Electronic monitoring and surveillance in call centres: a framework for investigation


For guidance on citations see FAQs

*This bibliography covers citations across drafts. Format differences reflect differences in journal requirements. A few citations are incomplete.*


Callaghan, G and Thompson, P (2002) We recruit attitude: The selection and shaping of routine call centre labour *Journal of Management Studies* 39(2) [pagination missing]


Strickland, L (1958) Surveillance and trust Journal of Personality, 26, 245- 250


