

KWABENA G. BOAKYE, Ph.D., CSSBB

Department of Information Systems and Analytics
Parker College of Business

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Jiann-Ping Hsu College of Public Health

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EDUCATION

Ph.D. Management Science G. Brint Ryan College of Business University of North Texas, Denton – Texas	May, 2013
M.S. Statistics College of Science University of Idaho, Moscow – Idaho	May, 2010
BSc. Mathematics College of Science Kwame Nkrumah University of Science and Technology, Kumasi – Ghana	June, 2006

EXPERIENCE

August 2023 – Present Georgia Southern University	Professor
August 2018 – 2023 Georgia Southern University	Associate Professor
August 2013 – 2018 Georgia Southern University	Assistant Professor
August 2011 – 2013 University of North Texas	Instructor

PUBLICATION AND RELATED ACTIVITIES

BOOK CHAPTER

- Appiah-Adu, K., Blankson, C., and **Boakye, K.G.** (2015). Enhancing Service Delivery for National Development. In: ***Key Determinants of National Development: Historical Perspectives and Implications for Developing Economies***, K. Appiah-Adu and M. Bawumia (eds.), Surrey-England: Gower Publishing Limited, 357-371.

JOURNALS (peer-reviewed)

1. Addae, J.A., **Boakye, K.G.**, Among, G.O.A., Anyigba, H., Majeed, M., Abubakari, A., Ofori, K.S. (*Forthcoming*). The interplay between multichannel integration quality, service convenience, service experience, multichannel perceived value and e-WoM. ***International Journal of Quality and Reliability Management***.
2. Barson, Z., Ofori, K. S., Junior, P. O., **Boakye, K. G.**, and Among, G. O. A. (2024). Time-varying Connectedness Between ESG Stocks and BRVM Traditional Stocks. ***Journal of Emerging Market Finance***. Vol. 23(3):306-335.
3. Juusola, O.K., **Boakye K.G.**, Blankson, C., and Cao, G. (2023) “A comparative examination of the motivating factors underpinning consumers' loyalty toward credit card usage in the United States and France.” ***International Journal of Bank Marketing***. Vol. 41(7):1743-1768.
4. **Boakye, K.G.**, Apenteng, B., and Opoku, S. (2023) “Linking quality supervisory support to turnover intentions among healthcare professionals: The mediating role of satisfaction with performance appraisal and moderating role of perceived organizational support” ***Quality Management Journal***. Vol. 30(4):210-224.
5. **Boakye, K.G.**, Prybutok, V., Randall, W., and Ofori, K.S. (2023) “Emotional connection and customer orientation as moderators in improving the customer satisfaction–behavioral intention link: A moderated moderation service model.” ***Quality Management Journal***. Vol. 30(3):153-167.
6. Tumaku, J., Ren, J., **Boakye, K.G.**, Ofori, K.S., and Abubakari, A. (2023) “The Interplay between Perceived Value, Trust and Continuance Intention: Evidence in the Sharing Economy.” ***International Journal of Quality Service and Sciences*** Vol. 15(1):74-96.
7. Ashley, M.K., Apenteng, B., and **Boakye, K.G.** (2022). “Examining Factors Associated with Minority Turnover Intention in State and Local Public Health Organizations: The Moderating Role of Race in the Relationship among Supervisory Support, Job Satisfaction and Turnover Intention.” ***Journal of Public Health Management & Practice***. Vol. 28(5):E768-77.

8. Opoku, S., Apenteng, B., and **Boakye, K.G.** (2022). "Rewards and employee creativity among healthcare employees: The mediating role of organizational support for innovation and the moderating impact of supervisory support." *International Journal of Quality Service and Sciences*. Vol. 14(1):37-53.
9. Apenteng, B., **Boakye, K.G.** and Opoku, S. (2022). "A Moderated Moderation Analysis of Perceived Adaptivity and Organizational Support for Innovation in the Relationship between Role Overload and Emotional Exhaustion." *Health Care Management Review*. Vol. 47(3):245-53.
10. **Boakye, K.G.**, Qin, H., Blankson, C., Hanna, M.D., and Prybutok, V.R. (2021). "Operation-oriented strategies and patient satisfaction: The mediating effect of service experience." *International Journal of Quality Service and Sciences*, Vol. 13(3):395-416.
11. **Boakye, K.G.**, Apenteng, B., Hanna, M., Kimsey, L., Mase, W., Opoku, S., Owens, C., and Peden, A. (2021) "The Impact of Interpersonal Support, Supervisory Support, and Employee Engagement on Employee Turnover Intentions: Differences between Financially Distressed and Highly Financially Distressed Hospitals." *Health Care Management Review*, Vol. 46(2):135-144.
12. Amoako-Gyampah, K., **Boakye, K.G.**, Famiyeh, S., and Adaku, E. (2020). "Supplier Integration, Operational Capability, and Firm Performance: An Investigation in an Emerging Economy Environment." *Production Planning & Control*. Vol. 31(13): 1128-1148.
13. **Boakye, K.G.**, Natesan, P., and Prybutok, V. (2020). "A Correlated Uniqueness Analysis A Multitrait Multimethod Analysis of Service Quality Measurement among Users of Cloud-Based Service Platforms." *Journal of Retailing and Consumer Services*. Vol. 55
<https://doi.org/10.1016/j.jretconser.2020.102098>
14. Amoako-Gyampah, K., **Boakye, K.G.**, Famiyeh, S., and Adaku, E. (2019). "Supplier Relationship Management and Performance in Developing Economies: A Moderated Mediation Model of Flexibility Capability and Ownership Structure." *International Journal of Production Economics*, Vol. 208: 160-170.
15. Chiang, C-Y., **Boakye, K.G.**, and Tang, X. (2019) "The Investigation of E-Learning System Design Quality on Usage Intention." *Journal of Computer Information Systems* Vol. 59(3): 256-265.
16. Harden G., **Boakye, K.G.**, Ryan S. (2018). "Turnover Intention of Technology Professionals: A Social Exchange Theory Perspective." *Journal of Computer Information Systems*, Vol. 58(4): 291-300.

17. Simpe, K.O., **Boakye, K.G.**, and Narteh, B. (2018). "Factors Influencing Consumer Loyalty towards 3G Mobile Data Service Providers: Evidence from Ghana." *Total Quality Management & Business Excellence*, Vol. 29(5): 580-598.
18. **Boakye, K.G.** Chiang, C-Y, and Tang, X. (2018). "Toward an Integrated Decision-Making Model for Consumer Electronics." *Journal of Computer Information Systems*, Vol. 58(3): 264-273.
19. Kimsey, L., Appenteng, B., Mase, W., Opoku, S., Hanna, M., Boakye, K.G., Carhuff, L., Owens, C., Peden, A., Tedders, S., and Whaley. P. (2017). "Georgia's Critical Access Hospitals (CAHs): Financial Performance and Process Improvement." *Journal of the Georgia Public Health Association*, Vol. 7(1): 39-41.
20. **Boakye, K.G.**, Blankson, C., and Prybutok, V. (2017) "The Battle for Customer Loyalty: An Examination of Customer Loyalty in the Goods and Services Domain." *Quality Management Journal*, Vol. 24(4): 21-34.
21. **Boakye, K.G.**, Blankson, C., Prybutok, V., and Qin, H. (2017). "An Assessment of National Healthcare Service Delivery: A Ghanaian Illustration," *International Journal of Quality and Reliability Management*, 34(5): 649-666.
22. **Boakye, K.G.**, Prybutok, V. and Blankson, C. (2016). "An Integrated Model of Quality for Mass Services in the Context of Ghanaian Retailing Banking Sector," *Thunderbird International Business Review*, 58(5): 425-438.
23. **Boakye, K.G.** (2015). Factors Influencing Mobile Data Service (MDS) Continuance Intention: An Empirical Study," *Computers in Human Behavior*, 50: 125-131.
24. **Boakye, K.G.**, McGinnis, T., and Prybutok, V. (2014). "Q-TAM: A Quality Technology Acceptance Model for Technology Operations Managers," *Operations Management Research*, 7(1): 13-23.
25. Qin, H., Prybutok, V., Peak, D., and **Boakye, K.G.** (2014). "UCPERF: An Urgent Care Patient Satisfaction Instrument," *Quality Management Journal*, 21(3): 11-25.
26. **Boakye, K.G.**, McGinnis, T., Prybutok, V., and Audhesh P. (2014). "Development of a service continuance model with IT service antecedents," *Journal of Retailing and Consumer Services*, 21(5): 717-724.
27. Kulkarni, S., Tarakci, H., **Boakye K.G.**, Subramaniam, P., and Lassuzo, M. (2013). "A Simple Approximation to the Optimal Set Covering Number of Hubs," *International Journal of Information and Operations Management Education*, 5(3): 214-229.
28. **Boakye, K.G.**, Kwon, J., Blankson, C. and Prybutok, V. (2012). "The Attraction of the Sizzle: A Service Investment Model," *Quality Management Journal*, 19(4): 24-38.

29. Blankson, C, Audhesh, P., and **Boakye, K.G.** (2012). “College Students’ Consumption of Credit Cards,” *International Journal of Bank Marketing*, 30(7): 567-585.
30. **Boakye, K.G.**, Prybutok, V., and Ryan, S. (2012). “The Intention of Continued Web-Enabled Phone Service Usage: A Quality Perspective,” *Operations Management Research*, 5(1): 14-24.

MANUSCRIPTS UNDER REVIEW

1. Blankson, C., **Boakye, K.G.**, Celik, H., Kalafatis, S., Cao, G., and Tamakloe, E. “Brand Positioning Strategy and Its Impact on Business Performance in a Cross-National Environment.” Under 1st round: *Management Science*
2. Blankson, C., **Boakye, K.G.**, Prybutok, V., Opare, G., and Mahmoud, M.A. “Brand Crisis: An Investigation of Firm Reputation and Customer Loyalty” Under 1st round: *Journal of Retailing and Consumer Services*
3. Harden, G., Visinescu, L., **Boakye, K.G.**, Magro, M., and Ryan, S. “Enterprise Social Software: Factors Impacting Organizational Adoption and Implementation.” Under 1st round: *Information Systems Management*.
4. Apenteng, B., Opoku, S., Kimsey, L., **Boakye, K.G.**, Owens, C., Peden, A., Adewoye, A., Mase, W., Waldrip, D. “A Role for Flex Grant Technical Assistance in Improving Critical Access Hospital Employee Engagement: A Case Study from Georgia” Under 1st round: *Journal of Rural Health*
5. Nihar, K., **Boakye K.G.**, and Skipper, J. “IT Capability and Logistics Performance: The Mediating Role of Customer Collaboration.” Under 1st round: *Human Systems Management (Special Issue)*
6. Edgeman, R.L., Eskildsen, J.K., Boone, S., and **Boakye, K.G.** “The House of Research: Strategic Research Alignment, Prioritization and Deployment.” Under 1st round: *Business Strategy and the Environment*.

WORKING PAPERS

1. Blankson, C., **Boakye, K.G.**, Dadzie, K. “Why aren’t you buying North Korean chocolate? A multiple scale measuring country positioning and impact on buying decisions.” Studies 1, 2, 3 and already undertaken. Target: *Journal of Marketing*.
2. Simpe, K.O., Mensah, A., **Boakye, K.G.**, Chai, J., Boateng, R., Aseda, M., and Among G.O. “Exploring the Relationship Between Network Externalities, Perceived Value and Continuance Intention Towards Social Networking Site.” Target: *Journal of Computer Information Systems*

3. **Boakye, K.G.**, Paswan, A., “Promoting adaptive service behaviors among customer contact employees: A moderated moderation analysis of perceived service climate, empowerment, and customer orientation.” Target: *International Journal of Production Economics*.
4. Opoku, S., **Boakye, K.G.**, and Apenteng, B. “Organizational support for innovation and role conflict: The role of perceived adaptivity and supervisory support.” Target: *Journal of Business Research*
5. Blankson, C., and **Boakye, K.G.**, Paswan, A. “How and why consumers are loyal or disloyal to financial service brands.” Target: *Journal of Retailing*

PUBLISHED PROCEEDINGS

1. Blankson, C., **Boakye, K.G.**, and Ravi, L. (2024), “Africa Meets America Meets Middle East: The Impact of Collectivism and Individualism on Attitude towards Shopping,” *The 24th Academy of African Business and Development (AABD) Annual Conference*, Topeka, KS, May 14-18.
2. Blankson, C., **Boakye, K.G.**, and Cao, G. (2024), “An Examination of the consumption of Credit Cards around the World. *The 24th Academy of African Business and Development (AABD) Annual Conference*, Topeka, KS, May 14-18.
3. Outi, K. J., **Boakye, K. G.**, Blankson, C., and Cao, G. (2023), “A Cross-national Study of the Consumption of Credit Cards,” *2023 ACME (Association of Collegiate Marketing Educators) Conference*, Houston, TX, USA, March 8-11.
4. Boakye, K.G. (2022). “Examining adaptive service behaviors among frontline employees - A moderated moderation examination,” *extended abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Houston, TX, November 19-21.
5. Apenteng, B., **Boakye, K.G.**, and Opoku, S. (2021). “Mitigating Emotional Exhaustion Among Frontline Health Care Workers: A Moderated Moderation Examination,” *extended abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, held virtual, November 17-20.
6. Ampong, G.O.A., Mensah, A., **Boakye, K.G.**, Simpson, G., Ofori, K.S., and Addae, J.A. (2018). “Exploring Mobile SNS Continuance Intention from the Perspective of Network Externalities and Mobile Value,” *paper in the proceedings of the 18th International Conference on Electronic Business*, Guilin, China, December 2-6.
7. **Boakye, K.G.**, Blankson, C., Prybutok, V., and Qin, H. (2018). “Mindfulness: The Effect of Professionalism, Service Recovery, and the Mediating Role of Service Experience in Ghana’s Healthcare Sector,” *extended abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Chicago, IL, November 16-19.

8. Mase, W., Apenteng, B., Carhuff, L., Hanna, M., **Boakye, K.G.**, Kimsey, L., Opoku, S., Owens, C., Peden, A., Tedders, S., Whaley, P. Georgia's Critical Access Hospitals: Financial Performance and Process Improvement. Presentation conducted at the GPHA Conference, Atlanta, GA, 2017.
9. **Boakye, K.G.**, Hanna, M., Apenteng, B., Kimsey, L., Mase, W., Opoku, S., Owens, C., Peden A. & Tedders, S. Adopting Lean Six Sigma Operational Improvement Principles in Critical Access Hospitals: Lessons Learned from an Academic-Practice Partnership. Presentation conducted at the APHA Conference, Atlanta, GA, 2017.
10. Simpe, K.O., **Boakye, K.G.**, Addae, J.A., Ampong, G.O.A., Adu, A.S.Y. (2017). "An Empirical Study on the Adoption of Consumer-to-Consumer E-commerce: Integrating the UTAUT Model and the Initial Trust Model," *paper in the proceedings of the 9th International conference, AFRICOMM*, Lagos, Nigeria, December 11-12.
11. Kumthekar, N.N., **Boakye K.G.**, and Skipper, J.B. (2017). "The Moderating Effect of Firm Size on the Relationship between Customer Collaboration, IT capability, and Logistics Performance" *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Washington, D.C., November 18-20.
12. Appenteng, B., Carhuff, L., Hanna, M., Mase, B., **Boakye, K.G.**, Kimsey, L., Opoku, S., Owens, C., Peden, A., Tedders, S., and Whaley, P. (2017). "Georgia's Critical Access Hospitals (CAHs): Financial Performance and Process Improvement." Presentation at the *88th GPHA Annual Meeting and Conference*, Atlanta, GA, April 12.
13. **Boakye, K.G.**, Hanna, M., and Rossetti, C. (2017). "A Cluster Analysis of Competitive Strategies among Georgia's Critical Access Hospitals." *extended research abstract in the proceedings of the Production & Operations Management Society Annual Conference*, Seattle, WA, May 5-8.
14. Kumthekar, N.N., and **Boakye K.G.** (2017). "Link Between Servitization and firm Performance: A Service Dominant Logic View." *extended research abstract in the proceedings of the Production & Operations Management Society Annual Conference*, Seattle, WA, May 5-8.
15. Kumthekar, N.N., Skipper, J.B., and **Boakye K.G.** (2016). "Study of Effects of IT Capability on Logistics Performance: A Mediation Approach." *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Austin, TX, November 19-22.
16. Ofori, K.S., and **Boakye K.G.** (2016). "Knowledge Sharing Among Academics: The Impact of Organizational Fairness, Trust, and Openness in Communications." *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Austin, TX, November 19-22.

17. Amoako-Gyampah, K., **Boakye K.G.**, Famiyeh, S., and Adaku, E. (2015). "Supply Uncertainty and Firm Performance in Developing Economy Environments: Examining the Role of Buyer-Supplier Relationships," *research paper in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Seattle, WA, November 21-24.
18. **Boakye, K.G.**, Blankson, C., Prybutok, V., and Qin, H. (2015). "An Assessment of National Healthcare Service Delivery: A Ghanaian Illustration," *extended abstract presented at the Academy of International Business, Southeast USA Chapter*, Savannah, GA, November 12-14.
19. **Boakye, K.G.**, Blankson, C., and Prybutok, V. (2015). "The Battle for Customer Relationship: Toward the Operationalization of the Investment Model," *research paper in the proceedings of the 3rd International Conference on Contemporary Marketing Issues* in London, UK, June 28 – July 1.
20. **Boakye, K.G.**, Blankson, C., and Prybutok, V. (2014). "Development of a Mass Service Customer Commitment Model," *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Tampa, FL, November 22-25.
21. **Boakye, K.G.**, McGinnis, T., and Prybutok, V. (2013). "An Integrated Technology Acceptance Model for Predicting Product Usage," *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Baltimore, MD, November 16-19.
22. Tarakci, H., Kulkarni, S., **Boakye, K.G.**, Lasuzzo, M. (2012). "A Simple Approximation to the Optimal Set Covering Number of Hubs," *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, San Francisco, CA, November 17-20.
23. **Boakye, K. G.**, Wen, C., and Prybutok, V. (2012). "Teaching with Technology: Online Resources as a Pedagogical Aid in Teaching a Graduate Course in Quality Control," *extended research abstract in the proceedings of the Annual Meeting of the Decision Sciences Institute*, San Francisco, CA, November 17-20.
24. Al Beayeyz, A., Harden, G., and **Boakye, K. G.** (2012). "Social Networking Site Use in Two Distinct Cultures: Differences in Self-Presentation," *research paper in the proceedings of the Annual Meeting of the Decision Sciences Institute*, San Francisco, CA, November 17-20.
25. **Boakye, K. G.**, Blankson, C., and Prybutok, V. (2012). "The Mediating Role of Investment in Commitment Level Prediction," *extended research abstract in the proceedings of the Decision Sciences Institute Southwest Region*, New Orleans, LA, Feb 29-March 3.
26. **Boakye, K. G.**, Kwon, J., Blankson, C., and Prybutok, V. (2011). "Toward an Application of the Investment Model: Review and Initial Findings," *research paper in the proceedings of the Annual Meeting of the Decision Sciences Institute*, Boston, MA, November 19-22.

27. **Boakye, K. G.**, and Prybutok, V. (2011). “Customer Satisfaction with Internet-Enabled Mobile Phones and Intention of Continued Usages,” *extended research abstract in the proceedings of the Decision Sciences Institute Southwest Region*, Houston, TX, March 9-12.
28. Edgeman, R. L., and **Boakye, K. G.** (2010). “People-Centred Innovation via Pervasive Collaboration,” *research paper in the proceedings of the 4th Quality Congress of the Middle East Quality Association* - Dubai, United Arab Emirates, March 22-24.

Select Technical Reports, Research Briefs, and Commissioned Papers

1. Apenteng, B., **Boakye, K.G.**, Hanna, M., Kimsey, L., Mase, W., Opoku, S., Owens, C., Peden A. & Tedders, S. (2017). Flex Financial and Operational Improvement Grant, Year Two Report. A report prepared for the Georgia Department of Community Health, State Office of Rural Health.
2. Apenteng, B., **Boakye, K.G.**, Hanna, M., Kimsey, L., Mase, W., Opoku, S., Owens, C., Peden A. & Tedders, S. (2016). Flex Financial and Operational Improvement Grant, Year One Report. A report prepared for the Georgia Department of Community Health, State Office of Rural Health.

PROFESSIONAL DEVELOPMENT AND GRANT SUPPORT

Funded Projects

1. Title: Targeted Technical Assistance for Rural Hospitals Program (G4189)
 Funding Source: Health Resources & Services Administration (HRSA)
 Total Amount: **\$800,000** (Year 1 of 5 (**\$4,000,000**))
 Role: Co-Investigator
 Year(s): 2023-2024
 Description: Provide in-depth and tailored technical assistance to rural hospitals at risk of closure in order to assist them in continuing to provide essential health services to their communities.
 Grant Team: Drs. Bettye A. Apenteng, Charles F. Owens, Samuel T. Opoku, **Kwabena G. Boakye**, Linda G. Kimsey, Tilicia Mayo-Gamble, Jason Murdock, William Mase, and Mrs. Angela H. Peden
2. Title: FLEX Financial and Operational Grant (G4206)
 Funding Source: Georgia Department of Community Health
 Total Amount: **\$160,500**
 Role: Co-Investigator
 Year(s): 2023-2024, Year 5 of 5
 Description: Provide technical assistance for up to 30 CAHs in the area of financial and operational improvement. To include financial and operational assessments, strategic planning, stakeholder assessment and the provision of other grant-related technical assistance on an as-requested basis.
 Grant Team: Team: Drs. Bettye A. Apenteng, Charles F. Owens, Samuel T. Opoku, **Kwabena G. Boakye**, Linda G. Kimsey, William Mase, and Mrs. Angela H. Peden

3. Title: Technical Assistance for Appling Health Care (G3066)
 Funding Source: Appling Health Care
 Total Amount: **\$45,000**
 Role: Co-Investigator
 Year(s): 2022-2023
 Description: Provide technical assistance to Appling Health Care through the delivery of leadership development programming for Emergency Room, Lab, Respiratory, Radiology, Nursing and Rehabilitation Pavilion, and Senior Care Unit.
Grant Team: Team: Drs. Bettye A. Apenteng, Charles F. Owens, Samuel T. Opoku, **Kwabena G. Boakye**, Linda G. Kimsey, Stacy Smallwood, and John Peden

4. Title: FLEX Financial and Operational Grant (G6364)
 Funding Source: Georgia Department of Community Health
 Total Amount: **\$510,000**
 Role: Co-Investigator
 Year(s): 2016-2018
 Description: Provide TA to Critical Access Hospitals in Georgia in an effort to improve their financial and operational performance. TA to include site visits, report development, workshops, and webinars.
Grant Team: Drs. Bettye A. Apenteng, Samuel T. Opoku, Charles F. Owens, Linda G. Kimsey, William Mase, **Kwabena G. Boakye**, Mark D. Hanna, and Mrs. Angela H. Peden.

5. Summer Research Grant from Parker College of Business (**2014, 2016, 2017, 2018, and 2022**)
Grant Amount: \$16,000 each year

SHORT COURSES

1. Statistical Horizon Seminar Course (Summer 2022, 2018)
2. CARMA Live Online Short Course (Summer, 2021)
3. CARMA Short Course (Winter 2021)

MEMBERSHIP IN ASSOCIATIONS

1. The Institute for Operations Research and the Management Sciences (INFORMS)
2. Production and Operations Management Society (POMS)
3. Decision Sciences Institute (DSI)
4. American Society for Quality (ASQ)

CERTIFICATIONS

1. Six Sigma Black Belt – American Society of Quality, Certification Number 11083
2. Six Sigma Green Belt – American Society of Quality, Certification Number 3738

REVIEWER

- International Journal of Production Economics, Journal of Service Research, Industrial Marketing and Management, Journal of Business Logistics, Quality Management Journal, International Journal of Quality and Reliability Management, Decision Science, Computers in Human Behavior, AIS Transactions on Human-Computer Interaction, International Journal of Operations and Production Management, Total Quality Management and Business Excellence, Journal of Retailing and Consumer Services, International Journal of Bank Marketing, Health Promotion International, Journal of Quality Maintenance Engineering, Journal of African Business, Behavior and Information Technology

COURSE TAUGHT

Course Number	Course Title	Level
BUSA 3132	Foundation of Business Analytics II	Undergraduate
LOGT 4231	Logistics and Intermodal Transportation Operations	Undergraduate
MGNT 3437	Service Operations Management	Undergraduate
WebMBA 6040	Managerial Decision Analysis Using Business Intelligence	Graduate (MBA)
MGNT 7331	Managerial Decision Analysis	Graduate (MBA)
BUSA 9332	Applied Multivariate Methods for Business Research	Graduate (PhD)
BUSA 9333	Advanced Multivariate Methods for Business	Graduate (PhD)

SERVICE

UNIVERSITY

- GSU Provost Search Committee (2024 – present)
- Senate Executive Committee (2022 – Present)
- Academic Standards Committee (2023 – Present)
- Faculty Senator (2021 – Present)
- Faculty Service Committee (2019 – Present)
- Student Success Committee (2018 – 2020)
- Conversation with Professors (2021, 2022 and 2023)
- Student-Athlete Services Professor Panel (2022 – Present)
- Affiliate Faculty for the STEM Institute (2015 – Present)
- Faculty Advisor (Youth Fellowship International) (2018 – Present)
- Faculty Senate Alternate (2017, 2020)

COLLEGE

- Strategic Planning Committee (2022 – Present)
- Solomons Fellowship Committee Member (2021)
- College Undergraduate Curriculum Committee (2014 – 2016)

DEPARTMENT

- Assessment Coordinator: Business Analytics (2021 – Present)
- Faculty co-advisor (INFORMS GS student chapter) (2024 - Present)
- Information and Systems Analytics Faculty search committee (2020, 2021)
- Department Promotion and Tenure Committee (2018 – Present)
- Dissertation Committee Member:
 - Stephanie Irvin (2023) – “Exploring Relationship Among Programmatic Expertise, Work Engagement, And Turnover Intentions Across Different Generational Cohorts In State And Local Governmental Public Health Agencies”
 - **Placement:** *Centers for Disease Control and Prevention, GA*
 - Abeni Peyton (2022) – Doctoral candidate (Jiann-Ping Hsu College of Public Health)
 - Aurelia Asare (2023) – Doctoral candidate (Jiann-Ping Hsu College of Public Health)
 - Mohammed A. Irfan (2019) – “Exploring Operating Persistence and its Value to Firms.”
 - **Placement:** *University of Central Oklahoma, OK*
- Comprehensive Exams (2017 – 2019): Wrote and Graded Ph.D. in Logistics/Supply Chain Management Comprehensive Exams
- LSCM Faculty search committee (2015 and 2016)

PROFESSION

1. **Editorial Advisory Board**, Quality Management Journal (2023 – present)
2. **Associate Editor**, Total Quality Management and Business Excellence (2022 – present)
3. **Committee Member**, American Society of Quality (ASQ) Gyron Award (2021 – present).
4. External faculty evaluation
 - **External Examiner** (2021 and 2022): Reviewed PhD. Candidates’ dissertation at Kwame Nkrumah University of Science and Technology, Ghana
 - **Promotion and Tenure:**
 - (2024) – Reviewed candidate packages for Associate Professor at PennState Behrend, University of Alaska Anchorage, and University of Texas Rio Grande Valley.
 - (2024) – Reviewed candidate’s package for Senior Lecturer at Ghana Institute of Management and Public Administration (GIMPA), Ghana

- (2023) – Reviewed candidate’s package for Associate Professor at University of Cape Coast, Ghana
 - (2023) – Reviewed candidate’s package for Senior Lecturer at Ghana Institute of Management and Public Administration (GIMPA), Ghana
 - (2022) – Reviewed candidate’s package for Associate Professor at Regent University College of Science and Technology, Ghana
 - (2020) – Reviewed candidate’s package for Associate Professor at Auburn University
5. **Committee Member**, Production and Operations Management (POMS) Sponsoring and Exhibit Committee (2014, 2015, & 2016).
 6. **Participant**, ASQ Certified Six Sigma Green Belt (CSSGB) Cut Score workshop (2014).
 7. **Session Chair**, Decision Science Institute (2016, 2021 and 2022).

HONORS

Georgia Southern University

- Parker College of Business Gary M. Davis Excellence in Research Award (2022)
- Georgia WebMBA Outstanding Faculty of the Year Award (2021, 2023)
- Parker College of Business Faculty Enrichment Award (2017)
- Parker College of Business Summer Research Grant (2014, 2016, 2017, and 2018)

University of North Texas

- Deedi Prybutok Doctoral Scholarship Award (2013)
- Texas Public Education International Grant Scholarship Award (2010 and 2011)
- Academic Achievement Scholarship (2010 and 2011)

University of Idaho

- Dale Everson Statistics Scholarship for Academic Excellence (2010)

SAS Institute

- SAS Global Forum Scholarship Recipient (2009)