# RESEARCH PROPOSAL

## INVESTIGATING UBUNTU PHILOSOPHY IN MULTI-AGENT AI SYSTEMS FOR ORGANIZATIONAL IT SUPPORT

**A Case Study of Sun International GrandWest Casino, South Africa**

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## 2. ABSTRACT

Multi-agent artificial intelligence systems offer significant potential for organizational IT support, yet most implementations lack cultural coherence with collaborative organizational values. This research investigates whether indigenous African philosophy can enhance collaboration in multi-agent AI systems within organizational IT departments.

To investigate this question, the study uses UGENTIC as a research instrument—a six-agent AI system deployed within Sun International GrandWest Casino’s IT department. The system includes agents representing IT Manager, Service Desk Manager, IT Support, Application Support, Network Support, and Infrastructure roles, mirroring the actual departmental structure. Using action research with explanatory sequential mixed methods, this study validates whether collective values and cultural principles can be operationalized in multi-agent architectures to improve cross-departmental collaboration.

Data collection involves semi-structured interviews with 10-14 IT staff across strategic, tactical, and operational levels, supplemented by quantitative performance metrics. The research aims to determine whether culturally-grounded AI enhances collaborative decision-making while developing transferable implementation guidelines for other organizations.

This represents the first study combining indigenous African philosophy with multi-agent organizational AI in real departmental contexts with authentic hierarchical structures. Expected outcomes include empirical validation of culturally-enhanced AI collaboration, practical implementation methodology for organizations, and contribution to human-centered AI development.

**Keywords:** Ubuntu philosophy, multi-agent AI systems, organizational collaboration, IT departments, human-AI teaming, cultural AI integration, action research

## 3. INTRODUCTION

### Background and Context

Organizations worldwide face persistent challenges integrating AI with human work practices. Recent research reveals significant AI-workplace misalignment: the Upwork Research Institute (2024) survey of 2,500 global workers found that 77% of employees using AI report it has increased their workload, with 47% uncertain how to achieve expected productivity gains. This is corroborated by Gallup’s (2024) survey of 21,543 working adults, which revealed that only 15% of employees report their organization has communicated a clear AI integration plan or strategy. This disconnect between AI capabilities and actual work practices creates productivity barriers rather than improvements.

Traditional AI implementations often ignore organizational hierarchies and team dynamics, optimize individual performance at expense of collective goals, lack cultural coherence with collaborative organizational values, and fail to respect authentic departmental workflows (Davenport and Ronanki, 2021; Bean, 2025). Organizations face persistent challenges with departmental silos that impede cross-functional collaboration and decision-making (Kanter, 2020).

Multi-agent artificial intelligence systems offer potential solutions through distributed coordination and collaborative decision-making (Moore, 2025; Krishnan, 2025). However, most multi-agent implementations lack cultural frameworks that align with organizational values. Indigenous African philosophy—specifically the concept of collective humanity where individual identity emerges through community relationships—provides a stable cultural framework for AI integration that transcends changing company policies (Mhlambi, 2020).

This foundational principle—“I am because we are”—remains constant while organizational policies evolve and AI capabilities advance rapidly. This stability makes it particularly valuable as a guiding philosophy for AI systems operating in dynamic organizational environments because it provides unchanging ethical and operational grounding, works on cultural grounds for AI integration, ensures technology doesn’t lose the human aspect, and demonstrates structural coherence with multi-agent architectures where agents are literally defined by their relationships (Mkhize, 2022; van Norren, 2023).

**The UGENTIC Research Instrument**

To investigate these questions, this research uses UGENTIC (Ubuntu-Driven Agentic Collective Intelligence) as a research instrument—a six-agent AI system deployed within Sun International GrandWest Casino’s IT department. The system functions as a methodological tool enabling systematic investigation of whether cultural principles can enhance AI collaboration.

UGENTIC consists of six AI agents, each representing an actual IT department role: - **IT Manager Agent** - Strategic leadership and resource allocation - **Service Desk Manager Agent** - Team coordination (manages IT Support only) - **IT Support Agent** - Front-line technical support (reports to Service Desk Manager) - **Application Support Agent** - Software troubleshooting (reports to IT Manager) - **Network Support Agent** - Network infrastructure management (reports to IT Manager) - **Infrastructure Agent** - Server and system management (reports to IT Manager)

This hierarchy mirrors the actual GrandWest IT organizational structure, where the Service Desk Manager manages only the IT Support team, while Application Support, Network Support, and Infrastructure report directly to the IT Manager. The agents are implemented using local AI models (Ollama LLMs), retrieval-augmented generation (RAG) for departmental knowledge access, and the Model Context Protocol for inter-agent communication.

The system enables agents to collaborate on cross-departmental decisions while maintaining authentic hierarchical relationships, using cultural principles to guide agent behaviors such as acknowledging others’ expertise, articulating collective benefits, adopting consultative approaches, providing transparent reasoning, and offering mutual support.

This research investigates whether this culturally-grounded approach produces measurable improvements in organizational collaboration compared to traditional AI implementations.

### Problem Statement

Despite significant advances in multi-agent AI systems and organizational collaboration theory, a critical gap exists in understanding whether and how AI agents can practically integrate with real departmental operations to improve organizational collaboration while maintaining cultural authenticity and respecting authentic hierarchical structures.

While extensive research exists in multi-agent AI (Moore, 2025; Wu et al., 2023), cultural philosophy (Mhlambi, 2020; Bührmann, 2024), and organizational implementation (Aldoseri et al., 2024; Bughin, 2021) separately, virtually no research combines cultural philosophy with multi-agent organizational AI systems in real departmental contexts with authentic hierarchical structures.

Absence of validated methodologies for bridging real departmental operations with AI agent capabilities prevents organizations from confidently investing in AI-driven collaboration solutions. Recent evidence demonstrates significant AI-workplace challenges: the Upwork Research Institute (2024) found that 77% of employees using AI report increased workload, with 47% uncertain how to achieve expected productivity gains, while Gallup (2024) found that only 15% of employees report their organization has communicated a clear AI strategy, indicating fundamental disconnect between AI capabilities and actual work practices.

Research lacks generalizable frameworks enabling different organizations, particularly SMEs, to adopt AI-enhanced departmental coordination with validated implementation pathways. This study addresses this critical void through empirical investigation using UGENTIC as a research instrument to validate whether cultural principles can enhance AI collaboration without sacrificing technical capability.

### Research Aim

To investigate whether indigenous African philosophy can enhance collaboration in multi-agent artificial intelligence systems within organizational IT departments, and to develop a validated methodology for bridging AI capabilities with real-world organizational work practices.

This research aims to validate whether collective cultural principles describe both philosophical wisdom and technical multi-agent architecture, providing empirical evidence of their structural coherence.

## 4. RESEARCH QUESTIONS

**Primary Research Question:**

Can indigenous African philosophy enhance collaboration in multi-agent artificial intelligence systems within organizational IT departments, and if so, how does the principle “I am because we are” manifest in both cultural wisdom and technical architecture?

**Secondary Research Questions:**

**RQ1:** How can real departmental workflows, expertise, hierarchical structures, and decision-making patterns be effectively integrated with AI agent capabilities in organizational IT contexts?

**RQ2:** How can cultural philosophy principles emphasizing collective humanity be operationalized in multi-agent AI systems, and what measurable agent behaviors demonstrate these principles in action?

**RQ3:** What measurable improvements in cross-departmental collaboration, decision-making efficiency, and organizational coordination result from culturally-enhanced multi-agent systems compared to traditional approaches?

**RQ4:** How do IT staff experience culturally-driven AI differently from traditional AI tools in their daily work, and what factors influence their acceptance and trust of collaborative AI systems?

**RQ5:** How can cultural philosophy be implemented within multi-agent AI systems while preserving cultural authenticity, respecting indigenous knowledge systems, and avoiding cultural appropriation?

**RQ6:** What organizational and cultural factors enable or constrain culturally-driven AI adoption, and what implementation methodology enables other organizations to successfully adopt this framework?

## 5. RESEARCH OBJECTIVES

**Primary Objective:**

To develop and validate a practical methodology for integrating cultural philosophy with multi-agent AI systems in real organizational IT departments, demonstrating measurable improvements in collaborative decision-making while preserving cultural authenticity.

**Secondary Objectives (Aligned 1:1 with Research Questions):**

**RO1 (Addresses RQ1):** To examine current challenges in AI-workplace integration and develop a methodology for translating real departmental operations into AI agent behaviors that authentically represent departmental perspectives while enhancing cross-departmental collaboration.

**RO2 (Addresses RQ2):** To explore the practical application of cultural philosophy in designing collaborative AI systems and identify specific agent behaviors that manifest these principles in multi-agent interactions.

**RO3 (Addresses RQ3):** To evaluate the effectiveness of culturally-driven AI systems by measuring improvements in cross-departmental collaboration metrics including decision-making latency, coordination frequency, and team communication patterns.

**RO4 (Addresses RQ4):** To assess user perceptions and experiences of culturally-driven AI versus traditional AI implementations through qualitative analysis of staff feedback, identifying factors that enhance or constrain acceptance.

**RO5 (Addresses RQ5):** To validate the cultural authenticity and appropriateness of philosophical integration in AI systems through stakeholder consultation and participant feedback, ensuring respectful implementation of indigenous African wisdom.

**RO6 (Addresses RQ6):** To identify contextual factors, success criteria, and implementation barriers, developing generalizable guidelines that enable other organizations (particularly SMEs) to adopt culturally-driven multi-agent frameworks adapted to their specific contexts.

## 6. LITERATURE REVIEW

The comprehensive literature review encompasses six critical areas, with 58 peer-reviewed sources from 2020-2025 (75% from 2024-2025) providing cutting-edge theoretical grounding.

### Multi-Agent AI Systems

Research demonstrates significant theoretical advances in multi-agent coordination, with frameworks for agent communication, coordination protocols, and distributed decision-making well-established (Moore, 2025; Krishnan, 2025; Ju, 2025). However, empirical evidence of successful integration with real organizational structures remained limited. Moore (2025) provides hierarchical multi-agent taxonomy for industrial applications, while Krishnan (2025) presents the Model Context Protocol for agent interoperability. Ju (2025) demonstrates 73% productivity improvements in human-agent collaboration, though primarily in controlled environments. This research provides empirical validation in real departmental operations with authentic hierarchical structures.

### Cultural Philosophy and AI

Academic exploration demonstrates effectiveness of collective philosophical frameworks in enhancing organizational decision-making (Mhlambi, 2020; Mkhize, 2022). However, application to multi-agent AI systems remained largely theoretical. Mhlambi (2020) establishes indigenous philosophy as an AI ethics and governance framework, emphasizing relationality over pure rationality. Mkhize (2022) explores the role of African values in global AI inclusion discourse from a normative ethics perspective. Bührmann (2024) examines how traditional economics paradigms can be reimagined through communal philosophies, while van Norren (2023) discusses community reconstitution through shared values. This research explores practical operationalization in AI systems, investigating whether cultural frameworks enhance technological implementation.

### Organizational Implementation

Research consistently identifies organizational readiness as critical for AI adoption success (Aldoseri et al., 2024; Bean, 2025; Davenport and Ronanki, 2021). This research addresses the gap by investigating AI integration with real IT departmental structures. Aldoseri et al. (2024) provides automation integration roadmap, while Bean (2025) examines how companies use AI in 2024. Bughin (2021) analyzes AI, automation, and future of work, and Kanter (2020) explores organizational innovation beyond traditional boundaries. The research contributes practical implementation knowledge beyond theoretical frameworks, exploring successful integration with authentic hierarchies.

### Retrieval-Augmented Generation

Advanced RAG architectures demonstrate significant potential for enterprise knowledge management (Balaguer et al., 2025; Lewis et al., 2020; Zhang et al., 2024). The UGENTIC research instrument implements RAG capabilities for departmental knowledge access. Balaguer et al. (2025) presents RAG for enterprise knowledge management, while Lewis et al. (2020) established foundational RAG for knowledge-intensive NLP tasks. Zhang et al. (2024) provides RAG framework specifically for IT operations. Practical RAG implementation enables cultural principles through shared knowledge access and value retrieval.

### Human-AI Teaming

Authoritative frameworks establish human-AI teaming requirements (National Academies, 2022; Daugherty and Wilson, 2024; Berretta et al., 2023). The UGENTIC research instrument implements these principles through departmental agent design preserving human expertise while enabling collaborative capabilities. National Academies (2022) provides comprehensive human-AI teaming state-of-the-art analysis. Ju (2025) demonstrates 73% productivity gains empirical evidence. Daugherty and Wilson (2024) reimagine work in the age of AI, emphasizing human and machine complementary strengths. Research explores complementary strengths in collaborative intelligence while respecting human expertise and cultural values.

### South African Context

Research establishes unique challenges for AI adoption in South African contexts (Gwagwa et al., 2020; Mbonye, 2024; Nzama et al., 2024). This research contributes South African-specific implementation evidence. Gwagwa et al. (2020) analyzes AI deployments in Africa, identifying benefits, challenges and policy dimensions. Mbonye (2024) addresses POPIA compliance for AI systems with regulatory frameworks. Nzama et al. (2024) examines AI adoption barriers in South African manufacturing. Research explores successful AI adoption strategies despite contextual challenges while respecting POPIA requirements and cultural considerations.

### Identified Research Gap

While extensive research exists in multi-agent AI, cultural philosophy, and organizational implementation separately, virtually no research combines indigenous philosophy with multi-agent organizational AI systems in real departmental contexts with authentic hierarchical structures. This study addresses this void by providing the first empirical investigation of culturally-driven multi-agent AI integrated with real organizational departmental workflows, hierarchies, and cultural frameworks.

## 7. RESEARCH METHODOLOGY

### Research Design

This study employs action research with explanatory sequential mixed methods. Action research enables iterative system development while generating scholarly knowledge. Mixed methods provides both depth (qualitative understanding) and validation (quantitative evidence). The research uses an in-depth single case study of Sun International GrandWest IT departments as primary validation environment, with framework designed for transferability testing to establish generalizability.

### Three-Phase Implementation

**Phase 1: Real Department Analysis (Completed May-August 2025)**

Semi-structured interviews with departmental staff across hierarchical levels, observational studies of existing workflows and coordination patterns, document analysis of departmental procedures and hierarchical structures, workflow mapping for integration opportunities, and hierarchical relationship documentation.

**Phase 2: Research Instrument Development (Completed August-September 2025)**

Developed UGENTIC research instrument with six IT department agents (IT Manager, Service Desk Manager, IT Support, App Support, Network Support, Infrastructure), implemented cultural collaboration protocols, deployed integration with departmental workflows, established three-dimensional integration (technical plus cultural plus organizational), and validated hierarchical coordination patterns respecting authentic GrandWest structure.

**Phase 3: Validation and Measurement (Current Phase October-November 2025)**

Pre/post implementation comparison across departments, performance measurement collection (qualitative plus quantitative), statistical analysis of coordination improvements, transferability testing and framework abstraction, and cultural integration effectiveness validation.

### Participant Requirements

Primary participant pool consists of Sun International GrandWest IT Staff (10-14 total) across strategic level (IT Manager: 1 participant), tactical level (Service Desk Manager: 1 participant), operational specialists (Infrastructure, App Support, Network Support: 3 participants), and operational support (IT Technicians: 6-8 participants). Selection criteria include minimum 2-3 years experience in current role, deep understanding of departmental processes and workflows, experience with cross-departmental coordination, willingness to provide honest feedback, and availability for 45-60 minute interviews.

### Data Collection Methods

**Qualitative Data Collection:** Semi-structured interviews with 10-14 participants across 6 departments and 3 hierarchical levels, observational studies of system usage patterns and interaction dynamics, document analysis of departmental interactions and decision-making artifacts, and participant feedback on cultural integration effectiveness and authenticity.

**Quantitative Data Collection:** Decision-making latency (time measurements for cross-departmental decisions), coordination frequency (counts of inter-departmental interactions), cultural behavior manifestations (coded interaction instances), system performance metrics (uptime, reliability, availability tracking), and efficiency indicators (performance metrics across departments).

### Data Analysis Techniques

**Qualitative Analysis:** Reflexive thematic analysis following Braun and Clarke (2024) six-phase methodology, content analysis of departmental documentation and interaction patterns, cultural integration assessment evaluating framework effectiveness, and NVivo software for systematic coding and theme extraction.

**Quantitative Analysis:** Pre/post statistical comparison using t-tests and ANOVA for performance metrics, descriptive statistics for performance measurement characterization, correlation analysis examining relationships between integration levels and improvements, and efficiency metrics analyzing decision latency and coordination frequency.

**Mixed Methods Integration:** Triangulation for cross-validation across multiple data sources, sequential analysis where qualitative insights inform quantitative metric design, convergent validation synthesizing evidence across interview, observation, and system data, and member checking for participant validation of interpretations.

### Ethical Considerations

Ethics application will be submitted to Richfield Ethics Committee with organizational approval request to Sun International GrandWest. Research poses minimal risk to departmental operations as AI agents augment rather than replace human decision-making. All departmental information and participant data will be anonymized and stored securely. Organizational data remains within enterprise boundaries using local AI processing to maintain confidentiality and comply with POPIA (Protection of Personal Information Act) requirements.

All participants receive detailed information about research objectives, methods, potential outcomes, time requirements, and data usage. Voluntary consent required for participation with clear explanation of rights including withdrawal. All research data stored on encrypted, password-protected systems with access limited to authorized research personnel. Research maintains high cultural sensitivity in philosophical interpretation and application. Full compliance with POPIA requirements including lawful processing, purpose specification, minimal data collection, data quality, openness, security safeguards, and data subject participation rights.

## 8. EXPECTED OUTCOMES

This research will produce empirical evidence demonstrating whether cultural philosophy enhances multi-agent collaboration effectiveness, quantitative metrics showing improvements (or lack thereof) in cross-departmental coordination, and qualitative insights into how staff experience culturally-driven AI versus traditional approaches. The research will identify organizational factors that enable or constrain culturally-driven AI adoption, understanding of cultural integration challenges and opportunities, and evidence of user acceptance factors and trust-building mechanisms.

Practical deliverables include the working UGENTIC research instrument demonstrating culturally-driven multi-agent framework functionality with six AI agents successfully integrated into real departmental workflows respecting authentic organizational hierarchies. Comprehensive implementation guidelines will enable other organizations to adopt the framework, with adaptation guidelines for different organizational contexts and sizes, resource requirements and realistic timelines for implementation. Validated metrics for measuring culturally-enhanced collaboration effectiveness, success criteria for implementation across different organizational types, and comparison baselines for traditional versus culturally-driven approaches will provide performance benchmarks.

Academic contributions include the first empirical validation of culturally-driven multi-agent organizational AI in real departmental contexts, novel framework for translating real departmental operations into AI agent behaviors, and mixed methods approach combining qualitative organizational analysis with quantitative AI validation. The research contributes to practical application of indigenous African philosophy to AI systems and human-centered AI development discourse.

Societal impact includes demonstrating AI augmentation rather than replacement, supporting approaches addressing societal concerns about AI impact, and preserving human expertise and dignity in technological advancement. The research shows how indigenous philosophies enhance modern AI systems while maintaining cultural authenticity and respect for indigenous knowledge, validating African philosophical contribution to global AI innovation.

Regardless of whether findings support or challenge the hypothesis, the research will advance knowledge. If culturally-driven AI works well, validated approach exists for others to use. If culturally-driven AI doesn’t work, identification of what doesn’t work and why contributes knowledge. If results are mixed, realistic understanding of limits and potential emerges.

## 9. LIMITATIONS AND DELIMITATIONS

### Research Limitations

Primary focus on Sun International GrandWest IT departments may limit generalizability to other organizational sectors. However, framework designed for transferability testing establishes broader applicability principles through detailed documentation of adaptation strategies. Cultural aspects specific to South African and broader African contexts. Cultural framework principles may translate to other collective-oriented cultural contexts, but adaptation required for individualistic cultural environments.

Compressed validation period (October-November 2025) may not capture long-term effects of AI integration. Short timeframe necessitates future longitudinal studies for sustained impact assessment. Sample of 10-14 participants, while sufficient for qualitative saturation in stratified organizational study, represents subset of total IT staff and may not capture all perspectives.

Research instrument performance dependent on existing IT infrastructure compatibility and organizational technology environment. Replication in different technical contexts may face varying infrastructure constraints. Researcher’s role as system developer and investigator requires careful boundary management. However, this dual role provides unique access and organizational understanding advantages.

Reliance on interview data includes potential participant bias or socially desirable responses. Mitigated through triangulation with observational data and performance metrics.

### Research Delimitations

Study deliberately focused on Sun International GrandWest Casino in Cape Town, South Africa for authentic cultural environment and established organizational relationships enabling deep access. Research limited to IT department operations within hospitality industry, enabling depth of investigation while providing transferable principles.

Focus specifically on collective cultural philosophy rather than broader spectrum of African philosophies, selected for well-established theoretical foundation. Study examines multi-agent collaborative AI systems specifically, excluding single-agent systems or fully autonomous AI without human-in-loop design.

Investigation focuses on organizations with authentic hierarchical structures. Research conducted October-December 2025 implementation and observation period, chosen to meet dissertation deadline while providing sufficient validation evidence. Study includes only IT staff directly involved with departmental operations.

## 10. PROPOSED CHAPTER OUTLINE

The final dissertation will comprise seven chapters totaling 45,000-50,000 words:

**Chapter 1: Introduction** (~4,120 words) - Complete. Background, problem statement, research questions (RQ1-6), research objectives (RO1-6) with 1:1 alignment, significance, scope, and dissertation structure overview.

**Chapter 2: Literature Review** (~7,200 words) - Complete. Multi-Agent AI Systems (8 sources), Cultural Philosophy and AI (7 sources), Organizational Implementation (8 sources), Retrieval-Augmented Generation (8 sources), Human-AI Teaming (8 sources), South African Context (7 sources), Research Gap Identification, Theoretical Framework. Total 58 peer-reviewed sources (75% from 2024-2025).

**Chapter 3: Research Methodology** (~5,400 words) - Complete. Research Design, Case Study Context, Research Instrument (UGENTIC), three implementation phases, data collection methods, data analysis techniques, ethical considerations, validity and reliability measures.

**Chapter 4: System Design and Implementation** (~8,100 words) - Complete. UGENTIC Research Instrument Overview, Six-Agent Architecture, Hierarchical Structure, Cultural Operationalization, Technical Infrastructure (Ollama, RAG, MCP), Knowledge Management, Workflow Integration, Three-Dimensional Framework, Implementation Challenges, System Validation.

**Chapter 5: Results and Findings** (~6,000 words) - Pending Data Collection. Participant Demographics (10-14 IT staff), findings for each research question (RQ1-6), quantitative results with performance metrics and statistical analysis, qualitative results with thematic analysis, mixed methods integration, unexpected findings. BLOCKED requires interview data collection (October-November 2025).

**Chapter 6: Discussion** (~9,400 words) - Complete (will be revised after Chapter 5). Discussion of primary research question and RQ1-6 analysis, theoretical implications, practical implications, comparison with literature, three-dimensional integration effectiveness, success factors, constraints and barriers, limitations, alternative explanations. Draft complete based on hypothesized findings.

**Chapter 7: Conclusion and Recommendations** (~4,200 words) - Complete (will be revised after Chapter 5). Research summary, hypothesis validation, research aim achievement, academic contributions, practical contributions, societal contributions, recommendations for practice/SMEs/policy/future research, generalization principles, implementation roadmap, final reflections.

**Supporting Materials:** Abstract (247 words) Complete. References (58 sources) Complete, Harvard style, 75% from 2024-2025. Appendices Prepared including interview protocols, ethics documents, architecture diagrams, cultural operationalization framework, data collection instruments, consent forms.

**Current Status:** 87% Complete (6 of 7 chapters), 47,867 words written, Chapter 5 (Results) requires interview data, 55 days to December 5, 2025 deadline.

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**Note:** Full bibliography of 58 sources available in dissertation references. Key sources presented here for proposal brevity.

**END OF PROPOSAL**

**Document Status:** FINAL - Template Match + Content Balance  
**Date:** October 11, 2025  
**Word Count:** ~8,200 words  
**System:** UGENTIC explained clearly  
**Cultural Philosophy:** Referenced appropriately (not overused)