

# Research Newsletter



## INSIDE THIS ISSUE:

Research Highlights	2
Research Highlights	3
New Awards	4
RAE Update	4
New Colleagues	5
Doctoral Students	6
Conference Attended	7
Research Output	8

## Newsletter Editors:

**Dr. Francesca Mariotti**  
**Prof. Sara Carter**

**The deadline for the next M&O Newsletter is 31st March 2006.**

**Please send items for inclusion to Francesca Mariotti at the following email address:**

**fm20@stir.ac.uk**

## A Word From the Head Of Department

I am delighted to introduce the new-look Department Research Newsletter. This newsletter presents some of the highlights of the Management and Organization Department of the past six months. The strength of the Department lies in its breadth, encompassing Management Science, HRM, Organizational Studies and Entrepreneurship. This allows it to reach a wide audience of academics, managers and policy-makers.

Members of staff in the Department have been very successful in attracting research funding, either directly into the department or in collaboration with colleagues in other universities. Research funding has come from research councils (ESRC), government and policy funders (KTP, Scottish Executive, Scottish Enterprise etc) and the private sector (Federation of Small Businesses). Research funding is direct evidence of a vibrant and externally focused research culture, and I am delighted with the Department's success.

The forthcoming RAE focuses on research output and evidence of esteem. The list of publications at the end of this newsletter highlights the range and quality of staff output. This list only covers publications since January 1st 2005 and clearly puts us in good stead for the RAE 2008. This autumn, another mock RAE exercise will take place in the Department. The results will be reported in the next semester's newsletter.

I am especially pleased to welcome a number of new members of staff who are already making valuable contributions to the Department's research profile.

This year the Department has welcomed many UK and overseas visitors, some of whom have presented research seminars. The Department would like to thank all of our visitors this year for their contributions and looks forward to welcoming further visitors.

**John Bowers**

## Research Seminars

This semester we have a number of excellent speakers who will share with us their recent research. All the seminars will take place on Wednesdays between 12:30-1:30 pm in room 3Y2, Cottrell Building.

28th September— 'An exploration of Entrepreneurship and Career Theory Intersections: Copreneurship and women'. Prof. Anne de Bruin, Massey University, New Zealand.

12th October— 'Why business groups?'. Prof. Peter Rosa, University of Edinburgh.

9th November— 'The effect of the national minimum wage on the UK small business sector: A geographical analysis'. Prof. Sara Carter, Department of Management and Organization, University of Stirling.

23rd November— 'Participative capture: An observation of user involvement in a Rapid Application Development (RAD) project. Dr. Angus Yu, Department of Management and Organization, University of Stirling.

Please note the following seminar will take place in Iris Murdoch Centre between 3-5 pm (co-sponsored with N+M and DASS)

9th December— 'NHS Plc'. Professor Allyson Pollock, Centre for International Public Health Policy, University of Edinburgh.

## Research Highlights

**Robin Fincham** is currently conducting research on management consulting. This is a £138,000 ESRC project awarded in April 2003 and is now in the final stages of data gathering. The project is due to finish in March 2006.

**Tom Forbes** is doing new work in the area of institutional entrepreneurship (IE). IE tells us something about how individuals or organizations bring about change by structuring new networks of relationships within organizational settings. Tom is developing five cases examples of IE in different contexts: social work & social development, health policy development and implementation, business growth and development in Bosnia - Herzegovina (with **Jovo Ateljevic**) and nurse entrepreneurship. These four are all associated with individual IE. A fifth example is based on a new organizational form, Community Health and Social Care Partnerships, and will take as its focus the institutional effects of collaboration between health and social care organizations in bringing about change. Currently Tom is writing his first paper in this area to be submitted to a special edition of Organization Studies for November 2005.

**Francesca Mariotti** (together with Senior AIM Fellow Prof. Rick Delbridge) is currently conducting some preliminary work on 'network diversity' and the development of radical innovations in the British and Italian motorsport industries. The project is funded through the Faculty of Management Research and Teaching Fund (£5,000) and the Advanced Institute of Management Research (AIM). It is also supported by the Government Motorsport Unit (GMU).

In addition, Francesca was invited by Prof. Linda Argote (Carnegie Mellon University) to present her work on network diversity and radical innovation at the Carnegie Bosch Institute Conference 'Innovation and the Growth of the International Firm' held in Stuttgart on September 2005.

**Sara Carter** was invited to be a judge in the Association of Scottish Businesswomen / Royal Bank of Scotland Business Awards. Judging took place in October and the Awards Ceremony in November 2005. Sara has been also invited to speak at two events hosted by Bodo University College in Norway in November 2005. The first is a research workshop on entrepreneurship in agriculture where Sara will be an expert discussant. The second is research workshop where Sara will present a paper from her ESRC project investigating gender, entrepreneurship and bank lending. In addition, Sara was a keynote speaker at the EU conference 'Women-led Businesses: Overcoming Barriers to Growth and Improving Access to Finance' in Brussels on October 21<sup>st</sup>.

As regards research matters, Sara together with Dr Sue Marlow (De Montfort University) has recently completed a project for the Association of Chartered Certified Accountants (ACCA) on the role of accountants as intermediaries in the finance process of women-owned firms. This project was launched at an evening event jointly hosted by ACCA and the Economic and Social Research Council in London on 24<sup>th</sup> October. Bronwyn Curtis, Head of European Broadcast Bloomberg LP chaired the event which also involved Barry Gardiner MP, Minister for Competitiveness.

**Jerry Hallier** in April 2005 joined the Editorial Board of the Journal of Management Studies. He has also been invited to an invitation-only conference 'Open futures: Mobile identities' held at Lancaster University on 10-11 November 2005.

**Rob Ball**, together with **Tom Forbes** and Lynn Forsyth, is working with Forth Valley Health Board on Community Health Partnerships. The project is funded through a Knowledge Transfer Partnership Grant.

***Members of staff  
have been very  
successful in  
attracting  
research funding***

## Research Highlights

**William Webster**, with Colin Smith at Napier University, in May 2005 were commissioned by the Scottish Executive to undertake a review of the Scottish iDTV (Interactive Digital Television) pilot. The innovative pilot service, led by the Scottish Executive, in collaboration with a range of public service providers, was intended to test the feasibility of delivering public services through iDTV. The main aim of the research was to produce a study of the experiences and views of both service providers and service users, in order to assess the effectiveness of the iDTV pilot, and to identify lessons about the future potential of iDTV as a medium for improving access to public services and information. The research was conducted between June and August 2005 and the findings presented in a Final Report, delivered to the Scottish Executive in September 2005. The total cost of the research was £22,000. More information about the research can be found at the following address: [www.scotland.gov.uk/Topics/Government/Open-Scotland/17820/idtvpilot](http://www.scotland.gov.uk/Topics/Government/Open-Scotland/17820/idtvpilot)

During 2005 **Phil Taylor** has been engaged in two major research projects. The first is a study of the offshoring of financial services from the UK to India and other Asian destinations, focusing on both voice (i.e. call centre) and back office (i.e. non-customer facing) processes. This research, funded by Scottish Development International/ Scottish Enterprise (c£16,353), is being undertaken with Peter Bain (Department of Human Resource Management) of the University of Strathclyde and builds upon a decade's research into call centres and previous studies of the offshoring phenomenon. This has involved fieldwork in India, including visits to 20+ call centre and business process sites, extensive interviews with managers and employees and participation in two industry, and one union, conferences. In Scotland and Britain Phil and Peter Bain have interviewed senior personnel with all the companies who have migrated to India and surveyed all the Scottish financial sector organizations. The report presenting and analyzing the findings will be delivered in early 2006.

The programme of research into offshoring has led to a number of high-profile opportunities to disseminate findings. In September Phil was invited to make the keynote speech to the Founding Conference of Call Centre and BPO Professionals in India. In October he delivered a presentation to the Nordic Financial Unions in Vilnius (Lithuania) on the global dimensions of financial services offshoring. In November Peter Bain and Phil gave an invited presentation to a day conference, exploring the trade union dimensions to offshoring, organized by the School of Social Sciences at the University of Cardiff.

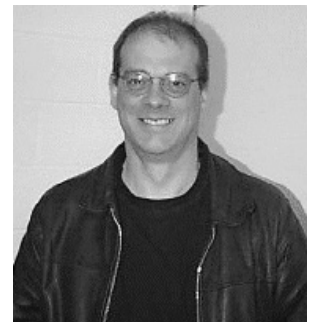
Further, as part of the collaboration with Scottish Development International (SDI), Phil has been invited to be part of SDI's delegation to both the Call Centre Expo (Birmingham, 29 September) and the Call Centre Association (Edinburgh, 9 November). On both occasions, Phil was involved in press liaison briefing journalists on the realities of offshoring and the industry in Scotland. Moreover, throughout the year his research has received considerable media coverage. Perhaps the highlights were the contributions to the BBC Radio 4 four programme series, the *Workaday World*, broadcast in June.

The second research project (related to the previous research into both call centres and occupational health) is an investigation of working conditions in police control and communication centres, funded by Unison (£24,000). A national survey of employees was complemented by in-depth field work in six, representative police authorities. Findings were presented to a national meeting of the Unison in May and to Her Majesty's Inspectorate of Constabulary who are conducting a 'thematic' study on the same subject. The report was delivered to Unison in August and will form a key part of the submission to the HMIC.

Finally, Phil has been engaged in several other areas of research. With academics from diverse disciplines and institutions, Phil and Peter Bain are conducting an independent investigation into the circumstances surrounding the disaster at the ICL/Stockline factory of May 2004 in Glasgow. Additionally, with Christine Cooper (Department of Accounting and Finance) of the University of Strathclyde, Phil has continued the study of the consequences of the privatization of prisons.



**Dr. William Webster**



**Prof. Phil Taylor**

## New Awards

**John Bowers** and **Gillian Mould** from the Department of Management and Organization have been awarded a 3 year Knowledge Transfer Partnership (£140,649). The Partnership involves collaborating with NHS Fife to implement a range of computer modelling techniques to support the redesign of health care services. The project is very timely as NHS Fife are beginning a programme of service re-design which will provide faster access for patients to diagnostics and treatment whilst deploying resources in the most effective way.

John and Gillian have had a good relationship with NHS Fife over a number of years, NHS staff were interested in their projects undertaken elsewhere in the NHS, particularly a project on the re-design of outpatient services at Queens Medical Center in Nottingham. However funding for similar work in Fife was always a problem. A taster of what could be achieved in Fife was provided by a forth year Management Science student (Gareth Lawrence) who undertook his dissertation project on the re-design of Urology services in NHS Fife. The project was a great success, NHS Fife management were impressed by Gareth's excellent work and work began to find funding for a three year KTP project to support the programme of service re-design.

The project has recently started and the KTP associate is in post (Mike Ghattas – an ex student on the Information Systems Management MSC run by the Department of Management and Organization). The researchers are inspired by the prospect of finding solutions to real problems within the NHS. It is envisaged that the KTP project will provide many more contacts for student dissertation projects, a wealth of case study examples for teaching and ample material for academic papers.

**Gillian Mould**, with Kirsty Forsyth at Queen Margaret University College Edinburgh, has been awarded another Knowledge Transfer Partnership. The Partnership involves collaborating with NHS Lanarkshire to redesign care of the elderly for acute hospital patients. Evidenced based Occupational Therapy practice will be introduced as a means of reducing delays to discharge and repeated readmissions. The grant of around £140,000 is to be shared between the University of Stirling and Queens Margaret University College Edinburgh.

**Sara Carter** has been commissioned to undertake a survey of UK small businesses, the fourth biennial survey commissioned by the Federation of Small Businesses. This project is being undertaken in conjunction with colleagues at Strathclyde University. The project entails surveying all of the FSB's 185,000 members, which makes this the largest business survey in the UK. Questionnaire responses have started to appear already - the final report will be completed by March 2006.

***New awards  
obtained by  
several staff  
members***

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## RAE Update

Chris Baldry attended the ABS/AIM/BAM/DORN seminar on the RAE 2008 held at Manchester Metropolitan University. Chris has written a short paper detailing the main elements of the seminar. This is available in the department for staff to consult. After the success of last year's mock RAE exercise, staff should expect another mock RAE to be held this autumn. Watch this space for RAE news ...

**rae2008**  
Research Assessment Exercise

## New Colleagues in our Department

Welcome to our new colleagues Prof. Sara Carter, Miss Evangelia Baralou and Dr Angus.

A brief note about them....

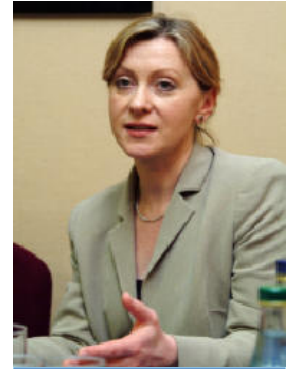
Prof. Sara Carter's research focuses on entrepreneurship and the small firms sector. A core theme of her research examines the issues facing different entrepreneurial groups, particularly women, rural business owners and portfolio entrepreneurs.

Sara Carter is director of the UK's largest business survey programme Lifting the Barriers to Growth in UK Small Businesses, biennial surveys of members of the Federation of Small Businesses (published in 2000, 2002 and 2004). The latest survey is due to be published in March 2006.

Recent and current projects also include (i) ESRC funded study Securing a Business Loan: How Important is Gender? (2003 -2005), (ii) ACCA funded study The Role of accountants as Business Advisers (2004-2005) and (iii) report on Women's Enterprise and Business Support in the East Midlands for the East Midlands Development Agency (2005)

Miss Evangelia Baralou joined our Department in April this year. Evangelia is about to submit her PhD at the university of Strathclyde, which involves Organizational Knowledge Creation in Virtual Teams. Her research is multidisciplinary and involves fields such as Organizational Behaviour, Sociology and Management of Information Systems. Evangelia is involved in the ESF/EQUAL project "Advancing Women Returners in ITEC", which explores the factors that enable and constrain women returners to the IT industry.

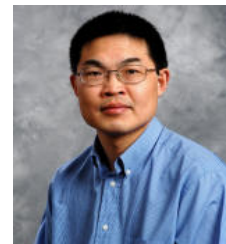
Dr Angus Yu joined our Department in April this year. Before joining us Angus worked in various companies for over ten years, covering both manufacturing and IT service sectors. At the same time, he also earned his MBA and PhD on a part-time basis. Angus primary research interests are currently in the area of project management for information systems development projects, especially those involving external suppliers. He has proposed a Performance-Based Systems Development Framework, and he is looking for opportunities to apply it in real-world organizational settings. He has also developed (with other colleagues) a value-centred approach to measuring project success, which enables organizations to assess project performance on an on-going basis.



**Prof. Sara Carter**



**Ms. Evangelia Baralou**



**Dr. Angus Yu**

## Departmental Journal

Colleagues may not be aware that the Department hosts the influential journal *New Technology, Work and Employment*, edited by Chris Baldry. The journal began life twenty years ago as a spin-off from the *Industrial Relations Journal* which aimed at focusing on the then new processes of IT-based technological change and its interface with the world of work and employment. Today of course the technology itself is no longer 'new' but the ways in which it is used to transform the organisation and experience of work continue to change and develop, and the journal has followed and provided a commentary to these developments over the years. *NTWE* continues to be published by Blackwell and is now in the fourth year of an expanded annual volume size, the third issue each year being devoted to a given theme (this year is 'Small firms and new technology'). Robin Fincham is a member of *NTWE*'s Editorial Advisory Board and several members of the department have seen their work published in the journal in the recent past. The journal has twice won an annual Emerald award for 'clarity in research'.



**Prof. Chris Baldry**

## M&O Doctoral Students

Name	PhD Thesis Title	Supervisors	Start Date
Abu-Talib, Noraini	Commercialization of discoveries, invention, and knowledge in Malaysia	Ian Gover; Tom Forbes	January 2003
Awang, Marinah	Knowledge management practice in public education sector	Robin Fincham; Adrienne Curry	January 2005
Abdel Basset, Nada	Organizational change in government organizations and the role it plays in changing the attitudes of the civil servant	Chris Baldry; Robin Fincham	October 2005
Espinosa Vera, Ernesto	The entrepreneurial practices of Higher Education institutions	Sara Carter; Jovo Ateljevic	October 2004
Iacobucci, Donato	An entrepreneurship perspective on business groups formation and growth	Andrew McAuley; Peter Rosa	March 2001
Johari, Mohamad Farazi	The success factors of Malaysian government project: The empirical study of school computerization project	John Bowers	October 2004
Kostantinou, Efrosyni	Knowledge management in multinationals: A critical review of knowledge issues and the role of knowledge workers	Robin Fincham; Chris Baldry	March 2003
Zerrouki, Houria	Privatization in Algeria and the internal management of two privatized enterprises	Chris Baldry	January 2003

## M&O in the Media

12.09.05	Financial Times, Call Centre Offshoring to India (Phil Taylor)
13.08.05	Evening Times (Glasgow), ICL/Stockline Factory Disaster (Phil Taylor)
12.08.05	The Scotsman, The Rise and Rise of the Scottish Call Centre (Phil Taylor)
12.08.05	Daily Mail, ICL/Stockline Factory Disaster (Phil Taylor)
12.08.05	Aberdeen Press and Journal, ICL/Stockline Factory Disaster (Phil Taylor)
12.08.05	The Scotsman ICL/Stockline Factory Disaster (Phil Taylor)
12.08.05	Herald (Glasgow) ICL/Stockline Factory Disaster (Phil Taylor)
12.08.05	BBC Radio 4, Face the Facts. ICL/Stockline Factory Disaster (Phil Taylor)
07.06.05	Workaday World, BBC Radio 4 (Four programme series) (Phil Taylor)
	BBC Radio 4, Women's Hour (Sara Carter)

## Conferences Attended by M&O Staff

**Gillain Mould** attended a meeting of academics working on projects in the area of Delays to Discharge at the University of Edinburgh (9th September 2005) and presented work on Delays to discharge undertaken for N.E. Wales NHS Trust. Gill also attended and presented a paper (co-authored with **John Bowers**) 'Redesign of patient pathways: what can OR contribute?' at the OR47, Conference of the Operational Research Society, Chester (September 2005).

At the 2005 Labour Process Conference, held at the University of Strathclyde, **Chris Baldry** was a member of a panel of four journal editors in a pre-conference 'Meet the Editors' Forum arranged for doctoral students.

**John Bowers** attended a meeting of the EPSRC MASHnet (Modelling and Simulation in Healthcare Network) at University of Warwick (20th September 2005).

**Rob Ball** presented the paper 'Fostering Citizenship: Uses and abuses of regulation by contract. Implications of UK's private finance initiative' to the Contracting in the Public sector Stream at the European Group for Public Administration (EGPA) at Berne, Switzerland in September 2005.

Marlow, S. and **Carter, S.** (2005) 'Financing Female Owned Firms: The Role of Accountants as Advisory Intermediaries'. Paper presented to ISBE Institute of Small Business and Entrepreneurship Annual Conference, Blackpool, November.

Shaw, E. **Carter, S.** and Wilson, F. (2005) 'Social Capital and Accessing Finance: The Relevance of Networks' Paper presented to ISBE Institute of Small Business and Entrepreneurship Annual Conference, Blackpool, November.

**Carter, S.**, Shaw, E. Wilson, F. and Lam, W. (2005) 'Gender, Entrepreneurship and Bank lending: The Criteria and Processes used by Bank Loan Officers in Assessing Applications' Paper presented to the XIX RENT Research in Entrepreneurship Conference, Naples, November.

Marlow, S. and **Carter, S.** (2005) 'Financing Female Owned Firms: The Role of Accountants as Intermediaries in this Process', Paper presented to the XIX RENT Research in Entrepreneurship Conference, Naples, November.

Felzensztein, C. and **Carter, S.** (2005). Inter-firm Cooperation in Marketing: A Cross-Cultural Analysis of the Salmon Farming Industry AM/AMA 5th Biennial Joint Conference, Dublin, July.

Felzensztein, C. and **Carter, S.** (2005). Does Geography Matter for Inter-firm Cooperation in Marketing? EMAC 2005, Milan, May.

**Taylor, P.** and Ellis, V. (2005) "'You don't know what you've got till it's gone": re-contextualising the origins, development and impact of the call centre', 23rd International Labour Process Conference, 21-23 March, University of Strathclyde.

Bain, P., **Taylor, P.** and Dutton, E. (2005) 'The thin front line: call handling in police control rooms', 23rd International Labour Process Conference, 21-23 March, University of Strathclyde.

**Taylor, P.** and Bain, P. 'Offshoring of Call Centres to India – the Case for Employee Representation', Cardiff School of Social Sciences, University of Cardiff, 4 November 2005.

**Taylor, P.** 'Transnational Sourcing in Financial Production', Nordic Financial Union Conference, Vilnius, 31 October 2005.

**Taylor, P.** 'Globalisation and the Offshoring of Call Centre and BPO to India – Challenges and Opportunities for Employee Representation', Keynote speech to Founding Convention of Union for Information Technology Enabled Services Professionals, Mumbai, 18 September 2005.

**Taylor, P.** and Bain, P. 'Working Conditions in Police Control Rooms', Unison Police Staff – Call Handling Seminar, London, 23 May 2005.

**Taylor, P.** and Bain, P. 'Call Centre and Back Office Offshoring', Union of Finance Staff Conference, Blackpool, 10 May 2005.

**Baldry C.**, Hyman J and Scholarios D (2005) 'Knowledge workers, commitment and occupational community', International Labour Process Conference, Strathclyde, April 2005.

**Mariotti, F.** (2005). Conceptualizing Inter-organizational Learning: An Emergent and Process-based View of Learning in Organizational Networks. Paper to be presented at the Sixth European Conference on Organizational Knowledge, Learning and Capabilities, Boston, US.

**Mariotti, F.** (2005). Network diversity and radical innovation: Research in the UK and Italian motorsport Industries. Paper presented at the Atlanta Competitive Advantage Conference, Atlanta, Georgia.

**Mariotti, F.** (2005). Network diversity and radical innovation in the motorsport industry. Paper presented at the Carnegie Bosch institute Conference 'Innovation and the Growth of the International Firm', Stuttgart, Germany.

## MANAGEMENT & ORGANIZATION

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## Research Output

**Bowers J.**, Lyons D., **Mould G.**, Symonds T. Modelling outpatient capacity for a Diagnosis and Treatment Centre. *Healthcare Management Science*, 8 (3): 205-2011.

**Bowers J.** and **Mould G.** (2005). Ambulatory care & orthopaedic capacity planning. *Health Care Management Science*, 8 (1): 41-48.

**Forbes, T.** (2005). Delivering community care in Scotland: Can local partnerships bridge the gap? *Scottish Affairs*. (With Allan Bruce, University of Dundee).

**Forbes, T.** and **Hallier J.** forthcoming. Social identity and self-enactment strategies: Adapting to change in professional-manager relationships in the NHS. *Journal of Nursing Management* (March 2006).

Mason, C. **Carter, S.** and Tagg, S. (2005) The Effect of the National Minimum Wage on the UK Small Business Sector: A Geographical Analysis *Environment and Planning C: Government and Policy* (in press).

Alsos, G. and **Carter, S.** (2005) Multiple Business Ownership in the Norwegian Farm Sector: Resource Transfer and Performance Consequences *Journal of Rural Studies* (in press).

Jennings, P.L., Perren, L. and **Carter S.** (2005) Alternative Perspectives of Entrepreneurship *Entrepreneurship: Theory and Practice* Vol.29, No.2, pp145-152.

**Carter, S.** and Marlow, S. (2005) Female Entrepreneurship: Empirical Evidence and Theoretical Perspectives. In N. Carter, C. Henry and B. O'Connell (eds). *Promoting Female Entrepreneurship: Implications for Education, Training and Policy* London: Routledge (forthcoming).

**Carter, S.** Wilson, F. Shaw, E. and Lam, W. (2005) Gender, Entrepreneurship and Business Finance: Investigating the Relationship between Banks and Entrepreneurs in the UK. In C. Brush, N. Carter, E. Gatewood, P. Greene and M. Hart (eds). *Women Entrepreneurs and Their Businesses: A Global Research Perspective* Cheltenham: Edward Elgar (forthcoming).

Shaw, E. and **Carter, S.** (2005). Social Entrepreneurship: Theoretical Antecedents and Empirical Analysis of Entrepreneurial Processes and Outcomes. In S. Zahra et al (eds) *Frontiers of Entrepreneurship Research* (2004 Edition), Wellesley: Babson College (637 – 651).

**Carter, S.** (2005). Women's Enterprise and Business Support in the East Midlands, East Midlands Development Agency, Nottingham: EMDA (forthcoming).

Marlow, S and **Carter S.** (2005) Access to Finance: Women's Enterprise and the Role of the Accountant. Report to ACCA, September.

Cooper, C. and **Taylor, P.** (2005) 'The role of net present value: the case of prison privatisation', *Human Relations*, 58 (4).

**Taylor, P.** and Bain, P. (2005) 'India Calling to the Far Away Towns': The Call Centre Labour Process and Globalisation', *Work, Employment and Society*, 19 (2): 261-282

Cooper, C., **Taylor, P.**, Smith, N. and Catchpole, L. (2005) 'A Discussion of the Political Potential of Social Accounting', *Critical Perspectives on Accounting*, 16 (4): 951-974

Cooper, C. and **Taylor, P.** (2005) 'From Taylorism to Ms Taylor : the transformation of the accounting craft', in Macintosh, N.B. and Hopper, T. *Accounting and the Social: Classics, Contemporary and Beyond*, 149-162, Aldershot: Ashgate.

**Taylor, P.**, **Baldry, C.**, Gall, G. and Bain, P. (2005) "'Striving Under Chaos": the effects of market turbulence and organisational flux on call centre work', in Stewart, P. (ed) *Employment, Trade Union Renewal and the Future of Work*, Basingstoke: Palgrave Macmillan, 20-40.

**Baldry C.**, Scholarios D and Hyman J. (2005) 'Organizational Commitment Among Software Developers' in: Rowena Barrett (ed.) (2005) *Management, Labour Process and Software Development: Reality Bytes*, Basingstoke, Palgrave; 168-195.

Hyman J, Scholarios D and **Baldry C.** (2005) 'Daddy I Don't Like These Shifts You're Working Because I Never See You': Coping Strategies For Home And Work', in: Diane Houston (ed) (2005) *Work-Life Balance in the 21st Century*, London, Routledge; 122-