# 2006 ACREW / KCL CONFERENCE PROGRAM

## Saturday 1st July

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| 5:00 – 6:30 pm | **Optional Complementary Walking Tour of Prato**<br>**Meet at Monash University Prato Centre**<br>The walking tour will focus on the Middle Ages and Renaissance Prato and will visit the mid 13th century castle built by the Hohenstaufen Emperors, the almost perfectly preserved medieval walls which enclose the ancient city centre, a Romanesque cum Gothic cathedral dedicated to San Stefano with an external pulpit by Donatello and Michelozzo, the church of S.Maria delle Carceri by Giuliano San Gallo, and the well preserved Palazzo Datini, the fifteenth century home of the famous "Merchant of Prato', Francesco Datini. |
| 6:30 – 8:30 pm | **Welcome Reception and Pre-Registration held at Monash University Prato Centre, Terrazzo** |

## Sunday 2nd July

| Room: | **Salone – Grollo Room** |
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| 8:00 to 8:45 | **Registration** |
| 8:45 to 9:00 | **Welcome**<br>Professor Helen De Cieri, Director, Australian Centre for Research in Employment and Work (ACREW), Monash University<br>Dr Annamaria Pagliaro, Director, Monash Centre in Prato |
| 9:00 to 9:15 | **Official Opening of the Conference**<br>Professor Richard Larkins, Vice Chancellor and President, Monash University, Australia |
| 9:15 to 10:45 | **Presentation by panel of invited speakers**<br>Chaired by Professor David Guest, Department of Management, King's College London<br>**Theme: 'Socially responsive, socially responsible approaches to employment and work'**<br>**Panel presenters:**<br>**Professor Rob Blackburn, Kingston University, UK**<br>**Professor Rick Iverson, Simon Fraser University, Canada**<br>**Professor Steven Poelmans, IESE Business School, Spain**<br>**Professor Phil Taylor, University of Strathclyde, UK**<br>**Professor Jane Wills, University of London, UK**<br>**Professor Charlotte Yeats, McMaster University, Canada** |
| 10:45 to 11:15 | **Morning tea** |

## Sunday 2nd July

| Room: | Veneziana | Salone Grollo | Seminar 1 | Toscana | Giochi |
|---|---|---|---|---|---|
| **11:15 to 12:30** | **Social Responsibility and HRM**<br><br>Chair - Peter Holland | **HRM and Employees**<br><br>Chair - Ross Donohue | **Health and Safety**<br><br>Chair - Rowena Barrett | **Managing Work-Life Balance**<br><br>Chair - Anne Bardoel | **Partnership**<br><br>Chair - Ricardo Peccei |
| 11:15 to 11:35 | Steen E. Navrbjerg<br>*When shareholder HRM meets stakeholder welfare state – An analysis of HRM and trust relations on five SME take-over* | Michael Clinton & David Guest<br>*Is there a link between HRM and employee well-being? It depends who you ask* | Jane Mullen & E. Kevin Kelloway<br>*Safety-specific transformational and passive leadership: Developing and testing a theoretical model within a health care setting* | Managing Work-Life Balance Track Keynote<br>Steven Poelman, Director, International Center of Work and Family, IESE Business School, Barcelona, Spain | Martin Upchurch, Graham Taylor & Andy Mathers<br>*New orientations of UK unions – A crisis of 'social democratic' unionism?* |
| 11:35 to 11:55 | Peter Waring & Tony Edwards<br>*Socially responsible investment: Explaining its uneven development and consequences for employment relations* | Martin Grimmer & Matthew Oddy<br>*Correlates of psychological contracts: The mediating effects of relational versus transactional expectations* | Gemma Clissold, G Fu & Cherrie Jiuhua Zhu<br>*Occupational safety in China: Possible contributions from the fields of safety culture and safety climate* | Sarah Vickerstaff<br>*Work-life balance: Sustaining working lives for older workers* | Stephen Bach & Rebecca Kolins Givan<br>*The future of public service unionism: Towards managerial led renewal?* |
| 11:55 to 12:15 | Susanne Royer, Jennifer Waterhouse, Kerry Brown & Marion Festing<br>*Whose voice gets heard? Shareholder value vs. stakeholder value in international modern public corporations* | Simon Albrecht & Kelly McMillan<br>*Predictors of employee contextual performance: Test of an integrated social exchange model* | Michael Zanko & Scott Burrows<br>*Towards an organizational model of occupational health and safety management: A review of the literature* | Marian Baird & Sara Charlesworth<br>*Seeking employee equity and organisational efficiency: Achieving the dual agenda in large organisations* | Mikkel Mailand, Colin Lindsay & Jorge Torrents<br>*Trade unions and the corporate social responsibility (CSR) agenda: Comparing CSR-approaches to employment and work related issues in the UK, Spain and Denmark* |
| 12:30 to 1:30 | Lunch | | | | |

## Sunday 2nd July

| Room: | Veneziana | Salone Grollo | Seminar 1 | Toscana | Giochi |
|---|---|---|---|---|---|
| **1:30 to 3:00** | **Employee Wellbeing 1**<br><br>Chair - Virginia Doellgast | **Work Relationships**<br><br>Chair - David Guest | **Gender, Flexibility and Work**<br><br>Chair - Susan Mayson | **Work-life Issues in Different National Contexts**<br><br>Chair - Jane Sturges | **Community Unionism**<br><br>Chair -Donna Buttigieg |
| 1:30 to 1:50 | Hazel M. Rosin, Andrea Brown & Karen Korabik<br>*What makes a job attractive? An exploration of sex and occupational differences* | R. L. Morrison<br>*All friends are not created equal. An evaluation of the workplace friendship scale: Is there ecological validity in measuring the "prevalence of friends" at work?* | Rani Thanacoody, Timothy Bartram, Michelle Barker & Kerry Jacobs<br>*Women in academia:The Australian and Mauritian cases* | Chantal Epie<br>*Family-responsive policies in the Nigerian environment* | Jane Wills, University of London<br>Guest Presentation |
| 1:50 to 2:10 | James Sesil<br>*Sharing ownership right with employees in the knowledge economy: What is the impact on employees?* | Martin R Edwards<br>*A complex model of organisational identification: levels of identification, levels of antecedents, levels of work outcomes and the role of perceived organisational support.* | Karen Korabik, Andrea Brown & Hazel Rosin<br>*Organizational climate and role overload as predictors of disillusionment and dissatisfaction among professional women* | Nevenka Cernigoj Sadar & Suzan Lewis<br>*Well- being in organisations and work-life balance: A Slovenia-UK comparison* | Bill Dunn<br>*Building community from the workplace* |
| 2:10 to 2:30 | Wendy Loretto<br>*Managing employee health and well-being: An investigation of the effects of organisational change* | Denise Skinner & Frederique Six<br>*Trouble, trust, and work relationships.* | Angela Martin & Justine Porter-Simmons<br>*Indicators of a climate for gender equity and perceptions of procedural justice in promotion decisions: The moderating role of gender schematic beliefs.* | Velli Parts<br>*Work-non-work orientations: Evidence from Estonia* | David Wray<br>*A future built on the past: The possibilities for community unionism in a post-industrial coalfield.* |
| 2:30 to 2:50 | Satu Berlin<br>*Insubordinate supervisors and unsupervised subordinates: Subordinate experiences of unsuccessful supervisory feedback* | Liam Page, Ross Donohue & Peter Reed<br>*An empirical exploration of idiosyncratic work arrangements and perceptions of justice* | Angela Wright<br>*Flexible benefits – A more employee-centred approach? Building an evaluation model* | | Charlotte Yates, McMaster University<br>Guest Presentation |
| 3:00 to 3:20 | Afternoon tea | | | | |

## Sunday 2nd July

| Room: | Veneziana | Salone Grollo | Seminar 1 | Toscana | Giochi |
|---|---|---|---|---|---|
| **3:20 to 4:40** | **Knowledge and HRM**<br><br>Chair - Kate Hutchings | **Change, Org. Culture and HRM**<br><br>Chair - Wendy Webber | **The Australian Work Context**<br><br>Chair - Peter Holland | **Work Intensification and Time**<br><br>Chair - Siusan MacKenzie | **Community Unionism/Social Movements**<br>Chair - Charlotte Yates |
| 3:20 to 3:40 | Ken Kamoche & Mary Pang<br>*The paradox of appropriating knowledge while ignoring worker well-being* | Richard J. Badham & Ian McLoughlin<br>*Ironic engagement and cultural change in industrial organizations* | W.M. Robbins & R. Macklin<br>*Fairness, the Work Choices Act and HR practice* | Niall Richardson, Joy Hocking & Alan Brown<br>*Work intensification and public school teachers in Australia: Physical and psychological dimensions* | Miguel Martínez Lucio & Robert Perrett<br>*Linking up? The different realities of community unionism in the context of black and minority ethnic workers* |
| 3:40 to 4:00 | Dana Minbaeva & Torben Pedersen<br>*Knowledge sharing behavior and HRM practices in MNCs* | Hendrik J Labuschagne & Eric Haycock<br>*The relationship between organization culture and performance: An empirical assessment* | Robin A Price & Lynnette J Clark<br>*Regulatory complexity in Australian retail industry Australian workplace agreements* | Romaine Malenfant<br>*Reconciling work time and time off work in a changing labour market* | Sandra Cockfield, Al Rainnie, Donna Buttigieg & Marjorie Jerrard<br>*Building linkages between unions and community in Victoria, Australia* |
| 4:00 to 4:20 | Kate Purcell<br>*Graduate careers, occupational change, organisational roles and equal opportunities* | Francesca Andreescu<br>*Changing the roles of the HR function in commercialising public sector organisations: From civil service to 'dynamic' partner? Evidence from two longitudinal case studies in the United Kingdom* | Erica Smith & Andy Smith<br>*How lower-level and vulnerable workers benefit from employers' engagement with the national qualification system in Australia* | Carolyn Hicks & Peter Spurgeon<br>*Flexible employment in higher education: The views of the workforce* | Rosaria Burchielli, Donna M. Buttigieg & Annie Delaney<br>*Mapping as organizing: An analysis of how homeworkers are using mapping as an organizing tool* |
| 4:20 to 4:40 | | | | | Amanda Tattersall<br>*Solidarity whenever? A framework for understanding when unions are likely to join long-term union-community coalitions* |

## Monday 3rd July

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| **9:00 to 10:30 - Keynote Presentation - Professor Rose Batt**, Cornell University<br>**Topic:** "What would a socially relevant field of human resource studies look like? | | | | | | |
| | 10:30 to 11:00 Morning tea | | | | | |
| **Room:** | **Seminar 1** | **Salone Grollo** | **Veneziana** | **Toscana** | **Seminar 3** | **Giochi** |
| **11:00 to 12:30** | **International Issues and HRM**<br>Chair - Julia Richardson | **Workplace Climate**<br>Chair - David Guest | **Managers and Education**<br>Chair - Amrik Sohal | **Work-Family Conflict and Work-life Balance**<br>Chair - Anne Bardoel | **Ethics and Ethical Practice in Small Workplaces**<br>Chair - Rowena Barrett | **Employer and Union Strategy**<br>Chair - Al Rainnie |
| 11:00 to 11:20 | Arno Haslberger & Chris Brewster<br>*Expatriate adjustment – Systematic extensions to theory* | Roderick D. Iverson, Stephen J. Deery & Donna M. Buttigieg<br>*An examination of the continuance commitment-job performance relationship and the moderating role of industrial relations climate: A longitudinal analysis* | Gayle Porter & Paul Pressley<br>*Educating future managers through socially responsible travel experience* | Kathleen Christensen<br>*Balancing work and family: Getting it right* | Diane Huberman-Arnold & Keith Arnold<br>*Ethics of small business* | Goldie Feinberg-Danieli, George Lafferty & Leda Blackwood<br>*Legislation and union strategies: Examining the New Zealand experience, 1995-2005* |
| 11:20 to 11:40 | David Simmonds & Kamma Bohl<br>*Applying a new model of organisational effectiveness in a major global healthcare organisation* | Riccardo Peccei, Helen Bewley, Howard Gospel & Paul Willman<br>*Who's been doing all the talking and does it matter?* | Gill Palmer<br>*The growth of leadership coaching: Implications for business schools* | Jarrod Haar<br>*Work-family conflict and employee burnout in New Zealand: Exploring the moderating effects of coping strategies* | Gary Mankelow & Sherrie Jarvie<br>*The affectation of socially responsible HR practice* | Chris Brewster, Guy Vernon & Geoff Wood<br>*MNCs and the trade unions: How MNCs shape the realities, constraints and possibilities for trade unionism* |
| 11:40 to 12:00 | Lyn Glanz & Chris Brewster<br>*Push and pull factors on international assignments* | Jackie M Wellen<br>*Workplace deviance and group climate: Effects on climate level and climate strength* | Aulikki Sippola<br>*Diversity management paradigms and HRM: Implications of cultural diversity on strategic and operational HRM* | Eleonora Karassavidou, Niki Glaveli & Alkistis Chatziioannidou<br>*Emotional Intelligence – A perspective for balancing work-family conflict? An explorative study* | Graeme Lockwood, Patrice Rosenthal & Alexandra Budjanovcanin<br>*Sexual harassment litigation in Britain: A window on the socially irresponsible workplace* | Amanda Pyman & Glennis Hanley<br>*Australian employer resistance strategies to rights of entry: Exploring the union perspective* |
| 12:00 to 12:20 | Sarah Newton & Kate Hutchings<br>*Repatriation in Australian organisations: Why is it not considered critical to internationalisation?* | R. L. Morrison<br>*Forgive your enemies, but never forget their names. Negative relationships in the workplace: Associations with organisational commitment, cohesion, job satisfaction and intention to turnover* | Irena Marinko<br>*Changing demands of employers and education* | Linda Colley<br>*Managing work-life balance in the Queensland public service* | Linda Twiname & Maria Humphries<br>*Emancipation through an invigorated pluralist approach to human well-being* | Chris Leggett & Greg Bamber<br>*Strategic choice and employment relations in an Asian context: The Singapore case* |
| 12:30 to 1:30 Lunch | | | | | | |

## Monday 3rd July

| Room: | Veneziana | Salone Grollo | Toscana | Seminar 3 | Giochi |
|---|---|---|---|---|---|
| **1:30 to 3:00** | **Leadership**<br><br>Chair - Cherrie Zhu | **Socially Responsible HR Practices**<br><br>Chair - Liam Page | **An Industry and Occupational Focus of Work/life Issues**<br>Chair - Jane Sturges | **Small Business Training, Skill and Career Development Issues**<br>Chair - Rowena Barrett | **Union Identity, Participation and Renewal**<br><br>Chair - Jane Wills |
| 1:30 to 1:50 | Gemma Clissold & Amrik Sohal<br>*Barriers to the improvement of occupational safety performance: A leadership group's perspective* | Ingrid Nielsen & Russell Smyth<br>*Job satisfaction and response to incentives among China's urban workforce* | Craig Marsh, Wilf Greenwood & David Weir<br>*Managing the work-life balance in a uniformed public order organisation: Towards a dynamic bio-energetic model* | Retha Wiesner, Nicci Poole & Heather Banham<br>*Training and development in small and medium size enterprises (SMEs)* | Peter Haynes, Brian Cooper, Peter Holland, Amanda Pyman & Julian Teicher<br>*Free-riding in Australia* |
| 1:50 to 2:10 | Loretta Inglis<br>*Distributed leadership in nonprofit organizations: Help or hindrance?* | Julia Richardson, Ken McBey & Steve McKenna<br>*Ensuring social responsibility through realistic job previews: A study of international faculty in Canada* | Chris Smith, Sarah Wise, Jonanthan Gabe, Frank Mueller & Raffaella Valsecchi<br>*Work-life borders in the ward and on the line: The case of nurses in the UK* | David Devins<br>*Encouraging skills acquisition in SMEs* | Rob Lambert & Michael Gillan<br>*Agent of the market or instrument of justice? Redefining trade union identity in the era of market driven politic* |
| 2:10 to 2:30 | Ross Donohue & Louisa Stevenson<br>*The relationship between emotional intelligence and individual advancement and the mediating role of transformational leadership* | Clare Kelliher<br>*Flexible working and performance: Balancing the needs of the employer and the employee* | Marie Crozier-Durham & Siusan MacKenzie<br>*Courage to ask, sense to listen: Inclusion of household and partner views in the development of work/life programs: A practitioner perspectiver* | Erica Smith<br>*The experiences of apprentices and trainees in small Australian businesses: Some qualitative research findings* | W Loretto & P J White<br>*Age issues and the scope for union renewal: The case of the communication workers union* |
| 2:30 to 2:50 | | Robert Hecker, Patricia Leighton & Peter Holland<br>*HRM for agency workers: Organisationally planned, individually constructed.* | Caroline Bailey, Keith Townsend, Kerry Brown, Lisa Bradley & Helen Lingard<br>*When the balance isn't easy: A case study exploring the complications with work/life balance initiatives in the Australian construction industry* | David Kaplan & Jerome Katz<br>*The maturation of entrepreneurial careers* | Colin Linsday, Anne Munro & Sarah Wise<br>*Making equalities work? Scottish trade unions' approaches to equal opportunities* |
| 3:00 to 3:20 | Afternoon tea | | | | |

## Monday 3rd July

| Room: | Salone Grollo | Seminar 1 | Veneziana | Toscana | Seminar 3 | Giochi |
|---|---|---|---|---|---|---|
| **3:20 to 4:20** | **The Ageing Workforce and Career Transitions**<br><br>Chair - Gemma Clissold | **Employee Wellbeing 2**<br><br>Chair - Renee Paulet | **Diversity and Flexibility**<br><br>Chair - Kate Hutchings | **A Career and Life Cycle Perspective of Work/Life**<br><br>Chair - Ross Donohue | **Entrepreneurship and HRM**<br>Chair - Rowena Barrett & Sue Mayson | **Union Strategy**<br><br>Chair - Sandra Cockfield |
| 3:20 to 3:40 | Emma Parry<br>*The attitudes of HR managers towards older and younger workers: Is age discrimination still a problem?* | Mark Saunders & Christine Williams<br>*Improving organisational relationships: Applying the extended service template process to promote double-loop learning* | Jussi Leponiemi<br>*The nature of dyadic relationships: A cultural diversity approach* | Mila Lazarova<br>*Re-examining what we believe we know: Does organizational support for career development and work/life balance influence retention?* | Small Workplaces Track Keynote<br>Rob Blackburn, Kingston University | Bruce Hearn Mackinnon<br>*Making equalities work? Scottish trade unions' approaches to equal opportunities* |
| 3:40 to 4:00 | Sally Howell, Donna M Buttigieg & Wendy Webber<br>*Management attitudes to older workers in the retail sector* | Lori Francis & Serge Desmarais<br>*Perceived injustice as a form of stress: An examination of predictors and outcomes* | Marilyn Fenwick, Christina Costa & Amrik Sohal<br>*Cultural diversity management in Australian manufacturing organisations* | Jane Sturges<br>*All in a day's work? An exploration of the links between career self-management behaviour and management of the boundary between work and non-work* | Roundtable Discussion<br>An open discussion about how HRM and Entrepreneurship research can be drawn together - and the benefits of doing so. | Michael Barry & Marco Michelotti<br>*Trade union strategy and the evolution of labour standards in Australia and Italy, 1979-2000* |
| 4:00 to 4:20 | | Angela Martin<br>*The student is the customer: Service climate and employee well-being in the higher education sector* | Clarice Santos<br>*Supervisor involvement in diversity management: Opportunity or threat?* | Josephine Bourke<br>*Ageing-in-place: The hidden cost for employers* | | Beata Mtyingizana<br>*Exploring the prospects for trade union revitalisation in post-socialist Mozambique: An historical overview* |
| 4:20 to 4:40 | | | | | | Harry Van Buren & Michelle Greenwood<br>*Enhancing employee voice: Are voluntary employer-employee partnerships enough?* |

## Tuesday 4th July

| Room: | Salone Grollo | Veneziana | Seminar 1 | Toscana | Seminar 3 | Giochi |
|---|---|---|---|---|---|---|
| **9:00 to 10:30** | **HRM and Organisational Performance**<br>Chair - David Guest | **Equity and Justice**<br>Chair - Clarice Santos | **Call Centres and Service Work I**<br>Chair - Al Rainnie | **Technology and Theorising Work/Life Issues**<br>Chair - Anne Bardoel | **Small Business Growth and HRM Issues**<br>Chair - Susan Mayson | **Emerging Issues in HRM**<br>Chair - Peter Holland |
| 9:00 to 9:20 | Tom Redman & Ed Snape<br>*HRM practices and organizational citizenship behavior: A multi-level analysis* | Emma Parry<br>*Factors affecting the elimination of age discrimination in the workplace* | Call Centres and Service Work Track Keynote<br>Professor Phillip Taylor University of Strathclyde, UK | Mark Wickham & Melissa Parker<br>*Effectively Managing the Work-Family and Work-Life Balance: An Organisational Role Theory Perspective* | Rowena Barrett, Susan Mayson & Niel Warriner<br>*Human resource management and small firm growth: Is it a positive relationship?* | Diannah Lowry & Megan Moskos<br>*Corporate mobile phones in the contemporary work setting: An ethical perspective* |
| 9:20 to 9:40 | Keith Macky & Peter Boxall<br>*Work intensification, high-involvement work processes and employee well-being* | Gwénaëlle Poilpot-Rocaboy & Richard Winter<br>*Combating psychological harassment in the workplace: Processes for management intervention* | Bob Russell & Mohan Thite<br>*Export led services provision (ELSP) as a new model of development? The case of ITES and Indian call centres* | Jarrod Haar & Chester S. Spell<br>*Perceived benefits of work-family practices and job outcomes: Support for the macromotives effect* | Deborah Blackman & Kevin Hindle<br>*Would using the psychological contract increase entrepreneurial business development potential?* | Lucy Morris & Laurie Dickie<br>*The diversity of performance in service NGOs: Ethical, spiritual and leadership values* |
| 9:40 to 10:00 | John Lewer<br>*HRM and organisational performance under closure conditions: Evidence from a case study* | Chris Inglis<br>*Blind people can do anything, but not in my company - Employer attitudes towards employing blind and vision impaired people* | Renee Paulet<br>*Location matters: The impact of place on call centres* | Keith Townsend & Lyn Bachelor<br>*Here, there and everywhere: Managers and their use of mobile phones* | Richard Beresford<br>*Partnership working as a strategy for successful small firm growth* | W. M. Robbins<br>*Re-writing the origins of the job description in the history of human resource management in Australia* |
| 10:00 to 10:20 | | Lindsay Nelson & Wayne O'Donohue<br>*Alienation, psychology and human resource management* | Nicholas Kinnie, John Purcell & Mark Adams<br>*Explaining employees' experience of work in outsourced call centres: The influence of clients, owners and temporary work agencies* | Diannah Lowry & Megan Moskos<br>*Ring, ring….why don't you leave me alone?: The impact of the work mobile phone on the work-life balance* | David Cray, Loretta Inglis & Susan Freeman<br>*Strategic decision making in the arts: Topics and processes* | Peter Francis & Dave Wray<br>*Towards an understanding of work force drugs testing and surveillance in the UK* |
| 10:30 to 11:00 | Morning tea | | | | | |

## Tuesday 4th July

| Room: | Salone | Veneziana | Seminar 1 | Toscana | Seminar 3 | Giochi |
|---|---|---|---|---|---|---|
| **11:00 to 12.30** | **Employee Wellbeing 3**<br><br>Chair - Donna Buttegieg | **HRM and Organizational Effectiveness**<br>Chair - Ross Donohue | **Call Centres and Service Work II**<br><br>Chair - Virginia Doellgast | **Women and Work/Life**<br><br>Chair - Jane Sturges | **HRM Issues in Small, Non-profit and Family Organisations**<br>Chair -Rowena Barrett | **Expatriates and Work/life**<br><br>Chair - Kate Hutchings |
| 11:00 to 11:20 | Kelly McMillan<br>*A time for change, or changing in time? Understanding the impact of change on employee wellbeing and performance in the twenty-first century* | Wendy Webber<br>*Path dependence in SHRM: Its impact on performance and worker well-being* | Andy Smith<br>*Training, human resource management and work organisation in Australian call centres* | Charlotta Niemistö<br>*Work/family balance – a Finnish success story? The interconnections of equal opportunities policies, family policies and corporate management* | Gorana Miljanic & Susan Mayson<br>*The influence of family values on organisational commitment in an Australian family firm* | Eugenia Sánchez Vidal, Raquel Sanz Valle & Isabel Barba Aragón<br>*Balancing work and life in international job relocations. Evidence from Spanish repatriates* |
| 11:20 to 11:40 | Carol Davy<br>*Frames of reference and the well-being of primary health care workers in Papua New Guinea* | Peter Hosie, Peter Sevastos & Tony Travaglione<br>*Implications of the 'happy-performing managers' proposition* | Zeenobiyah Hannif, John Burgess & Julia Connell<br>*The quality of work life in Australian call centres: A research agenda* | Santha Fernandez<br>*Family friendly organisations and women: One step forward, two steps back?* | Loretta Inglis, David Cray & Susan Freeman<br>*Leading arts organizations: Traditional styles or different realities* | Mina Westman, Margaret A. Shaffer & Mila Lazarova<br>*Work-family interface among expatriates: An integrative framework* |
| 11:40 to 12:00 | Gemma Clissold<br>*Psychological climate: What is it and what does it look like?* | Denise Salin<br>*Human resource management (HRM) and dignity at work: Organizational measures against workplace bullying* | Christine Cross, Gillian Barry & Thomas N. Garavan<br>*The psychological contract in call centres: An employee perspective* | Vicki Thein, Janice Currie & Siobhan Austen<br>*A comparative analysis of how women perceive the issues of work, family and leisure In Singapore, Hong Kong and China* | | Estelle Toomey & Chris Brewster<br>*Globally employable and mobile staff - Further considerations for expatriate research* |
| 12:00 to 12:20 | Claartje ter Hoeven, Bram Peper & Menno de Jong<br>*Employee well-being and absenteeism* | Peter Holland, Cathy Sheehan & Helen De Cieri<br>*Attracting and retaining talent: Exploring human resources management trends in Australia* | | | | |
| 12:30 to 1:30 | Lunch | | | | | |

| **Room:** | | | **Veneziana** | | | |
|---|---|---|---|---|---|---|
| **1:30 to 2:10** | | | **Call Centres and Service Work III**<br><br>Chair - Martin Edwards | | | |
| 1:30 to 1:50 | | | Ian Hampson<br><br>*Understanding service: From emotional labour to articulation work* | | | |
| 1:50 to 2:10 | | | Keith Townsend, Alison Barnes & Diane van den Broek<br><br>*Teaming up: Teams and resistance in call centres* | | | |