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

*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


Wickham, J and Collins, G Call centres as innovation nurseries. *The Service Industries Journal* 24(1), 1-18


