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This journal exists both to inform and inspire. These abstracts are summaries of dissertations that represent years of accumulated knowledge and effort by the students who author them, standing as monuments of individual learning and scholarship. These abstracts exist also as a consequence of the contributions and support of the authors’ families, teachers, friends, communities and study volunteers. The authors’ appreciation is often reflected in their dedications and acknowledgements, which can be as inspirational in their own way as the abstracts themselves.

Many readers of this journal have written to SAS requesting copies of the full dissertations represented here. Our department does not distribute copies of the dissertations, but they will eventually appear on ProQuest. It takes approximately 90 days for ProQuest to process the dissertation — so if the dissertation is not already there, search in ProQuest every month or so and eventually it should appear.

Congratulations to those represented here who have completed their doctoral journey, and may they guide the way for those who seek to follow.

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Camille Ramirez  
**Dissertation Title** GENERATION-Y LEADERSHIP: A QUALITATIVE PHENOMENOLOGICAL STUDY OF VIRTUAL SOCIALIZATION RELATIONSHIPS

**Abstract**

This qualitative phenomenological study examines and compares general ideas, perceptions, themes, and understandings related to the development of generation-Y leadership relationships based on virtual socialization. Ten participants holding management roles or seeking leadership advancement in technological, health care, and self-owned businesses were interviewed to assess their perspectives regarding the roles of generation-Y future leaders. Five major themes emerged: (a) clashes between older generation and generation-Y leaders, (b) issues of entitlement, (c) factors related to personality versus those that are generational, (d) variations in decision-making styles, and (e) styles of collaboration at lower levels of organizational hierarchies. Other common themes that emerged from the study, and which are potential topics for future research, include (a) opportunities for generation-Y future leaders to adopt and embrace changes afforded by technological advancements, (b) the need for Generation-Y leaders to establish relationships based on face-to-face interactions, and (c) obstacles to work-place socialization caused by a rapidly evolving teleworking environment, which inhibits development of social interactions and bonds between team members. Results of the present study may prove useful to future generation-Y individuals aspiring to hold leadership roles involving management of a multiple-generation workforce. Organizations may find the outcomes of the study beneficial in their continuing efforts to cultivate and develop generation-Y leaders who will lead and be responsible for high levels of organizational performance and success.

**Dedication**

I dedicate this dissertation to my spiritual and natural family, who supported me during my doctoral journey. I am grateful for the support that I have received from my spiritual families in the General Assembly Churches of: Union City, California; Vallejo, California; Moreno Valley, California; Tyler, Texas; and Baton Rouge, Louisiana. I dedicate my dissertation to my sister Sherrie Hayden, with whom I have developed a wonderful bond, and love for, during the past 15 years. Sherrie has been there for me during my most difficult times and she has never left my side; I thank you, little sister, for becoming my friend. I dedicate this to my guardian parents, Alfred and Debra Roberts, who took me into their home as a complete stranger when I was 14 years old, when I was in need of protection and love. It was my guardian parents who first introduced me to the Lord, and who encouraged me to continue my schooling and earn my G.E.D. I love you mom and dad – look where I am today.

Most of all, I dedicate this dissertation to Lacy Hawkins, a man who helped establish me as a young person, and who showed unconditional love and care toward me, when all seemed to be hopeless. I cannot count the numerous times that Mr. Hawkins stepped in and fulfilled many roles in my life. He has been a father, counselor, mentor, role model, care giver, and, at one point in my development, a life saver. I have the utmost respect for this man, and I am forever indebted to him for the love, generosity, patience, and commitment that he has shown to me for the last 30 years of my life. Thank you, Mr. Hawkins for loving and believing in me.

Most of all, I dedicate this dissertation to Lacy Hawkins, a man who helped establish me as a young person, and who showed unconditional love and care toward me, when all seemed to be hopeless. I cannot count the numerous times that Mr. Hawkins stepped in and fulfilled many roles in my life. He has been a father, counselor, mentor, role model, care giver, and, at one point in my development, a life saver. I have the utmost respect for this man, and I am forever indebted to him for the love, generosity, patience, and commitment that he has shown to me for the last 30 years of my life. Thank you, Mr. Hawkins for loving and believing in me.

It is because of these individuals that I have been able to embark on and complete my dissertation; I thus dedicate this work to these individuals, who are the foundational pillars that supported me through my doctoral journey.

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Alison I. Mukweyi

Dissertation Title ADDRESSING THE ETHICS CRISSES IN LEADERS: AN EXPLORATORY CASE STUDY OF ETHICS CURRICULA IN BUSINESS SCHOOLS

Abstract
The main purpose of this qualitative case study was to explore how business schools are addressing the ethics crisis in their curricula. The study used Creswell’s (2002) exploratory case study methodology and content analysis to analyze data. Semi-structured interviews with a purposive sample of 9 deans of southern U.S. business schools were conducted. The major findings of the study were that (1) business schools were offering 0-2 courses in ethics, usually as an elective; (2) majority of the business schools taught general topics on ethics, but corporate governance and social responsibility were not standard topics; (3) there was diversity in ethics curricula; (4) most deans had, in response to the ethics crises, increased the number of ethics courses in their school, and desire further increases; (5) currently, ethics courses are not a requirement for graduation; (6) most deans believed there was need to include ethics courses as a mandatory requirement for graduation; (7) it was believed that ethics and ethical leadership can be taught; and (8) no justification was granted for a universal reform in ethics curricula in all schools based on prospective benefits of ethics courses.

Dedication
I dedicate this dissertation to the memories of my dear mother, Asha Mauwa Lambisia, whose support and love laid the foundation of this achievement; my dear father, Ali Mukweyi Lopon, whose encouragement, discipline and support made this goal a reality; and my dear brother, Simon Ali Mukweyi, who encouraged me to seek further education in any part of the world.

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My gratitude is also extended to my major professor, Dr. Brian Slobodan, who worked tirelessly to direct my study, and to the other members of my advisory committee, Drs. Thomas Griffin and Solomon Masenda, whose efforts to help me accomplish my goal are greatly appreciated. Special thanks go to the deans and professors who agreed to participate in the study and took time out from their busy schedules to respond to the interview questionnaires.

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Elnur Asgarli

Dissertation Title A PERFORMANCE MEASUREMENT-BASED EARLY WARNING SYSTEM IN A GOVERNMENT REVENUE ORGANIZATION

Abstract
The present quantitative study explored the relationship between the application of the performance measurement system and the ability of the decision-makers of a government revenue agency of the Republic of Azerbaijan to detect the events that could harm the operations of the entire organization. Based on the literature review, the expectation was that the organizational decision makers could detect organizational crises in earlier pre-crisis stages using a properly designed
Two quantitative research designs were used by exploring one research question for each design. A correlational design was used by running a multiple regression on 28 quarterly observations on the quarterly tax revenue, quarterly performance report scores on audit, cash operations control, tax debts, tax return processing, and taxpayer services, and quarterly GDP figure of Azerbaijan. A survey design was used by administering an online questionnaire to 344 managers of the revenue agency. The results of both research questions indicated an overall positive relationship between the performance measurement system and the ability of the decision-makers of a government revenue agency to detect events that could harm the operations of the entire organization. However, several deviations from the overall observed relationship were detected indicating that further research may be needed to understand the relationship between performance measurement and crisis leadership. Recommendations were also included for the organizational leaders on improving the predictive capacity of the performance measurement systems of their organizations.

Dedication
I dedicate this dissertation to my parents who always inspired me for continuous education, and I owe to them for everything that I have achieved in this life. I also dedicate this dissertation to my wife and my daughters who kept me energized throughout my study and were my source of joy and happiness.

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Tina L. McGriff
Dissertation Title THE IMPACT OF THE NATIONAL SECURITY PERSONNEL SYSTEM (NSPS) ON NON-SUPERVISORY EMPLOYEES

Abstract
The quantitative descriptive study design approach was used as a research method to examine if there was a relationship between the new pay-for-performance appraisal system under National Security Performance System and employee satisfaction by surveying a sample of the population of 77 non-supervisory civilian staff members in a Navy Command located in Norfolk, Virginia. A researcher-designed survey served as the data collection instrument, administered electronically via the Internet using the SharePoint 2007® Internet application. The sample of the population was extracted from 248 non-supervisory staff civilians within the U.S. Department of Navy, Fleet Forces Command located in Norfolk, Virginia. Although the differences between the National Security Performance System and General Schedule pay systems on employee satisfaction and employee performance global aggregate scales were not significant; the differences on employee satisfaction and perceived impact on employee performance global aggregate scales were highly correlated and the correlation was statistically significant. Indicated by the results of the present study, the introduction of an incentive-based pay for performance system did not enhance employee satisfaction. Significance of the results from the research survey may be used as the basis for future research studies to educate and explain to rating officials how pay-for-performance appraisal systems can contribute to the overall mission of the organization. A pay-for-performance appraisal system may contribute to organizational effectiveness. Feedback from research surveys may provide accurate assessments that would assist leadership in developing their employees.

Dedication
The dissertation is dedicated to everyone who feels that their dreams are unattainable: Stay focused and never lose sight of your dreams. The dissertation is also dedicated to the family, friends, and support systems that encouraged me every step of the journey. And last, but most definitely not least, the dissertation is dedicated to God and covered with the many prayers and tears asking Him for the strength I needed to make it through the journey.

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Paulette Holmes
Dissertation Title EMPLOYEE JOB EMBEDDEDNESS (WHY PEOPLE STAY): A QUALITATIVE PHENOMENOLOGICAL STUDY

Abstract
The escalating costs from employee turnover concern business leaders from all spectrums of society. The purpose of the qualitative, phenomenological study was to explore the perceptions and lived experiences of human resource (HR) practitioners to understand their decisions to stay with an organization through employee job embeddedness. The analysis was completed using Moustakas’ modified van Kaam method of inquiry. Eighteen HR practitioners at a government organization supporting the community as public civil servants in Bethesda, Maryland were interviewed. Findings from the analysis of the interview responses revealed that as employees believed they were valued when considering career advancement, good leadership, and job security, among other factors; increases in retention were linked to high levels of job embeddedness in an organization. By contrast, employees believed they were devalued by negative factors such as
lack of training and mentoring, lack of knowledgeable leadership, and lack of communication; increases in turnover were linked to low levels of job embeddedness in an organization. The results of the research advanced the literature on the topic of job retention among human resource personnel and may provide business leaders with viable information to predict employee turnover and to better understand why people stay in their current positions, thereby, reducing costs.

Dedication
Primary dedication goes to my dear Lord and Saviour, Jesus, for His divine interventions throughout the entire learning experience in so many ways. All I can say is thank you Lord. Next, I would like to thank my three darling children, Melissa Royster, Alicia Marable, and Donald Holmes, Jr. for all of their encouragement and kind words. Even when they would see me with the computer at many of our family gatherings—they understood or at least tried to when they did not. These three children are the reason I have strived to pursue higher academic achievements. I thank you, and I love you all. My dedication also goes to all of the grand children: Shanaiaj Marable, Dyontai Marable, Nyla White, Naomi White, and last but not least Isabella Holmes and any new grands that may come along—You’ve been innocence and joy during this journey in my life. I love you all.

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Carrol Watsonhassad-Gosnell

Dissertation Title MEDICAL LABORATORY PROFESSIONAL SHORTFALL: A QUANTITATIVE AND QUALITATIVE INQUIRY INTO LEADERSHIP PERSPECTIVES

Abstract
The research used a two-phased, exploratory, mixed-method study to evaluate the laboratory personnel shortfall while exploring leadership attitudes and emerging trends concerning recruitment and retention strategies. The quantitative phase included administration of a paper-based survey to assess relationship between shortfall and recruitment and retention strategies in the southeast region of the United States. Survey was administered to 300 laboratory organizations: Fifteen
middle managers in hospital-based laboratories completed the survey. Descriptive statistics provided data for summaries to enable comparisons of shortfall and strategies. Forty percent of participating organizations had vacant positions for medical laboratory professionals (MLP). Open-ended questions based on survey summaries helped to further explore survey results. Fifteen medical laboratory professionals participated in the telephone interviews. Qualitative data augmented the quantitative analysis and indicated that MLP perceived lack of respect and recognition for the medical laboratory profession. Discoveries led to the development of a recognition-respect-knowledge-salaries model (RRKS) to assist leaders in understanding MLP perceived factors affecting the profession.

Dedication
I dedicate this dissertation to my family –my father, the late Hector U. Watson, who encouraged his children to pursue higher education; my husband, Stephen, son, Aaron, and my mother, Katherine - for their encouragement, support, and patience during the journey.

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Shirley Mitteldorfer
Dissertation Title
A SEQUENTIAL EXPLORATORY MIXED-METHOD STUDY: INCREASING TECHNOLOGY PROFESSIONAL DEVELOPMENT ATTENDANCE IN HIGHER EDUCATION

Abstract
This sequential exploratory mixed-methods study relied on qualitative interviews to create the quantitative research survey. Seeking ways to increase technology professional development attendance in higher education by identifying methods and improvements in training sessions designed and created for students, staff, and faculty in higher education was the reason for this study. Qualitative interviews, open-ended discussion questions, and a literature review served to create a list of possible reasons that influence technology-training attendance. Information obtained through the interviews supplied the framework for designing the quantitative survey instrument to collect data on relationships between these factors as well as students, staff, and faculty readiness to attend training. Effective technology training that meets the needs of people in higher education calls for the resolution of many issues concerning the nature of professional-development training (Brown, Benson, & Uhde, 2004). Effective training design must come from researched answers that point to what technology professional development should and should not contain.

Dedication
Without the support and patience of my husband, Marx Mitteldorfer, the pursuit, and completion of this dissertation and degree would be only a dream instead of a reality. He has far surpassed my expectations of a supporting husband as he brought me food, cleaned the house, ran errands, took care of my family, and emotionally sustained me so as I worked toward bringing this program of study to fruition and earn a terminal degree.

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The students who I teach in the colleges also motivated me as they verbalized my being a positive role model for them. With my being much older than they, the students seemed to realize that it was possible for them to reach beyond their own initial goals even if it took a huge amount of work, perseverance, dedication, and time. Therefore, I come to the end of this achievement realizing that I owe a large amount of thanks to others.

Marguerite J. Aube
Dissertation Title STUDENTS’ DEMOGRAPHIC VARIABLES AND FIRST-ATTEMPT NATIONAL COUNCIL LICENSURE EXAMINATION SUCCESS: A CORRELATIONAL STUDY

Abstract
The purpose of the quantitative correlational study was to explore the degree of relationships, if any, between demographic predictor variables and the criterion variable, first-attempt success on the NCLEX-RN, at one New England associate’s degree program using archived data from 2005 to 2009. Outcomes indicate that older age, having a bachelor’s or master’s degree, and being married are associated with a greater likelihood of passing the NCLEX-RN exam on the first-attempt. Of these predictor variables, having a bachelor’s or master’s degree was the strongest predictor of exam status. When considered collectively, age, education, career status, and family status did not better predict NCLEX-RN outcomes than age, education, career status, or family status alone.

Dedication
This dissertation is dedicated to my wonderful family: my husband Bob and children Ben, Heather, and Nate. Your limitless support and enthusiasm as I embarked on this long, arduous journey provided the positive energy that made the completion of this project possible. Your suggestions, interest, technological expertise, and patience were greatly appreciated as I continued to pursue this lifelong goal.

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Paschal C. Egbujor  
**Dissertation Title** INVESTIGATING ENDEMIC PERCEPTIONS OF HIV/AIDS AWARENESS AND SOCIOCULTURAL IMPLICATIONS IN OWERRI, IMO STATE, NIGERIA

**Abstract**
This mixed-methods study investigated the relationship between social and cultural practices and risky behaviors to the spread of HIV/AIDS in the Owerri Local Government area of Nigeria and the impact of a training program designed to educate teachers about HIV/AIDS. The study was conducted following a Solomon Four-Group experimental design. Equal numbers of participants (for experimental and control groups) were selected from three local government areas: (a) Owerri Central, (b) Owerri North, and (c) Owerri West. The experimental groups received the same HIV/AIDS awareness training but the control groups did not. The design also allowed comparisons of HIV/AIDS risk behaviors for the three regions. Seven hypotheses were tested using 2 x 2 analysis of variance (ANOVA). The between-subjects variable was the intervention (i.e., control as opposed to trained) and the within-subjects variable was time (i.e., pretest - posttest). To determine whether knowledge, attitudes, and beliefs related to HIV/AIDS prevention and spread changed after the training, the interaction of intervention and time was assessed. The study showed that a simple training program raising knowledge and awareness of HIV/AIDS had significant impact. On the pretest only 48.63% of the participants recognized that polygamy, wife inheritance, and associated risky behaviors increased the risk of spreading HIV/AIDS but on the posttest this increased to 86.33%. A recommendation was that a similar program could be used within the schools and work groups to increase awareness of the effects of social and cultural practices on the spread of HIV/AIDS supporting Owerri local government prevention programs.

**Dedication**
This journey could not have been finished without the support of my family and for that, I remain completely grateful. I thank God for seeing me through all the tribulations. I attribute all my perseverance to the courage and words of wisdom given to me by beloved daughter, NKECHINYERE EGBUJOR, who passed away on August 19, 2007 at the age of 22. More than anything else, I finished because of her.

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My thanks also go the Officers of Imo States Association, Imo State, Nigeria for their devotion and support during my data gathering process in Owerri, Nigeria. My trip would have been fruitless but for their enthusiasm and willingness to participate. I only hope we will go beyond data gathering and find a common ground in a collaborative way of dealing with the HIV/AIDS issues in our communities.

Clayton Ronald Alford  
**Dissertation Title** COGNITIVE DISSONANCE EXPERIENCED BY SECONDARY GENERAL EDUCATION TEACHERS WHEN TEACHING INCLUSION CLASSES

**Abstract**
The findings from this qualified phenomenological research study involved 20 secondary general education teachers who taught inclusion classes. The research study investigated the lived experiences and perceptions of teachers through in-depth interviews and using a modified van Kaam method of data analysis, Atlas.ti 6 software, and Microsoft Excel to corroborate involvement between teacher efficacy and dissonance. Ten themes emerged from the research study: (a) class size, (b) students’ learning modalities, (c) dissonance from high-stakes testing, (d) inadequate professional development, (e) inclusion classes required an inordinate amount of preparation, (f) teachers should receive higher compensation for instructing inclusion classes, (g) empathy for special-needs students, (h) dissonance had an adverse effect on efficacy, (i) pressure from high-stakes testing increased teacher dissonance, and (j) co-teachers should have subject matter content certification. All the emerged themes influenced the quality of teacher efficacy. Recommendations include provision for enhanced meaningful professional development for teaching in the inclusion setting that will produce optimal results for students.

**Dedication**
Many thoughtful, imaginative, and dedicated people have helped me to become a better lifelong learner and educator. I thank my entire family for sustaining and encouraging me in pursuing my educational goals.
I honor and treasure the memory of my amazing parents. To James Alford, Sr. and Jessie Bradley Alford, who taught me wisdom and compassion, who continue to motivate and inspire me, I thank you for your love and devotion.

Acknowledgements
I am deeply honored and indebted to my mentor, Dr. Abdiweli Ali, for stepping in at very short notice when your predecessor had to withdraw for health reasons. You provided me with outstanding guidance and leadership and I am grateful you agreed to be my mentor. Your constructive and non-judgmental advice always helped me focus more effectively on my research.

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I owe a special debt of gratitude to Dr. Muhammad Betz for your strong guidance and enlightened support as my first mentor. I wish you a speedy and complete recovery and a lifetime of good health. I know you will continue to help other learners on their doctoral journey.

My entire family has provided me with exceptional support throughout my educational endeavors and I thank you all for your help, advice, patience, and encouragement in this project.

Finally, I express my heartfelt appreciation to all the teachers who participated in my study. My research would have been impossible without your willingness to participate in the interviews, to review and correct the transcripts, and to provide additional background information.

Judy Richter Thimakis
Dissertation Title A PHENOMENOLOGICAL STUDY OF GENDER AND LEADERSHIP

Abstract
As female leaders become more numerous, there arises the need to identify differences and similarities in male and female leadership behaviors that contribute to organizational success. A purposive sample of 10 female and 10 male public leaders who have served at a director level for at least five years participated in the qualitative phenomenological study, which incorporated a modified van Kaam method by Moustakas with taped and transcribed semi-structured interviews. Few recent studies have revealed the leadership behaviors linked to gender or established whether the behaviors contribute to organizational success. In this study, six core themes emerged from analyzing interview data: (a) effective leadership behaviors contribute to the success of the organization, (b) leadership behaviors vary by gender, (c) effective leaders who contribute to the success of the organization can be either gender, (d) successful organizations are measured by good performance, morale, service and outside perceptions, (e) leaders have difficulty maintaining some successful leadership traits, and (f) ineffective leadership behaviors can cause a negative effect on the organization's success. The information gathered in the study is valuable, as it may help organizations identify gender leadership behaviors that contribute to the success of the organization.

Dedication
I dedicate this dissertation to my family for the many sacrifices, support, and encouragement to finish the process. I also dedicate this research to women in leadership positions and hope it makes a difference in acknowledging the many positive contribution women make to organizational success.

Acknowledgements
I would like to offer my sincere thanks to my family, all of my friends, and associates for their continued support. I would also like to thank my husband Tony for his patience and understanding of all of the events I was unable to attend and for listening to the reading of my dissertation through the many edits and versions. I would like to acknowledge my sister Robbi Richter who was my emotional support and encouragement, her love and praise sustained me throughout the process. I would also like to thank my cohorts, namely Jim Duval and Marietta Luster for encouraging me and checking in with me to make sure I was moving forward. I would like to thank my mentor, Dr. Robin Friedman, for accepting me as a mentee after two failed mentors and picking up the pieces without complaint. I would like to thank my Committee members Dr. Gail Zwart and Robin Buckley, for their encouragement and guidance. Finally, I would like to thank my boss, Roy Arrigo, for encouraging me and making work life easier in order for me to finish my dissertation.

J. Gary Harris
Dissertation Title A PHENOMENOLOGICAL STUDY: EXPLORING LEADERSHIP CULTURE THAT INFLUENCES
REMOTE CHURCH OF GOD CONGREGATIONS IN LOUISIANA

Abstract
The qualitative ethnographic study explored the leadership culture of two remote congregations in Louisiana within the Church of God organization based out of Anderson, Indiana. The limitations of the study revolved around the selection and cultural history of the participants of the study. The culture of the population of the remote area included a strong fellowship respect and trust factor within the congregations. The cultural influences of the population also included a family longevity within the remote area. Not only did these limitations served as an indicator of the leadership characteristics of the population but also a determinant of the self-selection process for the remote congregational leadership to participate in the study. Through a nominal data collection process that included surveys, interviews, and personal observations, the results of the study indicated the leadership characteristics of the participants to be affected by the culture of the region of the country the participants grew up, worked, and attended church. The results of the Bogardus Social Distance Scale Survey revealed a resistance to associate with the distant Church of God headquarter organization over 900 miles away. The delimitations of the study indicated the results of the study to be representative of other remotely located congregation leadership of a centrally located church organization.

Dedication
I dedicate this dissertation study to my wife, Amy Harris, who stood by me while I completed the study. During the journey of the study, we worked through two job role changes and four household moves that spanned over 500 miles. When many people only saw her following me during the research journey, they did not see her support and encouragement when my vision of the study became a bit distant and unclear. Her confidence was an inspiration for me to gain focus and complete what was started. Thank you Dolly for being there and completing the research journey with me. You will always be my Snow White.

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I would like to thank the two Pastors of the congregations in Louisiana that trusted me enough to refer and recommend their church leaders to be a part of this leadership study. Without that trust, this study could not have happened.

I would also like to thank an old friend that instilled in me the need and desire for education. As a young man working in a factory, Mr. Frank King took an interest in me and extended the opportunities for learning on the job. During the years we worked together, we enrolled in multiple company sponsored self-education courses and worked on these together during our lunch break. Finally through his prompting and encouraging, I enrolled in my first college course at the age of 28. This was almost 30 years ago. Thank you Frank for taking the time to make a difference in the life of one of your employees.

My family was so tolerant. Almost at every family gathering, I had my laptop computer and I dedicated time to the work at hand for that particular week. My wife, Amy, was the rock. No matter what happened, she was the constant that I could always count upon. As the research journey wound down, it was my turn to support and hold her up as the great woman she is. Our children, Nathan, Elizabeth, Sara, and Becca were always there to bring a sense of reality to a life that seemed consumed with the research journey. Their spouses, Lori, Tom, Jason, and Rick, were the reason my wife and I are enjoying a life after children. A life without children in the home enabled late night dessert quests and holding hands as we go. Thank you very much Dolly. I would be amiss not to mention the new babies in our life though, grandchildren Julia, Arend, Maggie and AmyKay. When any of these darlings call, a break in the dissertation studies was always in order. Finally, everyone has parents but I was very fortunate to have a second set of parents. My Aunt Roberta and Uncle Ray were always there for me. I was always over-the-edge competitive but they taught me control. I had a temper that raged but they taught me moderation. I was always impatient but they taught me tolerance. This journey represents all that I am or can be through all their help. So, let the next journey begin.
Joseph P. Boutte  
Dissertation Title INFORMATION TECHNOLOGY DECISION MAKING FOR THE INTELLIGENCE COMMUNITY: A DELPHI STUDY

Abstract  
This qualitative study, using a three-round Delphi method, developed an information technology (IT) decision-making framework for use in the U.S. intelligence community (IC). The primary focus of IT decision making in the IC is to provide capabilities that meet the needs and requirements to conduct effective intelligence operations and mitigate expensive IT failures. An initial panel of 25 experts from across the federal government provided data for the study via the Delphi Decision Aid. The expert panel provided open-ended, subjective responses to the study questions. NVivo 8 qualitative software served as the tool to organize, analyze, and present findings. The findings indicated numerous processes are available or in place across the government that might be conducive to mitigating gaps and deficiencies in current IC IT decision making. The findings provided foundational processes for a new model. A thorough literature review and the opinions of expert panelists resulted in a compilation of processes, ideas, recommendations, and lessons learned to inform leadership, change cultural barriers, and define an enhanced IT decision-making framework for the IC.

Dedication  
For my wife, Jackie, and my daughters, Kyla, Jasmine, Jade, and Jourdan. The doctoral journey is a challenging endeavor full of opportunities to learn, innovate, and discover. The journey is full of opportunities to forget or neglect the most important aspects of life: one’s family and friends. I have been fortunate to have a family who has endured the journey, kept me grounded, given me ideas, and loved me throughout. Jackie is my rock, my inspiration, my friend, and most of all, the best wife a man could have. Each of my daughters inspired me in different ways to be more creative and thoughtful. They make me better. My family and friends have become the greatest encouragers one could imagine. The lesson of the journey is an old lesson that is about relationships. One could not complete a doctoral journey without the support of family and friends who know when to provide a listening ear, encouraging words, uplift, or prayer to help one persevere.

The journey is one made on the shoulders of many who did not have the opportunities for higher education, but through their work and perseverance, paved the way for me to enter and complete the journey. I dedicate this dissertation to my family. All of whom gave strength, energy, and room to pursue a dream. I am grateful beyond words for their love, wisdom, smiles, and inspiration. Last, but never least, I thank my God from whom all blessings flow!

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Comfort Fay Cover  
Dissertation Title A PHENOMENOLOGICAL STUDY CONCERNING THE ADVANCEMENT OF TELECOMMUTERS INTO LEADERSHIP POSITIONS

Abstract  
The purpose of the qualitative phenomenological study was to explore the success factors that full-time telecommuters found enhanced their potential to advance into supervisory or leadership positions instead of their on-site colleagues. Data was gathered using in-depth interviews with 20 participants consisting of individuals who worked within five industries; energy, computer manufacturing, computer software, World Wide Web design, financial, and whole food distribution. The strategy used to analyze the study data included following the steps of phenomenological data reduction and coding defined by Moustakas’s (1994) modified Van Kaam’s methodology. The data from the study indicated full-time telecommuters who were managers derived success by increasing communication using a variety of technologies, by creating and sustaining a strong leader member exchange, having clear goals, objectives, and processes, providing status reports, being available, being self-motivated and highly skilled, and by completing projects on-time, within budget, and on scope. The identification of the success factors of full-time telecommuters who are supervisors can help leaders in developing leadership training for full-time telecommuters. The current study results may also help leaders to understand the development of organizational identity within the distributed work environment.

Dedication  
This dissertation is dedicated to my husband, John R. Guinther. Without John’s editing, patience, encouragement, and ability to make me laugh when I wanted to give up, I would not have accomplished this degree. I also dedicate this
dissertation to my children, Donald and Abigail Straka. Without their encouragement to keep up the studying, I would not have spent as many evenings studying to provide a good example. Finally, I dedicate this dissertation to my parents Jerry and Comfort Cover and my three older sisters Charleen, Cherie, and Mary for their lifetime of support.

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Ronnie A. Jones
Dissertation Title TECHNOLOGY INTEGRATION AND INSTRUCTIONAL LEADERSHIP IN SECONDARY EDUCATION

Abstract
The purpose of this quantitative correlation research study was to determine if a relationship exists between the degree of technology integration and the type of factors that influence the degree of technology integration in the classroom by surveying 200 middle school teachers. The study used the Perceptions of Computers and Technology Instrument (Hogarty et al., 2003) and Task Value survey (Dusick, 1999). The independent variable in this design was technology integration and the dependent variable is teacher barriers to technology integration. The information collected with the surveys was used to predict how task value affects the level of integration of technology in education. The results indicated significant relationships between 3 barriers (confidence and comfort, attitudes toward student use of computers, and general school support) and at least one dimension of teacher use of technology in the classroom. Confidence and comfort was significantly and positively related to all dimensions of teacher use of computers except task value. The relationships between confidence and comfort and (a) personal use of computers ($r^2 = .13$), (b) software used for teachers ($r^2 = .16$), and (c) software used for students ($r^2 = .09$), were small, with 16% or less of the variance explained. The relationship between confidence and comfort and integration of computers into the classroom ($r^2 = .28$), was moderate, with 28% of the variance explained. Attitudes toward student use was significantly and positively related to software used for teachers ($r^2 = .09$), but the relationship was small, with 9% of the variance explained. General school support was significantly and positively related to all dimensions of teacher use of computers except task value. The relationships between general school support and (a) personal use of computers ($r^2 = .09$), (b) integration of computers into the classroom ($r^2 = .19$), (c) software used for teachers ($r^2 = .11$), and (d) software used for students ($r^2 = .08$), were small, with 19% or less of the variance explained. No other relationships were significant.

Dedication
This dissertation is dedicated to my mother Lizzie M. Jones who passed away before I could complete the study. It was because of her continued support and love during those long days that I devote this project and my well-being. Without her, this would not have been possible.

Acknowledgements
I would like to acknowledge first the Lord Jesus Christ. I also would like to acknowledge my mother who has been the guiding light in my life and the inspiration to continue to pursue things that people only dream. Her wisdom and support played an important role in my maturation both intellectually and spiritually. I extend a warm thanks to my family and relatives for the many laughs and good times. I would also like to thank the brothers of Omega Psi Phi for many years of positive association. This organization has provided me with some extraordinary role models. I also would like to thank my line brothers from Five to Survive for the lifelong friendship and unity that has guided me throughout my career. Within this small group of individuals, I extend a warm appreciation to Brother Lawson McElroy Esq. for his support and fatherly advice over the years. I want to thank my mentor Dr. Bailey and committee members Dr. Keel and Dr. Varly for their continued support and guidance. Lastly, I would like to thank my wife Marcella for all the support and encouragement throughout this process.

Camilla Cherice Ferebee
Dissertation Title PARENTAL INVOLVEMENT: CORRELATION BETWEEN PARENTAL INVOLVEMENT AND STUDENT ACHIEVEMENT

Abstract
The purpose of this quantitative correlational descriptive study was to determine the relationship between parental involvement and student achievement and identify differences in parent characteristics on student achievement. Parents
of students who were assessed using the Seventh Grade Mathematics Standard of Learning (SOL) in a South Hampton, Virginia urban school district were included in the study. The data revealed no significant correlation between parental involvement and student achievement. There were no differences identified when comparing single and two-parent families and parents educational level to student achievement.

Dedication
This dissertation is dedicated in memory of my late mother Mrs. Wanda Whitmore, it is because of you that I was determined to complete this journey. You taught me to be dedicated and to not start something I was not willing to finish. It is because of those values, that when I wanted to give up; I wouldn’t. Although you are not here physically to help celebrate this achievement, I know you are here in spirit.

To my dad Walter Banks, thanks you for all your support. With my mom gone, you jumped in and continued where she left off. To my daughter Kidada, this was all for you. I want to know that your dreams can come true. To achieve your dreams, you must work hard, be dedicated, and determined. Those qualities are already in your bones.

This is for you all, “Dr. Mi-Mi” love you, miss you Mom.

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Edgardo Garcia-O’Neill

Dissertation Title
KNOWLEDGE-WORKERS AND PRODUCTIVITY IN REMOTE SETTINGS: ENGINEERS’ PERSPECTIVES ON POTENTIAL MANAGEMENT APPROACHES

Abstract
This qualitative phenomenological research study captures the factors influencing the perception about productivity of a group of engineers generally working in remote settings. The research was conducted with the use of digitally recorded interviews analyzed with the assistance of the NVivo© software. A total of 15 engineers with experience in wireless technologies, construction of telecommunication infrastructure, and computer networking were selected. This study used a modification of the van Kaam method for analyzing the data as recommended by Moustakas (1994). The research was directed by the central research question: What are the essential constituents describing the productivity of engineers, as knowledge workers, working in remote settings? Participants verbalized their lively experiences and their descriptions emerged into eight core themes. The essence of the experience revealed as a systemic relationship between: (a) individual factors, (b) technological factors, and (c) organizational factors.

Dedication
This work is dedicated to the memory of my Dad, Cundito Garcia. Daddy passes away during my very first course of this doctoral journey. Your essence is with me sustaining my determination to accomplish my goals. Your humbleness is with me and is manifested in my relationships with others. You are always in my thoughts and I love you.

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Finally, I am grateful to all the superb engineers who contributed to this study. I am really impressed by your level of commitment, dedication and compassion. I am honor to be an engineer like all of you and this study confirmed me that we are a special class of human beings. For you and all engineers working in remote setting, you are making an outstanding contribution to our society.

Lore Sprouse

Dissertation Title THE INFLUENCE OF THE EFFICACY OF THE PROGRAM MANAGEMENT OFFICE ON IT PROJECT SUCCESS RATES

Abstract
Organizations capable of achieving a high rate of successfully implemented information technology (IT) projects maintain a stronger competitive position in the marketplace. The promotion and implementation of Project Management Offices or Program Management Offices (PMO) satisfy the need for corporations to maintain quality and control over individual technological projects. Corporations invest time and money to implement PMOs to maximize potential from IT projects yet approximately 50% of IT projects fall behind schedule or run over budget. This qualitative case study explored the efficacy of the PMO with the IT project success rate. The findings support no connection between the efficacy and the IT project success rate. Organizations establish PMOs at the organizational level to develop and deliver organizational project management tools, processes, and policies. The PMO personnel are thought to support the successfulness of the project but are too far removed from the project level at adequately provide this support. PMOs need to evolve to the program level within organizations and shift focus to management and support of a program of projects. A closer relationship with the Project Manager will increase the IT project success rate and the overall organizational performance thus aiding the organization to achieve a competitive edge in the marketplace. A gap still exists between the efficacy of the PMO and the IT project success rate.

Dedication
I thank God for giving me the perseverance to see this project to completion. To my wonderful husband, Richard Sprouse, whose support and compassion have surpassed my expectations, thank you. To my supportive children, Joseph, Benjamin, Patrick, Andrew, Timothy, and Lore Ann whose generosity of time allowed me to pursue this endeavor and continued to provide my moral compass on the value of an education. I thank everyone who has helped to make this dream a reality. I pray that God bless all of you.

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Daryl L. Caudle

Dissertation Title DECISION-MAKING UNCERTAINTY AND THE USE OF FORCE IN CYBERSPACE: A PHENOMENOLOGICAL STUDY OF MILITARY OFFICERS

Abstract
The nation’s critical infrastructure, information systems, and telecommunication networks are vulnerable and threatened by an ever-growing number of attacks in cyberspace. An essential element of the nation’s comprehensive approach to cybersecurity is the ability for the Department of Defense to protect and defend its information enterprise. Unfortunately, decision-making uncertainty experienced by military leaders when determining the appropriate response to a cyber attack can impede cybersecurity efforts. This qualitative, phenomenological study was used to explore the perceptions and lived experiences of 21 senior military officers serving in cyber warfare divisions for the Chairman of the Joint Chiefs of Staff in Washington, DC. The synthesis of 10 key themes that were exposed during the phenomenological reduction analysis indicated that the decision-making uncertainty experienced by the participants following a cyber attack was described by five interdependent characteristics: (a) response process, (b) human factors, (c) governance, (d) technology, and (e) environment. These interrelated characteristics are similar to the factors found in the literature that describe organizational change uncertainty. The study further indicated the response decision-making process used by senior military officers following a cyber attack was best described by poliiheuristic, noncompensatory decision theory. Recommendations for leadership were centered on policy and strategic changes, improving senior officer experience and situational awareness, and enhancing collaboration and coordination among the U.S. government departments and agencies.
Dedication
I dedicate this study to my loving wife and best friend, Donna. This dissertation, the culmination of my doctoral journey, was touched in so many ways by your thought provoking recommendations, inspirational insights, and extraordinary understanding. Through your endless patience, tireless support, and unwavering encouragement, you have made me a more effective leader, enlightened scholar, dedicated practitioner, caring father, giving husband, and most of all, a better man. Although the effort and time consumed by this dissertation can never be recaptured, know forever that I am eternally grateful that you were by my side.

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