CONTENTS

List of Figures	xi
List of Tables	xii
List of Contributors	
Texts and Times: Mapping the Changing Study of Work and Organizations Stephen Ackroyd, Rosemary Batt, Paul Thompson, and Pamela Tolbert	1
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 EILEEN APPELBAUM, THOMAS BAILEY, PETER BERG, AND ARNE KALLEBERG	52
3. Gender, Race, and the Restructuring of Work: Organizational and Institutional Perspectives Leslie McCall	74

viii	CONTENTS	
4.	Skill Formation Systems Colin Crouch	95
5.	Technology and the Transformation of Work RICHARD JOHN BADHAM	115
6.	Groups, Teams, and the Division of Labor: Interdisciplinary Perspectives on the Organization of Work ROSEMARY BATT AND VIRGINIA DOELLGAST	138
	PART II MANAGERIAL REGIMES AND EMPLOYEE ACTIONS	
	Introduction PAUL THOMPSON	165
7.	The Diffusion and Domestication of Managerial Innovations: The Spread of Scientific Management, Quality Circles, and TQM between the United States and Japan David Strang and Young-Mi Kim	177
8.	Managers, Markets, and Ideologies: Design and Devotion Revisited GIDEON KUNDA AND GALIT AILON-SOUDAY	200
9.	Human Resource Management	220

242

263

283

KAREN LEGGE

10. Knowledge Management

11. Industrial Relations and Work

12. Labor Movements and Mobilization

ALAN MCKINLAY

HARRY KATZ

JOHN KELLY

		CONTENTS	ix
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
7	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		37
17.	The Changing Nature of Professional Organizations		404
	C. R. HININGS		
18.	Ports and Ladders: The Nature and Relevance of Interior Markets in a Changing World	nal	
	Labor Markets in a Changing World PAUL OSTERMAN AND M. DIANE BURTON		425
	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? Mats Alvesson and Paul Thompson	485
21.	Interfirm Relations as Networks Grahame Thompson	508
	Changes in the Organization of Public Services and their Effects on Employment Relations ROBERT HEBDON AND IAN KIRKPATRICK	530
23.	Understanding Multinational Corporations GLENN MORGAN	554
24.	Corporate Restructuring WILLIAM LAZONICK	577
25.	Beyond Convergence and Divergence: Explaining Variations in Organizational Practices and Forms Chris Smith	602
Ind	ex	626