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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

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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