Record Nr. UNINA9910265235903321 Autore Padios Jan M. <1979-> Titolo A nation on the line: call center as postcolonial predicaments in the contemporary Philippines / / Fan M. Padios Durham:,: Duke University Press,, 2018 Pubbl/distr/stampa **ISBN** 0-8223-7198-7 Descrizione fisica 1 online resource (249 pages) Disciplina 384.6/4 Soggetti Call centers - Philippines Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Nota di bibliografia Includes bibliographical references and index. Nota di contenuto Listening between the lines: relational labor, productive intimacy, and the affective contradictions of call center work -- Contesting skill and value: race, gender, and Filipino/American relatability in the neoliberal nation-state -- Inside vox elite: call center training and the limits of Filipino/American relatability -- Service with a style: aesthetic pleasures, productive youth, and the politics of consumption --Queering the call center: sexual politics, HIV/AIDS, and the crisis of (re) production. Sommario/riassunto A NATION ON THE LINE is an ethnographic study of the call center industry in the Philippines and of its workforce composed of young, largely college-educated Filipinos. Padios merges several lines of inquiry about Pacific transnationalism, about the role of affective labor in global markets, and about critique of Filipino exploitation by the United States through economic and military power since independence-- in order to consider how post-colonial and postindustrial changes in the Philippines' role in global capitalism and culture are brought to bear in everyday life. Padios argues that the call center industry serves as a rich case-study for how Filipinos work

within hegemonic dynamics of relational service and an understanding of American consumer culture in ways that figure Filipinos' sense of

identity and aspirations at the national and individual levels.