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


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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


