### MANAGING OUR INTELLECTUAL AND SOCIAL CAPITAL

Sofitel Wentworth Hotel, Sydney, 4 – 7 December 2007 www.promaco.com.au/2007/anzam

Research, conceptual and discussion papers and participation are presented by academics, practitioners, researchers and research students. Papers are drawn from, but not restricted to, the following streams:

- Critical Management Studies
- Entrepreneurship and Small Business
- Gender and Diversity in Organisations
- Human Resource Management and Development
- International Management
- Knowledge Management and Intellectual Capital
- Management Education and Development

- Marketing and Communication
- Networks, Clusters, Collaboration and Social Capital
- · Organisational Change
- · Organisational Behaviour
- Public Sector and Not-for-Profit
- Research Methods
- Strategic Management
- Sustainability and Social Issues in Management
- Technology, Quality and Operations Management

All enquiries (including technical program) should be directed to the conference organisers:

**Promaco Conventions Pty Ltd** 

PO Box 890

Canning Bridge WA 6153

Phone: + 61 8 9332 2900; Fax: + 61 8 9332 2911;

Email: promaco@promaco.com.au

Hosted by

College of Business University of Western Sydney

Bringing knowledge to life

## ANNOUNCING

# 5th ANZAM OPERATIONS MANAGEMENT SYMPOSIUM and 1st ASIA PACIFIC OPERATIONS MANAGEMENT SYMPOSIUM Melbourne, Australia, 6–7 June 2007

The symposium is being hosted by the Melbourne Operations Management Society – A Consortium of Australian Universities including: The University of Melbourne, Monash University, Deakin University, Victoria University, RMIT University, LaTrobe University and Swinburne University.

**Theme**: Operations Management: Future Challenges for the Asia Pacific Region

There are a number of challenges confronting the broad area of Operations Management in the Asia Pacific region of direct importance to the management of operations in Australia and New Zealand. The rapid growth of China and India over the past decade in manufacturing and service operations, combined with the continued success of countries such as Japan, South Korea,

Singapore, Malaysia and Thailand, makes this region the operations hub of the future. The aim of this symposium is to share research findings and experience relevant to the further development of the region, and future opportunities that may be generated.

Relevant topic areas include: Logistics, Service Operations Management, Supply Chain Management, E-Business Operations, Productivity and Process Improvement, Project Management, Value Chain Management, Quality Management (including TQM, ISO 9000, Service Quality, etc.), Technology Management, Innovation Management (primarily at firm and industry level), Production and Manufacturing Management, Operations Research (OR)

 ${\bf Contacts:}\ http://www.buseco.monash.edu.au/mgt/research/anzam/contacts.php$ 

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



Membership forms are available at: http://www.anzam.uts.edu.au/membership/index.htm

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 on Atypon-link.com both on a subscription and pay-per-view basis. JMO is also aggregated in the Business Section of the ProQuest Research Library<sup>TM</sup> in the United States.

ANZAM is the peak professional body for management educators, researchers and practitioners in Australia and New Zealand, with about 600 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 m

ANZAM MEMBERSHIP

ment, 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

- 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
- 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: http://www.anzam.uts.edu.au/membership/index.htm

# **JOURNAL OF MANAGEMENT & ORGANIZATION**

EDITORIAL: Towards knowledge-customer centered services? — Nils Timo

Importance of industrial services and service innovations — Marion Weissenberger-Eibl and Daniel Jeffrey Koch

Gender and the under-expression of friendliness in the service context — Alexandra Luong

Organisational relationship quality and service employee acceptance of change in SMEs: A social exchange perspective — Rod Farr-Wharton and Yvonne Brunetto

Factors influencing governance choice and human resource management within services franchising networks — Scott Weaven and Carmel Herington

How do large Australian and Swiss banks implement downsizing? — Franco Gandolfi

Working within the front-of-house/back-of-house boundary: Room attendants in the hotel guest room space — Bronwyn Boon

Unmasking re-regulation in the luxury hotel sector — Angela Knox

Journal of the Australian and New Zealand Academy of Management







www.jmanorg.com