

1. Record Nr.	UNINA9910954902903321
Autore	Mirchandani Kiran
Titolo	Borders in Service : Enactments of Nationhood in Transnational Call Centres // Kiran Mirchandani, Winifred Poster
Pubbl/distr/stampa	Toronto : , : University of Toronto Press, , [2018] ©2016
ISBN	1-4875-1186-8 1-4875-1185-X
Descrizione fisica	1 online resource (289 pages) : illustrations, charts
Disciplina	658.812
Soggetti	Call centers - Employees Call centers - Social aspects Service industries workers Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references at the end of each chapters.
Nota di contenuto	Cover ; Title Page ; Copyright Page ; Contents; Illustrations; Acknowledgments; Introduction; 1. Enactments of Nationhood in Transnational Call Centres ; Part 1. Call Centres as Building Blocks for Narratives of the Nation State ; 2. "El Salvador Works": The Creation and Negotiation of a National Brand and the Transnational Imaginary; 3. Growing Downhill? Contestations of Sovereignty and the Creation of Itinerant Workers in Guyanese Call Centres; 4. "An Island Off the West Coast of Australia": Multiplex Geography and the Growth of Transnational Telemediated Service Work in Mauritius. Part 2. Constructing Nationally Appropriate (and Inappropriate) Workers5. Serving the World, Serving the Nation: Everyday Nationalism and English in Philippine Offshore Call Centres; 6. Transnational "Homies" and the Urban Middle Class: Enactments of Class, Nation, and Modernity in Guatemalan Call Centres; Part 3. Caught in the Middle -- Labours of Borders and Crossings; 7. Migrations a l'envers: Global Service Work and Discursive Crossings; 8. Border Speech between Two National Linguistic Ideologies: The Case of Bilingual El Paso Call Centres; Summary.

In this collection, Kiran Mirchandani and Winifred Poster have gathered a wide range of contributors to explore the dynamics within global call centres.

---