Tigineh Mersha, Ph.D.

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Education

Ph.D., University of Cincinnati, 1982.
Major: Industrial Management

M.B.A., University of Cincinnati, 1975.
Major: Marketing and Finance

B.B.A., Addis Ababa University (Formerly known as Haile Selassie I University), 1970.
Major: Accounting

Professional Positions

Academic - Faculty

Professor of Management, Merrick School of Business, University of Baltimore. (1997 - Present).

Associate Professor of Management, Merrick School of Business, University of Baltimore. (1990 - 1997).

Assistant Professor of Management, Merrick School of Business, University of Baltimore. (1984 - 1990).

Assistant Professor of Management, College of Business, Illinois State University. (1982 - 1984).

Academic - Administrative/Other

Chair, Department of Management and International Business, University of Baltimore Merrick School of Business. (2006 - Present).

Executive Director, Program for Service Excellence, Jacob France Institute, Merrick School of Business, University of Baltimore. (1996 - 2000).

Professional

Lecturer and Seminar Leader, Ethiopian Management Institute. (1992).

Director of Finance, Walnut Hills-Evanston Medical Center. (1979 - 1981).

Comptroller, Mount Auburn Health Center, Inc. (1976 - 1979).

Accountant, Mount Auburn Health Center, Inc. (1974 - 1976).

Marketing Officer, Ethiopian Sugar Corporation. (1970 - 1973).

Seminar Leader, Maryland Highway Administration. (1996).

Professional Memberships

Editorial Board member, International Journal of Productivity and Quality Management (Present).

Awards and Honors

Fulbright Scholar. Fulbright Program. (2010).

Governor's Citation. State of Maryland. (2002).

RESEARCH

Intellectual Contributions

Book Chapters

Mersha, T., Sriram, V., & Elliott, R. (Present). Assessing the Impact of the Third Sector: Evidence from African Social Enterprises. *Routledge.*

Refereed Journal Articles

Mersha, T., Nielsen, C., Sriram, V., & Weiss, J. C. (2014). Transforming Peoples Lives: The Vehicles for Change Story. *Case Research Journal. 34*(1), 139-156.

Mersha, T., Sriram, V., Yeshanew, H., & Gebre, Y. (2012). Perceived Service Quality in Ethiopian Retail Banks. *Thunderbird International Business Review. 54*(4), pp. 551-565.

Mersha, T., Sriram, V., & Hailu, M. (2010). Nurturing Opportunity Entrepreneurs in Africa: Some Lessons from

Ethiopia. *Journal for Global Business Advancement. 3*(2), 155-175.

Sriram, V., & Mersha, T. (2010). Stimulating Entrepreneurship in Africa. *World Journal of Entrepreneurship, Management and Sustainable Development. 6*(4), 257-272.

Mersha, T., & Sriram, V. (2009). The Impact of TQM Implementation in a Human Service Agency. *International Journal of Productivity and Quality Management. 4*(1), 1-19.

Sriram, V., Mersha, T., & Herron, L. (2007). Drivers of Urban Entrepreneurship: An Integrative Model. *International Journal of Entrepreneurial Behavior & Research. 13*(4), 235-251.

Aggarwal, A. K., Adlakha, V. G., & Mersha, T. (2006). Continuous Improvement Process in Web-Based Education at a Public University. *e-Service Journal. 4*(2), 3-26.

Sriram, V., & Mersha, T. (2006). Facilitating Entrepreneurship in Sub-Saharan Africa: What Governments Can Do. *Journal of International Business and Entrepreneurship Development. 3*(1/2), 136-151.

Mersha, T. (2006). Narrowing ISO Certification Gap in Africa. *International Journal of Quality and Productivity Management, 2006. Vol. 2,*(1), 65-80.

Mersha, T., & Chappell-Lee, V. (2002). Implementing Continuous Performance Improvement in a Human Service Agency. *Journal of Global Awareness (Special Issue on Performance Management). 3*(1), 115-128.

Mersha, T. (2000). An Innovative Adaptation of General Purpose Accounting Software for a Municipal Social Service Agency. *Annals of Cases in Information Technology Apllications and Management. 2.* 249-262.

Mersha, T. (2000). Quality, Competitiveness and Development in Sub-Saharan Africa. *Industrial Management & Data Systems. 100*(3), 119-124.

Conference Proceedings

Lingelbach, D., Sriram, V., Mersha, T., & Saffu, K. (2012). Financial Innovation in Desperately Poor Economies: Some Evidence from Sub-Saharan Africa.

Mersha, T., Sriram, V., & . (2011). Social Entrepreneurship as a Vehicle of Social Change. Presented at the Ninth International Conference on the Ethiopian Economy, Addis Ababa, Ethiopia..

Laric, M. V., & Mersha, T. (2009). Gap Analysis as a Performance Measurement Tool in Business Incubators: Issues and Opportunities. *Global Business and Technology Association..*

Sriram, V., & Mersha, T. (2007). Developing Women Entrepreneurs in Africa. *Proceedings of the International Academy of Business and Public Administration Disciplines Conference. 4*(3), 170-171.

Sriram, V., & Mersha, T. (2007). Strengthening Entrepreneurs in Africa. *Advances in Global Business Research. 4*(1), 215-220.

Sriram, V., Mersha, T., & Herron, L. (2006). Entrepreneurial Opportunities and Challenges in Emerging Markets: Some Preliminary Lessons from India. *Advances in Global Business Research. 3*(1), 665.

Sriram, V., & Mersha, T. (2006). Facilitating Entrepreneurship in Sub-Saharan Africa: Some Proposed Interventions. *Proceedings of the Leadership and Management Studies in Sub-Saharan Africa 2006 Conference.*

Working Paper

Lingelbach, D., Sriram, V., Mersha, T., & Saffu, K. (Present). Contrasting Effectual and Causal Explanations of Financial Innovation: Evidence from Sub-Saharan Africa. *Entrepreneurship and Regional Development.*

Manuscript

Presentations

Lingelbach, D., Sriram, V., Mersha, T., & Saffu, K. "How Does Financial Innovation Emerge in Resource-Constrained Environments?," Babson College, London, Ontario. (2014).

Lingelbach, D., Sriram, V., Mersha, T., & Saffu, K. "Creating New Mechanisms of Sustainable Entrepreneurial Action: Evidence from Uncertain Institutional Contexts," African Academy of Management, Gaborone, Botswana. (2014).

Mersha, T., Sriram, V., & . "Impact Assessment of Social Enterprises," Istanbul, Turkey. (2013).

Lingelbach, D., Mersha, T., & Sriram, V. "Understanding Indigenous Financial Innovation: How does it Occur?," Eurasia Business and Economics Society, Istanbul, Turkey. (2013).

Sriram, V., & Mersha, T. "Success Factors of African Small Business: Some exploratory Findings from Ethiopia and Ghana," International Academy of African Business and Development, El Jadida, Morocco. (2012).

Sriram, V., & Mersha, T. "Skills, Resources and Entrepreneurial Performance: A Preliminary Study from Ethiopia," Ethiopian Economics Association, Addis Ababa, Ethiopia. (2011).

Mersha, T., Sriram, V., Yeshanew, H., & Gebre, Y. "Customer Perceived Quality of Ethiopian Banks: A Preliminary Study,"

Addis Ababa, Ethiopia. (2011).

Sriram, V., & Mersha, T. "Entrepreneurial Drivers and Performance: An Exploratory Study," Eurasia Business and Economic Society, Istanbul, Turkey. (2009).

Sriram, V., & Mersha, T. "Advancing African Entrepreneurship: Nurturing Opportunity Entrepreneurs," Society for the Advancement of Management, Las Vegas, NV. (2009).

Sriram, V., & Mersha, T. "Entrepreneurial Competency and Success in Africa," The Clute Institute For Academic Research, San Juan, Puerto Rico. (2008).

Sriram, V., & Mersha, T. "Strategies for Promoting Entrepreneurship in Africa," American Society of Business and Behavioral Sciences, Las Vegas, NV. (2007).

Sriram, V., Mersha, T., & Herron, L. "Factors Impacting Entrepreneurial Success in LDCs: Lessons for Ethiopia," The Ethiopian Economic Association, Addis Ababa, Ethiopia. (2005).

Mersha, T., & Mengistu, B. ""Promoting quality and service excellence to enhance export performance in Africa with a focus on Ethiopia", implications for exports," The Ethiopian Economic Association, Addis, Ababa, Ethiopia. (2003).

Mersha, T. "Social Capital: The Nexus of Human Capital, Spatial Organization and Institutional Arrangements," The Ethiopian Economic Association, Addis Ababa, Ethiopia. (2003).

Contracts, Grants and Sponsored Research

Contracts

Mersha, Tigineh , "Data Support Services" Sponsored by Staff Management Contract, $109000. (2003).

Mersha, Tigineh , "Specialized Programs" Sponsored by Staff Management, $588976. (2003).

Mersha, Tigineh , "Specialized Programs for Baltimore City Dept. of Social Services" Sponsored by Staff Management, $588000. (2002).

Mersha, Tigineh , "Specialized programs for Baltimore City Dep. of Social Services" Sponsored by Staff Management, $441169. (2001).

Mersha, Tigineh , "Specialized Programs--Baltimore City Dept. of Social Serices" Sponsored by Staff Management, $644000. (2000).

Grants

Mersha, Tigineh , "Facilitating continuous performance improvement" Sponsored by Fulton County Dept. of Human Services, Atlanta, Georgia, $28600. (2007 - 2008).

Mersha, Tigineh , "A performance measurement metrics" Sponsored by District of Columbia Department of Human Services, Community Services Division, $10000. (2005).

Sriram, Ven , Herron, Lanny , Mersha, Tigineh , "University of Baltimore Renaissance Scholars Seed Fund" Sponsored by The University of Baltimore, (2005).

Mersha, Tigineh , "Implementing a performance measurement and improvement system in Baltimore City" Sponsored by Baltimore City Department of Social Services, $173955. (2003 - 2004).

Mersha, Tigineh , "Implementation of Continuous Performance Improvement in Baltimore City Department of Social Services (BCDSS)" Sponsored by Department of Human Resources, State, $2465000. (1999 - 2003).

Research in Progress

"Cross-national Research on the Role of Various Factors that Impact Entrepreneurial Success" (On-Going)

"Entrepreneurial Drivers and Performance: An Exploratory Study of Urban Entrepreneurs" (Writing Results)
Empirical research on urban entrepreneurship in the US.

"Social Enterprises in Africa" (On-Going)

College Service

Committee Member, MSB Dean Search Committee. (October 2013 - Present).

Committee Member, MSB Management Committee. (August 2006 - Present).

Director, Program for Service Exellence, MSB. (1996 - 2010).

Committee Member, MSB Strategic Planning Committee. (2004).

Committee Chair, Undergraduate Curriculum Committee, MSB. (2003 - 2004).

Committee Member, TIGERS Team, MSB. (2001 - 2003).

Committee Member, MSB Curriculum Committee. (1997 - 2002).

Committee Member, MSB Personnel Committee. (1998 - 2000).

University Service

Committee Member, Search Committee.

Chairperson, Provost's Chairs Council. (August 2013 - Present).

Vice President for Development, Search Committee. (2007).

Committee Member, Middle States Accreditation Review Committee. (2005 - 2006).

Committee Member, General Education Writing Committee. (2004 - 2005).

Committee Member, Provost Search Committee. (2004).

Committee Member, International Students Scholarship Committee,UB. (2002).

Professional Service

Editor, Associate Editor, Journal of Global Awareness. (2003 - 2005).

Consulting

Government, Fulton County Departement of Human Services, Atlanta, Georgia. (June 2007 - July 2008).

Government, District of Columbia Dept. of Human Resources, Washington, DC. (2005 - 2005).

Government, Baltimore City Department of Social Services, Baltimore, MD. (1995 - 2004).