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/doi: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


