

## EDITORIAL



Dear Readers,

2020 has thus far turned out to be an extraordinary year. As much as January commenced with a measure of anxiety on the economic front, many did not anticipate that the progenitor of immense economic decimation would be biogenic, microscopically small, yet gigantic in terms of impact - COVID-19 changed everything!

Now the world has to reassess everything to its core. This causes a genesis of sorts in many respects. We are forced to reconsider our values, involuntarily authoring a new book on our engagement with our surroundings amidst Globalisation. A pathogen has illuminated grave and hurtful inequalities among communities and the disenfranchised. The fault lines in the prevailing economic system are illuminated. As a result, many are now convinced that socio-economic accountability and sustainability can only be achieved through a planned and active pursuit of greater measures of circularity in the world economic system.

Subsequently, on the business front, South Africa is forced to rewrite a definitive *vade mecum* on leadership, corporate operations, tourism and marketing, and the financial system, to mention a few. This necessitates that multiple sector-issues are revised or improved.

In this edition of the Journal of Management and Administration, a number of thought-provoking articles are presented. The articles cover an arena of diverse sectoral input. First, the issue of performance and retention of millennials are considered – the role of leadership in this milieu makes for a very interesting read. Secondly, customer loyalty in the wholesale environment brings a marketing perspective to an intriguingly complex environment. In this article, the matter of fast-moving wholesale consumer goods in the South African market is investigated. Thirdly, seamlessness in online-offline banking is considered. What can be done to improve customers' banking experience?

The fourth article speaks to the hospitality industry's woes, in particular in the Zimbabwean case, a challenged sector in a challenged economy. The fifth article reminds South Africa that all isn't well on the higher education front. The systems which support education delivery, require continuous debate. This article contributes to the challenges, opportunities and prospects debates in the education realm. Finally, a matter of significant concern: Globalisation and sub-Sahara African security. During the past couple of years, a marked deterioration of socio-economic and geo-political stability occurred on the continent. The world at large cannot escape the impact thereof. Yet, the continent's people suffer most. In this article, interesting perspectives are provided in relation to this matter and particular postulates are presented.

Ultimately, this edition of the Journal again succeeds in participating in topical issues of the day. Against the background of the above-mentioned reconfiguration of the world's rhythm, you the reader, the scholar and practitioner are invited to bring your ideas, your perspectives and your solutions. Please contribute to making an excellent journal even better.

Stay safe, be careful and care for those in need!

Best wishes,

**Professor Enslin J van Rooyen**

**Editor-in-Chief**