

# NCOD Research Division

## Journal and Academic Conference Research Papers and Posters

The following document is a summary of accepted and presented research articles, papers, and posters disseminated by NCOD through scholarly journal articles or at national and international academic conferences. For additional information on a study, please contact the lead author at NCOD Research: [vhancod@va.gov](mailto:vhancod@va.gov)

Articles and book chapters are listed in chronological order. NCOD contributors' names are in bold. (*NOTE*: Papers and presentations in preparation are not included)

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*Last updated 01/05/2012*

### **Scholarly Journal Papers (Published or in Press)**

Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (in press). The effects of personality and spirituality on workplace incivility perceptions. *Journal of Management, Spirituality, & Religion*.

**Yanovsky, B., Osatuke, K., Graff-Reed, R., & Dyrenforth, S.R.** (in press). Factor structure of two different developmental assessment center rating formats. *Journal of Organizational Psychology*.

**Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Charns, M.P., & Dyrenforth, S.R.** (in press). Response Rates and Incentives in a National Employee Survey: The Case of the Veterans Administration. *Applied HRM Research*.

**Osatuke, K., Draime, J., Moore, S.C., Ramsel, D., Meyer, A., Barnes, S., Belton, S., & Dyrenforth, S.R.** (in press). Organization development in the Department of Veterans Affairs. In T. Miller (Ed.), *Veterans Affairs: Reference Book*, Volume I: History, Veterans Era's and National Centers.

**Teclaw, R., Price, M., & Osatuke, K.** (2011). Demographic question placement effect in item response rates and means of a Veterans Health Administration survey. *Journal of Business and Psychology*, doi 10.1007/s10869-011-9249-y

Benzer, J.K., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., & Mohr, D.C. (2011). The relationship between organizational climate and quality of chronic disease management. *HSR: Health Services Research*, 46(3). DOI: 10.1111/j.1475-6773.2010.01227.x

**Teclaw, R., Osatuke, K., Yanovsky, B., Moore, S.C., & Dyrenforth, S.R.** (2010). Comparison of paper, Web, and IVR responses in the Veterans Health Administration All Employee Survey. *Survey Practice*, October: [www.surveypractice.org](http://www.surveypractice.org)

Stolzmann, K., Shwartz, M., Pekoz, E., White, B., Mohr, D., Young, G.J, **Osatuke, K.**, Benzer, J. (2010). Accounting for variation in technical quality and patient satisfaction: The contribution of patient, provider, team and medical center. *Medical Care*, 48(8), 676-682.

**Osatuke, K., Fishman, J.L., Moore, S.C., Dyrenforth, S.R.** (2009). *Relationship between portrayals of VA hospitals in the media, and employee and patient satisfaction: An exploratory analysis*. Electronic publication of a paper presented at the annual national conference of the American Association for Public Opinion Research 15 May 2009, Hollywood, FL conference proceedings: [www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf](http://www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf)

**Osatuke, K., Moore, S.C., Ward, C., Dyrenforth, S.R., & Belton, L.** (2009). Civility, Respect, Engagement in the Workforce (CREW): Nationwide organization development intervention at Veterans Health Administration. *The Journal of Applied Behavioral Science*, 45(3), 384-410.

## **Academic Research Presentations (Accepted or Presented)**

### **2012 Conferences**

**White, S., Osatuke, K., Barnes, S., Mohr, D., Benzer, J., White, B., Dyrenforth, S.R.** *Strategies Supporting the VA Transition to Patient Aligned Care Teams*. Workshop accepted to be presented at the Annual national conference by the HSR&D in Boston, MA in April 2012.

**Osatuke, K., Judkins, S., Teclaw, R., Leiter, M.P., Dyrenforth, S.R.** *Civility, Respect, and Engagement in the Workplace (CREW) in U.S.A. Veterans Affairs: Predictors of Successful Outcomes*. Paper accepted to be presented at the 10<sup>th</sup> Annual international conference by the European Academy of Occupational Health Psychology in Zurich, Switzerland, on April 11-13, 2012.

**Yanchus, N. J., Osatuke, K., Leiter, M.P., Dyrenforth, S.R.** *Changes in the Department of Veterans Affairs (VA): Employees' perspective*. Paper accepted to be presented at the 10<sup>th</sup> Annual international conference by the European Academy of Occupational Health Psychology in Zurich, Switzerland, on April 11-13, 2012.

**K. Osatuke.** *Predictors of Turnover Intentions in Healthcare Settings*. Symposium accepted to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in San Diego, CA, on April 14-16, 2012.

- (1) **Yanchus, N.J., Brassell, T., & Osatuke, K.** (accepted for 2012). Predictors of turnover intentions in VA mental health workers: An examination of psychiatrists, psychologists, social workers, and nurses. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (2) Tenbrink, A. N., Weinhardt, J.M., & Griffeth (accepted for 2012). The influence of burnout and shocks on turnover intentions. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (3) Kwantes, C.T., & Arbour, S. (accepted for 2012). Work-related injury: Impact on nurses' turnover and turnover intentions. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (4) Furst-Holloway, S., Brown, A.B., Cominsky, C., Howe, S.R., Carle, A.C., **Carameli, K.A., Moore, S.C., & Dyrenforth, S.R.** (accepted for 2012). The costs and timing of senior level turnover. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.

**K. Osatuke.** *Perspectives on Organizational Change*. Symposium accepted to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in San Diego, CA, on April 14-16, 2012.

- (1) **Yanchus, N.J., & Osatuke, K.** (accepted for 2012). Conceptual perspective on change: A review of transformational change theories. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (2) **Judkins, S., Osatuke, K., & Dyrenforth, S.R.** (accepted for 2012). Change facilitation: The impact of process variables in the outcome of a civility-focused initiative. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (3) Leiter, M.P., Day, A., Spence Laschinger, H.K., & Gilin Oore, D. (accepted for 2012). Inconsistency between civility and incivility as a predictor of change in workplace communities. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium to be presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.

## **2011 Conferences**

**Moore, S.C.** (2011) *Complex report production using PROC REPORT and the slider\_tagset*. Web presentation made at the VA SAS Day Conference in Austin, TX, on November 16, 2011.

**Teclaw, R.** (2011) *VA All Employee Survey*. Web presentation made at the VA SAS Day Conference in Austin, TX, on November 16, 2011.

**Osatuke, K.** *Psychological Safety in the Workplace: What Does It Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

- (1) **Teclaw, R., & Osatuke, K.** (2011). Demographic and organizational correlates of psychological safety perceptions in a large healthcare organization. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (2) **Osatuke, K., Fishman, J.L., Derickson, R., Moore, S.C., Price, M., & Dyrenforth, S.** (2011). Factors that influence psychological safety in healthcare settings. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (3) **Leiter, M.P., & Laschinger, H.K.S.** (2011). Psychological safety, respect, and values: foundations of a psychologically healthy workplace. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (4) **Dyrenforth, S., & Yanovsky, B.** (2011). Supervisors' behaviors that predict psychological safety perceptions in supervised employees. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (5) **Carameli, K., & Dyrenforth, S.** (2011). The relationship between healthcare employees' psychological safety and patient care experiences. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Belton, L., Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2011). *Respect, Civility and Engagement at the Workplace (CREW): Nationwide initiative at the Department Veterans Affairs, its organizational impact and implementation*. Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Barnes, S., White, S., Carameli, K., Yanovsky, B., & Dyrenforth, S.R.** (2011). *Are happy teams better teams?* Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Yanchus, N.J., Carameli, K. A., Dyrenforth, S., & Osatuke, K.** (2011). *Intrinsic and extrinsic attributes of job satisfaction in Veterans Health Administration (VHA) employees*. Poster presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

- Osatuke, K., Moore, S. C., & Stiles, W. B.** (2011). Assimilation of shared problematic experiences in organizational settings. In: M. A. Gray (Moderator), *Assimilation Model: Extending the Concepts*. Paper in panel presented at the international meeting of the Society for Psychotherapy Research in Bern, Switzerland on June 29, 2011.
- Yanchus, N.J., Osatuke, K., Judkins, S., & Dyrenforth, S.** (2011). *Characteristics of patient-centered care in the Veterans Health Administration*. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Carameli, K. A., Osatuke, K., Judkins, S., & Dyrenforth, S.** (2011). *The role of perceived organizational support in shaping healthcare employees' job satisfaction, organizational commitment, and turnover intentions*. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Carameli, K. A., Yanchus, N.J., Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). *Employee job satisfaction: how intrinsic and extrinsic determinants differ across healthcare occupations*. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Moore, S.C., McKnight, S., Derickson, R., Fishman, J., & Osatuke, K.** (2011). *Psychological safety and adverse patient event reporting*. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Teclaw, R., Price, M., & Osatuke, K.** (2011). *Effect of demographic question placement on item response rates and item mean scores in a Web-based federal health care organization employee survey*. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Yanchus, N.J., Carameli, K., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). *Predictors of job satisfaction and turnover intention in the Veterans Health Administration mental health workforce*. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Yanchus, N.J., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). *Characteristics of patient-centered care in the Veterans Health Administration*. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Derickson, R., Moore, S.C., Dyrenforth, S.R., & Osatuke, K.** (2011). *Influence of leader behavior on psychological safety in a healthcare setting*. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Price, M., Moore, S.C., Dyrenforth, S.R., & Osatuke, K.** (2011). *Relationship of innovation and psychological safety in a healthcare setting*. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2011). *Factor structure of two different developmental assessment center rating formats*. Poster presented at the Annual

national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K.** (2011). *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

- (1) Naimon, E.C., Mullins, M., & **Osatuke, K.** (2011). Workplace incivility and civility: Related but different? In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (2) **Brassell, T., Osatuke, K., Yanovsky, B., & Dyrenforth, S.** (2011). 360 degree feedback: Rater differences in rating workplace interpersonal behaviors. In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (3) **Teclaw, R., Brassell, T., Dyrenforth, S., & Osatuke, K.** (2011). *Gender differences in civility perceptions in a large healthcare system*. In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K.** (2011). *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

- (1) **Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). Organizational intervention that fosters workplace civility: Facilitators' view. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (2) **Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2011). CREW participants' view of the intervention process and relationship to outcomes. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (3) Leiter, M.P., Laschinger, H.K.S., Day, A., Gilin-Oore, D., & Gurnham, M.E. (2011). Sustaining gains in collegiality: 1-year follow-up of the CREW intervention. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Teclaw, R., Yanovsky, B., Moore, S.C., & Osatuke, K.** (2011). *Organizational survey: Comparison of paper, web, and IVR response modes*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

Benzer, J., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., Mohr, D. (2011). *Organizational climate and chronic disease management*. Paper presented at the Annual national conference by the HSR&D in February 2011.

## **2010 Conferences**

**Osatuke, K., Yanovsky, B., Moore, S.C., Brassell, T., & Dyrenforth, S.** (2010). *Evaluating data quality in the Veterans Health Administration All Employee Survey*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Osatuke, K., McNamara, B., & Dyrenforth, S.** (2010). *Workplace civility perceptions relate to equal employment opportunity complaint rates*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). *The effects of qualitative feedback on mid-managers' improvement on performance behaviors in the Veterans Health Administration*. Poster accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

Mohr, D., **Osatuke, K., & Brassell, T.** (2010). *Changing nature of healthcare performance measurement*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

Mohr, D., **Osatuke, K., Moore, S.C., Yanovsky, B., Brassell, T., & Nagy, M.** *Organizational survey of workplace climate: Differences in representation across response modes*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Osatuke, K., Mohr, D., Stolzmann, K., & Dyrenforth, S.** (2010). *Patient-provider gender congruence: Effects on patient satisfaction*. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.

Mohr, D., Stolzmann, K., & **Osatuke, K.** (2010). *Comparing cancer screening rates in VA divisions with and without women's health clinics*. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.

**Osatuke, K., McNamara, B., Fishman, J., & Dyrenforth, S.** (2010). *Workplace civility perceptions relate to equal employment opportunity complaint rates*. Paper presented at the 116<sup>th</sup> Annual national convention by the American Psychological Association in San Diego, CA on August 12, 2010.

Benzer, J., Young, G., Caso, A., Stolzmann, K., Meterko, M., **Osatuke, K.**, White, B., Mohr, D. (2010). *The role of primary care team climate in diabetes care*. Paper presented at the Annual national meeting by the Academy of Management in Montreal, Canada on August 6-10, 2010

**Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). *The effects of demographic dissimilarity on performance appraisal expectations*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Yanovsky, B., Brassell, T., Osatuke, K., & Dyrenforth, S.** (2010). *An examination of the qualitative comments within a 360-degree performance appraisal*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Osatuke, K., Snell, A., & Dyrenforth, S.** (2010). *Veterans Health Administration polytrauma rehabilitation: Provider perspective on patients' family involvement*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2010). *Employee gender, generation, and experience: Relationship to workplace climate perceptions*. Paper in session, presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Snell, A., Moore, S.C., & Osatuke, K.** (2010). *Civility score variation across ethnic groups in the Veterans Health Administration*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2010). *The effects of personality and spirituality on workplace incivility perceptions*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). *Civility measure shows partial factorial invariance across racial and ethnic groups*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

**Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2010). *Demographic and occupational characteristics as predictors of differences in workplace civility perceptions*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

Mohr, D., **Moore, S.C., Osatuke, K.**, Meterko, M., Nealon Seibert, M. (2010). *Primary care workload and staffing differences in VA urban and rural practices*. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6, 2010.

Stolzmann, K., Benzer, J., Meterko, M., **Osatuke, K.**, Mohr, D. (2010). *Primary care quality and patient satisfaction in rural and urban Veterans Health Administration settings*. Poster

presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6 , 2010.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). *Factor structure and time invariance of a civility survey instrument*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Atlanta, GA on April 7-10, 2010.

### **2009 Conferences**

**Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Nagy, M., Charns, M., & Dyrenforth, S.** (2009). *Response rates and incentives in Veterans Administration All Employee Survey*. Paper presented at the Annual national convention by Institute of Behavioral and Applied Management in Washington, DC, on Oct 1, 2009.

**Yanovsky, B., Graff-Reed, R., Kruer, K., Dyrenforth, S., & Osatuke, K.** (2009). *Evaluation of a developmental assessment center in veterans healthcare*. Paper presented at the Annual national convention by IPMA-HR (International Public Management Association for Human Resources) in Nashville, TN, on Sept 14, 2009.

**Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2009). *Employee generation and workplace experience: Relationship to workplace climate perceptions*. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.

**Fishman, J., Osatuke, K., & Dyrenforth, S.** (2009). *Applying grounded theory to studying media coverage of veterans healthcare*. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.

**Osatuke, K., & Dyrenforth, S.** (2009). *Civility, Respect, and Engagement in the Workforce (CREW): Nation-Wide organization development intervention at Veterans Health Administration*. Paper presented at the First World Congress on Positive Psychology in Philadelphia, PA, on June 18-21, 2009.

**Fishman, J., Osatuke, K., Moore, S.C., Draime, J., & Dyrenforth, S.** (2009). *Employee generation and workplace experience: Relationship to workplace satisfaction*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Moore, S.C., Willmarth, K., Osatuke, K., & Dyrenforth, S.** (2009). *Satisfaction increases with supervisory status in the Veterans Health Administration*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Osatuke, K., Yanovsky, B., Naimon, E., & Dyrenforth, S.** (2009). *Workgroup supervisors' 360 ratings: Relationship to staff perceptions of workplace characteristics and turnover intentions*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Osatuke, K., Fishman, J., & Dyrenforth, S.** (2009). *Relationship between portrayals of VA hospitals in the media, and employee and patient satisfaction: An exploratory analysis*.

Paper presented at the Annual national convention by AAPOR (American Association for Public Opinion Research) in Hollywood, Florida on May 15, 2009.

Nagy, M., **Osatuke, K.**, Meterko, M., Scruggs, R., Mohr, D., Warren, N., Hodgson, M., **Moore, S.C., & Belton, L.** (2009). *Exploring the boundaries of civility and incivility*. Round Table presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2009). *The relationship between civility and satisfaction: An examination of three years' data from the Veterans Health Administration*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Osatuke, K., & Dyrenforth, S.** (2009). *Civility, Respect, Engagement at the Workplace (CREW): Nationwide organization development intervention at the United States Veterans Healthcare Administration*. Poster presented at the 5th Australasian Redesigning Health Care Summit in Brisbane, Australia, on March 26, 2009.

## **2008 Conferences**

Hodgson, M.J, Warren, N., Mohr, D., Meterko, M., **Osatuke, K., Dyrenforth, S., Belton, L.,** Charns, M., Drummond, D., Sprenger, M., Nagy, M., Wilson, R. (2008). *Violence in the Veterans Health Administration: Assessment and intervention*. Paper presented at the international conference Violence Prevention in Healthcare, Amsterdam, October 22, 2008.

**Osatuke, K., DeLuca, N., & Dyrenforth, S.** (2008). *Employee versus patient perceptions of veterans healthcare: National level comparison*. Poster presented at the 116<sup>th</sup> annual national convention of the American Psychological Association, Boston, MA, August 15, 2008.

**Osatuke, K., Mohr, D., Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (2008) *Organization development intervention to increase civility in the workforce: What explains variability of outcomes across participating VA facilities*. Paper presented at the annual national conference of the Academy of Management, Anaheim, CA, August 13th, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Measuring managerial competencies in veterans healthcare: An evaluation of a professional development program*. Paper presented at the 32<sup>nd</sup> annual International Public Management Association Assessment Council conference, Oakland, CA, June 11, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Professional development program for veterans healthcare executives: Evaluating the impact*. Poster presented at the 25<sup>th</sup> annual research meeting of the Academy of Health, Washington, DC, June 9, 2008.

**Osatuke, K., Yanovsky, B., Draime, J., & Dyrenforth, S.** (2008). *360-degree ratings of managers' skill relate to workgroup satisfaction with supervision*. Poster presented at the 20<sup>th</sup> annual national convention of the Association for Psychological Science, Chicago, IL, May 24, 2008.

**Osatuke, K., Dyrenforth, S., & Belton, L.** (2008). *Organizational change towards greater civility: What helps intervention success?* Poster presented at the 14<sup>th</sup> annual national research conference of the British Association for Counseling and Psychotherapy, Cardiff, Wales, May 9, 2008.

**Moore, S.C., Osatuke, K., & Howe, S.** (April, 2008). Modeling turnover and absenteeism through civility and job satisfaction scores. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.

Mohr, D., **Osatuke, K., Moore, S.C.,** Hodgson, M., & Warren, N. (April, 2008). Do more civil workplaces actually have less incivility? In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.

**Osatuke, K., Mohr, D., Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (April, 2008). Organization development intervention to increase civility in the workforce. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.

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