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Managing Human Resources In Call Centers

B Lingard



Managing Human Resources In Call Centers:

Managing Human Resources in Call Centers Nick Garrett, Terry Jacques, Bernard Wynne, 2002 A practical guide to recognizing and resolving the problems and issues surrounding HR in Call Centers Call Centres and Human Resource Management S. Deery, N. Kinnie, 2003-12-09 This book looks at human resource management in call centres from an international perspective and uses research from leading academics in the field The characteristics and features of working in a call centre are examined followed by the effects that this type of work has on employees and their responses to it It also looks at implications for employers and policy makers **Managing Human Resources** Stephen Bach, Martin Edwards, 2013-01-22 This revised edition is a comprehensive authoritative set of essays It is more detailed and analytical than the mainstream treatments of HRM As in previous editions Managing Human Resources analyses HRM the study of work and employment using an integrated multi disciplinary approach The starting point is a recognition that HRM practice and firm performance are influenced by a variety of institutional arrangements that extend beyond the firm The consequences of HRM need to incorporate analysis of employees and other stakeholders as well as the implications for organizational performance Call Centres and Human Resource Management Stephen Deery (Professor), Nick Kinnie (Dr), 2003 This book looks at human resource management in call centres from an international perspective and uses research from leading academics in the field The characteristics and features of working in a call centre are examined followed by the effects that this type of work has on employees and their responses to it It also looks at implications for employers and policy makers Managing Human Resources in Health Care Organizations Leiyu Shi, 2006-05-22

Managing Human Resources in Asia-Pacific Pawan S. Budhwar, 2004 This book presents an HRM scenario in a number of south east Asian and Pacific Rim countries highlighting the growth of the HR function in these countries their dominant HRM systems and the challenges faced **Encyclopedia of Human Resources Information Systems: Challenges in e-HRM** Torres-Coronas, Teresa, Arias-Oliva, Mario, 2008-07-31 Analyzes key critical HR variables and defines previously undiscovered issues in the HR field Call Centers and the Global Division of Labor Andrew J.R. Stevens, 2014-03-26 Call centers have come in the last three decades to define the interaction between corporations governments and other institutions and their respective customers citizens and members The offshoring and outsourcing of call center employment part of the larger information technology and information technology enabled services sectors continues to be a growing practice amongst governments and corporations in their attempts at controlling costs and providing new services While incredible advances in technology have permitted the use of distant and offshore labor forces the grander reshaping of an international political economy of communications has allowed for the acceleration of these processes New and established labor unions have responded to these changes in the global regimes of work by seeking to organize call center workers These efforts have been assisted by a range of forces not least of which is the condition of work

itself but also attempts by global union federations to build a bridge between international unionism and local organizing campaigns in the Global South and Global North Through an examination of trade union interventions in the call center industries located in Canada and India this book contributes to research on post industrial employment by using political economy as a juncture between development studies the sociology of work and labor studies *Human resource management in call centres* David Holman,Stephen Wood,2005

Human Capital in the Indian IT / BPO Industry V. Pereira,A. Malik,2015-05-21 Human Capital in the Indian IT BPO Industry analyses human capital management in the Indian information technology IT and business process outsourcing BPO industry which has created a new paradigm for organising global talent engaged in designing and delivering IT and BPO services **Global Call Center Employees in India** Mayank Kumar Golpelwar,2015-10-23 Mayank Kumar Golpelwar analyses why Business Process Outsourcing BPO units and their young employees found themselves to be the target of severe criticism from India s middle classes Using social and organizational psychological frameworks as well as ethnographic and variance analytic research the author takes a look at the validity of the criticism against the BPO industry He uses the framework of cultural theories to analyze and present the gap between the mainstream Indian culture and its rapidly emerging and globalized BPO sub culture *Human Resource Management* Greg L. Stewart,Kenneth G. Brown,2014-03-27 Human Resource Management Linking Strategy to Practice3e is designed to help students understand traditional human resource concepts within a decision making framework This strategic framework helps students not only develop a set of human resource tools but also determine which tools are appropriate to use for different situations Written in a clear and friendly style the text emphasizes how organizations excel when they have consistent human resource practices that align with their strategic direction Ideal for business students Human Resource Management prepares students to think about how human resource decisions and strategic organization planning work together for maximum success

Business Models and People Management in the Indian IT Industry Ashish Malik,Chris Rowley,2015-03-24 The global impact of so called offshoring including of information technology IT and related services continues to be a topic of great interest to academics practitioners and policy makers The Indian IT industry has sustained high levels of growth in revenues and employment since the late 1980s Even following the global financial crisis and meltdown in 2008 the industry has reported growth albeit at a lower rate Furthermore the high rates of technological change and increased competition has forced businesses and managers to be innovative and create new business models This book examines how managers and entrepreneurs in the Indian IT industry have explored and exploited human capital opportunities at various stages of the industry s evolution to create innovative human resources HR practices and new business models Based on extensive academic research and deep reflective practitioner accounts this collection presents expert content views and a coherent picture of the challenges and changes in the Indian IT industry and analyses how the industry has remained competitive in a constantly changing environment This book will appeal to researchers

students and practitioners particularly in the fields of human resources and strategic management

Strategic Human Resource Management and Employment Relations Ashish Malik, 2018-05-29 This book analyses a collection of key strategic human resource management HRM and employment relations ER topics The book follows a unique pedagogical design employing problem based learning and participant centred learning approaches both of which the author has extensive experience in implementing with post graduate learners The book also prepares the learner to use these approaches and has resources for the instructor The first part of the book provides a very focussed research commentary highlighting the key theoretical approaches in HRM and ER The second part offers details of the design and implementation of strategic HRM and ER practices The third part features a selection of contemporary research based case studies that bring to life the debates and tensions inherent in the field of strategic HRM and ER

The Oxford Handbook of Human Resource Management Peter Boxall, John Purcell, Patrick Wright, 2008-06-05 HRM is central to management teaching and research and has emerged in the last decade as a significant field from its earlier roots in Personnel Management Industrial Relations and Industrial Psychology People Management and High Performance teams have become key functions and goals for manager at all levels in organizations The Oxford Handbook brings together leading scholars from around the world and from a range of disciplines to provide an authoritative account of current trends and developments The Handbook is divided into four parts Foundations and Frameworks Core Processes and Functions Patterns and Dynamics Measurement and Outcomes Overall it will provide an essential resource for anybody who wants to get to grips with current thinking research and development on HRM

Smiling Down the Line Bob Russell, 2009-01-01 Smiling Down the Line theorizes call centre work as info service employment and looks at the effects of ever changing technologies on service work its associated skills and the ways in which it is managed

Strategy, HRM, and Performance Jaap Paauwe, Elaine Farndale, 2017-11-10 The book expounds the macro level relationship between strategy HRM and performance addressing important challenges that have constrained research and practice to date Adopting a critical perspective the first challenge is a narrow definition of performance that has been largely driven by a managerialist profit motive with little regard for the human element This book proposes adopting a more balanced approach towards measuring performance encompassing both organizational financial performance as well as employee well being The second challenge is that HRM has largely been considered a universalistic phenomenon rather than needing to be understood in the context in which an organization is operating The book puts forward the argument for a more context centric perspective culminating in the development of the Contextual Strategic Human Resource Management Framework The book emphasizes the importance of strategy alignment context the role of actors and a holistic conceptualisation of performance Embedded in all chapters is a focus on achieving an appropriate balance between options rather than providing a universalistic solution to all human resource management challenges

Doing Business in India Pawan S. Budhwar, Arup Varma, 2011 In response to the increasing interest in the growth and

developments in the Indian economy and the dynamic nature of the rapidly changing Indian business environment this textbook is designed to provide a comprehensive guide to doing business in the **Handbook of Research on Challenges for Human Resource Management in the COVID-19 Era** Figueiredo, Paula Cristina Nunes,Tomé, Eduardo Luís de Campos Soares,Rouco, José Carlos Dias,2022-06-10 The importance of people in organizations has been growing in the organizational environment over the last decades Digital transformation artificial intelligence and sustainability have already reinforced the role of people as a differentiating element for the success and survival of organizations These phenomena alone are already challenging for people There is a consensus that the world of work as we knew before the pandemic will not return Human resource management HRM practices must prepare organizations for the future of work The Handbook of Research on Challenges for Human Resource Management in the COVID 19 Era analyzes state of the art HRM in a digital transformation context and investigates the factors that promote more learning and development dynamics in organizational contexts It also evaluates the impact of HRM policies on individuals organizations and societies Covering topics such as corporate social responsibility job satisfaction and electronic performance monitoring this major reference work is a crucial resource for leaders from public and private companies human resource professionals specialists students and educators of higher education researchers and academicians Developments in the Call Centre Industry Julia Connell,John Burgess,2006-09-27 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

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