



Research News

EXCITING TIMES FOR RESEARCHERS

It is indeed an exciting time to be an active researcher in Canada--opportunities for funding have perhaps never been as plentiful nor as lucrative!

Early in the summer, SSHRCC announced details of their \$100 million programs for New Economy research, an initiative that will extend over the next five years. There have already been several meetings both within the School of Business, and within the Queen's community as a whole. Numerous individual researchers and groups of researchers in the School of Business are involved in preparing applications for the new INE programs offered through SSHRCC. Areas that we know are being addressed include e-commerce, issues related to enterprise development, as well as work and well-being in the new economy. QSB faculty are also involved in cross-disciplinary efforts to focus on life-long learning and the new economy.

Because the regular SSHRCC and NSERC programs continue unchanged, the total funds available to Canadian researchers has increased dramatically.

At the same time, other initiatives which have borne fruit for QSB in the past, such as the Ontario Research Development Challenge Fund (ORDCF), the Canadian Foundation for Innovation (CFI), remain as viable options. It is particularly pleasing to report that there is one application pending at the CFI, and others being actively developed.

Researchers at the QSB are also very fortunate to have several sources of internal funding: The Center for KBE and the QEDC provide funding for targeted research, while the different opportunities within the School's Research Program will continue to be available, several QSB faculty have also received funding from the Centre for Automotive Materials and Manufacturing.

Matching all of this is a group of dedicated and exceptional researchers, as is evident from the list of faculty who were successful in the recent NSERC and SSHRC competitions (see this page), as well as the on-going contribution to research excellence through publications and conference presentations (see page 8).

I am sure that in the near future we will continue to see our faculty excel in these national research competitions, and the Research Program is committed to working with faculty in any way we can to achieve this goal.

Julian Barling

NSERC & SSHRC RECIPIENTS

Congratulations to the following faculty who have recently secured **SSHRC & NSERC** funding.

SSHRC competition:

Steve Arnold: "Retail globalization: The case of Wal-Mart". (Steve will be joined by an international group of researchers, one of whom is Professor Nailin Bu.)

Marc Busch: "Bargaining in the shadow of the law"

Sandy Staples: "Improving virtual team performance: A study of self-efficacy in virtual teams"

NSERC competition:

Ed Peterson: "Models for railway operations and planning"

Jeff McGill: "Revenue management in the service sector"

Hamish Taylor: "A comprehensive railway analysis model".

Mikhel Tombak: "Supply chain design".

QUEEN'S SCHOOL OF
BUSINESS RESEARCH NEWS

WELCOME NEW FACULTY!



Peter Dacin joins the School from Texas A & M University. He earned his Ph.D. from the University of Toronto and his M.B.A. & B.A. from McGill University.

Peter is trained in consumer behavior with a strong emphasis in cognitive and social psychology. His primary area of research is judgment formation and this is a theme that runs through all of his research. His research has appeared in several journals including *the Journal of Marketing*, the *Journal of Consumer Research*, the *Journal of Marketing Research*, the *Journal of Business Research*, the *Journal of Advertising Research* and the *Journal of Personal Selling and Sales Management*. He was recently recognized with an award for the outstanding researcher at Texas A&M University.

Peter's theoretical interests focus on identifying how individuals form judgments about brands, specifically brand evaluations (i.e., attitudes and beliefs), and value judgments. His research makes several applied contributions to the literature since attempts to introduce concepts and analyses from cognitive and social psychology into unfamiliar territory.

Peter is also involved in research that attempts to understand the type of information that marketing managers consider useful in forming judgments. In an article in the *European Management Journal* (with Peggy Chauhdry and J. Paul Peter), they use qualitative research and analyses to investigate the perceptions and judgments of European pharmaceutical managers of the effects of European integration.



Tina Dacin received her doctorate from the University of Toronto in 1993. Prior to joining Queen's, Tina spent 9 years at Texas A & M University. Her research is at the intersection of organization theory and strategy and draws upon institutional theory and work on embeddedness. In her current research, she studies issues relating to the management of strategic alliances and networks with a specific focus on the topics of partner selection and the social side of collaboration.

Some of her work has been published in the *Academy of Management Journal*, *Academy of Management Review*, *Journal of Management*, *Journal of World Business*, and the *Strategic Management Journal*. She currently serves on the Editorial Review Boards of the *Academy of Management Review*, *Journal of International Business Studies*, *Organization Science*, and *Strategic Management Journal* and has served on the board of the *Academy of Management Journal*. At the present time she is guest editor for a special issue of the *Academy of Management Journal* and has served as guest editor for the *Academy of Management Review* and *Organization Science*. Tina has also served as a Representative-At-Large for the OMT Division of the Academy of Management. Next year, she will serve as Program Chair-Elect of the OMT Division.



John McHale joins the School from Harvard University. An Irish citizen, John started his career as a lecturer in economics at University College Cork, where he also received first class B.Comm. (1988) and M.Econ.Sc. (1990) degrees. A winner of multiple teaching awards, he received Ph.D and A.M. degrees from Harvard in 1996 and served on the faculty as assistant and associate professor before joining Queen's this summer.

His published research has focused on the economics of post-communist transition, reform of health care and pension systems, the Irish economy, open economy macroeconomics, and, most recently, the economics of immigration. He is now engaged with two former colleagues in a research project that examines the political economy of immigration policy in developed countries, the economic impacts of the "brain drain" on developing countries, and the policy instruments poor countries can use to tap the potential of skilled emigrants. He has been a consultant to the World Bank on various post-communist transition projects, and to the National Bureau of Economic Research on its currency crises program.



Peter Sephton earned his BA in Economics from McMaster (1980) and his M.A. & Ph.D. from Queen's (1981,1984).

Peter was a Professor of Economics at the University of New Brunswick in Fredericton before joining the Queen's School of Business. He also served as a Visiting Scholar at the International Monetary Fund as well as the Federal Reserve Bank of St. Louis.

His research career has focused on applied time series modeling, with applications in macroeconomics, money and banking, and finance. He received funding from the National Cancer Institute's New Brunswick Regional Research Development Program to investigate some of the economic issues relating to prostate cancer in New Brunswick. His current research interests include the use of non-linear methods in forecasting measures of economic performance. He is published widely in journals including the *Canadian Journal of Economics*, the *Journal of Money, Credit & Banking*, *Economics Letters*, *Applied Economics*.

Peter is coauthor of *Macroeconomics: First Canadian Edition* and *Microeconomics: First Canadian Edition*, with David Colander (both Times Mirror Professional Publishing, 1995), as well as *Money, Banking, and the Canadian Financial System: 7th and 8th editions* (ITP Nelson, 1997 and 2001), with H.H. Binhammer.

Peter consulted for the Government of NB; for engineering firms performing cost-benefit and economic analyses; and a number of lawyers involved in estimating damages in personal injury and fatal accident claims.

Jane Webster joins the School in September from the University of Waterloo. Her academic training includes a B.Sc. from the University of Guelph, an M. Statistics from North Carolina State University, an M.B.A. from St. Mary's University, and a Ph.D. from New York University. Formerly, she was an assistant professor at Penn State University. At Waterloo, she served as Associate Chair for Graduate Studies and in 1999 received an award for Distinguished Performance in Teaching, Scholarship, and Service.



Her research has been published in such journals as the *Academy of Management Journal*, *Journal of Management*, *MIS Quarterly*, and *Organization Science*. Her research funding comes from the Social Sciences and Humanities Research Council, the Society for Human Resource Management Foundation, and the Network for the Evaluation of Education and Training Technologies.

Jane is currently Senior Editor of *MIS Quarterly Review*, and her research focuses on the impacts of technologies to support distributed work, organizational communication, employee recruitment and selection, and training and learning. Currently, she is investigating the effects of wireless technologies on professional and blue-collar workers.

QSB Research Forum

This fall, the Research Program will again be hosting a series of seminars. Each month one faculty member from the School will present his or her current research. The Research Forum will be held on the first Tuesday of every month starting in October. Below is the lineup for this fall and winter. We look forward to attendance of faculty and students in the Queen's School of Business as well as academics from other universities.

- Date:** October 2
Speaker: Merv Daub
Title: "Revisiting the Accuracy of Canadian Short-Term Aggregate Economic Forecasts"
- Date:** November 6
Speaker:
Title: "To be announced"
- Date:** December 4
Speaker: Ajay Agrawal
Title: "Extreme Science: Strategy and Competition in Quantum Computing"
- Date:** January 8
Speaker: Peter Richardson & Elspeth Murray
Title: "Fastforward: Implementing Organizational Change"
- Date:** February 5
Speaker: Doug Reid
Title: "Networks and Venture Survival."
- Date:** March 5
Speaker: Julian Barling
Title: "Management Practices Affect Occupational Safety"
- Date:** April 2
Speaker: Steve Arnold
Title: "Retail Internationalisation."

Many thanks to those faculty who have agreed to present their research, and please accept this invitation to volunteer to present your research in the future.

QSB opens its doors to two visiting scholars this summer

Utpal Bhattacharya is an Associate Professor of Finance from the Kelley School of Business at Indiana University. His research concentrates on the theoretical and empirical analysis of imperfect capital markets, markets that are characterized by the existence of traders who know more and who act strategically. Utpal's work focuses on two different aspects: (1) the behavior of informed (insiders) and uninformed (outsiders) traders in such markets; and (2) corporate behavior in these markets.

His publications have appeared in top-tier finance journals like the *Journal of Finance*, *Journal of Financial Economics*, *The Review of Financial Studies* and the *Journal of Business*, and top-tier economics journals like the *Journal of Economic Theory* and the *Journal of Monetary Economics*. Professor Bhattacharya's research has been featured in the US media (Barron's, Chicago Tribune, Reuters News, Wall Street Journal and the Washington Post), and in the foreign media [(Economist (UK), El Universal (Mexico), Financial Times (UK), HP/De Tijd (Netherlands), Proceso (Mexico) and Sondagsavisen (Denmark)].

Thank you to Mike Welker for hosting Dr. Bhattacharya's visit.



Laura MacDonald graduated from Queen's University in 1999 with a Ph.D. in Management (Accounting and Organizational Behaviour). Since graduation, Laura has been an Assistant Professor of Accounting at the School of Business and Economics at Wilfrid Laurier University in Waterloo, Ontario.

Laura has several research interests including management accounting and control as well as accounting history. She is actively researching the adoption of innovative practices in management accounting systems with Professor Alan Richardson of Queen's. This project examines the adoption of new practices by Canadian manufacturing firms and analyzes the evolution of management accounting practices since the early 1980's.

In addition, Laura and Alan Richardson have a research project with Dean Neu of the University of Calgary examining the issue of auditor independence in early 20th century Canadian audit firms. They have been awarded an \$11,000 research grant from The Canadian Academic Accounting Association to fund this project. As well, Laura is working on a research project with Professor Howard Armitage of the University of Waterloo entitled "Exploring Informal Management Accounting Systems".

Thank you to Alan Richardson for hosting Dr. Laura Macdonald's visit.

Faculty Highlights

The American Psychological Association has appointed a Task Force on Workplace Violence. **Julian Barling** has been appointed Chairperson of this task. The Task Force is charged with compiling available research information on:

- The identification of factors that contribute to all four types of workplace violence. (Type 1 comprises violence from a stranger, Type 2 comprises violence from a customer, Type 3 comprises violence from an employee, while family/partner violence that spills over into the workplace (as happened at Zellers in Kingston recently) is referred to as Type 4 violence);
- The impact of workplace violence on today's work force; and
- Features of successful workplace violence prevention programs which provide suggestions on how to prevent and reduce workplace violence.

The Task Force is also charged with issuing a report which includes an evaluation of current literature on the issue of workplace violence along with recommendations for future actions by APA related to this issue.

Alan Richardson has been appointed to the Editorial Board of *Accounting and Business Research*, (a UK Journal).

Yolande Chan has been appointed to the Editorial Board of *MIS Quarterly Executive*.

Tina Dacin has been elected as Program Chair-elect for the Organizational & Management Theory Division of the Academy of Management. This is a 5-year term of office during which she will also serve as Division Chair.

Mihkel Tombak has been elected as an Associate Fellow of the Centre for Interuniversity Research and Analysis on Organizations (CIRANO). CIRANO is a joint venture of a group of university researchers, seven university-level institutions (McGill, U. of Montreal, HEC, Ecole Polytechnique, U of Quebec at Montreal, Concordia and Laval), a number of major corporations (including Alcan, AXA, Caisse Desjardin, Hydro Quebec, Bombardier, Bell Canada, Bank of Canada, Laurentian Bank, Royal Bank, Pratt and Whitney), and two Quebec government ministries. In addition, CIRANO includes the research facet of Montreal's mathematical finance institute, the *IFM²*. CIRANO has four research groups dealing with, human resources, electronic commerce, finance, and organizational design and incentives. More information about CIRANO can be obtained from www.cirano.qc.ca.

Summer DI McLeod Recipients

Ajay Agrawal's research involves the collection and analysis of three sets of data relating to: 1) scientific intellectual property generated by Canadian research universities; 2) characteristics of Canadian hi-tech companies, both public and private; and 3) the sources and amounts of venture funding for early-stage Canadian technology firms.

Marc Busch received DI funding to continue working on two projects. The first concerns the new economic geography and whether geographically concentrated industries in Europe exert greater influence in trade policy. The second project explores the sanitary and phytosanitary agreement under the WTO.

Yolande Chan will be investigating: 1) the sustainability of strategic alliances to promote the sharing of health information, and 2) knowledge sharing practices within these strategic alliances.

Merv Daub is continuing his work on the accuracy of aggregate forecasting because of free trade. As well, Merv is updating two papers with new data and introducing some new measures which have appeared in the literature recently.

Lew Johnson and **Bo Pazderka** received funding to continue their research, which evaluates the effect of expenditures on innovation (such as research and development) on the levels of technology stock prices. Lew is also working with Ted Neave researching financial governance.

Darren Meister and **Shirley Taylor** received DI funding to support their research on adoption and switching behaviours with the I.S. context and within the services marketing context.

Douglas Reid continues his work on performance measurement in alliances, specifically what measures managers' use at

certain stages of work, which in turn may influence the course and eventual success of the alliance.

Sandy Staples and **Brent Gallupe** received support to begin the first phase of their virtual team research program. Phase I uses a case-based research strategy to identify the key tasks virtual team members need to do in order to be effective. They will study three organizations with the aim of studying four teams per organization.

QCED announces new Research Advisory Board

Queen's Centre for Enterprise Development (QCED Inc.) is pleased to announce its new research advisory board that includes: **Marc Busch, Yolande Chan, Peggy Cunningham, John Gordon, Lew Johnson, Bo Pazderka and Niraj Bhargava**. It will also be joined, ex-officio, by **Julian Barling and Brent Gallupe**. This advisory board has been created to guide and review ongoing QCED-led research initiatives including the current Ontario Research and Development Challenge Fund (ORDCF) project on high-growth companies. A primary objective of the advisory board is to leverage QCED to maximize its contribution to the development of world-class research at Queen's School of Business in the area of emerging technology-oriented companies.

The QCED team would also like to officially welcome and introduce **Sandra Olszowka** as its new Knowledge Manager. Sandra has an MBA and an undergraduate degree in political science and public policy, and brings with her a wealth of knowledge and management experience in operations, project management, and research and communications. Sandra will be the lead coordinator of QCED research programs including the ORDCF Project and ongoing QCED initiatives such as the QCED DataLab project and CFI, INE or other such opportunities.

Publications

Arnold, S., Kozinets, R.V., & Handelman, J.M., (2001). Hometown ideology and retailer legitimation: The institutional semiotics of Wal-Mart flyers, *Journal of Retailing*, Volume 77 (2), 243-271.
<http://www.sciencedirect.com/web-editions>

Barling, J., Rogers, A.J., & Kelloway, E.K., (2001). Behind closed doors: Organizational and personal consequences of sexual harassment and workplace violence for in-home workers. *Journal of Occupational Health Psychology*, 255-269.
<http://www.apa.org/journals/ocp/701ab.html#7>

Bu, N., Peng, T.K., & Craig, T.J., (2001). Employee reactions to supervisory direction in four types of firms in Taiwan: The effects of company policy, peer consensus and independent assessment, *Asia Pacific Journal of Management*, Volume 18, 45-67.
<http://angelina.catchword.com/vl=2662090/cl=24/nw=1/rpsv/catchword/routledg/09585192/v12n2/s2/p166>

Bu, N., & McKeen, C.A., (2001). Work goals among male and female business students in Canada and China: The effects of culture and gender, *International Journal of Human Resource Management*, Volume 12 (2), 166-183.
<http://alidoro.catchword.com/vl=2922418/cl=25/nw=1/rpsv/catchwo>

rd/routledg/09585192/v12n2/c/ontp1-1.htm

Busch, M., & Reinhardt, E., (2001). Bargaining in the shadow of the law: Early settlement in GATT/WTO disputes. *Fordham International Law Journal* Volume 24 (1), 158-172.

Gallagher, D.G., & McLean-Parks, J., (2001). I pledge thee my troth...contingently: Commitment and the contingent work relationship, *Human Resource Management Review*, Volume 11 (3), 181-208.

Gordon, J., & Sohal, A.S., (2001). Assessing manufacturing plant competitiveness: An empirical study, *International Journal of Operations & Production Management*, Volume 21(12), 233-253.

Hepburn, C.G., & Barling, J., (2001). To vote or not to vote: Abstaining from voting in union representation elections, *Journal of Organizational Behavior*, Volume 22, 569-591.
http://proquest.umi.com/pqdweb?RQT=317&SK=2&ScQ=00018410*&StPt=1&FC=40&Branch=1&TS=998317274

Mendelson, M.B., (PhD Candidate) Catano, V.M., & Kelloway, K., (2001). The role of stress and social support in sick building

syndrome. *Work and Stress*, 14 (2), 137-155.

Sephton, P. B., (2001). Forecasting recessions: Can we do better on MARS? *Federal Reserve Bank of St. Louis Review*, Volume 83 (2), 39-49.
<http://www.stls.frb.org/publications/review/review01.html>

Books & Monographs

Cooper, W. H., (2001). Katie Lucerne, in T.F. Cawsey, G. Deszca, and A. J. Templer (Eds.), *Canadian cases in human resource management*. Toronto: Prentice_Hall.

Davis, A.H.R. & Pinches, G., (2001). *Canadian Financial Management*, Fourth Edition Addison Wesley Longman.

Gallagher, D.G., (2001). Research methods: Investigation and analysis, in Flemming and Wilson (Eds.) *Effective Human Resource Measurement Strategies*, 3rd Edition, Society for Human Resource Management.

Sephton, P. B., & Binhammer, H.H., (2001). *Money, banking, and Canadian Financial System*, 8th Edition, ITP Nelson.

Staples, D. S., (2001). Making remote workers effective, in *Telecommuting and Virtual Offices: Issues and Opportunities*, Nancy Johnson (Ed.), Hershey USA: Idea Group Publishing, Chapter 11, 186-212.

Forthcoming

Bansal, H., Mendelson, M.B., & Sharma, B., The impact of internal marketing activities on external marketing outcomes. *Journal of Quality Management*.

Barling, J., & Griffiths, A., The history of occupational health psychology. In L.E. Tetrick & J.C. Quick (Eds.) *Handbook of Occupational Health Psychology*. American Psychological Association: Washington, DC.

Gray, P., Power, control, and knowledge repositories, *Information Technology and People*.

Tombak, M., Mergers to monopoly. *Journal of Economics and Management Science*.

Turner, N., (MSc Graduate)
Barling, J., Epitropaki, O., Butcher, B., & Milner, C., Moral reasoning and transformational leadership. *Journal of Applied Psychology*.

Conference Proceedings

Dupre, K., & Barling, J., The prediction and prevention of workplace aggression and violence, Academy of Management conference, Washington, DC, May 3-8, 2001.

Mendelson, M.B., (PhD Candidate), The effects of high performance work systems on service quality and customer loyalty, ASAC, London, Ontario, May 26-29, 2001.

Neave, Edwin, H. & Ross, Michael, N., Claims-based asset pricing: Theory and estimation, Hawaii Conference on Business, Honolulu, June 14-17, 2001.

Staples, D.S. & Seddon, P.B., Testing Goodhue and Thompson's technology-to-performance chain model for predicting the perceived success of information systems, BITWorld 2001 Conference, Cairo, Egypt, June 4-6, 2001.

Post-doctoral position in the School of Business

Carrie Lavis completed her PhD in Psychology at the University of Alberta. Her research interests include the effects of mood states on behavioral (i.e., workplace performance and productivity) and attitudinal (i.e., responses to persuasion) outcomes, and the impact of learning technology initiatives on professional development. She has published in *Nature*, and is an author on a forthcoming chapter in J. Frascara (Ed.), *Design and the Social Sciences*. Carrie will be working with Julian Barling on a project funded by the Centre for Automotive Materials and Manufacturing (CAMM) entitled "Transformational leadership, high performance work systems, employee performance and productivity in the automotive sector". She will be teaching a course in Organizational Behavior during the winter term.

New Working Papers

<http://www.business.queensu.ca/research>

Bhattacharya, U., Daouk, H. & Welker, M.

- The world price of earnings management.
- Working Paper 2001-07.

Chan, Y.E. & Ramsden, D., (PhD Candidate)

- A discussion of the evolution of health information networks in Canada.
- Working Paper 2001-04.

Jones, T., (PhD Candidate)

- Capital effects on firm performance: Lessons from the sandbox.
- Working Paper 2001-05.

Saunders, C., & Chan, Y.E.

- An investigation of the management challenges faced by rapid growth enterprises.
- Working Paper 2001-06.

Ajay Agrawal presented a paper, coauthored with Rebecca Henderson, on the topic of university knowledge transfer as part of the Productivity workshop series at the National Bureau of Economic Research in Cambridge, MA. May 1, 2001. He also participated as a discussant in the conference "Intellectual Property and Innovation in the Knowledge-Based Economy" organized by Industry Canada and the University of Toronto, May 23-24, 2001. Ajay presented a paper on firm strategies relating to scientific research at the Portland International Conference on the Management of Engineering and Technology (PICMET), Portland, Oregon, July 29-31. Over 400 papers were presented at this conference and Ajay's work was recognized with the Best Paper Award for junior faculty.

Steve Arnold presented an article "Fast, Family & Fun: The relevance of performative, community and hedonic norms to store choice," coauthored by **Jane Dunnett** (PhD Candidate) and **Jay Handelman** (PhD Graduate) at the 8th Recent Advances In Retailing and Services Science Conference, European Institute of Retailing and Services Studies (EIRASS), Vancouver, June 16-19, 2001. Steve also presented an article entitled "Retail Internationalisation and Institutional Theory: Home depot into the UK," co-authored with Hanne Gardner and Connie Bianchi (PhD Candidate).

Marc Busch participated in a roundtable on *What's New About the New Economic Geography?*, panel sponsored by the Canadian Economics Association, the Canadian Association of Geographers, and the Canadian Regional Sciences Association, McGill University, June 1, 2001, and a roundtable on *Political Economy. Trade, Development and History*. A Conference in Honor of Ronald Findlay, Department of Economics, Columbia University, April 20-21, 2001. **Marc** also presented his paper entitled "Bargaining in the Shadow of the Law: Early Settlement in Dispute Resolution at the GATT/WTO at the conference *Diplomacy or Disputes? The Future Horizon for the International Trade Order*, Centre for Trade Policy and Law and the Trade Law Division of the Department of Foreign Affairs and International Trade and the Department of Justice, Congress Centre, Ottawa, April 11, 2001.

A paper coauthored by **Yolande Chan** and **Kate Greenaway** (PhD Candidate) entitled "An experiment in non-traditional instruction – evaluating a corporate sponsored, combined faculty undergraduate course in network architecture and service provider planning" was published in the Proceedings of the Information Resources Management Association (IRMA) International Conference which was held in Toronto, May 20-23, 2001. Yolande and Kate also participated in an IRMA conference panel where they made two related presentations on: "E-Business Curriculum: What skill sets do our students need?" (coauthored with **Doug Reid**.) Doug also contributed to these panel presentations.) Yolande also chaired an IRMA Management of IT Education Track session.

Yann Malara (PhD candidate) and **Yolande Chan's** paper "Social cognition and social ordering within the context of a health information network" was presented at the "Surveillance Categories, Risk, and Social Ordering" international, cross-disciplinary Research Workshop held at Queen's University on May 4, 2001. A related paper entitled "Social Cognition and Social Ordering in a Health Information Network" has been accepted for publication in the Proceedings of the European Group of Public Administration (EGPA) Conference in Finland in September 2001. Yolande chaired a session on intelligent transportation systems and geodemographic practice at the "Surveillance Categories, Risk and Social Ordering" workshop.

Yolande Chan presented a paper coauthored with Chad Saunders of the University of Calgary entitled "An Investigation of Management Challenges Faced by Rapid Growth Enterprises," in the Entrepreneurship Division of the ASAC conference held in London, Ontario in May 2001. She also chaired a multi-disciplinary panel that examined non-traditional instructional methods. (**John Plinius** and **Kate Greenaway** (PhD candidate) were two of the featured panelists.) Yolande chaired an IS division session on "IT strategy and e-commerce" also. Yolande completed her term as ASAC IS division co-chair at the end of the conference.

Yolande Chan is a track co-chair for the 2001 International Conference on Information Systems (ICIS) and an Information Resources Management Association (IRMA) International Conference program committee member.

Alfred Davis presented a paper entitled “Successful business development strategies for Canadian corporations: The role of intangible assets in International markets” coauthored with Catherine Beauchemin, at The International Management Conference (ICM 2001) held in Xi'an, China, at the Xi'an Jiaotong University, May 5-7. Alfred also presented this paper at the Multinational Finance Society Conference held in Garda, Verona, Lake Garda, Italy, June 23-27, 2001.

Kathryne Dupre (PhD Candidate), **Tim Jones** (PhD Candidate) and **Shirley Taylor** presented their paper entitled “Dealing with the difficult: Understanding difficult consumer behavior in service encounters,” at the American Marketing Association Winter Educators' Conference, Scottsdale, AZ, February 16-19, 2001.

Dianne Ford (PhD Candidate), presented a paper entitled “Supply and demand for Canadian business Ph.D. graduates: A quest for greater understanding”, coauthored with Tammy Feltham and Lynne Pearson at the Administrative Sciences Association of Canada Conference (ASAC) Conference, London, Ontario, May 26-29, 2001.

Dan Gallagher presented his paper entitled “The structure of contingent employment contracts: Implications for Union attitudes and participation” co-authored with Julian Barling at The 10th European Congress on Work and Organizational Psychology, Prague, Czech Republic, May 16-19, 2001

Lew Johnson presented his paper “Financial convergence and financial governance” co-authored with Ted Neave at the 8th Annual Multinational Finance Society Conference, Garda, Italy, June 23-27, 2001.

Tim Jones (PhD Candidate) presented his paper entitled “Social capital and marketing: A conceptual integration”, at the Administrative Sciences Association of Canada Conference (ASAC), London, Ontario, May 26-29, 2001. The paper received “Best Paper Award” for the Marketing Division of ASAC. Tim also presented his paper entitled “Capital effects on firm performance: Lessons from the sandbox”, at the Marketing and Public Policy Conference, Washington DC, June 1-2, 2001.

Morrie Mendelson (PhD Candidate) presented his paper entitled “The effects of high performance work systems on service quality and customer loyalty” at the Administrative Sciences Association of Canada Conference (ASAC), London, Ontario, May 26-29, 2001. The paper also received “Best Doctoral Paper Award” for the Human Resource Management Division. Morrie was also a panel discussant for “Perspectives on case teaching, a symposium held at ASAC.

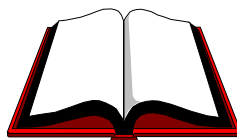
Leighann Neilson (PhD Candidate), presented her paper entitled “The Development of Marketing in the Canadian Museum Community: 1840 to 1989” at the 10th Biennial Conference on Historical Analysis and Research In Marketing, North Carolina May 17-20, 2001. Leighann received the David D. Monieson Best Student Paper Award for her paper.

Doug Reid presented his paper entitled “Trust and Mistrust: Conceptualizing an Alliance as an iterated search”, at the Administrative Sciences Association of Canada Conference (ASAC) held in London Ontario, May 26-29, 2001. Doug also gave a presentation on measuring performance in strategic alliances for the Conference Board of Canada's Annual Conference on Strategic Alliances, May 3-31, 2001, and presented a paper on airline alliances at a conference sponsored by McGill University's School of Business July 18-20, 2001.

Alan Richardson presented his paper entitled “The evolution of the governance structure of international accounting firms” at the Business History Conference held in Miami, April 20-22, 2001.

Invited Presentations

Carol McKeen gave a presentation on cross-cultural comparisons as well as in-depth information about graduates in the emerging market economy at the Conference Board of Canada's Conference, 2001 Gender Diversity Conference: Best Practices and Performance Measures in Toronto, May 9, 2001.



LIBRARY NEWS

JSTOR

Queen's Libraries has announced the acquisition of access to JSTOR ("Journal STORage"), a digital archive of key periodicals in fifteen arts and sciences disciplines. Faculty, staff and students can search the journals directly from the JSTOR website, at <http://www.jstor.org/>, or through the *Electronic Journals* link on Queen's Libraries homepage. In addition, records for the JSTOR titles will be added over the coming months to QCAT, the library catalogue.

The RMC catalogue can be accessed directly at: <http://library.rmc.ca/webpac-1.3-bin/wgbroker?new+-access+top> or, to access RMC and other library catalogues go to the library's web page at <http://library.queensu.ca/>, click on "other library catalogues" and follow the links. For RMC click on catalogues "in Kingston" and then on RMC catalogue.

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http://library.queensu.ca/db_index.htm

Electronic Journals:
<http://library.queensu.ca/reference/journals/htm>

Academic Press/Ideal: <http://idealibrary.com>

BOOKnews: www.ibooknews.co.uk

OVIDWEB: <http://meds.queensu.ca/ovidweb>

WEB OF SCIENCE Citation Database

A citation database is a reference tool that contains bibliographic information on published articles. You can retrieve information from a citation database by author, subject term, journal title, and-most importantly cited reference. These references serve as index terms, which have been assigned by the authors themselves. A document indexed within the citation database enables its historical origin (the cited reference) to be examined and also to easily follow links through to its current position in the research literature (times cited).

By doing a cited reference search, you can:

- Discover who is citing your research and how it is being used to support current research
- Track the research activities of colleagues or competitors
- Follow the history of an idea or a method from its first communication to the present day
- Find relevant articles on topics or subjects that are difficult to express with a few keyword
- And much more.....

For information about Web of Science visit
<http://library.queensu.ca/libguides/enslp/wos.htm>

NEED HELP with SEARCHES?

**Contact Anne at the Research Program Office
X36421**

Email: research@business.queensu.ca

REGIONAL RESEARCH WORKSHOPS 2001-2002

The Research Program will provide funding to support the organization of a conference, workshop or symposium to be held at Queen's University. The past year's total allocation was \$6,000.

Proposals are sought from any area group or individual to organize a conference, workshop or symposium to take place in the period May 2001 to April 2002. Proposals should describe the research area, theme of the event, projected dates, and the name of the faculty members who will be responsible for its organization. The Research Committee will adjudicate proposals.

Proposals are due to Annette Lilly by Friday November 8, 2001

CONFERENCE TRAVEL AWARDS

New Researchers are eligible to apply for funding for travel to present papers at regular conferences of their discipline. *Established Researchers* will be expected to fund such travel from their own research funds. However, established researchers will be considered for support to attend significant meetings where they present an oral paper and/or play an important role in the meeting. Awards may be used to provide partial support for travel, accommodation, meals, and registration fees associated with a conference at which an authored paper is being presented. The normal maximum amount of a Conference Travel Award will be up to \$1,000.

Deadlines: September 15, January 15, & April 15 of each year. Application forms are available at:

<http://www.queensu.ca/vpr>

Please submit your application to Annette Lilly before September 10.

SSHRC - RENEWAL OF THE FEDERALISM AND FEDERATIONS JOINT INITIATIVE

Earlier this month, SSHRC announced the renewal and expansion of the Federalism and Federations Joint Initiative between Intergovernmental Affairs and SSHRC. Over the next three years, the two organizations will invest a total of 2.3 million in the initiative.

The next competition is slated for the fall of 2001. The program description and application details will be made available later this summer on the SSHRC website.

CIHR - NEW PROGRAM - PROOF OF PRINCIPAL PROGRAM (POP) FOUR

CIHR Announces a new program called Proof of Principle Program. In July, the Canadian Institutes of Health Research (CIHR) launches the Proof-of-Principle (POP) program, an initiative to fund proof-of-principle research projects that have potential for health, economic and/or social impact. POP program grants of up to \$100,000 will be awarded for research projects of not more than 12 months duration. This program is open to researchers who currently hold or have held CIHR funding within the past 7 years.

CIHR is committed to enabling universities and hospitals to maximize the impact of their knowledge and technology resources for the betterment of healthcare and the societal and economic benefits that flow from it. Part of its mandate is to encourage innovation, facilitate the commercialization of the results of health research in Canada, and promote economic development through health research in Canada.

Researchers from small universities and non-affiliated hospitals are also encouraged to participate. Four competitions are scheduled in 2001 with application deadlines of **September 10, October 15, November 12, and December 10.**

For questions and inquiries, please contact: **Mr. Luc Lavergne, Program Officer, (613) 952-0823** or llavergne@cihr.ca
http://www.cihr.ca/notice/proof_principal_e.shtml

STRATEGIES FOR KNOWLEDGE TRANSLATION IN HEALTH

The Canadian Institutes of Health Research is pleased to announce the launch of a Request for Applications (RFA) on Strategies for Knowledge Translation in Health. This RFA calls for one-year research proposals in five areas:

1. Understanding Canadian capacity to support uptake and application of health research.
2. Understanding knowledge translation activities currently employed by health researchers.
3. Refining our understanding about what works and what doesn't in knowledge translation.
4. Understanding the knowledge translation research community.
5. Developing and validating approaches to knowledge translation in specific areas of health.

The RFA can be accessed through the following link on the CIHR website:

http://www.cihr.ca/funding_opportunities/cihr_funding_pgms/req_for_proposal/kt_e.shtml

CONFERENCES

The 9th International Colloquium in Relationship Marketing

September 24-26, 2001
Montreal, Ontario

**Conference Board of Canada
2001 Business Outlook Conference**

October 11, 2001
Toronto, Ontario

Canada's Custom Relationship Management Show
Business Strategies & IT Solutions for the E-Commerce Age

October 9-11, 2001
Toronto, Ontario

**11th Annual Conference of the
International Information Management Association**
Strategic Uses of Information Technology:

Electronic Commerce and Web-based Education
October 11-13, 2000

**Conference Board of Canada
2001 Corporate Communication Workshops**

Energizing Business Performance Through Communication and Technology
October 24 – 25, 2001
Toronto, Ontario

Marketing Research Association

Technology Forum 2001
October 31- November 2, 2001
New Orleans, LA

**2nd Annual eBusiness Strategies Conference and
Exhibition, West**

Creating New Business Opportunities Through Technology Integration
December 2-6, 2001
Scottsdale, Arizona

Globe 2002

**7th International Conference & Trade Fair on Business and
the Environment**
March 13-15, 2002
Vancouver, BC

Global Forum on Management Education 2002

Breaking Traditional Boundaries
June 9-12, 2002
Bangkok, Thailand

CALL FOR PAPERS

International Conference on Business
Ethics in the Knowledge Economy
April 2-4, 2002
Hong Kong

Submission Deadline: August 31, 2001

**Association of Marketing Theory and
Practice**

2002 Annual Meeting
March 28-30, 2002
Savannah, Georgia

Submission Deadline: October 19, 2001

CALL FOR PAPERS

Journal of Management Research
Tri-Annual Journal of MSA, Faculty of
Management Studies, University of Delhi

Journal of Management Research is a refereed journal at par with the best international journals on the subject. The journal seeks manuscripts that identify, extend, unify, test or apply scientific and multidisciplinary knowledge pertaining to the management field.

For more information contact:

Dr. HD. Gupta
Editor-in-chief
Journal of Management Research
Faculty of Management Studies
University of Delhi, Delhi-110007 (India)
E-mail: Jmrhdg@rediffmail.com

All queries regarding papers and the journal may also be directed to the Editor-in-chief.

NEW! NEW!

Publication manual of the American Psychological Association

The American Psychological Association has just released the 5th edition of its publication manual. This style guide is followed by numerous journals across different disciplines.

The new edition has been revised and updated to include:

- The latest guidelines and examples for referencing electronic and online sources
- New and revised guidelines for submitting papers electronically
- Improved guidelines for avoiding plagiarism
- Simplified formatting guidelines for writers using up-to-date word-processing software
- All new guidelines for presenting case studies
- Improved guidelines for the construction of tables
- Updates on copyright and permissions issues for writers
- New reference examples for audiovisual media and patents
- An expanded and improved index for quick and easy access.

New and experienced readers alike will find the 5th Edition a complete resource for writing, presenting or publishing with clarity and persuasiveness.

APA Members/Affiliates and List:

Softcover: \$23.95 US

Hardcover: \$34.95 US

Spiral bound: \$29.95 US List and Member

Because many journals currently require that manuscripts be submitted in APA format, the Research Program Office has two copies of the 5th edition of the Publication Manual for use by faculty on a loan basis.

If faculty are interested in ordering their own personal copy of the 5th edition, this can be done at www.apa.org/books, or at order@apa.org



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