

### **Batt: Recent Publications**

Batt, Rosemary, David Holman, and Ursula Holtgrewe. 2009. "The Globalization of Service Work: Comparative Institutional Perspectives on Call Centers." Introduction to a Special Issue of *Industrial and Labor Relations Review*. 62(4):453-88.

Batt, Rosemary and Hiro Nohara. 2009. "How Institutions and Business Strategies Affect Wages: A Cross National Study of Call Centers." *Industrial and Labor Relations Review*. 62(4):533-52.

Batt, Rosemary, Hiro Nohara, and Hyunji Kwon. 2009. "Employer Strategies and Wages in New Service Activities: A Comparison of Coordinated and Liberal Market Economies. Forthcoming: *British Journal of Industrial Relations*.

Doellgast, Virginia, Rosemary Batt, and Ole Sorensen. 2009. "National Differences, Institutional Change, and New Forms of Labour Market Segmentation: Evidence from European Call Centres." Introduction to a special issue of *European Journal of Industrial Relations*. Forthcoming.

Lloyd, Caroline, Claudia Weinkopf, and Rosemary Batt. 2009. "Restructuring Customer Service: Labor Market Institutions and Call Center Workers in Europe and the United States." In *Low Wages in a Wealthy World*, ed. by Gerhard Bosch, Jerome Gautie, Geoff Mason, Ken Mayhew, Wiemer Salverda, John Schmitt, and Niels Westergaard-Nielsen. New York: Russell Sage Foundation. Forthcoming.

Liu, Xiangmin, and Rosemary Batt. 2009. "How Supervisors Influence Performance: A Multi-level Study of Coaching and Group Management in Technology-mediated Services." *Personnel Psychology*. Forthcoming.

Batt, Rosemary. 2007. "Service Strategies: Marketing, Operations, and Human Resource Practices," in Peter Boxall, John Purcell, and Patrick Wright, eds. *The Oxford Handbook of Human Resource Management*. Oxford: Oxford University Press.

Liu, Xiangmin, and Rosemary Batt. 2007. "The Economic Pay-offs to Informal Training in Routine Service Work." *Industrial and Labor Relations Review*. 61(1); 75-89.

Batt, Rosemary, Virginia Doellgast, and Hyunji Kwon. 2006. "Service Management and Employment Systems in U.S. and Indian Call Centers." In S. Collins and L. Brainard, eds., *Brookings Trade Forum 2005: Offshoring White-collar Work – The Issues and Implications*. Washington, D.C.: The Brookings Institution. Reprinted in Mohan Thite and Bob Russell, 2009. *The Next Available Operator: Managing Human Resources in Indian Business Process Outsourcing Industry*. Sage Publications].

Ackroyd, Stephen, Rosemary Batt, Paul Thompson, and Pam Tolbert, eds. 2004. *Oxford Handbook of Work and Organization*. London: Oxford.

Batt, Rosemary. 2004. "Who Benefits from Teams? Comparing the Outcomes for Managers, Supervisors, and Workers." *Industrial Relations*. 43(1): 183-213.

Batt, Rosemary and Virginia Doellgast. 2004. "The Organization of Work." In S. Ackroyd, R. Batt P. Thompson, and P. Tolbert, *Oxford Handbook of Work and Organization*. London: Oxford University Press.