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

How to cite:

For guidance on citations see FAQs.

© 2011 Blackwell Publishing

Version: Accepted Manuscript

Link(s) to article on publisher’s website:
http://dx.doi.org/10.1111/j.1468-005X.2011.00263.x

Copyright and Moral Rights for the articles on this site are retained by the individual authors and/or other copyright owners. For more information on Open Research Online's data policy on reuse of materials please consult the policies page.

*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


