

CONTENTS

<i>List of Figures</i>	xi
<i>List of Tables</i>	xii
<i>List of Contributors</i>	xiii

Texts and Times: Mapping the Changing Study of Work and Organizations	1
STEPHEN ACKROYD, ROSEMARY BATT, PAUL THOMPSON, AND PAMELA TOLBERT	

PART I WORK, TECHNOLOGY, AND THE DIVISION OF LABOR

Introduction	19
ROSEMARY BATT	
1. Labor Markets and Flexibility	31
JILL RUBERY	
2. Organizations and the Intersection of Work and Family: A Comparative Perspective	52
EILEEN APPELBAUM, THOMAS BAILEY, PETER BERG, AND ARNE KALLEBERG	
3. Gender, Race, and the Restructuring of Work: Organizational and Institutional Perspectives	74
LESLIE MCCALL	

4. Skill Formation Systems 95
COLIN CROUCH
5. Technology and the Transformation of Work 115
RICHARD JOHN BADHAM
6. Groups, Teams, and the Division of Labor: Interdisciplinary
Perspectives on the Organization of Work 138
ROSEMARY BATT AND VIRGINIA DOELLGAST

PART II MANAGERIAL REGIMES AND EMPLOYEE ACTIONS

- Introduction 165
PAUL THOMPSON
7. The Diffusion and Domestication of Managerial Innovations:
The Spread of Scientific Management, Quality Circles, and
TQM between the United States and Japan 177
DAVID STRANG AND YOUNG-MI KIM
8. Managers, Markets, and Ideologies: Design and
Devotion Revisited 200
GIDEON KUNDA AND GALIT AILON-SOUDAY
9. Human Resource Management 220
KAREN LEGGE
10. Knowledge Management 242
ALAN MCKINLAY
11. Industrial Relations and Work 263
HARRY KATZ
12. Labor Movements and Mobilization 283
JOHN KELLY

-
13. Resistance, Misbehavior, and Dissent 305
DAVID COLLINSON AND STEPHEN ACKROYD

PART III OCCUPATIONS AND ORGANIZATIONS

- Introduction 329
PAMELA S. TOLBERT
14. Manual Workers: Conflict and Control 338
LAURIE GRAHAM
15. Service Workers in Search of Decent Work 356
STEPHEN J. FRENKEL
16. What We Know (and Mostly Don't Know)
about Technical Work 376
STEPHEN R. BARLEY
17. The Changing Nature of Professional Organizations 404
C. R. HININGS
18. Ports and Ladders: The Nature and Relevance of Internal
Labor Markets in a Changing World 425
PAUL OSTERMAN AND M. DIANE BURTON

PART IV ORGANIZING AND ORGANIZATIONS

- Introduction 449
STEPHEN ACKROYD
19. Organizations and Organized Systems: From Direct
Control to Flexibility 462
STEPHEN PROCTER

20. Post-Bureaucracy?	485
MATS ALVESSON AND PAUL THOMPSON	
21. Interfirm Relations as Networks	508
GRAHAME THOMPSON	
22. Changes in the Organization of Public Services and their Effects on Employment Relations	530
ROBERT HEBDON AND IAN KIRKPATRICK	
23. Understanding Multinational Corporations	554
GLENN MORGAN	
24. Corporate Restructuring	577
WILLIAM LAZONICK	
25. Beyond Convergence and Divergence: Explaining Variations in Organizational Practices and Forms	602
CHRIS SMITH	
<i>Index</i>	626