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0521617596 - Rethinking Work: Time, Space and Discourse

Edited by Mark Hearn and Grant Michelson

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RETHINKING WORK

This book is an innovative consideration of a changing and contested domain in society. New essays from scholars at the University of Sydney are structured around the themes of time, space and discourse to highlight the value-laden and constructed nature of these categories as they apply to the organisation of our working lives. Time is employed to establish order, construct identity and illuminate the subjective experiences of individuals at work. Imagined and material space permeates all aspects of working life and broadens our understanding of how employers and employees mobilise power in different places. Discourse offers crucial insights into the contested processes of work policies and identity formulation, as well as presenting methodological tools for analysing the metaphors and practices that govern work. Contributors draw from their expertise in strategic management, organisational theory, labour and business history, law, economics, industrial relations, human resource management, geography, and discourse and narrative analysis. Their stimulating chapters in *Rethinking Work* reflect that the study of work must itself be capable of adaptation to the profound changes reshaping this most powerful expression of human relationships and experience.

Mark Hearn has published on the historical and contemporary analysis of work and trade unions. **Grant Michelson** teaches and researches in the areas of business ethics, organisational behaviour and change, and industrial relations, and his work has appeared in many national and international journals.

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CONTRIBUTORS

Susan Ainsworth teaches management and HRM and her research interests include identity, discourse analysis, gender, age and public policy. Susan's work has appeared in *Critical Discourse Studies*, *Organization Studies*, *Management Communication Quarterly*, *Gender, Work and Organization*, and in the *Sage Handbook of Organizational Discourse* (2004).

Marian Baird specialises in the areas of women and work, industrial relations and HRM. She applies her research to the improvement of workplace standards and works closely with policy-makers to achieve these goals. Previous research has been undertaken on greenfield sites and high-commitment work systems. Marian is an associate editor of the *International Journal of Management Reviews*.

Rae Cooper has written extensively on contemporary and historical union renewal and organising strategies. This work has been published in journals including *Labour History*, *Relations Industrielles* and the *Journal of Industrial Relations*. Rae is currently researching employer agency and union recognition in the Australian workplace.

Leanne Cutcher lectures in strategic management and HRM. Her research interests include identity, gender and customer service work. She has published her work in *Management Communication Quarterly*, *Labour and Industry* and the *Journal of Industrial Relations*.

Bradon Ellem has published historical studies of unions, local industrial relations and the Cold War. Bradon's research now examines how unionism can be understood by combining insights from the disciplines of geography, industrial relations and history. His work also examines aspects of government industrial relations policy and changes in regulation.

David Grant's primary area of research is organisational discourse, particularly in relation to organisational change. He is a co-director of the

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International Centre for Research on Organisational Discourse Strategy and Change at the University of Sydney. He is also Visiting Senior Research Fellow at the Management Centre, King's College, London.

Dimitria Groutsis has a background in political economy and conducts research in the areas of gender and ethnicity, labour market policy and international labour mobility. Her work in these areas has been presented at a number of international conferences and other outlets.

Richard Hall is especially interested in the relations between political institutions, work practices and socio-economic outcomes. Richard has undertaken a number of major research projects concerning the politics of flexibility, the organisation of work, trade union strategy, telework and telecommuting, labour hire and agency work, and critical approaches to HRM. He is currently researching enterprise resource planning systems.

Mark Hearn has published on the historical and contemporary analysis of work and trade unions. He recently completed a Sesqui-centenary post-doctoral fellowship in Work and Organisational Studies on 'Labour and National Identity: Work, Authority and the Australian Settlement, 1901–1920', with a methodological focus in narrative theory. He is co-editor of the online workplace relations magazine *workSite* and an associate editor of *Labour History*.

Suzanne Jamieson is a legal specialist whose main research areas include women and work, equity and equal pay in the workplace, and international comparisons in occupational health and safety law. She is active in the broader community and sits on a number of government bodies. Her research has appeared in a number of journals and books.

Jim Kitay's research interests focus on service industries. He has coordinated two international projects on the changing nature of HRM and industrial relations in retail banking. He has also been involved in a major project on the activities, careers and influence of management consultants. Jim is co-editor of *Changing Employment Relations in Australia* and *From Tellers to Sellers: Changing Employment Relations in Banks*.

Harry Knowles teaches leadership and organisational behaviour and researches in the area of business and labour history. He has published articles on trade union history and biography. Harry has a particular interest in the study of leadership in trade unions and business

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organisations and is currently undertaking a biographical and historical study of leadership in Burns Philp in the postwar period.

Russell Lansbury's research focuses on international and comparative aspects of employment relations. In recent years he has undertaken studies of multinational enterprises such as ABB and Hyundai. He has published on the impact of globalisation on the automobile industry. Russell is editor of the *Journal of Industrial Relations* and is an editorial board member of several international journals.

Susan McGrath-Champ specialises in labour geography and HRM with a particular interest in regional and global aspects of work processes. Susan is currently using the insights of geography to research enterprise bargaining and the employment aspects of Australian construction firms in Asia. She has published in these and other areas.

Grant Michelson teaches and researches in the areas of business ethics, organisational behaviour and change, and industrial relations, and his work has been published in many national and international journals. Grant is currently exploring contemporary discourses in business ethics as well as the role of new actors in industrial relations with an emphasis on workplace chaplains.

Tim Morris is at the Saïd Business School, University of Oxford, UK. He has researched on numerous issues in the area of industrial relations, including union mergers and the finances of British trade unions. He has also published widely on the management of professional organisations, including studies of promotion systems and change processes, and on employee commitment.

Greg Patmore is director of the Business and Labour History Group, School of Business, University of Sydney and editor of *Labour History*. Interests include Rochdale consumer cooperatives and non-union forms of labour organisation. With other colleagues at Sydney, he is working on a history of Citigroup's operations in Australia.

John Shields has a special interest in performance and reward management and in the role of organisational justice and psychological contracts in the employment relationship. His current research focuses on executive remuneration, corporate governance and firm performance in Australian listed companies. John also has a longstanding interest in labour history and is an associate editor of the journal *Labour History*.

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Diane van den Broek teaches HRM and her research interests lie in this area as well as in call centres and service industries. Diane focuses mainly on such issues as the labour process, monitoring and surveillance, teamwork, emotional and aesthetic labour, and customer relations. Her work has been published extensively in such outlets as *Economic and Industrial Democracy* and *New Technology, Work and Employment*.

Nick Wailes has a number of research interests including the impact of globalisation on employment relations and the relationship between capital market structure and firm strategy. His articles have appeared in leading international journals including *Industrial Relations*, *British Journal of Industrial Relations* and the *International Journal of Human Resource Management*.

Mark Westcott's main research interests relate to employment regulation, labour management strategies, bargaining structures, and occupational health and safety. He is presently exploring these issues in the Australian oil refinery and brewing industries.

The contact details of all contributors, except Tim Morris (chapter 16), are:

Work and Organisational Studies
School of Business
Faculty of Economics and Business
University of Sydney
Sydney, NSW 2006
[initial.surname@econ.usyd.edu.au] e.g. m.hearn@econ.usyd.edu.au

Professor Tim Morris
Saïd Business School
University of Oxford
Park End Street
Oxford, OX1 1HP
United Kingdom
tim.morris@sbs.ox.ac.uk

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EDITORIAL STATEMENT

All chapters in *Rethinking Work* were peer-reviewed by an international expert in the field. The reviewers reflect the broad range of disciplinary perspectives that contribute to our understanding of work – geography, history, industrial relations, law, economics management, political science, and sociology. The editors would like to acknowledge, on behalf of all contributors, the valuable assistance of the following reviewers:

Chris Carter	University of St Andrews, UK
Andrew Cumbers	University of Glasgow, UK
Robert Fagan	Macquarie University
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Cliff Oswick	University of Leicester, UK
Rosemary Owens	University of Adelaide
George Strauss	University of California, Berkeley, USA
Shelton Stromquist	University of Iowa, USA
Peter Waring	University of Newcastle
Tony Watson	University of Nottingham, UK
Michael Webber	University of Melbourne
Gillian Whitehouse	University of Queensland

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ABBREVIATIONS

ABA	Australian Bankers Association
ABS	Australian Bureau of Statistics
ACD	automated call distribution
ACIRRT	Australian Centre for Industrial Relations Research and Training
ACTU	Australian Council of Trade Unions
AFR	<i>Australian Financial Review</i>
AGPS	Australian Government Publishing Service
AHRI	Australian Human Resources Institute
AIRAANZ	Association of Industrial Relations Academics of Australia and New Zealand
AIRC	Australian Industrial Relations Commission
AJPM	<i>Australian Journal of Productivity and Management</i>
ALP	Australian Labor Party
AMMA	Australian Mines and Metals Association
AMWU	Australian Manufacturing Workers Union
ANZ	Australian and New Zealand Banking Corporation
ATM	automatic teller machine
AWA	Australian Workplace Agreement
CAR	Commonwealth Arbitration Reports
CBA	Commonwealth Bank of Australia
CPD	<i>Commonwealth Parliamentary Debates</i>
CPSU	Community and Public Sector Union
CSO	customer service officer
CSR	customer service representative (Chapter 5)
CSR	corporate social responsibility (Chapters 11 and 12)
DIMIA	Department of Immigration and Multicultural and Indigenous Affairs
DST	daylight saving time
DWR/OEA	Department of Workplace Relations and the Office of the Employment Advocate

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ABBREVIATIONS

EA	Enterprise Australia
EFPA	Economics, Finance and Public Administration
EFTPOS	electronic funds transfer at point of sale
EGOS	European Group for Organizational Studies
FSU	Finance Sector Union
GDP	gross domestic product
HR(M)	Human Resource (Management)
HREOC	Human Rights and Equal Opportunity Commission
ICRODSC	International Centre for Research on Organisational Discourse, Strategy and Change
ILO	International Labour Organisation
IWW	Industrial Workers of the World
KPI	key performance indicator
LSIA	Longitudinal Survey of Immigrants to Australia
MMC	Monopolies and Mergers Commission
MTM	Methods-Time-Management
OECD	Organization for Economic Cooperation and Development
PMTS	Predetermined Motion Time Systems
PMU	Pilbara Mineworkers Union
PSA	Public Service Association (NSW)
SMH	<i>Sydney Morning Herald</i>
SOE	state-owned enterprise
TVE	town and village enterprise
WEA	Workers Educational Association
WOS	(Department of) Work and Organisational Studies