

## PhD programme in business and management (other than Applied Economics) (REF 2014 period)

| Year and month of completion | Name <ul style="list-style-type: none"> <li>• Country of origin</li> <li>• Mode of study</li> </ul> | Title <ul style="list-style-type: none"> <li>• Principal and Second Supervisors</li> <li>• External Examiner and institution</li> </ul>   | Current position (as of Summer 2013)                        | Publications, prizes and scholarships etc. associated with the PhD   |
|------------------------------|---|---|---|--|
| 1. 2008<br>(May)             | Kennedy, Jane <ul style="list-style-type: none"> <li>• UK</li> <li>• Part-time</li> </ul>           | Understanding High Performance in English County Councils. <ul style="list-style-type: none"> <li>• Dr David Douglas and Professor Geoffrey Pugh</li> <li>• Professor Bob Ritchie, University of Central Lancashire.</li> </ul> | Research Business Manager, London Borough of Newham         | <p><b>Publications:</b></p> <p>Douglas, D., Jenkins, W. and Kennedy, J. (2012). "Understanding Continuous Improvement in an English Local Authority: A Dynamic-Capability Perspective", <i>International Journal of Public Sector Management</i>, Volume 25(1) pp. 17-33.</p> <p>Williams, L., Bovaird, T., Brown, H., Allen, K., Dickinson, H., Kennedy, J. &amp; Glasby, J. (2012). "Designing whole-systems commissioning: Lessons from the English experience", <i>Journal of Care Services Management</i>, Volume 6(2) pp. 83-92.</p> <p><b>Awards:</b></p> <ul style="list-style-type: none"> <li>• Visiting Fellow, Centre for Applied Business Research at Staffordshire University (from June 2012)</li> <li>• Policy Fellow for the Centre for Science and Policy, Pembroke College, Cambridge University</li> </ul> |
| 2. 2008<br>(July)            | Green, H. <ul style="list-style-type: none"> <li>• UK</li> <li>• Part-time</li> </ul>               | <i>The Supply and Prescription of Medicines by Nurses: Empowering or Restricting Practice.</i>  | Director of Practice, School of Health, University of Leeds | <p><b>Publications:</b></p> <ul style="list-style-type: none"> <li>• Green H (2012) Stressed? You're not alone. <i>Nurs Stand</i>, <b>27</b> (4), pp. 72.</li> </ul>   |

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|                              |   | <ul style="list-style-type: none"> <li>• Professor Mike Dent and Judith Clegg</li> <li>• Professor Davina Allen, University of Cardiff</li> </ul>   |   | <ul style="list-style-type: none"> <li>• Meehan D and Green H (2002) Planning for success. <i>Nurs Manag (Harrow)</i>, 9 (7), pp. 6-9.</li> </ul>   |
| 3. 2009 (April)              | MUKHINA, Maria  | <p>The Psychographic Segmentation of Russian Consumers.</p> <ul style="list-style-type: none"> <li>• Professor Iraj Hashi and Mr. Ian Wilson</li> <li>• Professor Lyndon Simkin, Professor of Strategic Marketing at Oxford Brookes University</li> </ul>             | Baby & Kids Food Marketing Director, Pepsico, Russia                                  | <ul style="list-style-type: none"> <li>• Wilson, I. and Mukhina, M. (2012) "Market Segmentation in Russian Subsidiaries of FMCG MNE's: practitioner and academic perspectives", <i>Marketing Intelligence and Planning</i>, vol.30, no.1, pp.53-68</li> </ul>                       |
| 4. 2009 (July)               | <p>Suckling, Steve J.</p> <ul style="list-style-type: none"> <li>• UK</li> <li>• Part time</li> </ul> | <p><i>Organisations, Emails and Power: a Study of a Public Sector Organisation</i></p> <ul style="list-style-type: none"> <li>• Professor Mike Dent and Dr Jim Radcliffe</li> <li>• Professor Jim Barry UEL and Professor Darren McCabe, Keele University.</li> </ul> | Enterprise Development Manager, Faculty of Health Sciences, Staffordshire University. | <p><b>Publication:</b></p> <ul style="list-style-type: none"> <li>• Suckling, S., Ryan, P., Dent, M. (2009) <b>Beliefs, barriers and control: a model for research into social exclusion</b>, <i>The International Journal of Public Sector Management</i>, Vol.22 No.5.</li> </ul> |

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| 5. 2009 (July)               | Kongnyuy, E.J. <ul style="list-style-type: none"> <li>• DK</li> <li>• By publication (Part-time)</li> </ul> | <p>Innovative approach to improving maternity care in Malawi.</p> <ul style="list-style-type: none"> <li>• Professor Christine Kettle and Professor Mike Dent</li> <li>• Professor Debra Bick, King's College, London</li> </ul> | UNFPA Maternal Health Technical Advisor | <p><b>Publications:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Challenges to the Provision of Emergency Obstetric Care in Iraq (Citations: 1)</a> Charles A. Ameh, Sophie Bishop, Eugene Kongnyuy, Kate Grady, Nynke Van den Broek <b>Journal: <i>Maternal and Child Health Journal - MATERN CHILD HEALTH J</i> , vol. 15, no. 1, pp. 4-11, 2011.</b></li> <li>• <a href="#">Monitoring and evaluation of skilled birth attendance: A proposed new framework</a> Adetoro A. Adegoke, Jan J. Hofman, Eugene J. Kongnyuy, Nynke van den Broek <b>Journal: <i>Midwifery</i> , vol. 27, no. 3, pp. 350-359, 2011.</b></li> <li>• <a href="#">Geographic Distribution of Childbirth among Adolescents in Cameroon from 2003 to 2005</a> P. M. Tebeu, J. D. Kemfang, D. I. Sandjong, E. Kongnyuy, G. Halle, A. S. Doh <b>Journal: <i>Obstetrics and Gynecology International</i>, vol. 2010, pp. 1-7, 2010.</b></li> <li>• <a href="#">Availability, Utilisation and Quality of Basic and Comprehensive Emergency Obstetric Care Services in Malawi (Citations: 7)</a> Eugene J. Kongnyuy, Jan Hofman, Grace Mlava, Chisale Mhango, Nynke van den Broek <b>Journal: <i>Maternal and Child Health</i></b></li> </ul> |

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|                              |   |   |  | <p><a href="#"><u>Journal - MATERN CHILD HEALTH J</u></a> , vol. 13, no. 5, pp. 687-694, 2009.</p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Using Criteria-Based Audit to Improve the Management of Postpartum Haemorrhage in Resource Limited Countries: A Case Study of Malawi</u></a> (Citations: 3) <b>Eugene J. Kongnyuy</b>, Grace Mlava, Nynke van den Broek Journal: <a href="#"><u>Maternal and Child Health Journal - MATERN CHILD HEALTH J</u></a> , vol. 13, no. 6, pp. 873-878, 2009.</li> </ul>   |
| 6. 2009 (September)          | KEININGHAM, Timothy <ul style="list-style-type: none"> <li>• USA</li> <li>• By publication (Part-time)</li> </ul> | <p><i>Satisfaction and Loyalty: Examining and Challenging the Linkages Leading to Firm Performance.</i></p> <ul style="list-style-type: none"> <li>• Professor Iraj Hashi and Mr. Ian Wilson</li> <li>• Dr. David S. Walker, Birmingham University</li> </ul> | Global Chief Strategy Officer and Executive Vice President IPSOS Loyalty | <p><b>Publications:</b></p> <ul style="list-style-type: none"> <li>• Timothy L. Keiningham, Lerzan Aksoy, Edward C. Malthouse, Alexander Buoye, Bart Larivière (2013). The Cumulative Effect of Satisfaction with Discrete Transactions on Share of Wallet, <i>Journal of Service Management</i>. (forthcoming).</li> <li>• Bart Larivière, Timothy L. Keiningham, Bruce Coolil, Lerzan Aksoy, and Edward C. Malthouse (2013). A Longitudinal Examination of Customer Commitment and Loyalty, <i>Journal of Service Management</i>. (forthcoming).</li> <li>• Vera Blazevic, Wafa Hammedi, Ina Garnefeld, Roland T. Rust, Timothy L. Keiningham, Tor Wallin</li> </ul> |

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|                              |   |   |                                      | <p>Andreassen, Naveen Donthu, and Walter Carl (2013). An Expanded Model of Customer-Driven Influence, <i>Journal of Service Management</i>, Vol. 24, No. 3, 294-313.</p> <ul style="list-style-type: none"> <li>• Lerzan Aksoy, Alexander Buoye, Pelin Aksoy, Bart Larivière, and Timothy L. Keiningham (2013). A Cross-National Investigation of the Satisfaction and Loyalty Linkage for Mobile Telecommunications Services across Eight Countries, <i>Journal of Interactive Marketing</i>. Vol. 27, No. 1 (February), 74-82.</li> <li>• Gupta, Sunil, Timothy Keiningham, Ray Weaver, and Luke Williams (2012). Are daily deals good for merchants? <i>Harvard Business School Background Note</i> 513-059, December.<br/><a href="http://cb.hbsp.harvard.edu/cb/web/product_detail.sdam?E=4726234&amp;R=513059-PDF-ENG&amp;conversationId=1311046">http://cb.hbsp.harvard.edu/cb/web/product_detail.sdam?E=4726234&amp;R=513059-PDF-ENG&amp;conversationId=1311046</a></li> <li>• Timothy L. Keiningham, Lerzan Aksoy, Alexander Buoye, and Bruce Cooil (2011). Customer Loyalty Isn't Enough. Grow Your Share of Wallet, <i>Harvard Business Review</i>, vol. 89 (October), 29-31. <ul style="list-style-type: none"> <li>○ Winner of the NextGen Disruptive Innovation in Marketing Research Award.</li> </ul> </li> <li>• Lerzan Aksoy, Alexander Buoye, Bruce Cooil, Timothy L. Keiningham, DeDe Paul, and Chris Volinsky (2011). Can We Talk?: The Impact of Willingness to Recommend on a New-to-Market Service Brand</li> </ul> |

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|                              |   |   |                                      | <p>Extension Within a Social Network, <i>Journal of Service Research</i>, Vol. 14, No. 3 (August), 355-371.</p> <ul style="list-style-type: none"> <li>• Forrest Morgeson, Sunil Mithas, Timothy Keiningham, and Lerzan Aksoy (2011). An Investigation of the Cross-National Determinants of Customer Satisfaction, <i>Journal of the Academy of Marketing Science</i>, Vol. 39, No. 2, 198-215.</li> <li>• Bart Larivière, Lerzan Aksoy, Bruce Cooil, and Timothy L. Keiningham, (2011). Does Satisfaction Matter More If a Multichannel Customer Is Also a Multicompany Customer? <i>Journal of Service Management</i>, Vol. 22, No. 1., 39-66.</li> </ul> <p><b>Awards, prizes, etc.:</b></p> <ul style="list-style-type: none"> <li>• 2013 Appointed as a Faculty Fellow for the 2013 AMA SERVSIG Doctoral Consortium, National Taiwan University, Taipei, 3-4 July 2013</li> <li>• 2013 Best Practitioner Presentation Award winner from the 22nd Annual Frontiers in Service Conference</li> <li>• 2012 Yönetim Onur Ödülü (Management Honor Award): A lifetime achievement award for research contributions impacting management that cross international boundaries. [Recipients of this award include past presidents of and major executives in Turkey.]</li> <li>• 2012 Best Practitioner Presentation Award winner</li> </ul> |

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|                              |   |  |  | <p>from the 21st Annual Frontiers in Service Conference</p> <ul style="list-style-type: none"> <li>• 2011 NextGen Disruptive Innovation in Marketing Research Award</li> <li>• 2011 Best Practitioner Presentation Award finalist from the 20th Annual Frontiers in Service Conference</li> <li>• 2011 Best Paper finalist from the for the International Conference on Research in Advertising (ICORIA)</li> </ul> |
| 7. 2010 (May)                | Brookes, Penny <ul style="list-style-type: none"> <li>• UK</li> <li>• Part-time</li> </ul>                  | <i>The Impact of the Unfair Dismissal Regime on Smaller Firms in the West Midlands.</i> <ul style="list-style-type: none"> <li>• Professor Penny Booth and Mr Keith Puttick</li> <li>• Professor Robert Home, Anglia Ruskin University; and Professor Deborah Lockton, De Montfort University</li> </ul> | Employment Law Consultant; Visiting Lecturer in Employment & Company Law, Manchester University (2010-2012); Research Associate, Institute of Industrial Law, Staffordshire University |   |
| 8. 2011 (March)              | Megchun, Beatriz Itzel Cruz <ul style="list-style-type: none"> <li>• Mexico</li> <li>• Full-time</li> </ul> | The Strategic Role of Design Management to Enhance Performance within Small Mexican Technology-based Enterprises in New Technology Industries. <ul style="list-style-type: none"> <li>• Dr David Douglas (Business</li> </ul>  | Design Management Researcher and Consultant  | Megchun, B., & Douglas, D. (2011). Design management as an entrepreneurship resource in dealing with uncertainty and risk in technological developments in small Mexican technology-based enterprises in new technology industries. <i>British Academy of Management Conference</i> , September.  |

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|                              |   | <p>School) and Dr David Hands (Arts, Media and Design)</p> <ul style="list-style-type: none"> <li>• Prof. Tom Inns, University of Dundee.</li> </ul>   |  | <p>Megchun, B., Hands, D. &amp; Douglas, D. (2010). The Contribution of Design Management as a Facilitator in Achieving Eco-Efficiency within Small Mexican Technology-based Enterprise in New Technological Industries, <i>International Conference on EcoBalance</i>, Tokyo, November.</p>   |
| 9. 2012 (April)              | <p>PUTTICK, Keith</p> <ul style="list-style-type: none"> <li>• UK</li> <li>• Part-time</li> </ul>   | <p><i>Welcoming the New Arrivals? A Critical Analysis of the Impact of 'Europe' on the UK's Welfare Support Regime for Migrants and their Family Members.</i></p> <ul style="list-style-type: none"> <li>• Professor Nick Adnett and Professor Penny Booth</li> <li>• Professor Roger Evans, Liverpool John Moores University; and Simon Rahilly, Liverpool John Moores University.</li> </ul> | <p>Associate Professor, Faculty of Business, Education and Law. Director, Institute of Industrial Law, Staffordshire University: <a href="http://www.staffs.ac.uk/research/iils/">http://www.staffs.ac.uk/research/iils/</a></p> | <p>Prof Puttick's publications are extensive, and he is a regular speaker on labour law and employment-related migration and social rights issues at national and international conferences. He is one of the four keynote speakers at the forthcoming European Congress of Labour Law and Social Security in Dublin, 18th September 2014 ('European States' Support for Wages and the Wage-Work Bargain since the Bachelet Report').</p> <ul style="list-style-type: none"> <li>• Puttick, K (2013) Plugging the Gaps? Pregnancy, 'Worker' Status and EU Migrants' Social Rights since St Prix, conference paper, Society of Legal Scholars Annual Conference (Edinburgh University, Sept 2013); and commissioned article (same title) for the Journal of Social Welfare and Family Law (forthcoming).</li> <li>• Puttick, K and Carlitz, C (2012) Inequalities of Family Members of EEA and Non-EEA Nationals: 'Integration' and Barriers to Family Reunification in the Post-Lisbon Era in Morano-Foadi, S and Malena, M (eds) 'Integration of Third Country Nationals in the European Union: The Equality Challenge' (Elgar, 2012: with funding from the European Science</li> </ul> |



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|------------------------------|---|---|--------------------------------------|---|
|                              |   |   |                                      | <p>Foundation/Standing Committee for Social Sciences).</p> <ul style="list-style-type: none"> <li>• Puttick, K (2011) Paying their Way? Contesting 'Residence', Self-sufficiency and Economic Inactivity Barriers to EEA Nationals' Social Benefits: Proportionality and Discrimination, <i>Journal of Immigration, Asylum &amp; Nationality Law</i>, 25(3), 280-292.</li> <li>• Puttick, K (2011) Discrimination, 'Integration', and the Right to Reside after Patmalniece, <i>The Adviser</i>, 145, 8-13.</li> <li>• Puttick, K (2009) Precarious Welfare: Family and Extended Family Members' 'Right to Reside', Support, and Work, <i>The Adviser</i>, 131, 9-16.</li> <li>• Puttick, K (2009) Reconciling Migrants' Well-Being with the Public Interest: Welfare State, Firms &amp; Citizenship in Transition (Review Article), <i>Journal of Immigration Asylum &amp; Nationality</i>, Vol 23(4), 393-396.</li> <li>• Puttick, K (2009) Immigration &amp; the Transformation of Europe (Review Article), <i>Journal of Immigration Asylum &amp; Nationality</i>, Vol. 23(3), 309-314.</li> <li>• Puttick, K (2008) Precarious Welfare: Access to Benefits and Support by EEA Nationals Residing in the UK, <i>The Adviser</i>, 130, 6-10</li> </ul> |