|  |  |
| --- | --- |
| **PERSONAL DETAILS:** |  |
| **Surname :** | Maleka  |
| **First Names :** | Molefe  |
| **Cell Number** | 0825328169 |
| **Work Number** | 012 382-5630 |
| **Nationality :** | South African |
| **ID Number :** | 7106195711088 |
| **Transport :** | Own |
| **Health :** | EXCELLENT |
| **Residential Area :** | Gauteng ( CENTURION) |

|  |  |
| --- | --- |
| EDUCATIONAL DETAILS: |  |
| **TERTIARY QUALIFICATIONS** |  |
| **Institution:** | Unibo (Currently known as University of North West) 1994* Major subjects Psychology 3, Sociology 3 & Statistics 2
 |
| **Qualification:** | B Soc Sc |
| **Institution** | B-Tech Human Resource Management Pretoria(Currently known as Tshwane University of Technology ) 1999 * Advanced Strategic Management
* Advanced Training Management
* Advanced Labour Relations
* Advanced Organisational Behaviour/Development
* Research Methodology
 |
| **Qualification:** | BA Honours: Industrial Sociology * Group Dynamics
* Research Methodology
* Research Seminar
* Labour Law/ Labour Relations
* Sociology of work
* Statistics for Human Sciences
 |
| **Honours Topic** | Attitudes of nursing students towards HIV+ patients |
| **Institution:** | University of Rand Afrikaans 2002 |
| **Qualification:** | MA: Industrial Sociology |
| **Institution:** | University of Johannesburg 2006 |
| **MA Topic:** | Employee Wellness Programme And The HIV/AIDS-Related Needs Of Lowest Strata Employees: Nissan, Rosslyn  |
| **Course Work** | Globalisation, Race, Class and Gender. |
| **ETDP**  | Registered as a Facilitator, Assessor and Moderator at the ESETA in 2008 |
| **Qualification** | Certificate in Project Management in 2008 * Risk Management
* Quality Management
* Project management in Business Context
* Principles of Project Management
* Labour Law
* Contract
* Human Side
* Financial Management and Costing
 |
| **Institution** | University of Pretoria |
| **Qualification:** | D Litt et Phil Sociology in 2012 |
| **PHD Topic:**  | An in-depth investigation into causes of employee dissatisfaction at Business Application Solution Centre (BASC), Eskom |
| **Institution** | University of South Africa (UNISA) |

|  |  |
| --- | --- |
| OTHER TRAINING: | On Job Experience |
| **ICT training** | MS Office, Internet, Microsoft Outlook, PowerPoint, Excel, Microsoft Project, Softsim, Paint, Dreamweaver |
| **Financial management training** | * Finance for non-financial managers at UNISA 2013
* Passed Finance 2 module at UNISA in 2014
 |
| **Labour law training** | Completed Post Graduate Diploma Labour Law at University of Johannesburg in 2014 |
| **Other training** | * License to teach and license to supervise
* Curriculum development
* Performance management
* Survey Monkey
* Initiating and chairing disciplinary hearings
* Finance for non-finance managers
* Certificate course for Doctoral Supervisors
* Introduction to SPSS
 |

# ACADEMIC EXPERIENCE

|  |  |
| --- | --- |
| **COMPANY** | Tshwane University of Technology (TUT) |
| **CAREER PROGRESSION** | Joined TUT as a lecturer (01August 2011)Promoted as a senior lecturer (01 October August 2013)Appointed as an academic manager at eMalahleni campus (01 August 2012 to 30 April 2014)Appointed as Head of the People Management and Development Department in Pretoria (01 April 2014 to date)  |

**Responsibilities are as follows:**

**Curriculum development**

* Wrote a motivation to change the offering mode of Structured Masters in Labour Relations from annual to semester, and the motivation was approved at Senate
* **Category A HEQSF alignment:** I was involved in the name change of master’s and doctorate qualifications, and we’re awaiting feedback from Department of Higher Education and Training (DHET)
* **Category B HEQSF alignment:** lead a team and make an input in the re-curriculation of qualification. The diploma is accredited by Council of Higher Education and Training (CHE)
* **Category C** **HEQSF alignment:** lead a team and make an input in the re-curriculation of advanced and post graduate diplomas applications. The former application has been sent to CHE. The post graduate diploma qualification will be sent to CHE month-end of October 2015. In the re-curriculation of the post-graduate-qualification, I wrote a module descriptor of Advanced Labour Law module
* I am member on the Advisory Committee Board of Polytechnic of NamibiaUniversity. I have reviewed degree and honours new curricular
* I am an external moderator for these Human Resource Management honours and master’s programmes at the University of Pretoria: Diversity Management and Cross Cultural Psychology
* I am a marker of Introduction Human Resource Management module at University of South Africa

**Personnel management**

* Develop job advertisement and interview candidates
* Interview and select suitably qualified staff
* Workload agreement
* Lead academic and administrative staff

**Strategic management**

* Attend Exco and faculty board meetings faculty strategic plans are discussed
* Implement strategic objectives of the Faculty
* Member of the Senate

**Budget**

* Manage departmental operational budget

**Operations**

* Procure office equipment
* Write annual report
* Chair eMalahleni disciplinary cases

**Teaching and learning**

* Facilitate classes for under-graduate and industrial relations (IR) and research methodology B-Tech students

**Modules:**

* Foundation industrial relations
* Industrial relations 1
* Industrial relations 2
* Industrial relations 4
* Research methodology
* Co-presented labour legislation module at University of Pretoria Continuing Education in 2013
* In 2015, I was appointed as an eTutor for Introduction Human Resource Management module at University of South Africa
* Manage implementation of quality improvement plan as recommended by Quality Directorate
* I am panelists that interview recognition of prior learning applicants

**Marketing**

* Participate in the annual open day sessions
* I was involved in soliciting funds to exhibit at the department programmes at the Institute of People Management 70th Conference held in October 2015 in Sun City

**Occupational health and safety**

* Member of the campus safety committee
* Auditing of lecturer venues for SHE standard requirement
* Department safety representative

**Employability**

* I have partnered with IPM to apply for a discretionary grant at the Services SETA. With the assistance of the department administrator and a section head, we have managed to solicit letters confirmation letters from companies that they give 300 graduations experiential learning opportunities in 2016. The tender application was not successful

**Awards and grants**

* Received an award in 2006 at Nissan South Africa for executing tasks excellently on the projects in worked on
* In 2008, I worked with colleagues to accredit the Facilitation Skills course at the Energy Seta. The team came second at the 2009 Managing Director’s (i.e. Dr Steve Lennon) awards held on the 31st July
* In 2014, I was awarded R72 500 as an emerging researcher
* At the IPM 2014 conference our department was given an award for being the first university in South Africa to implement the student chapter
* In 2015, I was awarded R59 795 for the DHET exchange programme to visit Massey University in New Zealand
* In 2016, TUT received a grant of R4.2 million from Services SETA that I was involved in its application process

**Professional development**

* I was placed at IPMF (Institute of People Management Fellow) level, which is the highest professional designation
* I am member of IPM Professional Designation Committee
* I am a member of Global Living Organisational Wage (GLOW) project formed on 3rd February 2016 in New Zealand
* In 2015, I was invited as a panelist in the South African Board for People Practice accreditation of CTI campus in Pretoria
* I was invited as a one of the panelists in May 2015 City at the Tshwane Leadership Conference and made a presentation on multi-culturalism in the workplace
* I made a presentation at Massey University in New Zealand titled, “The importance of living wages in South Africa’’ on the 12th February 2016. The seminar was hosted by End Poverty & Inequality Cluster (EPIC), an Industrial Psychology department

# RESEARCH

**Supervision**

* Supervise seven M-Tech and co-supervise two D-Tech Human Resource Management (HRM), one Master in Business Administration (MBA), one M-Tech Labour Relations (Structured) one D-Tech Business Administration student
* Successfully supervised these students:
* Ranyabu, P. 2014. Customers Perceptions of Service Quality at a Telecommunications Company’s Retail Outlet in Menlyn, MBA Tshwane University Technology
* Mnisi, R. 2014. Customer Satisfaction at Protechnick Laboratories in Pretoria, MBA Tshwane University Technology
* Lokwe, L. 2015. The effectiveness of implementing an e-Government service at the State Information Technology Agency, MBA Tshwane University Technology
* Dano, Z. 2015. Success factors of Small and Medium Enterprises at Nelson Mandela Metropolitan Municipality, MBA Tshwane University Technology
* Matjila, T.S. 2015. Employee perceptions of the performance management system at the South African Post Office in Pretoria, M-Tech Human Resources Management Tshwane University Technology
* Kenosi, L. 2016. Growth factors and competitive skills for small and medium-sized enterprises in the Johannesburg air-conditioning industry, MBA Tshwane University Technology
* Shandu, S. 2016. Role of hospital management in curbing nurse attrition rate at a public hospital, MBA North-West University Mafikeng Campus
* Tladi, P. 2016. Factors influencing the advancement of women in management positions,

 M-Tech Organisational Leadership Tshwane University Technology

* Skosana, T. 2016. Determinants of emotional reaction to job satisfaction in a South African municipality, M-Tech Human Resources Management Tshwane University Technology
* Ntanjana, A. 2016. The employment conditions of Adventure Tourism employees in

 Gauteng, M-Tech Tourism Management Tshwane University Technology

**Community engagement**

* In 2016, I have trained job ready trainees of how to draft a business plan at Motlhompegi management consultants & projects
* In February 2016, I have co-trained research assistants in New Zealand on how to collect data from respondents visiting Mount Roskill Community Centre Café
* Did a service delivery study for eMalahleni municipality in 2014
* I have assisted the eMalahleni research unity with reviewing the Customer service survey questionnaire
* Organised IPM student chapter meetings in 2014 and 2015. One of the topics presented by an by expert from industry was Legendary Leadership and it was presented at the Prestige Auditorium on the 2015
* In March 2016, I have trained job ready students at POPUP about interview skills

**Workplace reports**

* Conducted a needs analysis survey in 2007 and wrote a report for Customer Care and Billing (CC&B) division at Eskom
* Maleka, M.J. 2012. An-depth investigation of the factors contributing to employee dissatisfaction at the state owned company. Unpublished report for SOC management
* Wrote a service delivery report in 2014 for one of the municipalities in the Mpumalanga province

**Journals (DHET accredited)**

* Maleka, M.J. & Rankhumise, E. 2014. The Impact of Management Practices on Job Satisfaction: Insights from a state-owned institution. *Problems and Perspective*, 12 (4): 476-484
* Matjila, S.T. & Maleka, M.J. & Jordaan, C. 2015. Branch managers’ perceptions regarding the performance management system at a state-owned company. *Problems and Perspective*, 12 (4):171-178
* Maleka, J.M., Motsima, T., Matang, R. & Lekgothoane, P. 2016. Comparing residents’ perceptions in townships and suburbs regarding service delivery by municipality under administration, accepted by *Problems and Perspective*, 14 (4): 6-13
* Maleka, M.J., Skosana, T. & Lekgothoane, P. 2016. Work satisfaction of municipality employees while performing duties under the conditions of limited financial resources, *Public and Municipal Finance*, 5 (3): 39-46

**Article paper (Non-DHET accredited)**

* Maleka, M.J., 2016. Influence of the living wage on equality, productivity and dignity. *People Dynamics,* 34(10): 13-15

**Conference papers (DHET accredited)**

* Maleka, M.J. 2013. “Management Practices Contributing to Employees Dissatisfaction at the information and Communication Technology Business Unit" has been accepted by Global Business and Technology Association (GBATA) and is published in the Reading Book
* Maleka, M.J. 2013. “Similar Management Practices Associated with Employee Satisfaction and Dissatisfaction in Two South African Workplaces” has been accepted by IBC and was published in the conference proceedings
* Mnisi, R. & Maleka, M.J. 2014. “Factors Affecting Customer Satisfaction at a Pretoria Laboratory” has been accepted by IBC and was published in the conference proceedings. The IBC conference was held in Namibia was published in the conference proceedings
* Maleka, M.J. 2015. “Factors Contributing To Managers Job Satisfaction at a South African State Owned Company” has been accepted by Global Business and Technology Association (GBATA) and published in the 2015 Reading Book
* Maleka, M.J. 2016 “Narratives of employees visiting Tshwane mall who earn above and below an estimated living wage” accepted at GBATA and will be published in the conference proceedings in October 2016
* Skosana, T. Maleka, M.J. & Lekgothoane, P. 2016. “Determinants that relate stronger with job satisfaction or emotion: Evidence from a South African municipality” has been accepted by SAIMS and will be published in the conference proceedings

**Conference papers (Non-DHET accredited)**

* Maleka, M.J. 2013. “Trends in employee grievances in the workplace” was presented at the SEMTI conference held in Midrand

**Thesis examination**

* Van Dyk, GC. 2014. “Exploring organizational discrimination in a South African mine,” MBA North-West University Potchefstroom Campus
* Lubbe, H.H. 2016. “The relationship of wellness construct in employees coping in a petrochemical organisation in South Africa,” University of South Africa, Master’s in Commerce in HRM
* Steinmann, R. 2016. “Investigating the relationship between job characteristics and job satisfaction in the steel manufacturing industry,” MBA North-West University Potchefstroom Campus
* Ximba. T.M. 2016. “Career advancement challenges facing people with disabilities in South Africa.” University of South Africa, Master’s in Commerce in HRM
* Diale, C. 2016. Black Africa women in South African male-dominated entrepreneurial environments, MCom Industrial Psychology
* Makhoa, M.I. 2016. Assessing satisfaction with the change management process and work engagement levels of engineers in an electricity supplier MBA North-West University Potchefstroom

**Book**

* Maleka, M.J. 2010. Level4Trust: What Non-Rooted, Wealth Deceived, Immoral and Immature People Lack. This book was published in the United States of America in 2010. ISBN-13: 978-1434999764

**Co-chair and reviewing of manuscripts**

* I have chaired one conference session at the GBATA conference held Portugal in July 2015
* I have chaired titles, “[Social Sciences Informing the Debate on a Living and Minimum National Wage](http://www.sfsa.co.za/session-summaries-and-bios/social-sciences-informing-the-debate-on-a-living-and-minimum-national-wage/)” session on 09th December 2016, at the second “Science Forum South Africa”, hosted by Minister Pandor in Pretoria
* I have reviewed three manuscripts GBATA conference proceedings to be held Dubai in October September 2016
* I have reviewed a manuscript IBC conference proceedings to be held Langebaan in September 2016
* I have reviewed a manuscript SAIMS conference proceedings to be held in September 2016

**International collaboration**

* In June 2015, our department hosted an A-rated Professor, Stuart Carr, from Massey University. Through his visit, three projects were scoped. They are on the living wages and proposals had been approved by the Faculty Ethics committee. I am a project leader in two projects that are commissioned at TUT. In the third project, I am working with scholars from University of Cape Town, Massey and Christchurch Polytechnic (CPIT). Massey and CPIT in New Zealand. In one of the living wage projects, a pilot has been conducted at a research site and data is coded in Excel and one paper has been produced and accepted in a DHET conference proceedings. In the other project, data collection have commenced in the middle of May 2016. The third project, data is collected and analysed

# SME EXPERIENCE

**Ecclesiastic trading enterprise**

* Ensure that the company has a Tax Clearance, it is registered at CIPRO and it is accredited at the Education, Training and Development Practices (ETDP) Seta. The latter involved development of quality management system (QMS), procuring of unit standards and verification process

**Transport Education Training Authority Seta**

* Trained volunteers in Tshwane and Rustenburg prior to the 2009 Confederation Cup

**Researcher**

* Co-design of the research instrument (i.e. questionnaire)
* Review literature review for spirit and wine industry
* Edit the report

|  |  |
| --- | --- |
| **COMPANY** | Nosipho |
| **EMPLOYMENT DATES** | September and October 2009 |
| **POSITION HELD** | Research Consulting |
| **PROJECT** | BBBEE Project for Dti Looking at barriers of black entrepreneurs in the liquor industry  |

# CORPORATE EXPERIENCE

Responsibilities are as follows:

**Strategic Management**

* Advice line managers about learning methodologies and strategies (i.e. blended-learning)
* Develop the training strategy for different projects
* Liaise with the senior business analyst with curriculum development, alignment and signing

**Project Management**

* Training efficiency project in the IT environment:
* Development of project plan on MS Project and Excel
* Resource allocation
* Costing on the project (R2 000 000)
* Facilitate user acceptance testing
* Facilitate the process of identification Business System Trainer (i.e. trainer mapping)
* Report project progress at the weekly management meeting and on a monthly basis to Departmental Manager
* Quality assurance and development of customer care training materials and publishes them on the BASC Training Website
* Facilitate train-the-trainer workshops
* Wrote a Request of Contract motivating for contract extension on the Vortex Project

**e-Learning Content Development**

* Update customer care learning material using Robohelp, Softsim and Dreamweaver

**ETDP**: **Qualifications/Experience (2008 to 2009)**

* Co-write the Facilitation Skills manual
* Assessor and Moderate of Portfolio of Evidences (POEs)

**Curriculum Development – April 2007 and June 2010**

* Designed and developed curricula for following application for customer service applications
* Map of roles on the spreadsheet in line with their job description

**Reason to leave**

Better scope of work, as I’m currently developing training manuals

|  |  |
| --- | --- |
| **COMPANY** | Nissan SA |
| **EMPLOYMENT DATES** | 1st May 1998 to May 2007  |
| **POSITION HELD** | Training Officer |

Responsibilities are as follows:

**Skills Audits**

* Conduct skills audit on foremen and superintendents

**Talent Management (Graduate Programme)**

* Recruitment and Selection
* Develop of job profiles
* Personnel management
* Performance reviews/appraisals
* Induction of students
* Financial Management
* Do payroll on the spread sheet and benchmarking of students payments

**Organisational Development**

* Change Management
* Wrote a proposal to change the student scheme structure and it was approved
* Employee Wellness/Well Being
* Did an employee wellness qualitative study. Looking at how the lowest employee HIV/AIDS-related needs can be improved
* Attend employee wellness programme meetings

**Industrial Relations**

* Facilitated graduates/apprentices and interns/graduates grievances and disciplinary hearings
* Re-structuring negotiations (Section 189 of the Labour Relations Act)
* Implement of affirmative action on the graduate programme

**Training**

* Write training manuals (i.e. the HIV/AIDS training manual was aligned to the NQF standard)
* Attend Auto Chamber meeting – this is the MERSETA chamber

**Reason to leave**

* Nissan was going to a restructuring process, and the HRD shop-floor department was

outsourced

# REFERENCES

|  |  |
| --- | --- |
| **NAME:** | Thabo Masete |
| **COMPANY:**  | Nissan SA |
| **POSITION HELD:** | Training Manager |
| **CONTACTS:** | Cell phone: (0839421606) |

|  |  |
| --- | --- |
| **NAME:** | Kgabo Ramara  |
| **COMPANY:**  | Eskom |
| **POSITION HELD:** | Manager: Learning Designer Specialist |
| **CONTACTS:** | Cell phone: (0833043533)  |

|  |  |
| --- | --- |
| **NAME:** | Patrick Lekgothoane |
| **COMPANY:**  | Tshwane University of Technology |
| **POSITION HELD:** | Academic Manager at eMalahleni campus |
| **CONTACTS:** | Cell phone: (0729590259)  |