

MONA SCHOOL OF BUSINESS AND MANAGEMENT



Prof. Densil A. Williams, BSc, MSc *UWI*, PhD *Manchester Business School*
Executive Director

WORK OF THE DEPARTMENT/SCHOOL

Mona School of Business and Management had another hectic year of operation as it prepares to achieve the strategic goals as outlined in the strategic plan 2015–2017. An important part of the school's value proposition is to differentiate itself from the other players in the marketplace through research, innovation and the offering of high quality graduate and undergraduate programmes. To this end, the school achieved a major milestone with the re-accreditation of its flagship MBA portfolio by the Association of MBA (AMBA). Further, the members of faculty have also been engaged in a number of scholarly works which have helped to advance our mission and vision. This report lists exemplars from the faculty's output over the academic year 2013–2014, as well as various achievements of our students and staff within the school. The credible performance of the school over the period under review has set the foundation for an even stronger performance in the years ahead.

PAPERS PRESENTED – REFEREED CONFERENCES

- **Bewaji, T., Burke, B., Eze, EC., Johnson, R., and Borges, L. (2013).** “The clash of the titans, US and India”. Academy of Business Research (ABR) Conference at the Grand Palladium Hotel, Lucea, November 13–15, 2013.
- **Burke, O. (2014)** “Exploring the relationship between football and culture in Greater August Town”, Inaugural Academic Conference on International Football – Ideology, Culture, Politics and Everyday Life, UWI Mona, April 16–17, 2014.
- **Burke, O. (2014)** “The impact of sports on community development in Greater August Town”, Athens Institute for Education and Research Conference, Greece, May 19–22, 2014.
- **Chevers, D.A. and Chevers, J. (2013).** “Information technology material weaknesses and its relations to good corporate governance in government and non-government firms in Jamaica”. Academy of Business Research (ABR) Conference at the Grand Palladium Hotel, Lucea, November 13–15, 2013.
- **Chevers, D.A. (2014).** The adoption of software process improvement programs in the English-speaking Caribbean. Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Ho Chi Minh City, Vietnam on May 21–23, 2014, Paper 19P.
- **Donalds, C. & Osei-Bryson, Kwaku-Muata (2014).** "A cyber-crime taxonomy: Case of the Jamaican jurisdiction". Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Ho Chi Minh City, Vietnam on May 21–23, 2014, Paper 25P.
- **Dunn, H. and Brown, A. (2013).** Open business models: The Jamaica music industry and innovation. 2013 Global Congress on IP and the Public Interest, University of Cape Town, Graduate School of Business, South Africa, December 9–13, 2013.

- **Dunn, H.** (2014). “Stuart Hall: The interventionist and organic intellectual”. IAMCR 2014 Conference, Hyderabad, India. July 15–19, 2014.
- **Eaton, S.** (2013). “Institutional structure of financial regulation: The case of Jamaica”, Academy of Business Research (ABR) Conference at the Grand Palladium Hotel, Lucea, November 13–15, 2013.
- **Huntley, E. and Deslandes, D.** (2013). “The impact of perceived local resident attitudes on repeat visitor behaviour”. The Academy of Business Research (ABR) Conference at the Grand Palladium Hotel, Lucea, November 13–15, 2013.
- **McLeod, M.T.,** (2013). Conceptualizing service productivity factors within a framework of perceived customer satisfaction. CHMI 2013 Conference in Nassau, the Bahamas, September 18–20, 2013.
- **McLeod, M.T.,** Vaughan, D.R., Edwards, J. and Moital, M. (2013) “Improving inter-business knowledge sharing in the tourism and hospitality industries.” 2nd World Research Summit for Tourism and Hospitality: Crossing the Bridge December 15–17, 2013 UCF Rosen College of Hospitality Management, Orlando, Florida, USA.
- **McNaughton, M. L., McLeod, M. T., & Boxill, I.** (2014). Tourism open data in Jamaica: An actor-network perspective. In 3rd Interdisciplinary Tourism Research Conference. Istanbul, Turkey, June 3–8, 2014.
- **Mills A., Tennant V., Mansingh G., and Rao L.,** (2013). Internet banking: Enablers and inhibitors for developing economies – A study of potential adopters in Jamaica. Proceedings: 19th Americas Conference on Information Systems (AMCIS), Chicago, U.S.A., August 15–17, 2013.
- **Mansingh, G. and Rao, L.** (2014) Enhancing the decision-making process: An ontology-based approach, Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Ho Chi Minh City, Vietnam, May 21–23, 2014, Paper 21P.
- **Robertson-Hickling, H.** (2014) “Taking Jamaica on the world stage:

Lessons from the Reggae Boyz 1998 team”, Inaugural Academic Conference on International Football – Ideology, Culture, Politics and Everyday Life, UWI Mona, April 16–17, 2014.

- **Smith, T. and Deslandes, D.** (2013) “Disaggregating Jamaica’s micro, small and medium firms on challenges faced for better policy development and planning”, Allied Academies Conference in San Antonio, Texas, October 9–11, 2013.
- **Smith, T.** (2013) “Testing theory and related factors for influencing proficiency in quantitative research”. Allied Academies Conference in San Antonio, Texas, October 9–11, 2013.
- **Smith, T.** (2013). “A comparative analysis of student’s proficiency in quantitative research: “Perception vs actual grades”, and (2) “The impact of strategic planning on organizational performance in service and manufacturing firms”. The Academy of Business Research (ABR) Conference at the Grand Palladium Hotel, Lucea, November 13–15, 2013.
- **Smith, T.** (2014) “Towards a better understanding of strategic planning in service vs. manufacturing firms” at the Sir Arthur Lewis Institute of Social and Economic Studies 15th Annual Conference, Hyatt Regency Hotel, Port-of-Spain, Trinidad and Tobago, April 23–25, 2014.
- **Williams, D.A.** (2014). FDI and economic growth: Evidence from SIDS. Washington Business Research Forum. March 14–15, Embassy Suites, Crystal City, Washington D.C. pp 1–2.

PUBLICATIONS – REFEREED

- **Boumediene, R., Chevers, D. & Williams, D. A.** (2013). “SMEs adoption of enterprise applications: A technology-organization-environment model.” *Journal of Small Business and Enterprise Development*. “20, 4, pp 735–753.”
- **Chevers, D.** (2014) “Key factors of process maturity in English-speaking Caribbean firms.” *Revista de Administracao de Empresas Journal*, “54(3), 322–329.”

- **Logan, Twila-Mae** (2014) “Corporate governance in Jamaica: A risk management approach”, *International Journal of Business and Management*, “Vol. 9, No. 1.”
- **McLeod, M.T.** (2014). “Analysing inter-business knowledge sharing in the tourism sector”. In Eds. McLeod MT and Vaughan DR *Knowledge networks and tourism*, Oxon: Routledge.
- **Osei-Bryson, Kweku-Muata, Mansingh, Gunjan, Rao, Lila** (Eds.) “Knowledge management and discovery for development: Domains, strategies and technologies for developing countries”, New York, Springer. (Physical book being published – ebook copy available).
- **Williams, D.A. & Hare, L.** (2013) “Competitiveness of small hotels in Jamaica: An exploratory analysis”. *Journal of Eastern Caribbean Studies* (2012 back issue). “pp 68–93.”
- **Williams, D.A.** (2013) “The enabling business environment and business failure among start-ups: A cross country analysis”. *Washington Business Research Journal* 3 (1) “pp 1–13.”
- **Williams, D.A.** (2014). “Resources and failure of SME: Another look.” *Journal of Developmental Entrepreneurship*. “19 (1) pp 1–15.”

Non-Refereed Publications

- **Dunn, L. and Dunn, H.** (2013). The Jamaica country report: “Women’s rights, gender and ICTs: Empowering household workers in Jamaica”, APC in the 2013 Global Information Society Watch (GISW). http://www.giswatch.org/sites/default/files/jamaica_gisw13.pdf
- **Lawrence, W.** (2013). “Manufacturing for efficient import substitution in Jamaica”. *The Integrationist – Economic Transformation & Job Creation*. (Edited by Kenneth O. Hall and Myrtle Chuck-A-Sang). “Chapter 14 pp 271–281.”
- **McNaughton, M.** (2014) opinion paper titled “Innovation at the periphery – A Caribbean perspective” published on March 11, 2014 on the World Bank Innovation Policy Platform. <https://www>.

innovationpolicyplatform.org/content/innovation-periphery-caribbean-perspective/

- **McNaughton, M.** and Innis, S. (2014) “New service development: An imperative for Jamaica's Logistics Hub” for Special Edition of *MSBM Business Review*.
- **McLeod, M.T.** (2014). “A review of tourism and inclusive growth in small island developing states,” *Tourism Management Journal*, “42, 332–333.”
- **Minto Coy, I.** (2014) “A critical analysis of diasporic engagement for development in the Caribbean” in the edited book on *Diasporas, Governance and Development* by Jonathan Crush, Margaret Walton-Roberts and Abel Chikanda from the International Migration Research Centre, Canada.
- **Rao-Graham, L.** (2014) “Mining data for financial rewards” for Special Edition of *MSBM Business Review*.
- **Williams, D. A.** (2013). “Beyond the grave: Is Manley’s economic philosophy relevant to the advancement of contemporary Jamaica?” in Delano Franklyn (ed). *PNP at 75: The Party For the People*. Kingston: Jamaica. Pp 69–89.

AWARDS & GRANTS

- **Eaton, S.** – Best Paper Award for her paper “Institutional structure of financial regulation” presented at the Academy of Business Research Conference, Montego Bay, November 13–15, 2013.
- Three of our Faculty were recipients of the “Excellence In Teaching Award” presented at the FSS Awards Ceremony on January 16, 2014: **Dr Karen Jones-Graham** (DS&IS Unit), **Mr Michael Roofe** (Finance & Accounting Unit) and **Dr K’adamawe K’nIfe** (MIBES Unit).
- **Chevers, D.** – Financial support (CAN\$1,500.00) was approved (from the research funds of MSBM) for joint research project with Professor Gerald Grant (Charleston University, Canada).

- **Logan, T.** – received a Special New Initiative Grant of J\$1.5 million for her research project titled “A cost benefit analysis of early interventions in sickle cell disease.”
- **McLeod, M.T.** – received a Special New Initiative Grant of J\$500,000 for the project entitled “Main factors affecting service productivity of hospitality businesses in Jamaica”.
- **Robertson-Hickling, H.** – received a Special New Initiative Grant of J\$400,000 for the project, “That Time in Foreign.”
- **Williams, D. A.** – UWI/New Initiative Grant of J\$1,000,000 to work on book of cases of SMEs in the manufacturing sector in the Caribbean.
- MSBM secured an IDRC Research grant for US\$300,000.00 as part of the project “Harnessing open data to achieve development results in LAC”. The MSBM’s Centre of Excellence for IT-enabled innovations (COE) is the executing unit on the project.
- The MSBM’s Office of Social Entrepreneurship (OSE) received funding from Digicel Foundation to support the BRIC urban agriculture programme being implemented through OSE (J\$4.9 million).
- National Commercial Bank has approved a proposal for the UWI Mona sponsoring applied research in the area of Corporate Renewal and Transformation. The value of the sponsorship is US\$953,000. The work relating to this grant shall be executed by the MSBM and primarily managed by its Professional Services Unit (PSU).

PUBLIC SERVICE

The following is indicative of the public service activities undertaken by MSBM faculty and staff:

Mr Maheshwar Boodraj

- President, Project Management Institute Doctor Bird Chapter (PMI-DBC)

Dr Noel Cowell

- Conducted training of a tripartite mix of trade unionists, senior public servants and representatives of the private sector, in Dominica from January 13–14, 2014.

Dr Anne Crick

- Chaired UCJ accreditation review team to Caribbean Graduate School of Theology (CGST)
- Member, Jamaica Customer Service Association Advisory Board
- Board member and JMMB Group Chair, Nominations Committee
- Reviewer for ICHRIE Conference
- Reviewer for *International Journal of Contemporary Hospitality Management*
- Member, Board of Studies, College of Insurance & Professional Studies

Dr Derrick Deslandes

- Chaired the Linkage Hub sub-committee on Agriculture
- Member, Tourism Linkage Hub Steering Committee

Professor Hopeton Dunn

- Chairman of the Broadcasting Commission of Jamaica
- Member, Board of the Jamaica National Commission for UNESCO
- Member, Editorial Board of the *International Journal Telecommunications Policy*

Dr Kadamawe Knife

- YCWJ/UWI Biodiesel Production Initiative Community Training Programme – July–August 2013 – Delivered Entrepreneurship Training and Business Modelling Component
- Training Facilitator – Productivity Empowerment Project Trench Town Entrepreneurship Workshop – July – September 2013

- Chair and Presenter, “Bob Marley the Social Entrepreneur” – Rastafari Studies Conference and General Assembly, August 9–16, 2013.
- Chief Examiner for CXC CAPE in Entrepreneurship (2014–2019)
- Co-host “Diaspora Live Online”, a programme on Power 106FM
- Facilitator, Workshop In Social Enterprise Development, Social Development Commission, 2014
- Facilitator, Workshop in Social Enterprise Development, Jamaica National and USAID Social Enterprise Boost Initiative Workshop, 2013
- Facilitator, Workshop in Social Enterprise Development, Agency for Inner City Renewal Programme (AIR) and USAID, Productivity Empowerment Programme, 2013

Dr William Lawrence

- Member, Academic Review Committee of the Jamaica Stock Exchange (JSE) e-Learning campus
- Member, Board of Trustees, Small Business Association of Jamaica
- Member, Board of Directors of the McIntosh Bedding Company Limited

Mrs Vanda Levy-McMillan

- Member of the Senior Management Team of the Jamaica Netball Association.

Dr Michelle McLeod

- Conducted blind reviews for the *Tourism Management and The Service Industries Journal*.

Dr Maurice McNaughton

- Member, Board of Heart College of Innovation & Technology (HCIT)
- Member, National ICT Advisory Council

- Member, Logistic Hub ICT Working Group, Ministry of Industry, Investment and Commerce

Dr Indianna Minto Coy

- Member, Editorial Board, *Caribbean Journal of Accountability, Transparency and Anti-Corruption Strategies*
- Reviewer for the *Systems Research and Behavioural Science Journal*
- Reader for the second iteration of the *MICO Journal of Education*

Dr Lawrence Nicholson

- Chair, Steering Committee for the Poverty Reduction programme III (PRP III).
- Chairman of the Board of Television Jamaica Limited; and Board member Radio Jamaica Limited
- Chairman, Board of Directors, Mona High School

Dr Lila Rao-Graham

- Member of the UCJ Accreditation Team to UTech

Dr Hilary Robertson-Hickling

- Member, Board of Managers, St Andrew High School
- Member, Board of Managers, Queen's School

Dr Clive Scott

- Assessor, A.Sc. in Agricultural Technology at the Montego Bay Community College

Professor Densil Williams

- Member, Economic Policy Committee of the Private Sector Organization of Jamaica
- Chairman, Rural Agriculture Development Authority
- Deputy Chairman, Spectrum Management Authority and Chairman of the Audit Committee

- Commissioner, Fair Trading Commission
- Vice Chairman, Project Advisory Board, Collaborate to prosper project, Competitiveness Company/USAID Project
- Board Member – Caribbean Centre for Competitiveness

Mr. Michael Williams

- Member, Board of Directors, Kiwanis Club of Liguanea.

STUDENT ACHIEVEMENTS

- MSBM undergraduate students, Andre Plummer and Christopher Burke (Tourism Management Majors), placed first in the Jamaica Tourist Board (JTB)/Global Travel and Tourism Partnership (GTTP) Case Study Competition.
- Four undergraduate students were among nine UWI students who share a total of \$3.5 million in scholarships from Gore Developments Limited for the 2013/2014 academic year. The recipients were: Antoinette Harris, Banking & Finance; Corey Lindner, Management Studies; Shavonique Morrison, Tourism Management; and Oswald Robinson, Accounting.
- Eight MSBM students received special awards at the FSS Awards Ceremony held on January 16, 2014. These awards were given to students of the 2012/13 academic year who attained the highest GPA for their option. Awardees were: Fredreka Thorpe – best overall performance in the BSc. Accounting and best overall performance in the undergraduate programmes (WJC); Richard Edwards – best overall performance in the BSc Human Resource Management (Mona); Jodi-Ann Nelson – best overall performance in the BSc. Marketing (WJC); Jodian Brown – best overall performance in the BSc. Entrepreneurship (Mona); Latoya Chung – best overall performance in the BSc. General (WJC); Diandra Campbell – best overall performance in the BSc. Management Information Systems (WJC); Samara Gabriel – best overall performance in the BSc.

Operations Management (Mona); Rosheda Hall – best overall performance in BSc. Tourism Management (WJC).

- Ms. Sandy Gray, HR major, received a bursary by the HR Management Assoc. of Jamaica (HRMAJ).
- Mrs. Nadine Valentine, a student in the MSc Tourism & Hospitality programme, received a tuition grant of US\$2,500 from the Caribbean Tourism Organization (CTO).
- Ms. Sherry Perrier, a final year UWI Department of Economics undergraduate student, was awarded a scholarship by the MSBM, who partnered with the UWI Office of the Vice Chancellor, to sponsor Ms. Perrier's airfare among other travel costs to attend the 17th World Business Dialogue hosted by the University of Cologne conference in Cologne Germany, from March 10–13, 2014.
- On April 6, 2014 MSBM undergraduate student Thristina Harwood was awarded the Prime Minister's National Youth Award for Excellence in the category of Sports.
- DBA candidate, Donald Farquharson, on April 23, 2014 successfully defended his doctoral thesis titled "The impact of ICT investments on firms' productivity in Jamaica's Health Industry." He is the first successful candidate from the programme.
- MBA students Alicia Brown and Ana-Kay Green won the Opportunity Funding Corporation Innovation & Entrepreneurship (OFCIE) business plan competition in Atlanta, Georgia (USA) held April 10–13, 2014. The duo also won awards for best presentation and best business plan.