

1. Record Nr.	UNINA9910786245203321
Autore	Alvarez-Galvan Jose-Luis
Titolo	Outsourcing and service work in the new economy [[electronic resource]] : the case of call centres in Mexico City / / by Jose-Luis Alvarez-Galvan
Pubbl/distr/stampa	Newcastle upon Tyne, : Cambridge Scholars Publishing, 2012
ISBN	1-4438-3817-9
Descrizione fisica	1 online resource (212 p.)
Disciplina	331.761381142097253
Soggetti	Contracting out - Mexico - Mexico City Call centers - Mexico - Mexico City - Employees Call centers - Mexico - Mexico City - Personnel management Mexico City (Mexico) Commercial policy
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	TABLE OF CONTENTS; LIST OF FIGURES AND TABLES; ACKNOWLEDGEMENTS; INTRODUCTION; CHAPTER ONE; CHAPTER TWO; CHAPTER THREE; CHAPTER FOUR; CHAPTER FIVE; CHAPTER SIX; CONCLUSIONS; BIBLIOGRAPHY
Sommario/riassunto	This book examines the impact of outsourcing on workers and their employment conditions in the new economy. To do so, the call centre industry in Mexico City is analysed through a large number of in-depth interviews with workers and managers, available statistics and visits to leading firms in the sector. The case of call centres is paradigmatic as it is often seen as a flag-ship industry of the new economy, rapidly growing and subject to high pressures for costs reduction. The Mexican experi...