

1. Record Nr.	UNINA9910348236403321
Titolo	Developments in the call centre industry : analysis, changes, and challenges // edited by John Burgess and Julia Connell
Pubbl/distr/stampa	New York : , : Routledge, , 2006
ISBN	1-134-24881-4 1-134-24882-2 1-280-54899-1 9786610548996 0-203-00300-4
Descrizione fisica	1 online resource (225 p.)
Collana	Routledge Studies in Business Organizations and Networks
Altri autori (Persone)	BurgessJohn (K. John) ConnellJulia <1956->
Disciplina	381.142 381/.142 658.812
Soggetti	Call centers Telecommunication Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Book Cover; Half-Title; Series-Title; Title; Copyright; Contents; List of Figures; List of Tables; Notes on Contributors; Foreword; Acknowledgements; Abbreviations; 1. Developments in the call centre sector: An overview; 2. Offshoring call centres: The view from Wall Street; 3. Work organisation and employee relations in Indian call centres; 4. German call centers between service orientation and efficiency: 'The polyphony of telephony'; 5. A national survey of Korean call centres; 6. Skill and info-service work in Australian call centres; 7. Gender, skills and careers in UK call centres 8. Community unionism in a regional call centre: The organiser's perspective 9. Agency and constraint: Call centre managers talk about their work; 10. How 'Taylorised' is call centre work? The sphere of customer practice in Greece; 11. Escaping the electronic birdcage: Workplace strategies in Swedish call centres; Index

Sommario/riassunto Over the past ten years there has been a massive growth in call centres worldwide. These centres are said to represent the most dynamic growth area in white-collar employment internationally since the mid 1990s. Yet the footloose and global nature of the industry means that jobs will always be susceptible to outsourced operations, ICT developments, public sector subsidization of business restructuring and re-location, and cheaper operations elsewhere. This book conducts a thorough analysis of this modern phenomenon.

2. Record Nr.	UNISA996308767403316
Titolo	Making Sense as a Cultural Practice : Historical Perspectives / Jorg Rogge
Pubbl/distr/stampa	Bielefeld, : transcript Verlag, 2014
ISBN	3-8394-2531-X
Edizione	[1st ed.]
Descrizione fisica	1 online resource (243 pages) : illustrations
Collana	Mainzer Historische Kulturwissenschaften ; 18
Classificazione	EC 2410
Disciplina	306.09
Soggetti	Culture; Europe; Methods; Practices; History; Cultural History; Cultural Theory; Cultural Studies
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	The collections of papers presented in this volume are the reworked contributions to the conference "Making Sense as a Cultural Practice - Historical Perspectives" which took place in Mainz, 18-20th September 2012.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	1 Editorial 2 Content 5 Preface 9 Welcome Address 11 Introduction 13 The Parables of Jesus as Media of Collective Memory 23 Social Groups, Personal Relations, and the Making of Communities in Medieval vita monastica 45 Writing a Life 65 Knowledge Making and Authorization Strategies 75 Making Sense of Europe 93 How to Create Political Meaning in Public Spaces? 109 Making Sense of Autocracy 121 The Dissemination of News in Early Modern Venice 135 Political Information and Religious Skepticism in Early Modern Italy 147 How to Read a Renaissance Fool 163 Sixteenth-Century Classifications of Passions and their Historical Contexts 181 Making

Sommario/riassunto

In the cultural and social formations of the past, practices exist for the generation and integration of moments having and giving sense with the objective of strengthening the cultural and social cohesion. Such practices and processes have a constructive character, even if this is not always the intention of the actors themselves. As the production of sense is one of the central fields of action of cultural and political practice, the articles examine with an interdisciplinary perspective how, in different contexts, the construction of sense was organized and implemented as a cultural practice.

3. **Record Nr.** UNINA9910967627903321
- Autore** Dianina Katia
- Titolo** When Art Makes News : Writing Culture and Identity in Imperial Russia /
/ Katia Dianina
- Pubbl/distr/stampa** [2013]
DeKalb, IL : , : NIU Press
- ISBN** 9781501758102
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9781609090753
1609090756
- Descrizione fisica** 1 online resource (297 pages)
- Collana** NIU Series in Slavic, East European, and Eurasian Studies
- Disciplina** 700.103
- Soggetti** Konstmuseer - historia
Konst - historia
Nationalism och konst
Konst och samhalle - historia
Gesellschaft
Museum
Massenkultur
Kultur
Künste
Selbstbild
Selbstrepräsentation
Nationalbewusstsein
Nationalism in art
Nationalism and art
Museums

Civilization
Art, Russian
Art and society
Museums - Russia - History - 19th century
Art, Russian - 19th century - History and criticism
Art and society - Russia - History - 19th century
Nationalism and art - Russia - History - 19th century
History
Criticism, interpretation, etc.
Russland
Russia
Ryssland
Russia Civilization 1801-1917

Lingua di pubblicazione

Inglese

Formato

Materiale a stampa

Livello bibliografico

Monografia

Nota di contenuto

The predicament of Russian culture -- National culture: a conceptual reading -- What's in a term -- An interdisciplinary paradigm for the study of Russian culture -- The evolution of cultural discourse -- A crisis of culture -- Launching the discourse: international exhibitions and Russian texts -- "The great exhibition and the little one" -- Writing the Crystal Palace: Russian readings and misreadings -- The discovery of the Russian style, circa 1851 -- The Russian School of Art at the International Exhibition, 1862 -- Art and society: gathering culture, writing identity -- Defining Russia culturally: the national question and its representations -- The museum age in Russia -- The newspaper boom of the 1860s -- The feuilleton, or Russian culture "lite" -- Russian art as controversy -- Discursive practices -- Institutions and debates: negotiating art and power -- The millennium monument, 1862 -- The imperial Hermitage -- Narratives of the Academy of Fine Arts -- The Russian art world in the news: painting and controversy -- "Realism and nationality": the rise of a Russian realist aesthetics -- Art in motion: the itinerant exhibitions and the Tretyakov Gallery of Art -- Art for the public? The Russian Museum of Alexander III -- Built out of words: history and stylization -- Culture in the Russian style -- Moscow, the seat of national culture -- "A festival of public activity": the birth of the Historical Museum, 1872-1883 -- National revival writ large: from a cult of antiquity to a souvenir identity -- The Russian cult of antiquity -- Reinventing tradition in Abramtsevo, Talashkino, and beyond -- Tales of a national revival: the Snow Maiden and Lefty -- The triumph of Berendeevka: the making of Russian souvenir identity, Paris 1900 -- Epilogue. The world of art in the news: culture wars at the turn of the century.

Sommario/riassunto

From the time the word kul'tura entered the Russian language in the early nineteenth century, Russian arts and letters have thrived on controversy. At any given time several versions of culture have coexisted in the Russian public sphere. The question of what makes something or someone distinctly Russian was at the core of cultural debates in nineteenth-century Russia and continues to preoccupy

Russian society to the present day. *When Art Makes News* examines the development of a public discourse on national self-representation in nineteenth-century Russia, as it was styled by the visual arts and in popular journalism. Katia Dianina tells the story of the missing link between high art and public culture, revealing that art became the talk of the nation in the second half of the nineteenth century in the pages of mass-circulation press. At the heart of Dianina's study is a paradox: how did culture become the national idea in a country where few were educated enough to appreciate it? Dianina questions the traditional assumptions that culture in tsarist Russia was built primarily from the top down and classical literature alone was responsible for imagining the national community. *When Art Makes News* will appeal to all those interested in Russian culture, as well as scholars and students in museum and exhibition studies --
