

1. Record Nr.	UNINA9910820699603321
Autore	Office International Labor
Titolo	Offshoring and working conditions in remote work [[electronic resource]]
Pubbl/distr/stampa	Geneva, : ILO Publications, 2010
ISBN	92-2-123002-3
Edizione	[1st ed.]
Descrizione fisica	1 online resource (306 p.)
Disciplina	331.2
Soggetti	Offshore outsourcing Work conditions Work environment -- Case studies Work environment
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Cover; Contents; List of Tables, Charts and Boxes; Preface; Acknowledgements; Notes on Contributors; List of Abbreviations; 1 Introduction; 1.1 Rationales for outsourcing and offshoring business services; 1.2 Potential impacts of offshoring and outsourcing on working and employment conditions; 1.3 Origins of outsourcing and offshoring in the services sector; 1.4 Business start-up and government follow-up: The emergence of ITES-BPO in developing countries; 1.5 The focus of the book; 2 Remote Work from the Perspective of Developed Economies: A Multicountry Synthesis; 2.1 Introduction 2.2 Global Service Delivery 2.3 Multinational Service Companies; 2.4 Global 'Captive' Companies; 2.5 Indian Companies; 2.6 Unevenness of Global Sourcing; 2.7 Linguistic Capability and Cultural Compatibility; 2.8 Underlying Economic, Geographical and Locational Dynamics; 2.9 'Taylorism' Through Relocation and 'Rising Up the Value Chain'; 2.10 Political Economy, Global Regulation and Governance; 2.11 Labour; 2.12 Offshoring, Nearshoring and Onshoring; 2.13 United States; 2.14 United Kingdom; 2.15 Canada; 2.16 Conclusions; 3 Employee Dilemmas in the Indian ITES-BPO Sector; 3.1 Introduction 3.2 Research Methodology 3.3 The Indian ITES-BPO Sector; 3.4 Profiling the Indian ITES-BPO Workforce; 3.5 Recruitment and Training; 3.6 Work Systems; 3.7 Work-Life Balance; 3.8 Human Resources Practices; 3.9

Attrition; 3.10 Collectivization and Union Formation; 3.11 Conclusions; 3.12 Recommendations; 4 Offshored Work in Philippine BPOs; 4.1 Introduction and Objectives; 4.2 Business Environment in the BPO Industry; 4.3 Research Methodology; 4.4 Overview of the Labour Market; 4.5 The BPO Employers; 4.6 Employee Characteristics; 4.7 Education; 4.8 Work Experience; 4.9 Recruitment and Training 4.10 Legal and Regulatory Framework4.11 Working and Employment Conditions; 4.12 Conclusions; 5 Remote Work in Brazil; 5.1 Introduction and Objectives; 5.2 Research Methodology; 5.3 The Business Environment for Outsourcing and Offshoring ITES Functions; 5.4 The Labour Market in Brazil; 5.5 The Labour Law in Brazil; 5.6 The BPO Industry in Brazil; 5.7 Working and Employment Conditions in the BPO Industry in Brazil; 5.8 The Financial Services Industry in Brazil; 5.9 The Telecommunications Industry; 5.10 Call Centres and Customer Service Centres in Brazil; 5.11 Conclusions  
6 Remote Work and Global Sourcing in Argentina6.1 Methodology Used for This Study; 6.2 Recent Trends in Trade in Services in Argentina; 6.3 Working Conditions and Employment in Light of the New Trends in Services Exports in Argentina; 6.4 Conclusions; Annex: Interviews Conducted for This Chapter; 7 A Comparative Analysis of the Business Environment, Job Quality and Work Organization in Offshored Business Services; 7.1 Introduction; 7.2 Global, National and Organizational Environments of BPO Companies; 7.3 An Analysis of Job Quality in RWAs  
7.4 Conclusion: Summary of Job Quality in the BPO Industry

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Sommario/riassunto

Advances in information and communication technologies (ICTs), combined with organizations seeking to reduce costs, have led to a dramatic growth in service sector offshoring and outsourcing, most notably to developing countries such as India. This is a co-publication with Palgrave MacMillan Publishing.

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