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

How to cite:

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

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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]


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