

MANAGING FOR VOLATILITY AND INSTABILITY 05/12/12 – 07/12/12
 26th ANZAM Conference – Curtin University – Perth, Western Australia

We look forward to welcoming you to Perth in December to join us in celebrating the 26th ANZAM Conference.

We promise you a warm welcome, and a friendly, relaxed event in which you can develop and share your research, recharge your networks and make new friends and research partners. We can also promise you Perth's fantastic climate, relatively relaxed pace of life and to share a drop of the best Swan Valley or Margaret River wines.

Please join us in Perth in December 2012.

Professor **Werner Soontiens** – Conference Chair (Curtin University)

PAPERS – Theoretical, empirical, literature reviews, management education issues and case studies are invited.

WORKSHOPS – Workshops and research symposia are invited. A 300 word abstract outlining the topic is required.

Submission and registration details:
http://www.anzamconference.org/call_for_submissions.php

Conference Organizers: Promaco Conventions
 Tel: +61 8 9332 2900 Fax: +61 8 9332 2911
 Email: anzam2012@promaco.com.au

Conference Streams:

- Managing for Volatility and Uncertainty
- Critical Management Studies
- Entrepreneurship, Small Business and Family Enterprise
- Gender and Diversity in Organisations
- Human Resource Management
- International Management
- Leadership and Governance
- Management Education and Development
- Marketing and Communication
- Organisational Behaviour
- Human Resource Development and Organisational Change
- Health Management, Public Sector and Not-for-Profit
- Research Methods
- Strategic Management
- Sustainability and Social Issues in Management
- Technology, Innovation and Supply Chain Management (TIM)

10TH ANZAM OPERATIONS, SUPPLY CHAIN AND SERVICES MANAGEMENT SYMPOSIUM

JOINTLY HOSTED BY MONASH UNIVERSITY AND THE UNIVERSITY OF MELBOURNE

Melbourne, 14 & 15 June 2012 – <http://www.anzam.org/wp-content/uploads/2010/12/10th-ANZAM-OM-Symposium-cfp.pdf>

Over the past decade, the nine previous symposia have provided the forum for academics and practitioners to share their research, knowledge and practical experiences in the operations, supply chain and services management areas. These symposia have contributed greatly to considerable progress being made towards these areas becoming a recognised discipline worthy of serious scholarship and establishing its own body of knowledge. In 2012 we celebrate the 10th year of the symposium. Looking forward to the next decade, we are now at a stage where it is necessary to address the next set of challenges facing the discipline. We need to further develop the body of knowledge, focusing on the ideas and theories relevant to the discipline. We invite contributions addressing issues and problems in the operations, supply chain and services management discipline. These contributions should aim to take the discipline forward and can be of any type, including the following:

- Conceptual papers addressing the theoretical basis of our discipline;
- Empirical studies and field based studies examining the fundamental concepts;
- Analytical modelling and simulation of processes and systems.

Papers submitted will be subjected to the double blind peer review process and will be published in the symposium proceedings.

Important Dates: Full papers due: 29 February 2012 Abstracts due for non-refereed papers: 16 April 2012 Final papers due: 07 May 2012 Early bird registration closes: 11 May 2012

Registration Fee: Registration fee will include the symposium proceedings, catering for the two days and the symposium dinner on the evening of 14 June 2012. Academics/Researchers/Practitioners: \$350 Research Students: \$250.

Symposium Chairs: Professor Amrik Sohal (Monash University) Amrik.Sohal@monash.edu; Associate Professor Prakash Singh (University of Melbourne) pjsingh@unimelb.edu.au

Other Organising Committee Members: *Monash University:* A/Prof Daniel Prajogo, Dr Dayna Simpson, Dr Peter O'Neill and Dr Richard Cooney; *University of Melbourne:* Prof Danny Samson and Dr Vikram Bhakoo.

Please submit your papers/abstracts to the symposium secretariat, Sanaz Bayati: sanaz.bayati@monash.edu

**** COMMENCE OR RENEW YOUR ANZAM MEMBERSHIP NOW ****



Membership forms are available at: www.anzam.org

ANZAM MEMBERSHIP

The *Journal of Management & Organization* (JMO) is the official journal of the Australian and New Zealand Academy of Management (ANZAM), which, internationally, has earned respect as a scholarly publication. JMO is currently published and marketed by eContent Management Pty Ltd. Articles are available online from <http://pubs.e-contentmanagement.com/loi/jmo> both on a subscription and pay-per-view basis. JMO is also aggregated in the Business Section of the ProQuest Research Library™ in the United States.

ANZAM is the peak professional body for management educators, researchers and practitioners in Australia and New Zealand, with about 1000 individual members and 50 institutional members (representing most Australian and New Zealand universities) as well as members from other countries.

ANZAM's Purpose

ANZAM is a multi-disciplinary academy with the aim of advancing scholarship and practice in management education and research. Its members represent the full range of management interests including: organisational behaviour, small business, marketing, entrepreneurship, human resource management, strategic

management, organisational theory, management information systems, business ethics, industrial relations, leadership, E-commerce, international management, operations management, quality management, critical management, public sector management, sustainability, research methods, gender issues in management, management in the non-profit sector, technology and innovation management. Members are also drawn from the fields of economics, finance and accounting.

ANZAM's Intent

1. To further the development of management education and associated disciplines in Australia, New Zealand and globally;
2. To encourage scholarship, research and management practice;
3. To share and disseminate management knowledge and practice through a variety of mechanisms; and
4. To promote greater collaboration between the Academy's Members and its various stakeholders and alliance partners.

Information about becoming a Professional Member, an Associate Member or an Institutional Member of ANZAM is available at: www.anzam.org

JOURNAL OF MANAGEMENT & ORGANIZATION

Volume 18 Number 5 September 2012 Pages 589–760

- EDITORIAL: Introduction – *Kate Shacklock, Yvonne Brunetto, Rod Farr-Wharton and Cary Cooper* 590–593
- SERVICE IMPROVEMENTS IN HEALTHCARE SYSTEMS
- Service improvement in the English National health service: Complexities and tensions – *Nicola Burgess and Zoe Radnor* 594–607
- The impact of customer knowledge capability and relational capability on new service development performance: The case of health service – *Rhay-Hung Weng and Ching-Yuan Huang* 608–624
- HEALTHCARE MANAGEMENT CHALLENGES FOR NURSE MANAGERS
- The challenges acute care nurse unit managers face and the strategies they use to address them: Perceptions of directors of nursing and nurse unit managers – *Cadeyryn J Gaskin, Cherene M Ockerby, Tammy R Smith, Vibeke Russell and Bev O'Connell* 625–640
- Health managers and health reform – *David Briggs, Mary Cruickshank and Penny Paliadelis* 641–658
- MANAGING SKILLED HEALTHCARE WORKERS
- The impact of supervisor–nurse relationships, patient role clarity, and autonomy upon job satisfaction: Public and private sector nurses – *Kate Shacklock, Yvonne Brunetto and Rod Farr-Wharton* 659–672
- Linking nurses' attitudes and behaviors to organizational values: Implications for human resource management – *Jillian Cavanagh, Ron Fisher, Mark Francis and Rod Gapp* 673–684
- Exploring the antecedents and consequences of mentoring relationship effectiveness in the healthcare environment – *Ching-Yuan Huang and Rhay-Hung Weng* 685–701
- CONCEPTUAL ARTICLE: Promoting employee wellbeing and quality service outcomes: The role of HRM practices – *Marilyn Alexandra Clarke and Sally Rao Hill* 702–713
- RETAINING SKILLED HEALTHCARE WORKERS
- Using biodata as a predictor of errors, tardiness, policy violations, overall job performance, and turnover among nurses – *J Bret Becton, Michael C Matthews, David L Hartley and L Douglas Whitaker* 714–727
- PRACTITIONER PERSPECTIVE: Strategic human resources management for dental clinics in South Korea – *Yong-Tae Kim and Yeo-Im Hwang* 728–741
- Employee perceptions of workforce retention strategies in a health system – *Cheryl Belbin, Ronel Erwee and Retha Wiesner* 742–760

RENEW NOW FOR 2013

In 2013 *Journal of Management & Organization* will publish volume 19 bimonthly in 6 general issues of research reports, literature reviews, conceptual and methodology articles

Please ensure that your subscription has been renewed to retain access to *Journal of Management & Organization* (ISSN 1833-3672) in print and online

www.e-contentmanagement.com

ISSN 978-1-921348-98-3

