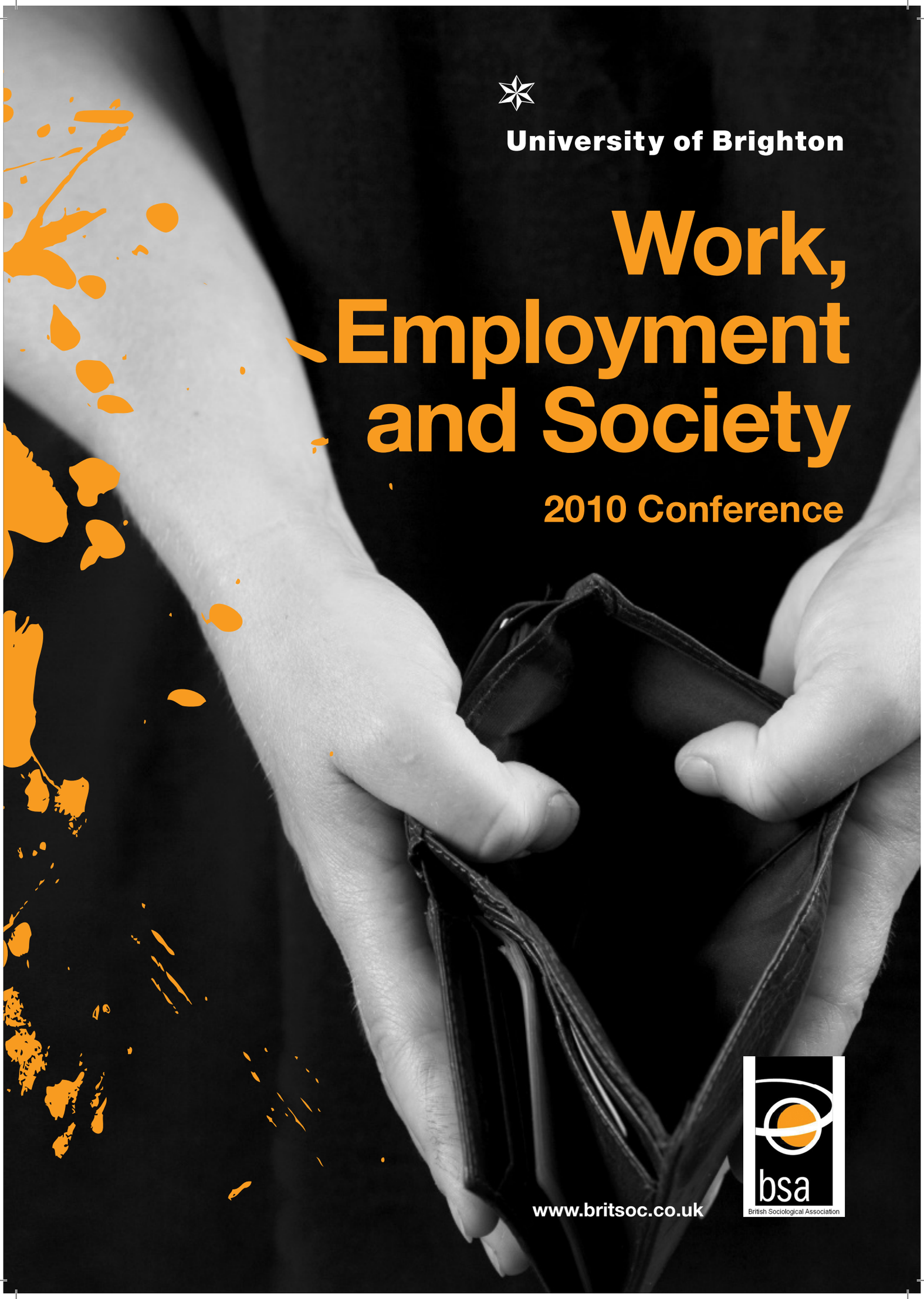

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Work, Employment and Society

2010 Conference

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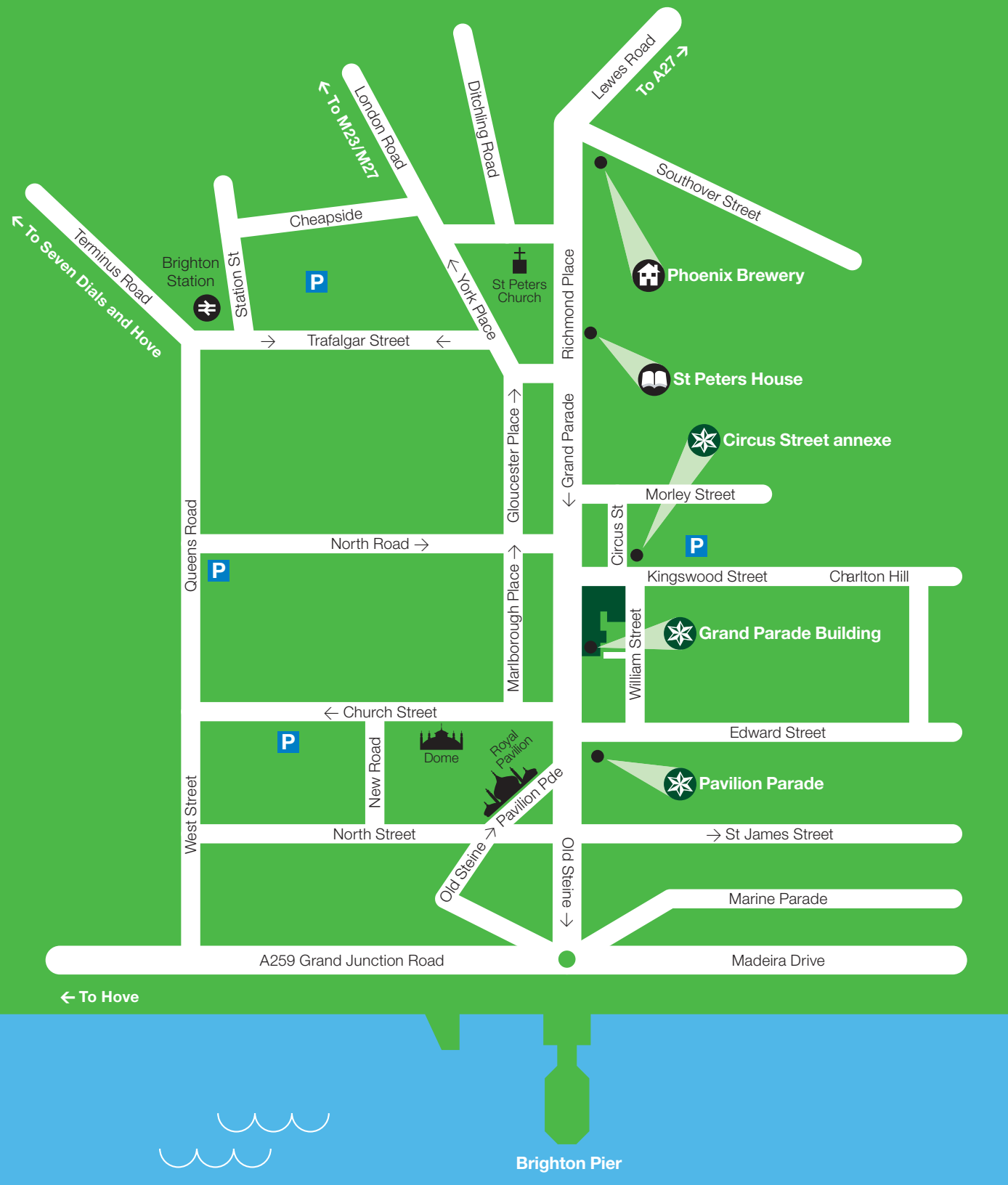

key

- University site/building
- Accommodation
- Train station
- Library
- Parking

Work, Employment and Society

2010 Conference

Managing Uncertainty: A New Deal?

International challenges and the changing face of work.

7-9th September 2010

Brighton Business School

CROME

Centre for Research On Management and Employment

University of Brighton

Design & Layout

Simon Letchford
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Chocolate Ink Graphics

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INFORMATION DIGEST

Registration

The conference registration desk will be open in the foyer of the Brighton Dome from 08:00am until 18:30 on Tuesday 7th September 2010 and in the Foyer of the Grand Parade Campus, University of Brighton from 08:30am to 18:30 on Wednesday 8th September and on Thursday 9th September 2010. Please note that delegates should wear their conference badge at all times, otherwise you may be refused access to conference sessions and service of refreshments and meals.

Messages

During the conference please direct all telephone messages to the British Sociological Association office on +44 (0)191 383 0839. Please make reference to the WES 2010 Conference, as the office staff will need to know how to direct your call.

There will be a conference notice board for programme changes, general messages and announcements. It will be situated in the foyer of the Brighton Dome on Tuesday 7th September and in the Grand Parade Foyer, University of Brighton on Wednesday 8th and Thursday 9th September.

Poster Exhibition

Posters will be displayed in Brighton Dome Foyer during the first day of the conference, Tuesday 7th September. We would invite you to view the poster during the refreshment breaks and during the Drinks Reception on Tuesday at 18:30 – 20:00. Additional viewing times when presenters will be available to discuss their work may be indicated on individual posters.

Evening Reception & Conference Dinner

There will be a reception held on Tuesday 18:30 – 20:00 at the Brighton Dome and the conference dinner will be held in the Brighton Hilton on Wednesday 8th September at 20:00. Delegates attending the conference dinner who have special diet requests should make these known to the BSA Office at the time of registration, and should make themselves known to the catering staff before dinner is served.

Refreshments and Lunch

Tea and coffee will be served at the times and locations specified below

Tuesday 7th September 2010

10:30 – 11:00	Brighton Dome Foyer Bar
14:30 – 15:00	Brighton Dome Foyer Bar
16:30 – 17:00	Brighton Dome Foyer Bar

Thursday 8th September 2010 and Friday 9th September 2010

10:30 – 11:00	Grand Parade Restaurant
14:30 – 15:00	Grand Parade Restaurant
16:30 – 17:00	Grand Parade Restaurant

Water will be available throughout the conference from the water coolers, no water will be provided in seminars so speakers need to use the water bottles provided.

Lunch is provided and will be available to delegates in the Brighton Dome Foyer on Tuesday 7th, and Grand Parade Restaurant on Thursday 8th and Friday 9th September. Delegates who have special diet requests should make these known to the BSA Office at the time of registration, and should make themselves known to the serving staff.

PowerPoint
All meeting rooms will be equipped with a screen, powerpoint and computer. Presenters should bring with them a copy of their presentation file on a USB memory stick.

Presenters should access session rooms 15 minutes before their stream starts or during lunchtimes.

Email Facilities and Computer Access

Brighton Dome – Tuesday 7th September
Free wireless internet is available in the Brighton Dome. Remember to bring your laptop if you wish to use this facility as the BSA cannot provide them laptops for delegate use.

University of Brighton
A pool of computers available at Grand Parade Campus

Welcome from University of the Brighton Organising Team

Dear Colleagues,

On behalf of the members of the newly established Centre for Research on Management and Employment (CROME) at Brighton University Business School, it is a great pleasure to welcome you to the WES 2010 Conference. You are all very welcome.

The opening theme of the conference 'Managing Uncertainty: A New Deal?' questions the potential consequences of the incredible turbulence experienced in the wake of the 2008 banking crisis. Our question: 'A New Deal?' asks whether or not the political, economic and social forces exist to forge a new social compromise? How tightly knit are these interests in co-ordinating and regulating the management of on-going uncertainties?

As many researchers and economic forecasters have pointed out, we are witnessing growing levels of inequality in advanced economies, staggering levels of public sector debt and significant budgetary constraints, with expected increases in unemployment. How will the uncertainties of these changes unfold with the reorganisation of work and employment, and for whom? And how are these challenges being dealt with in different countries? The evidence we are being presented with is controversial.

Our range of speakers reflect the international and intellectual diversity of WES. The opening plenaries bring experts together to discuss what is happening in the US, the BRICS and in Europe, as well as subsequent subplenaries from Africa and Australasia in the following days. Our speakers include sociologists, economists, political scientists, anthropologists and those working in management and business schools.

In the following days we will have a series of paper sessions at the Grand Parade and the Pavilion Parade sites of the University of Brighton. Our hosts at the School of Art & Architecture have been the formative training ground to a number of celebrated artists including two Turner Prize winners (Rachel Whiteread 1998 & Keith Tyson 2002). We hope that you will find this environment provides creative inspiration for your own work. We have organised several sub-plenary sessions with a number of UK and international speakers on these days to reflect on the broad range of debates within the journal both in the UK and abroad.

We have had a lot of fun (& challenges) in organising this conference. We want to take this opportunity to thank the formidable administrative support provided by Chris Matthews from Brighton Business School and the support of Dean Professor Aidan Berry, together with the BSA team headed up by Liz Jackson. Thanks to Simon Letchford for working so patiently on the graphics and layout and together with Adil Gilani on the Audio Visual support.

The doctoral workshop preceding the conference was organised by David Lain and Bob Smale and included Wendy Loretto, Tiziana Nazio, Guilelmo Meardi and Chris Warhurst as discussants of the student papers.

An extensive number of colleagues from across, and beyond, the University of Brighton, together with the Institute for Employment Studies, the WES editors and board members have all provided a really valuable contribution to organising this event. We are very grateful to have been able to draw on such a wide spectrum of expertise.

When you leave Brighton, we hope, you will have been refreshed, not only by the bracing sea air and sunshine, but also by the intellectual stimulation of new networks and friends to inspire you in your own research.

We hope you will continue to enjoy and contribute to the high level of debate set by the journal, which has become one of the leading international publications in this field.

Jacqueline O'Reilly, Maura Sheehan, David Lain & Bob Smale.

Centre for Research on Management & Employment (CROME),

WES 2010 CONFERENCE COMMITTEE

Core Organising Team

Jacqueline O'Reilly	Brighton Business School - CROME
Maura Sheehan	Brighton Business School - CROME
David Lain	Brighton Business School - CROME
Bob Smale	Brighton Business School - CROME
Chris Matthews	Brighton Business School - CROME
Liz Jackson	BSA
Kerry Collins	BSA
Jenny Cairns	BSA

Additional organisers

Lew Perren	Brighton Business School - CROME
Mark Hughes	Brighton Business School - CROME
Penny Simpson	Brighton Business School - CROME
Vicky Richards	Brighton Business School - CROME
Jenny Knight	Brighton Business School - CROME
Sue Greener	Brighton Business School - CROME
Tom Bourner	Brighton Business School - CROME
Asher Rospigliosi	Brighton Business School - CROME
Sue Will	Brighton Business School - CROME
Linda Walker	Brighton Business School - CROME
Sian Eggert	Brighton Business School - CROME
Stephanos Avakian	Brighton Business School - CROME
Simon Letchford	Brighton Business School - CROME
Adil Gilani	Brighton Business School - CROME
Jonathan Sapsed	Brighton Business School - Centrim
Nick Marshall	Brighton Business School - Centrim
Mark Ericson	Brighton University
Andrea Broughton	Institute for Employment Studies
Annette Cox	Institute for Employment Studies
Dawn Lyon	Kent University
Paul Thompson	Strathclyde University
Chris Warhurst	Strathclyde University
Phil Taylor	Strathclyde University
Axel Haunschild	Trier University
Gill Kirton	Queen Mary's, London University
Geraldine Healy	Queen Mary's, London University
Damian Grimshaw	Manchester Business School
Paul Teague	Queen's University, Belfast
Gregg Jackson	Free University, Berlin
Ender Sik	Tarki, Hungary
Sue Yeandle	Leeds University

Summary Timetable

	Tuesday 7th	Wednesday 8th	Thursday 9th
09:00 – 10:30	Registration at the Brighton Dome	Parallel Session 1	Parallel Session 6
10:30 – 11:00	Break	Break	Break
11:00 – 12:00	Welcome from WES Editors and Conference Organisers	Parallel Session 2	Parallel Session 7
12:00 – 13:00	Lunch	Lunch	Lunch
13:00 – 14:30	A New American Deal?	Parallel Session 3	Parallel Session 8
14:30 – 15:00	Break	Break	Break
15:00 – 16:30	BRIC: What is the deal?	Parallel Session 4	Parallel Session 9
16:30 – 17:00	Break	Break	Break
17:00 – 18:30	European Models: A flexible future?	Parallel Session 5	Final Session: WES & International Advisory Board conclude
18:30 – 20:00	Reception Brighton Dome		
20:00 onwards		Conference Dinner Metropole Hilton	

Parallel Paper Streams

	Acronyms
Conceptual frameworks and theoretical controversies	Concepts
New locations of work: The International division of labour & migration	Lockwk
New insecurities: Precarious employment, flexibility & unemployment	Insecurities
New inequalities: Aging, ethnicity, gender & disability	Inequalities
New conflicts and regulations in industrial relations	IR
New forms of contractualism in welfare and employment	Contract
Fairness at work: Pay and evaluation	FAW
Global Human Resource Management & the Changing Face of Work	GHRM
Changing organisational forms and new technologies	ORGIT
Emotional & aesthetic labour: Work, health and well-being	E&ALab
Creative and Cultural Workers	CCulture
China - Employment relations in Chinese firms	BRIC -China
India - The changing structure of employment	BRIC - India
Brazil & Latin America - Perspectives on the global crisis	BRIC – Latin America
Eastern Europe - Social institutions	BRIC -Eastern Europe
Methodological innovations: 'What is…?"	Methods

Parallel paper sessions will be held on the 8th & 9th September at the University of Brighton School of Art and Architecture Grande Parade and the School of Historical and Critical Studies Pavilion Parade. These two buildings are opposite the Brighton Pavilion and within one block of each other.

Support for those requiring disabled access can be provided by informing the conference organizers in advance, or by contacting staff on the registration desk on the first day.

Exhibitors Stands and Graduate Student Posters will be displayed in the Foyer of the Brighton Dome on the 7th September.

Overview: Wednesday 8th September - Grand Parade

Room	Sallis Benny	G4	202	204	Dance Studio	150	250
09:00 – 10:30 PS 1	Sub-Plenary 'Women on the Line' Miriam Glucksmann Chair Dawn Lyon	S16 Methods International surveys & Multi-level modelling Chair Vanessa Gash	S10 E&ALab Emotional Work Chair Penny Simpson	S1 Concepts Conceptualising Work Chair: Mark Hughes	S16 Methods Web surveys Chair Sue Greener	S 8 GHRM High Performance Workplaces Chair: Maura Sheehan	S11 CCulture Shifting Regimes and Regulations Chair: Jonathan Sapsed
10:30 – 11:00	Break						
11:00 – 12:00 PS 2	Sub-Plenary 'Grounding Globalization' Eddie Webster Chair: Jacqueline O'Reilly	S16 Methods Visual Sociology Chair: Dawn Lyon & Lynne Pettinger	S4 Inequalities Gender, Pensions and Work Chair David Lain	S1 Concepts Marxism: Alienation and contradiction Chair Lew Perren		S8 GHRM Methods Chair Mike Morley	Meet the Journal Editors: Bill Hayley, Paul Edwards, Traute Meyer, Chris Warhurst & Phil Taylor
12:00 – 13:00	Lunch						
13:00 – 14:30 PS 3	Sub-Plenary Emotional Labour Debate Chair: Simpson, Knight & Richards	S16 Methods Ethnographies Chair Paul Thompson	S4 Inequalities Older workers Chair David Lain	S4 Inequalities Explaining Female Employment Chair Ruth Woodfield	S1 Concepts National Capitalisms & Marketization Chair Pat McGovern	S 8 GHRM Talent Management Chair: Paul Sparrow	S 11 CCulture Dealing with Uncertainty Chair Axel Haunschild
14:30 – 15:00	Break						
15:00 – 16:30 PS 4	Sub-Plenary GHRM Chair Peter Reilly	S16 Methods Conversation Analysis Chair: Linda Holbeche	S4 Inequalities Youth Employment Chair Tracy Scurry	S4 Inequalities Women in IT and Finance Chair Janet Walsh	S1 Concepts Memory, Uncertainty & Legitimation Chair: Karlene Harry	S10 E&ALab Lying & Stigma Chair Jenny Knight	S11 CCulture Gender, Class & Occupations Chair: Jonathan Sapsed
16:30 – 17:00	Break						
17:00 – 18:30 PS 5	Sub-Plenary Working in the Creative Industries Chair: Jonathan Sapsed	Sub-Plenary Wage Inequality Chair: Eileen Appelbaum	S 4 Inequalities Ethnicity and Employment Chair Maggie Ussery	S 4 Inequalities Women in Law, Academia & Engineering Chair: Judith Glover	S 1 Concepts Employee Value & High Performance Work Chair: Lew Perren	S 8 GHRM Training Chair: Philip O'Connell	S 10 E&ALab Women & Gender Chair Vicky Richards
20:00	Conference Dinner						

OVERVIEW: Wednesday 8th September - Pavilion Parade

Room	G7	101	102	103	203	204 (15)	303 (15)	304
09:00 – 10:30 PS 1	S BRICS India Chair Ernesto Noronha	S5 IR Employment Relationship Chair Andrea Broughton	S6 Contract Welfare Contracts Chair Kim Hoque	S7 FAW Wages & Time Chair:Anthony Rafferty	S3 Insecurities 1 Dependency & Risk Chair Liliana Mateeva	S 3 Insecurities Part-time Work in Nordic countries Chair: Nadia Steiber	S 3 Insecurities OHS in Australia Chair Sian Eggert	S 9 ORGIT ICT & Teleworking Chair:Nick Marshall
10:30 – 11:00								
11:00 – 12:00 PS 2		S 5 IR New Insights into the Labour Process Chair Bob Smale	S6 Contract Gender Contract Chair: Rossana Trifiletti		S 3 Insecurities Italian Labour Market Reforms Chair Anne Daguerre		S 3 Insecurities Work Intensification Chair Colette Fagan	S 9 ORGIT Supply chains Chair Sue Greener
12:00 – 13:00								
13:00 – 14:30 PS 3	S BRICS Brazil & Latin America Chair: Helen Rainbird	S 5 IR Trade Union Organisation Chair Paul Edwards	S6 Contract Instability & Social Contracts Chair Jorg Flecker	S 4 Inequalities Sexual Orientation Chair Tessa Wright	S 3 Insecurities Households working time flexibility Chair Thomas Boje	S 3 Insecurities Youth Employment Chair Christian Brzinsky-Fay	S 3 Insecurities Ireland Chair Paul Stewart	S 9 ORGIT Green HRM Chair Nick Marshall
14:30 – 15:00								
15:00 – 16:30 PS 4	S BRICS Eastern Europe Chair: Jens Holscher	S 5 IR Conflict & Consent in Employee Relations Chair Paul Teague	S6 Contract Training Contracts Chair Alan Felstead	S7 FAW Equal Pay Chair Mark Smith	S 3 Insecurities High Skilled Careers Chair Linda Walker	S 3 Insecurities Youth Employment Chair Sue Greener	S 3 Insecurities Latin America Chair Eugina Tronsco	S 9 ORGIT Drug testing, E-commerce & ICT Chair: A.Rospigliosi
16:30 – 17:00								
17:00 – 18:30 PS 5	S BRICS China Chair: Jieyu Liu	S 5 IR Gender, Leadership & Organisation 1 Chair Gill Kirton	S 5 IR Partnership in Practice Chair Antony Forsyth	S7 FAW Valuing Work Chair Jill Rubery	S 3 Insecurities Deindustrialisation Chair Tony Royle	S 3 Insecurities Part-time work Chair Linda Walker	S 3 Insecurities Displaced Workers Chair Bob Smale	S 9 ORGIT Knowledge society, skills and hierarchy Chair: Nick Marshall
20:00 onwards		Conference Dinner						

OVERVIEW: Thursday 9th September - Grand Parade

Room	Sallis Benny	G4	202	204	150	250
09:00 – 10:30 PS 6	IR Gender, Leadership & Organisation Kirton, Franzway & Hansen Chair: Tessa Wright	S16 Methods Cross-national comparisons: QCA & EU data sources Chair Gregg Jackson	S 4 Inequalities Negotiating Gender Chair Vicky Richards	S 4 Inequalities Care Work / Caring and work Chair Linda Walker	S 10 E&ALab Health & Social Work Chair Penny Simpson	S11 CCulture Creativity at Work Chair: Axel Haunschild
10:30 – 11:00						
11:00 – 12:00 PS 7	Meet the Authors Guy Standing 'Work After Globalization: Chair Jacqueline O'Reilly	S16 Methods Experimental Research Design Chair Ender Sik	S4 Inequalities Sickness & Death at Work Chair Carl Walker	S4 Inequalities Care Work / Caring and Work Chair Tracey Warren	S1 Concepts Contracts and Communities Chair: Paul Edwards	Meet the Authors Paul Stewart 'We Sell Our Time No More' Andy Kilmister & Tony Richardson
12:00 – 13:00						
13:00 – 14:30 PS 8	Meet the Authors Linda Holbeche HR Leadership Penny Tamkin (Work Foundation) Duncan Brown (IES) Chair Jenny Knight	WES Board meeting	S 4 Inequalities Trade Unions and Equality Chair Bob Smale	S 4 Inequalities Gender and Wages / Incomes Chair David Lain	S 10 E&ALab Physical & Psychological Injury Chair Colin Harris	Meet the Authors Sue Yeandle 'Policy for Change' Harriet Bradley, Judith Glover & Nicki Charles Chair: Eileen Green
14:30 – 15:00						
15:00 – 16:30 PS 9	Round Table Discussion Making An Impact: Communications between the Academy & the Community	WES Board meeting	S 4 Inequalities Quality of jobs Chair Claire Wallace		S 10 E&ALab Outcomes & Effects Chair Penny Simpson	Meet the Authors Innovative Conflict Management Systems in Theory and Practice Chair Paul Teague
16:30 – 17:00						
17:00 – 18:30	WES Board Closing session					

Overview: Thursday 9th September - Pavilion Parade

Room	G7	101	102	103	203	204	303	304
09:00 – 10:30 PS 6	S BRICs China Chair: Anita Koo	S 8 GHRM Partnership Chair: Thomas Garvan	S 8 GHRM Employability Chair: Maura Sheehan	S6 Lockwk Career Trajectories Chair Sue Will	S 3 Insecurities Flexi-curity Chair David Lain	S 3 Insecurities Atypical work and underemployment Chair Tiziana Nazio	S 3 Insecurities Management Control Chair Paul Thompson	S 9 ORGIT Satisfaction, Care and Identity Chair: Asher Rospigliosi
10:30 – 11:00								
11:00 – 12:00 PS 7	S BRICs Eastern Europe Financial Presures Chair: Martin Upchurch	S 5 IR Power & Invisibility Chair Bob Smale	S 8 GHRM Institutionalism Chair: Tony Edwards	S6 Lockwk Gendered Migration Chair Michaela Gstrein	S 3 Insecurities Older Workers Chair Sarah Vickerstaff	S 3 Insecurities Race Work & Diversity Chair Gil Robinson	S 3 Insecurities Africa Chair Kea Tijdeins	BSA Work, Employment & Economic Life Study Group Chair Tracey Warren
12:00 – 13:00								
13:00 – 14:30 PS 8	S BRICs Eastern Europe Chair Gregg Schwartz	S 5 IR Learning , Skills & Vulnerability Chair Andrea Broughton	S11 CCulture Governance and Leadership Chair: Jonathan Sapsed	S6 Lockwk Migrant Workers Chair Maura Sheehan	S 1 Concepts Good Jobs & Decent Jobs Chair Michael Muller-Came	S 3 Insecurities Collective Action and Gendered Voice Chair Gill Kirton	S 3 Insecurities Unemployment Germany Chair Gerhard Bosch	S 1 Concepts Employability, Crisis and Managerialism Chair: Helen Francis
14:30 – 15:00								
15:00 – 16:30 PS 9		S 5 IR Regulatory Issues in the Employment Relationship Chair Linda Clarke	S 8 GHRM Ethics, Dignity & Defence Chair Carl Walker	S6 Lockwk Students & Migration Chair Stephanos Avakian	S 3 Insecurities Temporary Work Chair Lucy Jones	S 3 Insecurities Challenging Changes Chair Sue Will	S 3 Insecurities Identity and Employment Chair Ben Fincham	S 1 Concepts Change, Actor-Networks and Recovery Chair: Lew Perren

Plenary Sessions

7th September @ Brighton Dome

A New American Deal? For whom?

Professor Eileen Appelbaum, Rutgers

Professor Jennifer Klein, Yale

Professor Chris Tilly, UCLA

Chair: Professor Colette Fagan, Manchester

This first session focuses on change in the United States. The election of Barack Obama and the policies that have followed have been compared to the New Deal of FD Roosevelt. How comparable are they? What impact will they have?

Prof. Eileen Appelbaum, (Center for Policy Research, Washington) is a labour economist and policy analyst. She was Research Director at the Economic Policy Institute in Washington, DC. She is author of '*Low wage America: how employers are reshaping economic opportunity in the workplace'* (2006).

Prof. Jennifer Klein (Yale) is a historian whose work spans the fields of labour history, business and economic history, and political economy. Her publications include *For All These Rights: Business, Labor, and the Shaping of America's Public-Private Welfare State* (Princeton, 2003). Writing about the intersection between labour politics and the welfare state, her articles focus on the history of health care policy, Social Security, pensions, collective bargaining and New Deal liberalism.

Prof. Chris Tilly (UCLA) is Director of UCLA's Institute for Research on Labor and Employment and Professor in the Urban Planning Department studies labor markets, inequality, urban development, and public policies directed toward better jobs. He is author of "The Gloves-off Economy: Workplace Standards at the Bottom of America's Labor Market" (2008).

BRIC: What is the deal?

Professors Eugenia Leone & Paulo Baltar, Brazil

Dr David Lane, University of Cambridge

Professors Premilla D'Cruz and Ernesto Noronha, Indian Institute of Management, Ahmedabad

Dr Pun Ngai, Hong Kong Polytechnic University, China

Chair: Professor Anália Torres, President of the European Sociological Association.

Brazil, Russia, India and China are societies that have experienced very high GDP and employment growth in recent years, but have very limited social welfare and employment regulation. How has the record of growth and economic instability affected them – what can we learn about the way work in these economies has changed?

Profs Eugenia Leone and **Paulo Baltar,** (Centre for Labour Economics and Trade Unionism, Institute of Economics of the State University of Campinas, Brazil) are co-authors of "More pay and more jobs: how Brazil got both." and "Moving towards Decent Work. Labour in the Lula government: Reflections on recent Brazilian experience." Their research focuses on industrial relations, labour markets, gender, and income distribution.

Dr David Lane (University of Cambridge) has worked on the sociology and politics of the Soviet Union for over 40 years. His most recent research looks at 'Post-Socialist States and the World Economy: the Impact of Global Economic Crisis'. He has recently written on: Russian banks, the Russian oil industry and the changing political and economic elite structure of Russia.

Dr Pun Ngai (Hong Kong Polytechnic University) is a social anthropologist and author of 'Made in China: Women Factory Workers in a Global Workplace', which examines the Chinese dagongmei, rural migrant working girls who toil in the global capitalist factories in socialist China's Shenzhen Special Economic Zone. She is currently researching the conditions of construction workers in Beijing.

Profs Premilla D'Cruz and **Ernesto Noronha** (Indian Institute of Management, Ahmedabad) work on emotional labour, ethnicity and global outsourcing. Their publications include 'Employee identity in Indian call centres: The notion of professionalism.' (2009); 'India a country study' (2010) in 'Global outsourcing and remote work.' (Geneva: ILO) and 'The exit coping response to workplace bullying: The contribution of inclusivist and exclusivist HRM strategies' Employee Relations, (2010) 32(2): 102-120.

European Models: A flexible future?

Professor Jill Rubery, Manchester Business School

Professor Michel Lallement, CNAM Paris

Professor Claus Offe, Hertie School of Governance Berlin, Germany

Chair: Professor Ender Sik, TARKI, Hungary.

The final session would take up the theme of recession impacts on employment in Europe. There has been a long debate about the future of the European Social Model and its demise and the future of flexible employment.

Prof. Jill Rubery (Manchester Business School) is an economist, and has considerable experience conducting comparative research on employment and gender in Europe. She is co-author of *European Employment Models in Flux* (2009); *Fragmenting Work: Blurring Organizational Boundaries and Disordering Hierarchies* (2004); *The Organisation of Employment: An International Perspective* (2002).

Prof. Michel Lallement (CNAM Paris) is one of the young leading French sociologists of employment relations. He has conducted a number of international projects and is closely linked with the journal Sociologie du Travail. His recent publications include *Le travail: Une sociologie contemporaine* (2007); Le travail de l'utopie (2009); *Sociologie des relations professionnelles* (2008).

Prof. Claus Offe is a leading German sociologist whose recent co-authored publications include 'Basic Income and the Labor Contract' (2009) *Analyse & Kritik* 1: 49-79), *Institutional Design in Post-Communist Societies: Rebuilding the Ship at Sea* (2008) and *Reflections on America: Tocqueville, Weber and Adorno in the United States* (2005).

POSTER SESSIONS

Monday 7th September - Brighton Dome Foyer

Seston, E., Willis, S.C., Hassell, K. - University of Manchester

Factors affecting job-related well-being amongst early career British pharmacists

While there have been some studies of job stress amongst pharmacists,(Gaither et al. 2008;McCann et al. 2009) our study is the first to investigate the relationship between job-related well-being and co-variates in a cohort of British pharmacists (n=421) taking part in a longitudinal work and careers study (Willis, Seston, & Hassell 2010). Cohort members completed a survey in June 2009 containing six items measuring job-related well-being derived from a validated Job-Related Anxiety-Contentment scale (Kersley et al. 2006). Responses were summed to create a well-being index; larger positive values indicate lower anxiety/higher contentment. Measures of career commitment, control over working lives and work overload (Kersley et al. 2006) were included in a regression model of factors affecting job-related well-being along with variables related to gender, ethnicity, work setting (community or hospital pharmacy) and hours of work. Results indicate that having a high level of control over work and being committed to a career in pharmacy are significant predictors of job-related well-being, mirroring previous research, which found that career commitment mediated job stress (Gaither, et al. 2008). Pharmacists who recorded a high score on the work overload scale were more likely to record low well-being scores. Gender, ethnicity and hours of work were not significantly associated with job-related well-being. Employment in community pharmacy was significantly associated with a lower well-being score. Given that job-related well-being has been linked to job performance,(LeBlanc 2009) findings may have implications for the delivery of pharmaceutical services that could impact on patient safety and care.

Jacobsen, H., Georg, A., Jostmeier, M - Dortmund Technological University

Work-oriented strategies of innovation: research and development projects

Are there particular forms of organising work that support a firm's capacity for innovation, and what do they imply for the labour process? This request for "work-oriented strategies for innovation" have become a matter of interest for some national European research funding agencies (http://www.workin-net.org). Within an ongoing German research programme 43 projects are being funded (2008-2011). Each of them involves close cooperation of social scientists and firms. Our paper/ poster analyses the underlying assumptions and shared perspectives of these projects, based on a qualitative analysis of the projects' proposals and first papers and narrative interviews. Three dimensions of work-oriented strategies for innovation are shaping the profile of this research programme: Non-linearity: Reflexive, recursive, participatory, or collaborative strategies are being developed to cope with the innovation paradox – enabling the unforeseeable within organisational routines. Who has to take the risks of failure? How is non-linearity made compatible with enduring norms of bureaucracy?Cross-organisational interaction: Clusters, networks, interorganisational cooperation, and – in particular – collaboration with extra-organisational actors who follow their own objectives provoke questions how the organisation of work throughout the firms is affected by these (partly) new realms of organisational strategies.Subjectivity: Mobilising people's creativity and subjectivity goes along with the dilemma of increased competencies and autonomy against increased risks for the individual. "Work-oriented innovation" addresses organisational, institutional, and social innovation as well as technological artefacts. The sociology of work is challenged to develop appropriate concepts for understanding the meaning of these dimensions for the quality of work and employment.

Snorradóttir, Á., Rafnsdóttir, G.L., Tómasson, K., Vilhjálmsson, R. - University of Iceland

A collapse of a workplace and it's effects on employees self perceived job insecurity and psychological well being

In October 2008 Iceland fell into a major economic depression following the simultaneous collapse of the country´s three major banks. This is now causing significant social changes in Iceland. The banks formerly among the biggest private companies in Iceland with a competitive work environment with high salaries and bonuses were taken under the government's custody. Consequently the banks were restructured and downsized. It is estimated that downsizing has already cost 20% of the banks' employees their jobs. Furthermore, salaries have been cut, bonuses taken away and new goals set for the banks operation.The aim of the research is to explore the effect of the collapse of the banks on surviving employees self-perceived job insecurity and psychological well being. In this study we have the opportunity to explore if those more directly affected by the collapse of the banks, indicated by their involvement with downsizing and restructuring, perceive their psychological well being and job insecurity differently from other employees. Data was gathered among all employees of the three banks five months after the collapse of the bank. A total of 1880 employees responded (response rate 64,4%), to a computerized cross-sectional survey. Results indicate both psychological distress and job insecurity to be significantly increased among those employees more affected by the collapse of the banks compared to other employees. The result emphasizes the importance of focusing on the well being of employees surviving a collapse of their workplace.

Rieucau, G.- Centre d'études de l'emploi

Job opportunities from local networks in France

Social interactions have a crucial importance for individuals' outcomes in the labour market. Friends, relatives and colleagues have been recognized as a useful source of information about job opportunities (Granovetter, 1974, Getting a job). Recent urban studies in the US and UK have focused on the influence of neighbours on employment's patterns. Here, we analyse the 2006 and 2007 French Labour Force Survey to compare the impact of social networks with others ways of seeking and getting a job in France. To explore the functioning of personal contacts, we considered both search methods and hiring channels for jobless individuals. Controlling for observable individual attributes and jobs' characteristics, we found that neighbourhood strongly predict job-finding channel although they do not influence search methods. Some contacts work better than others: persons who live in high-unemployment neighbourhood seek jobs by social networks but these are not very helpful to find a job. Homeowners are more likely than leaseholders to have been connected to their job thanks to relationships. Having children also increases this probability. Homeownership and family's life are likely to increase the number of local interactions providing job opportunities. These jobs may be accepted because they are close to residence and being hired through personal contacts could fit with weak mobility. Boundaries in job search impact the way of getting a job: as less well-educated persons cannot use selective channels (advertisement, direct application), social networks are their main job-finding channel.

SUB PLENARY SESSION 1

Thirty Years on from Miriam Glucksmann's 'Women on the Line':

Researching Gender and Work **Grand Parade Sallis Benney**

Chair: Dawn Lyon

Lyon, D.M., Glucksmann, M., Wolkowitz, C., Pollert, A., Ngai, P.

Thirty Years on from Women on the Line: Researching Gender and Work

This panel takes the republication in 2009 of Miriam Glucksmann's ethnography of factory work, Women on the Line (originally published in 1982 under the pseudonym, Ruth Cavendish) as a starting point for reflection on researching gender and work.

Miriam Glucksmann (University of Essex) will start the discussion with a reflection on the global changes in women's work since the original study, on the relationship between political engagement and the production of knowledge about working lives, then and now, and the benefits and limitations of ethnography.

Anna Pollert (University of the West of England) will reflect on the 'invisible' and 'unheard' both in the 1970s and as low-paid, unorganised workers in the 2000s. She will draw on her own ethnography of women factory workers, Girls, Wives, Factory Lives (1981), and more recent use of multi-method research into vulnerable workers, reflecting on the role of radical social science today.

Pun Ngai (Hong Kong Polytechnic University), author of Made in China (2005), an ethnographic study of young migrant women engaged in factory work in urban China, will discuss gender, invisible class subjects and collective action.

Carol Wolkowitz (University of Warwick) will conclude the panel presentations with a reflection on the role of the body in production, a central concern in her own recent work, notably in Bodies at Work (2006), and a significant if implicit dimension of Glucksmann's account in Women on the Line, now made explicit in the introduction to the new edition.

Each person will speak for approximately 15 minutes to allow ample time for discussion at the end of the panel presentations.

8th Sept 9 - 10:30

Methodological innovations - What is... **Grand Parade G4**

International Surveys & Multi-level Modelling **Chair: Vanessa Gash**

Chung, H. Tilburg University

The provision of work-life balance arrangements of European companies: Public versus private, a multi-level approach

Most previous studies presume that in all countries public sector are better providers of such arrangements either due to its worker composition or its position as a forerunner in introducing egalitarian policies. However, does this advantage of the public sector exist for all countries across Europe, and to the same extent? Also, if there is a cross-national variance, what can explain for it? This paper uses a multi-level model to examine and explain the cross-national variance in the gap between public and private companies in the provision of work–life balance arrangements. Here work-life balance arrangements include working time arrangements, leaves and work-life balance related services and facilities provided in the company. The data used is the European Survey for Working Time (ESWT) for the year 2004/5 which covers 21 European countries. Analysis outcomes show that at first glance when we control for various company level characteristics, for the European average firm, a public company is not in fact better providers of work life balance arrangements. However, on closer inspection, we find that public sectors act differently across countries, as well as differently depending on the arrangement in question. Overall in most of the EU-15 countries, public companies indeed provide more arrangements than their private counterparts, but, this is not the case for the new accession countries and some Southern European countries. Various institution variables as well as the size of the public sector can account for the differences across countries in how their public sector behaves.

Tijdens, K. University of Amsterdam

WageIndicator, a worldwide, continuous web-survey on work and wages

The paper elaborates the characteristics and challenges of web-surveys. It explains how a one-country volunteer web-survey gradually has developed into a worldwide web-survey on work and wages, and how Internet requirements were met. It explains how wages, working hours, employment contract, education, occupation, industry, region, ethnic group, trade union membership, industrial relations at the workplace, and alike can be measured in a cross-country comparable way. WageIndicator is an international web-portal with national websites with content about wages, notably a crowd-pulling Salary Check providing free information on occupation-specific wages, controlled for individual factors. In all countries, an apparent need for wage information can be noticed. The web-visitors are encouraged to complete the continuous, international comparable web-survey on work and wages with a prize incentive. See for more information www.wageindicator.org. The number of national websites, and thus the number of surveys, is constantly increasing. Started in 2000 with a paper-survey on women's wages in the Netherlands, it moved to a web-survey in 2001, expanded to other countries since 2004, and employs currently websites with web-surveys in 48 countries, in Europe, Asia, Africa and the Americas. By the end of 2010, extension to over 50 countries is foreseen. Between 2000 and 2009, almost 1,000,000 respondents have completed the survey.

de Pedraza, P. Universidad de Salamanca

Wage indicator current and future possibilities

This presentation deals with examples of ongoing and future research being developed using weighted wage indicator data. The presentation aims to show two specific advantages that researchers can take from web surveys: Firstly, that the possibility of introducing new questions and changing modules in a specific survey open many possibilities for researchers willing to adapt questionnaires to their research interests, and, secondly, that homogenized web surveys can be conducted worldwide. Muñoz de Bustillo and de Pedraza (2010) takes advance of the introduction of a question regarding job insecurity in the wage indicator questionnaires of five European Countries (Belgium, Finland, Germany, Spain and The Netherlands). The paper presents a model highlighting the main variables and channels of transmissions affecting the perception of job insecurity. The impact of the different theoretical dimensions affecting the perception of job insecurity is estimated using a logistic regression in which job insecurity perception is the dependent variable. The paper shows differences among countries and that Wage indicator data enable to test for the impact of variables not always available in traditional labour market surveys such as firm situation and family arrangements. New research lines using wage indicator data and currently being developed will be summarized here. These new lines benefit from wage indicator team activities on developing and calculating weights in non European countries (Pedraza et al. 2010) which will offer many opportunities to explore international labour markets from new perspectives.

Emotional and aesthetic labour - Work Health and Wellbeing **Grand Parade 202**

Emotional Work **Chair: Penny Simpson**

Salmela, M. University of Helsinki

Authenticity and emotional labour. A conceptual analysis.

The presentation focuses on the concept of emotional authenticity. It identifies a paradox of emotional authenticity, which emerges from the existence of theories that occlude the possibility of authentic emotion management in professional roles even if such emotions are often experienced as authentic. It is argued that this paradox emerges from Hochschild's conceptualisations of authenticity and emotional labour that many researchers still implicitly share. Thus, Bolton's typology of emotion management at work shares Hochschild's misgivings about all institutional forms of emotion management as it reserves authenticity to presentational and philanthropic emotion management in accordance with social feeling rules. This view is particularly problematic for emotion management in accordance with professional feeling rules, which is experienced as authentic more often than pecuniary emotion management in accordance with commercial feeling rules. The presentation offers theoretical foundation for this empirical finding by putting forward an understanding of authenticity as a regulative ideal of coherence between a person's various roles and their constitutive epistemic and normative commitments. This account of authenticity allows us to see the possibility of authentic emotion work in a professional role whose constitutive commitments are compatible with the worker's other salient epistemic and normative commitments, provided that emotions are managed in proper working conditions that include considerable autonomy, participative management style, social support, and a reasonable workload. Nursing is analysed as a profession that can meet these criteria.

Antoniadou, M. Manchester Metropolitan University Business School

"Emotions at work: what it feels like to work in the sky"

This study provides an insight into emotions at work, with a particular focus on flight attendants of Cyprus. The study took a phenomenological approach using storytelling as the data collection tool to investigate which emotions flight attendants experience at work, the factors that influence them, the strategies they use to deal with them, and finally to examine the participants' reflections on storytelling. The narratives suggested 11 emotions: anger, fear, pity, confidence, benevolence, nostalgia, jealousy/envy, emulation, joy, embarrassment, with anger being the only emotion evident in all of the participants and guilt evident in only one of the participants' stories. The strongest antecedents of why participants experience these emotions were the airport employees, the passengers, their colleagues, the airline management, and the nature of their job. In order to deal with these emotions, the flight attendants adopt a variety of coping mechanisms including positive reappraisal, spirituality (prayers), problem-focused coping, humour, avoidance, and especially seeking help from their colleagues. Storytelling appeared a powerful method for communicating emotional issues, allowing the expression of the everyday emotional details and having learning, comforting, cathartic and entertaining dimensions. Taken together, these results suggest that emotions are an integral part of the flight attending profession as they play a significant role for the flight attendants during their time at work. The study suggests that showing attention to the employees' emotional world could improve the relations between flight attendants and the airline stakeholders and help the improvement of unpleasant flights.

Howgate, S.J. University of Warwick

Not seeing the wood for the trees. Market and Social Research Interviewers: The positivisation of emotional labour: a critique

nterviewers for research organisations in the 'knowledge economy' deploy persuasion and manipulation techniques to gain co-operation from prospective respondents. Critically they employ what has come to be described as 'emotional labour'. The issues to be addresses in this paper are;• the degree to which emotion skills can be learned, • how 'tacit' emotion skills are appropriated by organisations, and • how these issues can be seen in terms of the wider debates covering; deskilling / up-skilling; autonomy/control; alienation / freedom; structure / agency.Post-structuralism focuses on individual narratives, suggesting attitudes to work that contain positive aspects, rather than destructive alienation; further suggesting, new technology increases skills levels, invoking positivised images of engaged workers. This argument is countered by others suggesting management retain prerogatives and control over knowledge and skills distribution; technological advances involve skill changes as opposed to advancements; with workers having little or no autonomy and restricted access to manipulate work conditions.My study was conducted using face to face interviews, participant observation; supplemented with paper and on-line questionnaires. This research questions simplistic notions of positivist attitudes. Interviewer narratives demonstrate complex attitudes and relationships with work. The 'Freedom and flexibility' many enjoy can also mean; encroachment of work into unsocial hours and private spaces. Post-structuralist research may have exposed deterministic approaches of deskilling and alienation theses, yet is itself in danger of treating attitudes as straightforward facts, and not seeing the exploitative and controlling wood, for the narrative subjective trees.

8th Sept 9 - 10:30

Conceptual Frameworks and Theoretical Controversies **Grand Parade 204**

Conceptualising Work **Chair: Mark Hughes**

Vanroelen, C., Vives, A., Levecque, K., Benach, J., Louckx, F Vrije Universiteit Brussel

A conceptual model for measuring the health associations of precarious employment in Post-Fordist labour markets. A discussion paper

In western labour markets standard employment has declined in favour of various non-standard employment arrangements. However, it is often difficult to conceptualise non-standard employment conditions appropriately. So far, research has followed largely two approaches: studying the health consequences of specific types of non-standard arrangements (fixed-term, agency or part-time contracts); or focussing on the psychosocial consequences of violated psychological contracts in terms of employment security or organisational fairness. Both approaches have conceptual limitations when studying employment as an objective condition. We present employment precariousness as a multidimensional conceptual alternative, rooted in the theoretical framework of the regulation school. It refers to a departure from ideal-typical features of the "standard employment contract" that resulted from the Fordist compromise between workers and employers and comprises: employment stability; income sustainability; (collective) participation of employees regarding work organisation and compensations; entitlement to workers' rights and benefits; and vulnerability to authoritarian and discriminatory treatment due to lacking (collective) protection. Four pathways link employment precariousness to health: a reproductive pathway, via material deprivation caused by unsustainable income; higher exposure to hazardous physical and psychosocial working conditions in the production process; adverse psychosocial effects related to violated expectations regarding (future) employment; and the decreased quality of social relations of precarious workers with co-workers, supervisors and within teams. The proposed conceptual framework aims to inform future quantitative and qualitative empirical research regarding the health effects of contemporary (precarious) employment conditions.

Devine, P. Queen's University Belfast

Can Structuration theory explain the decision of individuals to become home workers?

Can Structuration theory explain the decision of individuals to become home workers? Home telework is one of a number of options individuals can choose from to attempt to balance working life and home responsibilities. The present study examines the way in which male and female home-based eWorkers in the Republic of Ireland use this work option to achieve a balance between paid work and family life. It seeks to explore the interplay between agency and structure in the decision making process and the experiences of home teleworkers. The motivations for taking on this work option are identified, as well as the constraints they encounter, together with the ways in which by exercising agency they are able to negotiate their home and work responsibilities.Data collection included an electronically administered survey completed by 116 respondents, followed by semi-structured interviews with 44 home teleworkers. A larger percentage of employees than self-employed workers completed the survey. The vast majority of the interview sample are employees and include 33 females and 11 males. The study indicates that the experiences of home teleworkers can be understood from an integrated theoretical perspective of negotiating their home and work lives within an externally determined structure of constraint. Teleworkers are faced with obstacles as well as resources and operate within a context of available opportunities and constraints. Their experiences of employment are the result of the complex outcome of the interplay between the forces of agency and structure as well as opportunities and constraints.

Methodological innovations - What is... **Grand Parade Dance Studio**

Web Surveys & e-interviews **Chair: Sue Greener**

Steinmetz, S., Tijdens, K., de Pedraza, P. Erasmus University Rotterdam

Potentials and constraints of volunteer web surveys analyzing wage inequalities – some methodological reflections

The paper will critically reflect on the potentials and constraints of using volunteer web surveys for the analysis of work-related inequalities (e.g. wages) from a cross-national perspective. Even though web surveys have become a popular tool for data collection in recent years, they have also triggered a heated debate about the scientific reliability of the obtained results. The most obvious disadvantage of web surveys is that they may not be representative of the general population because the sub-population with Internet access is quite specific. To solve the problems inherent in web surveys statistically, different weighting techniques, like post-stratification and propensity score adjustment (PSA) have been proposed, particularly with regard to non-probability based web surveys. While the potential of post-stratification weighting for the adjustment of demographic differences between the sample and the population under consideration seems rather limited, PSA has the advantage of adjusting selection bias due to observed covariates which are socio-demographic as well as 'webographic' (attitudinal or behavioural) variables.Against this background, the paper will provide an overview of several findings of the project "Improving web survey methodology for the social and cultural sciences". It will discuss the appropriateness of the above-mentioned weighting techniques to improve web survey quality and to analyse wage inequalities from a cross-national perspective.

Sandiford, P., Divers, P. Manchester Metropolitan University Business School

Working while learning/learning while working: part-time postgraduate study in management education

Part-time study is an important and growing part of higher education especially in the delivery of vocational and professional programmes. This ongoing research explores the experiences of a sample 25 of participants drawn from MBA, MSc Management and MAHRM part-time programmes (further recruitment from 'new' cohorts of students is planned). It takes a longitudinal approach, maintaining contact with participants utilising asynchronous, semi-structured 'e-interviews'. These participants engage in periodic e-correspondence with a mixture of standard questions and probes tailored to individuals. The data collection has been in progress for 18 months and a fifth round of e-interviews is underway. This paper explores the research design and its methodological implications, especially in relation to interviewee retention, while reporting the initial findings. Participants are encouraged to reflect on various aspects of their work and study and our data analysis has highlighted themes relating to professional learning and the challenges and benefits to students of managing formalised higher education while employed in demanding full-time management roles in private and public work organisations. One particular concern is the relevance of course content to their work and the perceived value of their studies. The latter is often viewed in a relatively short-term, instrumental manner and can be both specific (such as application of a theory or practice introduced in class or reading) and broad (such as the belief that colleagues and line managers can show more respect for someone studying or qualified in a management discipline) in scope.

8th Sept 9 - 10:30

Global Human Resource Management **Grand Parade 150**

High Performance Workplaces **Chair: Maura Sheehan**

Baldry, C., Taylor, P. University of Stirling

The Death of Soft HRM and the Growth of Performance Management

When the HRM paradigm was first analysed in the UK, two differing strands were emphasised, dubbed by Storey (1992) 'hard' and 'soft' HRM. The latter stressed the potential of employees as valued assets whose skill development was the route to competitive advantage and whose commitment could be heightened through empowerment, employee involvement and teamworking.While a significant literature has questioned the degree to which the HRM project has delivered on its promise of a high-trust and humane workplace (e.g. Thompson, 2003), we go further to argue that work regimes in much of the UK economy have become considerably harsher, a process rooted in a political economy that pre-dated the crisis of finance capital (McGovern et al, 2007), but has been magnified and accelerated by the subsequent recession. We draw upon 30+ in-depth interviews with national and regional officers and lay representatives from the finance and telecommunications unions (Unite, CWU), and on transcriptions of 12 union seminars. The evidence demonstrates systemic work intensification, profound employment insecurity, punitive sickness absence policies and new forms performance management that drive escalated work targets and the identification of underperforming employees for 'managed exit'. ReferencesMcGovern, P., S. Hill, C. Mills and M. White (2007) Market, Class and Employment Oxford: Oxford University PressStorey, J. (1992) Developments in the Management of Human Resources, Oxford: Blackwell Thompson, P. (2003) Disconnected capitalism: or why employers can't keep their side of the bargain', Work, Employment and Society, 17.2:77-85

O'Connell, P.J., Russell, H., Watson, D. *Economics and Social Research Institute, Dublin*

Is Innovation at Work Good for You? High Performance Work Practices and Employee Wellbeing

There is growing interest in innovative work practices designed to promote enhanced organisational effectiveness and performance. High performance work systems (HPWP) entail more flexibility in the organisation of work, greater employee involvement in decision-making, more team-work, increased training at work and incentivised reward systems. There has been extensive research on the impact of HPWP on organisational outcomes, most of which suggests positive effects. Research on the implications of HPWS for employees is much less developed. There are two competing views. One viewpoint claims that workplace innovation can become a 'virtuous cycle', where increased responsibility and involvement in decision-making as well as increased training can deliver increased levels of performance for firms alongside increased wages and rewards and higher levels of job quality, job satisfaction or wages (Osterman, 2000; Appelbaum et al 2000;Bauer, 2004; Mohr and Zoghi, 2006; Kalmi and Kauhanen, 2008)Another stream of the literature has reported less positive implications for employees with higher levels of job intensity and stress and lower job security (Askenazy and Caroli 2006; Crisitini; Danford et al., 2005. This paper examine the evidence on these competing views, drawing on data from a representative sample of 5000 employees in Ireland. We examine the effects of a range of different of high performance work practices (self-directed teams, consultation, training, incentivised reward systems, and innovation climate at work) on a range of employee outcomes (including job satisfaction, pressure, stress, work-family conflict and job security and wages).

Jokisaari, M. Finnish Institute of Occupational Health

The Role of Supervisor and Network Ties in Newcomer Adjustment and Performance

Many scholars have focused on new employee socialization as an interpersonal process in which interaction between newcomers and organizational insiders is a main factor contributing to newcomers' adjustment to work and integration into workplace. Previous research has mainly examined newcomers' interaction with formal organizational ties, such as supervisors and co-workers. Leader-member exchange (LMX) research in particular has shown the importance of supervisors in employees' career development. However, the social network approach suggests that also informal social ties may play an important role during organizational entry. This paper examines how newcomers' network and LMX relationships contribute to their job performance and adjustment to work after organizational entry. A sample of 143 new employees filled in questionnaires which included network (size, network density, information giving) and LMX measures. Socialization outcome measures included role clarity, social integration, and identification with organization. In addition, supervisors evaluated newcomers' job performance. The preliminary results indicated that newcomers' network structure and information giving to network ties related to job performance and social integration with co-workers. In addition, preliminary results showed that working relationship with supervisor (LMX) related to role clarity and identification with organization.

Creative and Cultural Workers **Grand Parade 250**

Shifting Regimes and Regulations **Chair: Jonathan Sapsed**

Cucca, R., Maestripieri, L. Politecnico di Milano

Disparities and convergences in the public regulation of new and old professions in Italy. The case of architects and consultants.

The aim of this paper is to analyse the public regulation of two different professional groups: the Italian case is of particular interests since there is a strong cleavage between high regulated professions (architects) and the emerging groups of knowledge workers (consultants). While consultants deal with an unsettled environment, moving in a total lack of a formal and public recognition, architects are demanding a different public regulation, more flexible but, at the same time, more capable of social protection.In fact, the traditional systems of Orders is inadequate to deal with knowledge workers as "non-regulated professions", but the fragmented panorama of knowledge workers' associations and lobbies puts in question the effective chance of policy changing. On the other hand, the number of architects has remarkably increased, because of the significant growth of the housing market in Italy and because of the traditional strong social recognition related to this job. Most recently, however, the crisis of the housing market and an even more weak public regulation, has destabilized the traditional form of social protection that these professionals were used to know.In this context the paper, presenting highlights of a series of interviews to architects and consultants in Italy, underlines both the present differences and similarities between the two public regulation systems and the possible meeting of interests in new form of social protection; secondly, it shows how the professions have changed in terms of both professional identity and systems of professions.

Fitzgerald, S. Curtin University

Making the Numbers? Financialization, Private Equity and Media Workers in Australia

In the five years preceding the global economic crisis of 2007-9 private equity firms emerged as conspicuous actors and introduced a new dynamic across a range of corporate sectors including the media industry. In Australia, following the passage of new media laws in 2006, international private equity firms quickly established a dominant or majority stake in two of Australia's leading firms, Publishing and Broadcasting Limited (PBL) and the Seven Media Group. The developments caused uncertainty within sector with some commentators, including union representatives, voicing concern over the involvement of 'faceless' foreign private-equity funds in the management of the country's main media corporations and the influence this would have on employment; conversely, other industry representatives argued that private control was preferable to the drum beat of capital markets and the dominance of shareholder value. This paper initially reviews how the concept of financialization has been utilised in the sociology of work and the issues that different formulations pose for examining the link between workplace dynamics and the apparent dominance of the global financial system across a range of socio-economic spheres. Using interviews, corporate reports and other public records, the paper then appraises the influence that financialization has had on management's redesign of work processes in the Australian media sector, before examining in more detail the effects of private equity's involvement in PBL and Seven before and after the international credit crunch.

Loaker, B. WU Vienna

Becoming "culturpreneur": How the "neoliberal regime of truth" redefines artistic subject positions

This paper intends to explain in what ways the art field and artists are constituted as role models of a deregulated, project-orientated and "liberated world of work". It therefore refers to the "new management" discourse (e.g. Leadbeater 2008) that characterizes the work ethos of artists through high commitment, playfulness, self-discipline, adaptability and selflessness (Menger 2006, Terranova 2004). Following this argument the paper shows that it is a main target of neoliberal governmentality to define artistic subject positions as desirable (Lazzarato 2004).Based on a review of literature on European "creative industries" policy documents (e.g. Greenbook Culture and Creativity 2001) the paper, furthermore, analyzes how the art and cultural field is transformed into "creative industries" since the late 1990s and how this discursive re-definition modulates, again, the socio-political positioning of cultural workers (Dalton 2001, Virno 2005). Neoliberal forms of power and government currently "make up" artists as "creative entrepreneurs" and "entrepreneurial creatives" (McGee 2005). However, building on empirical material from the field of theatre the paper illustrates that the effects of new power programs on the self-conception of artists are rather weak. Simultaneously it will be highlighted that the specific artistic self-understanding is still precarious: it partly strengthens the subject ideal of the autonomous, creative and self-responsible individual (Lorey 2007). The paper, thus, assumes that artists unconsciously support certain neoliberal logics – even if they are engaged in a "politics of truth" (Foucault 2001) that actually aims to refuse governmental strategies and norms like individualization, marketization, evaluation and choice (Tellmann 2009).

8th Sept 9 - 10:30

Pavillion Parade

BRICs India - The changing structure of employment **Pavillion Parade G7**

Chair: Ernesto Noronha

Pereira, V. University of Portsmouth

Analysing 'change through time': A longitudinal study of HRM in three Indian operating case-study organisations - headquartered in US, UK and India

Using a longitudinal qualitative research methodology this paper analyses 'change through time' (Saldana, 2003)*, in HRM practices within three case-study organisations. The three case-study organisations operate in the HR-offshoring (HRO) sector in India and are headquartered in US, UK and India respectively. The fieldwork for this research took approximately four years- from June 2006 to April 2010. Findings suggest that the challenges for HR in these organisations varied during the economic upturn (second-quarter of 2006 to first-quarter of 2008 and post third-quarter of 2009) in comparison to the economic downturn (second-quarter of 2008 to third-quarter of 2009). For example attrition and retention were a challenge in the upturn and so was recruitment and training. On the other hand motivation, morale, employee-engagement and skills-development were a challenge in the downturn.The paper also highlights the development and articulation of formal and structured HR activities focused on extrinsic monetary incentives, rewards and penalties to influence and regulate employee performance and behaviour but also shows that these practices are mediated by local indigenous traditions, the nature of the service-offering; organisational management style and the aspiration to 'role-model' systematic HR practices. Also evident were differences in HR practices both between and within the different locations of the three case-study organisations. These were attributed to the size, ownership, organisational life-cycle, local-culture etc. There was also evidence of some 'headquarter' influence in terms of convergence, divergence and crossvergence in different HR practices in the organisations. The above research has implications for both academics and practitioners.

Ramaswamy, S., Jaisee Geetha, V. Bharathidasan University

Management and the Changing Face of Work

This study considers how changes in the external environment of organizations have altered the world of work. Based on the secondary sources of data, the present situation is analysed from a global perspective with particular reference to Indian context. Though India is currently experiencing a period of economic growth, there are some new challenges to be tackled. With the advent of globalization and introduction of new technologies in the arena of work, there is a problem of skill shortage on one hand and an increasing gap between rich and poor due to deskilling on the other hand. Organizations in India are incorporating and utilizing the rapid advances in technology, and addressing globalization-related challenges such as increased competitive pressures, outsourcing and offshoring, and a global workforce that places a higher premium on cross-cultural sensitivities and skills. Thus the changing face of work has resulted in various kinds of challenges both for organizations and labour which this paper tries to explain in the light of postmodernist theory.

Titus, A.

Outsourcing, skill trends and the quality of working life in global production networks: case of the Indian software industry

This paper looks at the experience of work in a much idealised product of the new economy – the Indian Software Outsourcing Industry - in order to investigate how the global governance architecture between firms has an impact in organizing the work process so as to allow the firms in the emerging economy to move up the value chain. Among the theories posited to try to explain the kind of development to be expected, the new international division of labour thesis assumes a unidirectional view of the production process with the economic periphery continuing to be dependent owing to the forced specialisation in lower skilled and labour intensive work. This would explain the nature of majority of contracts handled by Indian organisations. Furthermore, the need to coordinate and assure greater predictability and uniform output quality across the geographically dispersed work nodes would lead to the rationalisation and task fragmentation of the work process. This paper will first condense into testable hypotheses these predictions regarding the long term trend of skill and then see if the empirical data (from interviews from workers and managers in 2 Indian firms and 2 Multinational subsidiary firms) supports it. We find that conceptualizing individual firms as interconnected actors in a Global Production Network structure helps to explain the kind of work that gets outsourced and the subsequent bargaining situation when the Indian firms use the ongoing outsourcing relationship to try to upgrade their assets and competencies.

New conflicts and regulations in industrial relations **Pavillion Parade 101**

International Challenges in the Employment Relationship **Chair: Andrea Broughton**

Royle, T. National University of Ireland, Galway

Global Capital and the Regulatory Challenge for Work and Employment

There have long been concerns about the ability of international capital to create problems for labour. This problem has arguably intensified in recent years, in the three decades up to the time of the economic crisis, FDI flows and the number of multinational corporations (MNCs) have increased dramatically with new forms of global capital emerging (like private equity) and a shift towards 'financialization' where senior executives are rewarded by stock market valuation and the downsizing of their payrolls The result has arguably been increased fears of job insecurity, work intensification and a continuing number of human and labour rights abuses in both the rich and poor countries. This paper examines some of the regulatory mechanisms that might allow workers to respond to these challenges, first the recent developments in international labour standards, secondly, social clauses in free trade agreements, thirdly, voluntary private corporate initiatives (e.g. corporate social responsibility) and fourth the prosecution of MNCs in the courts of the developed countries. The paper is predominantly based on a review of secondary sources, but also a small number of interviews with officials from a number of national and international trade union organizations. The analysis suggests that the trade continues to dominate labour issues, whilst the ILO's shift towards more voluntarist measures from 1998 and the CSR agenda are unlikely to improve the lot of workers, but rather can be seen as the effective privatization of regulation, whilst social clauses and the possibilities for prosecution face too many obstacles to be effective

Robinson, P. Birmingham University

Profit before workers' well-being? The real cost of the high yielding, top quality, low-priced banana.

The paper foregrounds the experiences of workers employed to perform demanding work in an international supply chain and shows how labour codes of conduct often fail to ensure workers' well-being. The paper focuses on the Costa Rican-United Kingdom (UK) banana chain and is based on field research undertaken on plantations located in Limón, Costa Rica during 2006, meetings of the International Banana Forum during 2009 and an on-going dialogue with respondents involved in the industry. The banana industry is highly concentrated and three companies dominate: Chiquita, Dole and Delmonte, but at the top of the chain in the UK, four major supermarket groups rule: Tesco, ASDA (Wal-Mart), Sainsbury and Morrisons. In this regard, the paper draws on the theoretical framework developed by Gereffi and colleagues (2005) which emphasise levels of control and shifting relationships in global value chains. The paper highlights the difficulties experienced in banana production, including the challenge of an oversupplied market (leading to buyer-driven control), market structural changes (the EU tariff regime), shifts of ownership in production (subcontracting) and an increasingly diverse labour force (growing levels of migrant labour). Such difficulties demonstrate the problems associated with ensuring that labour codes, which both producers and supermarkets subscribe to, are maintained in international supply chains. In these circumstances, the paper discusses how the drive to produce the high yielding, top quality and low-priced banana impacts workers, and argues that whilst supermarkets continue to pressurise producers to cut costs to enable lower consumer prices the well-being of workers is jeopardised.

Gold, M. Royal Holloway University of London

Taken on Board: the Influence of Employee Board-level Representatives on Company Policy in Europe

Doubts have begun increasingly to emerge about the viability of the 'Anglo-Saxon' business model – which focuses predominantly on the interests of shareholders and senior executives – following the global financial crisis in 2008. Yet the crisis might still herald a return to an appreciation of the wider range of institutional interests across companies that give them longer-term balance and stability. In this respect, employee board-level representatives (EBLRs) might embody one element in the creation of more broadly regulated corporate practice. In most EU member states EBLRs already enjoy statutory support, and the enactment of the European Company Statute in 2001 initiated an extension of this feature of industrial relations, demonstrating its continuing relevance for transnational corporate governance. Little research has been undertaken on the realities of serving as an EBLR. This paper helps to fill the gap by analysing the experiences of 20 EBLRs, selected for their known union activity, located in 13 European countries. In-depth material was collected through semi-structured telephone interviews.EBLRs reveal significant insights into boardroom dynamics, particularly their strategies for dealing with shareholder representatives. They explain, for example, how they are sometimes able to build alliances with certain shareholder interests, which they do not necessarily regard as cohesive or hostile to persuasion. The paper concludes that European-style EBLRs, despite a variety of constraints on their activity, can play an important part in creating a more inclusive company strategy that focuses less on narrowly defined shareholder interests and rather more on balancing those of all its stakeholders.

8th Sept 9 - 10:30

New forms of contractualism in welfare and employment **Pavilion Parade 102**

Welfare Contracts **Chair: Kim Hoque**

Gotz, S., Schreyer, F. The Research Institute of the Federal Employment Agency

Activation without Work? Changed Welfare Regime and Perspectives of Case Workers in the German Labour Administration

From “Welfare without Work” to “Activation without Work” – that is how the transformation of European welfare states is characterised from a critical sociological perspective. A core problem of activation strategies not only in Germany is that they are one-sided: They concentrate on the jobless benefit recipients and their assumed individual deficits, while neglecting the creation of jobs providing sufficient income. Sanctions remain a core element of the activation paradigm, even in times of worldwide economic crisis. In the case that recipients in Germany neglect their duties – such as e.g. participation in activation measures – this will result in a temporary reduction of benefits below the socio-economic subsistence level. Case workers in the labour administration have to enforce the activation policies and strict sanctioning rules against jobless benefit recipients. What do they think about the paradigm of activation and how do they act and decide under such circumstances? In our paper we will try to answer these questions drawing on the analysis of 26 semi-structured interviews with these frontline workers. Our result: The interviewees seem to perceive unemployment in an individualised manner whereas deficiencies regarding the supply of vocational training and the situation on the labour market are hardly taken into consideration. Thus the one-sided paradigm of activation is repeated to a high extent and therefore reinforced by them. This has negative consequences for the professional acting of case workers and the counselling process. Most of all there is the risk of overstraining and stigmatising the jobless clients (“blaming the victims”).

Lindsay, C. Edinburgh Napier University

Contractualism and partnership-working in welfare to work: the case of ‘IB’ reform in the UK and Denmark

The increasing numbers claiming sickness or incapacity benefits raises a number of immediate and longer-term issues for policy makers across Europe. Policy makers are increasingly seeking to combine health and activation policies in order to address the complex barriers of those claiming these benefits. This in turn arguably implies the need for new forms of governance that can facilitate flexible, tailored, multi-agency services. This paper draws on the author’s recent research in the UK and a review of policy and practice in Denmark, to examine how these two very different welfare states have developed new forms of governance to deliver health-focused activation policies. Both countries have engaged in processes of contracting-out activation services, although this trend is much more pronounced in the UK. However, both countries, and especially Denmark, have retained some elements of partnership-working that eschew contractualism in favour of collaborative relationships to deliver services. The evidence suggests that contracting-out of services for those further from the labour market can result in problems with ‘creaming and parking’, high transaction costs and processes of ‘re-bureaucratisation’, while evidence of improved efficiency in service delivery is unclear. The paper concludes by arguing for more flexible, partnership-based forms of funding and governance in managing services for people claiming sickness or incapacity benefits.

Briken, K. Goethe-University Frankfurt

Certain Uncertainties. Work in neoliberalising welfare systems. An empirical investigation of the German private security sector.

As research on neoliberalising welfare systems has often underlined, work nowadays is to be understood as a gift and duty at the very same time. In my contribution, I bring together research on welfare systems and workplace studies inspired by labour process theory. Based on empirical research within a particular low wage sector in Germany (the private security industry), I analyse how and to what extent the current framing of work(fare) in times of actually existing neoliberalism (Brenner & Theodore, 2002), has an impact on the employed workforce. My results show, how management strategies take advantage of these framing patterns. By defining management and employees as a community of coping the management successfully manages to absolve themselves from being responsible for bad working conditions and blame the others (clients, the state, the crisis). By the same token, workers’ potential to resist, disobey or misbehave to strengthen their collective or individual rights declines. The exclusion from social networks due to extremely ›flexible‹ working hours, and to the imposed and internalised stress as workers try to make themselves irreplaceable strengthens this trend. Private security workers tend to devolve this trap by addressing and responding to their clients’ targets (the undesirables) in different ways. Their reactions are in part based on their experience that their current job didn’t turn out to be the integrative step into the labour market promised by politicians. By contrary, most of the workers although working fulltime still depend on state subsidies, their work thus becoming a dead-end job.

Fairness at work - Pay and evaluation **Pavillion Parade 103**

Wages and Time **Chair:Anthony Rafferty**

Ebrey, J. University of Chester

Working the Weekend…

Despite a social life which, as Swyngedouw (2004) and Harvey (1996) concur, is characterised by perpetual change, transformation and refiguration, the weekend has remained an important and pervasive institution. Its meaning has shifted from being merely 'the end of the week', to 'the weekend', a separate time and space with a life of its own. However, for many social groups, notably those working in the retail and service sectors, the weekend is being eroded in the move towards the maximisation of profit or 'output'. Indeed, the idea of an extra payment for working at the weekend, common until relatively recently and embodied in the notion of 'unsocial hours' has all but vanished. This is the 'bitter' side of the glocal, '…part of the intensifying ideological, political, socioeconomic and cultural struggle over the organisation of society and the position of the citizen therein' (Swynegedouw 2004:26).Drawing on empirical work undertaken with supermarket workers, this paper will assess the historical significance of the weekend in the context of the working week. It will analyse recent struggles over 'weekend time' both in mainland Europe and the UK and will discuss the question of the 'value'of the weekend, both to employers and to workers in paid employment. Finally, the question of the demise of the weekend, whether it matters and to whom, will be discussed.

O'Sullivan, M., Royle, T. National University of Ireland, Galway

The Quick Food Service Association, its Challenge to the Irish System of Minimum Wage Regulation and its Implications for Workers

This paper examines one of the key features affecting the employment relationship in the Republic of Ireland, the system of minimum wage regulation. This includes both the National Minimum Wage (NMW) and a system of Joint Labour Committees (JLCs). In effect JLCs provide a supplement over the Irish NMW of between 7 and 10 percent (as well as others premiums such as overtime) for low-paid service sectors such as catering, grocery retail, contract cleaning and hotels. The main focus of the paper is the legal challenge made against the JLC system in late 2008 by the newly formed employers' association the Quick Food Service Alliance (the QFSA's members include McDonald's, Burger King and the Irish-owned Supermacs). The findings are based on qualitative interviews and an analysis of documents. Interviews were conducted with the QFSA and some if its member employers as well as trade union officials, representatives of the Irish Migrants Rights Centre and a number of fast-food employees. The findings suggesting that past compliance with JLC rates has been very poor and that the legal challenge has largely come about as a result of the gradual improvement in government enforcement of JLC rates since 2006, which has put more pressure on employers to comply with these rates. The paper examines how and why the QFSA emerged, the rationale behind the legal challenge, the arguments surrounding minimum wage regulation in general and the broader implications for the pay and conditions of work in low paid service sector employment.

Formankova, L. Institute of Sociology, Academy of Science, CZ

Flexibility Trap – the role of flexible working arrangements in a corporate environment

The flexibility of the workforce same as of the workplace overruled in later years the discussion about employment policies. The aim of the paper is to discuss the nature of the flexible working arrangement in the Czech Republic. The Czech Republic is country with one of the lowest percent of the workforce employed part-time in whole EU and other types of flexible working arrangements are also marginal. The paper however does not focus on the situation on the state level, but goes to the micro-level to discuss the role of employees in process of introducing the policies. The main question is what is the position of people working in flexible working arrangements in the specific corporate culture? To which extend and how the flexible working arrangement influence their working and private life? What are the positives and the negatives of the specific working conditions? On the case-study conducted in the headquarters of one multinational company in Prague, I would like to discuss the nature and the impact of the flexible working policies in specific corporate environment. The study is based on 35 interviews and series of participatory observations conducted during six month stay in the company. The results show the specific situation of working parents who use the flexible working arrangement as work-family reconciliation tool. The focus of the analysis is on the way they and their colleagues reflect their position in the company and the ambivalent impact the flexible working arrangements have on their personal and working life.

8th Sept 9 - 10:30

New insecurities - precarious employment, flexibility and unemployment 1

Pavillion Parade 203

Households, Risk and Dependency

Chair: Liliana Mateeva

Ishii, M., Kimoto,K., Abe,M., Miyamoto,M., Ueno,K., Nagasu,M., Nakazawa,T., Miyashita,S., Itamoto,Y. Oita University

The Problems facing the career track of young people at the local level in Japan

The purpose of this article is to highlight the problems associated with the career track of young people, at the local level, in Japan. The starting point of this analysis is the disparity between the lack of good opportunities/jobs in local area and young peoples' desire to undertake employment in their hometown. In 2008 we were able to conduct follow-up interviews in 30 of the original 49 young people in Touhoku district (northern Japan). What becomes apparent is the common set of difficulties of faced by each of the interviewees when it comes to making a living in an unstable local labour market. The majority of them continue to hope to secure permanent employment near to their parents abode. During the course of this paper we try to discuss why young people continue to face an unstable job market and how they can escape from such a situation. In so doing we address the process associated with starting work after graduation from university or high school in both the private and public sector. From the results of our investigation we believe that policy makers should consider a number of initiatives to enhance the prospects of young people at the local level. This includes the introduction of employment schemes so as to raise the skills, wages and welfare of young people as well as a heightened role for the public sector to provide a more stable beginning to their working life.

Boje, T., Ejrnæs, A. Roskilde University

Perception of Social Risk in European countries –the impact of family, welfare and labour market policies on new social risks

In this paper we want to analyse new social risks and how they are managed in the different European social systems. We will focus on the perception of social risks people in the European countries are facing in the post-industrial society and how these risks are confronted by the welfare system. We want to deal with social risks in relation to- Balancing paid work and family responsibilities- Unemployment- PovertyOne type of social risks comes from the inability to combine care for children and elderly relatives with paid work. The risk of poverty and unemployment can be explained by difficulties of combining care responsibilities with the need of two full-time jobs for a family income. Especially women are often forced to sacrifice employment in order to care for family members.Another type of social risks relates to changes caused by technological innovations, industrial restructuring and global competition. These changes have reduced the proportion of manual jobs and increased the importance of education. Especially unskilled male workers are hurt and have a higher risk of unemployment – followed by poverty and social exclusion.The paper examines how both institutional factors as family, labour market and welfare policy as well as individual factors as gender, education, age and ethnicity affects the patterns of perceived social risk. In analysing the perception of social risk we use comparative data from the fourth round of the European Social Survey carried out in 2008.

Carr, E. University of Manchester

Job insecurity and the moderating effect of family: dependence or social support?

This paper considers how the consequences of job insecurity in Europe are moderated by family context. A common assumption is that work in recent decades has become more insecure. Over the same period family arrangements are said to have diversified, with rising rates of divorce, consensual unions and single-parent households. Recognising that job insecurity is related not only to employment conditions but also to family context, there is a need to consider the interaction of these trends. Data from the European Social Survey (2004) and multigroup structural equation modelling (SEM) are used to test two theories. Firstly, the job dependency perspective posits that individuals who are more dependent on their current job will more strongly affected by job insecurity. Dependency may arise because employees lack occupational mobility or because they are responsible for a high proportion of the family income. Different family contexts are expected to incur differing levels of dependency. A second theory is that of social support, where family context provides a buffering effect against the negative consequences of job insecurity. Variations by welfare regime are also considered. It is expected that the buffering effect of family context will be stronger in countries where policy reduces the dependency on paid work.

New insecurities - precarious employment, flexibility and unemployment 2

Part-time work in Nordic countries

Pavillion Parade 204

Chair: Nadia Steiber

Haataja, A., Kauhanen, M. The Social Insurance Institution (Kela)

Extent and explanations for employer-based part-time work in the Nordic countries

Partial (un)employment can be defined as one phenomenon of under-unemployment. In partial (un)employment people are doing part-time work because full-time work or more working hours are not available. Partial (un)employment has mainly been studied from the perspective of employees. We know rather little about the extent and explanations for part-time work based on the employers' needs, especially in a comparative perspective. We know, for example, that the extent of part-time work differs between the Nordic countries, but we do not know about the possible differences in establishment policies nor between different sectors. On the other hand, many work-life-balance programmes in the Nordic countries offer employees rights to shorten their working time, and in their part create part-time opportunities. The problem of part-time work due to lack of full-time work is, however, a problem in all the Nordic countries. The focus of this paper is on trying to identify the determinants of establishment-based part-time work and policies in the Nordic countries. The study is based on the Establishment Survey on Working Time and Work-Life Balance (ESWT) of the European Foundation in 2004-2005. The survey consists of 21 EU Member States, including Finland, Sweden and Denmark from the Nordic countries. The information of working time policies is based on the interviews of the management's and the employees' representatives in the same establishments. We apply statistical models to investigate these questions, especially from the management's perspective.

Kauhanen, M., Nätti, J. Labour Institute for Economic Research

Involuntary temporary and part-time work and wellbeing at work

In this paper we investigate the consequences of involuntary temporary and part-time work from the perspective of wellbeing at work, job satisfaction and quality of these jobs in the Finnish labour market. The incidence of involuntary temporary work and part-time work is quite high in Finland, but the consequences of involuntary temporary and part-time work on perceived wellbeing and quality of these jobs have received relatively little attention in the literature. In our empirical analyses we utilise a large Finnish 2008 Quality of Work Life Survey which is a personal interview survey covering over 4,000 employees to monitor employees' working conditions and changes in them. Our results show that the involuntariness of temporary and part-time work matters for the workers' job satisfaction, perceived wellbeing at work and for how they experience their jobs. Almost without exception involuntary temporary and part-time workers' experiences are more negative what comes to e.g. access to on-the-job training, opportunities to learn and grow, prospects for career advancement and job autonomy in comparison to full-time and permanent workers' or the other temporary and part-time workers' experiences. In addition, involuntary temporary workers find the economic insecurity related to their jobs to be more straining mentally and they long for the economic security provided by permanent contracts more than the other temporary workers

8th Sept 9 - 10:30

New insecurities - precarious employment, flexibility and unemployment 3

Pavillion Parade 303

OHS in Australia

Chair:Sian Eggert

Keegel, T., Erbas, B., Dharmage, S., LaMontagne, A.D

University of Melbourne

Are precariously employed workers less likely to participate in OHS?

There are two main forms of OHS worker participation; structural participation, which takes place through formalized processes of representation; and direct participation, which takes place as consultation between workers and employers without utilization of an intermediary. This paper examines the associations between precarious employment and structural and direct worker participation. The Victorian Job Stress Survey was a population-based study of workers (N=1,101) in the Australian state of Victoria. We estimated the prevalence of participation and then characterised associations between precarious employment and direct and structural participation using logistic regression models while adjusting for a range of variables including: sex, age, occupational skill level, workplace size, trade union membership and various forms of employment arrangement, including precarious employment.Results: Overall prevalence of worker participation was 49% (95% CI: 46.4%-52.3%). In adjusted logistic regression models, compared to workers in full time permanent employment, workers who were precariously employed were five times less likely to be engaged in structural participation (adjusted odds ratio [aOR] 0.18, 95% CI: 0.07-0.43) and almost two times less likely to be engaged in direct participation (aOR 0.55, 95% CI: 0.37-0.81). This study contributes to the growing body of evidence on the adverse effects of precarious employment, adding further doubt as to the compatibility of precarious work arrangements with the OHS policy objective of enabling all workers to participate in workplace health and safety.

Fallon, P.

Worksafe Victoria

The Safety and workers compensation experiences of Horn of African migrants in Victoria, Australia.

Victoria, the second most populous state in Australia, has long attracted a large number of migrants. Indicative of this, 2006 census figures show that overall, 43.6percent (2,152,279) Victorian's were either born overseas or have at least one parent born overseas. From the 1950s until the early 1980s most migrants were predominantly from Southern Europe (Greece, Italy and the Former Yugoslavia as well as Turkey and Lebanon), followed by Vietnamese, Cambodians, and later Chinese, Indians and Burmese. The most recent migrant groups are those from the Horn of Africa. Research of the health and safety experiences of newly arrived migrants in Victoria, and Australia, exists but is predominantly focused on those southern European migrants, and completed more than a decade ago Casey (1980) Clapham, Schofield & Alcorso (1993) Alcorso (1988, 2002). The most recent research, conducted by the state regulator of safety in Victoria, WorkSafe Victoria, involved a survey questionnaire being completed by 441 members of the Victorian Horn of African community currently working, or who worked in the previous year. The findings from that research confirmed previous research that the respondents had little knowledge of their rights, the role of the regulator or workers compensation entitlements. The key finding in the research was the role that health and safety representatives at workplaces play in informing Horn of African migrants of their rights and entitlements. The state regulator, WorkSafe Victoria, is currently considering the recommendations of the research, including funding for safety awareness training in the Victorian Horn of African community.

Changing organisational forms and new technologies Pavillion Parade 304

ICT & Teleworking Chair: Nick Marshall

Yeow, J. Manchester Business School

Project-based organising and ICT-enabled sociality: The negotiation of spatial mobility

Project-based organising (PBO) is gaining prominence, particularly in knowledge-intensive organisations, as a way in which the challenges of managing in a complex and uncertain world can be undertaken. PBO combined with ICT-enabled working practices result in new configurations and movements of people that lead to a re-organisation of social relations, placing new emphasis on individuals to actively construct their own lives, and re-examines the notion of collective action as new dependencies at work emerge. ICT-enabled PBO has propelled work beyond the conventional workplace; workers now work 'virtually' from a range of different locations, including offices, the home, and other non-conventional settings like cafes, hotel lobbies and even while driving. This paper presents findings from a case study of PBO. It uses a practice lens focusing on discontinuities of work practices. It shows that ICT-enabled PBO does not necessarily lead to more 'virtual working'; paradoxically, workers exhibit increased spatial mobility to enact a variety of individual and collective tasks necessary in project teamwork. This includes being mobile and working from a multitude of locations despite the extolled virtues of ICT to enable work from home or 'anytime, anywhere'. Such a trend points towards wide ranging consequences for social relations that are becoming evermore apparent as work becomes increasingly technologically-mediated. This paper has relevance to work, employment and society as it offers a perspective of spatial mobility to understand sociality in changing organisational forms and aims to advance the ongoing debate on the dynamic interplay between work, technology and social relations.

Ojala, S.

Never ending work days. Supplemental work among employees

Work is moving beyond any formal boundaries, often to home. According to the European Working Conditions Surveys, Finland is among the countries with the highest levels of home-based work, both telework. However the Finnish Working Conditions data reveals that the nature of home-based work in most cases is somewhat informal. Work at home is not always compensated nor is it agreed on between employer and employee. This informal work at home is conceptualised as supplemental work (Sullivan 2003) with the more formal counterpart being telework. In the article I examine why employees work at home. I also examine the links between employee and job characteristics and organisational practices concerning home-based work. The data consists of qualitative interview data with 42 employees and quantitative Finnish working conditions survey from 2008 with more than 4000 respondents. The survey introduces the criterion of agreement between employee and employer on home-based work to separate between tele- and supplemental work, which usually has not been perceived. The methods are thematic contents analysis and linear and multinomial regression analyses. The results show that most overtime working employees are highly skilled employees with the autonomic nature of work and tasks that are detachable from a certain time and place. High education, fair pay and manager status predict work at home. However supplemental work is a two-edged phenomenon. Many employees carry it out involuntarily due to heavy workload. At the same time, being able to apply own ideas in work strongly predicts both tele- and supplemental work.

SUB PLENARY SESSION 2

Wednesday 8th September 2010 at 11:00 – 12:00

Grounding Globization: Labour in the Age of Insecurity (2008)

Eddie Webster (WITS South Africa) Discussants: Kevin Gray & Iain Campbell

Grand Parade Sallis Benney - Chair: Jacqueline O'Reilly

Widespread claims have been made on the emergence of a new labor internationalism in response to the growing insecurity created by globalization. However, when persons face conditions of insecurity – as a result of war, terrorism, environmental catastrophe, or insecurity in the workplace – they often turn inwards. During previous phases of global insecurity we witnessed the rise of fascism. What is distinctive about this book is that it grounds globalization in the everyday lives of workers, their households, and their communities. It compares three towns, Orange in Australia, Changwon in South Korea, and Ezakheni in South Africa, and shows how the global restructuring of white goods corporations is creating a profound experience of insecurity within workers, their families, and their communities. The book contains a warning. At times, workers do turn inward and become fatalistic, even xenophobic. But there are also signs of hope. The book explores the possibilities of re-empowering labor through engaging space and scale in new ways. Workers are rising to the challenge of neoliberal globalization by attempting to globalize their own struggles.

Edward Webster is Professor of Sociology and Director of the Sociology of Work Unit (SWOP) at the University of the Witwatersrand. His co-authors are **Rob Lambert** is the Chair of Labour Studies at UWA's Business School and is the Director of the Australian Global Studies Research Centre and **Andries Bezuidenhout** works as a senior researcher in the Sociology of Work Unit at the University of the Witwatersrand.

Discussants:

Kevin Gray is RCUK Research Fellow in the Department of International Relations (Sussex University). A graduate of Modern Chinese Studies (Leeds) & International Studies (Newcastle) his research explores the effect that processes of late-democratisation and neoliberal globalisation have had on labour union strategies in South Korea, and at the processes of the incorporation into the new institutions of neoliberal governance. His current research examines rise of East Asian labour as a social force and the formation of the East Asian regional political economy.

Iain Campbell is a Senior Research Fellow at CASR, RMIT Australia. He is a co-author of the book *Fragmented Futures: New Challenges in Working Life* (2003) and co-editor of *Gender and the Contour of Precarious Employment* (2009).

'Grounding Globalization' was winner of the 2009 Distinguished Scholarly Monograph Prize, awarded by the American Sociological Association Labor and Labor Movements section.

8th Sept 11 - 12:00

Methods: What is… **Grand Parade G4**

Visual Sociology? **Chair: Dawn Lyon & Lynne Pettinger**

A workshop led by Dawn Lyon (University of Kent) and Lynne Pettinger (University of Essex)

'Visual sociology' is an approach to the social world that allows us to develop knowledge about general sociological issues, including both theoretical insight and empirical understanding, through analysing what we 'see'. This workshop will critically discuss ways of working with images for the production of sociological knowledge about work. We will outline current research practices in visual sociology, including ethical considerations, and discuss the gains of making use of the visual for learning about the experience and organisation of work and employment, past and present.

The workshop will showcase projects that exemplify different uses of visual data and ask participants to discuss some images in small groups. The first type of image we will consider are those produced by artists/photographers. Using the example of a series of photographs of an industrial workspace, we'll explore what a sociological eye can bring to them. We will contrast this with a second type of visual material that produced by a sociologist guided by specific research questions. For this, we'll draw on an ethnographic and visual study of work on a construction site. A third type of material is that produced by research participants themselves and here we'll talk about a project on everyday working life in a British University.

In the final part of the workshop, we will consider what kinds of visual representations of work are produced through academic research, and reflect on the possibilities and pitfalls of a website, http://*nowaytomakealiving.net,* as a sociological space for exploring what work (paid or unpaid) is like in today's world. We argue that the contemporary complexity of work exceeds the dominant forms of sociological representation available to us (in books and paper-based journals), and illustrate how a website provides multi-media opportunities to gain new insights into work. However, there remain absences and difficulties in working with such media and we discuss the dangers in presuming that sensory methodologies can compensate straightforwardly for flaws in textual methods, and consider the nature of claims to expert knowledge by blogging academics.

Resources: http://nowaytomakealiving.net

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Gender, Pensions and Work **Chair: David Lain**

Gstrein, M., Mateeva, L., Schonpflug, K. Institute for Advanced Studies, Vienna

Will the Increased Female Labour Market Participation in Austria End Inequalities in Old Age Security?

The Austrian (Federal) Pension System - an obligatory but non-capitalized system - still is the main source of old age security for most of the Austrian population. Yet, pension entitlement and benefits are linked to labor market participation - thus offering men (with their continuous careers and higher incomes) a much better deal than women. Although some correctional factors account for labor market absence (e.g. military service, child bearing, etc.), the data shows that, in 2003, only 63 % of Austrian women had were entitled to own benefits while most of the men were covered. The paper will discuss the observed increased female labour market participation, the effects of gender on old age security in general (theoretical approach) and then focus on the Austrian case to show barriers to entitlement, benefit levels and limits to female old age security (with a special focus on demographic developments and the current financial crisis).

Gardiner, J., Robinson, A. University of Leeds

Exploring occupational and marital status effects on the gender pension gap

Exploring occupational and marital status effects on the gender pension gap Gender inequalities in pension coverage are well established, as is the greater risk of poverty in retirement for women. However most research in this area, in the UK, has used survey data for working age cohorts only and there has been relatively little research on inequalities in actual pension wealth. This paper explores these inequalities through a review of the literature and cross-sectional statistical analysis of English Longitudinal Study of Ageing (ELSA) data. ELSA is a unique longitudinal data resource in the UK which tracks changes to the health, economic and social circumstances of age cohorts over 50 in England. The paper builds upon recent research on the effects of gender, class and marital status on private pension coverage to explore patterns of inequality in private pension wealth for individuals aged 50-89. The empirical part of the paper first explores the factors influencing private pension coverage, including both endogenous factors such as education, occupation, marital status and number of children and also exogenous factors such as size of employing organization, house ownership and ownership of other financial assets. The paper then goes on to explore how gender interacts with occupation and marital status in determining patterns of inequality in private pension wealth. We utilize a range of univariate and multivariate techniques in order to provide insights into these questions.

8th Sept 11 - 12:00

Conceptual Frameworks and Theoretical Controversies **Grand Parade 204**

Marxism: Alienation and contradiction **Chair: Lew Perren**

Brook, P. A. Manchester Metropolitan University Business School

Out of the shadows: The renewed value of Marx's theory of alienation for theorising labour power subjectivity

Marx's (1975) alienation theory has long played a marginal role in labour process analysis, often as an unelaborated, passing comment on the harmful experience of labour power. However, with the rise in analytic importance of emotional and aesthetic-corporeal aspects of labour (Thompson and Smith, 2010) in response to increasing managerial efforts to mobilise the whole person, there is a growing need for a theorisation of the subjective experience of labour power (Brook, 2010). Significantly, in recent years a renewed interest in Marx's alienation theory has emerged (e.g. Meszaros, 2005; Yuill, 2005). Alienation theory, therefore, offers LPT a revived basis for elaborating a materialist theorisation of subjectivity. However, in order to capture the cumulative effects on workers' identities of all aspects of labour power, it is necessary to avoid Hochschild's (1983) common error of partially applying Marx's theory to only product and labour process alienation (Brook, 2009). To capture the range of effects on workers' identities, a renewed theorisation needs to incorporate Marx's other two dimensions of human nature and fellow beings (including commodity fetishism) alienation, which refer to the corrosive effects of alienation on self-knowledge and social relations within and outside the workplace . Importantly, Marx's theory conceptualises alienation as a contradictory phenomenon. While commodity relations are alienating, workers are not blind to the realities of the capitalist labour process (Lukacs, 1974). Thus, workers strive to ameliorate their alienation through a mix of informal shop floor cultures (Korczynski, 2003), misbehaviour (Ackroyd and Thompson, 1999) and even overt resistance (Linstead, 1995).

McGovern, P. G. London School of Economics

Contradictions at work: a critique and a proposal

Marxism, notably in the form of Labour Process Theory (LPT), has undoubtedly had a major influence on the sociology of work in Britain. Within this perspective the concept of contradiction has played a crucial role in highlighting problems of labour control under capitalism (Friedman 1977; Cressey and MacInnes 1980; Hyman 1987). The concept has subsequently been taken up both Marxist and non-Marxist scholars to provide a contrarian view on the experience of work under new management rubrics such as TQM (e.g. Knights and McCabe 1998) or teamwork (e.g. Danford 1998), or in call-centres (e.g. Korczynski et al 2000). Indeed the term contradiction has become so influential within British industrial sociology that there is hardly a volume of Work, Employment & Society in which it does not appear. Nonetheless, I will argue that the concept is now used in so many different ways that it has been stripped of its original Marxist (dialectical) meaning. Furthermore, even when deployed within a Marxist framework, it has failed to show that the contradiction in question is logically meaningful; that it implies anything other than a perverse consequence; or that it's conception of social change does not entail some form of structural determinism.Consequently, this paper argues that the concept should, apart from specific circumstances, be abandoned in favour of a more systematic programme of research into the unintended consequences of social action (Merton 1936). The paper concludes with examples of existing studies that might be more fruitfully analysed in this way.

Global Human Resource Management **Grand Parade 150**

Methods **Chair: Mike Morley**

Sheehan, M. Brighton Business School

Exploring the Link between Management Development and firm performance: a multi-unit and multi-respondent analysis

The paper argues that while management development (MD) is recognised as essential for corporate and national competitive performance, little is known about how organisations may benefit from investment in MD. Previous research in the area of MD and organisational performance by Mabey and Gooderham (2005); Mabey and Ramirez (2005); and Mabey (2008), utilising responses from both Human Resource Development (HRD) managers and line managers within the same organisation, find that internal strategies that give credence to how MD is perceived, especially by line managers, combined with a fit between organisational level and MD strategies strengthen the relationship between MD and organisational performance.What is not clear from previous analyses is whether the relationship between MD and organisational level performance is also found when the level of analysis is disaggregated and comparisons are made across units of an organisation and. Drawing on the multilevel theorisation emerging in both the management (Hitt, et al., 2007) and human resource management (Ichniwoski, et al., 1997; Takeuchi, et al., 2009) literatures and utilising a unique matched unit and respondent database, this paper investigates the relationship between organisational strategy, MD and the performance of UK owned subsidiaries in the Czech Republic, Hungary and Poland and compares these findings to those of the organisation's subsidiaries in the UK. This paper examines whether there is a positive relationship between MD and performance at the level of an organisation's subsidiary and whether the location of the subsidiary – in particular, whether it is foreign or domestic - affects the link between MD and performance previously found in the literature.The findings reported in this paper are part of a wider EU-funded project investigating strategic human resource management practices of UK-owned companies that have subsidiaries in Central and Eastern Europe. The results presented in this paper are based on a matched sample whereby the UK HR Director and two line managers in the organisation's UK and foreign subsidiaries completed interviews (5 respondents per organisation). Completed 5 way 'matched' were achieved in 143 organisations (representing a response rate of 37.8% and 715 completed interviews amongst these respondents). The dependent variable is perceptions of subsidiary performance relative to competitors in the same sector over the past 3 years which was created by summing the mean ratings given to the six performance items by both the HR specialist and line managers (to reduce possible 'halo effects', whereby bias is created by same-source ratings – i.e., the potential for common method variance). The relationship between the explanatory variables and perceived performance is examined in detail. In general it is found that 'MD pays' – the link between the MD variables and perceived performance is consistently positive and robust in all of the models estimated. The way in which MD appears to be correlated to subsidiary performance varies between domestic and foreign subsidiaries. The 'harder' measures of MD – management development systems and MD provision - are significant in the foreign subsidiaries whereas the 'softer', or more subjective, measures of MD – management ethos and the perceived importance of MD - are significant in the domestic subsidiaries. The strategy variables are positive and significant across both types of subsidiaries suggesting that strategic and organisational fit may be important factors contributing to management development and improved performance.

Cascio, W. University of Colorado at Denver

Methodological Issues in International HR Management

Globalization - commerce without borders, along with the interdependence of business operations in different locations – together with the Internet, have certainly changed the ways we live and work, and they have enhanced opportunities for cross-border collaboration among researchers. At the same time, many special methodological issues, such as those associated with the unit of analysis, sampling respondents, and transporting psychological measures across cultures, have complicated international HR research projects, and, in some cases, have limited the ability to generalize results. In this session I will address some of the most common methodological problems that I see as senior editor for international HRM of the Journal of World Business, along with ways to resolve them, and thus to help global HRM researchers to advance the field.

8th Sept 11 - 12:00

Meet the Journal Editors **Grand Parade 250**

Warhurst, Taylor, Haly, Edwards & Meyer **Chair: Bill Harley**

Meet the Journal Editors:

Current Directions in the Sociology of Work and Employment

This session brings together editors from a diverse range of journals to discuss the focus of the journal, its perspective on the sociology of work and employment and the contributions to the sociology of work and employment that recent publications in each journal are making. The aim of the session is to highlight the diversity of contributions published across the different journals and to generate discussion of current directions in publishing.

Panellists will be:

Paul Edwards (Warwick), Associate Editor of **Human Relations**

Bill Harley (Melbourne), Associate Editor of **Journal of Management Studies**

Traute Meyer (Southampton), Editor of **European Journal of Social Policy**

Phil Taylor (Strathclyde) and **Chris Warhurst** (Sydney), Editors of **Work Employment and Society**

Each panellist will give a short presentation, which will allow ample time for discussion.

PAVILION PARADE SESSIONS

New conflicts and regulations in industrial relations **Pavilion Parade 101**

New Insights into the Labour Process **Chair: Bob Smale**

Seifert, R., Mather, K. University of Wolverhampton

Being on the front line: a study of fire, police and ambulance

The three UK emergency services have been subject to significant recent changes in their structure, organization, and labour management. This has happened under the rubric of New Public Management and is rooted in programmes based on neo-liberal assumptions with a dash of public choice theories. Labour management changes have involved new shift patterns, strikes over pay and pay machinery, local disputes over frontier of control issues, bullying and discrimination, discipline, skill mix, and the labour process itself. In 2002-4 a national strike over pay in the fire service led to a complex settlement in which local managers pushed through, with some local resistance from the main union (FBU), important changes to working practices. The police service was involved in a pay dispute over both machinery and ministerial intervention in the 2008 settlement. The PFEW has been in open rebellion over proposed force mergers, regional pay, and 'civilianization' of the front line. In 2006 the ambulance service was re-organised into stand alone NHS Trusts There have been local disputes between the main unions (UNISON, GMB) and employers over working practices.Our current study builds on work already completed into some of these areas and seeks to discover front line workers' attitudes to these changes through intensive interviews with a range of staff. The emphasis is on their understanding of labour process changes brought about through conflicts over pay, work patterns, attacks on restrictive practices, and efforts to weaken union opposition.

Edwards, P.K., Bélanger, J. *University of Warwick*

Illicit Practices and 'Fiddles' in the Contemporary World of Work: Mars-ism Revisited

In 1982, Gerald Mars published Cheats at Work, a study of occupational crime that characterized different forms of 'crime', identified sets of conditions that promoted them, and showed that what is defined as crime is deeply embedded in systems of social definition and social control. He thus referred to the relevant practices as 'fiddles'. This paper uses Mars's framework to do three things. First, it examines the contemporary world of fiddles, including the illicit practices of powerful people. Second, it shows that Mars's framework continues to have purchase, in terms of both characterization and explanation. Third, it connects Mars to more recent inquiries that have addressed other ways in which workers respond to managerial control, such as compliance and cynicism. A model is developed that locates fiddles and these practices in a theoretical space. The paper focuses on two empirical examples: those at the top of corporate hierarchies, for example bankers; call and, at the bottom of the hierarchy, cleaners. It shows why and how each group continues to practise fiddles and considers their significance. The conclusion builds on Mars's arguments about the managerial implications: rather than hide behind formal rules and procedures or make vague appeals in terms of trust and commitment, managers continue to need to recognize the realities of fiddling, the ways in which their own practices can promote it, its benefits, and its costs.

8th Sept 11 - 12:00

New forms of contractualism in welfare and employment **Pavilion Parade 102**

Gender Contracts **Chair: Rossana Trifiletti**

Nazio, T. Turin University

A couple's matter too: paid employment and unpaid work transitions in Italy and the UK

This paper focuses on the simultaneous study of labour attachment parallel careers at the couple level, stressing the relevance of the couple as the unit of analyses for the understanding of employment dynamics. It aims at investigating the "family strategy" chosen with respect to the combination of resources within a couple and its relation to the partners' joint fertility choice(s). Using national panel data, we explore the mutual relationship between changing employment careers and childbirth contrasting Italy and the UK, countries with different welfare regimes, long standing cultural family arrangements and traditions. Research questions are:a) Are employment participation and the decision to give birth interrelated processes? And if so, are these inter-links the same for men and women and across countries?b) Is it there a link between men and women's decision to participate to employment and their joint fertility choices?Results reveal interdependence between women's individual careers, and between partners' careers, showing how women's employment is constrained by couple's fertility in a way that men's is not. Unmeasured characteristics seems to influence both fertility and employment attachment for women in both countries, while no such interdependence between the two careers is shown for men in either country. Being employed in the public sector (as opposite to private) is associated with higher propensity to conceive for women and it strengthens employment attachment for both sexes. While strongly predicting the likelihood to exit employment, temporary forms of employment seem instead not to negatively affect the chances to conceive.

Olsson, Y.A. Roskilde University

Is living the gender contract a real free choice?

Is living the gender contract a real free choice?- A cross-national comparison of preferences or constraints in mothers and fathers' participation in paid and unpaid work. Yildiz Atas Olsson – Cand.scient.adm, Roskilde University, Ph.D. student. This article is a part of a greater cross-national study of work-life balance in families with dependent children. The countries included are Denmark, Hungary, Italy and the UK. The article is an elaboration of the findings from my first two articles. This article aims at investigating the question "why" we – both mothers and fathers - still, in all four European countries, seem to live according to this traditional pattern in the division of paid and unpaid work. Women still bear the main responsibility of the unpaid work. The paper discusses to what extent we are able to break out of this historical gender contract. Does living the gender contract reflect real free choices or is it possible to break out of this pattern? The paper is part of the WORKCARE project involving 8 EU Member States and chaired by Claire Wallace, Aberdeen University. The paper relies on the qualitative interviews from four of the WORKCARE countries.With preference theory as a starting point, the paper investigates topics as women's dilemma in prioritising work and family obligations and their arguments for choosing a specific working time schedule or completely leaving labour market. Does work seem more important to men, and what are their preferences versus their practices?

New insecurities - precarious employment flexibility and unemployment 1
Italian Labour Market Reforms

Pavilion Parade 203

Chair: Anne Daguerre

Bolzonaro, F. University of Cambridge

The Difficult Reform of the Italian Labour Market since the late 1990s

The widening inequality in post-industrial societies and the impact of the changing features of their labour markets is at the centre of public concern. This issue is discussed in this presentation using Italy as a case study. Although Italy has a generous welfare state, in the last two decades, income inequality is dramatically widening in this country. Different forms of precarious employment have become a structural characteristic of its labour market. Like other European states, Italy has recently implemented important reforms in this domain. These policies increased the precariousness of the already less socially protected occupational groups (young and female workers) enhancing the division of the national labour market between insiders (workers with permanent contracts) and outsiders (precarious workers). The Italian case remarkably demonstrates the difficulty of welfare states to address new market inequalities and the incapacity of left-wing parties and trade unions to promote a reformist agenda aimed at introducing more social equality rather than protecting the security of specific professional categories. This presentation illustrates the social and political debate which accompanied the introduction of some key labour market reforms in Italy since the late 1990s. It then examines the institutional characteristics of these policies and, finally, it concludes by proposing some considerations on the changing characteristics of precarious employment in Italy. Some references to other European countries are provided in order to insert the discussion of the Italian case in a wider perspective.

Tavani, C., Cuzzocrea, V. *University of Cagliari*

Superimposing discourses, exacerbating uncertainty: the qualified youth in the Law 7/2007 of the RAS (Autonomous Region of Sardinia).

As an outcome of Law 7/2007, the RAS has recently awarded a research grant to around 600 young scholars based at Sardinian institutions. We suggest that the program has generated further uncertainty by producing confusing representations of the qualified youth. Firstly, we reconstruct ambivalences and tensions contained between ratio, criteria and implementation of the program. Secondly, by critically assessing these, we argue that the policy addresses and confuses three distinct policy objectives, assuming either the purpose of an unemployment benefits for graduates, or a research support, or a brain drain action. Despite the generosity of the RAS, the inability of the institutions involved to cooperate and be transparent to the candidates has dramatically contributed to create distance between the institution and the candidates. We reconstruct the forms of resistance of the applicants, reflecting on how they responded to the program and on the forms taken by their concerns. The paper ultimately deals with the contrasting sides of an ideological public construction of the qualified youth, showing how the running of a grant might exacerbate precisely those issues at the forefront of youth research and action. In fact, while financial support is greatly appreciated, this is counterbalanced by the lack of other symbolic, but notwithstandingly very important, requisites for today's youth. The confusion of roles, the ambiguity in the attribution of rights and responsibilities, the creation of a further insecure niche of employment, all contrast with the urgency to play an active role in the public arena as fully responsible workers.

8th Sept 11 - 12:00

New insecurities - precarious employment, flexibility and unemployment 3

Pavilion Parade 303

Work Intensification

Chair: Colette Fagan

Burchell, B. University of Cambridge

The de-intensification of work: subjective assessments of the speed of work in the UK using the European Working Conditions Survey, 1990-2005

The intensity of work has been an important topic for recent sociological research, as there has been much debate about the increased speed and effort of work over the recent past. Furthermore, this increased intensity of work has been linked with stress, illness and poor work-life balance. Many explanations have been proposed for this increase, from globalisation to job insecurity, and from new management practices to new technology.The EWCS contains a number of measures of the intensity of work (eg. the perceived speed of work), permitting time series analyses. The first good evidence on work intensity in the EU, comparing the 1990 and 1995 waves, showed an increase that was greater in the UK than any other member state. This intensification at the EU level has continued to increase up to the 2000 and 2005 waves, consistent with many of the explanations.But, intriguingly, the intensity of work has fallen in the UK since 1995, and Ireland and the Netherlands are showing evidence of following this trend since 2000. Almost no commentary or analysis has been given to account for this counter-trend. Even during this period from 1995 to 2005 in the UK a number of popular commentaries on the intensification of work (often alarmist in tone) have been influential, and social theorists continue to discuss it as being a threat to the quality of life caused in turn by job insecurity and unbridled capitalism. The possible reasons for the reversal in the trend, and the incongruity between observed trends and perceptions are discussed.

Campbell, I., Van Wanrooy, B. RMIT University

Untangling the autonomy paradox: Why do some employees work extra unpaid hours in their jobs?

Many employees in Australia regularly work long hours in their main job, mainly in the form of standard weekly hours + extra hours of 'unpaid overtime'. Such a working-time pattern is found amongst professional and managerial employees in several OECD countries, but it seems particularly widespread in Australia, where few barriers to long daily and weekly working hours are imposed in labour regulation. This pattern presents an important puzzle for research in the sociology of work. Why do employees work such extra hours? The paper presents the results of a project conducted by the authors in 2009, which explored the causes of long hours. The paper links quantitative data from Wave 2 (2008) of the Australia at Work panel survey to 20 in-depth qualitative interviews with respondents who had declared that they worked more than five extra weekly hours that were unpaid. The interviews are particularly useful in helping to untangle the 'autonomy paradox', whereby many professional and managerial employees are able to exercise substantial control over aspects of their schedules such as starting and finishing times but seem to have little capacity to match the length of their working time to their preferences. The results underline the varied circumstances in which employees work, but they point in particular to the impact of increasing workloads and the emergence of new forms of work organization that impose indirect controls on work effort and work performance.

Changing organisational forms and new technologies **Pavillion Parade 304**

Supply chains **Chair: Sue Greener**

Newsome, K., Thompson, P., Commander, J. University of Strathclyde

Time is Money: Supermarkets, Suppliers and Working-Time

Retail supply chains are a central feature of contemporary service-based economies. For supermarkets to meet their profit and expansion targets the creation of a reliable and cost-efficient network of supply and distribution organisations is paramount. This paper explores the organisation of working-time within the supermarket supply chain. The paper draws on qualitative research evidence from three case-studies within four supermarket product lines notably; distribution and warehousing, biscuits and bakery, fish processing and fruit and vegetable processing. The research highlights that to ensure the 'perpetual motion' of supplying goods to store, workers within the supply chain are confronted in a number of ways. To guarantee the organisational flexibility and responsiveness necessary to meet this sporadic demand supply organisations are increasingly focussing on how working hours and work allocation is organised. The evidence highlights that the unpredictable demand for goods from the supermarkets dictates greater temporalities of labour within the supply chain. The paper will indicate that low skilled and monotonous work may be typical within the supermarket supply chain, but its intensity is increasingly affected by the pressure exerted by the supermarkets. Satisfying these demands can be also seen in the patterns of working time with long hours, extended shifts, compulsory over-time and porous working days evident in all product lines with supply organisations increasingly resourced by migrant and temporary workers. Theoretically the paper examines how the nature of working-time within the supply chain is increasingly shaped by the requirements of the dominant customer beyond the immediate point of production.

Gekara, V., Fairbrother, P., Tyler, M. *RMIT University*

Work Recompostion and the Possibilities for Worker Solidarity: The Case of the Global Port

The last two decades have seen increasing concentration of ownership and integration between shipping lines, container terminal operators and (land-based) transport and logistics companies. One outcome of these developments is that the ports have become hubs of complex goods and service chains. Consequently, it is increasingly difficult, and inadequate, to define the port, port business and port work in purely spatial or geographical terms. Such developments have implications for work organisation, employment and skills profiles. While in previous decades waterfront port workers were seen as powerful players in controlling international trade, precisely because of their spatial location, the situation now appears much more complex. Many of the tasks formally located at the waterfront and performed by frontline stevedores have been computerised and removed to remote and/or back-office centres. This has happened as part of the move by port terminal operators to consolidate and centralise key operations in order to provide an easy and accessible one-stop service to customers. One outcome is a restructuring of frontline skill-sets and mechanisation of operations at the quayside; another is that unions face challenging questions about the bases of solidarity. This paper examines the impact of these changes on the ways in which port operations are organised and the implications for core port skills and frontline work organisation. It draws on interview data collected from managers, frontline and 'remote back-office' workers and union officials and delegates at two ports in Australia.

SUB PLENARY SESSION 3

Wednesday 8th September 2010 at 13:00 – 14:300

Emotional and Aesthetic Labour

Marek Korczynski, Chris Warhurst & Dennis Nickson

Grand Parade Sallis Benney - Chair: Simpson, Knight & Richards

This semi-plenary session will explore a range of issues related to Emotional and Aesthetic Labour to the employment experience. The session is primarily designed to comprise discussion and debate and so will be both informative and interactive.

Marek Korczynski is Professor of Sociology of Work at the Human Resource Management and Organisational Behaviour Research Group, Loughborough University Business School. Marek's research interests lie in three main areas: the sociology of service work; the relationship between music and work; and the application of social theory to the arena of work. Within this conference session Marek will focus on the first of these areas. He has provided a sociological perspective to the understanding of the nature of service work particularly introducing the concept of the customer-oriented bureaucracy as a lens to view the contradictory nature of service work. Marek argues that emotional labour has important collective, social implications thus he will be discussing some of these at the session.

Dennis Nickson is Head of the Department of Human Resource Management, University of Strathclyde. He is also the Acting Editor of "Employee Relations". His primary research interests are: aesthetic labour and soft skills in interactive service work; management of the service encounter; and the relationship between product market choices, skills and HRM strategies in the hospitality/retail industries. Dennis' recent and forthcoming publications (with Professor Chris Warhurst) focus on several aspects of aesthetic labour including soft skills and employability, variability in retail work and the interplay between emotional, aesthetic and sexualised labour.

Chris Warhurst is Professor of Work and Organisational Studies at the University of Sydney. He was formerly Co-Director of Scottish Centre for Employment Research (SCER) at the University of Strathclyde in the UK. He is currently Co-editor of "Work, Employment & Society". His interests centre on labour process and labour market developments and issues, and the development of employment policy. A programme of work focused on skill supply, demand, development and deployment has just concluded. Current research interest, funded by the ESRC, examines job quality and low wage work. He is a leading commentator on aesthetic labour, with a book forthcoming for Sage (with Dennis Nickson). In this session Chris will focus on the conceptual development of aesthetic labour.

8th Sept 13 - 14:30

Methods: What is… **Grand Parade G4**

Ethnographic Research **Chair: Paul Thompson**

Professor Irena Grugulis 'Doing Ethnography', University Bradford, incoming WES editorial team

Professor Paul Edwards 'Realist Ethnography', University of Warwick, ex-editor of WES

Professor Paul Thompson 'I Hear Voices': some reflections on the front line. University of Strathclyde, Editor Research Notes, Debates and Controversies, WES

The ethnographic tradition has produced some of the best known and most admired sociologies of work. With the politics of production being reshaped by changes in the content and context of work, plus a new interest in subjectivities and identities, the need for ethnography would seem to be greater than ever. Yet insider accounts are not easy to generate and are not getting any easier, as temporal, ethical and other constraints multiply.

Drawing on her recent experiences of observing games industry workers and work, Irena Grugulis takes a fresh look at 'doing ethnography'.. However, the challenges for ethnography are not just question of external constraint. For the approach to become more influential and effective it has to address problems of explanation.

Paul Edwards will utilise critical realist perspectives in order to discuss how ethnography can move from induction to theory. Ethnographic approaches depend, in part, on claims to unique access to worker experience and voice.

Drawing on his experience of initiating a new 'On the front Line' section of WES, Paul Thompson will explore the challenges of accessing and understanding worker voice, leading to a broader discussion of what counts as ethnography.

This session brings together past, present and future WES editors in what promises to be an informative and challenging session on a vital part of the sociological tradition.

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Older Workers **Chair: David Lain**

Vickerstaff, S.A., Loretto, W. University of Kent

Re-gendering the older worker: differences between older women's and men's aspirations for work and retirement.

The aim of this paper is to examine the domestic context for older workers' motivations and aspirations for continuing to work and for their decisions about retirement. Countering the typical tendency in policy documents for these 'decisions' to be seen as individual ones the paper explores whether we might have a better understanding of older workers and retirement behaviour if we theorise actions as an embedded set of decisions and aspirations, most usually located in a specific domestic context and set of relationships. The paper begins by reviewing the literature and seeing how the domestic context has been conceptualised in existing research. We then consider empirical data from a qualitative study undertaken in the UK. The results, with respect to the impact of the domestic context, are discussed under three headings: finance; health and retirement timing. The findings show that for those individuals in couples, plans and ideas about retirement were framed jointly but that women's trajectories were typically contingent on their male partner's pathway. In particular, the male partner's financial situation and health were key factors in retirement timing. It was also clear, however, that the incentives to continue working, retire or go back into work were clearly gendered, with women and men typically expressing different motivations. The paper concludes by arguing for a more embedded notion of the individual retirement decision and for re-gendering the notion of the 'older worker'.

Riach, K. University of Essex

Understanding age inequality through organizational age regimes: A case study.

In 2006, amidst extensive discussion of extending working lives and older worker participation, the UK introduced legislation to outlaw age discrimination in the workplace. However, recent evidence suggests that age discrimination remains a widespread workplace phenomenon with legislation having a negligible impact on fully challenging age related biases or inequality at work (Parry and Tyson, 2009; Wood et al., 2008) or even driving discrimination underground (Riach 2007; 2009). One reason for this may be a lack of understanding of how social processes surrounding age and ageing are mutually constituted into both formal organizational practices and informal workplace exchanges in ways that privilege or marginalises individuals or groups on the bases of age.Drawing on a qualitative case study of a London-based financial institution, this research introduces the concept of 'age regimes' as a mean of understanding the importance of age and ageing as a symbolic marker in the construction, negotiation and of working life. In particular, three key processes found in everyday interaction are presented as supporting particular 'age regimes'. To support this analysis, I draw on Bauman's concept of liquid modernity, arguing that in the absence of the 'solid' resources that individuals once used to make sense of their identity, it appears that age and ageing have come to represent an (albeit mythical) 'sanctuary of continuity and duration' (Bauman, 2000: 183). As a result, ageing 'effects' become an exaggerated and distorted feature of workplace dynamics which serve to discriminate against older workers in subtle yet powerful ways.

8th Sept 13 - 14:30

New inequalities – Ageing, ethnicity, gender and disability 2 **Grand Parade 204**

Explaining Female Employment **Chair: Ruth Woodfield**

Walthery, P. University of Manchester

Regional differences in mothers' employment transitions in Germany and the UK: a quantitative assessment

This paper analyses the regional differences in the employment trajectories of mothers of young children in the UK and Germany, using growth mixture modelling.Whilst both countries are regularly compared with each other, regional contrasts within them have only been documented to a limited extent. They often highlighting the North-South divide in England, or the East-West gap in Germany, and not often from a gender perspective. For their part longitudinal studies on the participation in employment of mothers have often mostly focused on the occurrence or duration of discrete events, as opposed to transitions over a period of time.Using the Longitudinal Labour Force Survey, and the Mikrozensus-Panel this research relies instead on a trajectory-based approach of involvement in paid work. The data consist in repeated measures of working time that include the jobless, to which a growth mixture model is fitted, controlling for family characteristics and occupations. Regional differences are modelled using dummy variables and multilevel modeling.The main hypotheses are that distinct groups of mothers defined by the characteristics of their trajectory can be identified according to their family type and occupational profile, but also that controlling for these, significant regional contrasts remain, not only in the overall levels of involvement, but also in the rate of change over time.Significant evidence was found that confirms these hypotheses although to a variable extent in the two countries. Besides each country's specific institutional and economic configurations, a few causal mechanisms that could explain these trends are proposed.

Ahn, J. University of Sussex

What accounts for the low labour market participation amongst married women in South Korea?

The thesis is about what accounts for the lower level of labour force participation amongst married women in South Korea. Based on debates about women's labour force participation, which are divided mainly by individualist or social structuralist, the study attempts to take into account both individual and structural factors with analysing large-scale panel data. Based on cross-sectional logistic regression and longitudinal survival analysis models, the study finds class factor influential on married women's behaviour by restricting their life either to one, home or workplace. Considering all the influences of class, class mobility, child and child cost factors, there is class division; that is, higher class women tend to be out of labour market and give a full commitment to childrearing including child education, whereas low class women have no choice but work, as they are more likely to be in a restricted situation. Eventually, it seems a matter of who has more choices or resources. Furthermore, the analysis finds that firm welfare including parental benefits influences on their sustainability in the labour market. However, the models have failed to find any association with discrimination experience and long working-hour culture. In conclusion, as neo-classical theorists have argued, it seems that married women's labour market behaviour is still explained by individual factors such as education, job experience and the presence of young child. However, the study strongly suggests that the argument cannot be fully explained without considering structural factors, especially, class factor.

Conceptual Frameworks and Theoretical Controversies **Grand Parade Dance Studio**

National capitalisms & Marketization **Chair: Pat McGovern**

Meardi, G. Warwick Business School

The state facing global uncertainty: A reassessment of state traditions and work in Europe

The paper reviews and assesses theoretical approaches to comparative European industrial relations, in the light of increased internationalisation and specifically Europeanisation of work since the 1990s. It will first evaluate Frege's account of national research traditions in industrial relations, noting that, by focusing on Germany-Angloamerican contrast, it underestimates (like the Varieties of Capitalism approach) differences among continental European countries. After a broader review, Crouch's approach developed in Industrial Relations and European State Traditions (1993) is paid specific attention due to its capacity of combining economy and politics, and to avoid ethnocentrism, and to include a long-term historical perspective. Its reliance on 'state traditions' is however re-assessed in the light of three important post-1992 transnational pressures: the role of multinational companies, the role of migration (and specifically intra-EU migration after the 2004 enlargement), and EU policies on employment (notably the European Employment Strategy and the promotion of the so-called 'soft acquis communautaire' to the new EU members). These developments challenge the claimed relevance of state traditions and call for a more nuanced categorisation of national models and of their dynamics.

Dekocker, V., Pulignano, V.,Dewettinck, K.

Exploring regional embeddedness: Elaborating on the home-host approach for the study of employment practices in MNCs

Multinational companies (MNCs) are important actors in the global economy. Central is their distinctive feature to exercise control across borders by transferring HR and employment practices to their subsidiaries in different countries. Some studies in management, industrial and employment relations point out "home-" and "host-country" as relevant variables explaining this transfer. In particular, according to the home-country approach the focus lies on the parent corporation and its institutional features represented in the country of origin, Conversely, the host-country analytical perspective assumes host institutional settings as relevant to mediate the parent-effect. Despite the different focus in explaining how the transfer occurs, however, both approaches consider the latter as an effect of institutional variance which is country-based (home or host) and therefore national specific. Commentators from economic geography and regional social sciences, nevertheless, indicate the regional dimension, such as the geographical territorial boundaries as well as the particular regional socio-economic profile, as equally important to explain change in employment practices and policies within an organisation. By drawing on a literature review, the paper supports this claim by arguing that there is scope to explore institutional variance beyond the national borders, that is including the regional dimension as the new institutional unit of analysis. More specifically, the paper engages in discussing the effect of different regions (the Brussels-capital, the Flemish -and the Walloon region) and the linguistic Communities (The Dutch-speaking, the French-speaking -and the German-speaking Community) in Belgium on the transfer of employment practices of MNCs companies.

Greer, I., Doellgast, V. Leeds University

Marketization and institutional change: From an idea to its social effects

Since the 1980s, the idea that competition leads to greater efficiency has reshaped employment relations worldwide. Policymakers have removed trade barriers, deregulated financial markets, privatized public services, and in other ways liberalized the economy. These market reforms have affected other institutional systems, such as collective bargaining and the welfare state. Based on a review of empirical studies conducted over the past 10 years, this paper examines these changes and their social effects. We argue that a central dynamic driving institutional change is marketization, which we define as the introduction or intensification of price-based competition, at the expense of other criteria, in allocating resources. This trend has undermined the institutions and political compromises that previously blunted the social effects of the market. Marketization can be domestic or international in scale and can involve organizations or workers as the key actors. We organize our review around four examples of marketization that reflect this diversity: free trade, privatization, labor migration, and labor-market 'activation' policies. We analyze them in terms of the supposed advantages of liberalization, the institutional changes, the practices of competition, their social effects (i.e. on equality and security), and the response of civil society. We conclude that the effects of free markets depend on the ability of their advocates to make concrete changes to institutions. Reversing these changes will require a broader shift in the labor-capital power relationship, underpinned by social mobilization and legislation.

8th Sept 13 - 14:30

Global Human Resource Management **Grand Parade 150**

Talent Management **Chair: Paul Sparrow**

Morley, M. University of Limerick

The Role of Expatriate Cross-Cultural Training in Preparing International Assignees and Reducing the Liability of Foreignness Among Recently Internationalised Irish MNCs

Operating across national boundaries has always brought with it a bewildering variety of cultural and institutional specificities that make managing in this context especially complex. In recent times, the increasing pace of internationalization and the changing forms of globalization, coupled with the changing contours of foreign direct investment away from developed toward emerging economies, have combined to increase the risk associated with doing business internationally.Against this backdrop, finding and developing the human resources required to execute international strategy is of critical, contemporary significance to MNCs in order that they might reduce the liability of foreignness which they face. This liability arises from the cultural and institutional distance, comprising a range of both surface and deep level differences, between the home and host location which the MNC faces and demands a cadre of management talent in order that it might be bridged. Developing this cadre is critical because a lack of human capital may act as a significant and ongoing means constraint on the implementation and execution of global strategy. Academically, the significance of this issue is attested to by a stream of research highlighting inter alia: the importance of effective staffing strategies for strategic alliances and cross-border mergers in informal, emerging and culturally distant markets; the decision points relating to different approaches to international staffing; the problem of shortages of international managers, particularly in emerging markets, where there is often fierce competition between MNCs and local organizations; the requisite supports necessary in order to ensure a satisfactory outcome from the organisational and individual perspective; and the management and utilisation of knowledge flows which may accrue. In this paper, we explore the use, role and perceived value of expatriate cross-cultural training in composing and developing an international staff in 12 recently internationalised Irish MNCs. Conceptually, expatriate cross-cultural training can be understood as any formalised experiential or cognitive intervention designed to increase the knowledge and skills of expatriates in order to assist them in social interactions and facilitate their adjustment to living and working in a novel cultural context. The current spotlight on cross-cultural training reflects the complex roles expatriates are now playing in increasingly challenging, more diverse, and heretofore, under-researched locations around the globe which have become hot-spots for foreign direct investment. Notwithstanding this dramatically altered international business landscape which should provide a renewed impetus to cross-cultural training interventions as a means of reducing risk and liability in international business, and despite a number of often cited advantages attaching to the implementation of such training programmes in preparing expatriate employees, research indicates that the amount of cross-cultural training undertaken is often modest. Short term cost pressures, and the extensive and largely unproductive “running-in” period are typically cited as disincentives to the provision of such training. We draw upon qualitative data derived from interviews conducted in 12 Irish MNCs to unravel some of the issues surrounding the provision of cross-cultural training. The case firms were chosen on the basis of their potential contribution to theory building. Our data highlight the ad hoc approach of some MNCs to the provision of any such training, the rationale being the urgency associated with many international assignments and the sporadic nature of these transfers. Despite this, all interviewees demonstrated an awareness of the potential value of cross-cultural training and a majority openly articulated the potential of a formalised cross-cultural training initiative in supporting the expatriates likely success when on assignment. Where training interventions were provided, we unearthed a preference for cognitive approaches over experiential techniques. Chief among the perceived benefits of this training were its role in structuring expectations and generating a reality anchor, its capacity to facilitate greater personal, professional and cultural mastery, to aid in intercultural transitional adjustment and reduce the time to full effectiveness when on assignment.

Mabey, C., Kulich, C. *University of Birmingham*

Management of International Teams: Knowledge leadership across global networks

Despite burgeoning literature on knowledge transfer, relatively little is known about how strategic knowledge is created and exchanged and, specifically, the influence of leadership in stimulating and marshalling successful innovation. This process is a dynamic capability that is typically inter-organisational and cross-national; it is also highly complex, hard to grasp and hard to imitate and calls for intellectual leadership, a qualitatively different kind of leadership from that which characterizes more traditional industrial economies. This paper reports on the early findings arising from an ESRC-funded project which adopts a multi-discourse approach to advance our understanding of intellectual leadership and the role it plays in knowledge creation/exchange within and across research networks. The case is ATLAS, one of four particle physics experiments being conducted in the Large Hadron Collider at CERN, Geneva. Given that this collaboration (a set of loosely coupled, non-hierarchical, overlapping networks) is proto-typical of many international knowledge-based enterprises, the findings will be of value to all universities, institutes, government agencies and R&D businesses concerned with the leadership of knowledge creation and exchange.

Garavan, T. *University of Limerick*

Talent Management in Times of Uncertainty: How Global Healthcare Companies Implement Talent Management for Leaders

Talent management emerged as a key HR priority for multinational corporations (MNCs) in the new millennium (Cappelli, 2008; Ready & Conger, 2007). This was attributed to a variety of factors including the requirement for organisational learning and innovation (Kang, Morris & Snell, 2007); the need for human capital to manage MNC growth and competitiveness (Scullion & Collings, 2006); and the development of a leadership pipeline (Stahl et al., 2007). The downturn in 2008 and 2009 presented MNCs with multiple challenges in the context of talent management, including the need for organisational restructuring, the need to realign talent management functions and significant decreases in confidence in the skills of business leaders to cope with the financial downturn (Corporate Leadership Council, 2010). The retention and management of critical talent remains a key imperative for global healthcare companies as they plan for growth and take advantage of the economic recovery. A study by the National Centre for Healthcare Leadership (2007) found that global healthcare companies lacked strong leadership pipelines to cope with growth expectations. A recent study by Pricewaterhouse Coopers (2010) found that leadership capabilities are of critical concern for MNCs in almost all sectors. The Corporate Leadership Council (2010) found that only 22% of leaders were ready for their next role. In 2009, 44% of leaders were less likely to have outperformed revenue, profit, budget and efficiency gaols compared to 2008. Three fifths of MNCs implemented significant organisational restructuring during the last six months of 2009 or planned to do so during 2010.Global healthcare companies have in many cases remained profitable (Sinioris and Weisberg, 2007); however they are not immune to the global downturn. They are characterised by considerable complexity including regulatory complexity, the need to manage multiple and different stakeholders, the need for structural realignment and the imperatives of retaining both leadership and specialist talent. There is a shortage of current and future talent combined with a poor success rate for external hires. Talent is not viewed as a "system-wide" asset Global healthcare companies are slow to adopt the best practices of other industries and many have not made substantial investments in developing their leaders .Drawing on the findings of 8 in-depth case studies of global healthcare companies (gathered during 2009 and 2010) the paper presents findings on three dimensions of talent management for leader populations: the level of commitment to talent management; the approach taken to implement talent management within each company; and the effectiveness of talent management. The study utilised a multidimensional approach involving the collection of data from multiple informants, multiple levels of responsibility within the corporation and multiple locations including both headquarters and subsidiaries.The study found that global healthcare companies are differentiated in their commitment, approach to and effectiveness of talent management for leader populations. Some healthcare companies can be labelled talent champions whereas others adopted a more half-hearted or low commitment approach. They differed in their approach to talent management. Some implemented a 'one company' approach whereas others implemented a 'portfolio of businesses' approach. Companies reported varying levels of effectiveness in implementing talent management for leader populations. A number of reasons emerged for variations in effectiveness including the effectiveness of talent decision making processes, the integration of talent management solutions, accountability strategies to engage business leaders in talent management, difficulties encountered by HR in creating high quality talent discussions and a lack of discipline in implementing talent management processes.The paper contributes to our understanding of the complexities of implementing talent management in times of economic downturn in the global healthcare company sector. Particular complexities included the alignment of multiple expectations, difficulties in engaging business leaders on talent management issues and the challenges of designing and coordinating talent management processes across divisions and locations. Different configurations of talent management were found in companies that operate within the same industry and face similar competitive forces. The paper concludes with the formulation of a model and discussion of implications for practice.

8th Sept 13 - 14:30

Creative and Cultural Workers **Grand Parade 250**

Dealing with Uncertainty **Chair Axel Haunschild**

Dempster, A. University of London

Where nothing is quite as it seems: The role of uncertainty in the employment structures of creative work

Operating under conditions of extreme uncertainty is the norm for many creative organizations and entrepreneurs' ability to manage environmental uncertainty is implicit in much of the literature on the organization and employment of creative work. It has been argued that it is precisely such extreme uncertainty that differentiates what has come to be known as the 'Creative Industries' from other sectors of the economy. In spite of this, the relationship between employment structures and the production of creative goods and services under conditions of uncertainty is still not fully understood. In this paper I consider the relationship between the structure of employment, in terms of the proportion of full-time, part-time, volunteer and freelance staff, and the creative production, in terms of the organizational resources dedicated to the development of novel products and services, in the context of high-risk project-based organizations. I also consider the factors, identified by creative industry entrepreneurs, which constrain their ability to bring creative products and services to market including internal organizational factors, such as availability of resources and external ones, such as uncertainty about socio-economic conditions and the regulatory regime. I draw on a large-scale survey of 890 creative industry organizations, collected in 2008/9 by proportional random sampling from a population of over 63,000 companies in London, UK. The paper aims to shed light on both the relationship between the structure of creative employment and the production of creative goods and services as well as the impact of internal and external uncertainty on creative organizations.

Greenman,A. University of Nottingham

Accounting for a Point of View on a Plurality of Points of View on the Management of Uncertainty in Cultural Work

Work in the cultural industries has tended to be represented as precarious and uncertain. The cultural sector arguable provides a valuable context to study changes to the contemporary experience of work. Many existing representations of cultural work have followed this approach by highlighting how endemic uncertainties, typically risk and individualisation, are expressive of the logic of reflexive capitalist production. Others have emphasised the transformative potential of cultural work, arguing a re-moralisation is being driven by 'radical cultural workers'. Despite important differences in these representations of cultural work there is a common reliance upon theories of reflexive modernity and risk. This paper will examine cultural work by adding to the 'curiously thin' empirical record of accounts of such work. It will achieve this by drawing material from an ethnographic study of how owner-founders of small design businesses accounted for how they manage uncertainties encountered in cultural work. The concept of reflexivity will be applied, following Bourdieu, as a tool for representing a 'point of view on a plurality of points of view'. The paper aims to represent heterogeneity in participants' accounts so as to enliven debate about whether cultural work is a useful context to examine how uncertainty in work is currently managed. The aim is to resist privileging corrosive or transformative representations of cultural work by adhering to Watson's suggestion that whilst 'significant changes' to work must be addressed, it is vital to recognise 'considerable continuities between the work institutions of the 21st century and those of earlier periods'.

Gill, R. King's College London

Life is a pitch: managing the self in new media work

In this paper I pull together the findings of a number of studies of new media work -- including my own research in the UK, US and Netherlands -- to explore what it means to 'manage' lives in new media. I use 'management' here not in its conventional or 'business school' sense but with a more critical inflection that comes from Marxist, feminist and poststructuralist thinking. I'm interested in how workers themselves manage lives that are characterised by processes of speeding up, intensification and contingency. Using a Foucauldian optic, I will suggest that working in new media involves multiple practices of managing the self in conditions of radical uncertainty.I explore a number of key features of contemporary new media work including precariousness, new inequalities, and relentless pressures to keep up and stay abreast of changing technologies. I then pull together the threads to argue that new media work calls forth or incites into being a new ideal worker-subject whose entire existence is built around work. She must be flexible, adaptable, sociable, self directing, able to work for days and nights at a time without encumbrances or needs, must commodify herself and others and recognise that -- as one of my interviewees put it -- every interaction is an opportunity for work. In short, for this modernised worker-subject, 'life is a pitch'

PAVILION PARADE SESSIONS

BRICS – Brazil & Latin America - Perspectives on the global crisis **Pavillion Parade G7**

Chair: Helen Rainbird

Muller, R.G., Pereira, L. S. UFSC (Universidade Federal de Santa Catarina)

Transformations in the world of work and the process of flexibilization in Brazil: a case study.

The paper discusses aspects of the changes that take place in the world of work in Brazilian society – in particular the phenomena known as "flexibilization" and/or "deregulation" – and their connection with employment relations and existing legal safeguards. It is based on a case study carried out between June 2007 and June 2009, in the Distribution Centre (DC) of the big corporation Lojas Renner (Renner Stores), in Palhoça, Santa Catarina, Brazil. For this purpose, ex-employees of the company were interviewed and we have also analysed legal proceedings relating to employment, in particular, a Public Civil Action started as a result of complaints made by employees and the local community about the working conditions of all sub-contracted employees.Our interest in this subject arose from the contradiction between, on the one hand, the constant court cases involving employment relations, and on the other, the various discourses in favour of the "flexibilization" of Brazilian labour legislation, working conditions and employment relations. On the whole, these discourses, found in social relations, are associated to modern forms of management which may create new types of jobs. The discourse on flexibilization sees current labour legislation as an element which sustains "backwardness", one of the causes of the country's supposed lack of competitiveness at an international level and, at the same time, responsible for the increase of so called informality. In this sense, over the last decade, many legal alterations were made to the social and legal safeguards of work relations.

van Klaveren, M., Tijdens, Kea G University of Amsterdam

Brazil: can labour market rigidities be expected to hamper pro-poor growth?

Under the Lula administration, Brazil since 2002 emphasizes pro-poor strategies, including social programs to eradicate hunger and targeting causes of poverty. In recent years these strategies have yielded successes, like a considerable decrease of the Gini ratio, indicating less income inequality. Though the Brazilian policies largely follow classical progressive lines, they have been evaluated positively by international donors, including the World Bank. In this respect it may be highly relevant that pro-poor initiatives seem compatible with moderate but solid economic growth. Moreover, Brazil is recovering rapidly rom the worldwide crisis. Yet, the World Bank and others maintain that labour market reform should speed up, and that prevailing labour market rigidities may hamper stronger growth.This paper addresses the issue whether there is a tension in Brazil between current labour market rigidities and pro-poor growth, based on a literature review. It attempts to expand conclusions to other countries, notably to Argentina, Paraguay, and Mexico. Based on the WageIndicator data, a worldwide, continuous web-survey on work and wages, the authors focus on a. comparing wage structures across these four countries, assessing whether inequality is diminishing within industries and occupations, and b. comparing the labour market perspectives of respondents, in particular the perspective of reduction of job insecurity, across the four countries and across occupations and industries. The authors assume that decreasing inequalities within industries and occupations and positive job security prospects allow countries to maintain labour market rigidities to a certain extent, yet without hampering pro-poor growth.

Salas, C. El Colegio de Tlaxcala

Income Gaps and Gender Segregation in Mexico: 1995 - 2009

After Mexico signed the North America Free Trade Agreement in 1993, the Mexican economy has gone through two major crisis, without changes in the accumulation strategy. This paper will discuss men and women distribution by industry, occupation and economic unit size, during the 1995-2009 period, stressing segregation by gender and the gender income gap, under a neoliberal regime. An analysis will be made of gender segregation using an index (Karmel-MacLachlan), that can be separated into elements that take into account composition and mix effects; that is changes in gender composition of individual industries, occupations or unit size, as well as differences in the employment share by industry, occupation or unit size. Thus it will be possible to examine the evolution of gender segregation and its impact on the wage gaps, in order to propose gender aware changes in economic policy.

8th Sept 13 - 14:30

New conflicts and regulations in industrial relations **Pavilion Parade 101**

Trade Union Organisations – Challeneges & Realities **Chair: Paul Edwards**

Kollmeyer, C. University of Aberdeen

"Why Workers (Don't) Join Labour Unions: Testing New Sociological Explanations"

This article develops and empirically tests new sociological explanations for the decline of organized labour. The first new explanation hypothesizes that organized labour's dwindling membership roles are partially bound up with the general trend toward falling rates of participation in civic and political affairs. As this trend makes social life customarily more private, it seems plausible that it might also reduce the inclination of some workers to join labour unions. The new second explanation hypothesizes that organized labour's decline is partially attributable to changing cultural and political values, which are leaving more people viewing socio-cultural and environmental concerns, rather than economic issues, as society's most pressing problems. Since labour unions deal with basic economic issues, the general move toward "post-materialism" could also make some workers less predisposed to join labour unions. Using data from the fifth wave of the World Value Survey, covering four English-speaking countries, the authors empirically test the validity of these explanations with binomial regression models. The results suggest that individual-level variations in labour union participation strongly correlate with civic and political participation, with left-leaning political views, but not with the post-materialist values. The article concludes by discussing the theoretical and substantive implications of these findings.

Barton, R., Fairbrother, P. RMIT University

International Unionism: Learning to Struggle

Unions face difficult challenges as the internationalisation of economies and associated social changes proceeds. Two oft observed developments are taking place. First capital is becoming more concentrated as multinational corporations begin to prevail and second, the nation state is being complemented, if not supplanted in some respects by supranational agencies. The outcome is a challenge for unions. To address these developments unions are beginning to lay the foundations for international solidarity. Organisationally unions have begun to experiment with adapted forms of representation, experimenting with ways of challenging capital without losing sight of their existing often spatially located power bases. While not new, the argument here is that the recomposition of solidarity internationally requires addressing a tension between defending spatial interests and thus often making accommodations with capital and elaborating a broader set of interests and thus attempting to lay the bases for new forms of solidarity. In this process, research and education have a critical role to play. In an analysis of the transport unions of Australia, the paper argues that these unions are increasingly looking outwards, and the means for this is via research and education. In this way the unions begin to develop distinctive ways of organising and operating in a global context. These are unions where organisation is stretched and where the transnational connections are developed.

Smale, B. University of Brighton

Change in Trade Unions – developing the concepts of Trade Union identities and niche unionism

This paper introduces the conceptual stage of the research being conducted in order to complete of a doctoral thesis. The work is focused upon two related areas. The first is to establish a framework to explain trade union identities and the second is to establish the concept of 'niche unionism' to refer to trade unions which secure or exploit a niche position in the labour market. The background to the research lies in the overall decline of trade union membership, power and influence over the last three decades and might perhaps be seen as a major factor in leading trade unions to adopt new strategies in order to adjust to a changed social, political and economic environment. A result of mergers is that by 2008 three large general unions had emerged representing almost 3.9 million of 6.9 million union members in the UK (source: BERR, 2009). The paper will argue that the normative portrayal of trade union decline tends to aggregate the disparate experiences of diverse trade unions. In contrast to the apparent primacy of large general unions, many unions retain a clear identity and have exploited, with varying degrees of success, a niche position within the labour market. Niche unionism may be understood in terms unions having an identity derived from one or more of the following sources; occupation, profession, industry, organisation and geography. The concept may be seen to stand in contrast to the tendency of many unions to lose identity in the merger process,

New forms of contractualism in welfare and employment **Pavillion Parade 102**

Economic Instability & Social Contracts **Chair: Jorg Flecker**

Dunn, A., Saunders, C., Williams, M T University of Lincoln

Are low employability and a strong preference for employment over unemployment two sides of the same coin? Evidence from the British Cohort Study and National Child Development Study

Research has repeatedly demonstrated that unemployed people generally share the same values as the employed including a strong work ethic, and that the vast majority want employment and actively seek it. However, we argue that job quality, social diversity and choice have been neglected. Dunn's (2010a, b) in-depth interviews found that unemployed people often had considerable scope to increase their net income by undertaking an unattractive job, and that some people desperately avoided these jobs while others desperately avoided unemployment. All 50 Respondents, whether currently unemployed or not, said they were willing to undertake some jobs but not others. Our paper extends this research by using quantitative data. The agree/disagree statement 'Having almost any job is better than being unemployed' was chosen because it holds job quality constant and quite low, and offers a direct choice between employment and unemployment (debates about voluntary unemployment and welfare conditionality have neglected the issue of work attitude measurement). Respondents with 'traditional' attitudes and low educational attainment – groups which are becoming less employable in a labour market that increasingly demands adaptability and educational credentials - strongly agreed with the statement. Hence, the findings suggest that low employability and strong employment commitment are, in important ways, two sides of the same coin.

Daguerre, A. Middlesex University

Economic insecurity in contemporary America: The Obama's administration response

One of the most fundamental changes in recent US history is the rising financial insecurity of the middle class. Such insecurity amounts to a fundamental breach in the American social contract as defined by the Social Security Act of 1934. This contract is characterised by the promise of economic security to the aspirational middle class, those who earn their keep in the labour market. But the purchase of the American dream - an education, a car, a house - became unaffordable in the early 2000s, thus squeezing middle-class families, precisely when labour market rewards reached an all time low. As economic insecurity became the norm rather than the exception, the foundations of the US welfare state needed to be fundamentally recalibrated. This became the mandate of President Obama. Will the Obama administration respond to these challenges by building upon existing programmes or will the administration attempt to reinvent the New Deal? This paper analyses the Obama administration response in terms of workforce development, in order to assess whether the administration is likely to follow a path-dependent strategy, or if, when confronted with the challenge of a severe crisis of sustainability and political legitimacy, the administration will put in place a more large scale/ ambitious job creation/ training programme. This ongoing research is based on a literature review (synthesis of recent reports on the consequences of the Great Recession in the US) and interviews with senior US officials in the Department of Labor and the Department of Health and Human Services.

Kornelakis, A. LSE

Wage bargaining tensions in Greek and Italian banking: the role of employer associability and labour-state coalitions

How do we explain divergent trajectories of change in wage bargaining institutions? Existing studies maintained that European economic integration and liberalisation, decline in trade unions power, changing work organization patterns, and introduction of incentive pay systems would push national wage setting institutions towards decentralisation. This expectation, however, was not borne out. Instead, change in wage bargaining has been more nuanced and differentiated than anticipated. To overcome the limitations of earlier theoretical conjectures, this paper explores the mediating conditions under which centrifugal tendencies in wage bargaining are likely to be reversed. I argue that "employer associability" and "labour-state coalitions" mediate pressures for convergence to the Anglo-Saxon model of decentralised bargaining. A strong employers association is expected to better appreciate the long run benefits of industry-wide bargaining coming from reduced transaction costs and social peace. However, it is also expected to accommodate its firm-members needs for increased flexibility, striking compromises to devolve pertinent issues to the firm-level. In the absence of a strong employers association, the state may "fill the gap" of employer associability and the institution is expected to survive due to a labour-state coalition. Politicised unions are likely to use their links with governmental political parties to coerce employers sticking to industry-wide bargaining, as long as government agenda is highly concerned with electoral pressures. The relevance of the argument is suggested by two critical case studies that trace developments in wage bargaining since the mid 1990s in Greek and Italian banking.

8th Sept 13 - 14:30

New inequalities – Ageing, ethnicity, gender and disability 2 **Pavillion Parade 103**

Sexual Orientation **Chair: Tessa Wright**

Marks, A., Galloway, L. Heriot-Watt University

Coming out of the organization: Exploring identity and employment choices for gay entrepreneurs

Sexuality and sexual orientation continues to be an under-researched area of workplace diversity in comparison to more visible forms such and race and gender (Ward and Winstanley, 2005; Hancock and Tyler, 200). As well as continued stigmatisation, unlike other forms of diversity, it is often imperceptible and unspoken (Wood and Lucas, 1993). Despite some notable exceptions (Ward and Winstanley, 2005; Woods and Lucas, 1993) there is a shortage of information as to the main issues that relate to sexuality and employment and how gay identity impacts on the experience of work. Crude reading of existing work on gay identity presents two extremes. Social constructionist positions argue that identities are fluid and multiple, whereas positivistic views suggest that sexual identity is discrete and unchanging. Broader critiques of work on identity (Marks and Thompson, 2010) have disclosed problems with such extreme positions and to best understand the individual as a subject of analysis, they suggest a combination of Archer's theorising of identity and the self, with social identity and impression management – a position that will be adopted here. Specifically, we are interested in gay entrepreneurs and whether the choice to set up their own business was based on their identity and their experience of work. This paper, based on in-depth interviews with thirteen entrepreneurs, will investigate whether it is easier for individuals to enact their sexual identity in their own organizations and whether such organizations are extensions of the owner's sexuality and part of a broader gay community (if such it exists).

Colgan, F. London Metropolitan University

New Equality Strands: Developing Good Practice on Sexual Orientation and Religion or Belief

This paper examines employment good practice in Britain following the introduction of the Employment Equality (Sexual Orientation) Regulations and the Employment Equality (Religion or Belief) Regulations which became law in December 2003. This legislation made it unlawful for the first time to discriminate in employment on grounds of sexual orientation (SO) and religion or belief (RoB). The Workplace Employee Relations Survey (2006) suggests that progress has been made on the development of written equality/diversity policies on sexual orientation and religion or belief within British workplaces. The major changes in coverage since 1998 have concerned the new statutory anti-discrimination grounds: sexual orientation (71% increased from 56% in 1998) and religion (82% increased from 72% in 1998). Further impetus has been provided by the Equality Act which streamlines the existing equalities legislation to tackle 'multiple' or cross-strand discrimination and extends the public sector duty to include sexual orientation, religion or belief and age. Although WERS (2006) indicates progress on paper, little research has been done to identify whether this changing policy is leading to changing employment practice within organizations. The research which has been done thus far tends to focus on one equality strand rather than adopting a cross-strand approach. This paper adopts a cross-strand approach drawing on research within 8 public, private and voluntary sector employers during 2009. It considers managerial and employee perspectives on 'good practice' in terms of SO and RoB; points to areas of overlap and contradiction in policy and practice and outlines strategies to address the latter.

Bond, S., Hollywood, E. Edinburgh Napier University

Emerging employment practice on age, sexual orientation and religion or belief

When the Equality and Human Rights Commission was formed in 2007, it inherited responsibilities for gender, disability and race and acquired new ones for age, sexual orientation and religion and belief. Despite legislation in these new equalities strands and the proposed extension of public sector duties to cover them in the Equality Act, there is limited guidance on what constitutes 'good practice' among employers around these three new strands.This paper presents research based on case studies carried out in six varied organisations across the UK which examined equalities policies and practices, particularly in relation to age, sexual orientation and religion or belief. The research found that organisations operated a wide range of different policies and practices, some of which were still under development. While a small number had policies across all three strands, many excelled in only one or two of the strands. We examine the variety of reasons identified for these differences, although having appropriate support structures were key in developing equalities agendas in all the organisations. We found that 'good practice' in the strands of age, sexual orientation and religion and belief is very much still developing and that varied approaches to these strands had development within organisations because of the need to adapt to individual organisational contexts. One question that also emerged was the extent of commonality and difference in approaches between the different equality strands.

New insecurities - precarious employment, Households and working time flexibility

Pavilion Parade 203

Chair: Thomas Boje

de Lange, M., Wolbers, M.H.J., Ultee, W.C. Radboud University Nijmegen

United in Flexible Employment? Employment Flexibility of Young Couples in the Netherlands

Research on homogamy has focused extensively on the relationship between partners' labor market positions. While the focus usually is on employment versus unemployment, this is not sufficient anymore in current, globalized societies. Due to globalization, a trend towards labor market flexibilization has emerged, especially among young people, leading to more precarious employment. Double flexible employment within couples would enlarge socio-economic inequality between households. In this paper, we aim to answer the following question: To what extent is employment flexibility among young people in the Netherlands related to employment flexibility of their partner? According to the theory of new home economics, we expect that flexible employment of one partner increases the likelihood for the other to have a standard job, implying a negative relationship between partners' flexible employment. However, other theories predict a positive relationship between employment flexibility of partners. First, due to assortative mating, people select partners that are alike with respect to characteristics like education and age, relating at the individual level with employment situation. Second, partners experience the same labor market context, hence facing similar more or less favorable macro-economic labor market conditions, also known as shared restrictions. Third, partners' resources affect each other. To test these hypotheses, we will use seventeen waves of the Dutch Labor Force Survey (1992-2008) collected by Statistics Netherlands, including detailed information of large numbers of responde nts and their partners on all relevant variables. We will apply multinomial logit models to analyze the data, where we take partner selection effects into account.

Sutela, H. University of Tampere

Impact Of Temporary Employment On Fertility

Temporary employment in Finland is increasingly concentrated on women at their most potential birth giving age, 25 to 34 years. In Finland the gender gap in temporary employment is one the highest in the EU27.Although the fertility rate is relatively high in Finland, further promotion of fertility is one of the policy aims. Prolonging studies and lack of steady partnership contribute to the postponement of children among young people, but it also is argued that insecurities of working life have impact in this respect. I study the relation of the type of employment contract (permanent/fixed-term) on the timing of having the first child. My data consists of employees aged 20 to 44 years included in Statistics Finland's Quality of Work Life Surveys 1984 – 2008. Population register information on the children born to the respondents has been merged into the data. According to the results, the type of employment relationship is connected to the probability of becoming a parent. The odds of having the first child in the year following the surveys are remarkably lower for fixed-term employed women and men compared to their peers in permanent employment. Fixed-term employees also themselves report that they have postponed having children due to work related reasons more commonly than their peers in permanent employment. Reporting of postponement of having children is connected to higher age of giving birth. It also is further related to the limiting the number of children one would have wished for.

8th Sept 13 - 14:30

New insecurities - precarious employment, flexibility and unemployment 2

Pavilion Parade 204

Youth Employment

Chair: Christian Brzinsky-Fay

Veloso, L., Oliveira, L., Carvalho, H., Estevinha, S. CIES

The younger generation and precarious employment in European Union

In the last twenty years precarious employment has expanded in almost every European country. Although affecting people of all ages, young people are the worst hit. A comparison of the conditions of insertion into the labour market of the 1960, 1970 and 1980 generations reveals that precarious employment has been increasing from one generation to the next in most EU countries. The concept of a professional career or of a promotion policy no longer has any meaning for a large number of workers. We also know that precarious employment is strongly associated to unemployment and that academic qualifications do not provide protection from either precarious employment or unemployment. This phenomenon dualizes the labour markets and creates a "new category of workers". Labour market theories, including those of human capital, are challenged because of this new reality which have a relevant impact in the Sociology of Work and Employment. In the first part of this paper we analyse to what extent precarious employment is disseminated in EU countries. The second part focuses specifically on the younger generation. Data is drawn from the EUROSTAT Labour Force Survey (LFS) and a multivariate analysis is used to compare within and between EU countries using a Principal Components Analysis for Categorical Data (CATPCA). This paper is based on a current research project with potential policy/practice implications to be finished within 6 months.

Scurry, T., Blenkinsopp, J., Hay, A. *Newcastle University*

What is a graduate job? Insights from undergraduate students of expected graduate employment outcomes

In the context of increased and widening participation of higher education, commentators express concern about the nature of employment graduates enter and the increasing potential for them to be underemployed. It is argued that a blurring of boundaries between graduate and non-graduate employment is occurring and that traditional definitions and classifications need development to reflect the changes taking place. Although work has begun on developing enhanced frameworks for classifying graduate employment, we argue that, in light of the increasing heterogeneity of the graduate populace, there is a need for a better understanding of employment expectations and how they vary, or not, in light of this diversity.Acknowledging that individuals' expectations of employment begin to form prior to labour market entry, particularly during the transition into Higher Education, we draw on data gathered in 20 focus groups with undergraduate students from two universities. We explore the features of jobs which lead undergraduates to perceive them as appropriate graduate employment. Our findings show that individual's expectations of their future employment prospects are influenced by perceptions of the nature of graduate employment which appear to be strongly held yet under-specified. There is a sense of an almost chimerical 'ideal type' of graduate occupation pervading expectations which comes from an unexamined assumption of objective levels that validate the 'graduateness' of an occupation. We argue that obtaining a clearer understanding of undergraduates' expectations of their future employment (and the sources of these expectations) provides us with an empirical reference point against which to assess underemployment.

New insecurities - precarious employment, flexibility and unemployment 3

Ireland

Pavilion Parade 303

Chair: Paul Stewart

Moriarty, E., Wickham, J., Krings, T., Salamonska, J., Bobek, A. Trinity College

'Taking On Almost Everyone?' Migrant and Employer Recruitment Strategies in a Boom to Bust Labour Market

Ireland experienced large-scale immigration during the boom years of the Celtic Tiger. This paper examines the recruitment strategies of employers in the post-2004 EU enlargement period of mass immigration and how these have changed as Ireland entered a recession. By drawing from a qualitative panel study (2007-2010) on the experiences of a group of Polish migrants in 4 sectors of the Irish labour market as well as interviews with employers, HR managers and recruitment agencies, we show that both sides entered a 'bargain of convenience' (Wickham et al. 2009: 95) during the boom years. In other words, there was a mutually reinforcing interaction between the recruitment strategies of employers and the mobility practices of migrants in the Irish labour market. In examining recruitment practices, we demonstrate how employers frequently engaged in a highly casualised recruitment and selection process, privileging soft skills and competencies above credentialised skills. Further we demonstrate how this occurred through, what we describe as the flexibilisation of skills and experience and the categorical preference of migrant workers based on national stereotypes. However, now that Ireland has gone from 'boom to bust', there is evidence of a far more precarious situation for migrant workers with employer recruitment becoming more cautious and Irish nationals now willing to take on what were once perceived as 'bad jobs'. Ultimately, this paper offers an analysis of the changing nature of recruitment in a new European regulatory environment which has seen an increasingly mobile Eastern European workforce compete in an increasingly global workspace.

Wickham, J., Bobek, A., Krings, T., Moriarty, E., Salamonska, J. *Trinity College Dublin*

From good bad jobs to just bad jobs? Migrant labour and the transformation of the Irish hospitality industry.

It is often claimed that developed countries need migrant labour for the jobs that natives no longer wish to do. By contrast, this paper links the debate on migration to the debate on the quality of work: job quality depends partly on the institutional context and on employer strategies; the perception of job quality depends partly on the biography of the worker. Using a qualitative panel study of Polish migrants in Ireland, interviews with employers and micro-data from the Irish Quarterly National Household Survey we show the transformation of employment in the Irish hospitality sector (hotels and restaurants) during the recent boom. Unlike in many other countries, many jobs in the sector were previously 'good bad jobs' – low skilled, but secure. This was partly because of unusually strong union organisation. Employers then accessed new labour supplies from the New Member States of the EU: unskilled occupations and low paid jobs expanded disproportionately; trade union membership was decimated; employment regulation was weakened; the workforce was transformed. Often employers actively preferred NMS migrants to indigenous workers, seeing them as not only more flexible but more committed and having more appropriate skills. For many migrants also, since these jobs were not long-term and since the point of comparison was back in (e.g.) Poland, these were not necessarily 'bad jobs'. With the end of the boom that comparison has become less plausible. More fundamentally, migration was utilised to create bad jobs which will remain, irrespective of who occupies them.

Hollywood, E., McQuaid, R., Canduela, J. Edinburgh Napier University

The impact on employment of the economic downturn on equalities groups in Northern Ireland

This paper examines the employment impact of the current recession in Northern Ireland across the nine equality groups, as set out in the 1998 Northern Ireland Act (gender, age, disability, dependent status, sexual orientation, race, marital status, religious belief and political opinion). Following a 15 year period of economic growth, NI entered into economic recession in 2008, along with the rest of the UK and much of the developed world. Previous recessions have tended to have an uneven impact on the labour market, with certain sub-groups of the population and areas being disproportionately affected leading to an uneven distribution of job losses and long-term unemployment. The indications are that the current recession is not a 'middle-class' recession, as earlier predictions might have suggested, but is having the greatest impacts on young people and the most disadvantaged groups in the labour market.The paper examines the impact of the recession on those in work, the unemployed and the inactive, across equalities groups in NI. The findings are drawn from an analysis of the Labour Force Survey and in-depth interviews with key stakeholders. The analysis seeks to identify which groups, or combinations of groups, have been most affected by the recession; and whether changes in the employment of particular equalities groups are a consequence of the recession, or a result of longer term labour market weaknesses in the labour market in NI. The experience of equalities groups in NI are also compared to the situation in rest of the UK and internationally.

8th Sept 13 - 14:30

Changing organisational forms and new technologies **Pavilion Parade 304**

Green HRM **Chair: Nick Marshall**

Pettinger, L.M University of Essex.

The green collar solution? Virtues and values in eco-work

As policy makers turn to promoting 'green collar' work as one of the solutions to rising unemployment following the recession, it is worth considering what sort of work this is. This paper presents an investigation into one dimension of 'green collar' work, those working in small-scale eco-businesses. It explores the meaning of 'green' work and the sorts of values which are seen as embedded in this work by practitioners. It argues that the case of green collar work indicates how values and motivations for work may be closely connected to consumer and lifestyle values; and hence that making sense of contemporary working lives requires a holistic conceptualisation of the place of work in social life. The ethnographic study reported here uses photography and storytelling with 'green' manual workers (carpenters and cleaners) to explore the meaning of their work and their sense of its worth, through their material encounters with everyday work processes.

Muller-Camen, M., Parsa, S., Roper, I. Middlesex University

Green HRM and Socially Responsible HRM: Two sides of the same coin?

Over recent years a small, but growing literature has emerged that has linked sustainability and HRM. This literature portrays HRM as a function that is not concerned with environmental issues, too inward looking; focusing on the effective and efficient use of people to achieve short-term financial results; and does not accept employees as legitimate stakeholders. In this paper we compare and contrast a social and an ecological dimension of a Sustainable HRM approach. The term "Green HRM" is emerging as the phrase to cover the ecological dimension and is concerned with sustainable use of resources in organisations and environmental management activities. In contrast, the social dimension of Sustainable HRM, focus on the implications of organisational practices on employee mortality and morbidity. This also extents to those people employed directly or indirectly by other organizations and/or in other countries. In this context HRM has to take human rights into consideration. An indicator for the compliance of firms with the requirements of the ecological and in particular the social dimension of Sustainable HRM is CSR reports. The intention of the research is to establish whether there are international differences in the relationship between firms' adherence to different elements of sustainability guidelines (such as internationally used Global Reporting Indicators, GRI) and how well companies illustrate that their HRM practices are integrated into an overall sustainability context. This assessment is being done on the basis of an analysis of 54 CSR reports of the most reputable Forbes 100 companies. Although the evidence is limited, the research presented indicates that environmental and social aspects Nevertheless, overall and in regard to single indicators our data shows differences according to Variety of Capitalism. Companies from LME tend to disclose less than those from CMEs. This is also in line with research in International HRM which suggests that US MNCs in particular are often resistant to a restriction of their organizational autonomy by collective actors. Not surprisingly, our research also suggests that MNCs are more prepared to disclose information on the extent of compliance with SRHRM regarding their core operations in their home countries, than in regard to employees in their supply chain and/or developing countries.

SUB PLENARY SESSION 4

Wednesday 8th September 2010 at 13:00 – 14:300

Global Human Resource Management **Grand Parade Sallis Benney**

Chair Peter Reilly

Budhwar, P. Aston University

Emerging Patterns of HRM Systems of Foreign Firms in India

Effective management of human resources (HRs) in foreign firms operating in emerging markets constitutes a major challenge and can be decisively beneficial to the success of investments in these markets. Multinational companies (MNCs) establish country/region specific centers to create and transfer knowledge in order to co-ordinate and control their different operations. We describe the roles played by the HR function in India centers in the same regard and highlight how the center's HR function provides a range of services both to the units of MNCs operating in India in general and at times to other parts of the world. The India centers' HR function is not only responsible for developing and implementing HR policies and practices, but it is a key instrument for knowledge creation and organizational learning about HR. We also highlight the problems faced by the HR function of foreign firms in the Indian context and the efforts made by HR managers to overcome the same.

Sparrow, P. Lancaster University Management School

The Impact of Emerging Markets on International Mobility: A New Force for Diversity?

The paper argues that there has been an evolution of territory covered by the IHRM field and this has created an increasing requirement for IHRM academics to understand the (many) ways in which MNCs operate effectively. However, we are at an important juncture. On the one hand the critical view of IHRM argues that the field is driven by misguided attempts at all-encompassing explanation seeking stable truths in a topic that is best understood through modest and temporary sets of assumptions and reflections on complex and unpredictable change processes. Post credit crunch global strategies might represent a case in point. Against this, a more evolutionary view of IHRM argues that the field has not moved through haphazard and opportunistic expansion, but rather a sequential development of understanding that has captured successively evolving cultural, geographical & institutional challenges faced by MNCs. Therefore, despite periodic chaos and complexity, there are predictable and contingent solutions that can help organizations explain how best they can solve existing IHRM problems. The current challenges may be seen just another trigger for a a renewed negotiation of the global integration-localisation debate within organisations. To understand the contours of this debate, however, we need to examine core IHRM issues across multiple levels of analysis. This means combining analysis of the key groups of people central to and managed within international organisations, the processes being used at firm-level to help globalise the HRM system, and the contextual and institutional factors that shape this interplay. It draws upon a study international mobility functions in 36 organisations. It uses the response of international mobility functions to the growth of emerging markets, the structural response within HR functions, and the evolution of flexible policies in tough economic times to address these questions.

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The paper contributes to this understanding by examining within-function realignment processes in globalization. What happens within business functions as they seek to co-ordinate (develop linkages between geographically dispersed units of a function) and control (regulate functional activities to align them with the expectations set in targets) their activities across borders. We need to understand how to enhance the ability of specific functions to perform globally.

Edwards, T. King's College London

A Regional Logic in the Management of Labour in Multinational Companies

One of the key features of multinational companies (MNCs) is their potential to adopt a common management style and build unified structures across borders. While much of the literature in the field of employment and human resource management argues that there are strong globalising tendencies in MNCs, the regional dimension to this remains under-explored. This paper contributes to this issue by analysing the extent to which MNCs adopt a regional logic in the way they function as employers and by examining how variation in this respect can be explained. It draws on fresh survey data from the two regions that are the major sources and recipients of foreign direct investment, Europe and North America. It does this by drawing on empirical work in the UK and Canada, two countries in which comparable surveys of MNCs and their employment practices were carried out. This research design enables an assessment to be made of whether the regional logic is comparable in its extent, and whether similar or different factors explain variation between companies in this respect, across these two regions.The findings indicate that the extent of the regional logic is greater in MNCs in Europe than in those in North America, but only marginally so. One interpretation of this is that the influence of the greater development of European-wide institutions in creating incentives and pressures for MNCs to create a regional logic is largely offset by the wider range of national institutions in Europe that present challenges to MNCs in doing so. Whether this is what lies behind the observable patterns or not, it is evident that the regional logic to how MNCs operate is important and that they are key actors in the regionalisation of economic activity. However, there is clearly variation in the extent to which they do this and understanding this variation has revealed some marked differences in the impact of nationality. For a regional management style, it is nationality that is central to understanding variation in North America whereas nationality is not part of the story in Europe, where integration and structure are more important. It seems that how MNCs are organised across borders matters more in Europe with its wide range of national institutional settings, whereas whether there is a regional management style is shaped more by distinct national managerial preferences in the more homogeneous region of North America. For regional representation structures, nationality is significant in both regions albeit in different ways, possibly reflecting the different character of these bodies in the two regions.The analysis in the paper is revealing, throwing light on the key issue of regionalisation and its role in the management of labour in MNCs, an under-researched issue in the literature.

Methodological innovations - What is...? **Grand Parade G4**

Conversation Analysis **Chair: Linda Holbeche**

Michelson, G. Audencia Nantes School of Management

Collecting (and spreading) the dirt: Researching workplace gossip

Collecting (and spreading) the dirt: Researching workplace gossip The use of semi-structured interviews, observation and participant-observation are well known data collection techniques among social scientists. During fieldwork, data can periodically be captured—either deliberately or unintentionally—that is most accurately described as gossip. Certain questions posed to interviewees could be regarded in this light, while the periodic request by interviewees to the researcher to turn off the (tape) recorder can also indicate a tendency to report gossip. How often do workplace scholars ignore such comments as irrelevant side issues? Or can such 'off-the-record' remarks provide important insights or clues which generate further lines of inquiry? This paper examines the collection of gossip (and related anecdotes) as qualitative data in understanding better workplace dynamics. Drawing on primary research by the author, it places emphasis on the role of the researcher in gathering and then transferring this gossip-derived information either through the studied organisation(s) or published products. It is argued that workplace gossip can prove highly valuable to researchers even if in general terms gossip and anecdotes are often dismissed as unreliable, overly specific and trivial. Locating this argument in the dirt/pollution framework of Mary Douglas (see Douglas, 1966, Purity and Danger) whereby dirt is effectively 'matter out of place', we show that at one level gossip, like dirt, can be unwelcome and potentially problematic for managers and employees. However, paradoxically, gossip also forms an integral part of professional and social relationships at work and is not necessarily 'out of place'.

Kelly, S. University of Essex

Leadership as Everyday Work: Exploring the methodological dilemmas of the practice turn in leadership research

Following recent calls for an ethnographic study of new capitalism (Hassard et al 2007; Kelemen, 2007; Smith, 2007) this paper asks what place the study of leadership might have within such a field. It considers the possibility of conducting ethnographies of leadership through an evaluation of recent efforts to prise the concept of leadership away from its psychological traditions and towards what has been dubbed the critical, 'discursive' and practice turn in leadership research (see Carroll et al, 2008; Fairhurst, 2007; 2009). This emerging and challenging body of work seeks to draw attention to the limitations and difficulties of treating leadership exclusively as a psychological and embodied phenomenon, to look instead to notions of discourse, the everyday, intersubjectivity, social interaction and context. Yet while the discursive and practice turns do offer a timely counterpoint to leadership psychology, such studies also bring with them unforeseen methodological difficulties for how one should research the 'content' and 'context' of leadership. In examining the reasons for these difficulties, this paper suggests an alternative approach in which leadership research itself becomes the object of ethnographic inquiry. It considers how a prior acknowledgement of the inherently ideological character of leadership research has remained an overlooked and unexplicated object of inquiry and how a study of the everyday practices of conducting leadership fieldwork, data analysis and theory construction might provide a more intellectually rewarding starting point for ethnographies that engage with concepts of leadership in their analyses of the changing nature of work and the new capitalism.

8th Sept 15 - 14:30

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Youth Employment **Chair: Tracy Scurry**

Roberts, S., Hocquelet, M. University of Kent

Ordinary and unproblematic workers? Considering the missing middle of contemporary youth in France and the UK.

The emergence of the service sector as a key driver of the economy across western nations and the concomitant collapse of the youth labour market has vastly increased the participation rates of young people remaining in education. Whilst much political attention has been paid to issues of widening participation and retention of youth in education, we argue that there exists a category occupying a relative blind spot to sociological and political analysis. These young people, who often leave education as compulsory schooling ends, are often situated in the lower rungs of service sector employment. Seemingly unproblematic, due to not having a negative employment status, we underline the necessity to develop research which considers the apparently 'ordinary'.Drawing on two qualitative research projects, this paper provides a cross-national comparison of the situation of young male retail employees in France and the UK. Considering the political conditions that have led to the emergence of this 'third group', we build a profile of characteristics before illustrating how they differ by national context. Seeking to understand what can be learned from researching this missing cohort we ask the following: What are the consequences of current policy for their transition to adulthood? What work related aspirations do these they hold and can they achieve them? Can such work provide opportunities for life-long learning and skills development? Does working in the retail sector comprise a real employment choice? Are issues of masculine identity important to this group working in what is essentially deemed a feminine occupation?

Fattore, T. The University of Sydney

Labour Market Segmentation and Skill in the Youth Labour Market: Who gets the good jobs and what do they look like?

This paper examines labour market segmentation in the 'teenage' labour market. Policy debate in this area emphasises that young people are largely represented in the secondary labour market. This 'alternative role thesis' holds that young people are found in low wage jobs because alternative forms of subsistence outside the labour market are available to them. Such approaches underplay whether the youth labour market is characterised by inequalities in job quality and whether certain groups of young people are overrepresented in better and worse quality jobs. Drawing on elements of dual labour market theory, labour market segmentation is analysed on two fronts. The distribution in the quality of jobs according to skill is examined, to determine parameters of labour market segmentation according to young people's social position. The paper extends on this analysis by examining the relationship between skill clusters and decent work standards, (income security, work-time security, representation security and skill reproduction security) and whether skill level associates with differences in employment conditions. We find that while the youth labour market is characterised by elementary skill jobs, a significant number of young people are involved in high skill work. However, unlike the adult labour market, elementary skill work is characterised by better extrinsic rewards, and high skill jobs better intrinsic rewards, indicating the importance, and differential application, of labour market regulations in the youth labour market.

Zahradnik, F., Schreyer, F. Institute for Employment Research of the Federal Employment Agency

Social Inclusion through Social Exclusion? The Sanctioning of Young Jobless Welfare Clients in Germany

With the establishment of the "Social Code II" in 2005, Germany's welfare state – following other European countries - has changed from an active to an activating regime by strengthening the paradigm of "promoting and demanding". Benefit recipients younger than 25 years are defined as a special target group regarding the participation in activation measures. Moreover, they are also subject to more comprehensive sanctioning rules. Benefits are reduced by 100% for three months after the first neglect of duty. In case of repeated failure, the payment for housing and heating is cancelled in addition. The paper assesses the individual consequences of the sanctioning rules against young jobless welfare recipients. Our questions are: Can social inclusion (in terms of integration into the labour market) be achieved with the threat and imposition of sanctions? Or does financial pressure rather lead to more social exclusion (material and subjective)? What are the material and psychological coping strategies of the sanctioned young people? What are their perspectives and prospects? Are strict sanctions a reason why some young clients break the ties to the job agency and drop out of the system? How do they handle the risk of homelessness? To answer these questions, we analyze 20 narrative interviews with young jobless welfare clients who have been sanctioned.

New inequalities – Ageing, ethnicity, gender and disability 2 **Grand Parade 204**

Women in IT and Finance **Chair: Janet Walsh**

Prescott, J. The University of Liverpool

Women working in the computer games industry: New industry, same old issues?

The presentation focuses on global data collected as part of a larger quantitative study, on women who are currently working in the new, male dominated industry of computer games development. The studies online questionnaire gathered data from 457 female game workers, gaining an understanding of their attitudes and experiences of working within this male domain. Findings will be discussed in relation to the long hour's culture associated with the industry. In addition, the demographics of women working in the industry, the lack of females, especially females with families in the gaming industry, skills shortages, work life balance and flexible working will be discussed in the games industry context. The research discussed will be related to the question of women's experiences of working in a new industry, how gender disparities persist despite the industry in question being a new industry, primarily established since sex discrimination legislation. The research will also discuss how this new industry differs and how it maintains similarities with the established, wider ICT and SET industries for its female workforce. The presentation will also highlight the relevance of the research to understanding women's careers and work experience in male dominated industries.

Glover, J.P., Guerrier, Y. Roehampton University

Women in hybrid roles in IT employment: a return to 'nimble fingers'?

Two key aspects of the Information Technology sector are the focus on clients and the 'new' organisational forms of teamwork and management by project. Both require employees who are able to combine technical and communication skills in the form of 'hybrid' jobs. In this conceptual paper we argue that we need to differentiate between different types of hybrid roles, proposing an overarching dualism: inward and outward facing hybrid roles. Inward-facing roles involve 'soft' skills: the emotional labour that makes the organizational wheels turn smoothly. Outward facing roles are those that involve 'soft' skills used in client-facing jobs, such as consultancy.Women in professional IT jobs may be attractive to employers because of assumptions about their 'natural' caring skills. These match particularly to the skills required in inward-facing team-building hybrid roles; women are seen as the 'gel in the team'. But if these roles are not being recognised in terms of career capital and job descriptions, precisely because the skills are regarded as 'natural' and not therefore requiring formal training, then women are likely to be at a disadvantage. There is nothing new about this: in their classic 1981 paper, Elson and Pearson discuss employers' assumptions that women naturally had 'nimble fingers'; such jobs were classified as low-skilled and correspondingly low paid .The gendered differentiation of hybrid jobs could therefore be one reason for women's low representation and segregation in IT employment and the attendant gender pay gap.

Quinlan, M. Trinity College

"Men take charge while women take care?" - Occupational segregation and organisational culture within the financial services

Studies on gender and the financial services find significant evidence of both vertical and occupational gender segregation within the industry worldwide. It has been found to have a 'macho' culture, and Ogden et al, note that as an industry it is a "…conspicuous example of the pervasively powerful and gender unequal effects a male culture can have on the careers of females" (2006: 42). Studies find the financial services to be imbued with masculinity, in for example how organizations within the industry are overwhelmingly male dominated; in the way career paths are structured; and in terms of dominant management styles. Drawing on empirical research undertaken within the Dublin office of a multi-national asset management company, this paper will examine how occupational segregation, so-called 'glass walls', serve to maintain and reinforce the dominant culture of masculinity that has been found to prevail within the industry. While the representation of women at senior levels within the financial services has improved over the past decade, women are still segregated into less prestigious, and less powerful areas of the business. Women are found to be 'taking care' of routine functions, rather than 'taking charge' of big-money decisions in the financial services (Catalyst, 2005). With regard to the international financial crisis, this paper will also explore to what extent gender segregation can be said to be associated with the maintenance of cultures which served to reinforce and reward high-risk investment strategies, while giving less importance to issues of compliance and risk management.

8th Sept 15 - 14:30

Conceptual Frameworks and Theoretical Controversies **Grand Parade Dance Studio**

Memory, Uncertainty and Legitimation **Chair: Karlene Harry**

Clinton, M. *King's College London*

Uncertainty within Organisations: A Critical Review

This paper provides the most exhaustive review and integration of the diverse work on the concept of uncertainty to date. Despite the acknowledged prevalence of uncertainty in the world of work and organisations (e.g. Keynes, 1939; March & Simon, 1958; Thompson, 1967), the concept has seldom been the focus of more critical analysis in this field. As noted some years ago by Fiddle (1980), the social sciences have often struggled to place the concept of uncertainty, with no universally accepted theory having been developed and little integration of the diverse approaches having been carried out. Therefore a core aim of this paper is to provide a clear description of the different forms of uncertainty in the workplace. How uncertainty may best be conceptualised as a unified psychological concept and researched in the future is then debated. Leaning heavily on a theory of work stress developed by Lazarus and Folkman (1984), a trans-actional theory of uncertainty is developed in which it is suggested that rather than being simplified to either an environmental stimulus or an individual perception, uncertainty is likely to occur when certain environmental characteristics interact with certain person attributes. By implication, how people cope with uncertainty then becomes an important mechanism for understanding how it might be managed. An underlying intention of the review is to encourage a reconsideration of the importance of uncertainty to our understanding of how people behave within organisations and to stimulate future work in the area.

Avakian, S. *University of Brighton*

Management Consultants and Legitimation: Exploring the missing link

This paper argues that in the consultant-client relationship the study of legitimation constitutes an integral aspect for understanding the way in which value is created. Current explanations on legitimisation are largely divided between two literature camps that underline the positive attributes of advice giving, as well as, the more cynical aspects of consulting underpinned by the fulfilment of specific economic interests. This paper argues that the current literature perspectives are limited in providing a more socially integrative aspect of legitimation because they rely on assumptions that tend to support or criticise the consultants' advisory service. By making use of Suchman's (1995) framework on legitimation this paper suggests that by deconstructing its cognitive, pragmatic and moral dimensions we are able to create a new understanding about the multiple social layers in which value is perceived to be created. The development of legitimation needs to be seen as a socially constructed phenomenon that is dependent on the specific social conditions exercised upon it. This paper helps advance our understanding of legitimation by demonstrating the relevance of the cognitive, pragmatic and moral dimensions within the consultant-client relationship.

Emotional and aesthetic labour - Work Health and Wellbeing **Grand Parade 150**

Lying & Stigma **Chair: Jenny Knight**

Jenkins, S.L., Delbridge, R. Cardiff Business School

Lies at work: An examination of the routinization of lying within interactive service work'

The way employees lie as part of their everyday job is under-researched in the study of emotional management. Although some of the CSR and ethics literature has identified the significant implications of corporate level deception which has led to the collapse of organizations and even the crisis in the global financial system, the way in which lying is routinized within every day working life for workers is under-explored in the literature. Despite this, within service sector contexts it could be argued that lying is a feature of much interactive service work. In the qualitative case study of an out-sourced reception service reported in this paper, lying was institutionalized as part of the work routine. Receptionists were required to be discrete by not disclosing to the customers of their clients that they were a virtual reception service. Nevertheless, the research explores the range and degree of lying which varied from withholding information, developing creative and inventive solutions to difficult inquiries to more significant acts of deception. The interview data collected from 67 employees demonstrate that although some employees reported an initial unease at lying at work because it transgressed their personal norms, they quickly adapted to socially developed collective norms of lying as part of the occupational community to deal with the complex and varied nature of different feeling rules. Further, the paper explores how the autonomy to develop inventive lies became a significant source of satisfaction and helped to develop a positive collective identity amongst the workforce.

Nath, V. King's College London

National identity-management, racial abuse, and the experience of stigma in offshored indian call centres

This paper seeks to examine the nature of stress and the emotional complexities experienced by call centre agents in offshored Indian call centres. It explores the demands of emotional labour during customer interaction and agent experiences of stigma associated with their nationality. Drawing on 77 semi-structured interviews conducted in the city of Bangalore, the article provides an insight into agent attitudes towards, and experiences of, racial abuse and national identity-management. The study explains how agents can find national identity-management, which includes accent modification, the use of Western pseudonyms, and geographical location-masking during customer interaction, beneficial in easing customer discomfort and in achieving the performance targets set by management. Nevertheless, the stress of accent modification in light of the short duration of accent training, the ambiguity of 'acceptable' linguistic alteration 'standards', and the alienating aspects of these job requirements are highlighted. The paper also considers the emotionally demanding nature of dealing with racial abuse from customers, and the complexities of emotional labour demands under these circumstances. Finally, the study reveals how customer interaction and the institutionalised practices of identity-management are associated with agent experiences of being stigmatised due to their nationality. Observations of the wider media in terms of call centre advertisements and recruitment channels are also drawn upon in contextualising these experiences. The uncertainty of stigma-management, and the coping mechanisms that agents employ to manage their stigma, are described.

Ryan, S. University of Newcastle

Emotion and coping in dirty work: The organisation of work and identity in commercial cleaning.

This paper explores how cleaners engage in emotional labour as a strategy to elicit positive responses from clients, the client's employees and members of the public in order to cope with their unrealistic workloads and the stigmatisation of their work as low-status 'dirty work'. Drawing on Australian case study research, this paper explores how cleaners construct a positive identity through controlling their interaction with the client's employees or through educating the client (Shamir, 1980). They also make use of emotional labour to manage their own feelings and the feelings of customers (Hochschild, 1983). Through making people feel good, cleaners are able to manipulate the perceptions of others and give meaning to their work (Wharton, 1996a). Research on emotional labour has focused on interactive service work (Wharton, 1996b: 92) and it may seem unusual to consider the work of cleaning as involving emotional labour. However, my research demonstrates that cleaners have their own agendas and their enacting of emotional labour was neither scripted, encouraged or under the control of management. Emotional labour, it is argued, was enacted as a form of impression management to cope with workload demands and the maintenance of a positive identity (Ashforth and Humphrey, 1993). The empirical research presented is based on an ethnographic case study of the New South Wales operations of a large Australian cleaning firm. Semi-structured interviews were conducted with management and the author spent three months undertaking participant observation research across a range of different cleaning sites.

8th Sept 15 - 14:30

Creative and Cultural Workers **Grand Parade 250**

Gender, Class and Occupations **Chair: Jonathan Sapsed**

Warhurst, C., Eikhof, D. University of Strathclyde

The creative industries: You don't have to be male, white and middle class to work here - but it helps

Allegedly, the creative industries have the potential to overcome old social divides and create a new order in the workplace. With individual talent and creativity as key economic resources the creative industries supposedly offer full opportunity and social mobility for all (Florida 2004). These claims have been influential in shaping public policy (Oakley 2004). However, drawing illustratively on secondary data from the audio visual industries (e.g. Skillset 2005, 2008) as well as academic sources (e.g. Dex et al. 2000; Gill 2002; Randle et al. 2007; Thanki and Jeffreys 2006-07), this paper demonstrates, firstly, that the old social divides prevail in the creative industries and that, secondly, these social divides and inequalities in the workplace are inherent to the creative industries' model of production. Consequently, the paper argues that more and better empirical research on creative work is required that incorporates old sociological concerns with class, sex and race.

Haunschild, A., Schoessler, F. University of Trier

Where does art end and discrimination begin? Gender-related work conditions of theatre actors

In recent years, work and organization studies have increasingly referred to the creative industries in order to study the effects contingent and project-based work as well as flexible and highly competitive labour markets have on individuals and organizations (McKinley & Smith 2009; Haunschild 2003). However, with few exceptions (e.g. Dean 2005) gender aspects have so far been neglected by such research. Drawing on qualitative data from interviews with (mainly female, but also male) actors, dramaturges and theatre managers in three German theatres with different reputation and size, this paper seeks to fill this gap by looking at gender-related work conditions of theatre artists. These work conditions can only be understood by combining accounts of the labour market and the labour process (work realities) with a perspective that explores the representation of women in plays (dramas) now and in the past as well as the historical emergence of current societal representations of female artists. We therefore combine labour and literature studies perspectives to explore how images of women in classic plays, which are still prevalent in current repertoires and propagate traditional gender roles (Schößler 2008), aesthetic body and gender norms as well as labour market characteristics and economic pressures shape and reproduce work conditions and career prospects that are disadvantageous for women performers. These work conditions and career prospects are based on an artistically legitimized labour demand and hence unlikely to change in the near future.

Mathieu, C. Copenhagen Business School

How elite filmworkers choose projects

Using qualitative interview data with ca.40 elite filmworkers in the Danish film industry, this paper examines how they choose the projects they develop or agree to work on. Four categories of filmworkers are present in this study: cinematographers, editors, producers [executive and line] and directors. In general, producers and directors are the initiators and developers of film projects in Denmark, whereas editors and cinematographers are hired, formally by producers, but usually at the request of the director. Thus producers and directors choose and develop projects at very nascent stages based on various forms of merit in the idea, concept or text-material for the film as well as reasonably well-founded assumptions about who can be hired to make the film. Editors and cinematographers are usually brought in at a later stage when the project is more developed (a screenplay usually exists) and the main staffing choices are being made. Several factors are frequently cited as important: artistic and/or commercial potential in the project; the opportunities for artistic self-expression and development afforded by the project and the team around the project; the meaningfulness of the project in social, political and/or artistic terms; the opportunity to try or develop new artistic styles; opportunities to elaborate on previous collaboration; as well as factors such as where one is in one's career cycle/trajectory, gender dimensions and domestic consideration (especially with regard to international mobility); and the risk and rewards of taking work in other branches and genres such as TV, documentaries and advertisement films.

PAVILION PARADE SESSIONS

Eastern Europe - Social institutions on organisational processes **Pavilion Parade G7**

Chair: Jens Holscher

Upchurch, M., Marinkovic, D., Zivkovic, A. Middlesex University Business School

Wild Capitalism in Post Communist Transformation: the Case of Serbia

Many commentators on post Communist transformation focus their attention on dysfunctional corporate governance and the deleterious consequences of liberalisation on business ethics. Poor business ethics and bad corporate governance may be a consequence of dependence on labour exploitation for comparative advantage, and the abandonment of one party authority. This allowed rapacious rent-seeking by a minority of well placed individuals to benefit from the newly de-regulated regime. A by-product has been gangsterism, corruption, and a burgeoning informal economy encouraged by insider dealing of privatised state assets. Standards of corporate governance are weakened, while state regulation, even where it exists, is often ignored. Employment relations are fragmented, with state-owned enterprises retaining some form of collective regulation, while newly privatised enterprises seek to marginalise union activity. Commentators have referred to this darker side as wild, crony or patrimonial capitalism. We analyse the emergence of wild capitalism within Serbia and examine why Serbia has diverged so significantly from Slovenia. We determine norms of behaviour as a product of both structural and agency dynamics. We evaluate the Privatisation Agency's programme and review documentary evidence on business transparency. We record evidence of associated labour and societal disputes from trade unions, press reports, semi-structured interviews with trade union leaders and activists. The researchers held a Round Table Focus Group of trade union activists, employers and journalists funded by the British Academy in Belgrade in 2008. We conclude by locating wild capitalism as an integral, rather than deviant mode of behaviour.

Robert, P. *TARKI Inc.*

Five Years after Graduation: Early Career Outcomes in Four New EU-member states

The paper investigates the situation of young graduates in four post-communist societies: Slovenia, Poland, Lithuania and Hungary. It is based on a recent data collection from 2008-2009 which targeted diploma holders who have completed their studies in 2002 / 2003, i.e. they are observed five years after they left higher education. The analysis focuses on the match between qualification and first / current job in objective and subjective perspective. It takes also into account early labour market experiences of the graduates such as mobility out of first job and experience of unemployment. Institutional differences with respect to OLM / ILM variation as well as the degree of EPL are taken into account. In the paper regression analysis is applied for modelling the early career processes in a multivariate context. The first model predicts the impact of gender, parental education, fields of study, length of job search on the match between education and first occupation. The second model refers to the match between education and current occupation, controlling for the education-occupation match in the first job. Results reveal that fields of study or parental education have stronger impact on the match between education and occupation in first job as compared to current job. Bad match in first occupation has strong and long-lasting effect on the match even five years after the graduation. Unemployment experience also decreases the odds for good match. There are marked country differences in the early career of graduates: Hungarian ones seem to struggle the most.

8th Sept 15 - 14:30

New conflicts and regulations in industrial relations **Pavilion Parade 101**

Conflict & Consent in Employee Relations **Chair: Paul Teague**

Oyum, L., Håpnes, T., Nilssen, T. SINTEF Technology and Society

Radical Consent: Norwegian cases of labour-management consensus on plant closures

Based on industrial relations theory and case evaluation of labour-management collaboration in two plant closures in Norwegian metal industry, this paper argues that proactive trade unions can offer a non-capitalistic strategic voice in radical restructuring processes if they have the necessary business knowledge which for decades have been perceived as managements' domain. This argument conflicts with traditional perceptions of trade union activism as a collective power trying to prevent managerial or capitalistic superiority over the running of business and hence working conditions and job security for the workers (Danford 2005; Huzzard et al.; 2004). Within this context we elaborate on two cases of plant closures where the trade union has been proactive in making the decision on closure. The argument was that the members would be better off with help to find new jobs or to reorient their competence than to be impoverished by job insecurity. The cases not only witness the collaborative character of the Norwegian industrial relations system on work-place level, but bring the system even further as the cases challenge the core purpose of union activity, namely the fundamental aim of ensuring jobs. We conclude by arguing that worker representatives must engage into gaining more business knowledge to be order to raise alternative strategies to managements' dispositions. This "democratic capitalism" can be gained by collaboration by the social partners, not only by means of agreements but as a way of practicing everyday collaboration on running the business.

Thill, P., Thomas, A. Centre d'Etudes de Populations de Pauvreté et de Politiques Socio-Economiques

Conflict vs. consensual agreement? Industrial relations facing the crisis in Luxembourg

The economic and financial crisis has had a considerable impact on industrial relations in Luxembourg. The trade union`s `We will not pay for your crisis` slogan has clashed against recurrent demands from the employers' side to foster supply-orientated economic policies to preserve national competitiveness. Government intervention through costly maintaining in employment policies and temporary part-time unemployment measures, has acted as a bulwark to circumvent the risk of rising social unrest. Luxembourg's consensus-seeking practices of social relations, embodied by neo-corporatist instruments of social dialogue acting as efficient cooperate advisory bodies to share responsibilities and provide ex-ante policy guidelines, have been challenged by cases of restructuring in most economic sectors while the financial sector as the post-industrial engine of growth and job creation is exposed to new risks. As a result, fundamental questions about Luxembourg's social model of industrial relations are raised. It is argued in this contribution that the traditional reliance on neo-corporatist structures to counter the repercussions of the crisis has not been abandoned. Although clashing ways to deal with the impact have become increasingly tangible, a basic agreement to focus on competitiveness and employment has been reached. In contrast to the stability of neo-corporatist instruments at the national level, the contribution also explores how Luxembourg's model of social relations is challenged by an increase of potential conflictive sources at company level.

Forsyth, A. Monash University

"Workplace Conflict Resolution and Dispute Prevention under Australia's New Fair Work Legislation"

This paper will examine recent developments in the legal and institutional framework for workplace conflict resolution in Australia. The primary focus of the paper will be on the functions and powers of Fair Work Australia (FWA), the new public dispute resolution agency established under the Rudd Labor Government's Fair Work Act 2009 (Cth). Experience in the first 12 months of FWA's operation (1 July 2009-30 June 2010) will be closely examined, in order to assess its effectiveness in resolving individual/employment and collective/industrial relations disputes. This will involve reference to the international literature regarding innovations in workplace conflict resolution, including those adopted in response to the changing nature of work and employment relations in many industrialised economies (see eg Lipsky and Seeber 2003; Colling 2004; Teague and Thomas 2008; Shulruf et al 2009). For example, while ADR-style approaches to workplace conflict have become increasingly common in countries like the USA and New Zealand, ADR carried out by private practitioners has not "taken off" in Australia despite various forms of policy support (particularly under the former Coalition Government). The reasons for this "failed experiment", and the preference of Australian employers, employees and unions for dispute resolution by a public agency, will be considered. Finally, the paper will locate its examination of the Australian conflict resolution scene in the broader context of Government and business initiatives to promote workplace cooperation and increase national productivity (including through dispute prevention).

New forms of contractualism in welfare and employment **Pavilion Parade 102**

Training Contracts **Chair: Alan Felstead**

Hoque, K., Kirkpatrick, I. Nottingham University Business School

Managing contingent professionals: emerging strategies in health and social care

In recent years there has been a marked growth in the number professionals working through employment agencies (Sako, 2006; Cam et al., 2003). This has created several challenges for employers, relating in particular to agency professionals' levels of commitment and corporate citizenship. In response, Fisher et al. (2008) argue that employers should adopt an 'internalisation' strategy, involving a 'special attention' approach (Koene and. van Riemsdijk, 2005), in which employability benefits (such as training and support) are traded for higher affective commitment. However, questions remain concerning the feasibility of this approach. Cost imperatives mean that line managers may face pressures to treat agency professionals as 'disposable' resources (Davis-Blake and Broschak, 2000). Additionally, the ambiguous legal status of agency workers means that neither recruitment agencies nor clients may be willing to accept responsibility for agency worker training and support. We contribute to these debates by exploring the management of two groups of agency professionals: nurses in NHS acute trusts and local authority social workers. Drawing on case study research focusing on three acute trusts and three local authorities, we find elements of a 'special attention' approach (including focused training, induction and support) in both sectors. However, the study reveals marked differences between health and social care in the resources devoted to this task. The concern that agency workers will accrue employment rights also hinders attempts to manage them more effectively. The findings therefore question the viability of 'internalisation' approaches and also highlight the risks of abandoning 'standard' employment models for professional workers.

Rainbird, H.N., Leeson, E. University of Birmingham

New forms of contractualism and the rise of the training function: the social care sector in the UK

One of the consequences of the contracting out of public services is the need for commissioners of services to assure the quality of services provided by contractors. Light argues that 'managed competition' can be very complicated and requires 'more rules, regulations and managers than straight public service' (2001:1168). In the social care sector, the Care Standards Act (2000) regulates the provision of care services and introduced statutory requirements for induction and foundation training, setting targets for workers and registered managers to attain National Vocational Qualifications (NVQs) to demonstrate workforce competence. Service providers must ensure that all workers receive training, supervision and appraisal and opportunities to attain further qualifications. Employment regulation has consequences for firms' labour strategies, record keeping and the competence of managers (Ram et al., 2001). In stipulating training requirements, the Act has consequences for the resources allocated to training, and for the development of training capacity, both within the organisation and the sector. In a feminised, low pay, low skill sector, these developments could be considered indicative of 'uncertain regulatory legitimacy' (Dobbin and Sutton, 2009). Drawing on Department of Health funded field research on institutional and organisational capacity for skill development in the social care sector, the paper examines whether the regulatory framework has created opportunities for assessors and trainers to expand their roles. Have they focussed on regulatory compliance or in promoting more expansive learning environments (cf Fuller and Unwin, 2004) to underpin a project of professionalisation (Bolton and Muzio, 2008) of their own highly feminised occupation?

8th Sept 15 - 14:30

Fairness at work - Pay and evaluation **Pavilion Parade 103**

Equal Pay **Chair: Mark Smith**

Olsen, W.K., Heuvelman, H. ,Gash, V., Vandecasteele, L. The University of Manchester

The Gender Pay Gap in the UK 2007

This paper examines factors associated with the gender pay gap in the UK using the 2004-2007 British Household Panel Survey, including cumulative work histories 1991+ cross-sectionally. The findings summarise the relative impact of different factors using a five-equation Structural Equation Model, SEM). The hourly-wage equation is of central interest. Additionally hours worked per week, career interruptions, and two other factors are dependent variables. Five main findings emerged. 1. Term-time working was the only form of flexible working that was associated with lower wages. Its impact was isolated on women. 2. Employer-funded training was more common among women than men during 2004-7 and was associated with 6% higher wage rates. 3. Wages were 14% lower when there was overqualification, i.e. formal education higher than the average in one's job. 4. Having a work history of family care or part-time work has a significant negative effect on current hourly wages. The negative effect of the years spent doing family-care work was about twice as large (pushing the wage downward) as the effect of the years of part-time work. 5. Some offsetting factors were discerned in the SEM model. We include in this study direct and indirect institutional and labour-supply factors. Of these, the association of the manufacturing and banking/finance sectors with low pay for women, and a high pay gap, is a significant contributor to the pay gap. The research was funded by the Government Equalities Office, and is available (Part 2; www.equalities.gov.uk).

Perales, F. University of Essex

"Specialized Human Capital, Occupational Sex-Segregation and Wages. Evidence from the British Labour Market"

Research has consistently demonstrated a negative and statistically significant relationship between occupational feminization and wages in industrialized countries. In the absence of an empirically supported alternative, pay differences between male- and female-dominated occupations have traditionally been attributed to societal mechanisms which have historically undervalued the work mainly performed by women. In recent years, empirical evidence from the United States and Europe has supported human capital theories based on skill specialization. However, these have yet to be tested in the contemporary British context. In this article we examine whether lower wages in female-dominated occupations in Britain can be explained by differences in specialized human capital, allowing for other potentially mediating observable and unobservable factors. We also explore the functional form of the relationship between occupational feminization and wages and estimate the contribution of occupational sex-segregation to the gender gap in wages. The analysis consists of ordinary least squares and longitudinal fixed effects models estimated using recent data from the British Household Panel Survey and the UK Labour Force Survey. Preliminary results suggest a non-linear, strong and negative relationship between occupational feminization and wages. The inclusion of unobservables and measures of specialized human capital approximates the relationship to the linear prediction, but fails to eliminate the wage penalties associated with female-dominated occupations.

Conley, H.M., Thornley, C. *Queen Mary University of London*

The Public Sector Funding Crisis and the Prospects for Equal Pay

Economic crises always hit public sector workers hard and the current recession is no exception. The reasons for this are firstly, the State holds a unique position as employer, paymaster and legislator and has used its power in these domains to influence national employment policy and practice. Therefore when 'belt-tightening' is seen as the order of the day the government usually leads by example. Secondly, because the public sector is labour intensive and incurs a large pay bill, cutting pay is often considered the main option to reduce public spending. However the State is the single largest employer of women in the UK and therefore cutting public sector pay has a disproportionate impact on women's earnings. Somewhat ironically, as legislator, the State also regulates pay equality for women. This combination of contexts is theoretically and empirically fascinating for sociologists of work and employment.In recent years the dynamics of equal pay in the public sector have come sharply into focus in local government resulting in circa 40,000 employment tribunal cases. Our paper examines these events from a number of empirical and theoretical dimensions. The paper draws on quantitative and qualitative data from a series of original research projects by Thornley, commissioned by public service union, UNISON, and British Academy funded research on gender equality in local government by Conley. The data are used to highlight the contradictions inherent in the most recent equalities legislation impacting on this sector and the threat to the future of pay equality.

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 203**

High Skilled Careers **Chair: Linda Walker**

Kokot, P. London School of Economics

'Slingshot Careers': Intersections of exogenous events and women's career advancement in Germany and the United Kingdom

This paper will present the results of an empirical feminist study, which focuses on women's experiences in elite professions in two national and two organizational contexts. More specifically, I ask how the experiences of career advancement of women partners in chartered accountancy intersect with exogenous events such as recessions, mergers and acquisitions and the demise of Enron and Arthur Anderson. Employing grounded theory techniques, this study is based on in-depth interviews with sixty female partners in chartered accountancy firms in Germany and the United Kingdom. Considering the low number and proportion of female partners in the industry, the high number of participants allows for rich insights into the day-to-day practices, challenges and opportunities these women encounter. The analysis presented in this paper shows how "slingshot effects" were experienced in different ways in different institutional contexts. One of the key points that emerged from the data was that women in the United Kingdom were much more concerned about external shocks to demand and hence performance than their German colleagues. In this paper, I argue that such narratives can be linked to employment regime theory in that employees' benefits in liberal market economies are understood to be a direct function of their marginal productivity. Meanwhile, women's experiences in Germany highlight how the supposed strong(er) ties between firms and workers in coordinated market economies disrupt and intercept the linearity between performance and benefits communicated in liberal market economies.

Guyonvarch,M., Flocco, G. Universite Paul Verlaine de Metz

Job insecurity, work uncertainties: From prosperity to crisis of financial system

The seismic and erratic changes in economic affairs since 2007 has had global and lasting reverberations on financial market activities, on firms and on work. Indeed, many firms have laid off employees and have used technical unemployment. It reinforces different forms of precariousness, generating various effects on workers. However, the aim of this paper is to set these current transformations in a longer term. It moderates the thesis which emphasizes the "break" caused by this crisis: work and employment destabilizations were ever visible before the financial market's collapse, precisely when they flourished. So, these uncertainties result from this recession but as much as anterior prosperity of finance capitalism.This hypothesis is based on two surveys among executives and high-skilled employees, made between 2004 and 2007 in different sectors of French economy (Management consulting, Energy, Research and Development in pharmaceutical industry, Telecommunication, Aerospace engineering), located in Parisian area. These surveys are in line with the sociology of work. They have compared a crisis situation (downsizing) with an ordinary situation of work. It shows that the idea of crisis has become a part of everyday life, because of the permanent tension generated by financial system. It leads to different kind of precariousness, even in competitive sectors of economy and even for highest-skilled employees, who are supposed to be well-adapted to these new demands.

Macky, K., Boxall, P. Auckland University of Technology (AUT)

The Relationships between Work Intensification, High-involvement Work Processes and Perceived Job Insecurity

Several writers have drawn on labour-process theory to draw a connection between work practices commonly associated with high-performance work systems (HPWSs) and the coercion and exploitation of labour (e.g. Ramsay, Scholarios & Harley, 2000; White et al. 2003). Others see largely positive benefits for workers from HPWSs, most notably Appelbaum et al. (2000). While there are problems with the definition of what constitutes a HPWS, and disagreement on the managerial practices contained therein (Boxall & Macky, 2009), there is potential for HPWSs to both intensify work (e.g. Orlitzky & Frenkel, 2005) and, through their association with organisational downsizing and redundancies (Iverson & Zatzick, 2007; Osterman, 2000), to heighten perceptions of job insecurity. This study explores these relationships using a national sample of 1016 New Zealand employees. Following Boxall and Macky's (2009) arguments, and drawing on the work of Vandenberg et al. (1999), employee involvement incorporates measures of power/autonomy, information provision by managers, rewards based on discretionary effort, and development opportunities. Work intensification measures include role overload, perceived managerial pressures on time, and hours usually worked. Where employees experience both increased involvement and heightened work pressures, we draw on social exchange theory to argue that such interactions create new job insecurities for workers; insecurities that also result in reduced organisational commitment, lower trust-in-management and a loss of trust in one's co-workers.

8th Sept 15 - 14:30

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 204**

Youth Employment **Chair: Sue Greener**

Bayard, S. University of Zurich

Noncognitive competences and the transition into vocational training in Switzerland

In Switzerland, a successful transition from school to vocational training is an important prerequisite to avoid later unemployment or precarious employment. However, almost a quarter of all adolescents fail at entering vocational training directly. Previous research showed that women or adolescents with a migration background are overrepresented in this group, even when controlling for school achievement (Haeberlin 2004). Little is known about the reasons of this overrepresentation. Theoretical considerations suggest that a lack of (perceived) noncognitive competences might be responsible for these unsuccessful transitions into vocational training. Against this background this paper investigates whether Swiss adolescents who fail to enter vocational training directly after compulsory school have less noncognitive competences than successful adolescents. It analyses further whether the observed transition disadvantages of adolescents with a migration background can be explained by teacher's stereotypic assessment of noncognitive competences. The analyses are based on the first and second wave of the Swiss Survey of Children and Youth (COCON), a longitudinal study of the development of social competences and educational trajectories. I make use of the cohort including 1255 adolescents who were between 15 and 17 years old at the time of the survey in 2006, 2007/08. The results show that noncognitive competences are relevant for the transition into vocational training. They indicate further that teachers' assessments of noncognitive competences are biased by group-specific stereotypes, which affect the transition of adolescents with a migration background negatively.

Davies, H. Sandiford, P.J. CISSU (Contract & Information Shared Services Unit)

Sandwich Year Placements as a model for addressing Information Technician analyst skills gaps within an NHS organisation.

This paper evaluates the use of student interns in IT within an NHS organisation. It contributes to debates on the impact that work based learning has upon organisations and how newcomers learn within an organisational community while undertaking work experience. The study draws on the interrelated concepts of apprenticeship, communities of practice, legitimate peripheral participation, socialisation and mentorship as an evaluation framework for exploring work based learning. The study took an ethnographic approach, combining participant observation, participants' reflective journals and semi-structured face to face interviews with relevant managers, the students and their university placement tutor. The findings suggest that student placements can help addressing skills gaps and offer numerical and functional flexibility. The approach to intern training through participation in practice under the guidance of an experienced supervisor enables the organisation to mould students to suit management requirements. This is not limited to technical training, but ensures participants understand any organisational language and become socialised to the values of the community and the context within which they are working. In addition, participants are an excellent potential source of skilled labour upon graduation provided the organisation continues to offer development opportunities and helps them to manage their careers. There are limitations to this model, namely that students may decide not to return upon graduation and their mentoring while on placement intensifies their supervisor's workload. In addition, there can be a tension between the learning needs of students and organisational demands and priorities.

Pavlin, J., Bernik, M., Maric, M. University of Maribor

Youth employment in Slovenia

The paper examines the problem of the employability of young people, who are seeking employment and are often without experiences that are required for the work place. The aim of this paper is to make a systematic review of activity levels movement and unemployment rates movement in the age group from 18 to 25 years, and the achieved educational level of people in this age group, all for years 2008 and 2009. In early 2009 the economic crisis has rigorously affected also Slovenia. Companies have implemented a number of measures to cope with emerged economic situation and to adapt to market conditions. One of these measures has also been eliminating jobs and reducing the number of employees. This has led to an expanding rise in the number of unemployed while the number of newly employed people has decreased. In the year 2009 the average length of seeking employment for graduates in Slovenia was 10 months. In this paper, are also presented programs for promoting youth employment that are carried out in Slovenia and which may reduce the number of unemployed youth.

New insecurities - precarious employment, flexibility and unemployment 3 **Pavilion Parade 303**

Latin America **Chair: Eugina Tronsco Leone**

Ramirez, P., Rainbird, H. University of Birmingham

Bringing skill formation into global value chain analysis: The case of the Chilean salmon industry

Global value chain (GVC) analysis (Gereffi et al 2001; Gereffi et al., 2005) has been developed to explore the changing nature of the insertion of economies in global production and distribution processes, focussing on the ways in which globalisation can lead to the upgrading of firms' capabilities. In relation to skill formation, social institutions influence the supply and regulation of labour, impacting on local firms' capabilities, skills and labour practices. In turn, firms inserted in GVCs serve as conduits for the diffusion of new technologies and new forms of work organisation. This creates contradictory pressures on governments to support infrastructural development to support skill upgrading, on the one hand; and to encourage labour market flexibility, with the potential to undermine it, on the other. Based on a literature review and interviews with key industry players, the paper examines the development of the Chilean salmon farming GVC, which is highly dependent on imported biotechnology and subject to international regulatory and dominated by national conglomerates and multi-national companies. The focus is on the historical development of the industry, and the demand for labour in different stages of the production process. The paper explores the interactions between national social institutions for learning, innovation and skills development, national organised interest groups, and the global forces shaping the development of firms. It concludes with an evaluation of the role of national social institutions in capability and skills formation, and the modes of learning from the international environment, and identifies the barriers to skills upgrading.

Poblete, L. IDES (Instituto de Desarrollo Económico y Social)

The Dependent Self-employed workers at the Public AdministrationThe case of the Contracts of Lease of Service in Argentina (1995-2010)

The Contracts of Lease of Service, restored as a regime of hiring for public administration in 1995, reinterpreted the self-employed category. In these contracts, the weight of contractual relation is exclusively assumed by the worker. The Dependent Self-employed workers are formally self-employed, but their conditions of work are similar to those of employees. These workers do not have a labour contract, but supply their labour to their contractor on the basis of a private contract. They are however economically dependent on the State, which is their principal contractor. The main goals of this research are, firth, the discussion of how the category of self-employed worker became a valuable tool for labour flexibilization in the 90s due to its ability to create labour relationships that are more flexible than those set forth by the labour reform. The second, the discussion of how self-employed workers deal with the precarious condition of their labour situation. The last goal is to comprehend how these "new" self-employed workers cope with social instability and lack of protection. By understanding how careers are structured we can comprehend the transformation of work representation in a labour market such as the Argentine one, which has undergone a dramatic changing process in the last 15 years.

Alvarez-Galvan, J-L., London School of Economics and Political Science

Service work and subcontracting in the new economy: call centres in Mexico City.

The aim of this paper is to examine how workers' experiences and employment conditions are affected by subcontractors' responses to the challenges of coordination and negotiation with client firms. In recent years, subcontracting has gained popularity as a mechanism to deal with the uncertainty of increasingly challenging business environments. Nonetheless, the practice of subcontracting also raises important concerns. Subcontracting might blur organizational boundaries, fragmenting employers' authority and affecting coordination between organizations. In other words, subcontracting might embody problems that, in practice, increase transaction costs and affect workers' experiences.This investigation is based on extensive information collected through 65 in-depth interviews with workers and managers concerning their work experiences in call centres in Mexico City. This industry is often seen as a flag-ship industry of the new economy, rapidly growing and subject to constant pressures for cost reduction. The Mexican case is also relevant as it provides a weak institutional setting where labour protection is low and business competition is largely unregulated.This research found that organizations seem to respond with up to seven different strategies to the challenges brought about by subcontracting: narrowing job designs; customer segmentation; contract for services; intense supervision; union avoidance; securing management loyalty; and reinforcing social divisions in the workplace. Very important, these findings suggest that a number of practices that were common in the old economy are still relevant in the organization of work in the twenty-first century.

8th Sept 15 - 14:30

Changing organisational forms and new technologies **Pavilion Parade 304**

Drug testing, E-commerce and ICT Know-How **Chair: Asher Rospigliosi**

Smith, C. University of Essex

New technology gone stale: evaluating and expanding on the position of testing employees for drugs.

Despite reports of increasing 'cultures of intoxication' (e.g. Bancroft, 2009) there is a lack of empirical or theoretical studies that attempt to explore the relationship between drug taking and work. An agenda towards employee health promotion (Goss, 1997) in the 1990's saw the technology of testing for drugs become an increasingly common organisational response (Coomber, 2003) to fears surrounding the effects of drugs taking on productivity and performance (HSE, 2004). Whilst such technology has not reached the projected levels of usage in contemporary workplaces (IIDTW, 2004), the current position of practitioner and academic literatures on drugs taking assume that the only possible relationship between drugs and work is harmful, detrimental, and debilitating to the labour process. In order to trace how such assumptions come to exist, this paper reports on a discourse analysis of the UK government policy surrounding illegal drugs taking and in particular how the 'drug taking subject' is constructed within these texts. In particular, the findings demonstrate why and how the taking of drugs has become problematic and significant enough to necessitate the testing of employees for drugs, despite sociological debates (e.g. Parker et al., 2001) that suggest there may be less 'problematic' forms of drugs taking that co-exist within narratives of work in the 21st century. In light of this analysis it is suggested that some forms of drugs taking may represent a public secret (Taussig, 1999) and therefore may exist in a subsumed space alongside narratives that problematise drugs taking in relation to work.

Sumanjeet, S. University of Delhi

Transformation of Labour Market in the Age of Internet and E-Commerce

As the impact of e-commerce becomes more widely felt through the community, its implications are becoming apparent to all sectors of society – even those which have hitherto tended to see the New Economy as irrelevant to their activities. Impact of computers and ICTs on business and economic growth and productivity in industrialized, and to a limited extent, in less industrialized countries, has been extensively discussed and documented. While some of these studies have shown that internet and especially e-commerce technology has positive impact on the business sector, doubts have been raised about its impact on macroeconomic growth, and labour market in particular. There are very few studies which have focused on the impact of Internet and e-commerce on the labour market. In fact, this domain of Internet activity has received relatively little attention. Therefore, it has become pertinent to analyze the implications of e-commerce and Internet on the labour market. The present paper seeks to analyze the impact of Internet and e-commerce on the labour market and also points out some estimation problems that the economists are facing in the intent and e-commerce environment. The paper analyzes the impact of e-commerce on employment, labour productivity, delivering job services skills requirement and content of trade unions.

McDonough, B. London Metropolitan University

An Ethnography of Experts Use of ICT at Work: Know-How versus Thematisation

The use of Information and Communication Technology (ICT) has become a familiar part of the world of work. And as technology in general becomes increasingly more and more sophisticated, ICT is in most cases, a means by which organisations and employers attempt to get everyday tasks in the workplace carried out more efficiently, saving on time and resources, and very often replacing some of the tasks carried out by experts themselves. I used ethnographic research methods to explore firsthand how my respondents, from a diverse range of backgrounds, use ICT in the workplace. Following this, I argue that experts' know-how demonstrates the kind of understanding that is fundamental for them to carry out their jobs, and is one which cannot simply be extracted and programmed into a system. Furthermore, I argue that any attempt to extract their expertise, results in providing a deficient mode of understanding and inferior way of carrying out the tasks at hand.

SUB PLENARY SESSION 5

Wednesday 8th September 2010 at 17:00 – 18:30

Global Human Resource Management **Grand Parade Sallis Benney**

Chair Jonathen Sapsed

Gilson, L., del Mar Bornay, M., Uhl-Bien, M. University of Connecticut

Leading Teams to Innovate through Creative Processes. The role of LMX and a Supportive Climate

Today's organizations are increasingly faced with the challenge of having to be creative and innovative (George, 2007; Nonaka, 1991). Due to the prevalence of teams in organizations, a great deal of a research attention has been given to their composition, processes, emergent states, and leadership (Mathieu et al., 2009). Research also has started to consider what makes teams creative (Gilson & Shalley, 2004). Most of the work has occurred in parallel streams, but some has linked team composition, leadership (Zhang & Bartol, 2010), and processes with creativity, however the results have been inconclusive. The purpose of this research is to develop and test an integrative model of team leadership, creative processes and innovation. Using a sample of R&D teams we build backwards and first explore the relationship between team creative processes and innovation. Next we examine the relationship between perceptions of a supportive climate and team creative processes. At the individual level research has found that individual innovative behavior is positively affected by support for innovation, but not by resource supply (Scott & Bruce, 1994).Lastly, we examine the role of team LMX on creativity as moderated by leader cognitive style and task interdependence. At the individual level LMX has been found to predict creativity (Tierney & Farmer, 2004) and prior work finds team LMX to be moderated by LMX variance and task interdependence (Liden et al., 2006); thus we test this in conjunction with leader cognitive style (Jabri, 1991; Kirton, 1976) on perceptions of a supportive climate and creativity.

Hesmondhalgh, D. University of Leeds

Quality of Working Life in the Cultural and Creative Industries

There has recently been substantial disagreement on the quality of work offered by the cultural and creative industries (Florida 2002, Ross 2009). This paper reports on research (Hesmondhalgh and Baker, 2010) which aims to intervene in these debates by examining what kinds of jobs and occupations are really on offer in this sector. First, we have interviewed and observed creative workers across a number of cultural industries (television, music and magazine publishing) and genres, whereas most previous studies have been confined to one particular cultural or related industry. Second, we have focused on workers' reports of their subjective experience of the quality of their working lives, and our observations of their work, but we contextualise these 'subjective' data by looking at the economic, political, organisational and cultural dimensions that shape and refract these experiences. While there is no space to offer a systemic account of structural causality, we draw on other work that would contribute to such an account, including our own previous research (for example, Hesmondhalgh 2007). Third, we seek to clarify the normative dimensions of creative labour. Put simply, in our view, neither the celebrants of creative labour nor the critical pessimists have been sufficiently clear about what constitutes good work and bad work, and this has inhibited debate and understanding about the meaning of contemporary creative labour. The result is a lack of political clarity about what forms better creative work would take, about what transformations and reforms are being implicitly argued for.

8th Sept 17 - 18:30

Pratt, A. King's College London

Reputation work/ The work of reputation

This paper outlines a hybrid conceptualisation of these processes that articulates to a third position: reputation. Here conceived of as a value of somebody/thing to a project: however, this value is derived from currency whose worth can only be interpreted with skill by those within the reputation community. Reputation is more than trust, it is expressive of value itself. The paper argues that reputation is a critical analytical lens for the new work; especially in the cultural sector.More generally, the paper argues that this provides us with a way to discuss the diverse 'values' of work that have become more salient in the employment relation, in work more generally; and, in economies. In many cases (the culture sector particularly) these reputation values are above and beyond economic values. This paper discusses how reputation can be seen to take on new significance in three particular ways. As I show, there is much work in making, maintaining and interpreting a reputation. The reputation 'economy' (defined as the monitoring of reputation value of individuals, companies and products) requires constantly renewal within an ecosystem of active agents. Moreover, it is situated knowledge (time and place). Absence from this ecosystem, or a decline in co-presence can lead to deterioration of knowledge and decline in reputation and ability to read the reputation of others.

Fairness at Work: Interrogating Wage Inequality:
Supply and Demand, Institutions and Social Actors

Grand Parade G4
Chair: Eileen Appelbaum

Steve Machin, Professor of Economics, UCL 'Changes in wage inequality in the UK over the last 40 years'

Gerhard Bosch, Professor of Sociology, University of Duisburg-Essen 'Low-wage work in five European countries and the United States'

Damian Grimshaw, Professor of Employment Studies, University of Manchester 'The minimum wage and egalitarian pay bargaining'

This special session on wage inequality brings together new research on wage inequality that explores the roles of changing supply-demand conditions, the effects of diverse country institutions and the pay bargaining strategies of trade unions and employers. It is an inter-disciplinary session with the aim of debating competing explanations from economics, sociology and industrial relations, as well as highlighting the lessons from comparative, cross-national research.

Steve Machin's paper explores the different episodes of the changing wage structure in the UK labour market over the last four decades: the 1970s witnessed reduced inequalities, albeit small in magnitude; the 1980s saw very rapidly rising inequalities, at all points of the wage distribution; changes in the 1990s were more muted but wage gaps continued to widen; and in the 2000s the UK experienced a rather different picture with rising inequality at the top end and levelling off at the bottom. Machin explains some, but not all, of these observed changes using the standard supply-demand model of the labour market. He also points to the declining impact of labour market institutions, which dovetails with changing market conditions to offer some additional explanatory power.

The role of institutions is further interrogated in a comparative, cross-national framework in the paper by **Gerhard Bosch**. Analysing research findings on Denmark, Germany, France, the Netherlands, the UK and the US, Bosch shows that the incidence and conditions of low-wage employment in each country are determined by a set of institutions, including minimum wage and active labour market policies, tax and social security systems and collective bargaining. He argues against the presumed natural trade-off between employment and wage inequality: active labour market policies and institutions that impose 'beneficial constraints' can facilitate both improved conditions at the bottom of the wage distribution and higher employment rates.

Finally, the question of how social actors shape wage inequality is addressed in the paper by **Damian Grimshaw**. Drawing on the results of a 5-country European study, Grimshaw explores how employers and trade unins adapt their pay bargaining strategies for the lowest paid in response to changing minimum wage systems. Do social partners argue for a 'ripple effect' when the minimum wage increases by sustaining a gap between the minimum wage and the lowest paid covered by the collective wage agreement? Does minimum wage policy complement or conflict with union pay equity strategies? Can an individual employer sustain a pay gap in the absence of a wider industry pay agreement? Exploration of these issues highlights variation by sector and country, reflecting product and regulatory conditions as well as varying union and employer strategies.

8th Sept 17 - 18:30

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Ethnicity and Employment **Chair: Maggie Ussery**

Blommaert, L., Van Tubergen, F., Coenders, M. Utrecht University

Implicit and explicit interethnic attitudes and discrimination in hiring procedures: The role of time pressure

Previous research has shown that (a) the extent to which implicit and explicit interethnic attitudes are correlated, and (b) the extent to which implicit and explicit interethnic attitudes influence interethnic behaviour vary considerably. Currently, social scientists are therefore studying under which conditions implicit and explicit attitudes correlate and under which conditions they predict interethnic behaviour. This paper aims to contribute to this body of research by studying the influence of time pressure on the relations between implicit and explicit interethnic attitudes and discriminatory behaviour in hiring procedures. Hiring procedures generally involve processing large amounts of information quickly and alongside other tasks. Such conditions are thought to be conducive to implicit mental processes and decrease the controllability of explicit attitudes. We thus expect time pressure to increase the importance of implicit attitudes and decrease the importance of explicit attitudes regarding their influence on interethnic behaviour. We test this expectation using data from a laboratory experiment (n=300) consisting of three elements. (1) A questionnaire measuring explicit interethnic attitudes and relevant background characteristics. (2) An Implicit Association Test, measuring implicit interethnic attitudes. (3) A recruitment test in which participants were presented with 2 job descriptions and 2 sets of résumés representing 24 fictitious applicants, who systematically varied with regard to ethnicity, gender, education and work experience. Participants distributed over three time pressure conditions (no, little and considerable time pressure) graded the résumés and selected 3 'applicants' for an interview. Discriminatory behaviour is measured by participants' ethnicity-based preference for applicants.

Li, Y., Heath, A. Manchester University

The social mobility of minority ethnic groups in Britain (1972-2005)

In Britain, there has been a great deal of research on mainstream social mobility but very limited research on minority ethnic mobility. The latter also presents a special challenge as it seeks to understand how the British society is achieving, or deviating from, the meritocratic ideal not only in class but also in ethnicity domains. Do standard class theories apply to the ethnic mobility research? To what extent are minority ethnic mobility profiles different from or similar to those of the White British? Is their situation deteriorating or ameliorating over time? In this study, we use data from the General Household Survey from 1972 to 2005 to address the research questions. We standardise key variables on ethnicity, parental class, and respondent's own class. In addition to loglinear and unidiff models, we also conduct conditional mixed process models. All main minority ethnic groups are included: White, Black Caribbean, Black African, Indian, Pakistani/Bangladeshi, Chinese and Other. We differentiate four periods: 1970s (1972-79); 1980s (1980-89); 1990s (1990-1992) and 2000s (2005). Overall, we find improving social fluidity overtime for Whites and the 2nd generation minority ethnic groups but the trends are less certain for the first generation. Indians and the Chinese are doing well but Black Caribbean men are falling behind. Pakistani and Bangladeshi mobility trajectories are marked by significant disadvantages. On the other hand, origin class affects minority as well as majority ethnics to a similar extent.

Robinson, G. University of East London

Race and its significance for black people as managers (BPM) in work organisations.

Black people as managers (BPM) in organisations are not a homogeneous group. Their experiences are shaped by work organisations practice on race and how BPM 'manage race'. The paper will examine BPM experiences through how they manage race in organisations'; BPM understanding and practice as managers, how they identify themselves, and their strategies within organisations practice of 'racelessness'. BPM describes themselves as black managers (BM) or managers who are black (MB). Through their different identities BPM develop strategies based mostly around race, however gender also intersects with race. MB are labelled conservative and paternalist, whilst BM are labelled pragmatist and radical in their strategies and activism in managing race. The different views of BPM shape their relational outcomes with work organisations. The paper will also suggest a way forward for organisations to open up pathways for discussion on race.

New inequalities – Ageing, ethnicity, gender and disability 2 **Grand Parade 204**

Women in Law, Academia and Engineering **Chair: Judith Glover**

Hassanzadeh, S., Clarke, L., Michielsens, E. University of Westminster

'Gender Disparity in 'Male-Dominated' Professions; the Cases of Engineering and Law in Iran'

This paper aims to identify mechanisms affecting female integration in legal and engineering professions in Iran. Despite low levels of female participation in both professions, law is heading towards an 'integrated' occupation at a faster rate. This paper uses primary data from interviews and surveys of key policy players, employers and female employees and analyses the nature of gender disparity within the two case study professions. It identifies obstacles to gender parity and explains differences in the nature of the two professions. Preliminary findings suggest that gender disparity levels may be explained by three factors:First: restrictions imposed on women gaining access to higher education; greater gender imbalance for female engineering students could be the result of the higher gender quota for males and limited availability of universities offering this subject to females; these restrictions are less evident in law.Second: implementation of 'societal' and 'labour market' policies reduces stereotypes against women's labour market participation; public perception of female lawyers and engineers is becoming more positive, with lawyers leading the way.Third: organisational constraints on employing women; the compliance of dominant types of employers with state, 'work-life balance' policies and employees' selection criteria in the dominant employment sector of each profession. In the paper, a link is drawn between the gender disparity in higher education and the labour market and it is proposed that there is a similarity between mechanisms controlling women's access to higher education and those which control their integration into the 'male-dominant' labour market of both professions.

Johansson, M., Sliwa, M. University of Essex

Transnational female academics in UK Higher Education: institutional changes and individual realities

Internationalisation constitutes an increasingly important feature of UK Higher Education. Especially, in the light of government plans to reduce funding, international expansion is seen by British universities as a crucial driver for continued growth. In addition to recruiting students from different countries, HE institutions also employ greater numbers of international staff. With these changes affecting contemporary academia, we argue for the relevance of a study that looks at their material effects on an institutional and individual level.In this paper, we focus on a particular group within the British workforce, namely non-national female academics working in business schools. We draw upon relevant literature and fieldwork research to offer conceptual and empirical insights into the experiences of this category of employees.The paper adopts a qualitative methodology, based on semi-structured interviews with 30 foreign female academics, all of whom are non-native English speakers. The places of origin of the participants include African, Asian and European countries. The sample covers academics at different levels: Lecturers, Senior Lecturers, Readers and Professors. The findings suggest that foreignness and gender have an impact upon the work realities of this particular group. Moreover, being a foreign female academic constitutes a distinct conceptual category, allowing for a more theoretically sophisticated explanation of individual experiences than when foreignness and gender are addressed separately.In the discussion, we point to the importance of considering the issues related to the employment of international academic staff, and the gender aspect of this phenomenon, by researchers, employing institutions and policy makers.

Walsh, J. King's College London

"Gender, Diversity and Barriers to Career Progression: An Examination of Women Lawyers"

The career and organisational experiences of women are issues of major concern for the future of the professions and professional service organisations. In respect of the legal profession only 22 per cent of partners in private practice law firms are women despite the fact that women form the majority of law graduates and new entrants to the profession. At the same time the legal profession is renowned for its tradition of long hours and the inflexibility of its work arrangements. Indeed the American sociologist – Cynthia Epstein – has labelled modern law firms as 'greedy institutions' due to the time-intensive nature of their professional work cultures. Drawing on new survey data, the aim of this paper is to examine the perceptions of women lawyers regarding their career and promotional opportunities and to identify the range of factors that influence such perceptions. Account will be taken of the nature of organisational work-family/life cultures, the perceived availability of flexible working and the presence of mentoring arrangements. The impact of employment characteristics, such as type of law firm in which a woman works, length of professional tenure, job demands (e.g. working hours) will be ascertained, as well as the effects of personal characteristics, such as a woman's marital and motherhood status. Overall the objective of the analysis will be to identify both the barriers to, and facilitators of, women's progression in law firms. The paper will contribute to debates on the sociology of diversity and inclusion in the professions and professional service organisations.

8th Sept 17 - 18:30

Conceptual Frameworks and Theoretical Controversies **Grand Parade Dance Studio**

Employee Value and High Performance Work **Chair: Lew Perren**

Gahan, P., Harley, B., Sewell, G. Monash University

How Do 'High Performance Work Systems' Deliver? Towards an Explanatory Framework

Based on the findings of a large and growing number of (mostly cross-sectional) studies, it is generally asserted that 'high performance work systems' (HPWS) have a positive and significant effect on organisational performance. Although HPWS have attracted some critical investigation from labour process scholars, it is generally asserted that these performance gains arise through the positive impact of HPWS on employee effort and motivation, particularly through increasing employee discretion and commitment. Yet, there is little empirical evidence about the processes through which HPWS generate these positive effects on organisational performance through employees. This paper therefore provides a critical review of the HPWS research and proposes a conceptual framework for explaining how such practices deliver organisational outcomes through employee attitudes and behaviours. Drawing on recent developments in the sociological theory of 'social mechanisms', this framework provides a way of making sense of the causal processes that allow HPWS to generate different organisational outcomes. The critical insight drawn from this work highlights the constitutive role of the social and political context of the employment relation in setting limits on the extent to which HPWS deliver mutual gains. Moreover, this framework provides a useful means to explain a number of paradoxes noted in the HPWS and related literature on labour-management partnerships, concerning the questions of when and under what conditions particular employee and organisational outcomes emerge. This involves consideration of how particular features of organisations, jobs and employees interact to provide conditions conducive to different types of workplace outcomes.

Francis, H., Reddington, M. Amati, C. Edinburgh Napier University

Redirecting and reconnecting theory: employer branding and the employment 'deal'

As organisations face tougher competitive pressures and international labour markets, they are increasingly drawing on marketing principles to project a positive image of their organisation as a good place to work, articulated in the form of an employer brand promise, 'deal' or EVP (employee value proposition). These include what the organisation is formally prepared to give (e.g. pay, benefits, meaningful work etc.) and what it expects in return (e.g. discretionary effort, initiative etc.). EVP and related concepts are largely practitioner-led and, while an increasing number of employers are embracing these, there is little research on how EVPs are designed and embedded to help create and articulate the deal, especially as a means for addressing inherent tensions within the employment relationship. Our paper presents a processual framework of EVP, drawing on a multi-disciplinary perspective that gives greater credence to the emergent and dynamic properties of EVP. It is argued that this provides fresh insights into the role of managers in reconciling tensions stemming from the need to create conditions that both generate and maintain motivation, commitment and a trusting relationship with employees, and that treat employees like units of production. The model synthesises practitioner and academic writings, informed by ongoing debates about evidence-based practice, and a way of working that we describe as Research-based Consultancy© (Francis, Reddington and Amati, 2009). The conference paper focuses on the theoretical framework of EVP and some initial findings regarding its contextualisation within a major UK-based financial services firm.

Gilson, P., Marks, A,. CT Center for Entrepreneurship and Innovation

The Battle for Corporate Control

The relationship between founders of start up companies and external investors often involve complex shareholder structures. The research in this paper develops a game theoretic structure to analyze these relationships and hypothesize when these complex shareholder structures will be used and measures who benefits from their use. In addition, the model explains situations where dilution of the founder's initial shareholding is beneficial to the founder.

Global Human Resource Management & the Changing Face of Work **Grand Parade 150**

Training **Chair: Philip O'Connell**

Fontinha, R., Chambel, M.J. Lisbon University

Training and the Commitment of Highly Skilled Outsourcing Workers: Psychological Contract Fulfilment as a Mediator

Managing outsourcing workers is a major issue of concern for both researchers and practitioners. However, research on highly skilled outsourcing workers is still sparse. These workers establish two different employment relationships, one with the outsourcing company and the other with the client company where they daily work. In this study, we focus on training, which can be a particularly relevant human resource practice for these workers, since it is a crucial method of skill development. Relying on previous research on traditional employment, we hypothesize that the training provided to highly skilled outsourcing workers is significantly related to their organizational affective commitment, especially due to the nature of their career motivations. Additionally, we considered that it is crucial to focus on the employment relationship's state, which lead us to assess if the relationship between training and affective commitment is mediated by the psychological contract fulfilment.Our predictions were tested on a sample of 185 highly skilled outsourcing workers from the Information Technologies sector. Data showed that employees who considered that they were receiving good training opportunities have a greater organizational affective commitment with both the outsourcing and the client companies. This significant positive relationship is mediated by the perceived fulfilment of balanced and relational psychological contracts, by both organizations. Transactional psychological contract did not have a mediating role between these variables. This study develops implications for contingent employment and human resource management research. It also provides relevant indicators for practitioners concerning training strategies.

Felstead, A., Green, F., Jewson, N. *Cardiff University*

Is training recession-proof? Emerging evidence from the current recession

In 2008 the UK entered the deepest recession since at least the Second World War and arguably since the 1930s. Output has fallen quicker and has reached far lower levels than in more recent recessions. This has resulted in unemployment rising (albeit slower than expected), total working hours declining, part-time working rising and earnings stagnating. However, relatively little is known about how workplace training and learning activity have fared. In the absence of this evidence, policy-makers and commentators have frequently referred to previous research on the effect of the 1990-1991 recession on training (Felstead and Green, 1994). This paper is based on an ESRC/UKCES funded project which aims to update and extend previous research in the light of the current economic downturn. The project adopts a mixed method approach which includes: reviewing existing published academic and policy evidence; comparing the results from Labour Force Surveys carried out over the last twenty years; and carrying out telephone interviews with employers towards the end of the recession and again during the recovery. The paper will present some preliminary findings, including those emerging from qualitative follow-up interviews with employers who took part in the National Employer Skills Survey 2009 and provided survey evidence on the early effects of the recession. These interviews will begin in May 2010. The aim of the paper will be to promote discussion about a timely and significant aspect of the labour market which has received little coverage in either the academic or policy-making literatures.

8th Sept 17 - 18:30

Emotional and aesthetic labour - Work Health and Wellbeing **Grand Parade 250**

Women & Gender **Chair: Vicky Richards**

Watson, R. Leeds Metropolitan University

Leisure's lost potential: Why does women's work (still) keep their leisure off balance?

Taking issue with the fact that women do more work and as a consequence, have less leisure (than men), is not, on the face of it, a new concern. Women have to make time in order to spend or enjoy it; if and when they create time and space for themselves women's leisure is complex and contextual. In contemporary life, much of women's leisure can be considered as a form of disciplined 'downtime' as opposed to opportunities for letting go. The rhetoric of work-life balance policy initiatives arguably requires a renewed jolt. Building on previous work by feminist leisure scholars, in the UK, the US and Australia, new insights are offered here on the emotional and aesthetic labour that women engage in during their leisure time, from care and emotional support giving (women's work for others) to aesthetic production and consumption practices (women's work on the self/herself). The heterogeneity of women, women's lives and their diverse experiences are given careful consideration; nonetheless, empirical evidence is included in the paper to illustrate that women are (still) doing more types of work to the detriment of their leisure. Elusive 'free' time and space represent spheres of further labouring, explored across different aspects of women's leisure and disciplinary discourses of emotional and aesthetic 'improvement'

Rouse, J. Manchester Metropolitan University

Business, babies and breasts: embodiment of entrepreneurship after childbirth

Under capitalism, production and reproduction have been established as separate spheres, practised in different times and places, originally with men specialising in productive labour and women in reproductive labour. Women's rising rates of employment has created a serious threat to this divide: how could the species be reproduced, women retained as labour and the divide preserved? Maternity leave was a major element of the solution. It is widely presented as a benevolent means of allowing women a break from productive labour. However, it is also a means of reproducing the public/private divide: it hides the demands of reproduction from the productive sphere, reinforces the notion of productive work as essentially masculine and reproduces the sexual division of domestic labour on which capitalism depends.In entrepreneurship, arrangements between productive and reproductive labour are somewhat different. The self-employed in Britain are not entitled to maternity leave and employed business owners finds it difficult (or are not motivated) to postpone market relations for a leave period. In this paper, I draw on a longitudinal, qualitative study of maternity in small enterprise supported by the Leverhulme Trust to describe experiences of embodying new motherhood in entrepreneurship. I identify sites in entrepreneurship in which embodiment of a non-reproductive body is demanded and settings that are more yielding. I also outline the strategies (including emotional and aesthetic labour) employed by female entrepreneurs to organise business in relation to their post-natal (often lactating) body and the demanding body of an infant.

Casaca, S.F. Technical University of Lisbon

Interactive service occupations and emotional labour in Portugal

The paper lays emphasis on the issue of emotional labour by analysing the job requirements and the working conditions in services with a high customer orientation. It draws on a gender-sensitive approach and stresses how gender is embedded in emotional labour. The empirical information has been obtained from interviews with workers, managers and trade union representatives, as well as from a questionnaire given to women and men working in the retailing sector (large groceries) and in the call centre industry. Data result from two wider projects carried out in the country, both funded by the Portuguese Foundation for Science and Technology, on employment restructuring and gender relations.Some similarities between both occupational groups (cashiers in retail and call centre agents) are outlined, such as: the high presence of female workers; the high levels of job turnover and precarious contracts; the flexible working time schedules; the job requirements, mainly based on the so called soft skills; the working conditions and some resemblances to some characteristics of the taylorist model of organisation; the training contents aimed to standardise workers' behaviour and/or communication with customers and to induce the appropriate emotional management of the worker; and the high levels of job strain, stress and emotional pressure. However, as far as the subjective dimension is included into our analysis, a more complex picture is found, with diverse and ambiguous subjective perceptions being identified in relation to work and employment conditions, and the degree of frustration or gratification associated with the way how emotions are managed.

PAVILION PARADE SESSIONS

China - Employment relations in Chinese firms at home and abroad **Pavilion Parade G7**

Chair: Jieyu Liu

Koo, A. The Hong Kong Polytechnic University

Teachers in migrant schools: Care workers who have low status and low income in Chinese cities

Past studies of rural-to-urban migrant workers in China have concentrated on the exploitative employment relations in manufacturing factories and construction sites. Without an official status in cities, and generally having low level of education and skills, most migrants were forced to take labour jobs with very low incomes. In this research, I examine a neglected group of migrants who teach in privately-run schools that serve migrant children in cities. Traditionally, teacher is a respectable occupation in China. They are expected to be knowledgeable, competent, dedicated and good models of behaviour. They are supposed to enjoy high status and to be regarded as a kind of profession in society. However, in my research, these migrant teachers have less respect and poor wages. Similar to other migrant workers, they have inferior status and have been socially excluded in cities. Besides, education, as one of the major types of care work is being devalued in the market economy. Teaching work produces public goods, rather than private goods, which are not easily reflected in the immediate value of the production. These two conditions make it easy for the employers (school principals) to extract additional surplus value from these migrant teachers. Such circumstances help to explain the poor material and social conditions of this group of care workers in China.

Cao, X. Middlesex University

Chinese Medicine Doctors' Association: A new actor of industrial relations?

This paper draws on research in the development of the CMDA (Chinese Medicine Doctors' Association), with evidence from the organisation's national body and its activities in two Chinese hospitals. The research addresses the question of whether the CMDA has developed sufficient strength as a new actor in the industrial relations system in China's healthcare services. The paper reviews the increasing presence of the CMDA on the issues of doctors' training and education, professional certification, self-discipline and ethical issues. In recent decades, whilst Chinese employers have been benefited from government's marketisation policy and neo-liberal perspective, workers have become more conscious to protect themselves because of the rising level of conflict. In contrast, the ACFTU (All China Federation of Trade Unions) is increasingly under pressure because of its inadequacy of representing members independently. As a result there has been a growing need for 'new actors' of industrial relations, and the call for new organisations in defending workers' rights. An important function of the CMDA is to develop Chinese doctors' network and to help defend doctors' own interests, which potentially may help its members to develop the collective awareness and group behaviour. The paper reveals that although there are political limitations for developing independent unionism in contemporary China, the CMDA has become a very important actor in the health services as its potential is significant for Chinese doctors to develop their collective identity and resistance in the near future.

Tai, H-H., London School of Economics & Political Science

Uniform, Strike, and Presidential Election: the Identity at Work in Taiwan

Relationships of management and labour were regarded as' family' rather than employment relations in Taiwan, so how workers identify themselves at work is quite interesting. People might consider themselves as the owner's partners but rarely think about their subordinate status. This study examines how identity of workers is formalised in Taiwanese workplaces. A qualitative case study was conducted between July 2003 and December 2007 with participant observation and in-depth interviews in a privatised company with the largest single-plant trade union in Taiwan. Three occasions are discussed: wearing uniform off duty, participating in a strike, voting in the presidential election of trade union. Firstly, uniform is not only a managerial means, but also a symbol of pride. Employees wear it off duty as well since they feel proud of being a member of the company, but wearing the union's t-shirts in the workplace gets common. Secondly, joining the strike is the time to show workers' unity, and even their family members participate. Thirdly, the direct election of the trade union president lets members enjoy privilege to decide their collective leader whilst the voting rate tells their supportability. To conclude, the identity at work is a mixture of workers' daily activities and interactions with colleagues, whilst the trade union plays an important role of generating labour identity through workers' involvement in various events. Workers gradually have a sense of 'us' as labour and 'them' as management rather than the only 'us' as labour and management in the workplace.

8th Sept 17 - 18:30

New conflicts and regulations in industrial relations 2 **Pavilion Parade 101**

Gender, Leaderhip and Organisation 1 Chair: Gill Kirton

Hansen, L.L. Roskilde University

Women's Trade Union Leadership and the Reproduction & Transformation of Gender Inequality

This paper concerns female trade union leadership and gender equality policies in the Danish and the British labour movement. It discusses the dilemmas and barriers female trade union leaders meet, and the different position possibilities they have as female leaders. Its focus is on how meanings of gender and trade union leadership intersect and influence both female leaders' practices and gender equality policies in ways that contribute to the reproduction of gender inequality. On the other hand, it will also discuss openings, breaks and strategic alternatives. The aim of the paper is twofold: to discuss why gender inequality is so persistent in the Danish labour movement, and to discuss strategies for change. I want to add a fairly new research approach based on discourse analysis to research in gender and leadership in trade unions. The discussion draws on research carried out in the Danish Confederation of Unions (the Danish LO) over a four year period (2000-2004). The research focus is on gender equality agency in the LO and the affiliated trade unions and on the Starlet Programme which is a new network and leadership course for younger women. Moreover, in order to critically discuss strategies for change a comparison is made with the British union UNISON. In the concluding discussion I will also include research on fair representation and gender equality in the Danish trade union 3F carried out by Hansen & Scheuer 2005-2007.

Pochic, S., Guillaume C. Centre Maurice Halbwachs

Breaking the union glass ceiling : how women make it to the top ?

In France like in other countries, women remain under-represented among union officials. Numerous studies have explored the causes of this under-representation. By contrast, in this communication, we want to analyze the structural, organizational and individual factors that have allowed a certain number of women to move up the union ladder, becoming regional or national leaders. We will also investigate the perceptions they have of their union role and of their future within or outside the union movement. In our study we will articulate different levels of understanding to explain this on-going, albeit still difficult, feminization of union leaders. First we will look at the evolution of the CFDT and the new routes that have been opened up for different profiles of activists, including women. The switch to an "organizing model" has indeed allowed the development of specialised positions that have been offered to young officers, women and ethnic minorities, to fit with the 'like recruiting like' principle. Second, we will explore the impact of the equality policies set up by the CFDT since 1982, especially at the national level where their effects are more visible, even if women officers still have greater difficulty in penetrating "prestigious" domains such as negotiation, management and political action. Finally, we will look at women leaders and their union experience. We will describe both their strategies to cope with the role and gain legitimacy and also their difficulties. We will then question the issue of leaders' retention in a context of a rather high level of turn over.

Wright,T. University of London

Gender, sexuality and trade union experience in male-dominated industries

This paper examines the relationship between women working in traditionally male-dominated occupations and their trade unions. Trade unions may provide one source of support for women experiencing difficulties in a male-dominated work environment, but their trade union is highly likely to be equally male-dominated. Drawing on recent research examining the experiences of women working in the UK transport and construction industries, this paper considers: a) the attitudes of women to trade unions in their sectors or organisations; b) women's perceptions of trade unions as sources of potential support and the experiences of those who have sought union assistance; c) the experiences of women union representatives in male-dominated unions; and d) women's attitudes towards, and participation in, specific union structures for women and for lesbian, gay, bisexual and transgender members. The research included in-depth interviews with both heterosexual women and lesbians in male-dominated work, which allows an exploration of how gender and sexuality interact: for example, lesbians may not always find that their unions offer adequate support or understanding in the face of workplace homophobia, despite their espoused policies. Joan Acker's (2006) notion of inequality regimes, which provides a framework for analysing the dynamics of gender, race and class in organisations, and can also be extended to include sexuality, may be helpful here in understanding the ways in which male-dominated trade unions can marginalise women or sexual minorities. ReferenceAcker, J. (2006), "Inequality Regimes: Gender, Class, and Race in Organizations", Gender & Society 20(4): 441-464.

New conflicts and regulations in industrial relations **Pavilion Parade 102**

Exploring Partnership in Practice **Chair: Antony Forsyth**

Cooney, R., Sewell, G. Monash Unviversity

Establishing Partnership. The failure of coalition building in an Australian workplace.

The development of union-management partnerships at the workplace have been promoted as a significant workplace reform initiative. The promotion of such partnerships is seen as a way of overcoming adversarial workplace relations and of promoting changes in the culture of the workplace that lead to the smoother introduction of productivity enhancing workplace practices. This paper examines the politics of the establishment of partnership at an automotive manufacturing firm in Australia for the implementation of the firm's Global Production System (GPS). The paper applies the typology developed by Edwards et al (2006) to conceptualise the competing interests of management and labour in the development of partnership, but notes that this must be complemented by reference to the idea that productivity enhancing workplace practices have their more rational and more normative elements (e.g. the 'hard' and 'soft' elements of TQM) and that the former may be implemented without much reference to the latter.The paper finds that despite the firms' success in the implementation of the more rational elements of the GPS, the development of partnership failed as each side engaged in the usual shopfloor battles for control in the workplace. Partnership, in this case, turned out to be limited and contingent upon the delivery of the GPS. ReferenceEdwards, P., Belanger, J., & Wright, M. (2006), The Bases of Compromise in the Workplace: A Theoretical Framework. British Journal of Industrial Relations, 44(1):125-145.

Flecker, J., Hermann, C. FORBA

Liberalisation of public services: Boosting precarious employment in Europe?

What strategies do companies adopt in view of liberalisation and privatisation of public services in different European countries? What are the consequences for employment and working conditions? Do these changes boost precarious employment? The European research project PIQUE on six countries (Austria, Belgium, Germany, Sweden, Poland and UK) and, in particular, a series of 23 company case studies in four sectors (electricity, postal services, local public transport and hospitals) provide answers to these and related questions.The findings show that although companies have responded in various ways to liberalisation and marketisation of public services (strategies include mergers and acquisitions, increase in private ownership, investments abroad; reduction of production costs through concentration, outsourcing and the introduction of new technology etc) the main and most widespread reaction is cutting labour costs. This is achieved through layoffs, wage cuts and fragmentation of employment. In this process liberalisation policies result in growing precarious employment in some public service sectors in some countries. For example, the previously highly protected postal services in Germany and Austria run the risk of becoming low-wage sectors without or with low levels of employment protection.The contribution discusses this trend by presenting case study evidence and by analysing the interplay between the regulation of public sector markets on the one hand and the respective labour market institutions on the other. This analysis shows clear country differences which however do not conform with the usual welfare-state and industrial-relations typologies.

Kinge, J., Sayce, S. University of East Anglia

Who is making the decisions? Evaluating the level of influence that social partnership arrangements in the NHS provide trade unions and their membership.

This research has utilised a case study approach in four NHS Acute Trusts to investigate employee's experiences of partnership where a social partnership model was set up to facilitate cooperation between government, management and trade unions. Pateman's (1970) participative theoretical framework is used to evaluate the partnership rhetoric about joint governance in the NHS and as such the paper evaluates to what extent the partnership approach developing within these four NHS trusts in England could be described as industrial democracy or full participation where 'worker representatives have equal power to determine outcomes in the decision-making process'. (Pateman 1970: 68, Sayce and Gold, 2010).The findings suggest that the NHS initiative is management led employee participation but dressed up in partnership clothing. The study however identifies improvements in relationships that could signify 'partial participation', where workers representatives influence the decision-making process, and it could therefore be argued that the approach could yield full participation over time. Partnership certainly has the potential to develop stronger and more cooperative relationships between key management and trade union players but to what extent these improvements lead to more influence for all employees is questionable based on the multi-method evidence of 543 employees and 49 respondents.

8th Sept 17 - 18:30

Fairness at work - Pay and evaluation **Pavilion Parade 103**

Valuing Work **Chair: Jill Rubery**

Heen, H. Work Research Institute

Work, value and money: An explorative study of the meaning of work within and outside the labour market.

Norway is known to have generous welfare arrangements, which is assumed to negatively affect people's willingness to take on or stay in paid work. However, paid work has a value beyond earning a living; a large proportion of Norwegians say they would keep their job even when paid work is not necessary to provide an income.This presentation will discuss what paid work means to people both within and outside the labor market by contrasting the meaning of paid work with unpaid work in the family and in voluntary organizations. A particular focus will be directed towards on the significance of money and the question of how pay or lack of pay influences the subjective value and meaningfulness of the work. The empirical base of the discussion is a qualitative study of persons in different positions in relation to the labor market: people in ordinary employment, self-employed, house-wives, people who are unemployed and people who temporarily or permanent are on various forms of social benefits.

Martin, B. The University of Queensland

How valuable is my work? Conflicting frames in valuing the work of aged carers

Paid care ('social care') workers are often found to have low pay satisfaction, usually assumed to be due to the 'care penalty' which means that they are paid less for their human capital than other workers (even controlling for gender). In Australia, there is much less evidence of a care penalty amongst aged care workers than in some other societies. However, pay satisfaction is strikingly low amongst Australian aged care workers. This paper seeks to understand this paradox, and its wider implications. It uses mixed method data from a national study of Australian aged care workers. Analysis of qualitative data shows that many aged care workers use normative frameworks from the social spheres of community and family to evaluate the importance of the work they do, and therefore its value. However, their actual pay largely reflects the market value of their labour, and pay dissatisfaction results from the disjunction between the two valuations of their work. The extent of this disjunction may be reduced to the extent that workers adopt economic sphere identities (e.g., 'professional' or 'wage worker'). A national survey of Australian aged care workers is used to analyze the impact on pay and job satisfaction of any 'care penalty' and of proxies for economic sphere identities, controlling for employment variables. The paper considers the significance of the results for the recruitment and retention of care workers, and more widely for occupations where there is a disjunction between the normative social value of work and its economic valuation.

Smith, M.R. Australian National University

Incentives, the theory of pay, the compensation practices of large financial institutions, and the recent financial crisis

There is a large literature on the design of pay systems. There is an equally large literature on whether and when the separation of ownership and control in publicly owned firms damages the interests of shareholders. The recent financial crisis raise interesting issues with respect to these literatures. i) The actions of senior managers in a number of large financial institutions in both the United States and Europe led to large losses; ii) While the managers making those decisions remained wealthy after the crisis, the wealth of many of them fell by very substantial amounts; iii) The origins of the crisis lie, in part, in'special vehicles' - organizational units that sheltered those controlling them from supervision by shareholders or other organizations with which they were contracting. iii) Different financial institutions began the crisis with different amounts of central control. Lehman Brothers and Bear Stearns appear to have been highly decentralized. This was less the case at Goldman Sachs and Morgan Chase. In this paper I i) briefly review the relevant literature on the theories of pay and of ownership and control; ii) discuss the extent to which the compensation practices of large financial institutions conform to the prescriptions derived from the theories; iii) examine possible connections between the application of one or another theory-derived practice and features of the recent financial crisis. My data sources are a significant number of accounts of the financial crisis provided by journalists and financial institution insiders.

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 203**

Deindustrialisation **Chair: Tony Royle**

Greenwood, I. University of Leeds

Deindustrialisation: A Community Responds

The research presented through this paper emanates from a multi-level exploration of the social dynamics of corporate restructuring and plant closure. The specific focus of the paper is the aftermath of plant closure in the town of Ebbw Vale in south Wales particularly the social and political response of the community. Although there have been numerous studies of deindustrialisation and plant closure from a variety of academic disciplines, this study whilst motivated by an interest in industrial relations, seeks to locate the complex dynamics of plant closure and its aftermath in its historical, geographical and political contexts. Its central objective is to contribute to an understanding of how communities respond perhaps through new organisational forms, to the challenges presented by extreme economic and social change.The research indicates that whilst an alliance of local unions, political parties or the community did not form to fight plant closure, a new social-political coalition has since evolved. This is based upon the People's Voice Party which in the constituency of Blaenau Gwent has ousted New Labour from power. Peoples Voice arguably reflects disillusionment with official politics be it trade union or (New) Labour and a desire to confront the impact of deindustrialisation through alternative and local means. The research was qualitative drawing on Burawoy's extended case method. Techniques included participant and non participant observation, repeat interview, and documentary material both contemporary and archival.

Duffy, A., Corman, J., Pupo, N. Brock University

Out of Work in the Grim Economy: A Study of Industrial Workers and Their Community

The globalization of Canada's economy, the erosion of many elements of its manufacturing base and the tumultuous ebb and flow in the fortunes of resource extraction industries have reverberated across the country. The upheaval has led to concerns about the erosion of societal ties, increased symptoms of social breakdown and the intensification of social problems. In the past, political economists targeted unfair economic arrangements and lack of equitable employment as both the problems and the implicit solutions. However, in the last decade, many social analysts have framed these issues in terms of 'social capital'. Analysts generally assert high levels of social capital may co-exist with economic deprivation and widespread unemployment, may be enhanced through strategic programs and may provide the foundation for economic development. This paper explores the relationship between recent economic and employment turbulence, notably the extensive displacement of workers, and community-based patterns of trust, loyalty and civic participation. Based on interviews with 50 unionized workers who recently faced a plant closure, the authors explore the workers' expressed levels of interpersonal (extra-familial) trust; their sense of identification with local and city communities and their civic participation in response to economic turbulence and job loss.

8th Sept 17 - 18:30

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 204**

Part-Time Work **Chair: Linda Walker**

Sá, T. Universidade Técnica de Lisboa

What is precarious work? Some aspects from the Portuguese situation

The aim of this communication is to analyse a set of characterisitics associated with precarious work. We begin by presenting a brief history of the emergence, in sociology, of the notion of "precariousness", simultaneously indicating what we understand by "precarious employment".Secondly, using statistics on the "new forms of employment", we confirm the spread of precarious employment in the EU15 and the appearance of an increasingly fluid boundary between employment and unemployment. Next, we analyse the main groups affected by this type of work, draw a "profile of the precarious worker", and specify the economic sectors where this type of employment is most common in Portugal.The spread of non-standard employment brings into question the notion of a "full employment society", which was crucial towards the formation of contemporary society, and one of the reasons for the existence of the welfare state (Robert Castel, 1995).Finally, we analyse four aspects arising from these work conditions: 1) professional insecurity and the associated rise in "social risks" (Castel, 2003), and impossibility in planning the future (Sennett, 1998); 2) the addition of an increasingly heterogenous group of workers (in age and social status) to the ranks of precarious workers (Castel, 1995; Bauman, 2003); 3) the emergence of a "new type of worker" (Gorz, 1988; Sennett, 2006; Dubar, 2003; Aubert e Gaulejac, 1991); 4) the existence of increasingly long periods of non-work in a lifetime (Castells, Gorz, Lallement, Sennett, Méda, etc.), allowing for new experiences and new modes of personal and social existence.

Baldauf, B., Lyonette, C. University of Warwick

Quality part-time work: organisational responses to the recession

In contrast to previous recessions, employers have been vigorously pursuing strategies to retain staff for as long as possible, in order to best position themselves for the economic up-turn. Part-time work represents one such approach adopted by employers, with figures from the Labour Force Survey (Sept-Nov 2009) showing that the number of people in part-time employment rose during the recession to a record high of 7.7 million.Against this background, this qualitative study explored two key issues: (a) how organisations have responded to the recession and what role, if any, part-time work or, more generally, reduced hours measures have played and whether they have had a lasting impact on working patterns; and (b) how organisations (both with and without reduced hours measures) have supported or increased 'quality' part-time work, which is seen as one way of narrowing the gender pay gap and improving gender equality in the workplace (e.g., WWC, 2006). The study drew on 23 telephone interviews with human resources and diversity managers in 18 purposely selected organisations from across the economy. It was commissioned by the Government Equalities Office as part of a larger project. The research indicates that where reduced hours measures have been introduced in response to the recession they varied in duration, implementation and take-up. Building on this experience, there may be more scope for employees and HR teams to better argue the business case for part-time working in future. Quality part-time work is often achieved by a combination of several approaches.

Van Eldik, H. Katholieke Universiteit Leuven

Embedding market pressure: part-time work and gender in western Europe, 1983-2008

Part-time employment has been a major concern in sociology of work, mainly relating to gender arrangements and the combination of paid work and family life. However, recent trends from Nordic countries pose challenging questions to the established knowledge on part-time work, questioning its gender and work-life balance connotations. This calls for renewed attention to cross-national comparative research. In particular, the paper addresses two common pitfalls identified in the literature: an overly static account of cross-national diversity, and a lack of consideration to the wider socio-economic context. By drawing on the work of Karl Polanyi and on a recent application of it in Wolfgang Streeck's work on the development of capitalism in current European societies, the paper argues that female part-time employment as a combination strategy for work and family has to be situated within the dynamics of market expansion that are evolving in West-European countries. The findings illustrate that these increasing market pressures weigh similarly on labour participation in different countries, but that the institutional and cultural conditions under which this occurs differ markedly. This interplay of convergence and diversity contributes to explaining current trends in part-time work across Europe. The analysis is based on recent longitudinal macro-level data from the OECD and Eurostat, combined with cross-sectional aggregated data from the European Social Survey. Specifically, longitudinal trends in part-time work are analysed in relation to their gender and age compositions, their cross-country similarities and differences, the dynamics of labour market participation, and institutional and cultural conditions of the national contexts.

New insecurities - precarious employment, flexibility and unemployment 3 **Pavilion Parade 303**

Displaced Workers **Chair: Bob Smale**

Tam, C.H., Nanyang Technological Univesity

Decentring Work: Long-Term Unemployment and Worklessness in Post-Socialism

Unemployment poses a challenge to the centrality of work in individuals' lives as work is decentred from their day-to-day experiences. This is especially the case when unemployment becomes permanent and irreversible. Nowhere is this reconfiguration of social lives from work-centricity clearer than in the post-socialist market economies where the labour regime changed from a commitment to full employment to its abandonment. Faced with redundancy at midlife and difficulty in finding re-employment, many former socialist state enterprise workers have to contend with a certain prospect of worklessness for the remainder half of their lives. Hence, it is imperative to study how they have coped with a life without work and how worklessness orientates their lives. Thirty former Chinese state enterprise workers were revisited to see how they have coped with unemployment for ten years since they were laid off. Where work used to institutionalise their lives under socialism, worklessness now dominates their lives in the vibrant market economy of post-socialism. Through the use of time-diaries and exploratory interviews, these workers are asked to describe and make sense of the state they are in. The workers are strongly ambivalent in accounting for the state they are in, characterised neither by work nor leisure. Their narratives are made problematic by their references to their work-centred lives in socialism, their displacement from their socially normative age roles, the fragmentation of their post-socialist experiences and their social exclusion from the wider society.

Corman, J., Duffy, A., Pupo, N. Brock University

Displaced Workers and their Community: The Response of Community Leaders

Despite a strategic locale at the nexus of train, water and high way transportation, its proximity to the U.S. border, its long history as a manufacturing base and its broad base of manufacturing workers, the City of Welland, Ontario Canada in the Niagara Region has experienced an unrelenting litany of plant closures and worker layoffs. Due to the growing number of displaced workers in Welland, community leaders, their agencies, groups and organizations are feeling the impact of the continual economic travails.This paper explores the perceptions and experiences of individuals who hold community leadership positions (both formal and informal; governmental, non-govermental) regarding the overall health and well-being of their community while it is in the midst of economic upheaval. Based on 18 in-depth interviews with community officials, leaders and activists, we examine their perspectives on the state of social capital in the community and their involvement in strategic initiatives (including the introduction of programs, agencies and support groups) to respond to the economic stresses and worker displacements.

8th Sept 17 - 18:30

Changing organisational forms and new technologies **Pavilion Parade 304**

Knowledge society, skills and hierarchy **Chair:Nick Marshall**

Hvid, H., Holt, H., Kamp, A., Lund, H. Roskilde University

Paradoxes of traditional industrial work in knowledge society

Traditional industry, where work is repetitive and submitted to a comprehensive machine system, did not disappear with the rise of 'knowledge society', even not in the developed western societies. An illustrative case is the Danish food industry occupying 85.353 in 1997and 65.842 in 2008. Even though the number of employees has been falling, the food industry still is a significant sector. The traditional industry is however marked by the principles of work organizations, supposed to belong to 'knowledge society': functional flexibility, flexibility of time, team organisation, project organisation, and value management. In two case factories it is studied how working conditions are influenced by these new principles of organisations. The two case factories, the one producing biscuits, and the other producing sweets, have a similar production system. Both factories are owned by a capital fund, going for short term profit. In each factory the working conditions have been mapped in a survey, observation studies have been conducted, and around 15 individual interviews have been carried out. The case studies expose several paradoxes: A 'high-road-strategy' is followed, and 'share holder values' saturates the companies. The influence at work has increased. At the same time performance control has been refined, and work intensity has increased dramatically. That has especially a negative effect for those (mostly women), who have jobs heavily spatial restricted. The value based management has created a high degree of social integration, and at the same time an increased number of employees are marginalised.

Leclercq, E., Duceux, Y., Berriot , J-M. Université de Reims Champagne Ardenne

Working organizations in front of of the quality, the hygiene, security and the environment joined management: impact on the skills

The integration of the domains of the quality, the security, the hygiene, the environment with the order of numerous standards and directives urges industries to conceive this question towards their organizational reality. Control lever of reflection and reorganization, even creation of posts this integration of these domains of follow-up and control asks the question of the organization of the company and the enrichment of the posts throughout the hierarchical chaine. We shall return according to the domain of activity of the industries, here mainly the food processing branch, on the implementation and joined management of domains HQSE. How does this joined management, when it exists, question - or not the models of organization of companies? It starts besides an enrichment at once qualifications and skills. Can we announce a particular process of professionalization of the employees in front of these evolutions? By the analysis of courses of qualification of the persons who engage this process of integration and the evolution of their offices in company, we shall show if we are in front of a requalification of the tasks and\or an evolution of the required skills? Indeed, we can isolate kind of organizational, technical or social skills, and which are the dimensions of these most sought skills and\or in movement in the various forms which the process of integration can take.

Butler, C., Finniear, J., Hill, S. University of Glamorgan

Emancipating or disconcerting? How might civil servants' perceive the demolition of the hierarchal structure in the emerging, increasingly diverse, public services?

Public services are chiefly hierarchical, extolling rules, roles and process. This form is commonly attributed to Weber (1947) who saw this structure as yielding the 'ideal' worker who would behave with 'civil inattention' (Goffman, 1963), in a 'proper' manner, and from this dispassion would come procedural legitimacy, rationality and reliability. Or did he? This aberration was never to be sought; it represented a caricature, an inhuman baseline, against which to contemplate the behaviours of typical workers. Weber's interest lay in exploring the contrast between these representative behaviours when set against this mythical creature. He saw bureaucracy as a short-term good but long-term evil which, he warned, may result in dehumanisation and apathy (Brown, 1978). Conversely, hierarchy is seen by many as a natural sequence; the allocation of duties, an understanding of self and others' purpose, provides comfort and a sense of order (Du Gay, 2000; Olsen, 2006); a stable socio-psychological framework. The emerging form of diverse public services will alter this traditional framework (Rhodes, 1996); will it be perceived by civil servants as humanising or discomforting? Given that employees' perceptions, and resultant behaviours, have a significant effect on the organisational performance (Dunlop & Lee, 2004; Mayo, 1930; Organ, 1988); an understanding of the possible effect of this diverse approach is critical.

SUB PLENARY SESSION 6

Wednesday 9th September 2010 at 17:00 – 18:30

New Conflicts in Industrial Relations **Grand Parade Sallis Benney**

Gender, Leadership & Organisation 2 **Chair: Tessa Wright**

Franzway, S. University of South Australia

Meeting the challenge of uncertainty: building alliances and political spaces between women and labour in Australia

The challenges arising from the new uncertainties around work and economic security impinge on women's work and union rights, both of which are central to women's equality. But such rights can only be won and sustained through persistent feminist politics. This paper draws on research (Franzway and Fonow, in press) on Australian strategies that are building alliances between women and labour. It will discuss pedagogic projects and workers' centres as sites of feminist politics in the labour movement. It argues that these spaces allow feminists to challenge the male-dominated sexual politics of unions and to advocate for women's labour rights. The pedagogic project under discussion aims to increase women's union activism and to challenge gender inequality in the labour movement. It is doubtful that such programs alone will bring about changes to gender equity within the labour movement. Women's centres likewise are valuable sites for alliances between the women's movement and the labour movement. The Australian working women's centres typify that country's feminist strategy of seeking state support (Franzway et al. 1989). Such a strategy causes dilemmas for feminists around issues of political autonomy, and the centres have been no exception. Alliances can be difficult to sustain, particularly as the Australian industrial landscape has toughened. However, these alliances and political spaces are critical elements in confronting the new political and strategic issues. Franzway, Suzanne, and Mary Margaret Fonow MakingFeminist Politics: Transnational Alliances between Women and Labor. Illinois: Illinois University Press (in press).

Kirton, G., Healy, G. Queen Mary University of London

Mobilising women's union leadership: the UK and USA

The focus of this paper is a leadership development intervention – a UK/US exchange programme of women trade union leaders. The seven strong UK/US research team were designers, organizers, participant observers and tutors of two week-long residential exchanges involving British and American trade union leaders (one in New Jersey, USA and one in London, UK). One-to-one interviews were also conducted with the 20 participants. Whilst research has established the value of women's courses, groups and networks in developing and sustaining women as trade unionists, we are unaware of any previous attempt to bring together British and American women with the explicit aim of attempting to mobilize and globalize women's leadership. The paper assesses the impact of this kind of women's leadership intervention in terms of: (i) its potential to contribute to mobilizing women as agents of change in their own unions, defined not only in obtaining (higher) leadership positions, but also how the women may redefine themselves as trade unionists, their relationship to their union and members and importantly how they act on union structures and agendas; (ii) in view of some similar gendered experiences of leadership and trade unionism in the UK and USA, its potential to globalize the women's agenda by establishing an international network of women trade union leaders in order to nurture and nourish women's leadership beyond the boundaries of a single country; iii) insights on the social interaction of the processes of the intervention itself.

8th Sept 9 - 10:30

Alvarez,S., Whitfield,P., Emrani,Y. Cornell University School of Industrial and Labor Relations

Is there a "Women's Way of Organizing"? Gender, Unions and Effective Organizing

This paper analyzes four examples of recent women-focused union organizing campaigns in the north-east United States. Recent data on union organizing has shown that working women and particularly women of color in the U.S. are more likely than any other demographic group to pursue union representation. Since the 1980s women have accounted for the majority of new workers being organized, especially in the growing service sector. While this offers tremendous growth opportunities, most U.S. unions have failed at organizing women on a large scale. Strategies honed in an era of centralized industrial workplaces are used even when the workforce has changed, the workplace is decentralized, and language, culture, immigration status, and ethnicity are only a few of the elements that defy traditional efforts to create common bonds between workers. This study contributes to an understanding of what constitutes successful organizing in segments of the new workforce that have been either neglected or unsuccessfully approached by traditional union organizing strategies. Positioning the study in the social science literature of the last several decades focused on women's union activism, the researchers access the voices not only of the workers active in these campaigns, but of the young women organizers who reflect on their own experiences organizing non-traditional workers inside traditional union structures. The paper raises critical questions about the intersection of gender and power in the operations and strategies of U.S. unions.

Methodological innovations - What is... **Grand Parade G4**

Cross-national Comparisons: QCA & EU data sources **Chair: Gregory Jackson**

What is QCA? The Use of Fuzzy Sets and Qualitative Comparative Analysis in Organizational and Employment Research Organized by Gregory Jackson (Freie Universität Berlin)

Qualitative Comparative Analysis (QCA) is intended to help overcome the qualitative versus quantitative divide, and offer a number of useful tools for bringing theory and methods closer together. QCA methods are uniquely well suited for analyzing cases where causality is complex, conjunctive, and equifinal—as often found in theories related to "bundles" of organizational practices, such as human resource management, or wider configurations of institutions found in cross-nationally comparative research. Yet, empirical methodology often poorly reflects such interdependence and harnesses it to test and inform theory. For example, standard linear models in statistics, such as regression analysis, treat variables as competing in explaining variation in the outcome, rather than focusing on how causes may combine in specific *cases* to create outcomes. This session will provide a broad introduction to QCA, the use of fuzzy sets, and the current examples of empirical applications.

Brzinsky-Fay, C. Social Science Research Center Berlin

What You Give is What You Get. The Role of Method Selection for the Analysis of Institutional Effects on School-to-Work Transitions.

The entry into the labour market depends on individual factors such as education or migration background as well as on institutional factors such as certain features of educational or employment systems. These factors are interwoven so that simple causalities are difficult to retrieve. According to the complex problem structure and the tentativeness, a couple of methodological problems occur, which constitute a serious challenge for comparative research, in general.The application of classical regression models in order to disentangle institutional effects on individual school-to-work transitions suffers from both different levels of analysis when connecting macro-level conditions with micro-level outcomes, and the small-N problem when simply countries are compared on the aggregate level. Additionally, regression is based on additive causality, which allows not examining complex or conjunctural causalities. Although regression models have these limitations, they are still applied by the vast majority of researchers. Within the recent decade, Qualitative Comparative Analysis (QCA) is established as an alternative method to detect complex causalities within a limited number of cases. Simultaneously, the increasing application and further development of multilevel models created an arena for methodological competition, reflected by an ongoing debate in scientific journals. This paper has the objective to compare the assets and drawbacks of both methods, while showing the effects they have on the analysis of institutional effects on school-to-work transitions.

Jackson, G. Free University, Berlin

A Configurational Analysis of Corporate Social Responsibility and Corporate Social Irresponsibility among U.S. Listed Firms

Gregory Jackson (Freie Universität Berlin), Na Ni (Polytechnical University of Hong Kong), and Jijun Gao (University of Manitoba)
Supporters of corporate social responsibility (CSR) programs often claim that voluntary adoption of these practices is not only more ethical, but will also deliver enhanced business performance. Despite much research on this link, the question of how firms most effectively shape their CSR activities remains unsolved. Drawing upon configurational approaches from organizational theory, we argue that CSR influences firm performance through multiple logics (legitimacy vs. costs) in relations to different stakeholders for different firms, as well as the understudied role of corporate social irresponsibility (CSiR). We thus propose a typology of organizational actions for different social issue domains: (i) Pure CSR, (ii) Pure CSiR, (iii) Balancing, and (iv) Neutrality or conformity. The analysis uses fuzzy set approach to Qualitative Comparative Analysis (fs/QCA) to examine 188 listed manufacturing firms from the Kinder, Lydenberg, Domini & Co. (KLD) database over a time period from 1992 to 2001. The main findings support the presence of the proposed configurations that are associated with high firm performance. This research will not only contribute to stakeholder management theory, but also has strong practical implications for understanding different profiles of CSR at the firm level.

Chung, H. Tilburg University

European Data Centre for Work and Welfare

A short presentation/introduction to EDACwowe (European Data Centre for Work and Welfare): EDACwowe is a meta-data shell, which includes extensive information and links to data, questionnaires of comparative data sets across Europe in the fields of work and welfare. In this presentation, I will be going over what EDACwowe offers in terms of the information in contains and show how one can use the website to find data in an easy manner.

8th Sept 9 - 10:30

New inequalities - Ageing ethnicity gender and disability **Grand Parade 202**

Negotiating Gender **Chair: Vicky Richards**

Thompson, A. De Montfort University

Men, masculinities and flexible working

The relationship between women, family-friendly flexibility and work-life balance issues is at the root of the gendering of flexible working, (see Kirton and Greene, 2004; Glover and Kirton, 2006), so rather than being gender neutral, the introduction and implementation of flexible working policies and practices signals that it is a women's issue (Kirton and Greene, 2004). Rather than exploring this familiar territory, the aim of this paper is to investigate how men perceive, utilise and defend their engagement with flexible working practices. The study creates understanding of how masculinity is challenged, constructed and produced in the context of assumed feminised working practices and provides insight into what it means to see, think and behave like a man when working like a woman. In embarking on this study, we challenge the taken for granted natural dominance of masculinity (see Connell, 2005) and reignite debates about gender power, gender relations and gendered identities. The paper is based on pilot empirical work with men engaged in flexible work. A series of semi-structured interviews capture men's experiences of working flexibly and explore the reactions of self, colleagues and the wider organisation to flexible modes of working through a male lens. The key research proposition is the notion that men have distinctive ways of articulating and negotiating flexible working that are tightly bound with socially embedded norms of gendered identity and masculine dominance. The gender hierarchy and associated power structure is therefore, little disturbed and may even be reinforced, when men engage in flexible working.

Dawson, T. University of Westminster

Power and the invisibility of women in work organisation and bargaining processes: the case of the printing industry

It is argued that the effect of asymmetrical power resources is crucial to the persistence of the gender pay gap, despite almost 40 years of legislation. Power has been utilised to render women invisible in work organisation and bargaining processes, thus women's influence is ignored and they are deemed irrelevant. This process also naturalises the status quo and minimises the challenges women can pose to it, even with the backing of legislation. This paper utilises a combination of Lukes (2005) three faces of power and a model of power resources adapted from Bradley (1999) to examine how men and managers in the printing industry have retained control of the pay/work bargain during a period of considerable technological and economic change. It is argued that a coincidence of interest between employers and male workers sustains these power bases. Utilising evidence from a national survey of union members, a sample of interviews from these members plus interviews with employers and trade union officials, as well as considerable documentary evidence, the paper builds on the work of Cynthia Cockburn (1983) who examined men's role in the exclusion of women from the newspaper industry. Here the major sector of the printing industry, general printing, is used to examine the intersectionality (Collins, 1990) of class and gender in the adaptation of power resources to both exclude and segregate women (Witz, 1992), thereby successfully resisting political and legal challenges from women workers in these occupations.

Gray, B. University of Limerick

'Self-discipline and passion in the negotiation of gender, work and life in the knowledge economy. A Limerick case study'

This paper takes the EU and the Irish state's policy on the Knowledge or Smart Economy as its starting point and considers what are seen as the implications for new forms of work, paying particular attention to how gender is mobilised. It goes on to consider the literature on 'high tech' work practices in the Knowledge Economy. Here the focus is on what some see as a shift in the assumed boundaries between work and home, masculine and feminine. The paper examines the case being made for a shift from gender as constraint and straightforward axis of difference to a reorientation of work/life, masculine/feminine associated with chronological intermingling and spatial overlapping. Some argue that such chronological and spatial blurring in turn produces a mixed play of gender and heightened gender reflexivity. In this paper I draw on interview data with 15 'high-tech' workers in the Limerick area in Ireland to consider the extent to which work/life borderlines are dissolving or being obscured by new practices of gender and work. I argue that our analysis of these interview data suggest that these boundaries are being re-negotiated via an interesting play of passion and self discipline at the level of the individual worker.

New inequalities - Ageing ethnicity gender and disability 2 **Grand Parade 204**

Care Work / Work and Caring 1 **Chair: Linda Walker**

Castelló i Santamaria, L. Universitat Autonòma de Barcelona

"Care strategies and social inequality among women. The Spanish case"

The aim of this paper is to present the different "care strategies" of Spanish households -with women as main protagonists-, which are the result of the "work-life balance" opportunities and privations of each household. The understanding of these strategies will be illustrated from a perspective that integrates the dynamics and conflicts of power "intragender", originated by the position of women in the coordinates of social structure like the ethnic group, the social class or the age. Firstly, the study of these strategies has allowed to construct a typology of women depending on their mode of articulation of the production-reproduction binomial and, in second place, to approach us to their practices and experiences, as well as gender identities and social imaginaries around care work.One of the "care strategies" that will be analyzed in depth will be the "outsourcing" of domestic and care work to the market -or commodification-. The literature and the datum make evident the raise in Spain of the households' strategy of moving the reproductive work from the family to the market, a strategy that has been possible for the high contribution of female immigration and the globalization of care work. Commodification of reproductive work could be considered a time-saving strategy by female employers; though in no case should be considered a strategy that puts patriarchal values in doubt. The solution to the care problems of Spanish households have been pre-eminently sought in the domestic market, without disrupting gender and ethnic roles or the lack of care policies.

Warren, T. University of Nottingham

Researching the division of unpaid domestic work: practices, relationships, negotiations, and meanings.

The paper focuses on the potential of quantitative research methods for sociologists who research the division of unpaid domestic work. To begin, it reflects on the emergence of the sociological interest in unpaid domestic work and identifies an early core concern with making invisible work visible. It is argued that quantitative research methods provide us with the most valuable opportunities for 'recognising' unpaid domestic work since they facilitate larger scale representative projects. However the data in most of the large-scale surveys are scant, and fail to reflect core developments in the conceptualisation of unpaid domestic work. Four areas of concern to contemporary sociology are identified: domestic work practices, relationships, negotiations and meanings. Given the complex questions that these four sub-topics raise, the paper proposes a range of sub-areas as a focus for ongoing sociological research into unpaid domestic work. It is concluded that despite the methodological challenges presented, detailed indicators of the multiple dimensions of unpaid domestic work need to be agreed so that valid information can be collected as routinely in large scale surveys as are those on paid work.

8th Sept 9 - 10:30

Emotional and aesthetic labour - Work Health and Wellbeing **Grand Parade 150**

Health & Social Work **Chair: Penny Simpson**

Ilett, R. Glasgow Centre for Population Health

Is it possible to be an integrated radical in the twenty-first century NHS ? – Exploring the personal and political and negotiating boundaries

The late 1970s and 1980s offered opportunities for some individuals to live as integrated radicals through employment, often within the voluntary sector, that mirrored and influenced their political beliefs and personal life choices. Since then these people are older and have moved into other work areas, often within the public sector. It can be argued that partial mainstreaming of equality and diversity within this setting, including the NHS, may provide a home for some whose politicisation occurred during the 1970s and 1980s – and in fact, they may have contributed to such policy shifts. It may thus be possible for integrated radicals to remain true to their original beliefs and to continue to use them within their work practice. It may however be the case that they now keep their political views separate because of their seniority or a need to manage complex identities and boundaries, or because their allegiances have shifted often time. This presentation will explore how a number of senior NHS managers manage their personal values and identities alongside their work roles and responsibilities, and how, where and why they converge. The group work within a range of settings, some which recognises and utilises their integrated selves, whilst others work within settings where this is less possible. It will draw on qualitative interviews and material that explore shifts and interchange between personal – including anti-racist, feminist, LGBT, disability – and the NHS workplace, and will reflect a range of experiences and histories.

Henry, L. University of Bristol

Social work as emotional work: dilemmas and contradictions in work to 'safeguard' children.

Public attention to child deaths within families (for example the case of Baby Peter) indicates that there is a mandate for the state to work to prevent child maltreatment and that the state will be held responsible where it is thought to have neglected this duty. Social workers are at on front-line of this work and embody the role of protector. The introduction of the child protection registration process was a landmark in child welfare policy, shaping the ways that professionals might respond to cases of suspected maltreatment. And, by the early twenty-first century, child neglect was the highest single category of maltreatment on English child protection registers. Using data from family files and interviews with social workers and parents, the paper examines the ways in which child protection registration work fulfils contradictory responsibilities of upholding ideals of family autonomy, while intervening in families to protect neglected children.This paper outlines the emotional work done by social workers in developing strategies to work 'in partnership' with parents and points to three ways that damage to the ideal of family privacy is minimised during attempts to protect children from harm: firstly, by working with an operational definition of neglect that responds to dramatic omissions of physical care, secondly, by (where possible) presenting parent behaviour as stemming from an inability to act differently, and thirdly by focussing on the consensual aspects of the state's relationships with parents.

Kessler, I., Heron, P., Dopson, S. University of Oxford

Managing Service User Emotions: The Healthcare Assistant-Patient Relationship in Secondary Healthcare

Debates on emotion at work have long acknowledged an interest in both the management of the workers' emotions and those of the customer with whom the worker interacts. The weight of interest has, however, more consistently fallen on the former. Hochschild's conception of the alienating nature of emotional labour encouraged a research stream on its negative psychological consequences for the worker, while an influential line of work was stimulated by Bolton's identification of different normative regimes regulating employee emotion management. This paper seeks to redress the balance, exploring the part played by a workplace role, the healthcare assistant (HCA), in managing the emotions of service users, in this case hospital patients. It argues that the HCA role might be seen to have contradictory effects on the management of patient emotions. The role might be seen as being particularly effective in providing emotional support for patients: the tacit skills of post holders being useful in this respect. However, as a largely unregulated role, it might equally be seen to generate patient anxiety and stress. Drawing on interview, survey, focus group and observational data from four hospitals, this paper explores these outcomes from the perspective of three stakeholders: the HCA, the patient and the nurse. These data suggest that HCAs bring to healthcare distinctive capabilities which support the management of patient emotions. However, a residual degree of ambiguity amongst certain stakeholders remains about the HCA contribution in these terms, with some suggestion that any 'positive' input is contingent upon certain management practices.

Creative and Cultural Workers **Grand Parade 250**

Creativity at Work **Chair: Axel Haunschild**

Cuzzocrea, V. University of Cagliari

Creativity at work: new quest, old issues

A strong quest for creative, flexible and independent career construction and work emerges in recent literature. Yet, not all accounts of creative working practice, sound like 'happy end stories'. Rather than an all virtue disposition, the sort of creative thinking I am focusing on in this paper appears more as a survival strategy prompted by a series of difficulties encountered by informants. A focus on 'creative thinking' serves to reveal the hidden obstacles to consolidated working practices. This paper concentrates on creative strategies at work sought after among a group of early career professionals operating in the fields of HR, Accountancy and Engineering. Thirty in-depth interviews were conducted with early career professionals based in two cities of Southern Italy. I anticipate that the young professionals interviewed seem very reluctant to move out in search for better possibilities; this rigidity enhances a creative effort in finding the most effective way for using the limited resources available in one's context. It is especially with regard to everyday work practices that the quest for creativity becomes problematic. The sample shows to have adapted to the inevitability of being 'individualised individuals' by juggling around the 'unstructured structure' of locally consolidated working practices. The lack of a satisfactory level of standardisation in work practices makes individualisation inadequate and interestingly similar to that 'art to get by', based on creativity, that traditionally flourished in this area among less skilled workers.

Nelli, N.L. Universidad de San Andrés

Imagining organizational resilience

During the 2001 economical and political crises in Argentina, creative entrepreneurs unleashed and started projects with new organizational forms. Like in the Big Bang Theory, free elements in chaos started collision and forming alliances in order to survive. When trust, rules and values are lost, the most heard question is: What to do? Then is the moment to start sensemaking (Weick, Sutcliffe and Obstfeld, 2005), an opportunity to reorganize the entire world in a collective interpretation (Daft & Weick, 1984). In this paper, we report on the study of a non-traditional organization: a five-musician jazz and funk band, which performs and record their albums exclusively on the street. Most than creative class (Florida, 2002), they are using streets as the given market, they seems new minstrels. Their improvisational processes made outside the moment of performance, a resilient attitude, innovative learning, and transformational leadership, are the components of a strategy developed without management knowledge. This is a longitudinal case study which explore sensemaking possibilities outside the jazz performance situation in a crisis context. We found a street strategy composed of several dialectical processes as enactment, sensemaking, improvisation, consensus, organizational learning, and institutionalization. All are dialectical and revolutionary processes that can be developed beside the environmental conditions. The output depends on the amount of imagination within the organization, and the ability to process the change in the interpretation of the new reality that they themselves have set.

8th Sept 9 - 10:30

PAVILION PARADE SESSIONS

China - Employment relations in Chinese firms **Pavilion Parade G7**

Chair: Anita Koo

Ramirez, M., Li, X., Chen W. University of Sussex

Regional labour mobility, localised knowledge and firm-level innovation in a Chinese Science Park

Labour mobility of high-skilled employees is argued to have a positive impact both on workers and on firms, yet few studies address the influence of different geographic patterns of labour mobility. This paper tackles this question by comparing the differences between inter and intra regional labour mobility of R&D employees in Beijing's Zhongguancun Science Park. The proposition is investigated that the development of local (as opposed to inter-regional) mobility enhances employee tacit knowledge of how local firms work and therefore helps embed local skills as employees move between firms. This proposition is empirically tested by comparing patterns of mobility with the performance of individual R&D workers in terms of their level of problem-solving in innovation projects. The study finds that local mobility positively moderates the impact of labour mobility on the individual performance of employees working on R&D projects. This finding is consistent despite controlling for individual human capital variables, for differences in the methods of recruitment and on networking capability of individuals.

Liu, J. University of Leeds

Sexuality at work: exploring the impact of economic reforms on young Chinese women

Gender has been recognised as an important factor in the new labour regimes that emerged during China's economic reforms, for example, in studies of redundant older women workers now engaged in the urban informal labour sector (Liu 2007) and young rural women migrants in foreign-owned factories in coastal areas (Pun 2005). However, one category of white collar workers has been overlooked; young professional women who, as only children, benefited from an unprecedented educational investment by their parents (Tsui and Rich 2002) and work in (or aspire to) well-paid graduate-level occupations. Drawing upon in-depth interviews with young professional women in urban China, most of whom worked in sales departments of Chinese companies, I identify the new forms of inequality in the Chinese workplace. I show that in their interactions with clients – both within the workplace and in social locations to which they had to accompany clients – these professional women were expected to engage in aesthetic and sexualized labour more commonly associated with women workers in service industries. In particular, the sexualized aspects of Chinese business culture subjected professional women to sexual exploitation and made them vulnerable to sexual harassment. Despite the sexualisation of Chinese women brought by the market economy, the past restrictions on sexual expression and discussion have given women little opportunity for sexual autonomy. I argue that the gendered constraint on women's sexuality has created challenges for these professional women as they attempt to negotiate the sexualized work culture within which their occupations are embedded.

Global Human Resource Management **Pavilion Parade 101**

Partnership **Chair: Thomas Garvan**

Glover, L., Butler, P., Tregaskis, O. De Montfort University

From boom to bust: Employee experiences of workplace partnership

There is little doubt that recent economic shocks have created a new era in the world of work characterised by increased uncertainty. Prior to the crash, the notion of workplace partnership was increasingly part of the lingua franca of contemporary business. Given the requirement for mutuality an obvious question is around the sustainability of such systems during periods of economic turbulence and of how employees are subsequently affected. Despite high levels of academic and practitioner interest in recent years, existing literature has tended to be narrowly focused upon the implications of partnership for trade unions and their managerial counterparts How the practices of partnership is experienced by employees, has been largely overlooked. This represents a significant oversight given that employees are on the receiving end of such practices. This paper draws upon detailed longitudinal case study evidence from a UK based subsidiary of an engineering MNC. The company embarked on a cultural change management programme in early 2006 – central to this was a shift towards partnership working. This study focuses on the largest UK site that was historically regarded as a 'problem child' within the company (with poor industrial relations and poor performance). Drawing from rich data (including 150 individual interviews, over 1500 questionnaires and observations) we trace experiences of and responses to partnership reveal mixed outcomes for employees despite considerable headline improvements in corporate performance and more constructive management/trade-union relations.

Cunningham, I., James, P. University of Strathclyde

Working in the voluntary sector in an era of public sector austerity

Increasingly the study of voluntary sector - state relations has adopted the notion of them operating within a 'market bureaucracy'(Considine, 1996). That is in a context where competition is placed at the centre of relations between purchasers and providers of services, and contracts between them are increasingly arms length, based on price and marked by a lack of promise of future business and the imposition of highly detailed contractual specifications and related monitoring arrangements. It has been noted that the employment consequences of such purchaser/provider relationships cannot be straightforwardly predicted as a result of the mediating role played by institutional factors, the degree of resource dependency they encompass, and the activities and influence of boundary spanners (Marchington et al, 2005). In line with this, while evidence suggests that the first two periods of New Labour rule saw a steady degeneration in pay and conditions and rising work intensification in some voluntary organisations, it also indicates that in others this had not been the case (Cunningham, 2008). This paper utilises data from a longitudinal study of twenty four voluntary organisations to explore how far this picture of variability in the employment consequences of voluntary sector - state relations remains valid, or whether even large mainstream voluntary organisations are now being forced into a 'race to the bottom' over terms and conditions of employment.

Harrison, D. Newcastle University

'Non-Professional' Workers in Community Mental Health Services: How Important is the Relationship to the Professional?

Recent changes to UK government policy have led to dramatic alterations of the healthcare workforce. One of the most notable changes has seen an increase in 'non-professionally affiliated' (NPA) workers as a way to ensure the best use of the skills of professionally qualified staff, address staff shortages and aid the 'drive for better value' (DoH, 2007). Despite the growing presence and importance of NPA roles within healthcare, and particularly in mental health services, they remain a vastly under-researched group. What research does exist tends to be confined to clinical settings and to the viewpoint of others, such as the professionals they work alongside.This PhD study provides a qualitative exploration of the experiences and perceptions of NPA workers in the changing mental health workforce. Semi-structured interviews with workers in five newly implemented NPA roles are used to explore role, identity and inter-occupational relations. Documentary analysis and interviews with managers are also used to add background service and policy context and provide an additional viewpoint on the roles.Existing literature often illustrates the NPA-professional relationship to be one of conflict and misunderstanding, however most workers in the current study reported positive working relations. Importantly, in this community setting it appears that the NPA-professional relationship is far less central to worker experience than past research suggests. Instead the working relationship with the service user and practical aspects of the role such as pay, career progression and organisational/workplace factors take centre stage when considering the role and identity of workers.

8th Sept 9 - 10:30

Global Human Resourse Management 2 **Pavilion Parade 102**

Employability **Chair: Maura Sheehan**

Feehan, K.B. Trinity College Dublin

Career route decisions and the life-world: exploring business graduate careers.

The decline of the 'bureaucratic' or 'organisational career' has been well documented. Careers once associated with the large, stable, bureaucratic, hierarchical firm of the 1930's are increasingly outmoded within the context of the 'new economy' of the last twenty years. The focus is now on the rise of the 'boundary-less career' associated with non-linear, diagonal or lateral shifts. This means that the career actor may change not just employer, but also industry, occupation and geographic location. It is argued then, that people make their own career choices; that the responsibility for the career has become 'individualised'. Based on a series of semi-structured, life-history interviews carried out between October 2009 and May 2010 with business graduates of the 1970's, 1980's, 1990's and 2000's, this paper is designed as a contribution to the literature on business graduate careers, the sociology of work and employment and life-history research. It finds that although changes have occurred within the labour market of the business graduate, both 'bureaucratic' and 'boundary-less' career routes exist side by side. Moreover, it argues that decisions that inform career routes have spilled over into the life-world of the business graduate. This means that career decisions are increasingly situated outside the organisation and take place for example in the expression of lifestyle choices or within the context of the family nexus.

Davies, H., Sandiford, P.J. CISSU (Contract & Information Shared Services Unit)

Sandwich Year Placements as a model for addressing Information Technician analyst skills gaps within an NHS organisation.

This paper evaluates the use of student interns in IT within an NHS organisation. It contributes to debates on the impact that work based learning has upon organisations and how newcomers learn within an organisational community while undertaking work experience. The study draws on the interrelated concepts of apprenticeship, communities of practice, legitimate peripheral participation, socialisation and mentorship as an evaluation framework for exploring work based learning. The study took an ethnographic approach, combining participant observation, participants' reflective journals and semi-structured face to face interviews with relevant managers, the students and their university placement tutor. The findings suggest that student placements can help addressing skills gaps and offer numerical and functional flexibility. The approach to intern training through participation in practice under the guidance of an experienced supervisor enables the organisation to mould students to suit management requirements. This is not limited to technical training, but ensures participants understand any organisational language and become socialised to the values of the community and the context within which they are working. In addition, participants are an excellent potential source of skilled labour upon graduation provided the organisation continues to offer development opportunities and helps them to manage their careers. There are limitations to this model, namely that students may decide not to return upon graduation and their mentoring while on placement intensifies their supervisor's workload. In addition, there can be a tension between the learning needs of students and organisational demands and priorities.

Greener, S. Bourner, T., Rospigliosi, A. Brighton Business School

A different approach to graduate employability

This paper is about graduate employment, unemployment and under-employment. It looks at the development of employability skills in university education as a response to evidence of the unemployment and underemployment of new graduates and assesses the impact of that response. The paper then offers another approach to graduate employability based on the behaviour of graduate employers as reflected in data on graduate employment. The approach focuses on the development of students' willingness and ability to learn in employment. The paper concludes by showing that this approach can reconcile the development of graduate employability with the traditional concerns of university education and with the preparation of students for lifelong learning.

New Locations of Work - The International division of labour and migration **Pavilion Parade 103**

Career Trajectories **Chair: Sue Will**

Devadason, R. University of Bristol

'Global entrepreneurs and organisations'

This paper examines the biographies, beliefs and communities of global professionals in two sectors: international NGOs and multinational corporations. These are the moral and market entrepreneurs of globalization. Theorists of globalization routinely cast these 'cosmopolitans' as elite beneficiaries of transnationalization. Yet their personal identities and values, which are inevitably shaped by intensifying global interconnections, are often neglected. This research analyses the qualities and strategies developed by professionals in order to face the challenges associated with transnational working. This, in turn, facilitates evaluation of what the 'globalizing of minds' entails for these employees, both personally and professionally. The paper draws on fieldwork in two global organisations to address these themes. Moreover, in order to bridge the gap between individual orientations and the institutional landscape, I will analyse the strategies by which these corporate and not-for–profit organisations standardise practices across different sites, countries and regions. How processes of professionalization and bureaucratization affect NGO workers' desire to 'make a difference in society' and corporate employees' more individualistic ambitions will also be discussed. This paper thereby addresses the interconnections between organisational practices and individual orientations, since professionals' values and aspirations are invariably shaped by organisational incentives and hierarchies.

Salamonska, J. Trinity College Dublin

Do only low and high skills move around? Career trajectories of Polish migrants in the Irish labour market

Literatures on employment and migration come together to examine either the bottom or the top of the skills migration. The European migratory space, however, seems to be increasingly filled with people who do not fit traditional notions of either low-skilled or high-skilled profile. This has been recognised only recently and referred to as 'middling migration' phenomenon. This paper brings together research on careers and East-West migration. Using data from the recently completed Qualitative Panel Study from Migrant Careers and Aspirations Project the paper examines the career trajectories of Polish migrants working in the middle level positions in the Irish labour market. While the conventional wisdom is that New Member States Migrants are confined to low skilled jobs of Western economies, this paper proposes there is a significant number of Eastern and Central Europeans occupying more skilled positions. It therefore explores the middle-class resources possessed by these migrants and the ways these are utilised in the host country labour market. Work lives of Polish professionals are examined in the light of theoretical debates on 'boundaryless career' (Arthur, 1994), reflecting how migrant work trajectories cross the boundaries of different employers, sectors, occupations and geographical locations. The qualitative panel study methodology makes it possible to capture this mobility and provides a unique insight on the nature of skills and the process of skills transfer between firm, occupational and external labour markets. Arthur, M. B. (1994). "The boundaryless career: a new perspective for organizational inquiry." Journal of Organizational Behavior 15: 295 – 306.

8th Sept 9 - 10:30

New insecurities - precarious employment, flexibility and unemployment Pavilion Parade 203

Flexi-curity **Chair: David Lain**

Siegele, L., Burchell, B. University of Cambridge

'Social Consequences of European Employment Policies: How Flexicurity Moderates the Relationship of Job Insecurity and Life Satisfaction'

Flexicurity has been proclaimed as the solution to increasing labour market flexibility while simultaneously maintaining the well-being of workers through employment security. The concept has gained importance in legislative and labour market policy reform in the Scandinavian countries as well as in the Netherlands, relating previously separated areas of policy-making such as deregulation of the labour market and flexibility benefits for the employers on the one hand with concerns about employment security and the social consequences of flexible employment for an individual's well-being on the other hand. Until now the arguments for the benefits of Flexicurity have received much attention in policy debates, whilst avoiding empirical scrutiny. This paper examines some of the claimed positive psychological consequences of Flexicurity by comparing 28 European countries in the 2008 wave of the European Social Survey with regard to their labour market policies. The focus of this comparison is the relationship between perceived job insecurity and life satisfaction. We find employees' life satisfaction in countries with Flexicurity implemented (especially Denmark, one of the flagships of Flexicurity) to be less affected by perceived job insecurity than in other European countries ($F(2, 23{,}456) = 17.77$, $p < 0.0005$). This is in contrast to similar analyses of earlier datasets (EWCS 2005, ESS 2006: Burchell, 2009).This finding indicates that the shift towards Flexicurity might protect employees from the negative consequences of job insecurity. Therefore, this paper provides some preliminary empirical support for the benefits of Flexicurity policies.

Muffels, R. Tilburg University

"Governance of Sustainable Security: Explaining Flexicurity Transitions in 26 European Countries using Comparative Panel Data"

The paper deals with the development and testing of dynamic outcome indicators for measuring the balance between flexibility and (in) security and how the various labour markets according to institutional (EPL, activation, benefit generosity) and dynamic outcome indicators (labour market mobility, exit and re-entry, job and contract mobility, income mobility, employment security) perform in terms of balancing flexibility and security relatively. The definition of dynamic outcome indicators is conceptually derived from Sen's capability approach that we translated into a so-called stocks-flows-outcomes (SFO) approach to define what we call "sustainable security". We apply these indicators on the SILC data for 2003-2006/2007 to examine how countries perform and eventually cluster during the years 2000s. We also estimate in the second step some multi-level transition models in which the dynamic outcome indicators on mobility and income/employment security form the dependent variable and the institutional flexicurity measures at the macro-level the independent variables. It allows us to examine whether and to what extent institutional differences matter for explaining differences in mobility and income/employment security transitions in the various countries under scrutiny. We will run separate models for males and females. The outcomes suggest huge differences across the 26 countries using the SILC data and only weakly confirming the traditional welfare regime typology as developed in the welfare regime (WR) and Variety of Capitalism (VOC) approaches. Part of the research is carried out in the framework of an EU project called GUSTO (governance of uncertainty and sustainability: tensions and opportunities).

Gash, V., Dieckhoff, M. University of Manchester

Unemployed and Alone: The Effects of Unemployment Experience and Social Participation across Europe

This paper examines the impact of Unemployment Experience on Social Participation in Europe using the 2006 EU-SILC module on social participation. The dataset provides information for 25 EU countries with rich information on the different spheres of sociability. Previous work has shown that unemployment affects the level of participation in social life (e.g. Paugam & Russell 2000), with some arguing that the economic distress associated with unemployment reduces social participation (Putnam 2000). Using the EU-SILC data we show that certain institutional and societal contexts mediate the risk of social isolation for the unemployed. In particular, countries with non-financially punitive welfare states seem to have higher social participation rates among their unemployed. The paper applies two-stage multilevel models to the data used.

New insecurities - precarious employment, flexibility and unemployment 2 **Pavilion Parade 204**

Atypical work and underemployment **Chair: Tiziana Nazio**

Hohendanner, C., Gundert, S. Institute for Employment Research

Do atypical workers feel socially excluded?

Previous studies on the consequences of increased labour market flexibility have focused on 'objective' outcomes of atypical employment, like wage penalties, high unemployment risks and negative health effects. These effects are considered to increase the risk of social exclusion. However, objective conditions do not necessarily correspond with the subjective perception of social exclusion. The subjective feeling of being excluded can provoke deviant behavior and a low level of social commitment. Applying Castel's (2000) zone model of social exclusion, we seek to find out whether the degree of labour market integration corresponds to the subjective perception of social inclusion. We compare workers in standard employment ("zone of integration") with those holding fixed-term and temporary agency jobs ("zone of vulnerability") and unemployed individuals ("zone of disaffiliation"), expecting a strong correlation between labour market integration and perceived inclusion. In a second step, we analyze transitions between the 'zones', namely from unemployment to different types of employment, expecting varying effects on the perceived social inclusion. Our empirical analysis is based on the first two waves of the German Household Panel Study PASS. In the first step we apply pooled OLS and ordered logit models to analyze the relationship between labour market integration and perceived social inclusion; we use difference-in-difference and fixed-effects models to analyze how taking up different types of employment affects social inclusion.

Kanji, S., Cahusac, E. University of Cambridge

How do institutions keep mothers at home?

Despite dramatic increases in women's labour market participation, a high proportion of working women leaves the workplace as a result of motherhood. This paper examines how institutions contribute to this withdrawal by limiting the ways in which work can be accomplished, while promoting a rhetoric of supporting mothers. The research examines the ways that institutional opportunity structures shape women's work experiences, how these structures are mediated by gender and skill level, and how women's perceptions of institutions change when they report pregnancy. Much recent research has centred on the impediment of unpaid work. We argue that insufficient attention has been paid to the institutional processes through which women leave and stay out of the workforce. Such processes can be subtle when women are seemingly supported to continue in work but sidelined to lower status roles. Barriers can also be so deeply embedded as to appear invisible, as is borne out in reports of unskilled women and women in creative industries whose employers assume that they cannot return as mothers encumbered with care, in part because of the already precarious nature of their work. The research is based on in-depth interviews with 25 mothers of pre-school or early school age children. The women varied by educational status, by sector of work and previous experience. They came from a narrowly defined area in central London. Mothers' experiences within institutions and their work status is related to their reports of their changing connections with social structures (see Feldberg and Nakano- Glenn, 1979).

Oxenbridge, S., Lindegård Mønsted M.. University of Sydney

The relationship between payment systems, work intensification and health and safety outcomes: a study of low-wage workers

This paper examines the use of piece rate remuneration among low-wage manual workers and the effect of this form of employment structure on worker outcomes, specifically exposure to body-stressing injuries. Data is drawn from a study of room attendants, involving interviews with managers and focus groups of room attendants in Australian luxury hotels. Variables examined include payment systems, modes of employment and work intensification and their impact upon hotel safety cultures. We find that the most important factor predicting work-related bodily injury is payment system. Payment by rooms cleaned was found to result in task 'speed-up'. Capacity to earn a living wage was therefore reliant on work intensification, leading to injury. By contrast, attendants paid an hourly wage were contracted to clean fewer rooms, they earned a living wage, and they sustained fewer injuries. Mediating institutional factors include the shift towards the contracting out of housekeeping services to temporary employment agencies, which typically pay on a per-room basis, and their preference for employing migrant workers on temporary work visas. The labour market status of these workers prevents many from seeking alternative employment, and for them, living with pain was found to be 'a part of the job'. While the specific contribution of the paper is to emphasise the relation between piece rates and worker outcomes, this occupational group of workers represents an ideal-type of contingent labour, involving vulnerable workers from non-English speaking backgrounds. The broader implications for the structuring of manual labour within service industries will be assessed.

8th Sept 9 - 10:30

New insecurities - precarious employment, flexibility and unemployment 3 **Pavilion Parade 303**

Mangement Control **Chair: Paul Thompson**

Sant'ana, H. Polo Universitário do Alto da Ajuda

Be fast. Be aggressive, be happy! Take another pill!

In the last 20 years the Portuguese society faced with profound changes in its productive structures, irreversibly affecting the world of work. The adoption of evaluation forms – evaluation objectives, total demand of quality in businesses and in public services, the restructuring of Public Administration, the bankruptcy of a very high number of small private sector companies and increased outsourcing, have been factors of uncertainty and stress. The performance assessment practices do not take into account the quality of work, or the individuals problems. The labour environment has become more difficult to bear, more competitive and less cooperative. These article is an exploratory approach to a new issue in Portuguese society. Trough statistical data available supported by case studies related the unease labour with the increased use of psycho drugs and with its consequences for the national expenditure and for the quality of life and productivity at work.

Monteiro, B., Sevilla, A., Veloso, L. Institute of Sociology

Management devices as production mechanisms of violence in the workplace: Argentina, France and Portugal

With this presentation we want to reflect upon the workforce management devices and strategies. Our hypothesis is that these devices promote the economic and social precariousness among workers from the working classes, both in their subjective and objective conditions. The dynamics of precarization manifests itself in the internal segmentation of the labour force and in practical experiences of suffering and violence amidst the workplaces. At the same, these processes condition the worker's expectations and perceptions about their work and professional value. We try to render intelligible these processes from empirical researches conducted in Argentina, France (both conducted in the automobile industry) and Portugal (conducted in the furniture industry). The results from these researches shed light, simultaneously, in the transversal normalization of the "politics of production" (Burawoy 1985; 2001; Durand, Hatzfeld, 2002) and in the specific configurations of enactment in each of the local contexts (country, employment region, enterprise). With this presentation we try to contribute to the knowledge of the social effects of the localized action of the management devices. At the same time, it tries to discuss the most general issue of the socially produced quality of the working conditions.

Cliquennois, G. Facultés Universitaires Saint-Louis

Work Assignement in French Prisons

How do inmates get a job in prison? How are they hired? These questions have been discussed by several researchers who generally consider the assignement process to be inverted compared with that of labor markets. According to them, recruitment is not based on professional skills but is generated by the specific nature of jobs in prison and the security requirements as determined by the prison staff (Dawson, 1975; Legge, 1978; Jacobs, 1999). On the contrary, non-participant observations of the committees which allocate work to prisoners (as well as the former selection made by a Head of Prison Department in charge of prisoners' employment) conducted in two French prisons during eight months show that security concerns and economic target are entangled and that the recruitment of inmates is actually not very different than the process observed in certain labor markets even if it follows a specific logic of segmentation and career progress. First, the labor market into these French prisons is divided into three segments defined in terms of working time, level of wages and training. This segmentation is notably based on the age, health, length of the penalty and professional skills. Second, career progress into each segment is observed, depending on social and technical skills. Finally, a competency-based hiring process is reinforced by customer requirements in terms of productivity and the necessity to create customers loyalty. A New Public Management focused on the level of employment of inmates further strengthens this kind of hiring process.

Changing organisational forms and new technologies **Pavilion Parade 304**

Satisfaction, Care and Identity **Chair: Asher Rospigliosi**

Gough, R. Victoria University

Job Satisfaction and Work Effort in Australian Acute Care Hospitals

This paper use the issues identified by Gallie et al (1998) and Green (2007) amongst others of increasing skills, decreasing job control and increased stress amongst professional employees as a frame for understanding the nature of the work of health professionals. The research is based upon a survey of 813 employees in 10 acute care hospitals in three Australian states. The survey is complemented by interviews with 220 employees.About 87% of employees report an increase in skills and 80% an increase in responsibilities with 88% the introduction of ICT. Over 70% report an increase in work effort (72%) and work speed (77%) with 40% indicating work effort has increased a lot and 45% work speed has increased a lot.However, about 60% of employees report an increase in job influence and 50% an increase in job satisfaction with 20% neutral. The interviews also do not bear out an an increase in monitoring or standardization of work with the introduction of ICT. A seemingly paradoxical positive relationship is found between increasing job satisfaction and job effort. Examination of the interviews shows that two types of employees exhibit an association between job growth with greater skills, challenge and responsibility and increased work effort, recent graduates on a learning path and more experienced employees taking on new roles. The paper then examines the potential for burnout of employees undergoing growth in their job with attendant increase in work effort in the context of broader ramping up of work effort and speed.

Kamp, A. Roskilde University

Care work in transition - Struggles of identity and meaning.

The elderly care is one of the fields most profoundly affected by New Public Management in Denmark as well as in other Nordic countries (Dahl & Rask Eriksen 2005). Several authors have debated the neo-Tayloristic traits of this development emphasizing the focus on standardization and control and possible consequences such as loss of autonomy, self-intensification etc. (Rasmussen 2004). However, NPM is in practice a more fragmented concept, and its implications should be studied in specific contexts in order to grasp the contradictory outcomes. This paper present a study of how NPM challenge identity and meaning in care work and focus on the enactment of social identity at work at micro-level (Thomas &Davies 2005). Three different positions are identified; a transformative that aims at reconstructing identity in a more medical direction, a resistant that maintains former rationalities of care, and an adaptive based on acceptance of the new service-regime. These three positions and their perspectives are discussed. The paper is based on interviews with care workers and managers and observations in job, at meetings and workshops in two home care units over a period of 1½ years. The study forms part of a larger research project on the development of work in the elderly care.Rasmussen, B. (2004). Between endless needs and limited resources. Gender, Work and Organization, 11(5), 506-525.Dahl, HM &Rask Eriksen, T. (2005). Dilemmas of care in the Nordic welfare state. Ashgate.Thomas, R. & Davies, A. (2005). Theorizing the micro-politics of resistance. Organization Studies, 26, 683-706.

Mitchell, R., Parker, V., Giles, M. University of Newcastle, Australia

Social Identity Explanations for the Impact of Leader Inclusiveness in Interprofessional Healthcare Teams

Previous research links interprofessional collaboration to more clinically effective and innovative services (CHSRF, 2008) and this has led healthcare organizations to adopt interprofessional team-based approaches as a key organizational structure (Reeves, Abramovich, Rice, & Goldman, 2007). However, reviews have also shown that interprofessional teams often engender affective conflict and are unsuccessful, which indicates a need for research into factors influencing their performance (Tieman, et al., 2006). In response to this research gap, this paper explores the role of leadership in interprofessional teams. Survey data from 218 members of 47 interprofessional teams in a large tertiary referral hospital in Australia is analyzed to investigate the role of inclusive leadership in team effectiveness. As predicted, the data support a positive impact of inclusive leadership on team effectiveness. Partial least squares path modelling generates two novel findings that demonstrate the value of social identity in understanding leadership's effect in interprofessional teams. Support for the mediating role of superordinate team identity indicates that inclusive leaders enhance team members' perception of their common group status which enhances their ability to work cooperatively. Conversely, leader inclusiveness decreases threat to professional identity thereby reducing the potential for such threat to undermine the potential benefits of diverse professional composition. These findings are interpreted in the context of how they contribute to the extant and critical endeavour of taking aggregate concepts, such as interprofessional collaboration and providing them with a micro-foundation by exploring how they are related to, and facilitated by, leader behaviour and member perceptions.

SUB PLENARY SESSION 7

Wednesday 9th September 2010 at 17:00 – 18:30

Meet the Authods **Grand Parade Sallis Benny**

Guy Standing 'Work After Globalization' **Chair: Jacqueline O'Reilly**

Guy Standing, Professor of Economic Security, University of Bath, UK and Professor of Labour Economics, Monash University, Australia

Work after Globalization: Building Occupational Citizenship

The challenges arising from the new uncertainties around work and economic security impinge on In the midst of the Global Transformation, work and labour are being revolutionized. This ground-breaking book argues that only if we rethink our sense of occupation will it be possible to overcome the commodification, inequality and insecurity that globalization has unleashed.

Karl Polanyi's The Great Transformation marked the rise of industrial citizenship, which hinged on fictitious labour decommodification. Since the 1970s, this has collapsed and a Global Transformation is under way, in which inequalities and insecurities are becoming unsustainable. Guy Standing explains that while a struggle against paternalism is essential, the desirable egalitarian response to the problems caused by globalization is a strategy to build occupational citizenship. This is based on a right to universal economic security and institutions to enable everybody to develop their capabilities and work whilst respecting the ecological imperatives of the 21st century.The book also explores a phasing out of labour law and a re-orientation of collective bargaining towards collaborative bargaining, highlighting the increased importance of the relationship between groups of workers and citizens as well as between workers and capital.

8th Sept 11 - 12:00

SUB PLENARY SESSION

Meet the Authors Grand Parade 250

'We Sell Our Time No More' Chair: Paul Stewart

"We Sell Our Time No More: Workers' Struggles Against Lean Production in the British Car Industry." (2009)

Paul Stewart, Andy Kilmister, Mike Richardson, Andy Danford, Ken Murphy, Tony Richardson & Vicki Wass.

This book is based on a research programme lasting nearly two decades involving researchers working in and on the international automotive industry. Many of the former are long-term assembly line workers and together with several academics in 1992 formed the Auto Workers Research Network centred on workplace restructuring at GM-Vauxhall in Ellesmere Port and BMW (formerly Rover) Oxford.

The action research was used to develop a critique of the political economy of neoliberal change in the sector and lean production was observed to be a key vehicle for its implementation. The book contextualises changes in the sector in the UK since the end of the Second World War and assesses the social and political continuities with previous regimes of workplace control. It is one of few such sector studies based upon the outcome of critical social and political interactions between participants as researchers and agents of change.

Discussant: Andy Kilmister (Oxford Brookes)

BSA Work, Employment & Economic Life (WEEL) Study Group **Pavilion Parade 304**

Introductory Session **Chair: Tracey Warren**

This newly reformed study group launches at WES 2010. Come along to meet the convenors and to help plan the future remit and activities of the group.

WEEL's aims are to:

Exchange and develop ideas by attracting new and existing BSA members to the WEEL group and its activities

- Encourage collaboration and lend support within a long tradition of British sociologists
- Encourage research and publication around the sociology of work, employment and economic life
- Develop a programme of events including building on the strength of the 'Work and Economy' stream at the annual BSA conferences; a series of themed seminars/ workshops; and a postgraduate forum
- Act as a valuable link to the activities of the key BSA journal *Work, Employment and Society*
- To develop links with other BSA study groups and non sociologists interested in the fields of work and employment

http://www.britsoc.co.uk/specialisms/weel.htm

How to Join WEEL

Membership is free to BSA members. Non-BSA members, students and non-academics are very welcome to join, along with academics and researchers from any discipline. Non-BSA members will be subject to higher entrance fees for events held in the group's name.

To subscribe to the WEEL JISC mailing list please go to:

https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=BSA-WORK-EMPLOYMENT-ECONOMICLIFE

Convenors

Vanessa Beck, Tim Strangleman, Tracey Warren.

8th Sept 11 - 12:00

Methods: What is…… **Grand Parade G4**

Experimental Research Design **Chair: Ender Sik**

Sik, E. TARKI, Hungary

Let there be more observation and experiment

There is a raging war between devoted believers of qualitative and quantitative research methods which on the long run would ruin the credibility of sociology. However, there but a very few attempts to use methods (such as non-participant observation, natural and controlled experiments) which are beyond this war, and which – under certain circumstances – could provide data more valid, reliable, and generalisable than either qualitative or quantitative data could provide. Using the prevalence of discrimination as test case I try to argue for the usefulness of more observation and experiment.

Simonovits, B. TÁRKI, Social Research Institute

Evaluating the Measurement Techniques for Discrimination Research, with a Special Focus on the Discrimination Testing in the Labour Market

However there are several handbooks and research papers deal with methodological aspects and problems of measuring discrimination (e. g. MEDIS Project-Measurement of Discriminations, 2004.), moreover policy efforts have been taken recently to improve the measurement of discrimination, it is hardly possible to assess the exact rate of discrimination by country or by the different aspects of everyday life (e. g. labour market, housing).The aim of my presentation is to collect and compare the research techniques available for measuring discrimination from an interdisciplinary point of view. My main question is what are the strengths and weaknesses of the different sociological, economic, and psychological approaches and research techniques in the field of discrimination. In my research, I focus my attention to the technique of discrimination testing, that is an alternative way of combining the advantages of qualitative and quantitative methods. On the one hand, the controlled test situation enables the researcher to observe the process of discrimination in its real circumstances so that we gain valid answers; and on the other with the increase of the number of cases and standardisation of the research design, we may have reliable and comparable results. To illustrate the methodological presentation, I am planning to show the most recent research results in the field of discrimination testing in the labour market from Hungary and Europe.

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Sickness & Death at Work **Chair: Carl Walker**

Field, S., Jones, L. Brighton Business School

Death in the workplace: the new sanctions

This paper examines the offence of corporate manslaughter as defined in the Corporate Manslaughter and Corporate Homicide Act 2007 and considers its relationship with prosecution for fatalities at work via the Health and Safety at Work Act 1974. The Corporate Manslaughter and Corporate Homicide Act 2007 is an example of the 'command-and-control' state response to safety crimes (Tombs S & Whyte D 2010) i.e. an Act made in reaction to multi-fatality disasters or high-profile work-related deaths (Almond 2007). The research relates to how the Act is working in principle and how it may operate in the future. The paper assesses the range of penalties that can now be imposed on companies where there has been a gross failing in the management of health and safety with fatal consequences and the recent sentencing guidelines that apply to sentencing after 15 February 2010 with particular focus on the aggravating and mitigating factors that may significantly affect the possible sanctions which can be applied on conviction.

Taylor, P., Carter, R., Danford, A., Howcroft, D., University of Strathclyde

Richardson, H., Smith, A.

Occupational ill-health and absence management under the lean regime in the UK Civil Service

Occupational health and safety remains under-researched in the sociology of work and employment, notwithstanding the seminal work of Nichols (1997) and recent contributions (e.g. Lloyd and James, 2008). Although the 'unique working environment' of the call centre stimulated some notable studies (Deery et al, 2002), clerical work generally has attracted less attention. Consequently, this paper reports on white-collar workers' perceptions and experiences following the path-breaking introduction of lean working into Her Majesty's Revenue and Customs, driven by the Gershon review's efficiency savings. Research design and analysis adopted an holistic model of white-collar occupational ill-health (Taylor et al. 2003). Drawing on quantitative data (840 self-completed surveys) and qualitative sources (semi-structured interviews with managers and union reps) from 6 representative worksites, the findings demonstrate that the abrupt arrival of lean's brutal form of Taylorism has generated widespread ill-health and sickness. The implementation of punitive sickness absence policy is seen to compound the severity of this alarming situation. ReferencesDeery, S., Iverson, R. and Walsh, J. (2002) 'Work relationships in telephone call centres: understanding emotional exhaustion and employee withdrawal', Journal of Management Studies, 39.4:471-496Lloyd, C. and James, S. (2008) 'Too much pressure? Retailer power and occupational health and safety in the food processing industry', Work, Employment and Society, 22.4:713-730Nichols, T. (1997) The Sociology of Industrial Injury, London: MansellTaylor, P., Baldry, C., Bain, P. and Ellis, V. (2003) '"A unique working environment": health, sickness and absence management in UK call centres', Work, Employment and Society, 17.3:435-458

8th Sept 11 - 12:00

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 204**

Care Work / Caring and Work 2 **Chair: Tracey Warren**

Bolton, S.C., Wibberley, G. Strathclyde University

Domiciliary care around, in and out of the labour process

Domiciliaries are paid carers who travel to the homes of older people and assist them with personal routines. The work is incredibly challenging mentally, physically and emotionally, but is rarely rewarded or recognised as such. This paper proposes an analytical framework of 'around, in and out of the labour process' and draws on rich empirical data that offers analytical distinction as a means of recognising and valuing the work involved in the provision of domiciliary care. Utilising Labour Process Theory as a conceptual resource that supports the proposed framework, 'around the labour process' can be understood as the structural dimensions that create the conditions for how domiciliary care is delivered; 'in the labour process' offers a focus on the specific aspects of work that are detailed by the employer as tasks to be completed; 'out of the labour process' is work which occurs outside of the prescribed labour process, but nevertheless often serves to support it (though, of course it may also undermine care giving activity). In offering such analytical distinctions and detailed insights into the daily lived realities of working as a domiciliary carer, the paper contributes to, and further develops, long-standing sociology of work debates concerning 'caring labour' and reveals the constraints, contradictions and challenges of paid care work.

Smith, A.J. University of East London

The Cultures of 'Care' in Public Sector Employing Organisations

This paper is based on empirical research which critically examines the cultures of care and well-being in 3 public sector employing organisations. McKie et al. (2002) developed the concept of 'caringscapes' which posits that individuals are constantly plotting and re-plotting routes in anticipation of their caring duties and responsibilities Moreover, organisation carescapes asserts that policies and practices may provide a framework to facilitate care inside and around the workplace. Cancian and Oliker (2000) conceptualise care in terms of 'caring about', being the emotional part of care, and 'caring for', namely the practical work of tending to others' needs. However, 'care' is a contested arena, and surveillance and control are the other side of care.Qualitative and quantitative research was conducted in two councils and one health service advice centre to uncover the cultures and experiences of care and well-being. A range of innovative 'care' policies were being developed in all 3 organisations to provide the time and space for workers to fulfil some of their caring duties. Whilst some policies certainly provide care in terms of well-being initiatives, stress relief and mental health guidelines; maximising attendance policies were punitive and sickness absence was often treated as a disciplinary, rather than a health and well-being, matter. ReferencesCancian, F. and Oliker, S. (2000) Caring and Gender, London: Sage.McKie, L., Gregory, S. and Bowlby, S. (2002) 'Shadow Times: The Temporal and Spatial Frameworks and Experiences of Caring and Working', Sociology, 36, 4: 897 – 924.

Conceptual Frameworks and Theoretical Controversies **Grand Parade 150**

Contracts and Communities **Chair: Paul Edwards**

Dunn, B. University of Sydney

Labour and community or labour as community: (re-)conceiving the causes of decline and strategies for renewal

Strategies of Community Unionism propose innovative approaches for labour renewal. However, the concept of community is itself contested and used in different senses. It can invoke commonalities of place (as in neighbourhoods) and voluntary associations (from bowling clubs to religious organisations). This can lead to ambiguities in the use of the term and in the strategies proposed.However, this paper argues that the notion of community also offers a useful way of 'seeing' labour. Firstly, labour itself can be understood both in terms of commonalities of place (as having a basis in economic structures and particularly in workplaces) and in terms of its voluntary associations. Touching on familiar debates around structure and agency this allows interpretations of decline which put less emphasis on economic determination. Secondly, seeing labour in terms of community suggests a complex and contested variety of relations with alternative community forms. Labour supporters should be cautious of any straightforward appropriation. Some communities may have or express interests entirely compatible with those of labour. Some may be hostile. More often, as both historical and recent examples illustrate, the relation is likely to be ambiguous. Other communities are also influenced by socio-economic change, which may have implications for their relationship with labour.Thirdly, understanding labour itself as a form of community highlights its differentiated nature, including the alternative but related forms of voluntary association; different unions and political parties. This also emphasises the necessarily political nature of any strategy for renewal.

Harry, K. McMaster University

Is There a New Deal? A Qualitative Approach to Capturing the "New" Psychological Contract

In recent years, researchers have alluded to a "new psychological contract". In particular, employees have shifted in perceptions of workplace and employment relationships, from expectations of stability, loyalty, standard work, security and linear career growth, to instability, flexibility, self-reliance, and changing careers. These events suggest that traditional measures of psychological fulfillment and breach need to be revisited to ascertain the degree to which their component parts capture the full range of what today's workers now regard as the most important aspects of their employment relationships. Further, new and updated measures are required to better assess the variability in importance that different employees give to different aspects of their PC. As the first step in a multi-stage research project to address the need to revisit established and widely used psychological contract measures, this paper presents the qualitative focus group approach to capturing new data on what staff-level employees and line managers from private and public sector organizations expect from their employers. Specifically, these participants were asked to share what they believed to be the most important facets of a desirable PC – what mattered most to them. Measures of PC were developed from these data and form the basis for a future scale development study. Initial findings indicate that support for work-life balance, flexibility in work schedules, technology to support completion of work duties and deliverables, and employee input on unanticipated or new work assignments are key components of the new psychological contracts. Findings and avenues for future research are then discussed.

8th Sept 11 - 12:00

PAVILION PARADE SESSIONS

Eastern Europe - Social institutions on organisational processes **Pavilion Parade G7**

Financial Presures on Orgainsations **Chair: Martin Upchurch**

Tackas, S. Corvinus University of Budapest

On the changing role of banks and bankers

Within the first decade of the 21st century, the commercial banking sector in Hungary has been showing some of the hallmarks of a command and control - centrally planned economy, mixed with the negative consequences of extreme market competition, using the phraseology of a socially sensitive, customer driven western service industry. The central theme I would like to contribute through the in-depth analysis (based on action research) of a major private retail bank in Hungary (owned by a multinational bank) is the changing role of commercial banks in a free market based capitalist system and its consequences on servicing customers. In the recent debate on the origins and consequences of the global financial and economic crisis, commercial banks were frequently claimed to be irresponsible at best, deceitful and malevolent at worst. Some commentators are calling for more rigorous state intervention and control, prescribing regulations and laws in order to prevent the sector from transferring risks on their clients. Some interventions have already led to substantial state ownership in former private enterprises. Other opinions are against the mechanisms of direct state involvement. No matter how hard it seems to be – is their reasoning - there are no better mechanisms, than self-regulation in the service of establishing balance on the market. The role of the state/government is to provide for a clear regulatory framework (the elements of which are subject to constant discussion). Both of these directions are looking for a solution on the surface – and I do not want to undermine the importance of actions at this level. In my paper I would like to explore how psychoanalytically informed research to organizations can contribute to this debate. Locating the organizational level in our focus of attention is in itself an important step. The current crisis is about changes. Those organizations, which are able to understand how their own practices and operations contributed to the financial crisis and will find appropriate answers to these challenges, might become stronger and come out as winners. Banks have to learn to deal with anxiety in a mature way (avoiding the traps of denial, splitting, projection and other primitive social defences), than the possibility might open to deal with their customers in a way that really helps them to handle their own anxieties towards money and support them in handling risks themselves. The first step towards this goal is that bank managers realise their own role and the changes needed in it, in order to better contain the anxiety present in the system. The role of customer care employees during the “credit-boom” (2004 – 2008) has changed from “Administrator” to “Sales”, although the name of the position has been “Consultant” all the time. Actually, becoming a consultant would reflect the primary task of banks more adequately, but for achieving this, managers’ role should also change to listening and coaching. As the experience of the Retail Bank Hungary shows, it is not possible to make this change happen without replacing old organizational mechanisms and HR systems (selection, performance appraisal and reward system, training and development).

Pocztowski, A., Mis, A. Cracow University of Economics

HR-practices in Polish companies under conditions of economic slowdown in 2009

The objective of the paper is to present how companies operating in the Polish market faced challenges in the field of employment during the last economic crises which has occurred in Poland as an economic slowdown. As a source of data for the analysis two empirical studies will be used, which were conducted in the year 2009. In both studies a structured questionnaires were used. The first study deals with turnover and retention issues and the second one focuses on trends in reward systems. Efforts will be made in the paper to examine how companies adapt their HR policies and practices while cooping with changes in the environment. After presenting some general adaptation strategies, the authors will focus on two issues mentioned above. The findings of the empirical research indicate that typical reactions of the examined companies as a response to the crises in the financial markets were: freezing of recruitment actions, cuts of training budgets, changes in reward systems, limitations of benefits as well as restrictions of HR-Departments budgets. The research evidence reveals that changes in the labour market caused by economic slowdown forced 46% of the firms to plan reductions of employment but on the other hand 41% did not plan to do that. The uncertainty in the business context of HRM makes HR-professionals rethink practices they have been using so far.

New Conflicts and regulations in Industrial Relations **Pavilion Parade 101**

Power & Invisibility **Chair: Geraldine Healy**

Rainnie, A., McGrath-Champ, S., Herod ,A. Curtin University

Power and the invisibility of women in work organisation and bargaining processes: the case of the printing industry

Although the almost ubiquitous concept of networks threatens to become a chaotic concept, we explore the growing literature on Global Production Networks (GPNs) and its origins in, and relation to, Value Chain and Commodity Chain analysis (GVC and GCC). We argue that recent GPN literature represents a significant advance on earlier GCC and GVC forms of analysis. It has much to offer labour process analysis, a critical engagement with concepts such as Local Labour Control Regimes, as well as the dynamics of regional development. However we also argue that there are still important limitations, particularly in that they still devalue labour as agency. Integrating labour process analysis with GCC/GVC precepts and elements of GPNs more expansive relational perspective may provide invaluable analytical purchase on concrete global production and servicing chains (Taylor 2010). Labour process analysis may benefit from attempts to engage with a more sophisticated form of analysis of inter firm relationships, value creating and capture, the nature of regions, regional development and governance and the coordination of globally dispersed economic activities. In this way we might more successfully analyse the nature of particular forms of the 'spatial fix', the politics of production, the relationship between fluidity and fixity of both capital and labour. The form of analysis we are developing here, we believe, can more concretely analyse the limits and possibilities of worker and community response and reaction to restructuring, capturing the complexities of Katz (2004) distinction between resistance, reworking and resilience.

Broughton, A., Miller, E. Institute for Employment Studies

Women in senior management: is the glass ceiling still intact?

This paper examines the experiences of women in senior management positions in five countries (Germany, Greece, Sweden, USA, UK), focusing on the barriers to advancement that they have encountered, the ways in which they have overcome them and the issues that face them in the future. It is based on empirical research that aimed to examine the factors underlying women's progress through organisational structures and the reasons why women in senior management positions decide to accept or decline board-level or top management jobs.

There is a long-standing and wide-ranging body of literature on the subject of the glass ceiling. Our research aimed to find out whether anything was changing or whether glass ceiling issues remained a reality for senior women. More specifically, it set out to answer three research questions:

- what are the main perceived barriers to moving into corporate board-level management, from the point of view of women managers?

- what types of interventions and coaching are currently offered to women managers to enable them to move into board-level positions, and could be offered to them in the future?

- are there any differences or similarities between the situation and approach in the countries examined?

We found that there are still a number of perceived barriers hindering women from advancing in their careers. These are broadly similar across countries, and encompass issues such as the occupational segregation, gender stereotyping, and the perception of how women should behave in terms of management style.

8th Sept 11 - 12:00

Global Human Resource Management & the Changing Face of Work **Pavilion Parade 102**

Institutionalism **Chair: Tony Edwards**

Lloyd, C., Payne, J. Cardiff University

Changing job roles in the Norwegian and UK fitness industry: how and why do institutions matter?

There has been considerable debate about both the durability of different institutional environments and their impact on employment and job design within specific countries (Hall and Soskice 2001, Gallie 2007). However, little is known about how and whether new jobs are integrated into the 'typical' country model. This paper explores the way in which the relatively new job of fitness instructor is developing within two contrasting economies, the UK and Norway. To what extent have managers adopted country-specific approaches to employment contracts and the organisation of work, and what does this tell us about the conditions necessary for the emergence of new institutional arrangements. The research finds that some employers in both countries are attempting to cut costs and raise revenue through changes to contractual arrangements and job roles. The impact has been to shift the burden of risk onto workers and to squeeze the job of instructor to that of 'meet, greet and sell'. However, there are examples in both countries of organisations pursuing an alternative approach which relies on the technical skills and knowledge of instructors. The findings indicate that within country variation in this sector are more substantial than international differences, reflecting the slow development of new institutional and regulatory structures in Norway. The research is based on interviews conducted in the fitness industry in Norway and the UK during 2009 and 2010 at the sectoral level and within workplaces. Interviews were held with gym managers, fitness instructors and personal trainers in four gyms in each country.

Royle, T., Uçkan, B., Kagnicioglu, D. National University of Ireland, Galway

Work and Employment in Multinational Corporations and their National Competitors in the Turkish Retail Grocery Sector

This paper examines the activities of Tesco, Carrefour, Metro and the previously Turkish-owned Migros supermarket chain in Turkey (Private equity since 2009). Retail grocery is an increasingly important sector for (low paid) job creation internationally and dominated by a small number of MNCs. We focus on the nature of employment relations, the pay and conditions of work and trade union recognition in the Turkish sector. The data is derived from an ongoing research project and is based on interviews and documentary analysis. Interviews were carried out between March 2006 and July 2009 in Ankara, Canakkele and Eskisehir with workers and shop stewards from each of the four companies and trade union officials from the Turkish union Tez-Koop-Is. In addition there were also interviews with officials from the German Ver.Di union in Berlin and Union Network International in Geneva. The findings suggest that the legal framework of Turkish industrial relations - which is still largely based on law introduced after the 1980 military coup in 1982 (Dereli, 2006; UçKan, 2007) - makes it difficult for unions to gain recognition from employers, sometimes encouraging inter-union rivalry and sometimes resulting in union poaching and 'sweetheart' deals with employers. All three of the foreign MNCs have tried to avoid union recognition and undermined pay and conditions in the sector with varying degrees of success at different times, whilst Migros has been more cooperative with unions. As Carrefour and Metro both have international framework agreements this raises some interesting issues for such agreements.

New Locations of Work - The International division of labour and migration **Pavilion Parade 103**

Gendered Migration **Chair: Michaela Gstrein**

Gerasymenko, G. Institute for Demography and Social Studies of the NASU

Gendering Labour Migrations from Ukraine

Current labour migrations are increasingly shaped by demand for domestic work, care-related labour and sex work, areas traditionally represented by women. Thus, a new feminization trend can be observed in international migration, resulting from modern changes in employment structure and labour-market segregation based on nation and gender. In large part, migrant women are involved in marginal labour niches in receiving countries, including domestic work and the sex trade. The investigation of gender aspects of international migration is of great importance owing to the increased number of women among illegal labour migrants, as well as their considerable vulnerability to discrimination, abuse and human rights violations. The international migration of women is criminalized, with vast numbers of women drawn into the sex industry, which uses illegal channels of international labour. The Ukraine is currently among the largest "suppliers" of labour migrants in Europe. Various estimates put the total number of Ukrainians working abroad at over two million. This paper presents a gender analysis of labour migrations from the Ukraine. It includes socio-demographic features of migrants, the types of economic activity practiced by migrants abroad as well as their working conditions, seasonal specificities of migration flows, and problems faced by migrants working abroad. The paper is based on data of a special survey of the external labour migrations in Ukraine, realized in 2007.

Trifiletti, R. DISPO Università di Firenze

Crossing near or far boundaries: female migrants their work and their family reunification process in Southern Europe

A migratory system consolidated recently, main flows of female migrants run from Enlargement or Accession countries towards Southern Europe, at the same time other flows from former Ussr countries (in particular Moldavia and Ukraine or Russia) show a substitution effect. Female migrants go to transition countries to fill the gaps left in domestic and care work from other migrants, or they leave directly to Southern Europe, often paying lots of money for illegal visa, to compete for undesirable care tasks, in a sort of 'race to the bottom'. Both types of migration flows try short-term rotational moves with trans-national cultural traits, but the first flows exploit the opportunities of legal tourist or study visa and of legalization offered by repeated amnesties, whereas the second movers tend to be trapped in the black labour market, and often become overstayers, transforming their migratory project and accepting slave conditions of work. Only the second type seems to repeat the well-known model of the "international chain of care". This paper is based on two sources 1) a comparative project on seven countries (Sweden, Denmark. Latvia, Ireland, Poland, Portugal and Italy) funded by the EU Equal Opportunities Unit 2) a follow-up study based on biographical interviews focussing the comparison between short and long-distance movers: Romanian, Ukrainian and Peruvian women migrated to Italy, their different conditions of work, the different impact of the economic crisis and their possibility of leaning on national networks and of accessing (and constructing in time) family reunification by female side.

8th Sept 11 - 12:00

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 203**

Older Workers **Chair: Sarah Vickerstaff**

Crisp, R. Sheffield Hallam University

Work good, worklessness bad? Exploring the meaning of unpaid activities in the lives of older, workless men.

The work of Marie Jahoda on the experience of worklessness has exerted a profound influence on both social scientists and policymakers. It has shaped the prevailing view that worklessness is corrosive to health and well-being and underpinned claims about the social and emotional benefits of work. Sociologists such as Cole (2008) have challenged this orthodoxy, however, on the grounds that it fails to consider both the precarious nature of some work and the possibilities for other forms of activity to compensate for the loss of paid employment. This paper explores this critique using empirical evidence from a qualitative study of 35 older workless men living on a deprived 'overspill' estate in northern England. Drawing on interviews with this group, it shows that worklessness is a debilitating experience for many of those interviewed but also that a substantial minority find meaning and fulfillment in a range of unpaid activities including leisure, caring and volunteering. These activities are often contrasted favourably with the likely benefits of a return to paid work. Such findings suggest a need to think more creatively about the potential for supporting the workless to engage in activities other than paid employment as a temporary or even permanent solution to job loss. This is all the more urgent considering both the immediate squeeze on vacancies in the wake of the recession and long-term restructuring that is reshaping the nature of employment opportunities for older working-class men.

Lain, D. University of Brighton

Married to work? The influence of marital status and gender on employment past 65 in the UK and USA

This paper explores the influences of policy, gender and marital status on employment past 65 in the UK and USA. US policy has encouraged employment amongst the poorest by extending age discrimination legislation beyond 65 and restricting means tested cash benefits. Despite this, previous research has found that the poorest in the US, as in the UK, are comparatively unlikely to work past 65 in part because of low levels of health and education (Lain, forthcoming). Nevertheless, amongst the poorest employment constraints are likely to vary between subgroups, depending on how they arrived at having low retirement incomes. Analysis of the UK Family Resources Survey and the US Current Population Survey in this paper indicates that divorced women over 65 had very low incomes in both countries. However, these women are likely to have comparatively high work capabilities, because their low incomes often derive from marriage dissolution and interruptions to employment for family reasons rather than broader social disadvantage. The paper shows that in the 'self-reliance' policy context of the US divorcees over 65 were substantially more likely to work than in the UK. This suggests divorcees face slightly different work and retirement choice constraints in each country. In the US poorer divorcees in secure employment may feel financially compelled to continue working. In the UK, on the other hand, older divorcees may feel they are constrained from working, given that they have limited rights to continue working and might be penalised by losing cash benefits.

New insecurities - precarious employment, flexibility and unemployment 2 **Pavilion Parade 204**

Race Work & Diversity **Chair: Gil Robinson**

Ussery, M. University of Delaware

RACE WORK: THE CREATION OF A WORKING-CLASS, BLACK IDENTITY

This paper seeks to answer the following question, how do black workers re-frame the relationship between work and race so that it is beneficial to them? In other words, how do they re-frame notions about blackness in order to form coherent work identities? Black workers understand what employers' expectations are and how they define a good employee. Also, black workers' mobility is cohort-based; that is, it is linked to group conditions and dependent on the opening of opportunities to the entire group of black workers. This paper explores how black workers deal with the added emotional burden of race. It is my contention that black workers must work at racial impression management in order to acquire and sustain good jobs and to achieve some mobility; and that without racial impression management or "race work" black workers could not overcome adverse labor market conditions. Furthermore, without "race work" black workers are unable to manage the structural constraints they face; race work encompasses how black workers mediate and reduce the burden of race on work.

Guerrier, Y.R., Wilson, C. Roehampton University

Representing diversity: an analysis of company websites

This paper explores the ways in which 30 large, UK based companies communicate their diversity strategies through their websites. It looks at the language that companies use to explain their diversity strategies, the ways in which particular diversity strands are represented or downplayed; the images and employee profiles that are chosen to represent the corporate brand and the way in which both the more visible aspects of diversity (eg gender and ethnicity) as well as the less visible ones (eg sexual orientation and religion). The sample comprised the companies that made up "the Times" Top Big Employers lists in 2009 and 2010. Their websites were analysed, using a grounded and interpretive approach, focusing on their UK-based diversity pages (where those existed) and on their general careers pages, especially any aimed at graduate recruitment. Companies' approaches varied; for example, the financial services firms tended to follow the "business case" approach with detailed websites which reflected many different strands of diversity. The message was that these companies wanted to recruit a "global meritocracy" where identity did not matter providing employees were prepared to embrace a long-hours and fast-paced culture. However, the way in which educational background (and by extension social class) is used as a selector in these companies is discussed and contrasted with the language used in some of the retail and customer service companies, which was of reflecting the "local" community and including everybody

8th Sept 11 - 12:00

New insecurities - precarious employment, flexibility and unemployment 3 **Pavilion Parade 303**

Africa **Chair: Kea Tijdens**

Mahdi, S.T. Riyadh Chamber of Commerce

How Can Labour Market Polices Improve Social Protection for Poor People in Sudan

Since the 1980s Sudan adopted the structural adjustment policies (SAP) that involves reduction of government spending, employment reduction and wages pressing. Application of the SAP is completed by adopting privatization and firing many workers from the state enterprises, and restriction of the employment in the public sector.This creates many difficulties to families as many graduates and households bread winners face narrow options in the labour market. They are either to move to the informal labour market or to crossing borders to the Gulf oil countries or Europe or USA, besides many families sent their children to the informal labour market instead of school. This is the main issue or the problem of the paper, which raises some question about social protection policies in the country; particularly for those in the informal labour market, the labour policy does the government adopt to create jobs, and about changes the government bring to restructuring employment in the private sector to help workers to stand against poverty.The paper will do to answer these questions and provide information based on the released data and information about the labour policy in the country. In addition it will do to interpret these questions in the framework of theories and literature on the labour policy. Cazes et al.(2009), Evan-Klock et al(1998), Abrahart and Verme(2001) ,Bartick(2001), Norton et al (2001),and Sabates-Wheeler and Waite (2003) among many provide interpretation and concepts about the labour policy , job security and social protection.

Tetteh, P. University of Bristol

'They treat us as if we are not human': The Complex Realities of Child Domestic Labour in Accra and the Implications for Policy

The traditional practice of engaging children (especially girls) in various forms of domestic tasks in their own homes or even in those of other relations and or non-relations as part of the socialisation process has long existed in many societies particularly in Africa. The practice has recently metamorphosed into a commoditisation of children's labour due to several factors of social change. Child domestic labour has thus, not only become one of the widespread and exploitative forms of child labour in the world today, but also one of the most difficult to tackle. Indeed, it is largely gender based as almost 90 percent of child domestics are girls. The ubiquity of child domestic labour normalises it and renders it invisible. Research and action for and on behalf of child domestics are either non-existent or limited in many countries because of the hidden nature of child domestic labour. In recounting children's experiences of domestic labour, this paper highlights the exploitative and often de-humanising work conditions of child domestics. Thus, taking the stance that child domestic labour is detrimental to children; this paper identifies and discusses pragmatic approaches needed to tackle child domestic labour, to achieve the ILO's time bound programs of eliminating the worst forms of child labour and all forms of child labour by 2016 and 2020 respectively. This research's relevance for the sociology of work lies in its analysis of the relationship between age, gender, class and work.

SUB PLENARY SESSION 8

HR Leadership and sustainable high performance **Grand Parade Sallis Benney**

Meet the Authors **Chair: Jenny Knight**

Holbeche, L. (2009): HR Leadership, Butterworth-Heinemann, Oxford

University of Bedfordshire

The HR profession is in a state of rapid evolution and its potential contribution to business success has rarely been realised. Professor Linda Holbeche (previously CIPD's Research and Policy Director) argues that the lengthy economic crisis has highlighted the critical need for HR to address sensitive issues such as poor governance, executive compensation and organisational restructuring from a leadership perspective if we are to avoid some of the traps of the past.

So if HR leadership is needed, what is it and how can it be developed? What distinguishes HR leaders from worthy HR functional heads, or how are the 'best' different from the 'rest?' Based on research for Linda's latest book 'HR Leadership', this session draws on interviews with a variety of HR leaders who have openly shared their experience, challenges and learning on what it means to be an HR leader in today's fast-changing times. This essentially involves strategic influencing, design and delivery. Linda will use real-life examples to illustrate key aspects of an HR leadership agenda geared to sustainable performance. She will argue that HR leadership is not restricted to the top, nor is it exclusively reserved for members of the HR function - anyone with the relevant capabilities who wants to create a healthy and effective organisation can be an HR Leader at any stage of their career. Finally Linda will provide pointers and stimulate discussion about how HR leadership can be developed.

Penny Tamkin (Work Foundation) has considerable experience of researching and advising on management and leadership issues, including the importance of management capability and its measurement, the impact of skills and development on individuals and organisations, and wider human capital investment and its link to business performance. Penny leads a large - scale, three- year project exploring the characteristics that define outstanding leadership for sustainable high performance.

Duncan Brown (Institute for Employment Studies) leads the research and consultancy services in the pay and reward field. He was a principal at Towers Perrin & a director in the Human Resource Services practice at PricewaterhouseCoopers. Duncan also spent five years as Assistant Director General at the CIPD where he led their research and government policy activity. Duncan is a well-known commentator, speaker and author on HR and reward issues. His new book is on Evidence-based Reward Management. Duncan advises a number of board remuneration and HR committees and is a member of the committees at English Heritage and Christian Aid. He sits on a number of editorial advisory boards for journals including People Management, HRM Journal and Developing HR Strategy. He is also a governor of the Pensions Policy Institute. Over the last decade Duncan has regularly featured in Personnel Today's annual listing of the Top 40 Power Players in HR, and in 2009 Human Resources magazine rated him in its listing of the top ten leading thinkers in HR.

8th Sept 13 - 14:30

SUB PLENARY SESSION 8

Policy for Change **Grand Parade 250**

Meet the Authors **Chair: Eileen Green**

Policy for a Change: local labour market analysis and gender equality

Bristol, Policy Press, 2009 **edited by SueYeandle**

Discussants: **Prof. Nickie Charles** (Warwick) & **Prof. Judith Glover** (Roehampton)

Each discussant will speak for 15-20 minutes following the chair's introduction, and contributions from the floor will be welcome during the 90-minute session.

Three members of the research team for the GELLM research programme, all of whom wrote chapters for the book and led studies within the programme, **Prof Sue Yeandle**, the programme's Director, **Dr Linda Grant** and **Karen Escott** (both at Sheffield Hallam University) will be present to respond to contributions.

The book is based on the **Gender and Employment in Local Labour Markets** (GELLM) research programme, conducted between September 2003 and August 2006 by a research team based at Sheffield Hallam University, and led by Sue Yeandle (who is now at the University of Leeds). The research programme involved detailed analysis of women's labour market situation and experiences in 12 localities in England, and close working with many local agencies throughout.

The study produced a series of 12 Gender Profiles of local labour markets, 6 new empirical studies, many local-level reports and a series of comparative analyses synthesising each study's findings across the different localities included in it. These reports are available online at: http://www.sociology.leeds.ac.uk/circle/publications/gender-employment-local-labour.php

The research programme had substantial funding from the European Social Fund, matched by contributions from 12 English local authorities, the Equal Opportunities Commission and the TUC. It also drew on the support of three external academic advisers, Professors Irene Hardill, Ed Fieldhouse and Damian Grimshaw.

After the end of the study funding, in autumn 2006, leading members of the research team, who had worked closely throughout, each leading on different elements of the research programme, decided to collaborate on a book to capture key findings from the work they had undertaken together. The aim of the book was to explore the wider significance of the research findings both for theorising women's participation in paid employment and for understanding the role of public policy in promoting gender equality. It was published with the following endorsements from leading sociologists:

'debunks many of the myths about women's employment'
Prof J Scott, Univ. of Cambridge

'... offers a wealth of insights into the factors that prevent women realising their full potential in their working lives'
Prof. H Bradley, University of Bristol

GRAND PARADE SESSIONS

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Trade Unions and Equality **Chair: Bob Smale**

Bacon, N., Hoque, K. University of Nottingham

The role and impact of trade union equality representatives in Britain

This paper assesses the role and impact of trade union equality representatives in Britain. The findings, based on the first national survey to date of the population of equality reps suggest that equality reps are playing the role with considerable vigour and receive considerable management support, but they are nevertheless having to combine the equality rep role with other rep activities in order to secure any statutory rights to time off. The results also suggest that the majority of equality reps have had a positive impact on employer equality practice in the workplaces in which they are located via both indirect and direct voice effects and also facilitation effects. They have had as positive an impact in the private sector as in the public sector, and their impact does not vary by industry sector, suggesting they have the scope to bring benefits to all sectors of the British economy. The results suggest, however, that statutory right to time off in the Equality Bill would have been of significant benefit in terms of boosting the amount of time equality reps are able to spend on the role and in terms of encouraging greater numbers of people into the role. The results also suggest a need for the government to encourage employers to engage in meaningful dialogue with equality reps, and a role for unions in ensuring that equality is prioritised on bargaining agendas. These forms of support may prove important in ensuring equality reps continue to be successful in the future.

Moore, S., Wright, T. London Metropolitan University

Shifting languages of equality – the role of trade union Equality Representatives

This paper explores evidence from the narratives of Equality Representatives (ERs) that the discourse of equality has moved from one generated by the collective mobilisation of self-organised and politically conscious identities to a more abstract notion of fairness. It attempts to identify the material and ideological relationships underpinning this drift, asking how far social identity and/or discrimination in the workplace provide a basis for collective activity or whether the prevalence of individual over collective rights constrains this. The paper will reflect the findings of unpublished research currently being concluded on the role of Equality Representatives in two large public sector trade unions and drawing upon the testimonies of ERs, through interviews, surveys and focus groups. ERs have emerged as separate ant-discrimination laws have been incorporated into a single Equality Act and the research explores the extent to which the recognition of multiple forms of discrimination dissolves specific inequalities into more fluid identities based upon individual interactions, rather than defined by social relationships underpinned by power. The research suggests that politicised and antagonistic languages based upon race or gender have been redefined in terms of individualised discourses of equality and diversity and the paper asks if this reflects the hegemonic language of the state and public sector or a material reality rooted in the workplace. Further, have the 'abstract ideologies' that inform trade unionism (Kelly, 1998) shifted to reflect a discourse of 'equality' counterposed to 'class' or is a more inclusive definition of collectivism possible?

Hoque, K., Bacon, N. University of Nottingham

Unions and workplace equality in Britain: evidence from the 2004 Workplace Employment Relations Survey

This paper uses data from the 2004 Workplace Employment Relations Survey to provide an empirical assessment of the relationship between unionisation and the adoption of equal opportunities (EO) policies and practices in British workplaces. The analysis finds that a range of EO practices (e.g. recruitment and promotion monitoring and reviewing, special procedures to encourage applications from (some) disadvantaged groups, and reviews of relative pay rates by ethnicity) and family friendly practices (workplace nurseries, financial help with childcare, leave for carers of older adults and maternity leave at the full rate of pay) are more likely to be found in unionised workplaces than elsewhere. However, the union effect largely only holds in instances where the union is involved in EO decision-making within the workplace via either consultation or negotiation. There is no consistent evidence that a union effect exists in instances where the union is simply informed of EO decisions or is not involved in EO decision-making. Hence, if unions are serious about their commitments to equality, it is essential that they ensure that EO is on the bargaining agenda and that negotiating officers make bargaining over EO a priority. Also, if the government is serious in its commitment to encourage the adoption of flexible and family-friendly practices within British workplaces, it has an important role to play in encouraging employers to engage in genuine consultation with trade unions over their implementation.

8th Sept 13 - 14:30

New inequalities – Ageing, ethnicity, gender and disability 2 **Grand Parade 204**

Gender and Wages / Incomes **Chair: David Lain**

Vandecasteele, L. University of Manchester

The gender wage gap and its cumulative effects over the early career. A comparison of British cohorts.

The paper examines how patterns of gender inequality change with new cohorts entering the labour market. It is well established that the gender wage gap in Britain has narrowed considerably since the 1970's. One of the explanations refers to the fact that women enjoy wider participation in education and start their careers at higher levels of occupational attainment. Consequently, the gender wage gap has seen a decline. However, more research is needed to establish how this equalization in terms of educational chances works out over the career. This paper uses a lifecourse perspective on barriers to gender equality in the labour market. It examines the evolution of the gender wage gap in two British cohorts during their first eight years in the labour market. The main question concerns why the gender wage gap grows over the professional lifetime. Moreover, the comparison of two cohorts of labour market entrants allows me to investigate whether the gender wage evolution has become more equal for more recent cohorts. Preliminary results based on change-score regression analyses of the British Household Panel Survey show that the start wages of men and women have indeed become more equal over time. However, a substantial gender wage gap arises after 8 years in the labour market, due to the tendency of women to have interruptions in the career and smaller promotion chances. There are no signs that the trend is declining for the more recent birth cohorts.

Diaz, M.A., Sanchez, R. University of Valencia

Married women and wage gap: Are they stigmatized?

This paper aims to contribute to the debate on gender discrimination by analyzing the determinants of the gender gap of married women using an innovative methodology: the stochastic frontier approach. This methodology allows us to explain the differences between the potential and the observed wage that an individual could obtain, given his or her human capital endowment. We analyzed the corresponding balanced panel of wage earners from the European Community Household Panel Survey (ECHP), from 1995 to 2001. In order to make more comparable both, young men and young women we construct a sample where all the individuals remain working seven consecutives years with the same employer, 15 or more hours per week. Our results show that a significant part of the gender wage gap in all the countries analyzed but Denmark, that is, Germany, Italy, Spain and United Kingdom is not attributable to differences in human capital endowment or personal and job-related characteristics. And then, they provide evidence concerning the existence of gender pay discrimination of young married women with respect singles women. We have to remark that this evidence have been obtained with a sample where married women do not experiment any interruption in employment at least in this seven years. Here also we obtained the opposite result for married men. They have a wage premium measured by its closeness to the wage frontier, when comparing these workers to workers with the same human capital but singles.

van Damme, M. Tilburg University

Who gains, who loses? Social class and the economic consequences of separation for British women

Although it is well known that the majority of women experience an income decline after separation, there is much heterogeneity in these income changes. The social class of the union women come from before the separation may explain variations in the economic consequences of union dissolution. Using the British Household Panel Survey (1991-2006), I find that there is an 'underclass' of separated women who are less likely to receive alimony and more likely to be on welfare. Although women from the lower classes experience the smallest income drop, they remain at the bottom of the income distribution. On the other hand, I find that the short-term income drop due to separation is largest for women coming from a white-collar worker union. However, while service class women recover pretty soon from their large income fall, women who had a spouse from the routine non-manual working class do not succeed to return to their pre-separation income levels. Event history analyses show that possible explanations for these findings may be found in women's economic dependence during marriage.

Emotional and aesthetic labour – Work, Health and Wellbeing **Grand Parade 150**

Physical & Psychological Injury **Chair: Colin Harris**

Lindegård Mønsted, M., Fattore, T. University of Sydney

Service-user and worker-driven models of psychological injury: Examining the Social and political relations of job stress among disability service workers.

Research on psychological injury emphasises stressors on and resources available to individuals within work environments. We assess these explanatory components within broader material and ideological relations of work. Using research on disability service work as a case study, we propose three models for understanding psychological injury. The service user model emphasises role conflict as the source of job stress. The model emphasises that psychological injury is embedded in ideological contestation over the nature of work. Stressors and resources arise from the level of congruence between worker self-understandings of their role, and service provision objectives set by organisations and policy. In disability services the critical contestation revolves around the provision of institutionalised verse community based care. The worker-driven model emphasises the material structures that govern work, such as employment structures, as the source of job stress. Stressors and resources arise from the level of congruence between material rewards available to workers (in the form of decent work standards) and the effort required to perform the work. In disability services the critical contexts for this congruence are the funding environment that suppresses employment conditions, managerial models that create competitive pressures between organisations and lack of sectoral coordination within the sector. A third model is proposed, the vocational identity model which draws upon elements of the service-user and worker-driven models. Stressors and resources are generated out of tensions and synthesis between ideological self-understanding and the material conditions of work that support vocational identity. We discuss the implications of these models for intervention strategies.

Wright, S., Fattore, T., Moensted, M. Workplace Research Centre

Perceived and actual risk of injury or illness at work in the Australian Health & Community Services industry

Knowledge of work risk perceptions and attitudes to safety are necessary for the development of a safety culture in the workplace. This research analyses and compares perceived and actual risk of workplace accidents and illness in the Australian health & community services industry; an industry characterised by a high proportion of female employees, low pay and insecure employment arrangements. Primary data from the first wave of the Australia at Work study – a five year longitudinal study of the working lives of over 8,000 Australians – is used to explore perceived risk of workplace accident or illness among n=828 employees in this industry. Secondary data from Safe Work Australia – the independent statutory agency with primary responsibility to improve occupational health and safety across Australia – provides independent data on the actual risk by way of incidence and seriousness of workplace accidents and illnesses in this industry for the same time period. Relevantly, the health & community services industry has been identified to receive priority attention under Safe Work Australia's National OH&S Strategy, based on a combination of high incidence rates and high employment. By attempting to quantify the 'gap' between perceived and actual risk of work-related accident or injury in this industry, an assessment is then made about the possible reasons behind employee 'misjudgement' of risk.

Beecham, D. Coventry University

To Disclose or not to Disclose? An Exploration of the Interactional Dynamics of Disclosure or Non-Disclosure of Intimate Partner Abuse in the Workplace

A substantial volume of literature now exists which indentifies intimate partner abuse (IPA) as having a negative impact on women's employment. North American research indicates that IPA prevents women from gaining or maintaining employment. This research also indicates that disclosure of abuse can result in dismissal. However, little is known about women's decision to seek help or disclose their situation within the workplace, particularly within the UK. This paper discusses findings from my recently completed doctoral research that examined the impact of IPA on women's experience of the workplace. Drawing on the data gathered from in-depth qualitative interviews conducted with female survivors of IPA in various occupations, this paper specifically focuses on the interactional dynamics of disclosure or non-disclosure of IPA within the workplace, an area that is underdeveloped within the literature. In addition to highlighting how occupational status and the fear of being pressured by co-workers to leave the abuser can inhibit disclosure within the workplace, this paper also explores how the gendered workplace environment influences survivors' decision to disclose. Essentially, I argue that disclosure of abuse can result in positive responses from co-workers/employers, but equally it can fundamentally undermine other coping strategies, such as the construction of positive workplace identities that provide a positive sense of self.

8th Sept 13 - 14:30

PAVILION PARADE SESSIONS

BRICs: Eastern Europe **Pavilion Parade G7**

Chair: David Lane

Smith, M.J., Chung, H. Grenoble Ecole de Management

Multinational Diffusion of Working-time Practices in Eastern Europe

Although there is an extensive literature on the transfer of various employment practices by multinational companies the impact of multinationals on actual working patterns and in particular working time has been largely ignored. The impact of multinationals on working time patterns is important for a number of reasons. Firstly, working time is often a central element of the organisation of work as this may shape, for example, the use of shift systems, the role of part-time work and the means by which organisations gain flexibility at the local level. Secondly, advanced forms of working-time organisation may allow firms to increase the operating times of subsidiaries to meet competitive conditions or enhance the utilisation of investments. Thirdly, working time outcomes at the organisational level have a significant impact on work life balance outcomes for employees. While multinational firms must also operate within the legal and regulatory environment in which they find themselves they may have an impact on working-time patterns in the host country in a number of ways. This paper attempts to address the gap in the literature on the influence of multinational companies on working-time practices with a focus on Eastern European countries. The paper uses data from the European Foundation's Company Survey on Working Time to examine the impact of multinationals on working time patterns in relation to local firms within the same institutional environment.

Karepova, M. University of York

New realities, old ways: the development of professional associations in post-socialist economies

This paper analyses at the factors that shape the formation and development of professional associations in the new economy of Russia. Professional bodies are a crucial force in the development of professions. However, under the socialist regime they were virtually absent because most professional matters were controlled by the state. It has been suggested (Jones and Krause 1991) that the demise of the Soviet Union will lead to an increase in specialists' capacity to claim authority over professional matters and the establishment of strong professional associations. Using the example of the newly emerging profession of psychological counselling, this paper explores why the formation of professional bodies is still slow and problematic in Russia. Based on the analysis of professional legislation and 26 qualitative interviews with practising psychologists, I argue that the challenges for the development of professional associations exist on three levels: the state, the profession and the individual. First, the under-development of professional bodies is still largely determined by the persistent state control over professions (e.g. education, title). Second, the low level of organising is shaped by the insufficiency of professional infrastructure and the instability of the transitional economy. Finally, the specialists' attitudes towards organising (apathy towards collective action, ambivalent attitudes towards state regulations and the general disbelief in change) also obstruct the expansion of professional organizations. I explain how the professionalisation challenges at all three levels are mutually influential, intrinsically linked to the Soviet past and impede professionalisation through causing difficulties in the daily practices of specialists.

Hölscher, J. University of Brighton

Wage flexibility and income inequality in the enlarged Europe

The debate on the global crisis has raised the question of causes for a general weakening of real economies in last years, which may seriously affect their ability to recover promptly at least in the short term. For example Stiglitz (2009) has underlined how the effects of the excessive downward flexibility of wages, caused by dismissal of labour protection laws, have resulted in the decrease of household incomes and aggregate demand leading to a growing recourse to credit. The broadening of the income distribution and higher household indebtedness may have contributed to pose the conditions for the financial crisis and to accelerate the transmission of its effects to the real sector. This may have weakened the prospects for a quick recovery.Many studies analyzed this problem in the US, but only a few empirical surveys combining downwards flexibility of wages with income inequality for Europe exist. We try here to fill this gap by sequentially detecting the causes of downward flexibility of wages, and the role that the latter played on recourse to credit and on income inequality in the enlarged EU. We organise the empirical analysis into two steps. In the first we test, at the sector-country level, the most important determinants of wage dispersion reported in literature, namely the international trade openness, the demand for more skilled workers and labour protection institutions. In the second step we study the role that different specifications of wage flexibility have had on income inequality and the role played by credit.

New conflicts and regulations in industrial relations **Pavilion Parade 101**

Learning, Skills & Vulnerability **Chair: Andrea Broughton**

Clarke, L., Brockmann, M., Winch, C. University of Westminster

Regulating occupational qualifications at European level: problems, issues and possible solutions – the example of bricklaying

In pursuit of the 2000 Lisbon agenda for developing the free movement of labour, the European Parliament adopted in October 2007 a Recommendation on the establishment of the European Qualifications Framework (EQF) for lifelong learning, intended to provide a common language to describe qualifications in order to help European Union (EU) Member States, employers and individuals compare qualifications across the EU's diverse education and vocational education and training (VET) systems. The paper outlines the development of the EQF and explores the issues involved in implementing it, as well as possible solutions, including the establishment of Zones of Mutual Trust (ZMTs). It draws on a European Commission project, Bricklaying qualifications, work and VET in Europe, under the auspices of the European social partners for the construction sector and based on a study of England, France, Germany, the Netherlands, Belgium, Denmark, Italy and Poland. The study suggests that the EQF needs to act as a standards-based system and to supplement the broad categories that it covers with detailed information concerning the curricula, pedagogies and modes of assessment that underlie each qualification. There is scope for the development of ZMTs on the basis of trans-national characteristics identified, despite adherence to traditional VET systems and the widely diverging conceptions of qualifications, but the question remains how far the Open Method of Coordination as opposed to regulation can be effective in establishing equivalence of qualifications and facilitating labour mobility.

Rafferty, A. University of Manchester

Ethnic differences in graduate level over-education and unemployment in the UK

The purpose of this paper is to provide new evidence on ethnic penalties in the over-education and unemployment of graduate level qualification holders in the UK. A common approach to assessing inequality in the labour market is to estimate the disparities that exist between the labour market outcomes of different groups of workers, such as by ethnic group, or gender, after accounting for differences in individual characteristics. Although such variation may partly reflect other unobserved factors, it may indicate discrimination (e.g. Blinder, 1973; Oaxaca, 1973; Frölich, 2007; Nopo, 2008). A small number of studies consider whether there are ethnic differences in the UK in the incidence of over-education (Battu and Sloane, 2002, 2004; Lenton and Lindley, 2006; Lindley, 2009). When attempting to estimate the extent to which such variation reflects ethnic penalties, differences in the composition of characteristics between groups are likely to confound estimates. Covariate matching is consequently used to account for such differences, estimating ethnic penalties in the probability of men and women with degree level qualifications being over-educated or working in SOC (HE) non-graduate occupations (Elias and Purcell, 2004). Important aspects of individual heterogeneity, such as degree subject studied and nativity are controlled for. The paper also extends on past studies of over-education, which predominantly focus on employed populations, examining how disparities in levels of unemployment between matched workers act as a further marker of penalties.

8th Sept 13 - 14:30

New Locations of Work - The International division of labour and migration

Migrant Workers

Pavilion Parade 103

Chair: Maura Sheehan

Holgate, J., Keles, J, Pollert, A, Kumarappam, L — London Metropolitan University

The working lives of Kurdish migrant workers: the impact of identity, belonging and community

The working lives of Kurdish migrant workers: the impact of identity, belonging and communityLittle is known about the experiences of Kurdish workers in the UK and even less about how they attempt to resolve any difficulties or problems that arise at work. In part, this is due to academic oversight, but also because Kurdish workers are difficult to identify from statistical data and thus understanding of their labour market position is largely based on anecdotal information. The paper explores the complex relationship between employment, identity and community organisation and exile politics. The paper draws upon interview data with workers from a variety of employment backgrounds to explore the experiences of people working in this 'invisible' community. While there has been a considerable amount of research on 'visible' ethnic groups in the UK looking at issues of racism, nationalism, ethnicity, religion and gender, there is much less on 'non-visible' minority ethnic groups. Until relatively recently, the history of migration in the UK context has largely focused on that of non-white migration – where the effect of 'race' and racism has been the significant factor in much ethnicity-based research. A consequence of this is that newer migrant communities like Kurds, are relatively under-researched and little is known about the social and economic factors affecting workers in Kurdish communities in London

Mansfield, S., Lucas, R. — MMU Business School

"we're ok at the moment". Hotel employers' responses to recent labour market and policy changes.

The paper to be presented is an extension of research already undertaken in on behalf of The Migration Advisory Committee (MAC) in relation to the employment of migrant workers in the hospitality sector and advising where migrants can sensibly be used to fill shortages in the sector. It reports on findings of a survey of hotel employers in the North West and follow up interviews with senior HR professionals and Departmental Managers responsible for recruitment and selection. The research sought to investigate the impact on the hospitality sector of the Government introducing a new Points Based Scheme (PBS) for immigration, and the rate of immigration from the A8 countries dropping by over 70,000 in the period to March 2009 compared with the previous year (Home Office 2009). Were employers in the sector experiencing greater difficulty in filling vacancies and were new strategies being developed? Preliminary results demonstrate that only a small numbers of employers have applied to be sponsors under the PBS and have instead relied on a large increase in UK workers seeking work in the sector as a result of the recession. The greatest problems experienced were in the recruitment of domestic/housekeeping staff where drops in migrant workers up to 60% had been experienced and UK workers were seen as "dramatically worse" than migrant ones. We therefore argue that the main negative impacts for the sector in light of the new developments have yet to be felt.

Lamare, R., Lamm, F., Laurenson, T. M., McDonnell, M., Shulruf, B. — University of Limerick

The invisible migrant worker: an investigation into the OHS of migrant Samoan workers

The occupational health and safety (OHS) of Pacific Island migrant workers is at the centre of a number of intersecting issues. The increasing international movement of people, the often vulnerable position in which many migrant workers find themselves and the lack of regulatory and social support mechanisms associated with migrant labour are of international interest and concern. Research also shows that migrant workers, including those originating from Pacifica, are over-represented in precarious employment compared to most non-migrant workers, and are frequently exposed to hazardous conditions. Not surprisingly they have higher rates of injury and illness compared to non-migrant workers in standard employment. These issues have a negative impact on the individual worker and their families and also have wider adverse social and economic outcomes. This paper reports on stage one of a collaborative study located in Samoan and New Zealand aimed at investigating the OHS experiences of Samoan migrant workers. In particular, it is argued that orthodox, single-method, survey-based research designs are inadequate when eliciting information about work experiences of migrant workers in precarious employment located frequently in small businesses. Drawing on the disciplines of sociology, anthropology and epidemiology, an integrated triangulated research design was developed to ensure that the data collected were both rigorous and viable. Second, the paper presents a set of research principles that can be used to illuminate often inaccessible populations located in changing working and living environments. Finally, this study exemplifies the complex issues surrounding the migrant workers' health and safety, worker's compensation and rehabilitation.

Conceptual Frameworks and Theoretical Controversies | **Pavilion Parade 203**

Green Jobs & Good Jobs | **Chair: Michael Muller-Came**

Fairbrother, P.D., Snell, D. | *RMIT University*

Green Jobs, Decent Jobs?

Green jobs have emerged as a new area of job creation in response to climate change concerns. A number of countries are now pursuing a diverse range of job growth and job stimulus initiatives under the banner of 'Green Jobs'. These initiatives have captured the support of environmentalists, community organisations and trade unions. Perceived as a win for the environment, workers and local communities seeking economic revitalization, green jobs are seen as a way for social actors to join together on mutually beneficial goals and overcome some of the barriers which have kept them apart in the past. Green job initiatives, however, have not always delivered the type and quality of jobs as expected resulting in different perspectives on what defines a green job and the roles green jobs fulfill. This paper considers the conceptual debates surrounding green jobs particularly as they relate to questions about green jobs and job quality: What are green jobs? What is the relationship between green jobs and decent jobs? Drawing upon case study material from Australia, the paper considers the mixed outcomes of recent government driven green job initiatives in terms of delivering high quality jobs. It goes on to consider how green jobs become 'decent jobs' and the role of government and non-government actors in this process. It argues that governments and unions are central to achieving decent 'green jobs' but there are a number of barriers for unions to realize the twin goals of sustainable and decent work in a neo-liberal economy.

Hebson, G., | University of Manchester

Paid care work: what makes it a good or bad job?

Theories used to define and measure 'good and bad' jobs and job quality all recognise the multidimensional character of such concepts although in reality the more tangible dimensions, such as pay, are often used as a proxy for job quality (Goos and Manning, 2003). Theorists who aim to move away from using wages as a measure of job quality and use other measures, such as job satisfaction, nevertheless also show that there is often a clustering of 'bad' aspects in a job; that is a job that is poorly paid often does badly on other measures, for example job security, job interest and work life balance (Clarke, 2005). This paper will use research on paid care work in the elderly care sector as a way to illuminate some of the difficulties of measuring job quality in practice. The paper will use extensive survey and interview data carried out with care workers, employers and local authorities to show the ways employers and local authority commissioning practices can shape the degree to which a care job is 'good' or 'bad'. It will be shown that although at one level there is a straightforward clustering of 'bad' dimensions, for example poor pay and job insecurity, limited employee voice, training and opportunities, care workers often experience a high degree of discretion and autonomy in their work (Bolton, 2005). Furthermore, the carers' routes into care work will be analysed to show the importance of these in their perceptions of their job and their expectations.

8th Sept 13 - 14:30

New insecurities - precarious employment, flexibility and unemployment 2 **Pavilion Parade 204**

Collective Action and Gendered Vioce **Chair: Gill Kirton**

Knowles, D., Michielsens, E. University of Westminster

Women's Work and Women's Voice: The Representation of Women Academics in the RAE 2008

The intention of this paper is to 'drill down' into material available on the RAE 2008 website in order to critically analyse the representation of women as authors of submitted outputs. It will cross-compare characteristics of the female-authored outputs with those of the more successful submissions to generate a model that aids understanding of the gendered experience of women academics in terms of methodologies, networks and resourcing. The area of RAE submissions has received little attention in the literature on gender and academia; however, it is important to investigate and critically analyse the peer evaluation of women's contribution to the RAE exercise. After reviewing the literatures on occupational segregation, academia and research methods to situate the context of women's academic writing, this paper will use [anonymised] Business School [(XBS)] as an example, and focus on the Research Output aspect of the RAE ratings. It will use material available on the RAE 2008 website to analyse the submitted outputs from this university and those of a) comparator institutions and b) the most successful institutions, in order to discover the gendered experience suggested and to ascertain differences between different types of institution. The analysis will take into account the requirements of the 2013 Research Excellence Framework (REF) in order to progress.

Pearson, R., Anitha, S., McDowell, L. University of Leeds

Striking women: South Asian women workers and the labour movement from Grunwick to Gate Gourmet

In the 1970s. much to the amazement of the labour movement, migrant workers of South Asian origin led a strike at the Grunwick photoprocessing plant, seeking union recognition, reinstatement and dignity and work. The strike was lost, but is remembered as an iconic event, which changed the perception of migrant workers for ever. But in 2005 another group of women of different South Asian workers were in dispute with their employers- the airline food company Gate Goumet at Heathrow, protesting at unfair dismissal – and unlike the Grunwick workers, did not enjoy any prolonged support from their union or the wider movement. In between, legislation on secondary pickets, the industrial tribunal system, immigration and equality has changed the ways in which workers can seek justice in workplace disputes. Our research indicates that in spite of publically professing support for women and ethnic minority workers, 30 plus years after Grunwick subcontracting and outsourcing where many migrant workers are located has counteracted any protection or support for migrant workers, even when they challenge stereotypes of docility and seek their rights. This research was funded by the AHRC as part of the Diasporas, Migration and Identities programme. It utilised historical and contemporary archive and media sources, work –life histories with strikers from both disputes, and interviews with key (trade union) informants. The project exhibition shown at the Women's Library October 2009 – April 2010 entitled "Striking women: Voices of South Asian Women Workers from Grunwick to Gate Gourmet "is available on : www. leeds.ac.uk/strikingwomen

Nunes, N., Veloso,L.,Carmo,R. ISCTE IUL

Precariousness and collective action: the European context and national particularities

This paper presents an analysis of the relationship between precariousness and collective action, focused upon exploring how the expansion of precarious employment in most European countries affects collective action, namely unionization and participation in public manifestations.Our hypothesis is that collective action is influenced by whether or not individuals work in conditions of precarious employment or have long-term contracts, and that this influence is mediated by social class, the presence of educational assets, age, levels of trust and working conditions. This is realized through multivariate analysis of European data, taking into account the main specificities within each nation. This analysis is based on results from the European Social Survey from 2006, with the exploration of corresponding indicators of precariousness, complemented by international indicators (e.g. from ILO), in 26 different European countries.We thus aim to enhance existing knowledge of labour market structures in Europe, arguing that it is crucial to take into account the influence individuals' labour market situation has upon collective action, this also being a crucial analytical relationship in understanding the impact of precariousness.

Insecurities **Pavilion Parade 303**

Unemployment Germany **Chair: Gerhard Bosch**

Weissmann, M., Sammet, K. Universität Leipzig

What does it mean to be unemployed in a former working society?

East Germany was a working society until 1989: to work was then a right as well as a duty for everybody. It was not only a central social value and the main mean of social integration but also a mean to organize the whole life; e.g. cultural activities were as "cultural work" linked with the working place. After the socio-political transformations of 1989 the society has undergone fundamental changes. In the capital system considering work mainly in terms of productivity large numbers of jobs got lost and unemployment became a new experience for an increasing part of the population. On the other hand waged work is still essential for the identity and the habitus of the East Germans. In our paper we explore how long-term unemployed deal with their situation and their small chances to find employment sustaining their existence. We show that anomic and fatalistic tendencies are promoted. In our data also efforts to find a meaning or a purpose besides waged work can be identified e.g. in the family, in sports as well as in civil or political activities. These activities are sometimes interpreted as work. The paper is based on data from a current research project titled 'Worldviews in Precarious Conditions of Life' at the University of Leipzig. In our research we conduct biographical interviews and group discussions with persons in precarious life situations which are characterized by high biographical insecurity, low material and symbolic resources and thus low abilities for planning and participation.

Zahradnik, F., Schreyer, F. Institute for Employment Research of the Federal Employment Agency

Social Inclusion through Social Exclusion? The Sanctioning of Young Jobless Welfare Clients in Germany

With the establishment of the "Social Code II" in 2005, Germany's welfare state – following other European countries - has changed from an active to an activating regime by strengthening the paradigm of "promoting and demanding". Benefit recipients younger than 25 years are defined as a special target group regarding the participation in activation measures. Moreover, they are also subject to more comprehensive sanctioning rules. Benefits are reduced by 100% for three months after the first neglect of duty. In case of repeated failure, the payment for housing and heating is cancelled in addition. The paper assesses the individual consequences of the sanctioning rules against young jobless welfare recipients. Our questions are: Can social inclusion (in terms of integration into the labour market) be achieved with the threat and imposition of sanctions? Or does financial pressure rather lead to more social exclusion (material and subjective)? What are the material and psychological coping strategies of the sanctioned young people? What are their perspectives and prospects? Are strict sanctions a reason why some young clients break the ties to the job agency and drop out of the system? How do they handle the risk of homelessness? To answer these questions, we analyze 20 narrative interviews with young jobless welfare clients who have been sanctioned.

Worthmann, G. University of Duisburg Essen

Institutional schizophrenia: Promotion of gender equality in times of welfare state retrenchment

Throughout Europe recent reforms in labor market and social policy have tried to adapt to the erosion of the male breadwinner model, which continues to lose both its economic and social prerequisites as well as its normative support. In Germany, labor market reforms can be considered to be part of this general trend, for two reasons: Firstly, the incorporation of the activation approach in labor market policies was accompanied by a stronger formalization and the legal enhancement of the aim of gender equality. And secondly, the new benefit system for job seekers marks a shift towards an employment oriented model. An analysis of the impact of the German labor market reform on ‚gender equality' shows a contradiction between the promotion of gender equality and 'welfare state retrenchment'. Concerning the support of job agencies given to women for taking up employment the entitlement to the support is problematic, because it is influenced by characteristics of the household not of the individual person. Furthermore the acceptance of, working obligations' by jobseekers is weak, because in most cases they only can get jobs with precarious working conditions. But a reform that primarily deals with the supply side of the labor market to support a general orientation of ‚working mother' does not meet the requirements of activating labor market policies.The paper is based on quantitative and qualitative empirical findings of a recently finished research project on ‚gender equality'.

8th Sept 13 - 14:30

Conceptual Frameworks and Theoretical Controversies **Pavilion Parade 304**

Employability, Crisis and Managerialism **Chair: Helen Francis**

Tholen, G. Cardiff University

Rethinking the Role of Agency and Structure in Employability Research

The majority of the literature on employability and labour market strategies fundamentally isolates the individual from its social, political, cultural or institutional context. It assumes that individuals aim to maximize returns on their human capital investments. Labour market actors respond in a rational manner to the given labour market context and act according to stable preferences. In this, the mainstream approach separates 1) individuals as independent agents and 2) structural and material forces which shape individuals.The paper is based on my doctoral study of the social construction of employability in the Netherlands and Great Britain. The study adopted a dual approach in investigating the relationship between institutional structure and subjective understanding of the competition for jobs. It examined both the structural context of higher education and graduate labour market and how Dutch and British students view higher education, credentials, skills and work.The study revealed that students construct graduate employability differently in each country. In different contexts students create distinct ways of making sense of the competition for jobs. The views of the students are inherently intertwined with how labour market and higher education structures are organised. Structural conditions inform an intersubjective framework that students use to make sense of the competition for jobs. This has distinct consequences on how we can understand employability and the transition between education and labour market. Increased emphasis on ways to integrate macro-structural conditions with workers and labour market entrants' subjectivities is needed.

Doogan, K. University of Bristol

The Economic Crisis and Labour Market Conundrums

There are several conundrums to be addressed if not solved. If this is the worst economic crisis since the 1930s why is this not evident in the labour market impact in the UK? Moreover, why has the rise in unemployment in the UK been of lesser of magnitude than in the recessions of the 1990s and 1980s. Secondly, if this is a global recession why is there such international variation in the rise in unemployment, which has jumped to nearly 20% in Spain while the Netherlands has little changed at around 4%. The IMF has suggested that different transmission mechanisms explain national variation and this paper will seek to identify the salience of such different transmission mechanisms and their relevance to labour market analysis. This paper will take forward discussions introduced at the WES panel at the BSA conference in 2010 and examine the extent to which labour market processes can provide answers these conundrums. It will also suggest ways in which labour market analysis can be reconfigured to cope better with the economic crisis as it evolves through different phases in the recent past and in the years to come.

Harrison, E., Mears, R. City University

'Third spaces' in Universities: mangerialism or new forms of professionalism in UK Universities?

Critics of the governance and management of UK universities frequently allude to the pernicious impact of managerialism on the academy. The 2010 conference of the UK Association of University Administrators (AUA) discussed the growth of 'third spaces' between professional staff and academics, and the Chair of the AUA predicted that the future would see administrators and managers taking on roles that overlap with academics. This paper explores some of these ideas drawing on data drawn from two surveys of job advertisements in the Higher in an attempt to track the changing nature of academic work. In 1980 there appears to be a straightforward split between academic and administrative posts. By 2010 there is a proliferation of jobs that are clearly 'academic, in the sense of requiring PhD qualifications, but are not conventional 'lecturing posts. As the range of tasks associated with being a university lecturer has expanded, leading to repeated claims of 'work stress', there has emerged a range of new academic occupations with specialised functions. These include research management, business 'outreach', teaching and learning specialists, etc. What is happening to academic work? Is this another manifestation of the creeping managerialism of UK higher education or the emergence of new forms of professionalism? Is this a new form of academic specialisation that represent emerging forms of the division of labour. The paper will report on the data and open a debate about Can the emergence of these new occupations be explained with reference to Weberian forms of rationalisation and bureaucratisation?

SUB PLENARY SESSION 9

Round Table Discussion **Grand Parade Sallis Benney**

Making An Impact: The Academy and the community **Chair: Jacqueline O'Reilly**

This session consists of a roundtable discussion about the relationship between academic research and the wider social and economic community. Social researchers usually want the findings from their research discussed beyond the confines of their academic discipline, although getting appropriate access to a wider media and policy makers is often difficult. Increasingly funding bodies both at the national and international level are expecting researchers to be much more proactive in communicating and involving non-academics in the research process.

The aim of this session is to draw together a range of experts who are involved in these debates and developments to share their perspective on how the importance of academic impact has affected their area of work. The session is organised with a short contribution from each speaker followed by a question and answer session with the audience.

David Wolff Director of Community University Partnership Programme (CUUP) winners of the Times Higher Education Award for 'Outstanding Contribution to the Local Community' 2008.

Nigel Meager Director of the Institute for Employment Studies

Julie Standford Former President of the Brighton & Hove Chamber of Commerce and author of 'The Essential Business Guide'.

Professor Bruce Brown (PVC Research) University of Brighton & Chair of the Research Excellence Framework.

Ed Sweeney (ACAS) (tbc).

8th Sept 15 - 16:30

SUB PLENARY SESSION 9

Innovative Conflict Management Systems in Theory & Practice **Grand Parade 250**

Chair: Paul Teague

A series of trends in the international environment, including globalization, expanding employment legislation, the advent of HRM and high performance work organizations, public-sector restructuring, partnership at the workplace and a shift away from adversarial industrial relations, appear to be leading to significant levels of innovation in the management by firms of conflict involving individuals and groups across countries. The label that has become commonplace to describe these innovations is 'alternative dispute resolution' (ADR): a term originally applied to such developments in individual dispute resolution as mediation, ombudspersons, review panels etc, but that is now also applied to innovations in group and collective conflict management such as interest-based bargaining, fact-finding, assisted negotiations and various forms of mediation as well as to innovative conflict management initiatives by public dispute resolution bodies.

The purpose of this panel is to assess the idea of innovative conflict management systems both conceptually and in practice in different political context

John Benson (University of South Australia) will reflect on the increasing tendency for industrial disputes in Japan to be resolved by mechanisms external to the enterprise. The adoption of these more legalistic and individually-focused processes represent a significant shift in Japanese industrial relations which had, for much of the last half of the 20th Century, relied on collective enterprise-level mechanisms, albeit with some level of industry and national coordination. Whilst various reasons underpin this emerging trend John will argue that the prolonged economic downturn and the significant decline in union influence has been important as it has allowed management to dismantled the 'social contract' between workers and firms.

Christian Welz (European Foundation, Dublin) examines the use of alternative disputes resolution (ADR) as a means of settling individual workplace disputes before they go to a court hearing. He applies a broad definition of ADR, which involves the methods of conciliation, mediation and arbitration, further distinguishing between judicial and non-judicial forms of ADR. He examines trends in ADR use and how workers gain access. While ADR usage is growing across Europe, it varies between individual countries. ADR appears to be most successful in resolving ambiguous and complex disputes. Attitudes towards ADR seem to be becoming more positive, with advocates viewing it as a more speedy and cost-effective alternative to court proceedings.

Anthony Forsyth (Monash University) will examine recent policy and statutory initiatives around workplace conflict resolution and dispute prevention in Australia - including the roles and effectiveness of public agencies, failed attempts to develop an alternative dispute resolution 'industry', and the broader context of Government/business promotion of workplace cooperation.

Bill Roche and Paul Teague critically assess the most influential current idea in the theory of conflict management, which suggests that the design features and supposed superior outcomes of 'conflict management systems' combine interest-based and rights-based practices for resolving conflict in organizations. They argue that much of the literature in support of this claim is highly prescriptive and draws heavily either on exemplary case studies or descriptive data. They use data from a survey of firms in the Republic of Ireland to examine the effects of conflict management systems on organizational outcomes. While proactive line management and supervisory engagement in conflict resolution is found to be positively associated with a range of organizational outcomes, no evidence is found for the system effects proposed in the theoretical and prescriptive literature.

New inequalities – Ageing, ethnicity, gender and disability **Grand Parade 202**

Quality of Jobs **Chair: Claire Wallace**

van Eldik, H. Katholieke Universiteit Leuven

Embedding market pressure: part-time work and gender in western Europe, 1983-2008

Part-time employment has been a major concern in sociology of work, mainly relating to gender arrangements and the combination of paid work and family life. However, recent trends from Nordic countries pose challenging questions to the established knowledge on part-time work, questioning its gender and work-life balance connotations. This calls for renewed attention to cross-national comparative research. In particular, the paper addresses two common pitfalls identified in the literature: an overly static account of cross-national diversity, and a lack of consideration to the wider socio-economic context. By drawing on the work of Karl Polanyi and on a recent application of it in Wolfgang Streeck's work on the development of capitalism in current European societies, the paper argues that female part-time employment as a combination strategy for work and family has to be situated within the dynamics of market expansion that are evolving in West-European countries. The findings illustrate that these increasing market pressures weigh similarly on labour participation in different countries, but that the institutional and cultural conditions under which this occurs differ markedly. This interplay of convergence and diversity contributes to explaining current trends in part-time work across Europe. The analysis is based on recent longitudinal macro-level data from the OECD and Eurostat, combined with cross-sectional aggregated data from the European Social Survey. Specifically, longitudinal trends in part-time work are analysed in relation to their gender and age compositions, their cross-country similarities and differences, the dynamics of labour market participation, and institutional and cultural conditions of the national contexts.

Hartikainen, A., Anttila, T., Nätti, J. University of Jyväskylä

Enduring or abating inequalities?-Job Quality in Finland 1984-2008

Job quality is a hot topic in Europe due to the concerns of economic and social sustainability of European Societies. Current developments –increasing competition, technological change, polarization of skills and intensification of work– are seen as accentuated risks for workers in low quality jobs. On the other hand, highly educated have seen to be insulated from the downward movements of job quality. The aim of this paper is to investigate, by using multivariate methods, changing job quality in Finland in different subgroups of salary and wage earners: what kind of developments have taken place and to whom they concern. Results are also reflected to European level job quality research and discussion: is Finland different? Empirical analyses are based on five waves of Finnish Quality of Work Life survey (1984, 1990, 1997, 2003 & 2008) carried out by the Statistic Finland. Results demonstrate that gender and socio-economic status still play an important and enduring role; men and white collar workers have higher quality jobs. Nevertheless, the negative faces of work life, such as insecurity and time pressures are experienced regardless of the occupational status. Noteworthy is that women report more time pressure, which seems unique to Finland. Analyses also reveal that improvements have taken place for blue collar workers in terms of autonomy and opportunities for development at work, reducing the gap between the white collar and blue collar employees. These could be positive steps towards the goals of European Employment Strategy which emphases social inclusion, employability and "flexicurity".

Joao, P., Casaca S.F Technical University of Lisbon

Flexibility and labour market segmentation: gender and immigration in Portugal

Various studies have noted that there has been an almost hegemonic understanding of flexibility as a synonym for reducing labour costs; in such a context, companies seek to recruit and release their workforces on a just-in-time basis, adjusting the number of workers (or working hours) to their production needs as dictated by the market/demand. This strategy has gained particular importance in the Portuguese business world, where there is a predominance of competitiveness strategies geared fundamentally to a reduction in labour costs. Such practices have resulted in an increase in flexible (and also frequently precarious) forms of employment, as is the case with fixed-term contracts and non-voluntary part-time work. In the proposed paper, it is argued that such forms of employment operate as powerful vectors in the segmentation of the contemporary labour market, whether in the form of sexual segregation or differentiation based on immigration. To this end, a general overview will be provided of the Portuguese labour market, with gender and immigration patterns being adopted as the main lenses of analysis. In a scenario of an ever greater flexibility of employment, the increased participation of women in the world of work and the growth in immigration have both played a decisive role, since both women and immigrants have been over-represented in the more precarious segments. It is concluded that their modes of insertion in the labour market explain why they continue to face powerful structural obstacles to equality and integration.

8th Sept 15 - 16:30

Emotional and aesthetic labour – Work, Health and Wellbeing **Grand Parade 150**

Outcomes & Effects **Chair: Penny Simpson**

Saari, T., Ojala, S. University of Tampere

Organizational Commitment in Knowledge-Intensive Work

Organizational Commitment in Knowledge-intensive WorkThe aim of our study is to analyze commitment among knowledge workers. We ask what the meaning of commitment is in the context of knowledge work, seen from the standing points of both employees and their managers. We also ask whether there are any discrepancies between expectations and practice. The material consists of the interviews of employees and managers in a Finnish insurance company and of the quantitative survey data from the same organization. Preliminary results show that there are discrepancies in the speech about age and readiness to accept changes. There are prejudices concerning age, and age and readiness for change are also linked together. However, these assumptions do not meet the employees' own experiences nor the results based on the survey. Commitment is also linked with the psychological contract. Regardless of their status, employees see that interesting, flexible and evolving job content is a presumption for their commitment. At the same time, they have doubts that all, mainly older members of organization, do not fit in this frame. It seems that commitment to constant change is a part of the psychological contract of the 21st century knowledge working organizations. It also seems that this contract is not negotiated between employees and employers any more, but also between employees themselves.The study is a part of the Finnish Academy funded project Successful Organizations and Employee Well-being in Knowledge-intensive work -project.

Lund, H., Ajsliv, J., Hvid, H., Møller, J. Roskilde University

Influence on working hours among shift workers

In the paper consequences for working environment and work-life balance in care work of a very specific intervention; creating IT-based flexible time schedules.Many heath- and social institutions in Denmark, having rigid shift work, are implementing newly developed software systems, that makes it possible for the employees to a. continuously make whishes for which days and which hours they want to work, b. individualize shifts with varying shift length and start time. Employers got the opportunity continuously to adjust the staffing in accordance to obligations.7 institutions have been followed the first year of the implementation of the system, starting with a baseline study consisting of the following: Mapping of the psychosocial working environment, health, working hours, family situation and whishes for working hours in a survey. Interviews with managers and employees, actively involved in the change project, about the character of work, issues related to working time and expectations the new system. After one year the institutions are visited again, and survey and interviews are carried out once again. The study shows a wide range of consequences related to the specific initiative. The increased time flexibility is generally evaluated positively. Both efficiency and working environment has improved. However, we also find negative consequences: work and private life is intensified, and social support is decreasing. Thus the paper questions the fully individualized flexibilisation of time schedules.

Sajjad, H. Jamia Millia Islamia

CHILD WORKERS IN MEERUT DISTRICT, INDIA: THE EFFECTS OF WORK ON HEALTH AND WELL-BEING

This paper makes an attempt to study employment, work activities and effects of work on health and well-being of working children in the agriculturally prosperous district of Meerut, Uttar Pradesh, India. Of nearly 250 million children engaged in child labour around the world, the vast majority (170 million) are working in the agricultural sector). So we focused on the agricultural sector. India has the largest number of working children. About 9 per cent of total child population of India is child labour, which is about 6 per cent of the total workforce of the country. Uttar Pradesh has the highest child labour population. According to the Census of India 2001, among the 226 million children in India that are in the age group 6-14 years, 65 million are not attending any educational institution. There are 10 million economically active children in the age-group of 5-14 years in India. The study is based on the primary data generated through the questionnaire, interviews of the respondents; parents and employers and discussion with the government officials. The study shows that the main cause of the prevalence of child labour in the study area is household economic compulsion. The children work in the hazardous occupations in the agricultural sector. They are exposed to occupational health risks and environmental health hazards and are denied of their basic rights.

New conflicts and regulations in industrial relations **Pavilion Parade 101**

Regulatory Issues in the Employment Relationship **Chair: Linda Clarke**

Theberge, N., Neumann, W.P. University of Waterloo

Ergonomic Practice and the Struggle to Improve Workplace Health and Safety

Health and safety (H&S) is one of the enduring issues of modern industrial relations. One of the primary critiques of approaches to H&S has been its relegation to "side car" status, where attention is subordinated to productivity and profit. In this presentation we explore the possibilities of enhancing the profile of H&S in work settings by examining the professional practice of ergonomists. Ergonomics is concerned with the interaction of humans and systems in regard to the twin concerns of well being and system performance. One indication of the growing recognition of ergonomics as a means to improve health and safety is the implementation of ergonomic regulations in a variety of jurisdictions. While the passage of these regulations often is contested, another arena in which the struggle over ergonomics occurs is the professional practice of ergonomists. This presentation, taken from semi structured interviews with 21 ergonomists in Canada, begins by exploring the content of ergonomists' professional work and indicates that while technical issues of reducing injury risks figure prominently, much of ergonomic practice involves interactional work in order to advance the agenda of health and safety. One way ergonomists pursue this agenda is by aligning health and safety with other organizational interests, notably quality and productivity. The discussion concludes with observations on how the effort to align safety with productivity conditions the effort to move H&S from side car status to a position at the forefront of corporate agendas.

Barrett, R. Edith Cowan University

Regulating Work and Employment in Small Firm: Australia's Changing Face

On 1 January 2010 the complex system of state and commonwealth regulation of industrial relations in Australia was replaced with one Commonwealth system. In all Australian states, except Western Australia, the Commonwealth Fair Work Act 2009 became the system to regulate industrial relations within all public and private sector firms. Features of the new system include: a set of 10 minimum National Employment Standards; modern awards applying to specific industries and occupations; a national minimum wage order (where it applies); enterprise bargaining; and protection from unfair dismissal. The greatest impact of this change would have been felt by small firms which were predominantly covered by state systems of industrial relations. Small firms have traditionally relied on the industrial award system to outline terms and conditions of employment and reforms of this type put pressure on them, like all other firms, to take greater responsibility for managing their employees appropriately. For many small firms with limited resources, change such as this could present problems. The purpose of this paper is to investigate and review the arguments for change and the effect of these changes on small firms. Materials available in the public domain – media reports and stories, union, employer and small business association surveys, reports and comments and data collected by government bodies where available - will form the evidence drawn upon in the paper. As such this is the first part of a larger project looking at the costs and benefits of regulating small firm industrial relations.

Khoshaba, T. University of Sydney

The Loss of a Private Life: The World Anti-Doping Code and the Transgression of the Work Life Boundary of Professional Athletes.

Academic interest with the relationship between sport and work was sparked by Bero Rigauer's (1981) Sport and Work, where he argued that the pressure exerted upon athletes for faster, higher and stronger performances had caused their dehumanisation: inevitably transforming them into the tool of a tightly ordered social system and corrupting the purpose and function of sport. As a result, Rigauer declared that sport is work and that, as with other work, it has become specialised, bureaucratised, inhumane and repressive. Rather than being seen as an individual who through displaying a high degree of skill and dexterity is able to succeed in their respective sport; the athlete is now deemed an 'employee', which according to Lougillaumie is demonstrated by the notion that they are 'fabricated in the image of the worker and the track in the image of the factory. Athletic activity has become a form of production and takes on the characteristics of industrial production' (quoted in Guttman, 1978: 66). It can be therefore argued that the transformation of the athlete into a worker, has subjected them to the same regulatory controls as traditional workers. However, with the introduction of World Anti Doping Agency (WADA) and its Code athletes must now contend with regulatory measures which explicitly transgress and blur the boundary between their work and non-work lives, and it is the transgression that will be examined in this paper.

8th Sept 15 - 16:30

Global Human Resource Management **Pavilion Parade 102**

Ethics, Dignity and Defence **Chair: Carl Walker**

Matos, J. Universidade de Lisboa

Come and find yourself: work ethics at a job fair

Job fairs are nowadays a privileged means of recruitment, allowing companies not only to make contact with a huge number of candidates, but to gather more information about the candidate. Recognizing its importance in the definition and application of human resource management strategies, we developed an ethnographic account of a Job Fair in a Faculty of Economics in Lisbon. Based upon the analysis of the job stands, of the material distributed (mainly brochures) and of the interviews to recruiters and candidates (in which they were, respectively, asked for the qualities they searched in a worker and in a job), the main objective of this paper is to understand what kind of personal and social values are ascribed to work and to analyze the differences between the ´work ethics` defended by work candidates and companies. It is in these tensions that we hope to identify some of the main features of contemporary forms of work and management.

Mitchell, L. Lancaster University

Doing Dignity: a performative view of worth in employment

Dignity at work is an incontestable aim for contemporary organisations, but although it has come to the fore in recent academic studies in terms of indignity, stigma, bullying and harassment, little of practical value has been offered as a positive redress. Through careful scrutiny of how authors in organisation studies have approached the topic and the trouble in finding it, this paper presents an alternative understanding of dignity. Dignity as performance. In presenting a view of dignity as performance, a picture of how dignity can be done is offered. To support this approach summary findings from non participant observation in two different work settings are presented. It is conjectured that understanding dignity as a social performance allows for a pragmatic, if not ideal, approach to improved conditions in the workplace that still maintains an awareness of the practical and contractual obligations between employer and employee.

Ozoglu pocan, B. Metu Science And Technology Policies Studies Research Center

Metu Science And Technology Policies Studies Research Center

This paper aims to assess Turkey's new orientation towards a R&D focused economy, via the case study of the defence industry. Turkey has been in a process of integrating EU for a long time, and the Turkish government seriously concerns about the economic integration process and the opinions of the European entities. Recently, after the worldwide downturn, EU began talking about the critical importance of R&D for the economies. So did the Turkish authorities. These "research and development" issues have been concerning both public and private entities of the countries, and have been crosscutting all the economical sectors. Changes in the employment and work forms are accompanied with new professions and work organizations. These are leading to new "control" and management needs and means. Although varying according to the peculiarity of the national cases, the defence industry is considered to be an important source for R&D decisions for many countries. Military R&D programs mostly evoke innovation within civilian sectors, and vice versa. The main discussions of this study are about the implications of the R&D orientation of the Turkish Defence Industry concerning the labour processes and employment relations. And in the light of this specific sector, a critical assessment of the whole industrial relations of Turkey will be developed. The study covers, the modernization processes of TAF (Turkish Armed Forces) in relation with the national R&D and innovation strategy. The employment relations and the structure of the work organizations of the Turkish Defence Industry will be the objects of the assessment.

New Locations of Work - The International division of labour and migration **Pavilion Parade 103**

Students & Migration **Chair: Stephanos Avakian**

Behle, H., Tzanakou, Ch. *The University of Warwick*

German and Greek students in the UK – their everyday experiences and expectations for the future

Students from other European countries studying in the UK have become more mobile as a consequence of the Bologna process and other recent national developments. German and Greek students belong to the most dominant groups of the European student population in the UK. Previous research suggests that one reason German students study in the UK is due to the structural changes in the German system of higher education. For many Greek students, studying in the UK is one means to migrate and increase their employment chances after graduation both in the UK and in their home country. Based on Futuretrack data, a census study of 2005-6 applicants for undergraduate degrees in the UK, the presented paper will explore the everyday experiences and expectation of German and Greek students in the UK. The differences between German, Greek and UK students will be explored in terms of their experiences as students (e.g. workload, involvement with extracurricular activities, term-time employment) and their preparation for the transitions after graduation. In this context, the regional mobility with regard to employment or further study will be of major relevance. The article will improve the understanding of the reasons, processes and outcomes of the growing phenomenon of student mobility.

Lamare, R., Anderson, D., Hannif, Z. University of Limerick

The Working Experiences of Student Migrants in Australia and New Zealand.

The growth of contingent labour and associated employment practices have become an established part of the employment scene in Australia and New Zealand, resulting in certain groups of workers, including young workers, congregating at the periphery of the labour market. Contingent labour is often located in menial or dangerous positions, with little regulation, supervision, and poor remuneration. While the research on contingent labour has increased, a neglected area concerns the plight of international students travelling to Australia and New Zealand for educational purposes but who have to work while studying in order to survive. Extant research has concentrated on either the working experiences of migrants or the educational experiences of international students, rather than examining the working experiences of international students.This exploratory research seeks to understand the working experiences of student migrant workers in Australia and New Zealand, with particular focus on types of work, working conditions, and balancing academic achievement with financial imperatives. In particular, the paper will commence with a critique of the relevant literature and an outline of the research design developed to capture data from international students, who are working sometimes illegally. Second, the paper will report on the initial stages of an international comparative study of working experiences of international students in Australia and New Zealand. Finally, the initial findings show that international students' working experiences are typical of migrant workers: they are often located in precarious employment, working long hours in hazardous conditions for low wages.

Stewart, P Garvey, B., Tijam, F., Amosu, I., Tarach,J., University of Strathclyde

Kulinska, J., Ribeiro,A., Busnelo-Garvey,J., Wazna,M.

How to study migrant workers, precarious labour and community organisation in the north of Ireland: between sectarian communities and labour markets. Participative methodology (video and theatre)

This is an innovative participative long term action research project being carried out by an action research group on the initiative of migrant workers. The research group is known as the Migrant Action Research Project (MARP) and is sponsored by the Independent Workers' Union, Strathclyde University and CAIRDE (an association of communities in Armagh City). The team (six nationalities) comprises; migrant workers, former migrant now long term settled workers, academics, union activists, youth and community workers and media workers in the north of Ireland and Scotland. The research utilises semi-structured interviews and focus groups and is conducted by the team who are subject-initiator-participants. This action research will be presented at a range of fora, inter alia, the Armagh and Belfast festivals and local migrant community events though the medium of video and theatre. Our project is based upon a democratic participative methodology deriving from Freire's (1970) Education for critical consciousness and Boal's (1979) Theatre of the Oppressed. In MARP's research practices interviewer and interviewee are understood as action participant-subjects as opposed to objects of research. MARP goes beyond, while recognising the import of the academy and union recruitment, objectification of our participants. Research aims are: to present our agenda to increase shared knowledge with the goal of participant social change in work and the community; second, for the purposes of social and political change, to link together the relationships engendered between work, or non paid work, and community-worker organisation. In discussing of our methodology we present some of initial findings.

8th Sept 15 - 16:30

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 203**

Temporary Work **Chair: Lucy Jones**

Pavlopoulos, D. Free University of Amsterdam

Starting your career with a temporary job: stepping-stone or trap?

The aim of this paper is to investigate whether a temporary contract at the first job has a scarring effect on the later wages of a young worker. The study uses panel data from two countries with very different regulations with respect to temporary employment: the UK and Germany. We apply a multilevel model that allows the individual slopes to vary with labour market experience. Our results verify the existence of a wage penalty for entering the labour market with a temporary contract. In the UK, this penalty is large and persistent, especially for the female workers. In Germany, the initial wage penalty for temporary employment is lower than the UK and disappears after 12 years of experience for males and 5 years for the females. However, a large part of the variance in wages remains unexplained after controlling for several demographic and job characteristics. With the exception of British females, a large number of workers may have negative slopes, i.e. a negative effect of experience on their wages. This variance of the slopes is larger among the group of temporary starters than among their colleagues that entered the labour market with a permanent job. However, especially for the temporary starters, individuals with low earnings at the beginning of their working career have a steeper earnings' growth than workers with high initial earnings.

Forde, C. Leeds University

Securing Insecurity: A case study of Manpower and the development of the global temporary employment agency industry

This paper examines the emergence, establishment and consolidation of the global temporary employment agency industry through a case study analysis of Manpower, one of the largest employment agencies in the world. The global agency industry has expanded rapidly over the last 20 years, with agencies expanding into new geographical markets and areas of activity (see Coe et al, 2009; Forde, 2001; Purcell et al, 2004). Yet analysis of the early development of the agency industry remains limited. Such analysis is important for developing an understanding the circumstances and conditions under which agencies have been able to expand. During the recent economic recession, the use of agency staff has been seen as the 'default' response of many firms to budget constraints and recruitment freezes (see CBI, 2010) reflecting the established position of agencies within many economies. Yet, the strategies and activities of agencies to secure such a position remain very underexplored. The paper draws on ongoing archival research of the activities of Manpower since its establishment in the US in the late 1940s. Through an analysis of archival documentation, the paper will explore lobbying and marketing activities of Manpower, and will examine the strategies employed by the company to expand from the US into other geographical markets from the 1950s. The paper explores how these actions have shaped the development of the agency industry.

Steiber, N., Dieckhoff, M. European University Institute (EUI)

A Life Course Perspective on Vulnerability in European Labour Markets

This paper introduces a life course perspective to the study of labour market risks in Europe, distinguishing between youth labour markets, the core work force and older workers. It investigates vulnerability on two dimensions: job insecurity (temporary job holding) and labour market exclusion (unemployment and inactivity). It investigates the extent to which labour market institutions (employment protection legislation, unemployment insurance, collective bargaining, etc.) and macro-structural conditions (skill structures of the labour force, economic conditions, wage compression) impact on the relative risk between younger and older workers to face job insecurity or labour market exclusion – in how far they contribute to an age-graded inequality in labour market risks. In particular, we test whether institutions which may increase labour market risks at certain stages of the life-course might decrease such risks at others. We apply multi-level regression techniques using harmonised micro-data for 25 countries. The data come from the EU Labour Force Survey and cover a period of 16 years (1992-2007). Our findings suggest that the effect of protective labour market institutions and of macro-economic conditions varies substantially across the life course, with markedly stronger impacts on the labour market risks of younger workers – and in part also older workers – than on the labour force aged 30<45. Moreover, our results challenge common macro-economic models used to explain the observed temporal trends in unemployment rates and in the use of temporary work contracts in Europe (e.g. linking institutional effects to wage compression).

New insecurities - precarious employment, flexibility and unemployment 2 **Pavilion Parade 204**

Challenging Changes **Chair: Sue Will**

Alm Andreassen, T. Work Research Institute

Why work ability is not equivalent to employability. Demands and expectations to an attractive employee, from the perspectives of those unable to fulfill them

In welfare states, as the Norwegian, people receiving disability benefits are presumed to be outside labour market because they are unable to work – due to lack of work capacity. Still some perform work, voluntary work and work in voluntary organisations. They have an ability to work. Why are they not employed? Obviously work ability is not equivalent to employability. The demands and expectations 'employable' workers have to fulfil extent the simple notion of work capacity that attains attention in active labour market policies.In the paper I will utilise two contrasting frames – the concept of employability and the perspective of discrimination – to investigate the range of demands individuals must fulfil to be considered attractive employees in the eyes of employers. Furthermore, an investigation of the circumstances under which the voluntary work is performed, will clarify conditions that make work possible even for people deemed unemployable. Empirically the analysis rests on in-depth qualitative interviews with voluntary workers, outside labour market due to disability, about their career in labour market, their efforts to be part of the ordinary labour market and their work as volunteers in together with people in similar situation as themselves.

Rasmussen, B. Norwegian University of Science and Technology

No longer such a good deal. Changes in employment relations in research.

The critique of bureaucracy that has dominated the debates on organisation have focussed upon inflexibility and red tape, i.e. the secondary rather than the primary characteristics of bureaucracy (Kallinikos 2004, Perrow 1986). We also see this type of critique of bureaucracy when systems for performance and result measurement are introduced into organisations where professional autonomy has been the norm (Courpasson 2006). In the 'modernised' public sector this is often labelled re-bureaucratisation.In this paper I will argue that the so-called (re)bureaucratisation is not an effect of bureaucratic organising (as it is described by Weber), but rather of the introduction of market forces in the management of knowledge workers. The central characteristic of bureaucracy is it's long-term employment relations with internal training and internal careers in contrast to the short-term transactional employment relations of the market. When the risks of the market and responsibility for the market performance are offloaded to the (individual) workers, the systems measuring performance are the (indirect) ways in which they are governed by the market, with the constant threat of redundancy by market failure. To show this I will use data from two departments of an international research institution for contract research. The data were collected as part of a research programme on knowledge work organisations in Norway.

Jayawarna, D., Rouse, J. Manchester Metropolitan University

Challenging the Discourse of Enterprise as an Open Route of Opportunity: A Lifecourse Model of Opportunity Structures Governing Income From Entrepreneurship

It is a longstanding policy objective in the UK and many other countries to increase rates of entrepreneurship among groups disadvantaged in the employment market. This 'enterprise inclusion' policy assumes that, while employment opportunities are heavily structured by employer demand and requirements for qualifications and other resources, any determined individual can make it in business. Scase (1992) termed this a discourse of enterprise as an open route of opportunity; he argued that it is fundamental to the notion of capitalism as fair and open. In the absence of sustained counter-argument, this discourse has become hegemonic. Policymakers are likely to draw on it to justify business start-up programmes as a response to the recession.We argue for the urgency of evidence regarding the real nature of entrepreneurial opportunity structures, including factors that determine income from entrepreneurship. To date, this knowledge is scarce, dated and under-theorised.In this theoretical paper, we develop on the resource based view of entrepreneurship to argue that an individual's ability to earn income from entrepreneurship depends on the accrual and application of particular resources. In turn, we present resource ownership and application as socially situated capacities, dependent on occupying privileged positions within social structures across the lifecourse. In particular, we theorise how chances of making it in business relate to the intersecting social dynamics of class and gender. We outline a research agenda arising from our framework including our plans to test a lifecourse model of income from self-employment under a project supported by the ESRC.

8th Sept 15 - 16:30

New insecurities - precarious employment, flexibility and unemployment **Pavilion Parade 303**

Identity and Employment **Chair: Ben Fincham**

Cohen, R.L. University of Warwick

'It's not what people think': specific publics and oppositional reflexivity in occupational identity construction

Focusing on three occupations – hairdressers, car mechanics and accountants – this paper explores the ways workers construct occupational identities in critical engagement with 'what people think', investigating how workers come to understand 'what people think' and why they resist this. Three sources of external typification are identified: 1) Popular culture and the extra-work social world in which workers, like others, engage. 2) Clients. Clients may help workers to produce a sense of the typical worker by interacting with them on the basis of a (negative) stereotype. For example, demonstrating distrust of mechanics by demanding they 'prove' what work they have done. Alternatively, clients reaffirm an understanding of the occupational norm through stating that an individual worker is 'different' (and better). 3) Apprentices. Apprentices enter the workplace with little knowledge of the actual labour process and gradually learn what is required; those who do not want to do what is required or who are ill-equipped to do it drop-out, or are pushed out. The repeated influx and attrition of apprentices provides tangible and proximate evidence of a misfit between 'what people think' and what the job actually involves. Since apprentices are often placed in training posts by careers counsellors or other professionals, mismatches are not simply attributed to ill-informed teenagers but to a wider public, as evidenced by workers criticism of careers services. The paper concludes by contrasting workers who accept occupational typifications for the occupation as a whole but reject it for themselves ('mavericks') and workers who reject it wholesale ('crusaders').

Pupo, N., Noack, A., Duffy, A. York University, Canada

Working Conditions of Same-Day Messengers: Insecure and Independent in the New Economy

This paper examines the working conditions, labour process and employment relations experienced by same-day messengers working in a large metropolitan area. The study is based on 143 semi-structured interviews conducted over a one-month period with bikers, drivers and walkers, working for small and primarily local companies. The researchers employed innovative methods with these hard-to-reach workers who primarily work alone. Despite their status as "independent contractors" and the satisfaction they experience from their "freedom" to structure their own work days, these workers are among the precariously employed in non-standard jobs that characterize the new economy. Their income is relatively low, they have no benefits, they work long hours, and they are responsible for their vehicles, bikes and equipment. Many couriers confront daily the contradiction between their broker status and their dependency on the company and its dispatcher. Regardless of the drawbacks couriers view this work as a fallback, at least providing access to paid work within a harsh economy.

Conceptual Frameworks and Theoretical Controversies **Pavilion Parade 304**

Change, Actor-Networks and Recovery **Chair: Lew Perren**

Hughes, M. University of Brighton

Do 70% of all organisational change initiatives really fail?

A Harvard Business Review paper published in 2000 proclaimed that 'the brutal fact is that about 70% of all change initiatives fail.' Whilst this statistic was a sad indictment of the management of change there was agreement amongst both practioners and amongst critical commentators about the tendency of organisational change initiatives to fail. The aims of this paper are to understand the evidence which informed the 'brutal fact' and to question how realistic it is to offer a universal failure rate for organisational change initiatives. The paper in exploring different contextual variables and ambiguities which hamper the evaluation of organisational change identifies ten reasons why generalising about organisational change failure rates is highly problematic.

Roberts, J.M. Brunel University

The Fetish of Concrete-Contingent Actor-Networks

This paper takes to task those approaches to economic markets and organisations that operate with a concrete-contingent method of abstraction. Concrete-contingent methods conceptualise global capitalism as being shaped by the contingent interaction of a number of concrete devices, forces and networks such as the use of technology in workplaces, the representation of work practices through (media) images, organisational calculative processes such as accountancy that help to 'perform' organisational identities to employees and consumers, the ability of workers to draw on their immaterial labour such as tacit knowledge and skills, and so on. One important and influential concrete-contingent method that has emerged in recent years is actor-network theory (ANT). Indeed, with its emphasis on the power of concrete 'things' to become contingently enrolled and 'performed' in different networks ANT arguably represents the quintessential concrete-contingent approach to studying markets and organisations. The paper argues however that within its own theoretical boundaries ANT reproduces a fetishistic analysis in a Marxist sense, i.e. ANT separates 'concrete' and 'contingent' organisational networks from their abstract capitalist form. This means that ANT will tend to over-identify with how concrete-contingent actor-networks are performed in empirical settings at the expense of analysing how such networks are also internally mediated through more abstract capitalist processes. The paper highlights some problems for ANT is pursuing this fetishistic approach by looking at three issues in respect to organisations and economic markets: methodology, economic performativity, and over-identification with organisational performativity.

Laws, J. Durham University

Opening up the category: recovery work and magic in the work of mental ill-health

Based on an extended period of qualitative research with mental health service users in the North East of England, this paper considers the various forms of 'magical work', 'self-work' and 'recovery work' that emerge in the in-between workspaces of the long-term mentally 'ill' (sheltered work programmes and daycentres). Given the now well-established theme in contemporary scholarship of problematising and challenging the conceptual boundaries of work, the paper asks to what extent these hidden and unusual forms of activity constitute authentic forms of labour. Rather than argue for the inevitable expansion of the construct to accommodate these unlikely work forms, the paper attempts simply to problematise the extent to which so-called 'mad' forms of work are irresolvably different to more conventional forms of paid employment. Whilst it is hoped that the discussion is interesting as a stand-alone contribution to the conceptualising work debate, the questions raised in this paper gain additional significance given the current interest in UK social policy in getting full-time mental health service users 'back to work'. Before a sensible conversation can unfold about how, whether, and why to return such users to the paid labour market, a serious consideration is required of the myriad forms of alternative and invisible work they might already be doing.

FINAL SESSION

Thursday 9th September 2010 at 17:00 - 18:30

WES BOARD CLOSING SESSION

Grand Parade Sallis Benny

WES 2010 Travel Awards

The aim of these travel awards was to enable researchers from outside the EU-15 and North America to come to the conference on the basis of submitting full papers for consideration of the WES jury.

Dr Yaghoub Foroutan 'Dimensions and Determinants of Women's Employment: Multicultural and Multiethnic Analysis' Assistant Professor at The University of Mazandaran, Iran.
Eugenia Troncoso Leone & Paulo Baltar 'Economic growth and the labour market in Brazil: routes and challenges' State University of Campinas (UNICAMP), Brazil.
Ganna Gerasymenko, 'Gendering Labour Migrations from Ukraine' Institute for Demography and Social Studies of the National Academy of Sciences of Ukraine
Sándor Takács, 'On the changing role of banks and bankers' Associate Professor at Corvinus University Budapest, Hungary Institute of Management, Department of Organizational Behaviour
Tessa Keegel,, Bircan Erbas, Shyamali Dharmage, Anthony D LaMontagne 'Are precariously employed workers less likely to participate in occupational health and safety?' McCaughey Centre, School of Population Health, University of Melbourne, Australia

Best Paper Prizes

The aim of these prizes was to commemorate the work of previous WES editors in recognising how some of the themes of their research are being taken up by younger scholars contributing to the WES community. These prizes were allocated on the basis of a full paper submission assessed by a jury of the WES 2010 organisers.

Doctoral Student prize
Charlotte Smith 'Cold turkey and Christmas is long gone: evaluating and expanding upon the position of drugtaking in relation to work.' PhD candidate in Management Studies, Essex Business School.
Richard Brown Prize
Christopher Kollmeyer 'Why Workers (Don't) Join Labour Unions: Testing New Sociological Explanations' Department of Sociology, University of Aberdeen
Rosemary Crompton Prize
Heejung Chung 'Do public companies always provide more? Examining the provision of work-life balance arrangements of European companies- a multi- level approach using company level data' Post-doc Researcher, Sociology, Faculty of Social Sciences, Tilburg University.
Michael Rose Prize
Andreas Kornelakis 'Wage bargaining tensions in Greek and Italian banking: the role of employer associability and labour-state coalitions' LSE European Institute
Methods Prize
Methodological Issues in International HR Management Research Wayne F. Cascio University of Colorado, Denver

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- *Work, Economy and Society*
- *Open Stream(s)**

* The conference will accommodate three or four open streams of up to 30 papers each. The organisers will seek to arrange abstracts submitted and accepted to the open stream by area of activity. Suggestions for grouped sessions within the open streams are welcomed. For example, groups submitting on a similar topic may mark their abstracts Open Stream/Climate Change or Open Stream/Historical Sociology etc.

All BSA study groups are strongly encouraged to contribute posters/ papers and other activities addressed to these streams. There will also be opportunities for study groups to meet independently.

The Keynote Plenaries and Sub-Plenaries will address the Conference theme:

60 Years of Sociology

Abstract submission form available from:
BSA Website: www.britsoc.co.uk/events/Conference
IMPORTANT DATES:
Friday 15th October 2010: Final deadline for abstract submission.
Friday 14th January 2011: Last date for presenters to register.
E-mail: BSAConference@britsoc.org.uk

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BRIGHTON
Seaside Fun

Brighton Pier is a Grade II listed seaside pier. Admission is free and includes 2 family entertainment centres, funfair with traditional and modern rides, plus kids' rides corner, fairground games, 3 bars, 250 cover waitress service fish & chip restaurant, variety of fast food outlets. Something for everyone - young and not so young! Tel: 01273 609361; Email: info@brightonpier.co.uk; Website: www.brightonpier.co.uk.

Brighton Marina is one of Europe's largest marina and leading City lifestyle destination, this stunning waterfront development offers so much more than simply somewhere to park your boat with an array of excellent free events throughout the year, shopping, eating and drinking, sailing, diving, fishing, cinema, bowling, fitness suite, casino and stunning boutique hotel plus free parking for all marina visitors. Tel: 01273 818 504; Email: kirsty.harris@x-leisure.co.uk;

Website: www.brightonmarina.co.uk

With over 150 species and 57 displays, the **Brighton Sea Life Centre** offers a fun and educational day out whatever the weather. Tel: 01273 604234; Email slcbrighton@merlinentertainments.biz; Website: www.sealifeeurope.com.

Heritage & Arts and Museums

The Royal Pavilion is the spectacular seaside palace of the Prince Regent (George IV) transformed by John Nash between 1815 and 1822 into one of the most dazzling and exotic buildings in the British Isles. The Pavilion houses furniture and works of art including original pieces lent by HM The Queen and a magnificent display of Regency silver-gilt. Magnificent decorations and fantastic furnishings have been re-created in a £10 million extensive restoration programme. The Queen Adelaide tearooms provide a sweeping view over the Pavilion gardens, which have also been returned to their original Regency splendour. Pavilion Shop.

Experience the charms of **Preston Manor**. This delightful old Manor House, dating from 1250, rebuilt in 1738 and added to in 1905, as it powerfully evokes the atmosphere of an Edwardian gentry home both 'Upstairs' and 'Downstairs'. Explore more than twenty rooms over four floors from the superbly renovated servants' quarters in the basement to the children's day nursery on the upper floor. The house contains notable collections of furniture, portraits, silver and family memorabilia.

A £10 million redevelopment has transformed **Brighton Museum** into a state-of-the-art visitor attraction. Dynamic and innovative galleries - including fashion and style, 20th century art and design, and world art - feature exciting interactive displays appealing to all ages. In addition to the permanent galleries, there is a continuing programme of temporary exhibitions. Tel: 01273 292882; Email: museums@brighton-hove.gov.uk; Website: www.virtualmuseum.info.

A fascinating museum located in Brighton, **Booth Museum of Natural History** holds over half a million specimens, natural history literature and data extending back over three centuries, including hundreds of British birds displayed in recreated natural settings. Plus butterflies, skeletons, a whale and dinosaur bones. The museums library includes over 14,000 natural history texts dating from the 17th century to the present day. The Museum also holds and manages Sussex geological and marine sites data, and Brighton and Hove biological data.

Shopping

When visiting Brighton, shopping is a must. Brighton truly is a shopper's paradise. Wander through the 17th century **Brighton Lanes** and browse through antiques, jewellery and famous labels. Or check out Brighton's **North Laine** for a laid-back bohemian charm and over 300 unique, individual and quirky shops, offering everything from vintage clothing to vegetarian shoes.

Brighton and Hove shopping also offers a taste of the high-street. **Churchill Square** has over 80 stores under one roof and Brighton's only outlet centre at Brighton Marina offers famous brands at genuine savings. Or why not explore the unique and funky shops of Brighton's villages or wander along the stunning beachfront for some Hove shopping?

Eating Out and Nightlife

From dusk til dawn, arts and entertainment in Brighton are buzzing across the city. From comedy and cabaret at the **Komedia**, top bands at the **Brighton Centre**, world music, opera and ballet at the **Brighton Dome** and west end shows at the **Theatre Royal**, there's no end of choice of entertainment in Brighton and Hove. The city also has some of the coolest clubs on the south-coast as well as a fantastic live music scene.

Or for the very best in arthouse, independent, foreign language, cult and classic films, check out the **Duke of Yorks cinema,** one of the oldest in the country.

Eating out in Brighton and Hove is easy. With a fantastic range of restaurants, pubs and bars, eating out in Brighton is pure gastro heaven. Consistently topping awards at the Observer Food Awards, whether you're after award winning cuisine, veggie treats, a tasty beachfront brunch or delicious cheap eats, eating out in Brighton is a culture in itself. If you just fancy a latte, organic juice or beer, drinking in Brighton in one of the cafes or cosy pubs is a relaxing way to spend time with friends or **Tea at the Grand**, enjoy the live pianist and watch the strollers on the promenade from the windows of the splendidly ornate Victoria Lounge in the Grand Hotel.

Online restaurant booking and information on accessible restaurants is available at: www.visitbrighton.com/home/where_to_eat__drink. Brighton & Hove also publish food hygiene standards achieved by eateries, online, at: www.brighton-hove.gov.uk/scoresonthedoors.

Public Transport

Bus

A comprehensive network of bus routes runs at frequent intervals throughout the Brighton and Hove conurbation.

The 14B and 81A provide a frequent service from central Brighton to the Grand Parade Building and Pavillion Parade. Bus timetables and information is available from Brighton buses. Telephone: 01273 886200; E-mail: info@buses.co.uk; Website: www.buses.co.uk.

Trains

Brighton & Hove has excellent rail connections from all over the country. There are currently 44 direct train services every weekday from Brighton station to London Victoria operated by Southern, of which 26 are express services with an average 50 minute journey time. National Rail Enquiries Tel: 08745 48 49 50.

By Coach

National Express coaches, depart for Brighton from London Victoria coach station, number 025 every 60 minutes.

Taxis

Taxis are available at Brighton Railway Station. Please note that traffic in Brighton can be congested

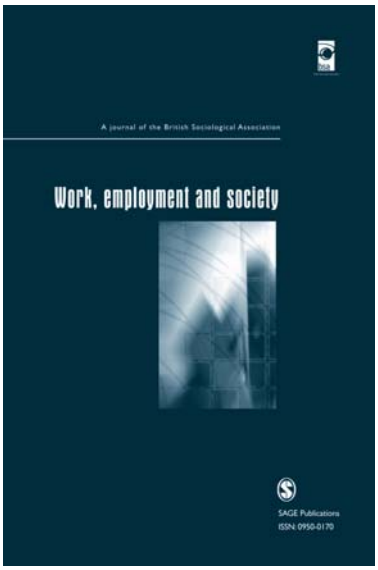
Streamline Taxis Tel: 01273 747474

Radio Cabs (Brighton) Tel: 01273 204060

Yellow Cars (Lewes) Tel: 01273 472727

Long Distance Cars (to London Gatwick and London Heathrow) Tel: 01273 581 581

Publish in *Work, Employment and Society*



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