

## CV: STEPHEN J. FRENKEL

**QUALIFICATIONS** B.A. (Econ.) Cambridge, 1970  
M.A. (Industrial Relations) Warwick, 1973  
Ph.D (Econ. and Politics) Cambridge, 1992

### EMPLOYMENT

**Previous positions** Research and Training Officer, Swaziland Treasury, 1970-71.  
Research Associate, Industrial Relations Research Unit,  
University of Warwick, 1972-75.  
Lecturer, University of New South Wales (UNSW), '75-81.  
Senior Lecturer, UNSW, 1981-89.  
Associate Professor, UNSW, 1990-91

**Present position** Professor of Organisation & Employment Relations,  
Aust. Graduate School of Management (AGSM), UNSW 1992-  
Head of Cluster, 2006  
Head of School (July 1), 2007-

**CITIZENSHIP** UK/EU and Australia.

### PUBLICATIONS

#### Books and Research Monographs

1. Shop Stewards in Action: The Organization of Workplace Conflict and Accommodation, Blackwell, Oxford, 1977, pp. 316, (co-authored with E. Batstone and I. Boraston).
2. The Social Organization of Strikes, Blackwell, Oxford, 1978, pp. 235, (co-authored with E. Batstone and I. Boraston).
3. Industrial Action: Patterns of Labour Conflict, G. Allen & Unwin, Sydney, 1980, pp. 176, (Project leader and editor).
4. The Construction Industry in Australia, International Institute for Labour Studies, Geneva, 1981, pp. 65, (co-authored with A. Coolican).
5. From a Union Point of View: a Discussion of Key Issues in Australian Industrial Relations, TNC, Sydney, 1982, pp. 91, (Project leader and editor).

6. Unions Against Capitalism? A Sociological Comparison of the Australian Building and Metalworkers' Unions, G. Allen & Unwin, Sydney, 1984, pp. 350, (co-authored with A. Coolican).
7. Industrial Democracy and Industrial Relations in the Metal Industry, Australian Government Publishing Service, (AGPS), Canberra, 1986, pp. 33.
8. Union Strategy and Industrial Change, University of New South Wales Press, Sydney, 1987, pp. 190, (Project leader and Editor).
9. Change, Efficiency and Equity in Two State Railway Workshops, AGPS, Canberra, 1988, pp. 58.
10. Economic Restructuring and Industrial Relations in Industrialised Countries, special volume of the Bulletin of Comparative Labour Relations, Kluwer, Holland, 1990, pp. 240, (Project leader and co-editor).
11. Organized Labour in the Asian/Pacific Region: A Comparative Study of Unions in Nine Countries, ILR Press/Cornell, 1993, pp. 350, (Project leader, editor and contributor).
12. Industrialization and Labor Relations: Contemporary Research in Seven Countries, ILR Press/Cornell, 1995, pp. 322, (Project leader, edited with G.Harrod).
13. Frenkel, S., M. Korczynski, K. Shire and M. Tam (1999). On the Front-line: Organization of Work in the Information Economy, ILR Press/Cornell, pp. 318, (Project leader and main author).

### **Journal Articles**

1. "Industrial Conflict, Workplace Characteristics and Accommodation Structure in the Pilbara Iron Ore Industry", *The Journal of Industrial Relations*, Vol. 20, No. 4, 1978, pp. 386-406.
2. "Comparative Workplace Industrial Relations and the Future", *The Journal of Industrial Relations*, Vol. 21, No.2, 1979, pp. 243-251.
3. "Industrial Struggle: New Directions in Social Research", (co-authored with A. Coolican), *New Zealand Journal of Industrial Relations*, Vol. 4, No. 3, 1979, pp. 15-37.
4. "Inter-Industry Strike Patterns: Towards a New Analytical Framework", *Australian Journal of Management*, Vol. 5, No. 1, 1980, pp. 27-43.
5. "Managing Labour on a Large Construction Site", (co-authored with G. Martin), *Industrial Relations Journal*, Vol. 17, No. 2, 1986, pp. 141-157.

6. "Industrial Sociology and Workplace Relations in Advanced Capitalist Societies", *International Journal of Comparative Sociology*, Vol. 27, No. 1, 1986, pp. 69-86.
7. "Managing through the Recession: An Analysis of Workplace Industrial Relations in the Australian Engineering Industry", *Labour and Industry*, Vol. 1, No. 1, 1987, pp. 39-60.
8. "Australian Employers in the shadow of the Labour Accords", *Industrial Relations*, Vol. 27, No. 2, 1988, pp. 166-179.
9. "No Tears for the Second Tier: Productivity Bargaining in the Australian Metal Industry", (co-authored with M. Shaw), *Australian Bulletin of Labour*, Vol. 15, No. 2, 1989, pp. 90-114.
10. "Explaining Productivity Growth: Towards a Sociological Synthesis", *Labour and Industry*, Vol. 2, No. 1, 1989, pp. 5-31.
11. "The Occurrence and Effectiveness of Worker Participation in Management: An Analysis of the Australian Printing Industry", (co-authored with D. Weakliem), *The Journal of Industrial Relations*, Vol. 31, No. 4, 1989, pp. 478-498.
12. "Worker Participation in the Management of Metal Industry Workplaces: In Search of an Explanation", *Australian Journal of Management*, Vol. 14, No. 2, 1989, pp. 127-150.
13. "The Incidence and Regulation of Technical Change in the Australian Printing Industry", *Economic and Industrial Democracy*, Vol. 11, No. 1, 1990, pp. 39-64.
14. "Containing Dualism through Corporatism: Changes in Australian Industrial Relations", *Bulletin of Comparative Labour Relations*, No. 20, 1990, pp.115-145.
15. "Industrial Relations in Eight Advanced Societies: A Comparative Analysis", *Bulletin of Comparative Labour Relations*, No. 20, 1990, pp. 193-223.
16. "Analysing the Quality of Workplace Labour Relations: An Exploratory Study with Reference to the Australian Metal Industry", (co-authored with G. Pratt), *Asia Pacific Human Resources Management*, Vol. 28, No. 1, 1990, pp. 42-59.
17. "Enterprise Bargaining: The Business Council of Australia's Report on Industrial Relations Reform", *The Journal of Industrial Relations*, Vol. 32, No. 1, 1990, pp. 69-99.
18. "The BCA Report: A Rejoinder", (co-authored with David Peetz), *The Journal of Industrial Relations Society of Australia*, Sept. 1990, pp.419-430.
19. "Workplace Relations and Productivity in Railway Workshops", *Work and People*, 1990, pp. 120-131.

20. "Management Strategy, Labour Relations, and Productivity in the State Enterprise: A Comparative Workplace Analysis", *Labour & Society*, Vol. 15, No. 1, 1990, pp. 39-58.
21. "The Incidence and Control of Technical Change in the Australian Printing Industry", *Economic and Industrial Democracy*, Vol. 11, No. 1, 1990, pp. 39-64.
22. "Organisational Growth and Decline and Employee Relations", (co-authored with Margaret Shaw), *The Journal of Industrial Relations*, Vol. 33, No. 2, 1991, pp. 196-219.
23. "Work Discipline in Contemporary Capitalism: A Test of Efficiency Wage Theories", with D. Weakliem, *Research in Social Stratification and Mobility*, Vol. 12, 1993, pp. 83-110.
24. "Re-constituting Work: Trends Towards Knowledge Work and Info-Normative Control", (jointly with M. Korczynski, K. Shire and L. Donoghue), *Work, Employment & Society*, Vol. 9, No. 4, November 1995, pp. 773-796.
25. "Front line work in the 'new model service firm': Australian and Japanese comparisons", (jointly with Marek Korczynski, Karen Shire, May Tam and Leigh Donoghue), *Human Resource Management Journal*, Vol. 6, No. 2, 1996, pp. 72-87.
26. "Globalization and Employment Relations", (co-authored with Carol Royal), in annual research volume titled Research in the Sociology of Work: The Globalization of Work, JAI Press, Conn., 1997, pp. 3-41.
27. "Corporate-Subsidiary Relations, Local Contexts and Workplace Change in Global Corporations", (co-authored with Carol Royal) in *Relations Industrielles/Industrial Relations*, Vol. 53, No. 1, 1998, pp. 51-78.
28. "Globalization and Industrial Relations in East Asia: A Three Country Comparison", (co-authored with David Peetz), *Industrial Relations*, Vol. 37, No. 2, 1998, pp. 282-307.
29. "Managing People in China: Perceptions of Expatriate Managers", (co-authored with Andrew Sergeant), *Journal of World Business*, Vol. 33, No. 1, 1998, pp. 17-34.
30. "Beyond Bureaucracy: Work Organization in Call Centres", *International Journal of Human Resource Management*, (jointly with Korczynski, M, Shire, K, and Tam, M), Vol. 9, No. 6, 1998, pp. 957-979. (Reprinted in Beynon, H. & Nichols, T. (eds.) Patterns of Work in the Post-Fordist Era, London: Edward Elgar).
31. "Member Representation and Satisfaction with Unions in Korea", (co-authored with Sarosh Kuruvilla), *British Journal of Industrial Relations*, Vol. 37, No. 4, 1999, pp. 559-575.

32. "When Do Customer-Contact Employees Satisfy Customers?" (co-authored with Andrew Sergeant), *Journal of Service Research*, Vol. 3, No. 1, 2000, pp. 18-34.
33. "Introduction: Service Work *Is* Important: Implications for HRM", *International Journal of Human Resource Management*, Vol. 11, No. 4. 2000, pp. 469-476.
34. "Service Work in Consumer Capitalism: Customers, Control and Contradictions", (jointly with M.Korczynski, K. Shire and M. Tam), *Work, Employment & Society*, Vol.14, No. 4, 2000, pp. 669-687.
35. "Globalization, Athletic Footwear Commodity Chains and Employment Relations in Southern China", *Organization Studies*, Vol. 22, No. 4, 2001, pp. 531-562.
36. "Globalisation and Workplace Relations in the Electronics Industry in India, China, Malaysia and the Philippines, (co-authored with Sarosh Kuruvilla), *Indian Journal of Labour Economics*, Vol. 44, No. 3, July-September 2001, pp. 429-446.
37. "Organization and Occupation: Knowledge Workers in Large Corporations", (jointly with M. Korczynski, K. Shire, and M. Tam), *Journal of Management Studies*, Vol. 39, No. 6, 2002, pp. 775-801.
38. "Logics of Action, Globalization and Changing Employment Relations in China, India, Malaysia, and the Philippines, (co-authored with Sarosh Kuruvilla), *Industrial & Labor Relations Review*, Vol. 55, No. 3, 2002, pp. 387-412.
39. "Compliance, Collaboration and Codes of Labor Practice: The adidas Connection," (co-authored with Duncan Scott), *California Management Review*, Vol. 45, No. 1, 2002, pp. 29-49.
40. "Workplace Relations: Past, Present and Future," *Australian Journal of Management*, Vol. 27, Special Issue, 2002, pp. 149-159.
41. "The Embedded Character of Workplace Relations," *Work & Occupations*, Vol. 30, No. 2, 2003, pp. 135-153.
42. "Corporate codes of labour practice and employment relations in sports shoe contractor factories in South Korea," (co-authored with Seongsu Kim), *Asia Pacific Journal of Human Resource Management*, Vol. 42, No. 1, 2004, pp. 6-31.
43. "Fragmentation on the Shop-Floor: the case of Regular and Contract workers in a Korean Auto Company," (co-authored with B-H. Lee), *Work, Employment & Society*, Vol. 18, No. 3, 2004, pp. 507-530.
44. "Organizational Trustworthiness and Workplace Labour Productivity: Testing a New Theory," (co-authored with M. Orlitzky), *Asia-Pacific Journal of Human Resource Management*, Vol. 43, No. 1, 2004, pp. 34-51.

45. "Alternative Pathways to the High Performance Workplace," (co-authored with M. Orlitzky), *International Journal of HRM*, Vol. 16, No. 8, 2005, pp. 1325-1348.
46. "Managing People Where People *Really* Matter: The Management of Human Resources in Biotech Companies", (co-authored with D. Finegold), *International Journal of Human Resource Management*, Vol. 17, No. 1, 2006, pp. 1-24.
47. "Morale and Workplace Performance", (co-authored with David Weakliem), *Work & Occupations*, Vol. 33, No. 3, 2006, pp. 335-361.
48. "Explaining Variations in Coworker Assistance in Organisations," (co-authored with Karin Sanders), *Organization Studies*, Vol. 28, No. 6, 2007, pp.797-824.
49. "Work Design Variation and Outcomes in Call Centres: Strategic Choice and Institutional Explanations", (co-authored with D. Holman, O. Sorensen, and S. Wood), *Industrial and Labor Relations Review*, Vol. 62, No. 4, 2009, pp. 510-531.

#### **Papers Under Review and Work in Progress**

1. "Do High Performance Work Practices Work in South Korea?" (co-authored with B.H. Lee). In press. *Industrial Relations Journal*.
2. "Management, Organizational Justice and Emotional Exhaustion among Chinese Migrant Workers: Evidence from Two Manufacturing Organizations", (co-authored with M. Li and S.D. Restubog).
3. "Antecedents of Climate Strength in China: The HRM system, Leadership or Co-workers?" (co-authored with X. Li and K. Sanders).
4. "How do Perceptions of the HR system affect Employee Attitudes? A Multi-level Study of Chinese Employees", (co-authored with X. Li and K. Sanders).

#### **Notes**

1. "Industrial Democracy: A Note on the Emery-Carey Exchange", *Australia and New Zealand Journal of Sociology*, Vol.15, No.1, 1980.

#### **Chapters in Books and Published Research Papers**

1. "Bargaining in Action", in E. Coker and G. Stuttard (eds.), *Industrial Studies 2: The Key Skills*, Arrow, London, 1976 (jointly with E. Baststone and I. Boraston).
3. "Theory and Research Strategy" in S.J. Frenkel (ed.), *Industrial Action*, G. Allen and Unwin, Sydney, 1980.

4. "Competition, Instability and Industrial Struggle in the New South Wales Construction Industry" in S.J. Frenkel (ed.), Industrial Action, 1980 (co-authored with A. Coolican).
5. "Patterns of Industrial Action: Comparative Analysis and Conclusions" in S.J. Frenkel (ed.) Industrial Action, 1980.
6. "Organisation and Decision-making in the Australian Metal and Building Workers' Unions", in G.W. Ford and D.H. Plowman (eds.) Australian Unions, Macmillan, 1983 (co-authored with A. Coolican).
7. "Union Principles and the Role of Shop Stewards" in W.E.J. McCarthy, Trade Unions, 2nd Edition, Penguin, Harmondsworth, 1985. (Extract from Shop Stewards in Action, 1977, jointly with E. Batstone and I. Boraston).
8. "Management, the Large Corporation and Industrial Relations Research", in M. Bray and V. Taylor (eds.), Managing Labour: Essays in the Political Economy of Australian Industrial Relations, McGraw Hill, Sydney, 1986.
9. "Management, Social Efficiency and Industrial Relations", in R. Blandy and J. Niland (eds.), Alternatives to Arbitration, G. Allen and Unwin, Sydney, 1986.
10. "The Emerging Political Economy: An Introduction" in S.J. Frenkel (ed.), Union Strategy and Industrial Change, UNSW Press, Sydney, 1987 (co-authored with J. Adams).
11. "Management and Labour Relations in the Metal Industry: Towards Joint Regulation?" in S.J. Frenkel (ed.) Union Strategy and Industrial Change, 1987.
12. "New Technology, Industrial Democracy and the Australian Metalworkers' Offensive" in R. Hyman and W. Streeck (eds.), Technical Change and Industrial Relations, Blackwells, Oxford, 1988.
13. "Constructing Organisations: A case study of organisational structure and design in the construction industry" in B. McGoldrick (ed.) Designing Organisational Structures and Behaviour, Van Nostrand Reinhold, London, 1988 (jointly with I. Glover and G. Martin).
14. "Workplace Relations and Productivity Growth: A case study in the Australian Public Sector" in ILO, Labour Management Cooperation and Productivity in Asia and the Pacific, Bangkok, 1988.
15. "Australian Trade Unionism and the New Social Structure of Accumulation", in S.J. Frenkel (ed.) Trade Unions in the Asian/Pacific Region, ILR Press, 1993.

16. "Patterns of Workplace Relations in the Global Corporation: Toward Convergence?" in J. Belanger et al. Workplace Industrial Relations and the Global Challenge, ILR Press, 1995.
17. "Labor, Management, and Industrial Relations: Themes and Issues in International Perspective", in S. Frenkel and J. Harrod (eds.) Industrialisation and Labor Relations: Contemporary Research in Seven Countries, ILR Press, Cornell, 1995.
18. "Workplace Relations in the Global Corporation: A Comparative Analysis of Subsidiaries in Malaysia and Taiwan", in S. Frenkel and J. Harrod (eds.) Industrialization and Labor Relations: Contemporary Research in Seven Countries, ILR Press, Cornell, 1995.
19. "Measuring Workplace Performance" in S. Frenkel, et al. Role Models for Change: Case Studies in Productivity, Performance and Employee Involvement, AGPS, Canberra.
20. "Workers, Unions and Change in the Global Corporation: Contemporary Experience and Future Possibilities" in Waddington, J. (ed.) Globalisation and Labour, Mansell, UK, 2000 (co-authored with Carol Royal)
21. "Globalization and Employment Relations in China," Bangkok: ILO, 2000 (co-authored with S. Chiu).
22. "MNCs as Important Diffusers of Best Practice Employment Relations in Developing Nations: Emerging Propositions," in Cooke, W. (ed.) Multinational Companies and Global Human Resource Strategies, Connecticut: Quorum Books, 2003 (jointly with S. Kuruvilla and D. Peetz)
23. "Service Workers in Search of Decent Work" in Ackroyd, S. et al. (eds.) Handbook of Work & Organization, Oxford: Oxford University Press, 2004.
24. "Accounting for Absence from Work in Australian Call Centres: Re-enter Human Relations Theory?" (jointly with Marc Orlitzky and Catriona Wallace) *International Human Resource Conference Proceedings 2005*.
25. "Towards a Theory of Dominant Interests, Globalization and Work" in M. Korczynski et al. (eds.) Social Theory at Work, Oxford: Oxford University Press, 2006.
26. "Theory and Practice of Human Resource Management: A Comparative Analysis of Foreign-owned and Chinese-owned Cosmetic Firms" in S. Zhao et al. (eds.) Enterprise Management and Change in a Transitional Economy, Nanjing: Nanjing University, 2008 (co-authored with M. Li, A. Huang).
27. "Critical Reflections on Labour process Theory, Work and Management" in M. Alvesson, T. Bridgman and H. Willmott (ed.) The Oxford Handbook of Critical Management Studies, Oxford: Oxford University Press, 2009.

## Government and Other Reports

1. A Handbook of Treasury Accounting and Administrative Procedures (for the Swaziland Government), 1970, pp. 221.
2. "A Submission to the Commission of Inquiry into Management Education in Australia", mimeo, 1980.
3. "The Relationship between Technology, Work Organisation and Job Satisfaction", (co-authored with Alex Carey), mimeo, 1980. Commissioned by the Australian Telecommunications Employees' Association in 1980.
4. "Workplace Relations and the Pattern of Interest Representation in Manufacturing", a submission to the Australian Senate Standing Committee on Industry and Trade, Hansard, 11 Feb., 1987, pp. 568-617 which includes my oral testimony.
5. Project co-ordinator of an annotated bibliography entitled, Permanent Part-Time Work compiled by Margaret Coffey and Jane Morgan, UNSW, 1986.
6. "Workplace Characteristics, Productivity and Economic Performance: An Exploratory Analysis", AWIRS Working Paper, Commonwealth Dept. of Industrial Relations, Paper No.7, September 1993.
7. "First Five Year Review of The Sociology of Work Research Unit at the University of the Witwatersrand", to the National Research Foundation of South Africa, November, 1999, pp. 22.
8. "Knowledge Organizations and their Implications for Policy", paper commissioned by the South African National Research Foundation, March 2000, pp. 16.
9. "Globalization and Employment Relations in Asia: Trends and Strategies for the Future", *ACT/EMP 28*, 2000 Geneva: International Labour Organization, pp. 38.
10. "Managing Organizational Change", 2000 (co-authored with James Carlopio), *ACT/EMP 31*, Geneva: International Labour Organization, pp. 43.
11. "Second 5 Year Review of The Sociology of Work Research Unit at the University of the Witwatersrand", to the National Research Foundation of South Africa, 2004 (co-authored with Prof R. Milkman), 24 pp.
12. "Australian Call Centre Benchmarking Report", 2005 (jointly with C. Wallace and M. Orlitzky), pp.51.

## **INSTITUTION BUILDING**

### **Grants from External Institutions**

1979-82 Australian Research Council (ARC) for *Comparative Trade Union Behaviour*, \$140,000.

1994-96 Andersen Consulting for *Comparative International Study of Service Workers* (with Dexter Dunphy), \$675,000.

1994-96 ARC and Andersen Consulting for *Knowledge Worker Behaviour* \$150,000.

1997-99 International Labour Organization for *Globalization and Employment Relations in Asia*, \$155,000.

1999 ARC/Korean Research Foundation for *MNCs, Contracting and Employment Relations in the Korean Athletic Shoe Industry* (with S. Kim), \$12,000.

2004 ARC for *Human Resource Managers' Contribution to Performance and Employee Well-Being* (with Australian Human Resource Institute and Paul Gollan), \$421,000.

2007 ARC *Management and High Performance Work Organization in Call Centres* (with M. Groth), \$335,550

### **Research scholarships and visiting appointments (excluding sabbatical leave)**

1998 Montague Burton visiting Chair in Employment Relations at Cardiff Business School.

2000 Travel scholarship from the Marshall School of Business, University of Southern California.

2003 Visiting Research Fellowship, School of Industrial & Labor Relations, Cornell University.

2004 Visiting Fellowship, Warwick Business School, University of Warwick.

2005 Advanced Institute of Management Overseas Fellowship (UK).

### **Prizes**

*ANBAR Highest Quality Rating* for a 1998 journal article with colleagues on the topic of call centres. Quoting from the memo attached to the certificate: "This award is made to less than 10% of all authors whose work is reviewed within the Anbar International Management

Database [which] contains no less than 90,000 pieces from over 400 of the world's top Management journals...."

*Emerald Citation of Excellence* for one of the top 50 articles published in 2004. This is for a paper by Frenkel and Kim on Corporate Codes of Labour Practice. The citation is based on an independent review board's appraisal of journal articles.

*Reviewer of the Year 2009* by the editorial team of the Journal *Human Relations*.

### **Intra-university contributions since joining AGSM**

Deans Advisory Committee member 1993-94.

Knowledge Worker Advisory Committee member 1994-97.

Centre for Corporate Change Board of Advice member 1994-98.

1997-98 EMBA course revision chairperson.

University Post-graduate Course Committee member, 1999.

Academic Selection Committee member, 2000 and 2004.

Industrial Relations Cluster (Dept.) head, 2001-02.

Performance Review Re-design Committee member, 2001.

Organizational Behaviour Cluster (Dept.) head, 2003-04 and 2006-7

Strategic Management Course Revision Committee member, 2004.

Academic Director, Management of Organizational Change Program, 2006-

New Building Accommodation Working Party, 2006

Head of Organisation & Management School, 2007-

### **TEACHING and RECENT CONFERENCE ORGANISATION/PRESENTATIONS**

**MBA:** In recent years I have taught the following courses: *Strategic Human Resource Management, Managing Change, Re-designing Work for High Performance* (also taught at Cornell University March-June, 2002 and at Warwick Business School in 2004 and 2005); and *Employment Relations and HR Practices in the Asia-Pacific Region*.

**Distance MBA:** I teach the *Systems for Change* course on the Organizational Change program known as the Change Management Qualification (CMQ) which articulates into the Executive MBA. This course is taught mainly on-line using WebCT.

**Executive courses:** Presenter on the University of Michigan's *Global Industrial Relations Strategies* Program, 1997. Presenter on AGSM executive course titled *Knowledge Management: Capability and Performance Improvement for Tomorrow's Organisation.* Organizer and Lead Presenter on 7 day ILO Executive program titled *Leading and Managing in the 21<sup>st</sup> Century* for CEOs of Asia's leading Employer Associations, 2000. Presenter on University of Cape Town's Business School's *Strategic HRM and Old Mutual Masterclass*, 2000. Organizer and presenter with Scott Snell (Cornell University) on 2-day executive course titled "Building Organizational Capability," 2002 and 2003.

I use a variety of media, including cases, team projects, video, and industry speakers and receive consistently high student ratings.

### **Conference/Symposia Organization**

I have organised several conferences over the past decade, including:

*Front-line Service Work Workshop* at the Work, Employment and Society Conference, Cambridge, 1998.

*Organizing for Success: Practical Strategies for the Knowledge-Based Economy*, Sydney and Melbourne, 1999.

*Future Workplaces* International Symposium, Sydney, 2002.

*Improving International Labour Standards through Codes of Conduct and other Firm-level Strategies*, International Industrial Relations Association Congress, Berlin, 2004.

*Globalization, Multinationals & Work* Symposium, Academy of Management Conference, 2005.

### **Conference presentations**

*Understanding the Service Workplace*, Wharton, U. Pennsylvania, 1998.

*Constructing the Global, Reconstructing the Local*, Stockholm School of Economics and Business, 1999.

*Academy of Management Meeting*, Chicago, 1999, Washington, 2001 and Honolulu, 2005.

*The Changing Social Contract in the Workplace*, Ben Gurion University, 2000 organized *The Multinational Companies and Emerging Workplace Issues*, Wayne State University, Detroit, 2000.

*International Congress of Sociology*, Brisbane, 2002.

*Globalization and Corporate Social Responsibility*, Beijing, 2002.

*Industrial Relations Research Association Annual Meeting*, San Diego (with D. Finegold, in absentia), 2004.

Keynote speaker at biennial *Industrial Relations of Australia and New Zealand Conference*, 2004.

*Developing High Performance Workplaces* symposium, Macquarie University, 2004.

*Globalization & Labor in Developing Countries*, Brown University (with S. Kuruvilla), 2004.

*Society for the Advancement of Socio-Economics*, Trier (with D. Holman, S. Wood and O. Sørensen, (in absentia), 2006.

*Job Design: It's Nature and Effects on Organisational Performance*, with D. Holman and S. Wood, *Global Call Centre Conference*, Edinburgh, Nov 15-17, 2006.

*How Managers Shape HR Practice Patterns and Outcomes*, Academy of Management, Anaheim (with P. Gollan), 2008.

*Analysing Emotional Exhaustion Among Chinese Migrant Workers*, EGOS Colloquium, Barcelona (with M. Lee, S.D. Restuborg, in absentia), 2009.

### **Other professional activities**

Organiser and editor of the June 2000 special issue of the International Journal of HRM focusing on *Front-line Service Work*. The issue includes contributions from leading scholars based at Harvard, MIT, Cornell, Wharton, London, and the USC.

Organiser and editor of the May 2003 special issue of Work & Occupations focusing on "The Emerging Future of the Workplace." The issue includes contributions from leading North American and European industrial and organizational sociologists.

External reviewer of the Sociology of Work Research Unit, University of Witwatersrand, for the Research Foundation of South Africa, 1999 and 2004.

Consultant to the ILO on Codes of Labour Practice, 2001-04, working in Cambodia, China, Malaysia, and Thailand.

Editorial board member of Labour and Industry, 1987-1991, British Journal of Industrial Relations (2003-06), Human Relations (2006-), the Industrial & Labor Relations Review (2000-), the International Journal of HRM (1999-), Organization Studies (2006-), and International Journal of Workplace Management (2007-) and Work, Employment & Society (2009-).

Member of the Academy of Management and International Industrial Relations Research Association.

Referee for the following journals and publishers: American Sociological Review, Industrial & Labor Relations Review, Industrial Relations, the British Journal of Industrial Relations, Industry and Labour, California Management Review, Journal of Management Studies, Human Resource Management Journal, International Journal of HRM, Competition and Change, Journal of Consumer Culture, The China Journal, Asia Pacific Business Review, Industrial Relations Journal, Journal of Sociology, Australian Journal of Management, Oxford University Press (UK) and Cambridge University Press (Australia).

Referee for Australian, British, Canadian, Hong Kong and US Social Science Research Councils.