Janette S. Dill, PhD

Business Address: Department of Sociology, University of Akron, Olin Hall 256, Akron, OH 44325-1905
Phone: (330)972-5954 Email: jdill@uakron.edu
Home Address: 43 Harcourt Drive, Akron, OH 44313

Education

2011 **PhD, Sociology, University of North Carolina-Chapel Hill,** Chapel Hill, NC
Thesis: "Jobs or careers?: Mobility among low-wage workers in healthcare organizations"
Committee: Victor Marshall, Philip Cohen, Arne Kalleberg, Catherine Zimmer, Jennifer Craft Morgan
Comprehensive exams: Medical Sociology, Social Stratification

2008 **MA, Sociology, University of North Carolina-Chapel Hill,** Chapel Hill, NC
Thesis: "Supervision, job satisfaction, and retention among nursing assistants in nursing homes"

2008 **MSPH, Health Policy and Management, University of North Carolina,** Chapel Hill, NC
Thesis: "The long-term care workforce: Turnover of direct care workers in home care and hospice agencies."

2002 **BA, Psychology, Wheaton College**, Wheaton, IL

Research areas

Work and occupations; medical sociology; stratification and inequality; care work

Peer-Reviewed Publications

Dill, J.S., Morgan, J.C., & Weiner, B. (forthcoming). Low-wage workers and perceived career mobility: Do high performance work practices make a difference? *Health Care Management Review.*

Morgan, J.C., **Dill, J.S.,** & Kalleberg, A. (2013). The quality of healthcare jobs: Can intrinsic rewards compensate for low extrinsic rewards? *Work, Employment, and Society.* DOI: 10.1177/0950017012474707

Dill, J.S., Morgan, J.C., & Marshall, V. (2013). The relationship between job satisfaction, intent to stay, and retention for low-wage healthcare workers: Examining the role of "contingency factors." *The Gerontologist, 53,* 222-234.

Ribas, V., & **Dill, J.S.**, & Cohen, P. (2012). Mobility for care workers: Job changes and wages for nurse aides. *Social Science and Medicine, 75,* 2183-2190.

Chuang, E., **Dill, J. S.,** Morgan, J. C., & Konrad, T. R. (2012). A configurational approach to the relationship between high-performance work practices and frontline health care worker outcomes. *Health Services Research, 47*(4), 1460-1481.

Dill, J.S., Morgan, J.C., Konrad, T.R. (2010). Strengthening the long-term care workforce: The influence of the WIN A STEP UP workplace intervention on turnover of direct care workers. *Journal of Applied Gerontology, 29(2),* 196-214.

Dill, J.S., & Cagle, J.G. (2010). Caregiving in the patient's place of residence: Turnover of direct care workers in hospice and home care agencies. *Journal of Aging and Health, 22(6)*, 713-733.

Book Chapters

Dill, J.S., Morgan, J.C., & Kalleberg, A. (2012). "Making bad jobs better: The case of frontline healthcare workers." In F. Carre, C. Warhurst, P. Findlay, & C. Tilly (eds), *Are Bad Jobs Inevitable?* London: Palgrave Press.

Dill, J.S. (forthcoming). The frontline healthcare workforce: Exploring differences in job quality by occupation and employment setting. In M. Duffy, A. Armenia, & C. Stacey (Eds), *Caring on the clock: The complexities and contradiction of paid care work.* New Brunswick, NJ: Rutgers University Press.

Papers Under Review

Dill, J.S. & Zimmer, C. (under review). Frontline hospital jobs: Career stepping stone or just another dead-end low-wage job? *Gender, Work & Organization.*

Dill, J.S., Chuang, E., & Morgan, J.C. (under review). Building career ladders for frontline health care workers: The effects of health care organization and educational partner dynamics on program outcomes. *Social Science and Medicine.*

Other Working Papers

Dill, J. S., Price-Glynn, K., & Rakovski, C. Is there a penalty for caring? Career trajectories of men in caring occupations versus traditionally male-dominated occupations.

Dill, J.S., Erickson, R., & Diefendorff, J. Sources of motivation in performing care work: Implications for orientation towards care and employment outcomes among nurses.

Grant Activity

2013 Identity and Emotional Well-being among Medical Students, Northeast Ohio Medical University. Rebecca J. Erickson, Principal Investigator, Janette Dill, Co-Investigator ($12,000).

2013 Men in the New Economy: Job Quality and Career Trajectories among Men in Frontline Healthcare Occupations, University of Akron Faculty Research Grant. Janette Dill, Principal Investigator ($10,000).

2011 NIH- funded National Research Service Award (NRSA) post-doctoral fellowship at the Cecil G. Sheps Center for Health Services Research (T32 Award)

2009 NIH-funded Carolina Program in Aging and Health Research pre-doctoral fellowship at the University of North Carolina Institute on Aging (T32 Award)

Selected Presentations

Dill J. "Low-wage workers and perceived career mobility: Do high performance work practices make a difference?" presented at the American Sociological Association meeting in New York City, NY. (August 2013).

Dill J. "The frontline healthcare workforce: Exploring differences in job quality by occupation and employment setting" presented at the Eastern Sociological Association meeting in Boston, MA. (March 2013).

Dill J and Zimmer C. "Frontline hospital jobs: Career stepping stone or just another dead-end low-wage job?" presented at the American Sociological Association meeting in Denver, CO. (August 2012).

Dill J and Zimmer C. "Career mobility among frontline healthcare workers: Do hospitals support upward mobility?" presented at the Academy Health Annual Meeting in Orlando, FL. (June 2012).

Dill J and Zimmer C. "Career mobility among frontline healthcare workers: Do hospitals support upward mobility?" presented at the Annual NRSA Trainees Research Conference in Orlando, FL (June 2012).

Chuang E, Dill J, Morgan JC and Konrad B. "Impact of high performance work practices on FLW job satisfaction and quality of care" presented at Healthcare Organizational Research Association annual conference in Seattle, WA. (June, 2011)

Chuang E, Dill J, Morgan JC and Konrad B. "Impact of high performance work practices on FLW job satisfaction and quality of care" presented at AcademyHealth Research annual meeting in Seattle, WA. (June, 2011)

Morgan JC, Dill J and Konrad B. "Better Care Through Better Jobs: Challenges in Designing and Implementing Evaluations to Address Quality of Care" presented at the annual Gerontological Society of America meeting in New Orleans, LA. (November, 2010)

Dill J, Farrar B and Morgan JC. "The Changing Nature of Training in Health Care Organizations: The Case of Low Wage Frontline Workers" presented at the annual American Sociological Association meeting in Atlanta, GA. (August, 2010)

Dill J, Morgan J, and Kalleberg AL. "Making 'Bad Jobs' Better: The Case of Frontline Healthcare Workers." Presented at the International Labor Process Conference (March 2010).

Dill J and Morgan JC. "The revolving door: Job satisfaction, intent to stay, and retention among nursing assistants in long-term care." Paper presented at the Gerontological Society of America Meetings, (November, 2008).

Dill J, Morgan JC, and Haviland S. "Growing your own: The introduction of firm internal labor markets to low wage healthcare service work." Paper presented at the American Sociological Association Meetings, (August, 2008).

Other Experience and Professional Memberships

2007- American Sociological Association

Employment

2012- Assistant Professor, University of Akron, Department of Sociology
2011-2012—Postdoctoral Fellow, Cecil G. Sheps Center for Health Services Research, Chapel Hill, NC
2009-2011—Predoctoral Fellow, UNC Institute on Aging, Chapel Hill, NC
2006-2011—Graduate Research Assistant, UNC Institute on Aging, Chapel Hill, NC
2005-2006—Graduate Research Assistant, UNC Department of Health Policy, Chapel Hill, NC
2003-2004—Research Assistant, Franklin Porter Graham Child Development Institute, Chapel Hill, NC

Teaching Experience

2013 – University of Akron Department of Sociology, Akron, OH
Instructor for undergraduate courses: Low-Wage America and Introduction to Sociology
2012 – UNC Chapel Hill Department of Sociology, Chapel Hill, NC
Instructor for undergraduate course: Social Stratification (online)
2011 – UNC Chapel Hill Department of Sociology, Chapel Hill, NC
Advisor: Michael Shanahan; Teaching Assistant for Introduction to Sociology
2010—UNC-Chapel Hill Department of Sociology, Chapel Hill, NC
Advisor: Anne Hastings; Teaching Assistant for Race and Ethnic Relations
2009—UNC-Chapel Hill Department of Sociology, Chapel Hill, NC
Graduate Instructor for undergraduate course: Medicine and Society
2008--UNC-Chapel Hill Department of Sociology, Chapel Hill, NC
Graduate Instructor for undergraduate course: Introduction to Sociology
2008--UNC-Chapel Hill Department of Sociology, Chapel Hill, NC
Advisor: Mike Shanahan; Teaching Assistant for Introduction to Sociology, Sociology of the Family, and Sociology of Race and Ethnicity
2007--UNC-Chapel Hill Department of Sociology, Chapel Hill, NC
Advisor: Charles Kurzman; Teaching Assistant for Social Theory