

Special Issue Call for Papers
Labour and Industryⁱ [Publication date December 2013]

Technology, Work Organisation and Job Quality in Service Work: Changing Contours

In a critical assessment of innovation in the UK Green (2004) defined new technology as incorporating both new work methods and work organisation, in combination with complementary information and communication technology (ICT), which enable management to control work flows and monitor work. The internet and advances in ICT have greatly increased the ability for work to be conducted outside of 'normal' working hours (Hyman et al., 2003). Scholarship has previously found a strong association between the intensification of work effort and the introduction of new technology and work organisation (Burchell et al. 2002; Green, 2004). More recently, Askenazy and Caroli (2010) reported that advances in ICT were associated with reducing the isolation some employees feel on the job but mental strain was also found to rise. Other organisational and workforce developments have seen the blurring of organisational boundaries, organisational networking and ambiguous and complex employment arrangements (Rainnie et al., 2006; Currie et al., 2008), all of which impact on job security and job design.

This special issue aims to investigate the interaction between ICT developments, work organisation and job quality outcomes in the service sector. It is the service sector that remains the main source of new jobs in most economies (UNCTAD, 2011) and it is where technological change has significantly transformed organisations, work processes, job design and skills. Moreover it is the service sector where there has been extensive restructuring of work and job design aligned with technological developments, outsourcing and the restructuring of the public sector. We have witnessed major job shedding and job redesign in such sectors as banking, health, education and clerical services.

The co-editors seek submissions that examine the interaction between technology, work organisation and job quality, where job quality can be assessed through a range of criteria such as pay, job autonomy, hours, conditions, voice, work life balance and job satisfaction (Green, 2006). Submissions may focus on any industry in the service sector and stem from any country. Mixed methods, quantitative and qualitative studies and conceptual papers are welcome.

Key Dates:

October 30, 2012: submit abstracts (Max 500 words) to any of the co editors
November 30, 2012: invitations to submit full papers will be sent out.
March 30, 2013: submission of full papers for refereeing.
May 30, 2013: authors will receive the feedback from referees.
July 30, 2013: full papers with revisions will be due
Dec 2013: journal volume published.

Please follow the guidelines of the journal for style and formatting.

Abstracts should be a maximum of 500 words comprising: title; aim/rationale; methodology; findings (if appropriate), conclusions and implications:

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ⁱ *Labour and Industry* is ranked as a B in the Australian Business Deans Council Rankings.