Departmental Research Seminar
Jointly Organized by
Department of English and Department of Management and Marketing

From Boom to Where? The Globalization of Business Services in the Aftermath of Financial Crisis and Recession

By

Prof. Phil Taylor
University of Strathclyde, UK

Date: Tuesday, 23 November 2010
Time: 2:30 p.m. - 4:00 p.m.
Venue: A607

All interested are welcome
From Boom to Where? The Globalization of Business Services in the Aftermath of Financial Crisis and Recession

Abstract

The talk will begin by identifying the development of the remote relocation of business services as it progressed through its tactical, strategic and transformational phases. The emergence of global service delivery from both supply and demand sides has been accompanied by combinations of onshore, nearshore and offshore sourcing. As the range of services subject to global relocation has grown so too has geographical spread and diversity and the presentation will explore the relative salience of different geographies. It is argued that consultants’ frequent boosterism of the claims of for diverse destinations does not match the reality of a global landscape in which India and the Philippines remain easily the most significant global locations. These important themes foreground an evaluation of the uncertain impact of the momentous financial crisis of 2007-2009 and subsequent recessionary pressures upon offshoring trends.

Although the talk will consider relocated business services generally particular attention will be given to the dynamics of relocated and outsourced contact centre services. Given Professor Taylor’s disciplinary background and research interests, the presentation will focus on human resource issues, the employment relationship and the changing nature of work organisation in the context of a turbulent political economy and business environment. Primary evidence from extensive research conducted in India in 2009 and 2010 will provide empirical foundation for drawing provisional conclusions.

Phil Taylor is Professor of Work and Employment Studies in the Department of Human Resource Management at the University of Strathclyde, having previously held posts at the Universities of Stirling and Glasgow. He pioneered call centre research in the areas of employment relations, work organisation and the labour process. His seminal 1999 article ‘An assembly line in the head: work and employment relations in the call centre’ co-written with his late colleague Peter Bain and published in 1999 was still the most downloaded article in that journal a decade later. Extensive research and publication on the contact centre has for almost a decade included the phenomenon of offshoring which has seen him conduct several path-breaking studies into developments in India.

Professor Taylor has been co-editor of the 4* rated Work, Employment and Society since 2008 during which time the journal has grown in impact and international coverage. He has many other research interests including occupational health and safety, the impact of lean production in clerical work, privatisation and changing practice in sickness absence management and employee experience. He was also a lead member of a high-profile project sponsored by the UK’s Economic and Social Science Council’s (ESRC’s) ‘Future of Work’ programme.