

Research Outlook

Message from the Chairman

We have started 2024 as we departed 2023: in the fast lane! Our numbers have soared to the current 879 in ICL Graduate Business School, which is 70% higher than the pre-pandemic record of 517, in November 2019. Our Master of Management has overtaken the Graduate Diploma in Teaching ECE as our largest programme, with 277 students. The GradDip is still huge, and growing, at 270. However, eventually all programmes begin to plateau, as the number of graduates grows to match the number of new arrivals. This is especially likely to be the case shortly, as the couple of years of low numbers graduating will have filtered out.



We have launched two new Master's degrees so far this year: The Master of Business Informatics by Thesis and the Master of Management (Healthcare) have both opened. Healthcare is going to be a very popular major and our curriculum matches the requirements of membership of the Australasian College of Healthcare Service Management (ACHSM). And a Master's by Thesis is particularly attractive to international students as they can work full time while they are studying.

We have several new PG degrees and certificates in the planning stage, in the capable grasp of our newly-appointed Professor Markus Klose. We congratulate Professor Markus on his outstanding work for ICL Graduate Business School over the last four years. Aside from his academic administration and new programme development he has executed the latest ICL Journal, Volume 6, December 2023, and is in the closing stages of Volume 7, Issue 1, which should be appearing shortly.

These are giddy times for ICL. I thank all our wonderful academic, marketing and admin teams for their ongoing commitment and hard work!

Ewen Mackenzie-Bowie
Principal and Chairman

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Welcome to the May 2024 research update!

Welcome to the latest edition of our ICL Graduate Business School Research Outlook! We are thrilled to share the exciting advancements and milestones achieved in our academic community. Our commitment to providing top-tier education and research opportunities continues to drive us towards new horizons.

This year marks the introduction of more specialized Master's degree pathways. The Master of Management in Healthcare is designed to equip graduates with the necessary skills and competencies to excel in the rapidly growing healthcare and age-care industry in New Zealand. This programme aims to attract a diverse group of students, particularly those with a background in healthcare, seeking to advance into management roles.

Additionally, we have launched the Master of Business Informatics by Thesis, enabling students to delve into specialized areas within the Business Informatics field through rigorous, industry-relevant research projects. This pathway provides an excellent platform for students to contribute meaningfully to their chosen fields and opens a pathway to doctoral studies.

We are also developing a Master of Management by Thesis programme, currently pending accreditation. This programme will offer students the opportunity to engage in substantial research projects in Management or related fields, with the potential to pursue further doctoral studies.

Our Master's degree programmes have seen unprecedented growth, now boasting over 500 students – the highest number in our history. Furthermore, the Graduate Diploma in Teaching (Early Childhood Education) has also achieved its largest-ever enrolment with currently over 260 students.

In response to these significant developments, we are expanding our team of lecturers and thesis supervisors to ensure that our students receive the support and guidance they need to succeed. We extend our heartfelt gratitude to our academic team for their unwavering dedication to providing excellent academic and pastoral support to our students. We are immensely proud of our students' success.

Stay tuned for more updates and detailed insights into our research activities and academic progress. Thank you for being a part of our vibrant academic community.

Ngā mihi nui,
Markus Klose
Academic Director - ICL Graduate Business School



ICL Research Seminars

Research active staff and those with research interests regularly gather at research seminars. Here are some exciting research papers presented by academic staff from January to May 2024. More research-sharing sessions are scheduled in 2024.

Presenter	Topic	Date
Meripa Toso	<p style="text-align: center;">Abstract</p> <p>This presentation is an exploration of reconceptualizing the mentor through the lens of tautua/service in education leadership. The Samoan alagaupu – adage ‘o le ala I le pule, o le tautua (the path to leadership is through service. The author asserts that mentoring is an important aspect of leadership. Research about tautua (service) have chronicled traditional understandings of the term (Tivale, 2009, 2013) and recently Filisi (2018) and transnational matai (chief) in their communities (Falanika, 2020; Fetui, 2020). Drawing from Fa’aea and Enari’s conceptualization of the three intergenerational spheres of service – tautua ia tautua (serve to serve), tautua ia pule (serve to lead) and pule is tautua (lead to serve)- notes what and how tautua is deemed in a lifecycle, the author contends for this presentation a reconceptualization of the notion of tautua culminates as mentorship. The oscillation of the spheres speaks directly to service – mentoring, positioning one’s own individual experiences as mentors and how we negotiate our own journey of tautua within the collective contexts through the ‘tautua lifecycle’ model – to explore the journey to leadership through service from a Pasifika perspective.</p> <p>Key words: leadership, mentoring, tautua</p>	April 2024
Hemal Manaktala	<p style="text-align: center;">Abstract</p> <p style="text-align: center;">A miraculous journey</p> <p>Te Whāriki, the early childhood curriculum in Aotearoa, is a bi-cultural document embedded with both Māori and Pākehā ways of being. Te Whāriki aspires mokopuna to be “competent and confident learners and communicators, healthy in mind, body and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to society” (Ministry of Education, 2017, p. 5). Hence, spirituality is one of the cornerstones of Te Whāriki.</p> <p>Although spirituality is embedded explicitly within Te Whāriki, studies suggest a need for early childhood professionals to acknowledge and share how spirituality is a part of their everyday practice while serving humanity.</p> <p>This kōrero is a part of the personal narrative research done by the presenter based on her journey from being an international student in Aotearoa to a lecturer at the prestigious ICL Graduate Business School. This kōrero is underpinned by real-life experiences of spirituality - magic and miracles, with pieces of evidence.</p>	May 2024

This kōrero shares a glimpse of spirituality embedded within religious books in different cultures and makes links between religion and spirituality.

Given that spirituality is one of the cornerstones of Te Whāriki, this kōrero proposes further research about the perceptions and experiences of spirituality within the early childhood settings in Aotearoa.

After all, if we have the courage to go through life with an open heart, magic and miracles abound.

Glossary

kōrero – conversation, chat, story, news, discussion

mokopuna – grandchildren; in the context of Te Whāriki, mokopuna expresses intergenerational connectedness

These sessions help boost ICL’s research culture. They allow for discussing possible collaborative projects and exploring research topics from previous recommendations.



Meripa Toso at an ICL research seminar

Professional Development

As part of professional development, staff members attended and facilitated professional development sessions conducted by ICL Graduate Business School and other professional organizations.

Dr Syed Jamali, Programme Manager (Postgraduate) and Senior Lecturer, attended a webinar on Neurodiversity and New Zealand's education system by The Education Hub on May 13, 2024. He also attended a seminar titled "Embracing Neuroinclusion" by Harrison Grieson on March 7, 2024.

Meripa Toso, Senior Lecturer and Programme Manager (ECE), attended the following webinars and training organised by different institutions.

- PDL: online ITE, Teaching Council/Ministry of Education, Building Effective Cross-Provider Associate Teacher Networks ITE Symposium – the 18th October, 2023
- MoE/ITE Teaching Council of Aotearoa New Zealand, online Forum: New components of curricula support and NCEA changes - the 29th November 2023
- ITE End of Year Symposium, Teaching Council of Aotearoa, New Zealand - the 6th December 2023.
- University of Auckland ECE Seminar Series Team. Teacher practice and leadership: potential influence and positive outcomes. PhD students' presentations of ECE Research - 26th February 2024.
- University of Auckland EC Seminar Series Team. Speaker: Dr Liz Chesworth (University of Sheffield). Curriculum making with young children: possibilities and challenges. Early Childhood Seminar Series - the 26th March 2024.
- LD: online Webinar: Sage Publications Asia Pacific Pte Ltd. Beyond the pages: how eBooks

are transforming teaching and libraries - 17 April 2024

https://youtu.be/6dWLgJaNISw?si=1nO5KfFA7ySEm_Ri

Hemal Manaktala, ECE Lecturer, also attended a symposium titled "Supporting LAT student-teachers on professional experience placement (PEP)", ITE symposium by the Teaching Council of Aotearoa New Zealand on April 17, 2024.

Justin Joseph, Business Lecturer, attended the following webinars:

- SANS Secure Your Fortress: Cutting-Edge Defense Techniques for 2024 -1 Apr 2024
<https://www.sans.org/webcasts/sans-secure-your-fortress-cutting-edge-defense-techniques-2024>
- Spring Cyber Solutions Fest 2024: Cloud Security Track - 18 April 2024
<https://www.sans.org/webcasts/Spring-Cyber-Solutions-Fest-2024-Cloud-Security-Track>

ICL academic and admin team attended a PD session on "Hybrid Teaching Training" conducted by Dilshan Prasad Galappaththi, ICL IT Support Technician, on Tuesday, 12th March 2024. The ICL academic members also attended a webinar titled "Navigating the AI landscape: Mitigating the risk of generative AI misuse", organised by Turnitin and the Australasian Society for Computers in Learning in Tertiary Education (ASCILITE) on May 8, 2024. This webinar explores the transformative potential of AI in education and its role in detecting and deterring generative AI within student and researcher writing.



Dilshan, ICL IT Support Technician, at an ICL PD session

Research Projects Undertaken by Master of Business Informatics (MBI) and Master of Management (MM) Students

Cohort MBI 2401 has finished their final Applied Project Reports of 15,000-20,000 words under their supervisors. These research projects have been completed and submitted on time. In addition, the students have investigated some exciting and relevant areas:

Researcher	Topic	Supervisor
Amit Kumar	Impact of digital technology usage in the hospitality/hotel industry in post-Covid New Zealand	Dr Paula Ray
Josny Joppy	Measuring end-user satisfaction with cloud accounting software: An empirical study of small businesses in Auckland.	Dr Paula Ray
Rachna Gupta	Beyond tickets and queries: Understanding the dynamics of enterprise resource planning (ERP) in Frucor Suntory's Customer Support Landscape	Dr Paula Ray
Vanrajsinh Bhadola	Examining users' perception on the effectiveness of fog cannon security alarm applications in New Zealand.	Dr Sid Sirisukha

Niroshan Wijekoon	Technology acceptance drivers for smart glasses: A quantitative study in the eyewear industry.	Dr Sid Sirisukha
Christo Jose	Impact of POS in chain restaurants (A case study of Chicking).	Dr Sid Sirisukha
Mariah Chin-Zairah Reyes	Awareness about carbon footprint and its impact on cross-border online shopping behaviour in New Zealand.	Dr Sid Sirisukha
Md Zafar	Users attitude and security perceptions on Home-Wi-Fi set up in New Zealand.	Dr Maria Umali
Harsimran Dhingra	Evaluating the adoption of The Mall app and its impact on the Auckland airport customer experience.	Dr Maria Umali
Ekaterina Fetisova	Factors affecting adoption and usage of virtual private networks among Russian-speaking Internet Users.	Dr Maria Umali
Neha	Impact of click-and-collect on shopping behaviour of customers in New Zealand	Dr Maria Umali
Nisha	The use of VR as an emerging technology in selecting makeup products.	Dr Maria Umali
Qi Yang	Travel apps Influence travel experience for tourists in New Zealand.	Dr Adrian Liew
Serin Anjilivelil Saji	Impact of using GPS on the car users in Auckland region.	Dr Adrian Liew
Gagandeep Singh Saini	The study of international students buying behaviour in assessing healthcare insurance.	Dr Adrian Liew
Bhawna Mohindru	Customer perceptions towards self-service kiosks at gas stations.	Prof. Michèle Akoorie
Sheena Joy	The factors influencing customer satisfaction of online purchasing for electronic devices in New Zealand.	Meripa Toso

Publications

Ali, Z.S., Akoorie, M. & Xu, E. (2023). Customer online review on the service of tour operators and travel companies in New Zealand. *ICL Journal*, 6(1), 92-116.

Jamali, S., & Cui, Q. (2023). An investigation of customers' needs for vintage photographic equipment in New Zealand. *ICL Journal*, 6(1), 9-43

Talukder, D. & Bhandari, S. (2023). Technological innovation and customer responses on the usage of Apple Pay vs Google Pay. *ICL Journal*, 6(1), 117-137.

Toso, M. & Qiuye, W. (2023). Analysis of Airbnb users' online comments: Factors considered by New Zealanders during COVID-19. *ICL Journal*, 6(1), 44-76

Umali, M. (2023). Coping strategies of university students during the pandemic: A qualitative analysis of their mental health reflective journals. *ICL Journal*, 6(1), 77-91.

Wedyan, A. & Gandhi, S. (2023). Exploring the usage of social media marketing strategies by small retail businesses in India. *ICL Journal*, 6(1), 138-181.

Editor: Dr Syed Jamali