

VITA
Jo Ann Miller Duffy
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Education

Ph.D., May 1987, University of Texas at Austin, M.A., August, 1972, University of Texas at Austin, B.A., August, 1968, St. Mary-of-the-Woods College, Indiana

Positions Present

Professor Emeritus, Management and Marketing Department, Sam Houston State University
Consulting, Partner in Sower, Duffy & Associates Consulting Firm
Co-editor of the Hospital Quality Newsletter

Positions Past

Editor, Journal of Business Strategies, 1990-1992; 1993-2007
Director, Gibson D. Lewis Center for Business and Economic Research, Sam Houston State University, 1990-1992; 1993-2007
Affiliate Faculty Member, Educational Leadership Doctoral Program, 1998 - 2008
Track Chair for Innovative Education, National Decision Science Institute 2006, 2007
Track Chair for Service Operations, National Decision Science Institute 2008.
Past President, Southwest Academy of Management 2004-2005, President, President Elect, Program Chair, 2001-2003, Secretary-Treasurer, 1997-2000. Representative at Large, 1994-97.
Council Member, Southwest Decision Science Institute
Editor, Academy of Management News, 1997-2000
Visiting Professor, Helsinki School of Economics, 1991

Reviewer

Editorial Board: Academy of Entrepreneurship Journal, 2000- 2013
Reviewer, Journal of Behavioral and Applied Management. 2012-2013
Reviewer: Human Relations Journal 2003-2004
Ad Hoc Reviewer for Health Care Management Review, 1999-2013
Reviewer, Journal of Business Disciplines, 2000-2013
Editorial Review Board for Advancing Women in Leadership 2005-2013
Reviewer, Journal of Managerial Issues 1998-2013
Ad hoc reviewer for the Academy of Management Review, 1993-2013
Reviewer Decision Sciences Journal 2003-2013

Awards:

2006 Outstanding Educator of the Year Award (McGraw Hill-Southwest Academy of Management)

2005 Distinguished Leadership Award, Southwest Academy of Management

Publication

AWARDS:

2007 Outstanding Paper Award

From Emerald LiteratiNetwork

For Duffy, J.A., Fitzsimmons, Jain, N. 2006. "Identifying and studying "best-performing" services: An Application of DEA to long-term care" *Benchmarking: An International Journal* 13 (3) 232-251.

2007 Emerald Literature Network Highly Commended Award

For Duffy, J.A., Miller, J., and Bexley, J. 2006. "Banking Customers' Varied Reactions to Service Recovery Strategies," *International Journal of Bank Marketing*, 24 (2) 112-132.

Book

Sower, V.E., Duffy, J.A., Kohers, G. 2007. Benchmarking for Hospitals: Achieving Best-in-Class Performance without Having to Reinvent the Wheel, Milwaukee, WI: Quality Press Pub.

Punnett, B.J. Duffy, J.A., Fox, S. et al. (2006). Successful Professional Women of the Americas: From Polar Winds to Tropical Breezes, Edward Elgar Publisher: Cheltenham, UK.

Book Chapter

Lituchy, T.R., Duffy, J. A., Monserrat, S., et al (2008). "Comparative Study of Women Small Business Owners in the Americas," in Women Entrepreneurs Constructing Social Capital in Business Life, Ed by E. Sundin, P. Kyro, and I. Aaltio, Copenhagen Business School Press: Tampere, Finland.

Duffy, M. and Duffy, J. A. M. (2002). "The Residential Care Organization in the Twenty first Century," in Geriatric Residential Care edited by R. D. Hill, B. Throne, A. Morrison, J. Bowling, Lawrence Erlbaum & Associates, 251-274.

Duffy, J.A. (1999). "Service Recovery" in New Service Developments. edited by James A. and Mona J. Fitzsimmons, Thousand Oaks, CA: Sage Publications, pp.278-289.

Fair, F Longmire, D., Price, D., Duffy, J.A., Reed, P., Warner, L., and Fleming, B. (2003). "Tracking results of Post-tenure Review in Texas State-supported Universities: How Texas is responding to the challenge." In Post-Tenure Faculty Review and Renewal II: Reporting Results and Shaping Policy. American Association for Higher Education: Washington, D.C.

Price, D.P., Longmire, D., Fair, F., Warner, L. Reed, P.R., Fleming, W. and Duffy J.A.M. (2002). "Post-tenure Review in Texas: An Evolving Response to the Legislature's Challenge" in Post-Tenure Faculty Review and Renewal: Experienced Voices edited by C.M. Licata and J. C. Morreale, AAHE, Washington, D.C., 194-206.

Duffy, J.A. M. and Zelbst, P. (2000) "Financial Challenges Facing Women Entrepreneurs: An Exploratory Cross-National Study" in Mathematics and Computers in Modern Science, edited by N. Mastorakis, World Scientific and Engineering Society Press: Athens, Greece, 239-243.

Case in Textbook

Roseberry, R., Garrison, J. and Duffy, J. A. (2001) "American Family Housing, Inc." in Strategic Entrepreneurial Growth, 1st Ed. by D. Kuratko, New York: Harcourt Pub, pp. 144-150.

Manual

Duffy, J. A. M., Hellreigel, D., Slocum, J.W. and R.W. Woodman. Instructor's Resource Guide to Accompany Organization Behavior, 5th Edition, St. Paul: West Publishing Co. 1989, 290 pages.

Published Thesis

Duffy, J. A. M. Service Productivity Measurement in Long-Term Health Care, Doctoral Dissertation, The University of Texas at Austin, May, 1987.

(Duffy) Miller, J.A. A Comparative Analysis of Two Different Counselor Groups. Masters Thesis, The University of Texas at Austin, August, 1972.

Refereed Journal Article

Duffy, J.A. & Lilly, J. (2013). "Do individual needs moderate the relationships between organizational citizenship behavior, organizational trust and perceived organizational support?" Journal of Behavioral and Applied Management, 14(3): 185-197.

Simmons, A.L., Duffy, J.A. & Al-Fraih, H.S. (2012). "Attitudes toward women managers: The influence of social dominance orientation and power distance on men in college." Gender in Management: An International Journal, 27(7), 482-498.

Duffy, J.A., Baker, G., Eissa, G., Knight, J., Mathieu, A. & Monserrat, S.I. (2012), "A cross national comparison of college student perceptions and preferences for instructional orientations." Higher Education Theory and Practice, 12(5), 17-39

Al-Fraih, H.S., Duffy, J.A., Monserrat, S.I. & Baker, G. (2012). "Cross cultural comparison of college student preferences and ranking of instructor's attitudes." International Journal of Business and Public Administration, 9,1(Winter), 111-124.

Monserrat, S., Duffy, J. A., Olivas-Lujan, M., Miller, J. M., Gregory, A., Fox, S., Lituchy, T., Punnett, B.J., Santos, N., (2009). Mentoring experiences of successful women across the Americas. Gender in Management: An International Journal, Vol. 24, No. 6, 455-476.

Lilly, J.D., Kavanaugh, J.K., Zelbst, P.J., & Duffy, J. (2008). The Impact of Human Resource Practices on Low-income Workers in the context of a Natural Disaster. Journal of Behavioral and Applied Management. 10(1), 110-136.

Punnett, B.J., Nurse, L., Duffy, J.A. Gregory, A., Lituchy, T., Monserrat, S., Olivas-Lujan, M., Santos, N. (2007). "Professionally successful women: Some evidence from the English speaking Caribbean," Canadian Journal of Latin American and Caribbean Studies, Vol. 32, No. 64 121-154.

Punnett, B.J., Duffy, J.A., Fox, S., Gregory, A., Lituchy, T., Miller, J., Monserrat, S., Olivas-Lujan, M.R., and Santos N.M. (2007) "Career success and satisfaction: a comparative study in nine countries" Women in Management Review Vol. 22 No. 5, pp. 371-390.

Lirio, P., Lituchy, T, Duffy, J.A. et al. (2007). "Exploring Career-Life Success and Family Social Support of Successful Women in Canada, Argentina and Mexico." Career Development International. 12, (1), 28-50.

Duffy, J.A. Fox, S. et al. (2006). "Successful Women of the Americas: The Same or Different," Management Research News, 29(9), 552-572

Lilly, J., Duffy, J.A., Virick, M. (2006) "A Gender Sensitive Study of McClelland's Needs, Stress, and Turnover Intent with Work-family Conflict." Women in Management Review, 21(8), 662-680.

Kavanaugh, J., Duffy, J.A., and Lilly, J. (2006). "Nurse Job Satisfaction: The Impact of Demographics" Management Research News, 29(6), 302-323.

Duffy, J.A., Miller, J., and Bexley, J. (2006). "Banking Customers' Varied Reactions to Service Recovery Strategies," International Journal of Bank Marketing, 24 (2) 112-132.

Duffy, J.A., Fitzsimmons, J.A., Jain, J. (2006). "Identifying and Studying "Best Performing" services: An Application of DEA to Long Term Care," Benchmarking: An International Journal, 13(3), 232-251.

Duffy, M., Duffy, J.A., Kilbourne, W., and Giarchi, G. (2005). "Utility of the Salamon-Conte Life Satisfaction in the Elderly Scales (LSSES) in Measuring Life Satisfaction in Great Britain and United States Nursing Home Residents," Clinical Gerontologist, 28(4) 17-28.

Kilbourne, W., Duffy, J.A., Duffy, M. (2004). "The Applicability of SERVQUAL in Cross-national Measurements of Health Care Quality," Journal of Service Marketing," 8(7), 524-533.

Irby, B. J., Brown, G., Duffy, J.A. (2003) Teoria inclusiva de las mujeres en el liderazgo: teoria sinergistica de liderazgo, Magistralis 22.

Irby, B. J., Brown, G., Duffy, J.A., & Trautman, D. (2002). "The Synergistic Leadership Theory," Journal of Educational Administration, 40(4):304-322.

Meyer, S., Johnston, R., Duffy, J.A.M, and Rao, J. (2002). "The Service Concept: The Missing Link in Service Design Research?" Journal of Operations Management, 20, 121-134

Duffy, J.A., Duffy, M. Kilbourne, W.E. (2001) "A Comparative Study of Resident, Family, and Administrator Expectations for Service Quality in Nursing Homes." Health Care Management Review, 26, 3: 75-83.

Sower, V. Duffy, J.A., Kilbourne, W., Kohers, G., Jones, P. (2001) "The Dimensions of Service Quality for Hospitals: Development and Use of the KQCAH Scale." Health Care Management Review, 26, 2:47-59.

Bexley, J. and Duffy, J.A. (2000). "Adapting Financial Institution Directors' Roles in the Strategic Management Process to Achieve Sustainable Competitive Advantage: A Challenge for the Year 2000 and Beyond," SAM Advanced Management Journal, 65, No. 3 pp.9-12.

Duffy, J.A. [Roseberry, R., and Garrison, J.] (1998). "American Family Housing, Inc." Business Case Journal, 5(1), 73-85.

Duffy, J.A., [Duffy, M.], and Kilbourne, W. (1997) "Cross National Perceived Service Quality in Long Term Care Facilities." Journal of Aging Studies, 11(4), 327-336.

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Duffy, J. A., Lovell, R., and [M. Duffy]. (1995). "The Service Encounter: Applying Herzberg's Model," Global Business Trends Contemporary Readings, 683-687.

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Duffy, J.A., Lovell, R., and [M. Duffy]. (1995). "The Service Encounter: Applying Herzberg's Model," Global Business Trends Contemporary Readings, 683-687.

Duffy, J.A., Warren Whisenant, W., and W. Kilbourne.(1994). "Empowerment and Customer Service," World Business Trends ed. S. Amin, P. Barr, and D. Moore. London: Academy of Business Administration, 562-567.

Duffy, J.A., [M. Duffy] and W. E. Kilbourne. (1992). "A Comparison of Nursing Home Residents' and Administrators' Judgments of Service Quality," Developments in Quality of Life Studies in Marketing, 4, 7-11.

Prestwood, D.C.L. Duffy, J.A., Stone, M., Vanston, J.H. (1980). "Alternative Energy Investment Decision Modeling: The Case of Geopressure-Geothermal Investment Decisions." Geothermal Resources Council, Transactions, 4.

(Duffy) Miller, J.A. (1969-70). "A Project for a Political Science Class," The Indiana School Studies Quarterly, 22 (3), Winter.

Refereed Proceedings

Duffy, J.A., Eissa, G., Knight, J., Mathieu, A., Monserrat, S.I., Baker, G. (2010). "College Students' Perceptions of Faculty Orientation Toward Instruction." The International Academy of Business and Public Administration Disciplines Proceedings, pp. 728-731.

Lilly, J. & Duffy, J.A. (2010). "The Impact of Ethical Climate on Organizational Trust and the Role of Business Performance: If Business Performance Increases, Does Ethical Climate Still Matter?" Institute of Behavioral and Applied Management Proceedings, pp. 122-127.

Lilly, J. & Duffy, J.A. (2010). "The Impact of Personality on the Relationship Between OCB, Trust and POS." Institute of Behavioral and Applied Management Proceedings, pp. 128-132.

Duffy, J.A. and Miller, J. "Health Care Employee Affect and Work Related Outcomes," (2009) Decision Sciences Institute Annual Meeting Proceedings, pp. 3101-3106.

Miller, J.M., and Duffy, J.A.M. 2009. "Antecedents of Turnover Intent among Home Health Workers." (2009) Decision Sciences Institute Annual Meeting Proceedings, pp. 4651-4657.

Miller, J., Duffy, J. A. Monserrat Lluna, S.I. Olivas-Luna, M. R., et al. (2008) "Modeling Antecedents and Outcomes of Mentoring for Successful Professional Women." Decision Sciences Institute 2008 Proceedings, pp. 2481-2486.

Duffy, J.A., Monserrat Lluna, S.I., Olivas-Luján, M. R., Miller, J., et.al. (2008). "Mentoring Experiences of Successful Women across the Americas." European Applied Business Research Conference Proceedings ISSN Number: 1539-8757, pp.1-17.

Lilly, J.D., Duffy, J.A., Goswami, R.M., and Virick, M. (2005). "Work and Family Conflict: A Needs Theory Perspective." IBAM 13 Proceedings pp.125-130.

Duffy, J.A., Miller, J., Fox, S., Olivas Lujan, M.R., Lituchy, T., Gregory, A. Monserrat, S., Punnett, B.J., and Santos, N. (2005). "A Comparison of Successful Business Women From NAFTA Member Countries." Decision Sciences Institute 2005 Proceedings, 16201-16206.

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Truslow, K., Duffy, J.A., Brown, G. and Irby, B.(2005). "An Analysis of Gender Differences of Public School CEO's Conflict Management Modes in Relationship to the Synergistic Leadership Theory," Association of Management/International Association of Management 2005 Conference Proceedings, 22(1), 80-87.

Lituchy, T, Olivas Lujan, M.R., Duffy, J.A., et al (2005). "Career Success in a Cross-Cultural Context: Gender-Sensitive Theoretical Perspectives," Academy of International Business Proceedings, Eds. E. Morgan and F. Fai, 1-19.

Monserrat, S.I. Lluna, H.E., Olivas-Luján, Duffy, J.A., M.R., Fox S, Gregory, A., Lituchy, T. Punnett, B.J. and Santos N.M. (2004) "Strengths and Weaknesses of an International Virtual Team: A Review and a Case Study," E-Business and Organizations in the 21st Century: Issues & Trends, Proceedings of The 3rd International Business Information Management Conference, ed. K. S. Soliman pp. 158-166.

Arismendi, G., Duffy, J. A. Fox, Suzy et al. (2004). "Characteristics that Contribute to a Woman's Success: A Qualitative Study," Decision Sciences Institute 2004 Proceedings , pp. 3511-3516.

Lituchy, T., Duffy, J.A., Fox, S. , Gregory, A., Monserrat, S., Olivas, M., Punnett, B.J., Santos, N., Mossop, C. Cohen, M. and Miller, J.. (2004) "Successful Women Entrepreneurs in the Americas" Female Managers, Entrepreneurs and The Social Capital Of The Firm EIASM Workshop Proceedings, pp. 1-24.

Duffy, J.A., Miller, J. (2004) "Motivation Patterns in Volunteer Workers," Decision Sciences Institute 2004 Proceedings , pp. 2231-2236.

Duffy, J. A. with Sower, V. and G. Kohers. (2004). "Integrating patient feedback into the

continuous improvement process in hospitals: A tale of three hospitals." Southwest Academy of Management Proceedings, pp 430-548.

Duffy, J.A., with Miller, J. and [Fox, S.] et al (2003) "Contrasting Successful Women in the Americas" European Applied Business Research Proceedings , p. 1-21.

Kruger, K. Duffy, J.A., and Miller, J. (2002). "The HR Perspective on Hospital Mergers and Acquisitions," International Business Trends, ed. D.L. Moore and S. Fullerton, 151-158.

Butler, M., Duffy, J.A., and Miller, J. (2002). "Motivation of the Volunteer." Decision Sciences Institute 2002 Proceedings, 1708-1713.

Duffy, J.A. M., Bexley, J.G., and Miller, J. (2000) "Customer Reactions to Banking Service Recovery Efforts," Decision Sciences Institute 2000 Proceedings, 3, 1293-1295.

Zelbst, P. and Duffy, J. A. M.(2000). "An Exploratory Cross-National Study of Women Entrepreneurs," Proceedings of the Academy of Entrepreneurship, 6 (2) 49-53.

Duffy, J. A. and [Bihm, C]. (1999) Utilization of Service Quality in Strategic Management," Academy of Business Disciplines Proceedings 1999 Ed. David Strupeck, pp.19-29.

Bexley, J. and Duffy J.A. (1999). "Adapting Financial Institution Directors' Roles in the Strategic Management Process to Achieve Sustainable Competitive Advantage: A Challenge for the Year 2000 and Beyond," Proceedings: Selected Readings from the Society for Advancement of Management Conference. Ed. M.H. Abdelsamad, and E.R. Myers, pp. 471-474.

Sower, V.E., Duffy, J.A., Kilbourne, W. Kohers, G., and [Jones, P.] (1999). "The Dimensions of Service Quality for Hospitals: Development and Use of the KQCAH Scale," Decision Sciences Institute 5th International Conference Proceedings, ed. D.K. Despotis and C. Zoppounidis, Athens, Greece, Vol. 1,692-694.

Duffy, J.A. and Earl, R. (1997) "TQM Implementation in Small Business Service Settings," Proceedings of the Academy of Entrepreneurship, Vol.3, No.2, 63-67.

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Duffy, J.A. (1997) "Factors Affecting the Antecedents of Turnover Among Home Health Workers" 1997 Proceedings Decision Sciences Institute Vol.1 p, 378.

Duffy, J.A. and [Spess, Michael] (1997). "The Status of Grievance Procedures in Higher

Education Settings," 1997 Proceedings of Decision Sciences Institute, Vol.1, 403-405.

Duffy, J.A., [Roseberry, R. and Garrison, J.] (1997). "American Family Housing, Inc." Proceedings of the Decision Science Institute, Vol. 1, 163-165.

Duffy, J.A., and Ketchand, A. (1995). "A Comparison of Structural Equations Models of Service Satisfaction." 1995 Proceedings of the Decision Sciences Institute, Vol. 3, pp.1596-1598.

Duffy, J.A. Miller, [J. A. Fitzsimmons and N. Jain], "Analysis of Nursing Home Care Using DEA," Proceedings of the Decision Sciences Institute, 3(1994), 1870-1872.

Duffy, J.A., [M. Duffy], and W. Kilbourne, "Cross National Perspectives of Service Quality in Long Term Health Care Settings," International Federation of Scholarly Associations of Management Proceedings (1994), 250-251.

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Duffy, J.A. and W. E. Kilbourne. "A Comparative Study of Expectations About Service Quality," Decision Sciences Institute Proceedings, eds. D. F. Rogers, and A. S. Raturi, Vol. 3 (1993) 1916-1918.

Duffy, J.A and W. E. Kilbourne. "Perceived Service Quality in Long Term Care Facilities: Is Quality in the Eye of the Beholder?" Developments in Marketing Science, eds. M. Levy and D. Greaval, 16 (1993), 414-418.

Duffy, J.A. and [Howard O. Dutra] "Organizational Diagnosis Project: Surgimedics, Inc." Southwest Case Research Association Proceedings, 2 (1993) 42.

Duffy, J.A. [D. Ooley] and P. Reed. "Lakeside Hospital," Southwest Case Research Association Proceedings, 2 (1993), 52.

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Duffy, J.A., [S. Bass], C. J. Capps III, and [T. Henry]. "The Enron Corporation," Proceedings, 1992 Southwest Case Research Association. 1 (1992) 58.

Duffy, J.A. [G. Rollins] and C. J. Capps III. "Smith-Jones Veterinary Associates," Proceedings of the North American Case Research Association. 6 (1992) 60.

Duffy, J.A. M. [with M. Duffy, K. Claridge, and K. Powell] "Integrating Service Types and Service Quality Dimensions." Proceedings of the Decision Sciences Institute, Vol, 3 (Nov. 1991) pp.1677-1679.

Duffy, J.A.M. [with E.M. Myshadt and P. R. Reed] "Polk Audio, Inc.," Proceedings of the North American Case Research Association, November 1990, 135.

Duffy, J.A. M. [with J. A. Fitzsimmons] and P. Reed, The Definition and Measurement of Service Productivity, Proceedings of the Decision Sciences Institute, Vol 3, 1989, 1248-1250.

Duffy, J.A.M. [with W. Stenning] "Size: Strategic Consideration in the Long Term Health Industry," Proceedings of the Southern Management Association. Atlanta, November, 1988, pp. 260-262.

Duffy, J.A.M. [and J.A. Fitzsimmons] "Theoretical and Empirical Findings Relating to Service Quality," Proceedings of the Decision Sciences Institute. Las Vegas, November 1988, pp. 190-194.

Duffy, J.A.M. "Cleaning-up a Messy Problem: Partitioning the Problem Space to Locate Information Leverage Points." Proceedings of the American Institute for Decision Sciences, Fall, 1982.

Duffy, J.A.M. "Social Synergy: An Input to Strategic Planning." Proceedings of the Southwest Academy of Management, Southwest Division, Spring, 1982.

Refereed Abstract

Simmons, A., Al-Fraih, H.S., & Duffy, J.A., (2012) "Attitudes Toward Women Managers: The Influence of Social Dominance Orientation and Power Distance on Men," The International Academy of Business and Public Administration Disciplines Proceedings, 618.

Duffy, JA, [Giarchi, G. Kilbourne, W., Duffy, M.] (2004) "Development of a cross-national five –factor life satisfaction scale for nursing homes," The Gerontologist, 44, 105.

Duffy, J.A. and Miller, J. (2001). "Satisfaction for One Who Works Alone," Decision Sciences Institute 2001 Annual Meeting Proceedings, 1256.

[Duffy, M] and Duffy, J.A. (1999). "Home vs. hospital: comparative architectural designs in British and US nursing homes." The Gerontologist, 39, 132.

Duffy, J.A. and [Duffy, M] (1998). "What prompts caregivers to stay or leave home health agencies?" The Gerontologist, 38, 406

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Duffy, J.A. [with M. Duffy] "Measuring Life Satisfaction in Nursing Home Residents: The Salamon-Conte Life Satisfaction Scale," The Gerontologist, Vol. 32, (1992), 272.

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Duffy, J.A.M. [with M. Duffy and C. Robinson "Factors Relating to Stress and Job Satisfaction Among Nursing Home Staff," The Gerontologist, Vol. 30 (October 1990) 177A.

Presentations

Simmons, A.L., Alfraih, H.S. & Duffy, J.A. "Attitudes toward Women Managers: The Influence of Social Dominance Orientation and Power Distance on Men." The International Academy of Business and Public Administration Disciplines, Orlando, Florida, Jan. 2012.

Duffy, J. A., Alfraih, H.S., Monserrat, S. I. & Baker, G. "Instructional Attitudes that Motivate Business Students to Learn: A Cross Country Comparison" The International Academy of Business and Public Administration Disciplines, Orlando, Florida, Jan. 4, 2011.

Duffy, J.A., Eissa, G., Knight, J., Mathieu, A., Monserrat, S.I, "A Comparison of College Students' Preferences and Perceptions across Five Countries." Southern Management Association, St. Petersburg, FL, Oct. 27, 2010..

Fox, S, Duffy, J A, Lituchy, T., Santos, N. "Reflections of a Virtual Global Research Team: A Two-Phase Introspective Study." Academy of International Business Rio de Janeiro, Brazil, June 25-29, 2010.

Duffy, J.A. and Miller, J. "Health Care Employee Affect and Work Related Outcomes," Decision Science Institute Conference New Orleans, LA, November 14-17, 2009.

Miller, J. and Duffy, J.A. " Antecedents of 'Turnover Intent among Home Health Workers," Decision Science Institute Conference New Orleans, LA, November 14-17, 2009.

Duffy, J.A. "Overcoming Obstacles to Publishing," Southwest Academy of Management, Oklahoma City, OK., March, 2009.

Duffy, J.A. and Alexander Houle, D. (Coordinators) "Faculty and Practitioners Design Research in Cross cultures Career Mentoring Live, in Hollywood" Professional Development Workshop, Academy of Management Conference, Anaheim, CA, August 9, 2008.

Lilly, J., Kavanaugh, J., Zelbst, P., Duffy, J. A. "The Impact of HR Practices in the Context of a Catastrophic Disaster: Evidence from Hurricanes Katrina and Rita." Western Academy of Management Conference. March, 2007.

Sower, V., Duffy, J.A. Kohers, G. "Critical To Quality Characteristics Of Excellent Hospitals: A Case Study Approach," Southwest Academy of Management meeting, Houston, Texas, March 2008.

Lituchy, T.R. Olivas-Lujan, M.R., Duffy, J.A., Fox, S., Gregory, A., MONSERRAT, S.I., Punnett, B.J., Santos, N. "Successful business women in the Americans: Ready or Not Here they come!" 9th International Human Resource Management Conference, Tallin, Estonia, June, 2007.

Lilly, J. D. & Duffy, J. 2007. Does employee attitude toward new technology impact employee behavior? A cognitive dissonance view of the link between employee attitudes, supervisor behavior, and OCB. Paper presented at the Institute of Behavioral and Applied Management conference, Reno, NV, October 5, 2007.

Punnett, B.J., Duffy, J.A. et al. "Professionally Successful Women in Nine Countries of the Americas: How Satisfied are They? What Explains their Career Satisfaction?" Business Association of Latin American Studies Conference, San Jose, Costa Rico, April 25-28, 2007.

Kohers, G., Sower, V., and Duffy, J.A. "Do Health Care Service Delivery Systems Need to be Differentiated?" Decision Sciences Annual Conference, San Antonio, TX, November 18-21, 2006.

Olivas-Luján, M.R.; Gregory, A.; Lituchy, T.R.; Monserrat, S.I.; Fox, S.; Miller, J.; Duffy, J.A.; Punnett, B.J.; & Santos, N.M.B.F. "Successful Academic Women in the Americas" "Annual Meeting of the Academy of Management, Atlanta, GA; August 11-16 2006.

Lituchy, T.R.,Olivas-Luján, M.R.; Gregory, A. Monserrat, S.I.; Fox, S.; Miller, J.; Duffy, J.A.; Punnett, B.J.; & Santos, N.M.B.F. "Polar Winds to Tropical Breezes: Developing Training Modules for Women Managers and Entrepreneurs" Annual Meeting of the Academy of Management, Atlanta, GA; August 11-16 2006.

Olivas Lujan, M., Gregory, A., Miller, J., Duffy, J.A., Fox, S., Lituchy, T., Monserrat, S., Punnett, B.J., & Santos, N. (2005). "Successful Academic Woman in the Americas: Human and Social Capital Descriptors." National Academies Convocation on Biological, Social, and Organizational Contributions to Science and Engineering Success, Washington DC, p. 17.

Duffy, J.A., Fox, S., Oppenheimer, R. Santos, N. Gregory, A, Lituchy, T. Olivas Lujan M., Monserrat, S. Punnett, B J., Miller, J. "Successful Women of the Americas: The Same or Different?" The Academy of Business Disciplines, November 11, 2005, Fort Myers, Florida.

Lituchy, T., Olivas Lujan, M.R. Duffy, J.A., Fox, S., Gregory, A., Monserrat, S., Punnett, B.J., Santos, N., Oppenheimer, R., Really, M, and Lira, P. " Career Success in a Cross-Cultural Context: Gender-Sensitive Theoretical Perspectives. Academy of International Business, UK, Bath, England, April 2005.

Sower, V., J. Duffy, & G. Kohers. "Perceptions of Emergency Room Care: The Elderly versus Younger Patients: An Exploratory Study." Southwest Academy of Management, Dallas, TX, March 1-4, 2005.

Truslow, K., Duffy, J.A., Brown, G. and Irby, B. "An Analysis of Gender Differences of Public School CEO's Conflict Management Modes in Relationship to the Synergistic Leadership Theory," Association of Management/International Association of Management Conference, August 11-14, 2005, Norfolk, VA.

Duffy, J.A. with Monserrat, S.I., Lluna, H.E., Olivas-Lujan, M. R., Fox, S., Gregory, A., Lituchy, T., Punnett, B.J., Santos, N.M.B. "Strengths and Weaknesses of an International Virtual Team: A Review and a Case Study" International Business Information Management (IBIMA) Conference, December 14-16, 2004 Cozumel, Mexico.

Arismendi, G., Duffy, J. A. Fox, Suzy et al. "Characteristics that Contribute to a Woman's Success: A Qualitative Study," Decision Science Institute Conference, November 20-23, 2004 Boston MA

Duffy, J.A., Miller, J. "Motivation Patters in Volunteer Workers," Decision Science Institute Conference, November 20-23, 2004 Boston MA

Duffy, J.A., Duffy, M., Kilbourne, W. Giarchi, G. "Development of a Cross-National Five-Factor Life Satisfaction Scale for Nursing Homes," Gerontological Society of America, November 21-23, 2004, Washington, DC.

"Successful Women in the United States," Successful Women Symposium, sponsored by the John Molson School of Business, Corcordia University, Montreal, Canada, Funded by the Canadian Government, June 18, 2004. (invited)

Collaboration of Management Academicians Through the Democracy of the Internet, Academy of Management, Seattle, Washington, August 3, 2003.

"Contrasting Successful Women in the Americas: US and West Indies" with BJ Punnett, J. Miller, S. Fox, A. Gregory, T. Lituchy, M.R. Olivas Lujan and N.M. Santos, European Applied Business Research Conference, Venice, Italy, June 8-10, 2003.

"Motivation of Volunteers." With Marilyn Butler and John Miller, Decision Science Institute Conference San Diego, CA, November 2002.

"Developing a Global Research Project; Challenges and Insights." With B.J. Punnett, Suzy Fox, Neusa Santos and Anne Gregory, Western Academy of Management Seventh International Conference, Lima Peru, July 6-10, 2002.

"The HR Perspective on Hospital Mergers and Acquisitions." With Kimberly Krueger and John Miller, Academy of Business Administration, Key West, FL, April 17-22, 2002.

"Satisfaction for One Who Works Alone," with John Miller. Decision Science Institute Conference, San Francisco, CA, November 19, 2001.

“An Exploration of the Factors Influencing IS Utilization,” with Scott Barrett. Decision Science Institute Conference, San Francisco, CA, November 19, 2001.

“The Synergistic Theory of Leadership: A Feminine-Inclusive Theory.” With Brown, G., Irby, B.J., & Trautman, D. National Council of Professors of Educational Administration, Ypsilanti, Michigan, August 10, 2000.

“A Study of Service Recovery Efforts in Banks,” James Bexley and John Miller. 2000 World Scientific and Engineering Society International Conference on Mathematics and Computers in Business and Economics, Montego Bay, Jamaica, December 22, 2000.

“New Issues and Opportunities in Service Design Research” Panel Presentation, Decision Science Institute Conference, Orlando, Florida, November 19, 2000

“Leadership Theory Inclusive of Women: The Synergistic Leadership Theory.” with Beverly J. Irby, and Genevieve Brown. Research on Women and Education, San Antonio, Texas, October 13, 2000.

“Giving Rise to Missing Voices: A Feminine-Inclusive Leadership Theory” with Beverly J. Irby, Genevieve Brown, and Diane Trautman. Annual Meeting of the American Educational Research Association, New Orleans, LA, April 24, 2000.

“Employee Satisfaction: Strong Benefits Are Important but May Not Be Enough,” with Joe Kavanaugh. Southwest Academy of Management, San Antonio, TX, March 15-17, 2000.

“The Impact of Job Tenure/Plateauing on Health Care Workers’ Job Satisfaction,” with J. Kavanaugh, Academy of Business Disciplines, Ft. Myers, FL, November 11-12, 1999.

“The Satisfaction Mirror,” Gerontological Society of America, San Francisco, CA, November 20, 1999.

“Home vs. Hospital: Comparative Architectural Designs in British and US Nursing Homes,” Gerontological Society of America, San Francisco, CA, November 20, 1999.

“Investigating Andocentric Bias: An Analysis of 22 Leadership Theories,” with Brown, G., Irby, B.J., & Trautman, D. American Educational Research Association, Research on Women and Education Annual Fall Conference, Long Island, New York, October 22, 1999..

“A Contrast of Formal and Informal Small Business Strategic Planning,” International Conference of the Decision Sciences Institute, Athens, Greece, July 4-7, 1999.

“Key Printing and Office Supply, Inc. Case,” with [Crofton, C. L., and Sloan, W. M.] International Conference of the Decision Sciences Institute, Athens, Greece, July 4-7, 1999.

Scaling the Mountain: AACSB Accreditation, with Gilmore, J.E., Lewis, R.D., Sower, V., Muehsam, M., Capps, C.J., Southwest Academy of Management Meeting, Houston, TX, March 12, 1999.

"What Prompts Caregivers to Stay or Leave Home Health Agencies?" with [Duffy, M.]. The Gerontological Society of American Annual Scientific Meeting, Philadelphia, November 23, 1998.

"Bayou Garden: Entrepreneurial 'Oops' Example, with Barragan, R. Academy of Management Conference, San Diego, CA, August 8, 1998.

"Cross-National Comparative Study of Quality of life Dimensions," with [Duffy, M.]. UNESCO Scientific Council Meeting, Paris, France, May 19, 1998.

"Technology in the Classroom," with Walker, G., Sower, V, Kohers, G. Sam Houston State University Across the University Writing Program, Huntsville, TX, January 30, 1997.

"Family and Resident Views of Quality of Care with M. Duffy, International Conference on Long Term Care Case Management, San Diego, CA, Dec. 4-7, 1996.

"Electronic Media in the Classroom" with G. H. Walker, v. Sower, and G. Kohers, Southern Management Association, New Orleans, Nov. 8-10. 1996.

The Service Encounter in Nursing Homes" Qualitative Research Group, Gerontological Society of America, Los Angeles, CA, Nov. 17, 1995.

"Patterns of Caregiver and Resident Interaction Linked to Satisfaction with Nursing Home" with R. Lovell, Qualitative Health Research Conference, Hershey Penn., June 10-13, 1994.

"Public Policy Analysis of Nursing Home Care Using DEA" with J. A. Fitzsimmons, TIMS XXXII, The Institute of Management Science Meeting, Anchorage, July, 1994.

"Cross-national Study of Nursing Home Resident Satisfaction: American Society on Aging, San Francisco, March 19-23, 1994.

"A Comparative Study of Expectations About Service Quality" Decision Sciences Institute, Washington, D.C., Nov. 21-23, 1993.

"Determinants of Satisfaction in British Nursing Homes," Gerontological Society of North America, New Orleans, Nov. 19-23, 1993.

"Comparative Life Satisfaction in British and U.S. Nursing Home Residents: Utility of the Salamon-Conte Life Satisfaction Scales (SCLES), Gerontological Society of North America, New Orleans, Nov. 19-23, 1993.

"Perceived Service Quality in Long Term Care Facilities: Is Quality in the Eye of the Beholder?" Academy of Marketing Science Conference, Miami, FL, May 26-29, 1993.

Duffy, Jo Ann, "View From America: Levels of Nursing Home Residents' Satisfaction" International Conference: Caring for the Elderly in the Community, University of Plymouth, Plymouth, England, April 23-25, 1993.

"Lakeside Hospital" Southwest Case Research Association, New Orleans, LA, March 2-5, 1993.

"Organizational Diagnosis, Project: Surgimedics, Inc., Southwest Case Research Association, New Orleans, LA, March 2-5, 1993.

"Data Envelopment Analysis: Full of Promise and Pitfalls for Service Management," Decision Science Institute, San Francisco, CA, November 22-24, 1992.

"A Comparison of Nursing Home Residents' and Administrators' Judgments of Service Quality," Quality of Life/Marketing Conference, Washington, D.C., November 19-22, 1992.

"Smith-Jones Veterinary Associates," North American Case Research Association, New Orleans, LA, Nov. 3-5, 1992.

"Measuring Life Satisfaction In Nursing Home Residents: The Salamon-Conte Life Satisfaction Scale," Gerontological Society of North American, Washington, D.C.. Nov. 18-22, 1992.

"Enron Corporation," Southwest Case Writers Association, San Antonio, Texas, March 4-6, 1992.

"Differential Adjustment of Men and Women to Nursing Home Care," Gerontological Society of North America, San Francisco, CA Nov. 22-24, 1991.

"Integrating Service Types and Service Quality Dimensions," National Meeting of the Decision Sciences Institute, Miami, FL, Nov. 24-26, 1991.

"Perceived Service Quality and Satisfaction within U.S.A. Long-Term Health Care," European Marketing Academy, Dublin, Ireland, May 21-25, 1991.

"Evaluating Efficiency in LTC Facilities: Data Envelopment Analysis," Society on Aging, New Orleans, March, 1991.

"The Resident Family as Stressors on Nurses Aides in the Nursing Home," Gerontological Society of North America, New Orleans, Nov., 1990.

"Factors Relating to Stress and Job Satisfaction Among Nursing Home Staff," Gerontological Society of North America, New Orleans, Nov., 1990.

"Polk Audio, Inc." North American Case Research Association, Orlando, Nov. 1990.

"Quality of Life of Elderly and Ownership Status of Long-Term Health Care Facilities," Conference on Quality of Life Studies, Blacksburg, VA November 20-22, 1989.

"The Definition and Measurement of Service Productivity," National Meeting of the Decision Science Institute, New Orleans, LA November 20-22, 1989.

"Quality Care Measurement: Not Always What It Seems." Academy of Management, Southwest Division, San Antonio, March 2-5, 1988.

"Principle Component Analysis of Service Quality." Academy of Management, Southwest Division, San Antonio, March 2-5, 1988.

"The Value of Information Associated with Environmental Scanning Activities." Academy of Management, Southwest Division, San Antonio, Spring, 1984.

"Cleaning-Up A Messy Problem: Partitioning the Problem Space to Locate Information Leverage Points." American Institute for Decision Sciences, San Francisco, Fall, 1982.

Grant Awards

College of Business Research Grant, Sam Houston State University, jointly with V. Sower and G. Kohers, 2004/5, \$1,500, "Perceptions of Emergency Room Care: The Elderly versus Younger Patients: An Expanded Exploratory Study."

"Successful Women Worldwide" Faculty Research Council Grant, Sam Houston State University, 2001, \$5,000

"Giving Rise to Missing Voices: The Construction of a Disclosive Theory of Feminine-Inclusive Leadership," with B. Irby and G. Brown, Faculty Research Council Grant, Sam Houston State University, 1999, \$5,000.

"A Study of Turnover of Home Health Care Workers," Faculty Research Council Grant, Sam Houston State University, December 1995, \$5,000.

"Understanding the Source of Service Quality: The Service Encounter," Faculty Research Grant, Sam Houston State University, December 1993, \$6,894.

"Employee Empowerment in the Small Business Sector, College of Business Research Award, June 1993, \$500.

"A Qualitative Study of the Service Encounter, College of Business Research Award, February 1993, \$500.

"A Cross-cultural Study of Satisfaction and Perceived Service Quality Within a Long-Term Care Context." Sam Houston State University Faculty Research Council, December 1991, \$7,500.

"A Cross-cultural Study of Perceived Quality Within A Long-Term Care Context." College of Business Administration Research Grant, Sam Houston State University, December 1991, \$1,500.

"Constituencies' Differences in Perceptions of Quality." College of Business Research Fund, December 1990, \$1,500.

"A Study of Perceived Service Quality and Satisfaction Within a Long-Term Care Context." Sam Houston State University Faculty Research Council, December 1989, \$4,126.

Committee Service (past three years only)

University Level

Student Retention Committee 2012-2013

Student Success Initiative 2010-2012

Faculty Emeritus Evaluation Committee, (Chair) 2008; member 2009-2010

Human Subjects Review Committee 2006-2010

Faculty Standing on Tenure and Promotion (Chair) 2003-2004, 2008-10

Faculty Development Leave Committee (Chair) 2003-2004, 2008-10

Victims Studies Master's Degree Development Committee 2003

Teaching Reduction Committee 2002-2003

University level tribunal 2003

Committee Post Tenure Review Committee 2000-2002

Crime Victims Studies Committee, 1999-2000

SACS Steering Committee 1997-1999

SACS Chair of Administration and Organization Subcommittee for SACS Accreditation 1997-1999

VP for Academic Affairs Selection Committee

Faculty Development Leave Committee 1997-present

International Scholarship Fee Committee 1995-2000

Honors Council 1996-present

Advanced Placement Committee 1997-99

Standing Faculty Tenure Committee 1997-99 Chair 1998-99

EXCEL presenter 1995-2000

Mentor Program 1999-2001; 2006

Dissertation Committee Member for doctoral candidates in educational leadership 1999-present
Educational Leadership Program Dissertation Awards Committee 2000
Victims Studies Master's Degree Development Committee 2004

College Level

MBA Program Evaluation Committee, 2012-2013
Strategic Planning Committee 2005-2012
AACSB Steering Committee (Chair, Mission Standards Subcommittee) 2003-2005
COBA Research Forum originator and Chair, 1989 - 1992, 1993-2005
COBA Research Committee Chair, 1998-2005
Chair, Center for Business and Economic Development Steering Committee 1989-91; 1993-2007
Teaching Effectiveness Committee 2003

Other appointments

Chair, Texas State University-San Marcos University Management Department
Academic Programs Review Committee 9/2003

Peer Reviewer for the Minority Health Research and Education Grant Program, Texas
Higher Education Coordinating Board, 2003

Professional Membership

Academy of Management
Southwest Academy of Management,
Beta Gamma Sigma
Decision Science Institute