute manager builds high performing teams*. London: Harper Collins.
- Bless, C. & Higson-Smith, C. 2000. *Fundamentals of social research methods. An African perspective*. 3rd edition. Cape Town: Juta.



- Bloor, M., Frankland, J., Thoma, M. & Robson, K. 2001. *Focus groups in social research*. London: Sage.
- Bogdan, R.C. & Biklen, S.K. 1982. *Qualitative research for education: An introduction to theory methods*. Boston, MA: Allyn and Bacon.
- Botha, P. 2001. Die kwalitatiewe onderhoud as data-insamelingstegniek: sterk en swak punte. *Journal of Family Ecology and Consumer Sciences*, 29:13-18.
- Bourgeois, L.J. & Eisenhardt, M. 1988. Strategic decision processes in high velocity environments: Four cases in the microcomputer industry. *Management Science*, 34(7): 816-835.
- Boyatzis, R.E. 1998. *Transforming thematic analysis and code development*. Thousand Oaks, CA: Sage.
- Brew, A. 2001. *The nature of research: Inquiry into academic contexts*. Sydney: RoutledgeFalmer.
- Brown, T.M. & Miller, C.E. 2000. Communication networks in task-performing groups: effects of task complexity, time pressure and interpersonal dominance. *Small Groups Res.* 31(2): 131-157
- Buber, M. 1957. The William Alanson White Memorial Lectures, Fourth Series. *Psychiatry Journal for the Study of Interpersonal Processes*, 20(2): 98-115.
- Burke, W.W. 1982. *Organizational development: principles and practices.*Boston: Little Brown.
- Burrell, G. & Morgan, G. 1997. Sociological paradigms and organizational analysis. London: Sage.
- Carrel, M.R., Jennings, D.F. & Heavrin, C.J.D. 1997. *Fundamentals of Organisational Behaviour*. London: Prentice-Hall.
- Charlton, G.D. 1992. Leadership the human race. Kenwyn: Juta.



- Cheney, G. & Chriarwnawn, L.T. 2000. Organizational identity: linkages between internal and external communications. In *The new handbook of Organizational Communication: advances in theory, research and methods*, 231-269. Thousand Oaks, CA: Sage.
- Christie, J.P. 2004. Promoting employee resilience. *Journal of Employee Assistance*, 34 (3):5-24.
- Church, A.H. & Burke, W.W. 1995. Practitioners' attitudes about the field of OD. In Passmore, W.A. & Woodman, R.W. (eds). *Research in organisational change and development,* Volume 8: 1-46. Greenwich: JAI Press.
- Coetzee, A. 2000. *I think I feel I am a new approach to self-empowerment.*Sunnyside: Books Creative.
- Coffey, A. & Atkinson, P. 1996. *Making sense of qualitative data*. Thousand Oaks, CA: Sage.
- Cooper, C.L. 2005. Leadership and management in the 21st century: business challenges for the future. Oxford: Oxford University Press.
- Cox, T. 1993. *Cultural diversity in organizations: theory, research, and practice*. San Francisco: Berrett-Koehler.
- Cummings, T.G & Worley, C.G. 2005. *Organization development and change*. New York: Thompson.
- Czerniawska, F. 2007. The trusted firm. London: John Wiley & Sons.
- Daft, R.L. 1999. *Leadership theory and practice*. Boston, MA: Dryden Press, Harcourt Brace College Publishers.
- Dalton, J. 1996. Make high performance teams work for you. *Medical Laboratory Observer*, 28 (2): 66-69.
- Davenport, T.H. & Markus, L. 1999. Rigor vs. relevance revisited: response to Bebasat and Zmud. *MIS Quarterly*, 23:19-23.



- Dennis, A.R. & Valacich, J.S, 1993. Computer brainstorms: more heads are better than one. Journal for Applied Psychology. 78: 531-537.
- De Vries, K. & Ketz, M.F.R. 2005. Leadership group coaching in action: the zen of creating high performance teams. *Academy of Management Executive*, 10(1):61-76.
- Denzin, N.K. & Lincoln, Y.S. 1998. *Collecting and interpreting qualitative materials*. London: Sage.
- Dillon, W.R., Maddern, T. J. & Firtle, N. H. 1990. *The essentials of marketing research*. Homewood, IL: Richard and Irwin.
- Duarte, D.L. & Tennant Snyder, N . 1999. *Mastering virtual teams: strategies, tools and techniques that succeed.* San Francisco: Jossey-Bass.
- Dubnicki, C. & Limburg, W.J. 1991. How do healthcare teams measure up? *Healthcare Forum*. 34(5): 10-11.
- Dutton, J.E. 2003. Energize your workplace: how to create and sustain high-quality connection at work. San Francisco: Jossey-Bass.
- Dyer, William, G. 1983. *Contemporary issues in management and Organization Development*. London: Addison Wesley.
- Dyer, W.G. pyer, W.G. jr & Dyer, J. 2007. *Team building: proven strategies for improving team performance*. 4th edition. San Francisco. John Wiley & Sons.
- Early, P.C. & Mosakowski E. 2000. Creating hybrid team cultures: an empirical test of transnational team functioning. *Academy of Management. Journal*, 43: 26-49.
- Ehlen, D. 1994. Supporting high performance teams. *Manage*, 46(2):32-34.
- Ely, M. 1991. *Doing qualitative research: circles within circles*. London: Flamer.



- Ergeneli, A., Sag, G., Ari, I. & Metin, S. 2007. Psychological empowerment and its relationship to trust in immediate managers. *Journal of Business Research*, 60(1): 41-56.
- Fagenson, E.A. & Burke, W.W. 1990. Organisational development practitioners' activities and interventions in organizations during the 1980's. *Journal of Applied Behavioural Science*, 26:285-297.
- Fisher, T.A, Hunter, T.A. & Macrosson, W.D.K. 1998. The Structure of Belbin's team roles. *Journal of Occupational and Organizational Psychology*, 71: 283-288.
- Fontana, A. & Frey, J. 1994. Interviewing: the art of science. In Denzin, N.K. & Lincoln, Y.S. (eds). *Handbook of qualitative research*, Thousand Oaks, CA: Sage.
- Fouché, C.B. & Delport, C.S.L. 2002 .Research at grass roots: for the social sciences and human service professional. 2nd ed. Pretoria: Van Schaik.
- Fuhr, I. 1994. Managing workforce polarization. *People Dynamics*, 12(7), June:8-13.
- Galbraith, J.R. 2005 Designing the customer-centric organization: a guide to strategy, structure, and process. San Francisco: Jossey-Bass.
- Gergen, M.M. & Gergen, K.J. 2000. Qualitative inquiry: tensions and transformations. In Denzin, N.K. & Lincoln, Y.S. (eds). *Handbook of qualitative research*, Thousand Oaks, CA: Sage.
- Gherardi S. & Turner B. A. 1998. Real men don't collect soft. In Bryman A. & Burgess R.G. (eds). 1999. *Qualitative research*, 103-119. London: Sage.
- Giddens, A. 1990. *The consequences of modernity*. Ottowa: Stanford University Press.
- GijimaAst. 2007. *Strategy document*. http://www.gijima.com. Accessed on 20 August 2007.
- Glacel, B.P. & Robert, E.A. 1996. *Light bulbs for leaders*. New York: John Wiley & Sons.



- Gladstein, D.L. 1984. Groups in context: A model of task groups effectiveness. *Administrative Science Quarterly*. 29: 499-517.
- Glaser, B.G. (ed.) 1994. *More grounded theory methodology*. Mill Valley, CA: Sociology Press.
- Glaser, B.G. & Strauss, A. 1967. The discovery of grounded theory: Strategies for qualitative research. Chicago: Aldine.
- Golding, C. 1999. *Grounded theory: some reflections on paradigm, procedures and misconception.* University of Wolverhampton:

 Wolverhampton Business School. Working paper Series June 1999:2-19.
- Goleman, D. 2003. *The new leaders transforming the art of leadership into the science of results*. London: Time Warner.
- Goodman, P.S. & Leyden, D.P. 1991. Familiarity and group productivity. *Journal of Applied Psychology*. 76:578-586.
- Gordon, J. 2002. Work teams: How far have th118ey come? *Training*, 29:59-65.
- Greenberg, J & Baron, R. 1993. *Behaviour in organizations: understanding and managing the human side of work*. 4th ed. London: Allyn and Bacon.
- Guion, L.A. 2002. Triangulation: Establishing the validity of qualitative studies. University of Florida, *Institution of Food and Agricultural Sciences*http://edis.ifas.ufl.edu/pdffiles/FY/FY39400.pdf. Accessed on 15 January 2007.
- Guzzo, R.A. & Dickson. M.W. 1996. Teams in organizations: recent research on performance and effectiveness. *Annual Review of Psychology*, 47:307-338.
- Hackman, J.R. 1987. The design of work team. *In Handbook of Organizational Behavior*, ed. JW Lorsch. 315-342. Englewood Cliffs, NJ: Prentice-Hall,1990.
- Hackman, J.R. 1990. Groups that work (and those that don't): creating conditions for effective teamwork. San Francisco: Jossey Bass.



- Harrington-Mackin, D. 1996. *Keeping the team going: a tool kit to renew & refuel your workplace teams*. New York: Amacon.
- Harvey, J. 1988. *The Abeline Paradox and other meditations on management.* Lexington, MA: Lexington.
- Hemingway, J. 1991. *Building the perfect team*. London: Video Arts, VID 407 v. 1-3.
- Herman, N, 1996. The whole brain business book. New York: McGraw-Hill.
- Hitchcock, G. & Huges, D. 1989. Research and the teacher: a qualitative introduction to school-based research. London: Routledge.
- Hollenbeck. J.R., Sego, D.J., Ilgen, D.R., Major, D.A., Hedlund, J. & Phillips,
 J. 1997. Team judgement-making accuracy under difficult conditions. *In Team Performance Assessment and Measurement: Theory, Methods and Applications*, ed. T. Brannick, E. Salas, C. Prince, 111-136. Malwah, N.AJ: Erlbaum.
- Hollingshead, A.B. & McGrath, J.E. 1995. Computer-assisted groups: a critical review of the empirical rewarch. See Guzzo & Salas 1995. 46-78.
- Huszcso, G.E. 1996. *Tools for team excellence*. Mountain View, CA: Davies-Black.
- Hyman, R.B. 1993. *Creative chaos in high performance teams: an expert report. Communications of the ACM*, 36 (10) October: 56(4).
- Ilgen, D.R. 1999. Teams embedded in organisations. *Am. Psychology*. 54: 129-39
- Jackson, P.J. 1999. Organizational change and virtual teams: strategic and operational integration. *Information Systems Journal*, 9:313-332.
- Jackson, D. 2000. *Becoming dynamic: creating and sustaining dynamic organisations*. New York: MacMillan.
- Jones, S. 1992. *The human factor*. London: Kogan Page.



- Kamp, D. 1999. *The 21st century manager future focused skills for the next millennium*. London: Kogan Page.
- Katzenbach, J.R. & Smith, D.K. 2001. *The discipline of teams: a mindbook-workbook for delivering small group performance*. New York: John Wiley & Sons.
- Kazanjian, K. 2007. Exceeding customer expectations: what Enterprise,

 America's #1 Care rental company, can teach you about creating lifetime
 customers. New York: Random House
- Kaufman, S.R. 1994. In-depth interviewing. In Sankar, A. & Gubrum, J.F. (eds). *Qualitative methods in aging research*, 123-150. London: Sage.
- Kiesler, S. & Sproul, L. Group decision making and communication technology. Organizational Behavior. *Human Decision Process*, 52(1): 96-123.
- Kilmann, R., Saxton, M., Serpa, R. & Associates 1985. *Gaining control of the corporate culture*. San Francisco: Jossey-Bass.
- Kinlaw, D.C. 1991. *Develop superior work teams*. San Diego, CA: University Associates.
- Kirkpatrick, D.L. 2001. *Developing supervisors & team leaders*. Boston: Butterworth-Heinemann.
- Klein, H.K. & Myers, M.D. 1999. A set of principles for conducting and evaluating interpretive field studies in Information Systems. *MIS Quarterly*, 23(1):67-94.
- Knoll, K. & Jarvenpaa, S.L. 1998. Working together in global virtual teams. In Igbaria, M. & Tan, M. (eds). *The virtual workplace*, 2-23. Hershey, PA: Idea Group Publishing.
- Koontz, H. & Weihrich, H. 1988. *Essentials of management*. New York: McGraw-Hill



- Konyana-Bam, Z.E.N. & Imenda, S.N. 2000. The special case of phenomenography in qualitative research design. An unpublished paper presented at the Rand Afrikaans University, Johannesburg.
- Kotler, P. 1991. Marketing management. London: Prentice Hall.
- Kreitner, R. & Kinicki, A. 2001. *Organisational behaviour*. European ed. London: Bygrave.
- Kriek, D & Viljoen, G. 2003. *Teambuilding: a manual for leading teams*. Brooklyn: Mindmuzik.
- Kuhn, E. 1996. The faces model of high performing team development. Leadership & Organisation Development Journal, 17(1):32-41.
- Kur, E. 1996. The faces model of high performing team development, Leadership & Organisation Development Journal, 17(1):32-41.
- Kvale, S. 1996. *Interviews: an introduction to qualitative research interviewing.*Thousand Oaks, CA: Sage.
- Laubacher, R.J.E. & Malone, T.W. 1997. Two scenarios for 21st century organizations: shifting networks of small firms or all-encompassing "Virtual Countries"? Boston, MA: Massachusetts Institute of Technology.
- Lawler, E.E., Mohrman, S.A. & Ledford, G.E. Jr. 1995. *Creating high performance organizations: practices and results of employee involvement and total quality management in Fortune 1000 companies.* San Francisco: Jossey-Bass.
- Lembke, S & Wilson, M.G. 1998. Putting the "team" into teamwork: Alternative theoretical contributions for contemporary management practice. *Human Relations*, 51(7).
- Lewins, A, 2005. What is qualitative data analysis. *University of Huddersfield*. www.onlineqda.hud.ac.uk. Accessed on 4 January 2007.
- Liden, R.C. & Arad, 1996. A power perspective of empowerment and work groups: Implication for HRM research. In G.R. Ferris (Ed.), *Research in Personnel and HRM*, 14:205-252. Greenwhich, CT:JAI Press.



- Lincoln, Y. & Guba, E. 1988. Naturalistic inquiry. Beverly Hills, CA: Sage.
- Lipman-Blumen, J. & Leavitt, H. J 1999. *Hot groups: seeding them, feeding them and using them to ignite your organization*. New York: Oxford University Press.
- Lofland, J. & Lofland, L.H. 1984. *Analyzing social settings*. Belmont, CA: Wadsworth.
- Lundin, S. 2002. Fish, Charthouse international learning. Videotape.
- Lundy, J.L. 1992. *Teams: How to develop peak performance teams for world-class results.* Chicago: Dartnell Corporation.
- Manz, C.C. & Simsa, H.P. jr. 1995. *Business without bosses: How self-managing teams are building high-performing companies*. New York: John Wiley & Sons.
- Margerison, C. & McCann, D. 1990. *Team management: practical new approaches*. London: Mercury.
- Maslow, A.H. 1949. A theory of human motivation. *Psychological Review*, 50: 370-396.
- McCann, D. & Margerison. C. 1998. Managing high performance teams. *Training and Development Journal*, 43(11):52(9-21).
- McGrath, J.E., Berdahl, J.L. & Arrow, H. 1996. Traits, expectations, culture, and clout: diversity in work groups. In Jackson, S.E. & Ruderman, M.N. (eds). *Diversity in work teams*, 17-45. Washington, DC: American Psychological Association.
- McShane, S.L. & Von Glinow, M.A. 2003. *Organizational behavior: emerging realities for the workplace revolution*. International ed. New York: McGraw-Hill.
- Merriman, S.B. 1998. *Qualitative research and case study applications in education*. San Francisco: Jossey-Bass.



- Mills, J., & Bonner, A. & Francis, K. 2006. Adopting a constructivist approach to grounded theory: implications for research design. *International Journal of Nursing Practice*, 12:8-13.
- Mintzberg, H. 1973. *The nature of managerial work.* New York: Harper and Row.
- Mohrman, S.A., Cohen, S.G. & Mohrman, A.M. jr. 1995. *Designing team-based organizations*. Jossey-Bass Management Series. San Francisco: Jossey-Bass.
- Morgan, D.L. & Kreuger, R.A. 1993. When to use focus groups and why. In Morgan, D.L. (ed.). *Successful focus groups,* London: Sage.
- Morse, J. 1994. Designing funded qualitative research. In Denzin, N. & Lincoln, Y. (eds). *Handbook of qualitative research*, 220-235. Thousand Oaks, CA: Sage.
- Mouton, J. 2001. How to succeed in your Master's and Doctoral studies: a South African guide and resource book. Pretoria: Van Schaik.
- Moxon, P. 1993. *Building a better team: a handbook for managers and facilitators*. London: Gower.
- Moye, M.J., Henkin, A.B & Egley, R.J. 2004. Teacher-principal relationships: Exploring linkages between empowerment and interpersonal trust. *Journal of Educational Administration*, 43(3): 260-277.
- Myers, M.D. 1997. Qualitative research in information systems. *MIS Quarterly* 21(2), June:241-242.
- Nadler, D.A. 1992. High performance executive teams. *Corporate Board*, 13(75), July-August:20.
- Naquin, C.E. & Tynan, R.O. 2003. The team halo effect: why teams are not blamed for their failures. *Journal of Applied Psychology*, 88:332-334.
- Neethling. K. 2005. Creativity uncovered. Wierdapark: Solutionsfinding.



- Nelson, D.L. & Quick, J.C. 2006. *Organizational behavior: foundations, realities and challenges.* 5th ed. Ohio, OH: Thomson, South Western.
- Neurolink. 2007. Whole brain learning. http://www.neurolink.co.za/index.htm. Accessed on 20 August 2007
- Newstrom, J.W. & Davis, K. 2002. *Organizational behaviour: human behaviour at work*. 11th ed. Boston, MA: McGraw-Hill & Englewood Cliffs, NJ: Prentice Hall.
- Okhuysen, G.A. & Waller, M.J. 2002. Focusing on midpoint transitions: an analysis of boundary conditions. *Academy of Management Journal*, 45:1056-1065.
- Offermann, L.R. & Spiros, R.K. 2001. The science and practice of team development: improving the link. *Academy of Management Journal*, 44(2):376-392.
- Oosthuizen, K. & Shell, C.H. 2002. *How to write a research proposal for peer review*. Rhodes University (Grahamstown).
- Parker, G.M. 1994. *Cross-functional teams: working with allies, enemies and other strangers*. San Francisco: Jossey-Bass.
- Patton, M.Q. 1990. *Qualitative evaluation and research methods*. 2nd ed. Newbury Park, CA: Sage.
- Peters, T. 1989. *Thriving on chaos: handbook for a management revolution.*New York: Harper-Collins.
- Peters, T.J. & Waterman, R.H. 1982. *In search of excellence*. New York: Harper & Row.
- Pfeffer, J. & Sutton, Robert, I. 2006. *Hard Facts: Dangerous Half-truths and total nonsense: Profiting from Evidence-based Management*. Boston: Harvard Business School Press.
- Potter, S. 2002. Doing postgraduate research. London: Sage



- Prichard, Jane, S. & Stanton, Neville, A. 1999. Testing Belbin's team role theory of effective groups. *Journal of Management Development*, 18(8):625-655.
- Ragin, C.C., Nagel, J. & White, P. Workshop on scientific foundations of qualitative research. 11-12 July 2003. National Science Foundation.
- Reyes, P. 2002. *Qualitative research design*. http://www.edb.utexas.edu:16080/reyes/appendixb.html. Accessed on 19 February 2007.
- Robbins, S.P. & Odendaal, A. & Roodt, G. 2004. *Organisational behaviour: global and South African perspectives*. Cape Town: Pearson.
- Rohlander, D.G. 1999. <u>Effective team building</u>. *IIE Solutions*, 31(9), September:22-23.
- Rosenthal, E. 2007. Networks, diversity, and productivity: The social capital of corporate R&D teams. *Organization Science*, 12(4):502-517.
- Rothman, N.B. 2007. The social consequences of expressing emotional ambivalence in negotiations data collection in progress. Dissertation, Department of Management & Organizations, Stern School of Business: New York University.
- Sainfort, F.C., Gustafson, D.H., Bosworth, K. Hawkins, R.P. 1990. Decision support system effectiveness: conceptual framework and empirical evaluation. *Organizational behaviour Human. Decision. Process.* 45(2): 232-252.
- Sarker, S & Sahay, S. 2003. Understanding virtual team development: an interpretative study. *Journal of the Association for Information Systems*, 4:1-38.
- Saul, P.N. 1991. Strategic team leadership. Sydney: McGraw-Hill.



- Scholl, R.W. 2002. *Motivational process expectancy theory.* University of Rhode Island, October 12, 2002. http://www.uri.edu/research/lrc/scholl/ note/ motivation Expectancy.html. Accessed on 22 August 2007.
- Senge, P.M. 1990. The fifth discipline the art and practice of the learning organization. New York: Doubleday.
- Shea, G.P & Guzzo, R.A. 1987. Groups as human resources. In K.R. Rowland & G.R. Ferris (Eds). Research in Personnel and Human Resources Management, 5: 323-345. Greenwich, CT: JAI Press.
- Sheard, A.G. & Kakabadse, A. P. 2001. From loose groups to effective teams: the nine key factors of the team landscape. *Journal of Management Development*, 2(2):133-151.
- Silzer, R. 2002. The 21st century executive: innovative practises for building leadership at the top. San Francisco: Jossey-Bass.
- Smit, B. 2007. *Personal interview*. Conducted at the University of Johannesburg. Thursday, 15 February. 10:30-12:30.
- Smith, A.F. 2007. The taboos of leadership: the 10 secrets no one will tell you about leaders and what they really think. San Francisco: John Wiley & Sons.
- South Africa, Department of Education. 1997. *White Paper on Higher Education*. Pretoria: Government Printer.
- Spreitzer, G. 2007. Taking stock: A review of more than twenty years of research on empowerment at work: for publication in the handbook of Organizational Behavior, Sage Publications.
- Standing, G. 1999. *Global labour flexibility seeking distributive justice*. London: Macmillan.
- Staroba, K. 1996. Leading her partners. *Association Management*, 48(10), October:64-67.
- Stebbins, R.A. 1998. The ethnic outsider. In Grills, S. (ed.). *Doing ethnographic research*, 65-75., London: Sage.



- Steger, U., Amann, W. & Maznevski, M. 2007. *Managing complexity in global organisations*. New York: John Wiley & Sons.
- Strauss, A. & Corbin, J. 1990. Basics of qualitative research: grounded theory procedures and techniques. Newbury Park, CA: Sage.
- Tesch, R. 1990. Qualitative research: analysis types and software tools. London: Falmer.
- Thomas, R.M. 2003. Blending qualitative and quantitative research methods in theses and dissertations. Thousand Oaks, CA: Corwin.
- Tilleria, K.M., Little, D. & MacBryde, J. 2002. Managing processes through teamwork. *Business Process Management Journal*. 8(4):338-350.
- Toffler, A. 1984. The future shock. New York: Bantam.
- Trochim, W.M.K. 2006. Research methods knowledge base. www.socialresearchmethods.net/kb/. Accessed on 20 May 2007.
- Tuckman, B. 1965. Developmental sequence in small groups. *Psychological Bulletin*, 63:384-399.
- United Nations. 2007 *Millennium Development Goals Report 2007*. http://www.un.org/millenniumgoals/. Accessed on 4 August 2007.
- Van Rooyen, J. 2007. BarOn Emotional Quotient Inventory, Resource Report, Auditor General, March 2007 (online) http://www.agsa.co.za
- Vennix, J.A.M. 1996. *Group model building: facilitating team learning using System Dynamics*. New York: Wiley.
- Vroom, V.H. 1964. Work and motivations. New York: Wiley.
- Warkentin, M., Sayeed, L. & Hightower, R. 1999. Virtual teams versus face-to-face teams: an exploratory study of web-based conference system. In Kendall, K.E. (ed.). *Emerging information technologies: Improving decisions, cooperation and infrastructure*, 241-262. Thousand Oaks, CA: Sage.



- Watson, W.E., Michaelsen, L.K. & Sharp, W. 1991. Member competence, group interaction and group decision making: a longitudinal study. *Journal of Applied Psychology*. 76: 803-809.
- Weaver, A. & Atkinson, P. 1994. *Micro computing and qualitative data analysis*. Avebury: Aldershot.
- Weitzman, E.A. & Miles, M.B. 1995. A software sourcebook: computer programs for qualitative data analysis. London: Sage.
- White, A. 1995. *Managing for performance*. London: PMS Limited.
- Wilson, G. 1996. Self-managed teamworking: the flexible route to competitive advantage. London: Pitman.
- Wynn, E. & Katz, J.E. 1997. Hyperbole over Cyberspace: self-presentation and social boundaries in Internet Home Pages and Discourse. *Information Society*, 13(4):297-328.
- Yin, R.K. 1989. Case study research: design and methods. London: Sage.