

DEPARTMENT OF MANAGEMENT STUDIES

Noel M. Cowell BSc, MSc UWI, PhD Univ of Toronto
– Head of Department

WORK OF THE DEPARTMENT

The most noteworthy aspects of the work of the Department during academic year 2006-07, were expanded efforts at building research capacity, expanded efforts to interact with the non-university community, particularly on the part of our students and deeper faculty involvement in efforts to enrich the student experience.



The Department continued its efforts to foster a research culture, by creating opportunities for presentations in departmental seminars, supporting conference travel for conference presentations and organising training programmes directed at building research skills. There were also a few notable examples of outreach and networking activities arising from the efforts of individual members of the Faculty.

Research and Capacity Development

On March 6, 2007 the Department in collaboration with the Sir Arthur Lewis Institute of Social and Economic Studies and with the support of the Office of the Dean of the Faculty of Social Sciences organised a forum entitled Banking on Sustainable Development to mark the launch of Dr Jenifer Daley's first book, entitled Examining bank failure

in developing countries: Lessons from Jamaica. The forum was attended by a wide range of individuals from the financial sector.

The Department of Management Studies in association with the Department of Sociology, Psychology and Social Work hosted a 3 day Writers' workshop from July 3 - 6, 2007. The workshop was designed primarily as an introduction to the research process and was facilitated by the very experienced Professor Deborah Valentine, Director of the Colorado State University School of Social Work, outgoing Editor in Chief of the Journal of Social Work Education and Treasurer of the National Association of Deans and Directors (of Schools of Social Work) in the USA. The first day of the workshop held in Kingston focused on developing a research question and overcoming the many obstacles to research work. The residential component took the form of a 2-day retreat and was intended to give attendees the time and space to reflect on their research idea and to begin to develop it into a research paper. There were opportunities for group and individual consultation as well as opportunities for private work.

During the month of August 2006, the Department with the support of the Dean undertook exploratory research aimed at obtaining the perspective of lecturers on student performance. The process involved a number of faculty members including, Dr. Hilary Robertson-Hickling, Dr Noel Reynolds and Mrs Audrey Welds. It is expected to form the foundation for initiatives in curriculum development and for further institutional research.

Outreach

Among the key elements of the Department's outreach activities for the year under review were: faculty exchange, student mentorship and student internship.

Faculty Exchange

Dr. Jenifer Daley served as a visiting scholar at the University of Akron (UA), Akron, Ohio from June - July 2007. She taught two courses and engaged in research with faculty members of UA. On completion she received an invitation to return and to establish an exchange program for students and possibly, faculty.

Student Mentorship

The Department continues to place strong emphasis on enhancing the experience of students through quality teaching, improved administration and special programmes of mentoring. During the 2006-07 academic year, initiatives falling under the latter heading were particularly remarkable and were targeted at year groups separately.

Year 1: For the second year running, the Department welcomed first year students with a special programme themed "Taking Charge of your DOMS Experience". The programme, managed by first year coordinator, Arlene Chambers, directed students toward goal setting and self management in their academic and co-curricular activities. Throughout the year, Ms Chambers devoted considerable attention to monitoring the academic performance of the first year students and providing counselling services where this was required.

Year II: In October, 2006 the Level II coordinator Mr. Michael Williams organised two seminars (one for part-time and the other for full-time students) aimed at sensitising them to the challenges of advancing from year to year of their program of study and providing them with guidance in managing course load. The Deputy Dean, Mr. Stanford Moore, outlined to students the process and criteria for award of degrees and alerted them to common mistakes that can impede progress towards meeting graduation requirements.

Year III: In order to assist finalising students with the transition to work, Dr. Lloyd Prince (a part-time lecturer) was contracted to conduct a seminar series entitled "Career Development and The Young Professional". The Programme was held on three Thursday afternoons, two in the first semester and one in the second.

Student Internships

During this year the Department stepped up its response to the demand from both students and employers for greater student engagement in practical, job related activities during the period of their studies. Among the noteworthy activities carried out in support of this objective:

A presentation by Yolande Hylton, the 2006 recipient of the Prevista Experience, an internship awarded by the UWI Alumni Association (UK Chapter), on her summer internship experience in London. The presentation was organised by the Student Transformation Committee, which then made presentations to the top performing students in each option as a means of encouraging excellence among the student body.

A number of presentations were made showcasing internship opportunities available to students of the department both internationally and locally. These featured:

- Dr Noel Reynolds speaking on the “Caribiz/SEO Wall Street Internship Program” offered by Sponsors for Educational Opportunities (SEO) and UBS Investment House and organised by himself and Mr Archibald Campbell.
- Ms. Densie Gowdie speaking on the “Courts JUMP program” offered by Courts Jamaica Ltd.
- Mr Terry Thomas speaking on the “Department of Management Studies Internship Program” offered by the Department in association with a range of local firms and coordinated by himself, Mr Archibald Campbell and Dr Jenifer Daley.

Among the other highlights of the student internship programmes were:

- The glowing reports on the performance of two of its students, Ms Queenie Munroe and Ms Yolande Hylton who participated in international internships during the summer of 2005-06. Ms Munroe outperformed a number of candidates from US Ivy League schools and was offered a full-time job on Wall Street. Similarly, Ms Hylton's sojourn in the UK was described as "a resounding success". The organisers wrote that she "acquitted herself brilliantly in the UK and one can truly say it was a life-changing experience for her and a milestone in our development as an Alumni Assn." Both successes have led to an expansion of the respective programmes.
- DOMS' active participation in an initiative leading to a Memorandum of Understanding between Digicel and The University, to accommodate five marketing students per year for periods ranging from 3-12 months of internship.

Other co-curricular programmes

In May, a team of five students from the Department, travelled to Barbados where they competed and won in the first inauguration of the First Caribbean Case Competition. The students, Claudia Hessing, Vanessa Hemans, Tiffany Dunkley, Tanesha Siley and Calais Hayden were coached by Claire Wilson a first class honours graduate of the Department and mentored by Dr Hilary Robertson-Hickling.

There were 26 full time and 40 part time members of staff. Teaching scores for both groups were on average 4.1 and 4.0 respectively. Total per capita publications of 0.35 is still below the agreed standards. It is hoped that our investment in fostering an improved research culture will see a steady growth in this area.

For the 2007-08 academic year, the department will focus on developing and operationalizing its response to the UWI 2007-12 strategic plan. Seven task forces have been formed to work on implementation of the key areas of the University strategy identified as being central to the work of the Department. These areas are: curriculum review, building teaching skills, e-learning, research, enriching student experience, evaluation and promotion and reform of the administrative culture and processes.

PAPERS PRESENTED

Brown-Blake, Celia

- “The Jamaican Creole Speaker in the UK Criminal Justice System”, 2nd Conference of the International Association of Forensic Linguistics, September 2006

Chevers, D.A.

- (with Duggan, E.W.) “Assessing Software Process Maturity and Discipline in the English-speaking Caribbean,” Americas Conference on Information Systems (AMCIS), Acapulco, Mexico, August 2006

Cowell, Noel M.

- “Is Jamaica Ready for Telework” International Business Conference, School of Business Administration, UTECH, Hilton Kingston Hotel, October 2006
- “Labour Legislation and Human Capital”, 26th Annual Conference of the Human Resource Management Association of Jamaica, held at the Sunset Jamaica Grande, November 2006

Cowell, Noel M.

- (with Saunders, T.) “Trust in the Jamaican Business Environment: A Preliminary Exploration of Social Capital and

Its Impact on Business Performance” International Business Conference, School of Business Administration, UTECH, Hilton Kingston Hotel

Crick, Anne

- “Jamaica and the Caribbean – staging the greatest customer service show on Earth” Jamaica Customer Service Association Conference’s Annual Conference, October 2006.
- “Leveraging Experience in Change” 26th Annual Conference of the Human Resource Management Association of Jamaica, Sunset Jamaica Grande, November 2006.

Eaton, Shirley-Ann

- “Local Legislative Framework: Proposed New Legal Regime for Money Laundering and other Financial Crimes”, Institute of Chartered Accountants of Jamaica, November 2006.
- “Overview of Financial Sectors Interest, Responsibilities and Interactions, Terrorist Financing and Related Issues”, Caribbean Regional Drug Law Enforcement Training, Spanish Town, March 2007.
- “Implications of New Legislative Regime for Financial Crime”, Financial Services Commission Seminar Kingston, March 2007.
- “Legal Regime for Forfeiture and Anti-Money Laundering” Jamaica Cooperative Credit Union League Risk Management Symposium, Kingston, April 2007.

Gowdie, Densie

- “Closing the competency gap from top to bottom”, Management Institute for National Development annual Human Resource Development Conference, Knutsford Court Hotel, Kingston, March 2007.

Harris, Audley

- “Using ‘Google Groups’ as an E-learning Tool: A Case Study” College Teaching and Learning Conference, Las Vegas, Nevada. October 2006.

Ramjee Singh D., McDavid, H. & Birch, A.

- "The Determinants of FDI Inflows into Small Developing Countries: An Exploratory Study", Barbadian Central Bank Seminar, October 2006.

Robertson-Hickling, Hilary

- "I have never met a black doctor" The significance of having black health professionals in the Black British Community", That Time in Foreign Series organised by the Institution of Caribbean Studies, UWI Mona, November 2006.

Williams, Densil

- "Size, age and export propensity of small owner managed firms: Fresh evidence", ASBE conference in Corpus Christi Texas, November 2006
- "Export Marketing Strategies of Small Locally- Owned Firms: Can these lead to International Competitiveness?" Institute of Commonwealth Studies Seminar, University of London, July 2007.

PUBLICATIONS

Refereed Journal Articles

Blake, Celia

- * "Fair Trial, Language and the Right to Interpretation" International Journal on Minority and Group Rights 2006 vol. 13 No 4 pp. 391-412

Chevers, D.A. & Duggan, E.W.

- * "A Modified Capability Framework for Improving Software Production Processes in Jamaican Organizations," The Electronic Journal on Information Systems in Developing Countries (30:4) 2007, pp 1-18.

Daley, Jenifer

- * "Bank Failure in Jamaica", (Case Study and teaching note)– Ivey Publishing, published 1/12/2006.
<http://cases.ivey.uwo.ca/Cases/Pages/home.aspx>

Robertson-Hickling, Hilary

- * “Turning History Upside Down: How Jamaicans Colonized England in Reverse” Jamaica Journal, Vol. 30 nos 1-2 pages 17-19

Williams, Densil A.

- * “Competitiveness of Small Enterprises: Insights from a Developing Economy”, Round Table, 96 (390) pp. 347-363

Wint, A. G.

- * (with Jennifer Cheesman and Natalee Simpson). “Determinants of Student Performance at University: Reflections from the Caribbean”, Vol. 28, No. 2, Sep. 2006, Caribbean Journal of Education.
- * “Financing Tertiary Education in the Anglophone Caribbean: Transforming Student Loan Systems”, Vol. 28, No. 2, Sep. 2006, Caribbean Journal of Education.

BOOKS

Daley, Jenifer

- * “Examining bank failure in developing countries: Lessons from Jamaica”, February 2007. Sir Arthur Lewis Institute of Social and Economic Studies, Kingston.

PUBLIC SERVICE

Celia Blake

- Member, Financial Services Commission
- Chair, Securities Sub-committee, Financial Services Commission
- Member of the Pensions sub-committee (FSC)

Archibald Campbell

- Vice President, Institute of Chartered Accountants of Jamaica (ICAJ)
- Deputy Chairman, JMMB Board of Directors

Arlene Chambers-Baker

- Member, Quality Assurance Review Panel

Anne Crick

- Member, JMMB Board of Directors
- Chair, JMMB HRD/Culture Subcommittee
- UWI Representative, Hospitality and Tourism Board of Studies - UCJ
- Fellow, Jamaica Institute of Management
- Member, Human Resource Management Association of Jamaica (HRMAJ)
- Member, Jamaica Customer Service Association (JACSA)

Jenifer Daley

- Director, Jamaica Flour Mills Foundation
- Member, Finance Committee, Andrews Memorial Hospital Limited
- Member, Continuing Professional Development Committee, ICAJ
- Member, Audit Practice Committee, ICAJ
- Member, Editorial Board, (Journal of Business, Finance and Economics in Emerging Economies)
- Member, Library Committee, ICAJ

Shirley-Ann Eaton

- Member, Board of Trustees - NCB Pension Fund
- Board Member, Academic Committee, St. Andrew High School for Girls

Stan Moore

- Chairman, Mechanical Engineering Advisory and Industrial Engineering Committees - University of Technology
- Member, Book Merchant Ltd
- Member, Reading Solutions Ltd

Diaram Ramjee Singh

- Director, EHC Industries
- Director/Secretary, Brakesman Automotive Ltd.

Noel Reynolds

- Member, Jamaica Stock Exchange Best Practices Award Committee
- Member, Jamaica Stock Exchange Market Research Competition Committee

Hilary Robertson-Hickling

- Member, Caribbean Studies Association
- Member, Human Resources Management Association of Jamaica
- Member, Migration Studies Group, UWI Mona

Michael Roofe

- Treasurer, GSB Cooperative Credit Union Limited
- Director, Credit Union Fund Management Company

Joan Thomas-Stone

- Member, Jamaica Association for Distance & Open Learning

Densil Williams

- Director, Caribbean Brands Ltd.

Alvin G. Wint

- Chairman, Board of Directors, Statistical Institute of Jamaica.
- Director (& Chair of Audit Committee) National Commercial Bank
- Director (& Chair of Audit and Investment & Loan Committees,) NCB Insurance Services Ltd
- Director, NCB Cayman Ltd; NCB Remittances (Cayman) Ltd; NCB Investments Ltd
- Director (& Member of Audit Committee), Jamaica Producers Group
- Member, National Planning Council
- Advisory Board Member, Academy of International Business Insights Publication
- Member, ACORN Group of Union/Business Leaders

GRADUATION STATISTICS 2006/7

Option/Major	First Class	Upper Second	Lower Second	Pass	Total
Undergraduate					
Accounting	1	10	20	12	43
Management Studies	3	45	94	37	179
Banking & Finance	2	14	13	2	31
Management Studies (Accounting)	5	12	23	1	41
Management Studies (General)	3	7	12		22
Management Studies (HRM)	2	3	2		7
Management Studies (Marketing)	4	9	10		23
Management Studies (Operations)	1	1	2		4
Tourism Management	2	8	8		18
					368
Graduate					
Accounting				14	14
Tourism and Hospitality Management	1			5	6
Management Information Systems				50	50
National Security and Strategic Studies	1			7	8
					78

REGISTRATION STATISTICS 2006/7

Option/Major	Total
Undergraduate	
Accounting	84
Management Studies	938
Management Studies (Accounting)	422
Management Studies (General)	453
Management Studies (Human Resource Management)	150
Management Studies (Marketing)	250
Management Studies (Operations)	43
	2340
Graduate	

Accounting	136
National Security and Strategic Studies	32
Tourism and Hospitality Management	31
Computer Based Management Information Systems	76
PhD Information Systems	14
	289

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