

# Developments in secretarial labour - resistance, office automation and the transformation of patriarchal relations of control.

University of Birmingham Faculty of Arts. Centre for Contemporary Cultural Studies -  
Management for All: MANAGEMENT PROCESSES

## ABSTRACT

PAYNE, JULIANNE CATHERINE. *Gendering and Resisting Control: Workplace Surveillance and Resistance at an Electronic Banker*. (Under the direction of Martin Conway)

As technological and managerial 'innovations' facilitate data collection, processing and distribution, surveillance in society and particularly in employment contexts continues to expand. Feminist social research has documented employees' resistance strategies and workers' corresponding resistance techniques, but rarely do scholars investigate variations in the experience of or responses to monitoring. This dissertation explores how gender and masculinity shape surveillance processes using an ethnographic study as a consumer electronics store. I find that workers' gender and racial/ethnic identities fundamentally shape how they respond to and react to organizational monitoring practices. Employees often negotiate on such identities to secure worker consent to surveillance, and ultimately, labor control. I conclude that though workers' actions as members of gender and racial/ethnic groups occasionally provide status, comfort, and dignity in otherwise degrading organizational and macroeconomic contexts -- and, occasionally, grounds for resisting exploitation -- they likewise help maintain oppressive class, gender, and race relations.

Description: -

-Developments in secretarial labour - resistance, office automation and the transformation of patriarchal relations of control.

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Notes: Thesis submitted in fulfillment of the requirements for the degree of Doctor of Philosophy.

This edition was published in 1981



Filesize: 24.85 MB

Tags: #Labour #resistance #and #worker #attitudes #towards #trade #union #reform #in #China

## Full text of and

Diane Elson and Ruth Pearson, pp.

## Labour resistance and worker attitudes towards trade union reform in China

Finally these ratios were distributed among occupations according to the matrices of occupational proportions. Corporate leaders streamlined their firms to become more competitive and profitable; in basic manufacturing, telecommunications, and financial services industries, top managers aggressively attacked their corporate staffs and operations managers in the effort to reduce administrative overhead. Studies have shown that a dentist with no auxiliaries treats about 30% fewer patients than the average.

## A Historical View of Studies of Women's Work

Asserts that equations which describe the development over time of an economy with disembodied technical change can also be used to describe differences in production with capital of different vintages in a model 'with embodied technical change. Appraises major technological changes and their effects on manpower requirements in individual American industries. Personnel management similarly was decentralized and coordinated at the same time: each branch manager was able to hire, fire, and distribute wage increases within the salary matrix designed by central personnel.

## Full text of Productivity, A Selected Annotated Bibliography : Productivity: A Selected, Annotated Bibliography, 1965

Circumstances change rapidly, as we all know, and many a situation which appears at first to constitute a problem, or even a threat, is actually an opportunity to do something more effectively and to a greater common good than has ever been done before.

## **Clerks, Cashiers, Customer Carers: Women's Work in European Services**

Usually, it is desirable for an adopted technology to be used for several years; therefore funds will need to be secured, not only for initial implementation, but also for the foreseeable life of the technology. For example, if an electronic voting system is introduced, EMB staff may have to be trained as trainers who, in turn, train polling workers to assist voters.

## **OFFICE AUTOMATION AND ITS IMPACT ON WOMEN WORKERS on JSTOR**

This usually reduces the number of personnel required in a shop, on track maintenance work, or in an office; but it does not change the basic methods of doing the job. Congress, Office of Technological Assessment, 1985~.

## **Work and autonomy : case studies of clerical work.**

Optimum allocation requires a mixture of the two distribution methods. After deciding that a particular technology is affordable, the next step for an electoral management body EMB is to prepare a detailed budget. The rapid proliferation of automatic tellers testifies to top management's interest in increasing the bank's competitiveness through technology.

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