CREATIVE DISRUPTION: MANAGING IN A DIGITAL AGE

CONFERENCE PROCEEDINGS

These Proceedings contain competitive and interactive papers which have been accepted for publication in the proceedings for the ANZAM 2017 Conference. All papers have been subject to a double-blind peer reviewing process.

5–8 December 2017
RMIT University Melbourne, Australia
## CONTENTS

Welcome to ANZAM.......................................................... III
Presidents Welcome......................................................... III
Organising Committee...................................................... IV
ANZAM Board Members 2017........................................ IV
Conference Sponsors........................................................ V
Excellence Awards Sponsors............................................. V
Keynote Speakers.......................................................... VII
Conference Information.................................................. VIII
Social Functions............................................................ X
General Information....................................................... XI
Stream Chairs............................................................... XII
ANZAM Exhibitors........................................................ XII
Thank You to Our Reviewers............................................ XIII
2017 Program............................................................... XV

**Disclaimer:** The information contained in the publication is correct at the time of printing. Conference Solutions and the ANZAM 2017 Organising Committee reserve the right to alter or delete items from the program. The organisers shall not be held responsible for any costs or damages arising from any action based on the information contained in this booklet.
CAMERON DUFF  
2017 ANZAM Conference Organising Committee Chair

On behalf of the School of Management at RMIT University, it is my pleasure to welcome you to the 31st Conference of the Australian and New Zealand Academy of Management. The theme of this year’s Conference is Creative Disruption: Managing in a Digital Age. The transformations associated with what has been called the fourth industrial revolution are rapidly disrupting industries and reshaping policies, practices and performance at the firm, industry and national levels. The grand challenge confronting managers of this decade is to know how to harness and leverage this disruption in creative and bold ways. I trust that our discussions over the next three days will shed new light on this challenge as we consider the demands of managing in a digital age. Our three Keynote Speakers will set the tone for these discussions, with over 350 paper presentations to follow, along with 17 workshops and symposiums. We also look forward to hosting the ANZAM AGM and Institutional Members Meeting on Friday, and the Heads of Schools of Management Network Meeting on Thursday.

I am very grateful for the all the help I have received in organising this year’s Conference. I must start by thanking Professor Pauline Stanton for her good humour and wise counsel over the last 18 months. I am also grateful for the support of the Local Organising Committee including Lena Wang, Warren Staples, Beni Halvorsen, Nattavud Pimpa, Pauline Stanton, Jirra Harvey and Ed Hyatt. My warmest thanks to Mandy Winter and Greg Vickers at Conference Solutions, and Kerrie Mould and Di Holland at RMIT, for their tireless administrative support. I could not have done this without you! Anne Anderson and Lisa Bradley have also contributed more than their fair share to the successful organisation of this year’s event. I thank you both. I hope that you enjoy ANZAM 2017 and all that the great city of Melbourne has to offer.

PROFESSOR LISA BRADLEY  
2017 ANZAM President

On behalf of the ANZAM Board, I am pleased to welcome you to the 2017 ANZAM Conference hosted by RMIT. Our Conferences provide excellent networking opportunities for Management academics from across Australia and New Zealand and beyond. The ANZAM Conference is well known for its supportive and inclusive culture. We are not hierarchical and welcome input and engagement from all interested parties. We pride ourselves on giving early career academics good opportunities to meet and share their work with professors and other experts in a variety of fields of Management.

Academic work presented at our ANZAM Conferences benefits from a developmental review and feedback process, and can often end up appearing in highly regarded peer reviewed journals. Our proceedings give you a good preview – both of leading edge work and newly developing ideas. Please use the App and social functions to broaden your social networking opportunities. Melbourne offers a great variety of social and cultural experiences and RMIT is located perfectly in the heart of the city to maximise these opportunities. I hope you enjoy the 2017 Conference.
ORGANISING COMMITTEE

LOCAL ORGANISING COMMITTEE
Dr Cameron Duff
Dr Lena Wang
Dr Warren Staples
Dr Beni Halvorsen
Associate Professor Nattavud Pimpa
Professor Pauline Stanton
Ms Jirra Harvey

CONFERENCE MANAGERS
Conference Solutions
• Greg Vickers
• Mandy Winter

ANZAM BOARD MEMBERS 2017

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Professor Lisa Bradley

PRESIDENT ELECT
Professor Lee Di Milia

IMMEDIATE PAST PRESIDENT
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REGION 5 REPRESENTATIVES
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Dr Geoff Plimmer

JMO EDITOR-IN-CHIEF
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2017 CONFERENCE CHAIR
Dr Cameron Duff

APPOINTED DOCTORAL STUDENT REPRESENTATIVES
Mr Edward Hyatt
Mr Hieu Nguyen

HOST INSTITUTION REPRESENTATIVE
Professor Ruth McPhail

CO-OPTED TO SYSTEMS COMMITTEE
Dr Conor O’Kane

ACADEMY MANAGER & EXECUTIVE OFFICER
Mrs Anne Anderson
The School of Management at RMIT University has a focus on management in context. We are committed to the principles of socially responsible management and entrepreneurship and to sustainable work from a global perspective.

Our undergraduate and postgraduate programs are student and industry focused and underpinned by our world class research. We have around 50 academics engaged in thought leadership and cutting edge, applied and often interdisciplinary research in our areas of strength. There are more than 5,500 School of Management students enrolled in Melbourne and across Asia, where our programs are offered in Singapore, China, Indonesia and Vietnam.
<table>
<thead>
<tr>
<th>Category</th>
<th>Sponsor</th>
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</thead>
<tbody>
<tr>
<td>Creative Disruption: Managing in a Digital Age</td>
<td>RMIT University</td>
</tr>
<tr>
<td>International Management</td>
<td>University of South Australia</td>
</tr>
<tr>
<td>Public Sector Management &amp; Not-For-Profit</td>
<td>Edith Cowan University</td>
</tr>
<tr>
<td>Critical Management and Organisation Studies</td>
<td>University of Technology Sydney</td>
</tr>
<tr>
<td>Leadership and Governance</td>
<td>Monash University</td>
</tr>
<tr>
<td>Strategic Management</td>
<td>University of Canberra</td>
</tr>
<tr>
<td>Entrepreneurship, Start-Ups and Small Business</td>
<td>University of New England</td>
</tr>
<tr>
<td>Management Education and Development</td>
<td>University of Wollongong Australia</td>
</tr>
<tr>
<td>Sustainability and Social Issues in Management</td>
<td>The University of Waikato</td>
</tr>
<tr>
<td>Gender, Diversity and Indigeneity</td>
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<tr>
<td>Health Management and Organisation</td>
<td></td>
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<td>Organisational Behaviour</td>
<td>Federation University</td>
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<tr>
<td>Human Resource Management</td>
<td></td>
</tr>
<tr>
<td>Project Organising</td>
<td>Project Management Institute</td>
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KEYNOTE SPEAKERS

**MR CHRIS RIDDELL**

Chris Riddell is Australia’s most sought after futurist, and an award winning, industry recognised keynote speaker on digital disruption. He is also a renowned strategist and global trend spotter for businesses and leaders in today’s disrupted digital world. Chris is a regular commentator on television in the Asia region on shows such as Sky News, ABC News, The Today Show, The Project, Morning Television and Tomorrow’s World.

Chris has worked with some of the largest and most successful companies and brands in our modern world. Having lived and worked in countries such as the UK, Saudi Arabia, Dubai, Kuwait, China, New Zealand and lately Australia, his understanding of our new world is incredibly compelling and thought provoking.

**PROFESSOR GERARD GEORGE**

Professor Gerard George is Dean of the Lee Kong Chian School of Business at Singapore Management University, and Lee Kong Chian Chair Professor of Innovation and Entrepreneurship. He was Editor of the Academy of Management journal from 2013-2016.

Professor George’s research focuses on resources, capabilities, entrepreneurship, inclusive innovation, and knowledge production and innovation.

**PROFESSOR SHARON PARKER**

Professor Sharon Parker is Professor of Management and Organisations at UWA Business School, ARC Laureate Fellow, and Director of the Centre for Transformative Work Design. She is the current Associate Editor of the Academy of Management Annals, and past Associate Editor of the Journal of Applied Psychology.

Professor Parker’s research focuses on work design, proactive behaviour, job performance, and mental health.
CONFERENCE INFORMATION

REGISTRATION DESK
All delegates will need to register at the Registration Desk when they first arrive at the Conference to collect their name badge and other related materials.

REGISTRATION DESK TIMES, DATES, AND LOCATION:

TUESDAY 5 DECEMBER
1600 - 1700: Ground Floor RMIT Building 80, 445 Swanston Street, Melbourne
1800 - 2000: State Library of Victoria, 328 Swanston Street, Melbourne

WEDNESDAY 6 DECEMBER
0800 - 1100: Storey Hall, (Building 16) 336 – 348 Swanston Street, Melbourne
1130 - 1400: Building 80, Level 7, 445 Swanston Street, Melbourne
1530 - 1700: Storey Hall, (Building 16) 336 – 348 Swanston Street, Melbourne

THURSDAY 7 DECEMBER
0800 - 1100: Storey Hall, (Building 16) 336 – 348 Swanston Street, Melbourne
1300 - 1740: Building 80, Level 7, 445 Swanston Street, Melbourne

FRIDAY 8 DECEMBER
0800 - 1700: Building 80, Level 7, 445 Swanston Street, Melbourne

CONFERENCE CONTACT US
Conference Solutions: Greg Vickers 0417 656 329 or Mandy Winter 0438 657 507

MOBILE PHONES
As a courtesy to fellow delegates and speakers, please ensure your phone is switched off or is on silent during all Conference sessions.
NAME BADGES

All delegates, speakers, sponsors, and exhibitors will be provided with a name badge, which is requested to be worn at all times within the Conference venues. This will help other attendees identify who you are, and also provide a visual security check for the venue. Entry to sessions and catering may be refused if you are not wearing your name badge.

SECURITY

Participants are reminded to ensure all personal items of value are carried with them at all times. Please do not leave laptops or bags unattended.

INTERNET ACCESS

All delegates will be able to access wireless internet in all conference venues. Please select “RMIT-Event-Guest” and then follow the on-screen prompts. No password is required.

SPECIAL DIETARY REQUIREMENTS

If you have notified the Conference organisers of any special dietary requirements, please be advised that this information has been supplied to the Conference catering team, and the venues for any social events you have registered to attend.

PARKING

RMIT’s commercial car park in Building 91 (110 Victoria Street) is independently managed by GreenCo.

If you prefer the flexibility of street parking, the City of Melbourne offers more than 3000 parking bays throughout the Central Business District. Please be aware that these parking bays are subject to enforced parking restrictions.

REFRESHMENTS/MEAL BREAKS

Morning tea, lunch and afternoon tea will be catered. Locations vary.

TUESDAY 5 DECEMBER

Welcome Reception 1800 - 2000:
State Library of Victoria, 328 Swanston Street, Melbourne

WEDNESDAY 6 DECEMBER

Morning Tea 1040 - 1100:
Storey Hall, (Building 16)
336 - 348 Swanston Street, Melbourne

Lunch 1250 - 1350:
Building 80, Level 7, 445 Swanston Street, Melbourne

Afternoon Tea 1540 - 1610:
Storey Hall, (Building 16)
336 - 348 Swanston Street, Melbourne

THURSDAY 7 DECEMBER

Morning Tea 1030 - 1050:
Storey Hall, (Building 16)
336 - 348 Swanston Street, Melbourne

Lunch 1300 - 1400:
Building 80, Level 7,
445 Swanston Street, Melbourne

Afternoon Tea 1540 - 1600:
Building 80, Level 7,
445 Swanston Street, Melbourne

FRIDAY 8 DECEMBER

Morning Tea 1040 - 1100:
Building 80, Level 7, 445 Swanston Street, Melbourne

Lunch 1310 - 1400:
Building 80, Level 7,
445 Swanston Street, Melbourne

Afternoon Tea/Farewell Drinks 1600 - 1700:
Building 80, Level 7, 445 Swanston Street, Melbourne

SMOKING POLICY

The Conference and social functions are all nonsmoking. Delegates are requested not to smoke within social functions and on RMIT Campus.

LOST PROPERTY

All lost property can be handed in/collected from the Registration Desk.
SOCIAL FUNCTIONS

WELCOME RECEPTION

DATE: Tuesday 5 December 2017
TIME: 1800 - 2000
VENUE: State Library of Victoria, 328 Swanston Street, Melbourne

CONFERENCE DINNER

DATE: Thursday 7 December 2017
TIME: 1900 - 2300
VENUE: RACV, Level 17, 501 Bourke Street, Melbourne
DRESS: Smart casual

AFTERNOON TEA/FAREWELL DRINKS

DATE: Friday 8 December 2017
TIME: 1600 - 1700
VENUE: Building 80, Level 7, 445 Swanston Street, Melbourne

PRIVACY

Australia introduced the Privacy Amendment (Private Sector) Act 2000 in 2001. The Conference organisers comply with such legislation which is designed to protect the right of the individual to privacy of their information. Information collected in respect of proposed participation in any aspect of the Conference will be used for the purposes of planning and conduct of the Conference and may also be provided to the organising body or to the organisers of ANZAM 2017. All those participants included in the Delegate List, which is available at the Registration Desk, provided their permission upon registration.

DISCLAIMER

The information contained in the publication is correct at the time of printing. Conference Solutions and the RMIT ANZAM 2017 Organising Committee reserve the right to alter or delete items from the program. The organisers shall not be responsible for any costs or damages arising from any action based on the information contained in this booklet.

PHOTOGRAPHS, VIDEOS & RECORDING OF SESSIONS

Delegates are not permitted to use any type of camera or recording device at any of the sessions unless permission has been obtained from the relevant speaker. Should you wish not to be photographed, please let our photographer know.
WEATHER
With Melbourne’s variable climate, for more accurate weather information visit the Australian Bureau of Meteorology.

TIME ZONE
Australian Eastern Daylight Time (AEDT) UTC+11 hours.

ARRIVING IN MELBOURNE
Melbourne’s International and Domestic Airport, colloquially known as Tullamarine Airport, is located approximately 25km north-west of Melbourne’s CBD on the Tullamarine Freeway - less than 25 minutes by car. Visitors can reach the Central Business District by taxi, shuttle bus or train.

TAXI
A taxi to the city should cost between A$55 and $65, including the compulsory airport fee payable by departing taxis and CityLink tollway charges.

AIRPORT SHUTTLE BUS
Airport shuttle buses: SkyBus is the main airport shuttle to and from Melbourne Airport and the city.

MELBOURNE PUBLIC TRANSPORT
Most visitors base themselves in the city centre, the buzzing commercial heart of Melbourne that’s also home to museums, theatres, restaurants, bars, and shops. Transport options include train, tram, bus, or bike.

MYKI CARDS
myki is Melbourne’s ticket to travel on the city’s trains, trams, and buses. Purchase your myki online, at premium train stations, retail outlets displaying the myki sign (including 7-Elevens), or by calling 1800 800 007. For more information go to the PTV website.

TRAMS
Travel within the central area of Melbourne by tram is free, though you will need a myki card if you plan to start or finish your journey outside of this central area. Passengers can board trams at signposted stops displaying maps, route numbers, and a timetable. Route numbers are also displayed on the front of the tram.

For more information on the area covered by the Free Tram Zone and a downloadable map, go to the PTV website.

TRAINS
Melbourne’s metro trains run between the outer suburbs and Flinders Street Station in the city. The city loop is Melbourne’s underground system, with five stations in the Central Business District: Southern Cross Station, Flagstaff, Melbourne Central, Parliament, and Flinders Street. Southern Cross Station is Melbourne’s hub for regional and interstate trains. Plan your trip using the journey planner at the PTV website.

BUSES
Melbourne buses run frequently to major hubs, including shopping centres, schools, hospitals, leisure and sports venues, and some of Melbourne’s biggest attractions. For people travelling further afield, Victoria’s V/Line service gives access to regional towns and scenic attractions across the state. Visit the PTV website.

MELBOURNE DINING PRECINCTS
Experience Melbourne’s mix of cultures in its myriad restaurants, cafes, bistro, and bars. Whether you’re after modern, traditional, exotic, or homespun flavours, Melbourne’s eclectic dining scene offers a startling array of the world’s great cuisines, from popular favourites to the truly groundbreaking.

Share a drink while snacking on high-end tapas in a laneway eatery, take on a Szechuan chilli dish in Chinatown, or break out of the CBD and discover the city’s specialist eating destinations - Richmond for Vietnamese, Carlton’s ‘Little Italy’, Fitzroy for Spanish, and Brunswick for Lebanese.

To find the right place to eat for you, visit Melbourne Food & Wine.

ELECTRICITY
Mains supply in Australia is 220/240V-AC, 50Hz with three pin plugs used across the country. You can buy adaptors for any electrical equipment you bring with you from good travel stores, chemists, and department stores.
STREAM CHAIRS

CONFERENCE THEME: CREATIVE DISRUPTION: MANAGING IN A DIGITAL AGE
Dr Cameron Duff – RMIT University

CRITICAL MANAGEMENT AND ORGANISATION STUDIES
Dr Kylie Radel – Central Queensland University

ENTREPRENEURSHIP, START-UPS AND SMALL BUSINESS
Dr Martina Battisti – Massey University
Dr Xiaotu Hu – University of Portsmouth

GENDER, DIVERSITY AND INDIGENEITY
Dr Diane Ruwhiu – University of Otago
Dimitria Groutsis – University of Sydney

HEALTH MANAGEMENT AND ORGANISATION
Dr Ann Dadich – Western Sydney University
Dr Louise Kippist – Western Sydney University

HUMAN RESOURCE MANAGEMENT
Dr Beni Halvorsen – RMIT University
Dr Paula O’Kane – University of Otago

INTERNATIONAL MANAGEMENT
Associate Professor Maryam Omari – Edith Cowan University
Dr Shean Fan – RMIT University

LEADERSHIP AND GOVERNANCE
Dr Herman Tse – Monash University
Dr Maria dela Rama – University of Technology Sydney

MANAGEMENT EDUCATION AND DEVELOPMENT
Dr Peter McLean – University of Wollongong
Dr Christa Wood – University of Wollongong

MARKETING, COMMUNICATION AND RETAIL
Dr Raechel Johns – Canberra University
Dr Sujana Adapa – University of New England

ORGANISATIONAL BEHAVIOUR
Dr Ezaz Ahmed – Central Queensland University
Dr Ramudu Bhanugopan – Charles Sturt University

PROJECT ORGANISING
Associate Professor Erica French – Queensland University of Technology
Dr Sam MacAulay – University of Technology Sydney

PUBLIC SECTOR MANAGEMENT AND NOT-FOR-PROFIT
Dr Wayne Fallon – Western Sydney University
Dr Warren Staples – RMIT University

STRATEGIC MANAGEMENT
Dr David Stiles – University of Canterbury
Dr Conor O’Kane – University of Otago

SUSTAINABILITY AND SOCIAL ISSUES IN MANAGEMENT
Dr Melissa Edwards – University of Technology Sydney
Dr Sara Walton – University of Otago

TECHNOLOGY, INNOVATION AND SUPPLY CHAIN MANAGEMENT
Dr Arun Elias – Victoria University of Wellington
Associate Professor Babak Abbasi – RMIT University

ANZAM EXHIBITORS

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Cambridge University Press is a not-for-profit organization that is part of the University of Cambridge. Our aim is to unlock people’s potential with the best learning and research solutions by combining state-of-the-art content with the highest standards of scholarship, writing and production. Visit our stand for 20% off titles on display.

SAGE PUBLISHING
SAGE is one of the world’s leading independent academic and professional publishers. We are proud of our independence, which enables us to focus on the broad publishing needs of our communities. We publish over 800 textbooks, scholarly titles, and handbooks a year across the social sciences, health sciences and humanities.

CENGAGE LEARNING
Cengage Learning – Higher Education helps lecturers teach and students learn in universities around Australia and New Zealand. We focus on creating innovative resources that engage students and excite learners. Through excellent research and knowledge, Cengage Learning develop inspired educational solutions that empower learners and enhance productivity.
THANK YOU TO OUR REVIEWERS

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Wang, Lena  
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Wasim, Jahangir  
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Wilson, Mark  
Wilson-Evered, Elisabeth  
Wohlgezogen, Franz  
Wonsley, Kerrie  
Wood, Christa  
Wood, Martin  
Woods, Christine  
Wordsworth, Russell  
Wright, April  
Wright, Chris  
Xerri, Matthew  
Xiang, David  
Yang, Miles  
Yazdani, Khashayar  
Zhang, Jing  
Zhang, Zhaoyong  
Zwiegelaar, Jeremy  
Zwikael, Ofer  

**BEST REVIEWERS**

- Sartina Bertone, Swinburne University
- Amanda Budde-Sung, University of Sydney
- Darren Ellis, University of South Australia
- Kevin Lowe, University of Sydney
- Simon Minaee, Murdoch University
- Terri Mylett, Western Sydney University
- Matthew Pepper, University of Wollongong
- Peter Smith, Auckland University
- Gerry Treuren, University of South Australia
- Martie-Louise Verreyenne, University of Queensland
- Derek Walker, RMIT University
- Elizabeth Wilson-Evered, Victoria University
- Russell Wordsworth, University of Canterbury
- April Wright, University of Queensland
- Matthew Xerri, Griffith University
## 2017 PROGRAM

<table>
<thead>
<tr>
<th>STREAM</th>
<th>MANAGEMENT</th>
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<tbody>
<tr>
<td>CD</td>
<td>Creative Disruption: Managing in a Digital Age</td>
</tr>
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<td>Critical Management Studies</td>
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<td>Entrepreneurship, Start-Ups and Small Business</td>
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### TUESDAY 5 DECEMBER 2017

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<th>Time</th>
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<td>0800-0830</td>
<td>Doctoral Workshop Registration</td>
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<td>0830-1730</td>
<td>Doctoral Workshop</td>
<td>Copland Theatre, University of Melbourne</td>
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<td>1800-1820</td>
<td>Official Welcome to Country - The Fighting Gunditjmarra</td>
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<tr>
<td>1820-2000</td>
<td>Conference Welcome Reception and Registration</td>
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<td>1150</td>
<td>Innovation in Public Systems (OPGRS): Analysing the Role of CRM in Increasing System Efficiency</td>
<td>Verma, Rajiv; Verma, Jyoti</td>
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<td>1168</td>
<td>Exploring Consequences of Proximal Withdrawal States: A Three-Month Time Interval Study.</td>
<td>Mhaskar, Tago; Haar, Jareg</td>
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<td>1174</td>
<td>Entrepreneurial resilience in the New Zealand media.</td>
<td>Singh, Simta; Ho, Marcus; Jayawardhana, Thushitha</td>
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<td>Dual-career couple issues in women led International assignments: Case of Indian IT women.</td>
<td>Shah, Dhara; Agrawal, Narendra</td>
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<td>1196</td>
<td>A Systematic Review of the High-Performance Paradigm.</td>
<td>Prag, S. A.; Woods, Peter; Townsend, Keith</td>
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<td>1206</td>
<td>Total recall? Using episodic and autobiographical memory to better understand leadership narrative identity.</td>
<td>Watson, Emma; Parry, Ken; Kempster, Steve</td>
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<td>1213</td>
<td>Laughing with the leader: The influence of leader’s laughter on followers’ perceptions.</td>
<td>Cheng, David; Aimamali, Rajiv; Mang, Nick.</td>
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<td>1220</td>
<td>The effect of user toolkits on innovation capability and cocreation: An empirical study of Malaysian manufacturers. Saha, Rijan; Kumar, Sanjeev; Shukla, Raj; Luan; Sen, Taha; Azmi, Zanima</td>
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<td>1223</td>
<td>The Innovation Opportunity Space: a novel framework to explore creative disruption</td>
<td>Flowers, Stephen; Meyer, Martin.</td>
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<td>1230</td>
<td>The relationship between organisational benefits and work-life balance responsiveness: The mediating role of employee consultation. Jenkins, Stacey; Bhanupragan, Ramudlu</td>
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<td>1238</td>
<td>Entrepreneurs or Intrapreneurs? Examining the Immediate and Lasting Effects of Entrepreneurship Education.</td>
<td>Mu, Zhi Rong; Lin, Xiao Song; Zhang, Shuai; Wis, Wen; Hua, Shen; Yi Feng</td>
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<td>1245</td>
<td>Harnessing and leveraging time: Australian women’s navigation of career transitions.</td>
<td>Daniels, Carolyn; Radel, Kyle; Hillman, Wendy.</td>
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<td>The effects of over-education and personality on retirement planning behaviours.</td>
<td>Lukeyte, Aleksandra; Earl, Jo; Elizondo, Fabian.</td>
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<td>1259</td>
<td>Analysing service quality gap in Indian management education using INSTAQUAL: A study of state university affiliated Colleges. Kumar, Sanjeev; Rajaguru, Rajesh; Prakash, Verma</td>
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<td>Developing shared leadership to create public value. Plimmer, Geoff; Zeller, Karla; Franken, Esme</td>
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<td>1274</td>
<td>Elements of transformative capability and integration process in supply chain learning: A multi-level perspective. Lyons, Harshar Lisanthi</td>
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<td>Understanding corporate perceptions of irresponsibility over time: Struggles to remember and forget triumphs and scandals of Royal Bank of Scotland. Rintamaki, Lukko</td>
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<td>1284</td>
<td>The State as a Fundraiser? Evidence from the newly Italian fiscal reform for cultural organisations. Danelli, Chiang; Panelli, Simona; Mozzoni, Isabella.</td>
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**WEDNESDAY 6 DECEMBER 2017**
1250 - 1350 Concurrent Session Two (100 Mins)

Competitive Sessions

Room
CMS Comp 1
OB Comp 2
ESSB Comp 2
GDI Comp 2
HRM Comp 2
HMO Comp 1
PfNPF Comp 1
MTK Comp 1

Chair
Ken Parry
Ezaz Ahmed
Jonathan Scott
Susan Hayward
Kate Blackwood
Greg Bambar
Tim Mazzarelli

1400
Interactive Sessions

Room
OB Inter 1
L&G Inter 1
S&M Inter 1

Chair
Susan Hayward
Jonathan Scott
Ken Parry

1400
1440 Workshops

Room
WS 3
WS 4

Chair
Plester, Barbara
O’Neil, Adrienne
Ashley, Bruce

1420
Plester, Barbara; technology, work

1430
Bridson, Kerrie; Kershaw, Anne; museums. The impact of social capital on social enterprises: an exploratory study.

1440
Majeed, Mehwish; Fatima, Tasneem; Events Theory and Practice: A Critical Review.

1450
Thomas Simpson, Ace; Correlations.

1500
Simpson, Ace; Correlations.

1510
Ashley, Bruce; Brunetto, Yvonne; organisational support on employee performance.

1520
Brunetto, Yvonne; organisational support on employee performance.

1530
Gladys, John; organisational support on employee performance.

1540
Plester, Barbara; technology, work

1550
Plester, Barbara; technology, work

1600
Plester, Barbara; technology, work

1610
Plester, Barbara; technology, work

1620
Plester, Barbara; technology, work

1630
Plester, Barbara; technology, work

1640
Plester, Barbara; technology, work

1650
Plester, Barbara; technology, work

1700
Plester, Barbara; technology, work
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<th>Time</th>
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<tr>
<td>1500</td>
<td>Taste of the nation, state of the nation? Examine the dynamics of aesthetic stances in international mergers and acquisitions. Riad, Sally</td>
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<tr>
<td>1520</td>
<td>Entrepreneurs, hope and Wellbeing in Rural Kenya, Newbery; Robert; Kimmitt, Jonathan; Munoz, Pablo</td>
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<td>1540-1610</td>
<td>AFTERNOON TEA</td>
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<tr>
<td>1620-1720</td>
<td>ANZAM Second Keynote Address: Professor Sharon Parker, ARC Laureate Fellow, University of Western Australia Business School Chair: Professor Pauline Stanton</td>
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<tr>
<td>1720-1730</td>
<td>ANZAM Stream Awards Presentation Ceremony</td>
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</table>
XXIV | CREATIVE DISRUPTION: MANAGING IN A DIGITAL AGE

CREATIVE DISRUPTION:
WORKSHOPS
WS 6
Ezaz Ahmed
OB Comp 3
Julian Waters
Martin Grimmer
INTERACTIVE SESSIONS
80.09.06
Sujana Adapa
80.09.09
80.09.12
Steven Lui
80.09.07
HMO SIG Workshop. PROJECTion: Creative disruption in health service management.
MORNING TEA
80.08.11
Nick Wang
80.09.05
L&G Comp 2
80.09.01
80.09.02
80.08.10
CD Comp 2
ESSB Comp 3
GDI Inter 1
INT Comp 1
Storey Hall
423
80.08.12
WS 7
ANZAM Third Keynote Address - Chris Riddell
Dimitria Groutsis
Peter Jordan
HRM Comp 3
Storey Hall
TISCM Comp 2
SM Inter 1
ANZAM Excellence Awards Presentation Ceremony
80.09.04
80.09.08
Storey Hall

THURSDAY 7 DECEMBER 2017
0730-0900
HMO SIG Workshop. PROJECTion: Creative disruption in health service management.
0920-1020
ANZAM Third Keynote Address - Chris Riddell
Chair: Professor Mark McMillan, Deputy Pro Vice-Chancellor (Indigenous Education and Engagement), RMIT University
1020-1030
ANZAM Excellence Awards Presentation Ceremony
1030-1050
MORNING TEA
1100-1130
CONCURRENT SESSION THREE (100 MINS)

<table>
<thead>
<tr>
<th>Room</th>
<th>Stream</th>
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<th>Interactive Sessions</th>
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<td>CD Comp 2</td>
<td>Mark Ashcroft</td>
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<td>Jarrod Naar</td>
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<td>Julian Waters Lynch</td>
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<td>Tony Sloan</td>
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<td>Steven Lui</td>
<td>GAO Inter 1</td>
<td>Jason Mika</td>
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<td>Peter Jordan</td>
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<td>Diane Ruwhiu</td>
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<td>Jennifer Gao</td>
<td>GAO Inter 1</td>
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<td>Nick Wang</td>
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<td>80.09.05</td>
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<td>Sujana Adapa</td>
<td>GAO Inter 1</td>
<td>Diane Ruwhiu</td>
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1100-1130
Entrepreneurial agents in transport systems: Strategies for change.
Walton, Sara
Hysik Abbe
163
Intergroup Competition and Employee Unethical Behaviour: Exploring the Role of Employee’s Group Identification and Group’s Moral Identity.
Vadera, Abhijeet; Jin, Mengzi
204
Leaders or Mirrors? Institutional Logics and Entrepreneurial Action.
Sutter, Christopher; Garud, Niharika; Pal, Rajesh; Kumar
210
Humour, hierarchy, and harmony: Exploring New Zealand and South Korean workplaces.
Ryder, Barbara; Kim, HeeSun
219
Supply Chain Legality: A New Perspective.
Fattah, Mohd; Rahman, Shams; Chan, Caroline
380
Impact of organizational justice and perceived organizational support on employees’ innovative behavior at work.
Nazar, Safiuddin; Shaif, Amina; Qun, Wang
327
Law, Kevin; Brian; Lester; Bathula, Hanoku
312
Understanding Consumers’ Green Attitude Behaviour Gap: Which Theory is Appropriate? Ahmed, Ali Ismail; Sultan, Parvez; Williams, Gaila
045
Skills wastage: A study of migrant engineers in Australia.
Asghar, Sana; Cameron, Roslyn; Farivar, Farzad
148
Nguyen, Long; Nguyen, Thu; Tran, Agac; Nguyen, Thanh
017
Response Speed and Decision Speed: Application of Information Processing Paradigm to Decision Speed Research.
Li, Anan
357
Competitiveness of domestic airlines in Australia.
Luchman, Shukie; Nguyen, Thu Huong
284
Public Good Value: How can decision-makers recognise the full worth of heritage buildings?
Lischitz, Sarah; Sullivan-Taylor, Bridgette

1120-1150
Disruptive innovation through the lens of financial management: a conceptual assessment.
Imam, Tasaddin
308
Differentiating Discrete Positive Emotions: Examining the Effects of Gratuity and Pride on Stake Work Engagement.
Varga, Karpil; Uy, Manilyn An
188
Stakeholder Involvement in Performance Measurement of Entrepreneurial Ventures.
Onwula, Ego; McGurty, Adeola; Tavassoli, Sam
091
Inward FDI and Local Firms’ Exploratory and Exploitative Innovation.
Gao, Renfei; Sammartino, André
178
Supply Chain Resilience Research:
Review, Trends and Opportunities.
Ali, Imam; Nagalingam, Sav; Gurt, Bruce
375
The effect of transformational leadership on innovative work behavior: mediating role trust, empowerment and work engagement.
Nazar, Safiuddin; Shaif, Amina; Qun, Wang
069
Is there a place for Critical Discourse Analysis in research into the effectiveness of Australian startup boards?
Wildauer, Michael
068
The Mediating Effect of Brand Trust on the Relationship between Brand Experience and Brand Loyalty among Automobile Local Brand in Malaysia.
Makhir, Neal; Gelaidan, Hamid
411
The interface between science and Indigenous knowledge.
Prashu, Diane; Aminomia, Maria; Rockstuhl, Katharina
357
Competitiveness of domestic airlines in Australia.
Luchman, Shukie; Nguyen, Thu Huong
284
Public Good Value: How can decision-makers recognise the full worth of heritage buildings?
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XXV | CREATIVE DISRUPTION: MANAGING IN A DIGITAL AGE
<table>
<thead>
<tr>
<th>Time</th>
<th>Title</th>
<th>Authors</th>
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<tbody>
<tr>
<td>1140</td>
<td>Devising a Conceptual Disruptive Business Model for Digital Business in Emerging Economies</td>
<td>Panisuwong, Wanniwat</td>
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<td>Using Design to Secure Knowledge-based Competitive Advantage in the Digital Age</td>
<td>Sarker, Tapan, Nguyen, Giang</td>
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<td>The challenge of film to innovation and entrepreneurship studies.</td>
<td>Wood, Martin, Gillsiovic, Smiljana, Berkeley, Leo</td>
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<td>The impact of contemporary careers on the psychological contract.</td>
<td>Shahid, Sehrish, Muchiri, Michael</td>
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<td>Negotiating executive pay: How can psychological theories complement classical and behavioural economics?</td>
<td>Fahey, David, Halls, Sarah</td>
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<td>1323</td>
<td>If Not Today, Maybe Tomorrow? An Investigation of Consumers Postponing Purchasing Behaviour to Product Innovation</td>
<td>Meilman, Jan, Heidensrech, Sven, Pardiny, Anup</td>
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<td>A Study of Inclusion: The Balance Between Belongingness and Uniqueness</td>
<td>Perera, Shamaika, Arrowsmith, Jim, Sayers, Janet</td>
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<td>Does crowding deter impulse buying in retail stores? A study in the context of retailing in India.</td>
<td>Shah, Sehrish, Muchiri, Michael</td>
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<td>1420</td>
<td>Exploring the Unfolding Career Experiences of Skilled Migrant Women through the Lens of Career Theories.</td>
<td>Odedra, Odedra, Nirmalya, Ramesh</td>
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<td>The Dynamic Performance: investments and Resource Management</td>
<td>Ross, Mitchell, McPhail, Ruth, Ross</td>
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<td>The big concerns of small business: A qualitative study.</td>
<td>McDowen, Tim, Mazzarot, Tim, Rice, John</td>
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<td>Structural job interviews: stifling communication.</td>
<td>Hnat, Edward, Choi, Daejeong, Brown, Michelle, Olsen, Jesse</td>
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<td>Authentic leadership and the importance of ethical leadership behaviour and an ethical climate for subordinate's organisational citizenship behaviour.</td>
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<td>Power and legitimacy: A longitudinal analysis of Aboriginal visual content in annual reports: A longitudinal analysis of the business modelling dilemma.</td>
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<td>The challenge of film to innovation and entrepreneurship studies.</td>
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<td>Independent Cinema in the Digital Age: A New Business Model for Retaining Modern Audiences. Sadolwika, Karolina; Karlsson, Paula Sonja-Brown; Steven Caldwell</td>
<td>044 Humour as a coping tool for interpersonal workplace aggression. Chang, David; Amaranvi, Rajiv; Le, Tiffany; Restubog, Simon</td>
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<td>1300-1400</td>
<td>LUNCH</td>
<td>1400-1540 CONCURRENT SESSION FOUR (100 MINS)</td>
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<td>1420</td>
<td>Being the Face of the Brand: Aestheticsising Labour in the Sri Lankan Hospitality Industry. Wanninayake Shalani; O’Sullivan, Michelle; Williamson, Sue</td>
<td>216 Employee discretion: Balancing internal and external organisational practices. de Witt, Mark; Pavlovich, Kathryn; Twiname, Linda</td>
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### CREATIVE DISRUPTION: MANAGING IN A DIGITAL AGE

**THURSDAY 7 DECEMBER 2017**

<table>
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<td>1540-1600</td>
<td><strong>AFTERNOON TEA</strong> (Sponsored by Cengage Learning)</td>
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<td>1540-1720</td>
<td>Heads Of School of Management (HOSOM) Network Meeting (For HOSOM Members only)</td>
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### Competitive Sessions

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<td>TSCM Comp 3</td>
<td>SM Comp 2</td>
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<td>HMO Comp 3</td>
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<td>Sam MacAulay</td>
<td>Lena Wang</td>
<td>Arun Elias</td>
<td>Ingrid Nielsen</td>
<td>Steven Liu</td>
<td>Elizabeth Wilson-Evered</td>
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<td>Warren Staples</td>
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<td>French, Erica</td>
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### Interactive Sessions

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### Workshops

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<td>1640</td>
<td>Mis-Orchestration of Ambidexterity within Projects: The paradox of inflexibility encountered by high discretion project managers.</td>
<td>Sahan, Shyam; Aroor; Sinha, Paresha</td>
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<td>1650</td>
<td>Cross-functional integration for managing customer information flows in a project-based firm.</td>
<td>Ahola, Tuomas; Martinsuo, Miia</td>
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<td>Using a tailored project management methodology to promote project team integration.</td>
<td>Vipinhen, Lauri; Martinsuo, Miia</td>
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**CONFERENCE DINNER**

**RACV Club Bourke Street, Melbourne**
<table>
<thead>
<tr>
<th>Room</th>
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<tr>
<td>FRIDAY 8 DECEMBER 2017</td>
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<tr>
<td>0800-0930</td>
<td>Institutional Members’ Meeting (For ANZAM institutional Heads/Reps only)</td>
<td>80.09.06</td>
<td>Beni Halvorsen</td>
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<tr>
<td>0900-1030</td>
<td>ANZAM Innovative Management Educator of the Year Masterclass - Augmenting Student Engagement and Learning Experience - Sujana Adapa</td>
<td>80.09.08</td>
<td>TISCM Inter 1</td>
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<td>0900-1040</td>
<td>CONCURRENT SESSION SIX (100 MINS)</td>
<td>80.09.02</td>
<td>MED Inter 2</td>
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<td>0900-1030</td>
<td>Service Innovation in Aged Care Providing Organisations through Social Assistive Technology Acceptance, Khakshur, Sayed Mohammad Sadegh, Shahmehri, Fatemeh, Afchari, Leila, Khosla, Rajiv</td>
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<td>0900-1030</td>
<td>Support Perceptions, Organizational Citizenship Behaviors, and the Mediating Role of Cultural Wellbeing: Are Effects Stronger for Ethnic Minority Workers? Haier, Jamrod, Briningham, David; Harris, Candice; Nguyen, Thi Hong Ngoc (Ruby)</td>
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<td>0900-1030</td>
<td>Do workload allocation systems affect the workplace health of frontline academic professionals? Amontolelu, Fonsa, 192</td>
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<td>0900-1030</td>
<td>Cloud Computing in the Agri-Food Sector: Examining the influence of disruptive technology on socio-economic outcomes and business effectiveness. Bamsa, J.O., Bhide, Vasantha; Elwajji, Gabriel; Imbeau, Jean Sébastien; Kelly, Stephen James; Scott, Jennifer; Taskin, Nazim; Warren, Lorraine</td>
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<td>0900-1030</td>
<td>When a Leader’s International Exposure is a Drag: Contrarian Evidence from India. Sharma, Kamal</td>
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<td>0900-1030</td>
<td>Should corporate leaders encourage informal, group-initiated induction rituals? Chapman, Judith</td>
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<td>0900-1030</td>
<td>Management Education for Leadership in the Context of Disruption. Davidson, Paul; Taskissini, Jane</td>
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<td>0900-1030</td>
<td>Innovation in the Public Sector: Towards Development of Conceptual Research Framework for fostering innovative practice in Public Sector. Muhl, Kristina; Naughton, Shahnaz</td>
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<td>0900-1030</td>
<td>Portfolio Release Management: Governance Implications of Project Interdependencies. Lou, Tien Clicks</td>
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<td>Using the consolidated framework for implementation research to understand clinicians’ innovations. Hoogvins, Michael; Dadich, Ann; Womlaj, Kerrie</td>
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<td>Analysing Patient Satisfaction in Dentistry. SERVQUAL to conceptualise an evaluation framework for small hotels (SMHs): An exploratory case study. Wilson-Evered, Elisabeth; Jones, Andi; McGrath, Michael; Wilson-Evered, Elisabeth; Ayob, Mohd Faizal Bin; Wilson-Evered, Elisabeth; McGrath, Michael; Wilson-Evered, Elisabeth; Ayob, Mohd Faizal Bin; Wilson-Evered, Elisabeth; McGrath, Michael</td>
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| 0940  | **Learning from Subsidiaries: Age Composition of Foreign subsidiaries and Parent’s R&D Intensity.**
   | Lee, Eun Su; Yang, Gracy                                                 |
| 0940  | **Exploring the antecedents and consequences of Employer Branding.**    |
   | Sharma, Arti                                                             |
| 1000  | **Management innovation and export behavior: Extending an ability-based argument.**
   | Kim, Youngok; Lu, Steven                                                 |
| 1000  | **Indigenous Entrepreneurial Capabilities: Rethinking the Role of Enterprise Assistance.**
   | Mika, Jason                                                              |
| 1000  | **Creativity for Radical or Incremental Innovation in Megaproject Policies: Which Is Essential for Policy Survival?**
   | Blackwood, Kate; Lempp, Frieder; Gordon, Mogan; Stilwell, Mylos          |
| 1000  | **Absent leadership: An empirical study examining the effect of laissez-faire leadership in an Australian regional university setting.**
   | Samad, Atas; Ahmed, Ezaad; Davis, Heather                               |
| 1000  | **Exploring the emotional undercurrents: the role of workplace relationships.**
   | Parkinson, Ann; McDonald, Richard                                        |
| 1000  | **Towards An understanding of Using the Community Scorecard to Enhance Downward Accountability.**
   | Akhoma, Clara                                                            |
| 1040-1100 | **MORNING TEA**                                                          |
| 1100-1130 | **Australian and New Zealand Academy of Management – Annual General Meeting**
   | (All delegates welcome to attend)                                        |

**Friday 8 December 2017**
## FRIDAY 8 DECEMBER 2017

### 1130-1310  
**CONCURRENT SESSION SEVEN (100 MINS)**

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<td>Lena Wang</td>
<td>Warren Staples</td>
<td>Veronique Ambrosini</td>
<td>Kate Blackwood</td>
<td>Peter McLean</td>
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### 1400-1600  
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### Workshops

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FRIDAY 8 DECEMBER 2017

1420
329
Migration Challenges and Career Habitus of South Asian Professionals and Managers in Australia. Mohyuddin, Syed; Patel, Pankhpat, Verna

256
Evaluating the Relationship between Job Engagement, Transformational Leadership, High-Performance Human Resource Practices, Climate for Innovation, and Contextual Performance. Pham, Thai; Nguyen, McMurray, Ashlee; Munchi, Michael; Muenjohn, Nuttavuth

353
How Does IT Create Business Value for SMEs? Bi Pui; Parton, Kevin

193
Is the future of work potentially dangerous by design? Assessing the worth of investigating the changing world of work using the concept of psychosocial risk. Port, Zoe; Forsyth, Darryl; Tappin, David

196
Designing Blended and Flexible Learning Experience for a Management Capstone Course. Bi Pui

316
Linking Responsible Leadership to Employees’ Intention to Quit: The Mediating Role of Affective Commitment. Haque, Amlan; Jahid, Rahman; Farnando, Mario; Caputi, Peter

322
Returning Land to Country: involving indigenous communities in mind land rehabilitation and closure practice on indigenous country. Brand, Carol; Kelly, Lisa

412
Paradigm Change in the Manufacturing Sector: Diagnosing Firm Readiness for Transition to Industry 4.0. Monyjet, Hila; Patton, Wayne

172
The Professional Identity of Allied Health Managers. Mak, Kar-Yi (My); Sloan, Terry; Kippist, Louise; Eljiz, Kathy

397
Antecedents of Firm’s Abuse of Power and the Subsequent Media Attention: Evidence from South Korea. Heo, Bongjoung; Chung, Chi-Kien

1440
340
Appreciation in the supervisor-employee relationship: Literature review and research agenda. Zimmerman, Geoff; Morgan, Damani; Kennedy, Rowan; Taylor, Andrew

171
Ambivalence and the aging workforce: Human resource management and the paradox of practice. Ho, Marcus; Cant, Estelle; Macky, Keith

184
Combining Big Data and Design Thinking in Business Model design. Hawryszkiewycz, Igor

287
Understanding Expatriates’ Expectations on Occupational Health and Safety (OHS): A psychological contract perspective. Koo, Jonathan; Choo, Elaine

228
What Executives Need to Develop for Success: A Three-Dimensional Model of Skills for Learning in Executive Coaching. Muramatsu, Kiko

310
The Mediating role of Idiosyncratic Deals on the Relationships between Coaching and Organizational Citizenship Behavior. Hu, Ray; Takyon; Li, Ao; Ela Y; Wai, Chi Wai; Lee, Yan Pui

350
Can I Influence My Manager? Resource Dependence and Bottom-up Influence. Tripathi, Neha

281
Can I Influence My Manager? Resource Dependence and Bottom-up Influence. Tripathi, Neha

241
Women and social enterprises: Exploring the impact of gender on social entrepreneurship. Mayson, Susan

1500
300
Paradigm Change in the Manufacturing Sector: Diagnosing Firm Readiness for Transition to Industry 4.0. Monyjet, Hila; Patton, Wayne

292
Promoting leaderful healthcare through positive institutional work. Seelich, Ann; Fulop, Liz; Kippist, Louise

002
The role of Corporate Responsibility and Sustainability on Competitiveness, the mediating impact of customer loyalty: Evidences from the hotel industry in Qatar. Maitraz, Ahmed

1520
287
The influence of values on entrepreneurial, professional, and career motivations. Kennedy, Jeffrey; Chan, Kim Yin; Ho, Ring

250
Adaptation to Career Plateaus: Do Tenure and Self-Efficacy Matter? Jiang, Zhao; Hu, Xiaowen; Wang, Zhongmin

302
What drives the professional identity of allied health managers? Haque, Amlan; Jahid, Rahman; Farnando, Mario; Caputi, Peter

286
A view from the bridge: A non-indigenous research’s perspective on kaupapa Māori research. McCurdy, Lio

394
The Diffusion of Vegan Food Innovations: A Dual-market Perspective. Dedeheyan, Ozgur; Riverola, Carla; Velasquez, Santiago; Smith, Michelle

1600-1700
FAREWELL DRINKS AND CONFERENCE CLOSE

Building 80, Level 7