

Open Research Online

The Open University's repository of research publications and other research outputs

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

Journal Item

How to cite:

Ball, Kirstie S. and Margulis, Stephen T. (2011). Electronic monitoring and surveillance in call centres: a framework for investigation. *New Technology, Work and Employment*, 26(2) pp. 113–126.

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.

oro.open.ac.uk

Combined bibliography for K. S. Ball and S. T. Margulis (2011), Electronic monitoring and surveillance in call centres: A framework for investigation, *New Technology, Work and Employment*.

This bibliography covers citations across drafts. Format differences reflect differences in journal requirements. A few citations are incomplete.

Adler, G., & Tompkins, P. (1997). Electronic performance monitoring: An organizational justice and concertive control perspective. *Management Communication Quarterly*, 10(3), 259-288.

Agre, P. (1994). Surveillance and capture: Two models of privacy. *The Information Society*, 10(2), 101-127.

Aiello, J., & Kolb, K. (1995a). Electronic performance monitoring and social context: Impact on productivity and stress. *Journal of Applied Psychology*, 80, 339 - 353

Aiello, J., & Kolb, K. (1995b). Electronic performance monitoring: A risk factor for workplace stress. In S. Sauter and L. Murphy (Eds.), *Organizational Risk Factors for Job Stress* (pp. 163–179). Washington DC: American Psychological Association.

Aiello, J., & Shao, Y. (1993). Electronic performance monitoring and stress: The role of feedback and goal setting. In M. J. Smith and G. Salvendy (Eds.), *Human-computer interaction: Applications and case studies*. Amsterdam: Elsevier Science. [Pagination missing]

Bain, P., & Taylor, P. (2000). Working in the call centre : entrapped by an “electronic Panopticon”? *New Technology, Work and Employment*, 15(1), 2-18.

Ball, K. (September 2006). Expert Report: Workplace. In Appendices of A Report on the Surveillance Society for the Information Commissioner by the Surveillance Studies Network. Wilmslow: Information Commissioners Office.

Ball, K. (2001). Situating workplace surveillance: ethics and computer based performance monitoring. *Ethics and Information Technology*, 3(3), 211-223

Ball, K. (2002). Elements of surveillance: A new framework and future directions. *Information, Communication and Society*, 5(4), 573-590.

Ball, K. (2005). Organization, surveillance and the body. *Organization*, 12(1), 89-108.

Ball, K.S. (2006). Expert Report: Workplace. In Appendices of A Report on the Surveillance Society for the Information Commissioner by the Surveillance Studies Network.

Ball, K. (2009). Exposure: Exploring the subject of surveillance. *Information, Communication and Society*, 12(5) 639-57.

Ball, K. and Wilson, D. (2000) Power, control and computer based performance monitoring: Subjectivities, repertoires and resistance *Organization Studies* 21(5) pp 536-565

Barnard, C. (1968). *The functions of the executive: 30th anniversary edition*. Cambridge, MA: Harvard University Press.

Batt, R (1999) Work organization, technology and performance in customer service and sales *Industrial and Labor Relations Review* 52(4) 539-564

Becker, H. (2003). The politics of presentation: Goffman and total institutions. *Symbolic Interaction*, 26(4), 659-660.

Beniger, J. (1986) *The Control Revolution: Technical and Economic Origins of the Information Society* Cambridge, MA: Harvard University Press.

Bond, F., & Bunce, D. (2003). The role of acceptance and job control in mental health, job satisfaction, and work performance. *Journal of Applied Psychology*, 88(6), 1057-1067.

Botan, C and Vorvoreanu, M (2005) What do employees think about electronic surveillance at work. In Weckert, J (ed) *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp 123-144) Melbourne: Idea Group Publishing.

Brannan, J. (2005) Once more with feeling: Ethnographic reflections on the mediation of tension in a small team of call centre workers *Gender Work and Organisation* 12(5) pp 420-439

Breckenridge, J. (2007). The strategy of terrorism and the psychology of mass-mediated fear. In B. Bonger, L. M. Brown, L. E. Beutler, J. N. Breckenridge, and P. G. Zimbardo (Eds.), *Psychology of Terrorism* (pp. 116-133). NY: Oxford University Press.

Brewer, N. (1995). The effects of monitoring of individual and group performance on the distribution of effort across tasks. *Journal of Applied Social Psychology* 25, 760-777

Brewer, N. and Ridgeway, T. (1998) Effects of supervisory monitoring on productivity and quality of performance *Journal of Experimental Psychology: Applied* 4, 211- 227

Byrne, Z., & Hochwater, W. (2006). I get by with a little help from my friends: The interaction of chronic pain and organizational support on performance. *Journal of Occupational Health Psychology*, 11(3), 215-227.

Callaghan, G., & Thompson, P (2001). Edwards revisited: Technical control and call centres *Economic and Industrial Democracy*, 22(1), 13-37.

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]

- Carayon, P. (1993) Effects of electronic performance monitoring on job design and worker stress: Review of the literature and conceptual model. *Human Factors* 35, 385-395.
- Chalykoff, J. and Kochan, T. (1989) Computer-aided monitoring: Its influence on employee job satisfaction and turnover. *Personnel Psychology* 42, 807-829.
- Cialdini, R. B. (1996) Social influence and the triple tumor structure of organizational dishonesty. In D. M. Messick and A. E. Tenbrunsel (eds.), *Codes of Conduct: Behavioral Research into Business Ethics* (pp. 44-58) New York: Russell Sage.
- Clarke, S (2005) Informed consent and electronic monitoring in the workplace. In J. Weckert (2005) (Ed.), *Electronic Monitoring In The Workplace: Controversies And Solutions* (pp. 227-241) Hershey, PA: Idea Group.
- Clegg, S. (1989). *Frameworks of Power*. London: Routledge.
- Clergeau, C. (2005) ICTs and knowledge codification: Lessons from front office call centres. *Knowledge and Process Management* 12(4) 247-258
- Critchfield, T. and Vargas, E. (1991). Self-recording, instructions and public self-graphing: Effects on swimming in the absence of coach verbal interaction. *Behavior Modification* , 15, 95-112
- Danielson, P (2005) Ethics of workplace surveillance games. In Weckert, J (ed) *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp. 19-34) Melboure: Idea Group Publishing
- Deery, S., Iverson, R. and Walsh, J. (2002) Work relationships in telephone call centres: Understanding emotional exhaustion and employee withdrawal. *Journal of Management Studies* 39(4) 471- 496
- Deleuze, G (1990) *Negotiations* New York: Columbia University Press
- Deutsch-Salamon, S. and Robinson, S. (August 2002). Does trust deter organizational deviance? An organizational level analysis. *Paper presented at the 2002 meeting of the Academy of Management*, Denver, Colorado.
- Dodge, T. (2007). Negative beliefs as a moderator of the intention-behavior relationship: Decisions to use performance-enhancing substances. *Journal of Applied Social Psychology*, 37(1), 43-59.
- Edwards, P. (2000). Discipline: Towards trust and self-discipline. In S. Bach & K. Sisson (Eds.), *Personnel management: A comprehensive guide to theory and practice* (3rd ed., pp. 317-339). Oxford: Blackwell.

Ellis, V., & Taylor, P. (2006). 'You don't know what you've got til it's gone': re-contextualising the origins, development and impact of the call centre. *New Technology, Work and Employment*, 21(2), 107-122.

Ezzamel, M., Willmott, H. and Worthington, F. (2004) Accounting and management-labour relations: The politics of production in the 'factory with a problem' *Accounting, Organization and Society* 29, 269-302.

Fernie, S and Metcalf, D (1998) *(Not) hanging on the telephone: Payment systems in the new sweatshops* Centre for Economic Performance, London School of Economics.

Foucault, M. (1979). *Discipline and punish: The birth of the prison*. London: Penguin.

French, J. and Raven, B. (1959). The bases of social power. In D. Cartwright (Ed.), *Studies in Social Power* (pp. 150-167). Ann Arbor: Institute of Social Research, University of Michigan.

Gandy, O., Jr. (1993). *The panoptic sort: A political economy of personal information*. Boulder: Westview.

Garud, R., & Rappa, M. A. (1994). A socio-cognitive model of technology evolution: The case of cochlear implants. *Organization Science*, 5, 344-362.

Graham, S. (2005) Software sorted geographies. *Progress in Human Geography* 29(5) 562 -580

Granovetter, M. (1973) The strength of weak ties. *The American Journal of Sociology*, 78(6), 1360-1380.

Granovetter, M. (1985). Economic action and social structure: The problem of embeddedness. *The American Journal of Sociology*, 9(3), 481-510.

Grant, R., & Higgins, C. (1989). Monitoring service workers via computer: The effects of employees, productivity, and service. *National Productivity Review*, 8(2), 101- 112.

Grant, A., & Sumanth, J. (2009). Mission impossible? The performance of prosocially motivated employees depends on manager trustworthiness. *Journal of Applied Psychology*, 94(4), 927-944.

Haggerty, K. (2006). Tear down the walls: On demolishing the panopticon. In D. Lyon (Ed.), *Theorizing surveillance: The panopticon and beyond* (pp. 23-45). Cullompton: Willan.

Hales, T., Sauter, S., Peterson, M., Fine, L., PutzAnderson, V., Schliefer, L., Ochs, T. and Bernard, B. (1994) Musculoskeletal disorders among visual display terminal users in a telecommunications company *Ergonomics* 37, 1603-1621

Hastings, A. (1999). Analysing power relations in partnerships: Is there a role for discourse analysis? *Urban Studies*, 36(10), 91-106.

- Higgins, C. and Grant, R. (1989) Monitoring service workers via the computer: The effect on employees, productivity and service *National Productivity Review* 8(2), 101-112
- Hirsch, P. (1986). From ambushes to golden parachutes: Corporate takeovers as an instance of cultural framing and institutional integration. *American Journal of Sociology*, 91, 800-837.
- Holman, D. (2002). Employee wellbeing in call centres. *Human Resource Management Journal*, 12(4), 35-50.
- Holman, D. (2003). Phoning in sick? An overview of employee stress in call centres. *Leadership and Organization Development Journal*, 24(3), 123-130.
- Holman, D., & Wall, T. (2002). Work characteristics, learning-related outcomes, and strain: A test of competing direct effects, mediated, and moderated models. *Journal of Occupational Health Psychology*, 7(4), 283-301.
- Houlihan, M. (2000) Eyes wide shut: Querying the depth of call centre learning. *Journal of European Industrial Training* 24 (2/3/4), 228-240
- Houlihan, M. (2002) Tensions and variation in call centre management strategies *Human Resource Management Journal* 12(4), 67-85
- Houlihan, M. (2006) Agency and constraint: Call centre managers talk about their work. In J. Burgess & J. Connell (Eds.), *Developments in the Call Centre Industry: Analysis, Changes and Challenges* (pp. 152-169). London: Routledge.
- Kelvin, P. (1973). A social-psychological examination of privacy. *British Journal of Social and Clinical Psychology*, 12, 248-261
- Kidwell, R. and Bennett, N. (1994) Employee reactions to electronic control systems. *Group and Organization Management* 19, 203-218
- Kizza, J. and Ssanyu, J. (2005) Workplace surveillance. In J. Weckert (2005) (Ed.), *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp 1-18). Hershey, PA: Idea Group.
- Komaki, J., Barwick, K. and Scott, L. (1978) A behavioral approach to operational safety: Pinpointing and reinforcing safety performance in a food manufacturing plant. *Journal of Applied Psychology*, 63, 434-445
- Kulik, C. and Ambrose, M. (1991) Category-based versus feature-based processes in performance appraisal: Integrating visual and computerised performance data. *Journal of Applied Psychology* 78(5), 821-830
- Larson, J. and Callahan, C. (1990) Performance monitoring: How it affects work productivity. *Journal of Applied Psychology* 75, 530 - 538

- Lind, E., & Van Den Bos, (2002). Fairness heuristic theory: Justice judgments as pivotal cognitions in organizational relations (pp. 56-88) In J. Greenberg and R. Cropanzano (Eds.), *Advances in Organizational Justice*. Palo Alto, CA: Stanford University Press.
- Lund, J. (1992). Electronic performance monitoring: A review of research issues. *Applied Ergonomics* 23, 54 - 58
- Lyon, D. (1994) *The Electronic Eye: The Rise of the Surveillance Society*. Cambridge: Polity
- Lyon, D. (2001) *Surveillance Society: Monitoring Everyday Life*. Buckingham: Open University Press
- Mason, D., Lankshear, G., Button, G. and Coates, (2002) On the poverty of a priorism: Technology, surveillance in the workplace and employee responses. *Information, Communication and Society* 5(4), 555-573
- McCahill (2002) *The Surveillance Web: The Rise of CCTV in an English City*. Devon: Willan
- McGrath, J. (2004) *Loving Big Brother: Performance, Privacy and Surveillance Space* London: Routledge.
- Mulholland, K (2004). "Slammin', scammin', smokin' an' leavin'": resistance in Irish call centres to new forms of direct control *Work, Employment and Society* 18(4), 709-724
- Muthukrishnan, A. and Chattopadhyay, A. (2007). Just give me another chance: The strategies for brand recovery from a bad first impression. *Journal of Marketing Research*, 44(2), 334-345
- Nahrgang, J., Morgeson, F., & Hofmann, D. (2010). Safety at work: A meta-analytic investigation of the link between job demands, job resources, burnout, engagement, and safety outcomes. *Journal of Applied Psychology*, [incomplete]
- Nebeker, D. (1987) Automated monitoring, feedback and rewards: Effect on workstation operator's performance, satisfaction and stress. In Bullinger, H. and Shackel, B. (eds) *HCI Interact '87*. Amsterdam: Elsevier
- Nebeker, D. and Tatum, B. (1993) The effects of computer monitoring, standards and rewards on work performance, job satisfaction and stress. *Journal of Applied Social Psychology* 23 508-536
- Neyland, D. (2006). *Privacy, Surveillance and Public Trust* Basingstoke: Palgrave MacMillan
- Niehoff, B.P. and Moorman, R.H. (1993) Justice as a mediator of the relationship between methods of monitoring and organizational citizenship behavior. *Academy of Management Journal* 36, 527 – 556

Niehoff, B. & Moorman, R. (1996). *The influence of job type and position tenure on performance monitoring and workplace justice: An application of agency theory to superior-subordinate relations*. Paper presented at the Academy of Management conference, Cincinnati.

Norris, C. and Armstrong, G. (1999) *The Maximum Surveillance Society*. London: Berg.

Olkkonen, M.-E. and Lipponen, J. (2006) Relationships between organizational justice, identification with organization and work unit, and group-related outcomes *Organizational Behavior and Human Decision Processes* 100(2), 202-215

Pearson, C. (1991) An assessment of extrinsic feedback on participation, role perceptions, motivation and job satisfaction on a self managed system for monitoring group achievement *Human Relations* 44, 517-537

Proofprint and Forrester (2006) Outbound Email and Content Security in Today's Enterprise. May 2006. <http://www.caslon.com.au/privacyguide22.htm> Accessed July 2006

Raven, B. (1993). The bases of power: Origins and recent developments. *Journal of Social Issues*, 49(4), 227-251

Regan, P. (1996) Genetic testing and workplace surveillance: Implication for privacy. In D. Lyon and E. Zureik (eds) *Computers, Surveillance and Privacy* (pp 21 – 46) Minneapolis: University of Minnesota Press

Richardson, H., & Howcroft, D. (2006). The contradictions in CRM – a lens on call centres. *Information and Organization*, 16(2), 143-168.

Rudd, J. and Geller, E.S. (1989) Manipulating display and feedback parameters for enhanced data entry performance. In: *Proceedings of the 33rd Annual Meeting of the Human Factors Society* Santa Monica: HFS.

Russell, B. (2007) 'You gotta lie to it': software applications and the management of technological change in a call centre. *New Technology, Work & Employment* 22(2), 132-145

Schleifer, L., Galinsky, T., & Pan, C. (1996). Mood disturbances and musculoskeletal discomfort: Effects of electronic performance monitoring under different levels of data-entry performance. *International Journal of Human-Computer Interaction*, 8(4), 368-384.

Schulman, A. (2001) The extent of systematic monitoring of employee email and internet use. www.sonic.net Accessed July 2006

Sewell, G. (1998). The discipline of teams: The control of team-based industrial work through electronic and peer surveillance. *Administrative Science Quarterly* 43/2, 397-428

Sewell, G. (forthcoming). Organization, employees, and surveillance. In K. Ball, K. Haggerty, & D. Lyon (eds.), *The international handbook of surveillance studies*. London: Routledge.

Sewell, G. and Barker, J. (2006). Coercion versus care: Using irony to make sense of organizational surveillance. *Academy of Management Review* 31(4) 934-961

Sewell, G., & Barker, J. R. (2008). *Performance measurement as surveillance: When (if ever) does "measuring everything that moves" become oppressive?*
Unpublished manuscript, University of Melbourne, Parkville, Australia.

Sewell, G., & Wilkinson, B. (1992). Someone to watch over me: Surveillance, discipline and the just-in-time labour process. *Sociology*, 26, 271-289.

Sherif, M. and Hovland, C. (1961). *Social Judgment: Assimilation and Contrast Effects in Communication and Attitude Change*. New Haven: Yale University Press.

Simpson, R. (1985). Social control of occupations and work. *Annual Review of Sociology*, 11, 415-436.

Skarlicki, D., van Jaarsveld, D., & Walker, D. (2008). Getting even for customer mistreatment: The role of moral identity in the relationship between customer interpersonal injustice and employee sabotage. *Journal of Applied Psychology*, 9(6), 1335-1347.

Smith, M. and Amick, B. (1989) Electronic monitoring in the workplace: Implications for job control and worker stress. In C. Cooper (ed) *Job Control and Worker Health*. Chichester: Wiley.

Smith, M., Carayon, P. and Meizio, K. (1986) *Motivational, Behavioral and Psychological Implications of the Electronic Monitoring of Worker Performance*. Washington DC: US Congress Office of Technology Assessment.

Smith, M., Cohen, B. and Stammerjohn, L., Jr (1981) An investigation of health complaints and job stress in video display operators. *Human Factors* 23 387 - 400

Smith, M., Sanders, K., Lim, S., and LeGrande, D. (1992) Employee stress and health complaints in jobs with and without electronic performance monitoring. *Applied Ergonomics* 23, 17 - 27

Sprigg, C., & Jackson, P. (2006). Call centers as lean service environments: Job-related strain and the mediating role of work design. *Journal of Occupational Health Psychology*, 11(2), 197-212.

Sprigg, C., Stride, C., Wall, T., Holman, D., & Smith, P. (2007). Work characteristics, musculoskeletal disorders, and the mediating role of psychological strain: A study of call center employees. *Journal of Applied Psychology*, 2007, 92(5), 1456-1466.

- Spitzmüller, C. and Stanton, J.M. (2006) Examining employee compliance with organizational surveillance and monitoring *Journal of Occupational and Organizational Psychology* 79, 245 - 272
- Stahl, B., Prior, M., Wilford, S., Collins, D., (2005) Electronic monitoring in the workplace: If people don't care, then what is the relevance. In Weckert, J (ed) *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp 50 – 78) Melbourne: Idea Group Publishing.
- Stanton, J. (2000). Reactions to employee performance monitoring: Frameworks, review, and research directions. *Human Performance*, 13(1), 85-113.
- Stanton, J. and Barnes-Farrell, J. (1996) Effects of electronic performance monitoring on personal control, satisfaction and performance. *Journal of Applied Psychology* 74, 518 – 521
- Stanton, J. and Stam, K. (2006) *The Visible Employee: Using Workplace Monitoring and Surveillance to Protect Information Assets – Without Compromising Employee Privacy and Trust* Medford, NJ: Information Today Inc.
- Stanton, J.M. and Weiss, E.M. (2000) Electronic monitoring in their own words: An exploratory study of employees' experience with new types of surveillance *Computers in Human Behaviour* 16, 423 - 440
- Stone-Romero, E. , Stone, D., and Hyatt, D. (2003). Personnel selection procedures and invasion of privacy. *Journal of Social Issues*, 59(2), 343-368.
- Strickland, L (1958) Surveillance and trust *Journal of Personality*, 26, 245- 250
- Surveillance Studies Network (2006) *A Report on the Surveillance Society* Wilmslow: Information Commissioners Office.
- Taylor, P. and Bain, P. (2000) An assembly line in the head: work and employee relations in the call centre, *Industrial Relations Journal* 30(2) 101-117
- Tepper, B. (2000). Consequences of abusive supervision. *Academy of Management Journal*,4(2), 178-190.
- Tepper, B., Duffy, M., Henle, C. & Lambert, L. (2006). Procedural injustice, victim precipitation and abusive supervision. *Personnel Psychology*,59,101-123
- Thompson, P. (2003) Fantasy Island: a labour process critique of the age of surveillance. *Surveillance and Society*, 1(2)
- Thompson, P. and Ackroyd, S. (1998) *Organizational Misbehaviour* London: Sage

- Thoresen, C., Kaplan, S., Barsky, A., Warren, C., & de Chermont, K. (2003). The affective underpinnings of job perceptions and attitudes: A meta-analytic review and integration. *Psychological Bulletin*, 129(6), 914-945.
- Totterdell, P., & Holman, D. (2003). Emotion regulation in customer service roles: Testing a model of emotional labor. *Journal of Occupational Health Psychology*, 8, 55-73.
- Townley, B. (1994). *Reframing Human Resource Management: Power, Ethics, and the Subject at Work*. London: Sage
- Townsend, K (2005) Electronic surveillance and cohesive teams: room for resistance in an Australian call centre? *New Technology, Work and Employment* 20(1) 47 – 59
- Turner, J. C. (2005) Explaining the nature of power: A three process theory *European Journal of Social Psychology* 35, 1-22
- Valsecchi, R (2006) Visible moves and invisible bodies: the case of teleworking in an Italian call centre *New Technology, Work & Employment* 21(2), 123-138
- Van den Broek (2003) Recruitment strategies and union exclusion in two Australian call centres. *Relations Industrielles /Industrial Relations* 58(3) 515-536
- Varca, P. (2006) Telephone surveillance in call centres: Prescriptions for reducing strain. *Managing Service Quality* 2, 290 – 305
- Wegge, J., van Dick, R., Fisher, G. K., West, M. A., & Dawson, J. F. (2006). A test of basic assumptions of affective events theory (AET) in call centre work. *British Journal of Management*, 17, 237-254.
- Wegge, J., Vogt, J., & Wecking, C. (2007). Customer-induced stress in call centre work: A comparison of audio- and videoconference. *Journal of Occupational and Organizational Psychology*, 80, 693-712.
- Westin, A. (1986) Privacy and Quality of Work life issues in Employee Monitoring. Contractor report prepared for the US Congress Office of Technology Assessment.
- Westin, A. (1992) Two key factors that belong in a macroergonomic analysis of electronic monitoring: Employee perceptions of fairness and the climate of organizational trust or distrust. *Applied Ergonomics* 23, 35 – 42.
- Wickham, J and Collins, G Call centres as innovation nurseries. *The Service Industries Journal* 24(1), 1-18.
- Wilk, S., & Moynihan, L. (2005). Display rule “regulators”: The relationship between supervisors and worker emotional exhaustion. *Journal of Applied Psychology*, 90(5), 917-927.

Winiiecki, D. (2004). Shadowboxing with data: Production of the subject in contemporary call centre organizations. *New Technology, Work and Employment*, 19(2), 78- 95.

Winiiecki, D and Wigman, B (2007) Making and maintaining the subject in call centre work. *New Technology, Work & Employment* 22 (2) p118-131

Yates, J (1989) *Control Through Communication: The Rise of American Management*
Baltimore: John Hopkins University Press

Zapf, D. (2002). Emotion work and psychological wellbeing. A review of the literature and some conceptual considerations. *Human Resource Management Review* 12, 237-268.

Zapf, D., Vogt, C., Seifert, C., Mertini, H., & Isic, A. (1999). Emotion work as a source of stress: The concept and the development of an instrument. *European Journal of Work and Organizational Psychology*, 8, 371-400.

Zirkle, B. and Staples, W. (2005) Negotiating workplace surveillance . In Weckert, J (ed) *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp 79 - 100) Melbourne: Idea Group Publishing.

Zureik, E. (2004). Globalisation of personal data project: International survey concept paper. Retrieved November --, 2004, http://www.surveillianceproject.org/files/concept_paper.pdf.

Zweig, D. (2005) Beyond privacy and fairness concerns: Examining psychological boundary violations as a consequence of electronic performance monitoring. In Weckert, J (ed) *Electronic Monitoring in the Workplace: Controversies and Solutions* (pp 101 -122) Melbourne: Idea Group Publishing.

Zweig, D. and Webster, J. (2002) Where is the line between benign and invasive? An examination of psychological barriers to the acceptance of awareness monitoring systems *Journal of Organizational Behavior* 23 (5), 605 - 633