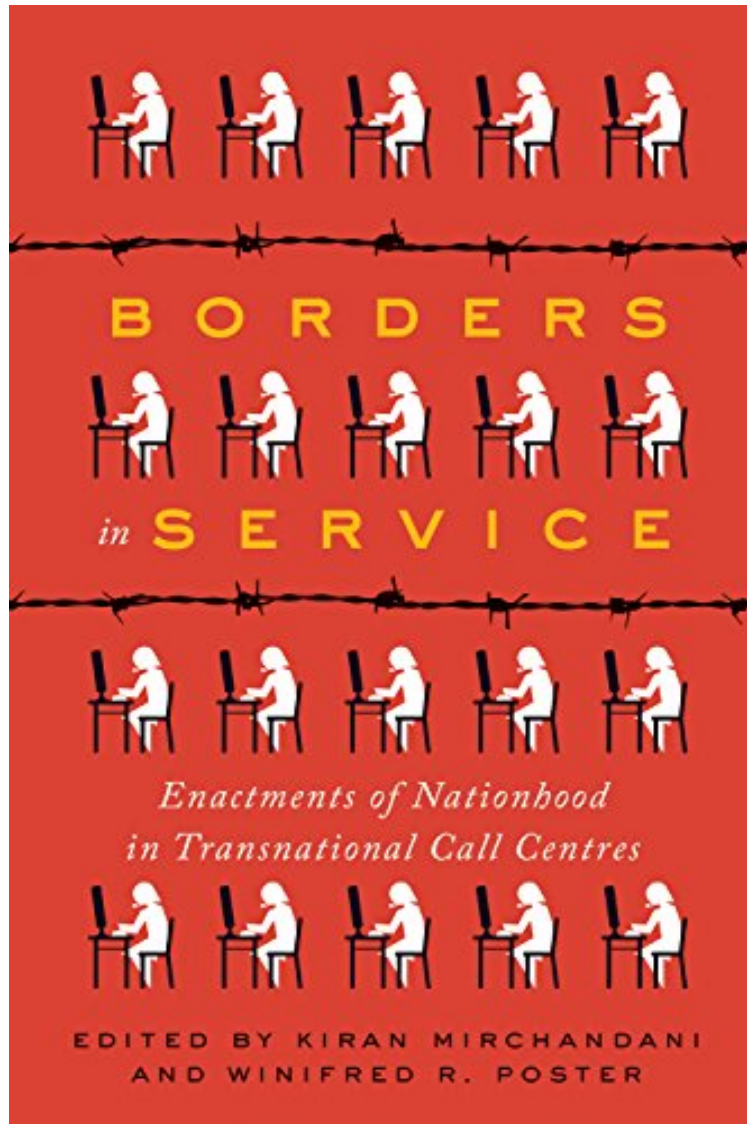


(Free pdf) Borders in Service: Enactments of Nationhood in Transnational Call Centres

Borders in Service: Enactments of Nationhood in Transnational Call Centres

Kiran Mirchandani, Winifred Poster
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Kiran Mirchandani, Winifred Poster : Borders in Service: Enactments of Nationhood in Transnational Call Centres before purchasing it in order to gauge whether or not it would be worth my time, and all praised Borders in Service: Enactments of Nationhood in Transnational Call Centres:

Borders in Service traces the intersection of service labour and national identity across global call centres in seven

countries: El Salvador, Guatemala, Guyana, Mauritius, Morocco, the Philippines, and the US-Mexico border. While most studies on offshore call centres have focused on India this collection explores the experiences of call center workers in many of the newly emerging hubs of transnational service work. In this collection, Kiran Mirchandani and Winifred Poster have gathered a wide range of contributors to explore the dynamics within global call centres. Such dynamics include: language, speech, accent issues, expressions of consumer sentiment, physical space, and organizational, human resource, and labour policies. By grounding the theoretical debates on nationhood and labour in the realities of daily life in global call centres, Mirchandani and Poster have created a timely, accessible and revealing collection that will change what we know about offshored customer service work.

"Borders in Service is a fascinating collection of studies from various disciplines that contributes in important ways to an expanding literature on transnational call-centre work. The chapters are uniformly interesting and are all well-grounded methodologically." (Marjorie DeVault, Professor Emerita of Sociology, Syracuse University)"Borders in Service is a serious advance in state-of-the-art research. In a number of different ways, it offers a fresh take on call-centre work and its implications. The book is eminently readable." (Bob Russell, Adjunct Associate Professor, Griffith University)About the AuthorKiran Mirchandani is at the Ontario Institute for Studies in Education, University of Toronto. Winifred Poster is at Washington University in St. Louis.