Miriam Glucksmann. ESRC Professorial Fellowship ‘Transformations of work: new frontiers, shifting boundaries, changing temporalities.’

End of Award Full Report.

Background

The aim of the Fellowship was to contribute to a renascent economic sociology by advancing empirical and theoretical analysis of major transformations in work activities and their interconnections.

Technological innovation, the implementation of ICTs in all fields of economic life, increasing complexity and density of global interconnection, and reconfiguration of temporal arrangements are profoundly affecting the organisation and experience of work. The emergence of new occupations, skills and divisions of labour, far-reaching alterations in employment relations, patterns of participation and the reorganisation of working time are amongst the changes occurring within paid employment. Developments in non-market and unpaid work are equally far-reaching with proliferation in the extent and modes of care work and the growth of voluntary or community work in the public domain. Restructuring of relations between market and non-market sectors and shifts in both directions across the commodity/non-commodity divide are a significant feature of contemporary transformations of labour.

My own long term interest has centred on researching connections between work activities in different economic spaces, and developing an integrative analytical approach capable of encompassing different socio-economic modes. Work may be paid or unpaid, formal or informal, undertaken outside or within market relations, in the voluntary or not-for-profit, and public or private sectors of the economy. ‘The total social organisation of labour’ is the framework I have suggested for highlighting connections and interactions between work undertaken on the basis of diverse socio-economic relations. This relational perspective takes as a central object of investigation the articulation of interconnected work activities and the formation and dissolution of boundaries between work of different kinds.
Many contemporary changes in the global world of work involve reconfiguration of the relationship between different activities or kinds of work, and the research programme of the Fellowship was designed to extend and refine conceptual understanding of such change, building on a wide range of literatures and the recent initiatives and insights of diverse social sciences disciplines.

Objectives.
The overall intention of the Fellowship was to explore changes occurring at different frontiers of transformation in the nature and organisation of work. This incorporated a number of objectives, whose achievement is detailed in the methods and results sections, and summarised here, in the order set out in the original proposal.

- Develop an original, comprehensive and synthetic analytical framework for understanding interconnected changes in work activities broadly conceived to embrace paid employment, market, non-market, and voluntary work.

Following initial synthetic analysis of a wide range of literatures, this was pursued by distinguishing between and researching four dimensions of interconnectedness of work activities. These were: (1) process: modes of interconnection between work activities across an overall socio-economic process of production or provision, distribution, exchange and consumption (2) socio-economic mode: interconnectedness across boundaries between paid and unpaid, market and non-market, and formal and informal work (3) ‘embeddedness’ of work: the articulation of work with non-work activities and relations (4) temporality: its significance across the other three dimensions.

- Deploy four selected empirical probes to drive forward theoretical understanding.

Call centres, elder care, ready-made food, and consumption work were adopted as the probes through which to research and theorise interconnections between work activities. The bulk of the Fellowship was devoted to researching these fields, especially the second and third.

- Analyse and empirically investigate in a comparative way the interconnections between voluntary work and paid employment in the provision of care in four European countries.
This was undertaken fully with respect to elder care. Distinct configurations of care work were identified for the UK, Sweden, Italy and the Netherlands. Migrant labour became an important sub-theme, as did the diversity of voluntary work and the not-for-profit sector. Dr Dawn Lyon was employed for two years as Research Officer on this aspect of the overall programme.

- **Synthesise across previously distinct areas of ‘embedded’ labour (e.g. household); ‘emotion work’ and aesthetic labour; and consumption ‘work’**.

Material was collected on all of these through the research on elder care, interactive service work and food preparation. The theme is addressed in several outputs, and will be further developed in future writings.

- **Undertake global comparative research on the diversity of organisational intermediation of services through call centres in the UK, Australia, India and Thailand.**

To pursue this empirically in depth proved impractical. To explore the redistribution of work activities up and downstream of call centres would require more time and resources than were available, for limited payback. The interpretation I developed of the ‘variable geometry’ of call centres relied on fieldwork in a major UK-based US mail order retail company and re-analysis of the by-then extensive literature on call centres and international data on offshored work.

- **Advance an emergent research agenda on the work of consumption, and work required for consumption.**

The significance of this theme became increasingly evident during the research, especially in relation to food work and self-service. The specificity and importance of consumption work have been addressed in conference papers arising from the Fellowship and will be further elaborated in future publications. Jane Brown, the doctoral student attached to the Fellowship (entering PhD Year 3), focuses on this theme by examining changes in household ‘food work’ since the 1970s. Title: ‘What’s cooking? Changes in food preparation and consumption in Britain’.

- **Explore and analyse the interconnected temporalities of work and consumption activities in each of the above selected empirical domains.**
Temporality was explored in each research field, usually in relation to spatiality as it soon became clear that time/space are usually inseparable features of the reconfiguration of work. The importance of location, global chains and migration in the processes being researched resulted in the geographical dimension assuming greater salience in the eventual analysis than originally anticipated.

- Four articles were to be submitted during the course of the Fellowship, and a book to be written after its completion as discussed at the interview.

The target output has been considerably exceeded (see Output section) and the book is currently being drafted.

- Data set
The primary data collected through expert interviews and focus groups do not comprise a dataset relevant for deposit.

Methods
A multi-method approach was deployed, synthesizing a variety of material generated from diverse sources, in order to achieve the aim of developing the analytical framework on the basis of substantive empirical data. The research process was iterative, the conceptual framework and empirical exploration of transformations of work constantly informing each other.

1. A sustained review of a wide range of literatures covering existing theoretical and empirical work from all relevant disciplines was distilled in terms of the programme’s primary research questions.

2. This review was undertaken in conjunction with four contrasting empirical research ‘probes’, selected as exemplars of different forms of work. Probes were conceived as research tools ‘to think with’ by bringing into sharp relief the four dimensions of interconnection specific above, rather than as ‘case studies’ illustrating an already developed position. They involved a selective focus in relation to particular dimensions of interconnection. Their diverse subject matters required the adoption of appropriate methods and sources of data as detailed below.
RES-051-27-0015

a) Call centres: varieties of intermediation
International academic research, official statistics and government reports, company history, industry sector reports facilitated detailed analysis of organisational and employment change consequent on the growth of call centres and their spatial location. This was complemented by fieldwork (extensive site visit, interviews with managers, access to internal company data) in the European operations headquarters of a major US mail order firm. These sources provided the data for undertaking a relational analysis of the call centre as one phase in an integral process of production through to consumption.

b) Modes of provision: the work of elder care.
This probe explored comparatively the variety of socio-economic modes (market and non-market, formal and informal, paid and unpaid) of elder care work in four European countries (Sweden, UK, Netherlands, Italy), selected for their differing welfare models. The research was multi-stage

- extensive reading of the literature on care and care work: theoretical, historical and contemporary from a variety of disciplines, quantitative and qualitative official and informal reports, employment and census data for all four countries
- an international workshop was organised early in this research to aid exposure to the variety of perspectives and debates, and to invite feedback on the research plans.
- fieldwork trips to each country, including visits to volunteer agencies and charities, statistical bureaux, local providers of elder care.
- thirty one expert interviews were conducted (7 each in Italy, Sweden and the Netherlands, 10 in the UK) with informants who had specialist expertise and experience in the field of elder care as academics, policy advisors, central or local government officials, and voluntary sector workers. Many informants provided additional materials not generally available, including their own research or grey literature.
- detailed reports were prepared for each country, and feedback elicited on these from selected informants, as the basis for developing a configurational analysis of elder care provision
c) Ready-made food: UK supermarket own-label cook-chill and fresh prepared meals
- primary research prioritised ‘hard to know’ areas: the manufacturers of own label foods, and consumer practices in relation to ready-made food
- an initial sector profile drew on commercial, academic and government sources, consumer and market research reports, employment data, and company, retail and food industry organisations and websites.
- access was negotiated to five large UK firms who are leading suppliers of fresh prepared foods to the major supermarkets. Fieldwork included detailed site visits, factory tours and 19 interviews with managers, directors and technical experts [production, development, new product development, human resources, process technologists, cooks]. This yielded a wealth and range of data not otherwise available.
- focus groups with three separate groups of women, from differing socio-economic backgrounds, and work/family/age profiles, were conducted to gain insight into practices of food preparation, and understandings and attitudes associated with ready-made food.

d) Consumption work: changes in the work of food preparation.
- the material gathered for probes a) and c) included data relevant to this probe.
- methods deployed by Jane Brown’s doctoral research on this topic include
  - 30 interviews with women of different generations and background
  - ethnographic research and participant observation in 2 types of cookery class: adult education and a Michelin listed restaurant
  - secondary analysis of The National Food Survey, the Nation’s Diet, and a variety of historical and statistical sources.

Results
Analytical advances and empirical findings are summarised in 2 sections, the first outlining achievements within each field, and the second amplifying the integrative analytical framework that pulls them together. Bracketed numbers refer to publications listed in the Outputs section.
1 Arguments and analysis from the empirical research fields.

1a Call centres: varieties of intermediation [2, 7a + b, 13]

Call centres have been a much studied expanding form of work and business organisation. This probe explored their connections upstream to production and distribution, and downstream to delivery and consumption. My analysis integrates a neo-Polanyian instituted economic process approach with the ‘total social organisation labour’ framework to develop a relational conception of the call centre as one phase in an integral process of production or provision through to consumption. A variety of stylised ‘call configurations’ were distinguished on the basis of the transaction undertaken: providing information to callers; connecting consumers to third parties; selling goods/products over the telephone; selling services; supplying emergency services and helplines. Comparison of these cases revealed how call centres form part, rather than the whole, of an ensemble: accomplishing one stage in a complex series of interconnected activities; transforming established relations between the distribution and exchange of a good; leading to the emergence of new forms and phases of intermediation. Call centres are thus positioned differently in diverse fields. Similar considerations apply also to employees and work undertaken in call centres, which may occupy a different place in a varying overall division of labour.

This analytical prism draws attention away from the call centre as an autonomous unit (though it may be just that in the case of outsourced call centre providers) and towards links between the call and other stages in the configuration, which could not be accomplished by a labour process approach alone. By situating call operators in a wider occupational division of labour, the configurational approach explains variability in call operating and all other jobs presupposed by the call. Linkages between call operating and its surrounding occupational tasks, moreover, include those of the consumer.

This probe included a focus on the consumer and the manner in which telephone sales reconfigure the ‘final exchange’ between customer and sales assistant. The ‘work’ of shopper and seller are mutually shaped, altering in relation to one another, and
according to the particular exchange interface. If varying modes of exchange presuppose acculturation of customers and the acquisition of appropriate skills, then restructuring of the ‘shopper’ role is integral to the historical transformation of retail. The shift from face-to-face to call centre remote retail transforms the ‘work’ of both shopping and selling, requiring new skills and altering the practices and experiences of both parties.

Although several stages of ‘terrestrial’ shopping are rolled together in telephone sales, other stages become differentiated, such that the different elements of work associated with sales are reconfigured and redistributed. Employment grows in stock control, warehousing, driving and haulage with the increased importance of logistics while traditional sales assistants decline as their tasks are specific to a spatial environment that combines display with sales. Compared with shop assistants, operators undertake minimal ‘serving’ activities, but concentrate on effecting the sale. For the shopper this focus pares down remote retail to the acts of buying and parting with money, but requires the customer to have acquired product knowledge, prior to initiating the call.

From this perspective, the sales encounter is viewed as a social organisation of labour occurring within an instituted economic process comprising production/provision, distribution, exchange and consumption. The call encounter represents the focal point of a new configuration where a distinctive mode of selling meets a distinctive mode of buying. Remote retail reconfigures both the transaction and the broader process of which it is a part.

1 b) Modes of provision of care: the work of elder care. [3, 4, 6, 11]
This probe proved especially fruitful for exposing the articulation of work activities across socio-economic modes since the work of care involves similar tasks being undertaken in a multiplicity of ways, in different work and employment relations. Modes of elder care provision vary nationally, and a country level perspective was adopted to explore comparatively the linkages between informal, formal, paid and unpaid work. Research centred on the relative contribution of four broad modes of provision (state/public; family/community; voluntary/not for profit; market/for profit)
in four countries (Italy, the Netherlands, Sweden and the UK). The resultant analysis proposes that distinctive ‘configurations of care’ characterise modal interdependencies in each country. The sources of provision have a differential role and significance in each case, where they interact and interdepend in a distinctive manner.

In Italy the most significant form of provision was informal family care, with spouses and daughters responsible for the direct labour of care. The growth of an informal market through which migrant care workers are privately employed is a significant trend of the past decade, facilitated by the informal economy and presence of large numbers of migrants. Apart from private employment of migrant carers by individual families, the development of a formal market sector of care businesses is limited. The state’s role in providing care services is minimal and directed at the most needy. However, generous pensions and non means-tested care allowances imply that informal labour is not altogether ‘unpaid’. The scale of care supplied by the voluntary sector is limited, despite the involvement of the Catholic church in social welfare and the recruitment of migrant carers.

In the Netherlands, care work is provided by the family on an unpaid basis, and by the voluntary sector on both a paid and unpaid basis (contracted out services employing care professionals and informal volunteers) which is in turn dependent on the state for its resources. Family and relatives have primary responsibility for giving care, backed by volunteers and the not-for-profit sector. The public sector, national and local, provides modest financial resources directly to care recipients but funds the voluntary organisations almost in their entirety. Paid professional care workers and home helps are employed by this non-government sector, never directly by the state. The distinction between funding and delivery is thus key to the system. As yet, the market is of minimal significance.

Compared to the other countries, state provision in Sweden remains high. The state is the primary care financer (through taxes, grants, and some charges), provider, and employer of care workers. Hostility to private alternatives dates back to the establishment of the welfare state, but some elements of state-financed care are now open to competitive tender. Thirteen per cent of care workers were employed in the
private sector in 2000, dominated by a few large foreign firms. Whilst recent research challenges the assumption of low levels of civil society activity in Sweden, there is little volunteering in social welfare; nor are older people keen to receive volunteer care.

Although the UK has long been marked by a high level of informal care of the elderly, the state remains a significant financer of care for those deemed eligible. Despite a massive shift from public to private providers, it is nevertheless the state (at a local level) which contracts with these providers. The majority of social care providers are in the market, and private sector employment in elder care accounts for two thirds of care workers. The voluntary sector is characterised by diversity of organisations and uneven employment practices (a high proportion of paid professionals in some organisations and little paid work in others, or the same activities being paid or unpaid, e.g. cooks, drivers or co-ordinators).

Although it is impossible to determine precisely what proportion of total elder care is unpaid as opposed to paid, this maps broadly onto the relative contribution of informal, familial and voluntary work as opposed to that of the public and market sectors.

The findings highlight not only the differential contribution to elder care of different sources of provision in four countries, but also nationally varying interactions and interdependencies between the four modes. The significance of the voluntary sector and of migrant labour stand out in this economic sociology analysis, in contrast to power resource (e.g. Esping-Anderson) and many social policy approaches. Unlike a power resource model, attention is drawn to nationally diverse, economically sustainable, societal divisions of labour between socio-economic modes, that articulate labour markets, state, family and voluntary sector. This represents a significant progression from commodification/de-commodification debates. The analysis also raised normative questions about principles and practices of provision, forming the basis for a perspective on rights to care [11].

1c) Ready-made food: UK supermarket fresh meals [5, + papers 22, 30, 31, 32, 33]
Historically, the work of food preparation has moved steadily from the household to the market. The data collected on fresh ready meals, a dynamic contemporary instance of this trend, reveal complex and shifting boundaries linking and separating work undertaken by organisations and people at different stages of the overall process of production, exchange and consumption. These are demonstrated at two levels: (a) the linkage between production, distribution, exchange and consumption; and (b) the international character of the workforce. UK supermarkets play a distinctive and pivotal role in the entire process, orchestrating developments and mediating between other parties to the enterprise.

(a i) The work boundary between manufacturer and retailer. While the core activity of manufacturers is production of own-label goods according to specifications laid down by the retailer, in most cases this is not all they do. The boundary between manufacturer and retailer is variable with respect to innovation, designing and developing new products (this was a particular research focus, which generated detailed information and extensive analysis); undertaking consumer research; responsibility for packaging, disposing of waste, and legal compliance. The division of labour varies in two ways. First, there has been a change over time with retailers requiring manufacturers to undertake an ever increasing proportion of such work, resulting in a shift of work costs and responsibility from retailer to manufacturer, and a clear movement of the boundary and division of labour from the exchange phase (retail) to that of production. Second, styles differ between retailers, some retaining responsibility and control over the entire process and laying down detailed specifications, while others transfer (understood variously as ‘offloading’ or ‘empowering’) as much of the wider process as feasible. The exact position of the line dividing manufacturer and retailer has implications for the occupational structure and scale of employment of both.

(a ii) The work boundary between manufacturer and consumer. Although they do not interact directly, their respective contributions to food preparation are constructed in relation to each other. There has been a continuous historical shift from consumer to producer, manufacturers now designing a highly differentiated range of cuisines and meals, many of which would never have been made at home. Fresh ready food may require more or less input from the customer. Hence the exact position of the work
boundary is variable. The current trend for the consumer to be left with ‘something to do’ is seen by the food industry as part of a fashion cycle. Home cooking is construed by ready meals designers as assembling from a range of prepared meal components and accompaniments. However, despite indubitable evidence from sales figures and the decline in household time spent in food preparation, consumers are often reluctant to admit using prepared food. Lack of historical awareness predisposes many to recognise as ready-made only the most recent items to be pre-prepared. Widely expressed feelings of guilt, cheating and laziness highlight the continuing symbolic and emotional significance of family food, and its nostalgic value, as well as the powerful impact of media critiques of industrial food. Members of all three focus groups bought ready prepared vegetables and meals, primarily to reduce the effort of cooking but also to save time, enable them to engage in other activities, and give flexibility in catering for family members. Prepared foods were customised in order to simulate ‘home cooking’ and ‘traditional’ Sunday lunches assembled by combining multiple ready-made components.

(b) Transformations in the distribution of work between the different phases of the food process are reflected in a gendered and ethnic division of labour. This links people employed at different sites in a globally integrated undertaking that encompasses agriculture; preparation of ingredients; manufacture; transport, distribution and logistics; retailing; purchase and use [5]. While most of these sectors display traditionally gendered task ascription, the large British ready-meals factories investigated were a notable exception. Their production workforce was overwhelmingly migrant, employees originating from around the world (33 nationalities in one rural middle England factory, and 57 in a single West London enterprise). Male migrants (increasingly from Eastern Europe) comprised a high proportion, engaged to perform routine and repetitive tasks that in other times and places are conventionally constructed as feminine. Employers emphasized the positive work orientation of migrants in strong contrast to the long prevalent discourse of women’s ‘nimble fingers’ and natural aptitude for this kind of work.

The research produced many other insights relating to the preparation, retailing and consumption of food to be elaborated in forthcoming publications.
These findings have a range of user and policy implications for NGOs, trade unions, and those concerned with collective organisation and establishing working rights, codes of conduct, or ethical trading initiatives in the globalised food industry.

1d) Consumption work.
Material generated on this through probes a) and c) has already been summarised above, confirming the relevance of this concept and importance of considering the labour associated with consumption along with other forms of work (see below).

2 The integrative conceptual framework: divisions and interconnections of labour [1, 9, 12 + papers 19, 21, 26, 29]
In addition to the advances within each empirical field, a major development of the integrative framework across them is summarised here, that will be fully elaborated in the book.

The four dimensions of interconnectedness of work activities distinguished at the outset proved to be powerful tools for understanding varied transformations of work and for assimilating and organising empirical data from diverse domains. The first two (interconnection across an overall socio-economic process and across socio-economic mode) form the central basis for an extended conceptual framework for analysing contemporary divisions and connections of labour. Two probes (call centres and ready food) demonstrated clearly how transformation of the links connecting production, distribution, exchange and consumption affects work undertaken at points of intersection, and all four revealed the co-involvement of different forms of labour and interdependence across socio-economic boundaries.

While temporality emerged as an integral feature of all the changes studied, space assumed greater prominence than in the original formulation, given the salience of location, migration, global dispersion and integration to transformations of work. Consequently, space/time is now considered as a ‘golden thread’ running through the other dimensions of interconnectedness rather than as an independent theme.

Consumption merits recognition as integral to many processes of economic activity and as a form of work and a field of enquiry in its own right. Consumption work is a
novel concept for analysing work required on the part of the consumer before or after the act of exchange in order to use purchased goods and services. It is distinct from consumption itself, though may shade into it and also into household/domestic labour. Consumers and ‘consumption’ work were fundamental both to call centres and the ready-made food industry. The transfer of work went in opposite directions in these two research probes, indicating a more generalised interconnection between work of consumption and work further up the chain of an economic process. Approaches to the division of labour have traditionally ignored the work of consumption, but this research provides strong reasons for its inclusion.

Contemporary sociological approaches to the division of labour tend to concentrate on the differential allocation of people to positions within a technical division of tasks. The division of labour is often presented as a differentiation of tasks/skills, designed to achieve optimal efficiency, to which workers are allocated in the most cost effective manner, on the basis of gender, ethnicity or nationality. While drawing on the foundational writings of Smith, Marx and Durkheim, less concern is displayed than in the classics for societal modes of cohesion or for functional integration as well as division.

My choice to focus on interconnections rather than divisions of labour was a deliberate attempt to reverse this trend, although basically these represent alternative ways of approaching the same phenomena. The research programme culminates in a reformulation of the division of labour attempting to extend contemporary conceptions. Three distinct and interconnected forms of division of labour are identified: technical; socio-economic mode; and configuration of production/provision through to consumption. Variation in modes of socio-economic provision give rise to distinctive divisions and interconnections between labour that is unpaid and paid work, between work that is undertaken on a voluntary basis or in the public sector or the private for-profit sector. These are effective at national or societal level. Similarly, configurations of work across the whole span of a particular socio-economic process are structured as particular divisions and interconnections of labour between production, distribution, exchange and consumption. Changes in the division of labour within and between each impact on the overall configuration, such that the sum and parts can only be understood in relation to each other. Neither of these
divisions can be reduced to a technical division of labour. They involve distinct processes, rest on different dynamics, and have different effects than the technical division of labour both at the individual level, for the experience and conditions of work, and at a societal level, for socio-economic integration (or lack of it).

Linking back to classical concerns, the approach proposes a multi-dimensional and multi-layered conception of the division of labour. Going beyond current sociological conceptions of the division of labour, this analysis, and evidence from the empirical research probes, demonstrate the mutual conditioning of technical, modal and economic process divisions of labour in ways that advance understanding of their societal variability.

Activities

Advisory Committee. An interdisciplinary Advisory Committee was formed comprising Professors Colin Crouch (Sociology/Politics, Warwick), Jane Humphries (Economic History, Oxford) Linda McDowell (Geography, Oxford) Peter Nolan (Industrial Relations, Leeds), Teresa Rees (Social Policy, Cardiff) and Clare Ungerson (Social Policy, Kent). This met annually for feedback and discussion of pre-circulated papers and a progress report.

Two international conferences were organised.

1. Workshop ‘Transformations of Work: gendered labour and the shifting boundaries between paid and unpaid work’, funded by and held at the Robert Schuman Centre of Advanced Studies, European University Institute, Florence, November 2004. International experts from Italy, Spain, the Netherlands, and the UK were brought together for interdisciplinary comparative discussion of approaches to and developments in care provisioning. For details see www.essex.ac.uk/sociology/research/glucksman.shtm

2. Expert Symposium on Transformations of Socio-Economy: new multidisciplinary perspectives for work and employment, Essex, July 2006. This event brought together 35 invited participants from 6 countries. Speakers were international scholars who have pushed forward the frontiers of their own fields within different social science disciplines, including geography, political science, economics, economic history, cultural history, sociology, social policy, and law. For details see
New Sociology of Work.
Joint organiser of this group, its ESRC funded workshop, and book editor and contributor [1, 9,10].

Capacity building
Regular discussions, group and individual meetings were held with the research team. The Research Officer and PhD student participated in all conferences and advisory committees. Dr Lyon produced two sole and two joint-authored articles from the research and was appointed to a Lectureship in Sociology at Kent University. Ms Brown is on course for PhD submission, and has presented her work at conferences.

Networks. Ongoing research and dissemination groups established with Australian, Swedish and French (CNRS) researchers. Participation in ESRC GeNET (as Chair of Advisory Committee and conference contributor) and 2 ESRC Seminar series.

Outputs
Books

Articles in refereed journals


Chapters and entries in books


International and national conference papers


15. Glucksmann, M. ‘Transformations of work: new frontiers, shifting boundaries, changing temporalities’, Talk to ‘Transformations of work: gendered labour and the shifting boundaries between paid and unpaid work’ workshop organised by the Gender Studies Programme, Robert Schuman Centre of Advanced Studies, European University, November 2004

16. Lyon, D. ‘The interconnections of carework’, Talk to ‘Transformations of work: gendered labour and the shifting boundaries between paid and unpaid work’ workshop
organised by the Gender Studies Programme, Robert Schuman Centre of Advanced Studies, European University Institute, November 2004.


18. Glucksmann, M. ‘New technologies and the transformations of women’s labour at home and work.’ Paper to ESRC GeNET (Gender Equality Network) Seminar on Technology and Gender Inequalities, University of Cambridge, March 2006


International and national seminar papers

27. Glucksmann, M. ‘Extending the boundaries and exploring the interconnections of work’, Sociology Department, Umeå University, Sweden, May 2004

29. Glucksmann, M. ‘Shifting boundaries and interconnections of work: extending the “total social organisation of labour”’, paper to Economic History Department, Stockholm University, September 2005.


Impacts

Election as a Fellow of the British Academy, 2005

Appointment by the Swedish Research Council as ‘Kerstin Hesselgren’ Visiting Professor for 2007 to write up the research and disseminate it in Sweden.

Academic impact is already evident: the analytical framework has been adopted or referred to by a number of eminent scholars.

Considerable interest in the policy and practical implications of the research has been elicited through dissemination at meetings attended by representatives from the TUC, EOC, pensioner, care and ethical trading organisations. While the findings do not suggest immediate policy recommendations they are relevant to users and policy groups in the fields of elder care provision, food consumer issues, employment change, migrant labour and women’s work, and should inform policy formulation in the medium to longer term.

Future Research Priorities

Issues emerging from the programme include:

- elaboration of the notion and significance of ‘consumption work’
the diversity and range of forms of ‘self-service’ as a generic phenomenon which has not yet been adequately theorised. In ever more areas consumers are required to complete a process, and are therefore drawn into the work of production or provision in new ways.

- the significance of the voluntary, non-governmental or not-for-profit sector as an increasingly important part of economic life and expanding area of work and service provision.

- the ‘multi-modality’ of socio-economic activity extends well beyond care work, and merits further research and theorisation. Complex interactions between public sector, market, not-for-profit sectors, community and family are characteristic of many fields of economic life, shaping divisions of labour and conditions of labour, and these are poorly captured by accounts of a ‘mixed economy’.