



Repositioning Resistance in the Workplace: Reframing Relationality and Risk in Contemporary Work and Employment

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Repositioning Resistance in the Workplace: Reframing Relationality and Risk in Contemporary Work and Employment

**Abstract Book
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FRIDAY 15 SEPTEMBER 2023
PAPER SESSION 8
9:00-10:30

Room W010A – Gender and intersectional inequalities within the workplace resistance discourses

Battling the invisible life survival agony: A case study of Trans sex workers in Pakistan

Aman Ullah

(University of Swabi)

In Pakistan, transgender are excluded from their homes by family members, and their early expulsion from an educational institution along with deprivation from meaningful jobs are some of the triggers that compel trans people to turn to commercial sex for their survival and economic benefits. The main theme of the current study is to ascertain the relationship between trans exclusion from Socioeconomic activity with their participation in commercial sex. Moreover, the current study hypothesizes that the exclusion from socioeconomic activity is the contributing factor to commercial sex among transgender in Pakistan. Primary data was collected through snowball sampling from 1150 transgender, who were exchanging sex for their survival. Moreover, structured interviews were developed for first-hand data, and Exploratory factor analysis (EFA), confirmatory factor analysis (CFA), and structure equation modeling (SEM) were applied to measure the relationship between exclusion from Socioeconomic activity with their participation in commercial sex. Results derived from the above statistical analysis vividly show that exclusion from socio-economic activity causes participation in commercial sex among transgender and is found significant at a 0.01 level of significance. Although some empirical work has investigated problems and challenges experienced by the trans community in Pakistan and only mentioned their participation in commercial sex rather than showing the ground reality that how and why they are opting for sex as a profession. In reviewing already published work and primary data collected from the trans community, this empirical work highlights research gaps, particularly sociological perspectives, to encourage further research studies from the vantage point of the trans community pertaining to their issues and their remedies in Pakistan.

Perceived discrimination and the “violence continuum” in the workplace: An enabling or opposing factor?

Valeria Insarauto

(University of Lausanne)

Sexual harassment and violence remain persistent problems for women in the workplaces of many European countries. Broader social movements such as the global #MeToo have contributed not only to increasing the visibility of these issues but also to showcasing women's reinforced awareness about the necessity of denouncing and fighting workplace sexual harassment and violence far beyond the legal parameters. Revisiting the feminist foundational works by Kelly (1988) and Mackinnon (1979), our article draws on the notion of sexual violence as a continuum to acknowledge such awareness and applies it in the context of work, whereby harassment can be considered a case of discrimination based on sex. We argue that women's perceptions of their working environment as discriminatory may also be critical to assessing risks and developing prevention initiatives in this context. We use data from the European Working Conditions Survey (2010 and 2015) to analyse the effects of female workers'

perception of discrimination on their likelihood of experiencing sexual harassment, physical violence, or multiple forms of violence. Here, perceptions of discrimination are divided into either perceptions of discrimination for gender reasons uniquely, or for gender at the intersection with other aspects of inequality (age, race, sexual orientation, etc.). The results show that perceiving gender discrimination increases the likelihood of being exposed to sexual harassment, but this is especially so for women who perceive they are discriminated against also based on other aspects of inequality, who are also more likely to experience physical violence alone in addition to multiple forms of violence. These findings support existing perspectives but also have important implications considering current workplace trends. They offer insights into how individual perceptions of discrimination can be considered an indicator of hostile working environments and can therefore contribute to informing risk assessment and prevention programs, with the particular aim of reaching the most vulnerable groups of female workers.

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Resisting or reproducing patriarchy at work? Embodied acting and gender inequalities in new service work in urban India

Asiya Islam, Shannon Philip

(University of Leeds, University of East Anglia)

Research on acting at work has largely focused on acting as a mechanism for conforming to the requirements and environment of work, with implications for job performance, employee engagement, job satisfaction, and emotional exhaustion among workers. Scholars have further identified both emotion work (Hochschild 1979; Boris and Parreñas 2010) and body work (Wolkowitz 2006; Gimlin 2007; Otis 2011) as forms of acting needed to perform service work. While the literature on emotion work and body work is largely disparate, in this paper, situated in the postcolonial context of service sector growth in urban India, we bring the two together through the concept of 'embodied acting'. We further show that embodied acting at work is a mechanism of belonging through which workers simultaneously resist and reproduce patriarchy at work.

Based on longitudinal ethnographic research in Delhi, we argue that for service workers in India, drawn from lower to middle class backgrounds, emotion and body transformations are inseparable as they attempt to mould their selves to the globalised environs of service work. The rules for embodied acting, rather than being uniform, are shaped by intersecting gender and class inequalities. As young workers perform appropriate masculinity and femininity at work, engaging with these emerging and in-flux rules, they find scope for resisting gender and class norms. For example, young women assert wearing 'Western' clothes as marking a break from traditional 'housewife' attire; young men carry laptop bags to signal distinction from unemployed 'local' men. In other words, their embodied acting as professionals allows them to resist and discard outmoded femininities and masculinities. This, rather than being confined to work, spills over into their everyday lives beyond work too.

However, as embodied acting provides opportunities for reconfiguring gender relations, it is also a mechanism for reproduction of patriarchy at work exercised through peer surveillance and peer disciplining. That is, workers appraise the embodied acting of their peers, and it is through peer feedback that embodied acting is validated and translates into belonging. In this process, women workers are more harshly surveilled, mocked as 'heroines' and as workers who are 'overacting' (and therefore not acting appropriately) when they dress and act to conform with emerging service work rules. These workplace dynamics seek to reassert patriarchal gender relations in the workplace, relegating women to the 'outsider' position in work. That is, women cannot fully belong at work since their embodied acting is not validated by peers.

The paper makes an original contribution by exploring resistance to and reproduction of social norms through everyday peer-to-peer interactions, rather than through the social distance between employers and employees or customers and workers, as is common in the work and employment relations scholarship. In particular, through its analysis of complex dynamics of gender and class in embodied acting at work, the paper speaks to the invited theme of 'Gender and intersectional inequalities within workplace resistance discourses'.

Room W010B – Marginalised work and workers, risk and resistance in precarious places

The impact of global crisis events on South Asian migrant workers in the Gulf Countries

Goutham Raj Konda Jangam

(London School of Economics and Political Science)

With nearly 15 million South Asian immigrants employed predominantly in low-paying semi and unskilled jobs, the Persian Gulf (the Gulf) is an important region to study South Asia and its diaspora. South Asia as a region holds the highest share of the global emigrant population. However, the inequalities at the source and oppressive socio-political conditions in the destination countries often further entrenches the precarities among migrant workers in semi and unskilled jobs. Millions of households in South Asia are socioeconomically dependent on these 15 million migrant workers in the Gulf. Any economic or public health challenges in the Gulf will have far-reaching spillover effects on millions in South Asia. In recent decades, no other events affected the Gulf economies as much as the 2008 economic crisis and the COVID-19 pandemic.

The proposed research is an outcome of reviewing a vast amount of grey literature, participant observation, and qualitative interview-based primary data collection. The study highlights the disproportionate impact of each of these global events – the 2008 economic crisis and the COVID-19 pandemic– in producing disproportionate and new precarities among poorer South Asian workers. These two global events that had affected the economic and public health situation in the Gulf had pushed migrant workers into precarious living and working conditions in the gulf and at home on their return. Most of these workers had to self-precarise their conditions to avoid debt and further impoverishment at home. 2008 economic crisis forced over 170,000 workers to remain in the Gulf despite losing jobs. The COVID-19 pandemic stranded workers on leave at home with uncertain futures and many more were forced in the Gulf into detention centres and harsh house arrests in labour camps. The proposed research presents resultant precarities through the narratives of workers for these two global events.

Establishment-level diversity and experiences of exclusion and turn-over among professionals with minority ethnic origin

Ida Drange, Julia Orupabo, Marjan Nadim, Håvard Helland, Arnfinn Midtbøen

(OsloMet - Oslo Metropolitan University)

Introduction: For many ethnic minority professionals, working life involves subtle and more overt experiences of exclusion, among other things through labour market and workplace discrimination in hiring, wage-setting, and advancement. In response, minority ethnic professionals likely develop strategies to curtail anticipated discrimination, for instance withdraw from workplace contexts they experience as exclusionary. In this research, we combine qualitative interview data with administrative register data to investigate the role of organizational context for ethnic minority workers' experiences of exclusion and their responses to such experiences in terms of exit or contemplation of exit.

Organizations play an important role in explaining differences in minorities' perceptions of career opportunities and discrimination. Research on organizational-level ethnic wage gaps finds that ethnic composition, especially at the managerial level, matters for equal treatment of minority groups. In this study we examine how the ethnic composition, both in the organization at large and at the managerial level, matters for minorities' internal careers, turn-over and more broadly for their experiences of exclusion and the strategies they employ in response.

Furthermore, legal regulations and organizational policies to prevent discrimination and promote inclusion can improve career opportunities for ethnic minority professionals. In Norway, these regulations primarily target public sector employers and large employers (> 50 employees). We hypothesize that regulatory frameworks and policies will affect mobility and reduce turn-over relative to organizations in less institutionalized settings.

Data and methods: The qualitative data draws on 52 in- depth interviews with ethnic minorities. The informants are either born in Norway by one or two immigrant parents or arrived in the country as adoptees at a very young age, and differ from the majority population by name or phenotypical appearance (or both). The sample consist of both women (30) and men (22) with higher education and cover different positions and attachments to the labor market, like students, job seekers and employees. The qualitative data allow for a nuanced analysis of responses to experiences of workplace exclusion, including contemplations of exiting the organization and within-organization strategies.

We use administrative register data with employee-employer linkages. The registers contain rich and detailed information about individual- and organizational level. In our research, the most relevant individual level data are demographic characteristics, education, work income and occupation, place of living etc. and organizational level about sector and industry, establishment composition (e.g., skill, gender, ethnicity), ownership and size. Because these are register data, we use country-origin as an approximation of ethnicity. We have information about country origins of up to three generations.

The quantitative data disclose whether there are divergent early-career trends between ethnic minority groups and the majority population that are commensurable with exit-strategies described in the qualitative interviews. We use panel data techniques and duration models to investigate job changes. We interact ethnicity with organizational composition and compare outcomes across low-/high-regulated institutional settings to assess divergent mobility patterns.

Current stage of research: We have collected and combined all interview data and registers needed in this research. We will bring preliminary results to the conference in September

The great migrant worker strike in Femern 2022. Exploring (class-based?) collective action among migrant construction worker

Bjarke Refslund

(Aalborg University)

Migrant workers are often in literature seen as victims, or at least on the losing site, in labour disputes, accepting inferior wages and working conditions due to different expectations, low knowledge on host country labour markets and low degree of organisation which makes them more vulnerable for employer discretion (Bonacich, 1972). However there have been examples of migrant workers resisting the inferior conditions and seeking to act collectively, and large scale construction sites have been the centre for much academic scrutiny on migrant workers' protest and resistance (Arnholtz and Refslund, 2019; Berntsen and Lillie, 2016; Lillie and Sippola, 2011; Wagner and Lillie, 2014). This paper present novel insights from one of biggest, and quite extraordinary migrant workers strikes in Europe in modern days. 300 Polish construction, mainly concrete workers, blocked the construction site of the new Femern belt link tunnel between Denmark and Germany for five days. Despite internal disputes and a very reluctant French main constructor the migrant workers were successful in at least partly securing their demands. This is particular interesting since the wage was already comparatively very high at an hourly wage of 22 euro. The paper presents the empirical findings based on field work and interviews among the striking migrant workers as well as interviews and field work among other actors, in particular

the Danish construction union, who also had an active part in the conflict, with quite a high share of the migrant workers being members. Next, the analytical and theoretical implications for migrant workers labour struggle is discussed, emphasising the migrant workers agency, and how we need to understand migrant workers' resistance as a dynamic concept that changes over time. We stress how the perception of unfair and unequal treatment served as a trigger for the collective action, however with other organisational and associational factors impacting the outbreak of the strike. Moreover, the material safety of workers seems to have played a role, which perhaps makes the results less extraordinary. Finally, the more generic sociology and dynamic of the migrant strike is dis

Sacred labour, choreographed identities commodities: The Jajman and the Sylhetis

Antara Chakrabarty

(South Asian University, New Delhi)

This paper evokes the debate of what constitutes an imagination called the 'Sylhet' through a socio-historical analysis of folk Dhamail (folk performances at occasions like marriage, birthdays, other auspicious get togethers) performers and its performative spaces. Sylhet is currently a district in Bangladesh alongside river Surma. This district is historically significant for several reasons including its cultural history, language and the impact of several partitions. The cartographic borders of Sylhet have undergone shifts several times under colonial times (1874, 1905, and 1947). The last partition left out a small portion of Sylhet, also called the Barak valley which remained back in India whereas the larger Sylhet went to East- Pakistan. The final vivisection of Sylhet led to the creation of a vast diaspora mainly in the state of Assam, India. Yet till date, the Sylhetis have maintained a strong socially constructed and isolated celebration of their 'trans- territorial' cultural identity irrespective of religion and statehood. In this backdrop of perceived betrayal and lost unity, the proposed research seeks to understand spaces of performance through the Sylheti folk performers who hold an informal professional status. These performers fall under the relationship of jajman-kamin where certain families of folk performers are assigned to higher caste families where they perform on occasions. This paper highlights what anthropologist Wiser famously called the Jajmani system of exchange. The etymology of this term goes back to the Sanskrit word yajnaman which means patron who holds the yajnan which is conducted by the Brahmins. The meaning of this exchange of labour to commodities has to be deconstructed thoroughly. It is not as simple as it seems to be today. The Brahmins conduct priestly rituals for Brahmins from the higher rungs or lower castes (as they do not possess the right conduct priestly rituals) in exchange of commodities like clothing, wheat, pulses etc. This study eventually uncovers the informal labour involved in this sacred patronage, through the memories of partition and the onus of keeping up with the folkloric performance of this lost Sylheti community. The study has been conducted in the eastern part of India, in the state of Assam within the Bengalis, where the lives of jajmans have been covered through ethnographical field-data. With current specialization in labour studies, the researcher has tried to locate the cultural roots to this present day 'glorification' of labour in exchange to commodities. This system remains a crucial source of earning within the Brahmins (who are otherwise the highest in the caste ladder). With Indian partition, many Brahmins who were rendered jobless took up to this occupation where they perform priestly rituals alongside folk performances in marriages, etc. This system is very significant in the study of remuneration because of its exploitative and patronage system attached behind the veil of sacred rituals. It is a form of cultural practice where even being born as a Brahmin does not save you from societal discrimination and the cogwheel of poverty where you have to survive on 'gifts', cheap survival commodities.

Room W001 – Academia, academic activism and resistance in the academy

No time for losers: The price of being “the best little boy” amidst a neoliberal academia

Joao Paulo Resende Lima, Silvia Pereira De Castro Casa Nova
(University of Glasgow)

Heteronormative standards construct people who do not conform to this social structure as abject/dissident (Preciado, 2011) and, as failures. From that “[t]he failures and the losses that ‘faggot’ pronounces are multiple” (Cobertt, 2001, p. 4). Being socially constructed as a failure deeply influences the notion of self-worth and self-identity of sexual minorities, as they learn from a very early age that they are “wrong” in being who they are and should compress their identity, by conforming to dominant social expectations (Downs, 2012; Blakenship & Stewart, 2022). To overcome this process, the literature points out the reliance on the “best little boy in the world” strategy, i.e. attempting “to mitigate the negative impact of his [their] sexual orientation identity, including the negative attention he [they] might receive from others if it were discovered, by striving to be the ‘Best Little Boy in the World [BLBW]’” making gay men to “value and strive in any domain where he [they] could achieve individual success; these domains thus became important sources of self-esteem, aspirations, and values” (Blakenship & Stewart, 2022, p.3). The pursuit of becoming the BLBW is a learned strategy to survive in highly stigmatizing social environments (Pachankis & Hatzenbuehler, 2013). We argue that gay men in business schools adopt this learned strategy to cope with the heteronormative environment and its multiple acts of violence. At the same time, while this strategy may be used as a means of resistance against sexual marginalization, we may wonder whether it paradoxically (re)produces neoliberal and managerial practices. Given this scenario, we analyze how the pursuit of the BLBW strategizing amidst a neoliberal academic environment influences the trajectories of gay accounting academics in Brazil. Theoretically, we combine the discussions about the BLBW strategizing and neoliberalization of academia. Empirically, we rely upon a set of 43 interviews conducted with 19 Brazilian gay accounting academics in the early stages of their academic career. Our findings are threefold. Firstly, gay academics often rely on success metrics strategies, but in so doing, they (re)produce and naturalize neoliberal managerialism and the extent of performativity pressure it engenders. Secondly, the reproduction and naturalization of productivist practices contribute to the corrosion of a healthy academic environment. Thirdly, far from enhancing their well-being as accomplished individuals, gay men’s endorsement of the BLBW strategy reinforces the ascendancy of neoliberal practices in their daily lives, which is leading them to an exhaustion path. A path for liberation, therefore, has transformed into a path toward exhaustion – consequently yet exposing homosexual academics to the risk of being labeled as losers and failures (Cobertt, 2001; Sandage, 2005) despite their efforts to accumulate academic capital in multiple ways. With this paper, we hope to contribute in three ways: to the literature on the neoliberalization process of universities and on gay academics’ experiences in the business school setting; to the understanding of the complex relationship between one attempt to subvert the neoliberal metrics as a resistance strategy and the thin line in reproducing the neoliberal system and its inequalities.

Repositioning work precarity for ECA in the neoliberal university

Paula Tumulty
(University of Limerick)

The frequently used definition for the early stage of an academic career, is five-years post PhD, and is often presumed to be based on continuous employment, including further research development (Bosanquet, et al 2017). However, the nature of academic labour has changed, and a growing number of early career academics (ECA) are employed on non-standard forms of employment (NSFE); for example, subject to differential rates of pay, on short-term, casual, and flexible employment contracts (Ivancheva, 2015). Such employment contracts stymie career development where many ECA, who are

employed on a succession of NSFE for longer than five-years, lack meaningful progression opportunities, and struggle to advance their career (Courtois & O'Keefe, 2015). While data relating to casualisation in Ireland is scant, estimates suggest there are at least as many employed on precarious contracts as there are full-time tenured academics (Pembroke et al 2017). Data available in the UK reveal 46% of teaching-only academics, and 67% of research-only staff, are employed on fixed-term contracts (UCU, 2020). Consequently, key elements of work precarity are evident in higher education (HE) and point to employment tensions for ECA.

The case study for this research is a case of academics, and the setting is across three universities: two in Ireland and one in Northern Ireland, thus ensuring different work cultures and experiences are represented, across the island of Ireland. Semi-structured interviews were conducted online via Microsoft Teams between September 2022 and April 2023. In total, 50 interviews were conducted, of which 44 were ECA who were employed in different academic faculties, and under a variety of different contracts of employment. In addition, 2 established academics who were trade union representatives, and 4 trade union officials, were also interviewed. This paper will draw on the interviews conducted with ECA.

The empirical findings show ECA are engaged on a variety of NSFE, resulting in newer experiences of work precarity and intensification, including (i) job entry discrimination, (ii) unequal job functions, (iii) salary divergence, (iv) the prevalence of informal networks to advance their career, and (v) reported gender and race discrimination. For example, regarding entry level jobs, ECA are expected to perform higher level functions without the associated salary or job status, such as, being employed on a research assistant contract but performing the task of a post-doctoral researcher.

This paper contributes new knowledge to debates about work precarity specifically for ECA employed within the HE sector across the island of Ireland.

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The best time to become a parent: The effect of tenure on fertility among academics in Italy

Olga Gorodetskaya, Valentina Tocchioni, Agnese Vitali, Alessandra Minello
(University of Trento)

A rich literature documents the existence of a gender gap in Academia: women tend to have slower careers compared to their male peers and are less likely to reach top-level academic positions (e.g. Fox & Gaughan, 2021). The common explanation for this lag is the motherhood penalty (e.g. Antecol et al., 2018), whilst the empirical evidence on the impact of childbearing on academic careers is rather contradictory. Although the link between fertility and career advancement in Academia has been widely studied, we know little about the inverse relationship: does career progression foster fertility among female academics? And what about male academics?

A wealth of studies based on the general population demonstrates that economic and job security are important predictors for fertility, for both men and women. Empirical evidence supports the connection between economic uncertainty and fertility: both men's and women's job instability reduces the likelihood of becoming parents (in Italy Vignoli et al. 2012, in France Landaud 2021). Not least, the role of education is crucial: employment uncertainty has higher opportunity costs among highly educated men and women resulting in lower fertility (Pailhé & Solaz, 2012).

Constant pressure to produce measurable results, national and international travels - all elements associated with successful academic careers - are incompatible with the ideal of intensive motherhood still widespread in many advanced countries. Studies from the US argue that academic women are less likely to have children compared to their male peers and to non academic women (e.g. Perna 2001; Mason & Goulden 2004). In Sweden academic mothers are among the least likely to have a second or a third birth (Stanfors, 2014). On the other hand, being awarded tenure and, more generally, being promoted to a higher rank, may trigger fertility: in Italy promotion to associate professor increases the probability of having a child among academic women (De Paola et al. 2022)

In this paper, we focus on the relationship between academic career progression and the transition to the first and second child birth for both male and female academics, and whether the time elapsed since promotion to a given academic position plays a role in shaping this relationship.

We use a unique source of primary-collected survey data on a large sample of Italian academics defined through a non-probability sampling procedure (N = 2,446). As for the method, we apply discrete-time event-history models on the transition to the first and second child birth and logistic regression for fertility intentions, separately for men and women.

Our preliminary results suggest that the decision to have a first child is largely determined by academic rank, meaning that academics tend to postpone becoming parents until career conditions are favorable (although the fertility window is larger for men). In turn, academic ranks do not affect the transition to a second child for either men or women: assuming the age at which one has been promoted to a certain position and the characteristics of one's partner matter in the decision to have a second child.

Room W002 – Open Stream

Financialisation, underemployment, & the disconnected Greek capitalism

Giorgos Gouzoulis

(University of Bristol)

This paper explores to what extent the financialisation of the Greek economy after the 2008 Global Financial Crisis has transformed the labour process in the country by inducing underemployment across all segments of the workforce. Our historical and econometric analysis suggests that employers in post-GFC Greece have been able to 'not keep their side of the bargain' due to the financial insecurity that workers have been facing. In general, this is because financially insecure workers are more vulnerable to give in to employers pressures to work under precarious contracts on the fear of losing their job and defaulting (Gouzoulis et al. 2023).

The first contribution of this paper is that it maps and links the evolution of financial subjectivities and the labour process in Greece throughout its integration into the Eurozone with a focus on the post-GFC period. Our analysis centres on the two main factors that shaped financial subjectivities over this period: household indebtedness and the financialisation of pension funds' portfolios. Regarding the former, while personal indebtedness has been frowned upon in Greek society historically, derogatory and degrading narratives about the root causes of the Eurozone crisis that put the blame on Greek (and EU South) working-class households further reinforced these prejudices (Stavrakakis 2013; Kioupkiolis 2014; Lapavistas 2019). Popular arguments suggested that the main cause of the Greek crisis was the laziness and lack of productivity of domestic working-class households that, ultimately, took advantage

of Eurozone interbank market to 'live beyond their means' (Van Vossle 2016). Concerning pension funds, the EU- and IMF-imposed economic adjustment programmes imposed facilitated the transition from the pay-as-you-go system to increasing investments in high-risk volatile financial assets and instruments (Kyriakopoulos et al. 2022).

Building on the previous analysis, the paper evaluate to what extent the persistent rise of underemployment in Greece after the GFC is associated with growing household indebtedness and the financialisation of pension funds' portfolios. Our results provide evidence from time series regression analysis that the household debt-to-GDP ratio and pension funds' investments in short-term securities and listed shares are strongly associated with increases in underemployment for the total workforce, men, and women in Greece between 2008Q3 and 2020Q4. Thus, our econometric analysis offers robust support to our qualitative argument that household financial insecurity in Greece is a key missing driver of labour market precariousness. With respect to household debt, we also find that private debt relief measures over the period of COVID-19 drastically decreased its disciplinary effects as they reduced the risk of default in the short-term. Last, our other striking result is that increases in social benefits are associated with increases in women's underemployment. The positive association reflects the conditional/employment-tied character of public welfare in Greece and the dominant male breadwinner family model of Greece. Since child caring responsibilities fall disproportionately on the shoulders of women in Greece, conditionalities related to parental leave and other parental benefits seem to affect them comparatively more than men.

Revisiting Fox's frames of reference: Conflict, ideology and the future of work

Patrick McGovern

(London School of Economics & Political Science)

Fox's emphasis on the role of ideology, at least in his initial development of the frames of reference in 1966, marked the start of an effort by sociologists to broaden the field of industrial relations beyond the study of trade unions, collective bargaining and strikes. Questions of power, labour control and class relations became much more central and the enthusiasm of sociologists for qualitatively oriented workplace case studies created a steady flow of research that would become a distinctive feature of British industrial relations research (Edwards & Wolkowitz, 2002). Curiously, Fox's insights were relatively neglected, at least when it came to empirical research, though his frames of reference would become a familiar feature of textbooks on industrial relations and human resource management, especially when they began to discuss theoretical issues (e.g., Dibben, Wood, & Klerck, 2011: 65-73).

The care that Fox took in delineating the three approaches means that it is very easy to map them onto contemporary approaches to frame analysis. If we take Entman's (2004) influential approach it is a fairly straightforward task to show how each 'frame of reference' a) identifies problems; b) diagnoses causes; c) provides moral judgements and d) offers solutions (Figure 1). What this highlights is the fact that Fox was primarily concerned with ideology and so subsequent interpretations of the frames as theoretical perspectives are misguided (e.g. Ackers 2019). That is, the conflation of the frames of reference with theory can only become bogged down in normative, prescriptive and policy oriented issues.

To be fair, the tendency to equate the frames of references with different theoretical perspectives may owe something to the fact that Fox mentions some or other theoretical tradition when describing each of the ideologies. Here the work of the French sociologist Raymond Boudon (1989) is relevant. Boudon observes that any ideology contains a kernel of theory that comes wrapped with a normative packaging: '... political ideologies always combine, more or less felicitously, factual propositions and value judgements' (Aron 1957: 236).

Each of the three ideologies identified by Fox all came with a set of moral judgements and these generally related to the role of trade unions and the 'problems of industrial relations (i.e. industrial conflict; see Figure 2). Given that it is more than fifty years since Fox introduced his frames of reference it is probably no surprise that they now look rather dated. The most obvious change has been the rise of new radical ideologies such as feminism, anti-racism and LGBT+ inclusion which challenge the conservative ideologies of male dominance, whiteness, and heteronormativity.

More generally, Fox's perceptive observations on the nature of managerial ideologies can provide a platform for examining the rise of the new radical ideologies and the revival of unitarism. A renewed focus on ideology would re-open a neglected line of analysis that would help the sociology of work and industrial relations engage with debates about the role of economic ideas in institutional change (Blyth 2002).

The challenges and complexities of trade union organising: Multi Academy Trust schools and adult social care in the UK

Gregoris Ioannou, Andrew Smith, Katy Fox-Hodess, Dominic Holland, Stefanie Williamson

(University of Sheffield)

The marketisation, privatisation, outsourcing and fragmentation of public sector employment and service provision over recent decades has recast and reshaped work and employment relations in the UK. At the forefront of such transformations is adult social care and Multi Academy Trust (MAT) schools. Yet trade unions that traditionally operate in the public sector face a new array of challenges in attempting to organise and bargain with private and voluntary sector employers, some of whom hold non-union or hard-line unitarist anti-union beliefs. Empirically, this paper draws on detailed qualitative research conducted in a large trade union in the UK, which comprised of 13 detailed interviews with trade union officials and organisers in adult social care and MAT schools, including 4 focus groups with unionised workers, two in each sector.

Regarding social care, the sector is marked by low pay, limited opportunities, understaffing and work intensification (Rubery et al., 2015). Moreover, there is an extensification of work with respect to working time schedules, as staff typically work 12-hour shifts and unsocial hours. There is high labour turnover and a dysfunctional market, with frequent transfers of ownership. These workers are isolated, therefore, it is difficult to build collective consciousness with 'a conveyor belt of strangers'. Workplace organising has tended to take place in a piecemeal fashion, with some regions more active than others. There has been a focus on organising for political change to improve pay, working hours, workplace standards and terms and conditions, but with mixed success.

Similarly in MAT schools, support work is also typically low-paid, feminised and labour-intensive. Part-year, or term time only contracts are prevalent, a substantial section of the workforce is also on part-time contracts with some working in more than one school, and subcontracting extends sometimes beyond cleaning and catering, even to aspects of administrative work. While workers are not isolated in MAT schools, unions' access to the workforce and facility time for local activists depends on employer goodwill, often lacking, which in turn creates problems in recruiting members and stewards and building workplace power.

This paper first outlines the conditions prevailing in such settings of fragmented employment relations characterised by high turnover and precarity. Secondly, it examines the challenges trade unions face in their attempts to both organise workers and achieve positive outcomes in bargaining. Finally, on the basis of the research findings, it analyses strengths and weaknesses in different areas and dimensions of trade union activity and makes some organising recommendations that will allow unions in the sector to maximise their leverage with employers. Beyond organising per se at different levels, these recommendations concern also broader questions of trade union strategy and trade union structures.

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Room W002 – PhD Showcase

Exploring the application and assessment experiences of special constable candidates in England and Wales

Steven Wadley

(Birmingham City University)

This paper highlights preliminary findings of the limitations found with the application and assessment process to become a Special Constable (SC) with one of the 43 police forces in England and Wales. Special Constables have the same powers as their paid counterparts and play a vital role in supporting frontline, operational policing in areas such as investigation, preventing crime, ensuring public safety, and securing convictions.

As the police slowly recover from a period of austerity which saw officer numbers steadily decline from 2010 until 2020 due to the Government's commitment to recruit 20,000 new officers by March 2023 – the role of volunteer police officers is more important than ever and can go some way to positively impacting resource scarcity.

This study yields several key findings. First, 28% of respondents had limited to no knowledge of the role of the Special Constable, nor to the depth of police work that would be expected of them, some stating that they believed they would be supporting regular officers at local events, highlighting fundamental shortcomings in information shared during the recruiting process. Secondly, respondents indicated that they would have benefited from support, specifying the advantages that could be derived from; local force input (22.12%), workshop sessions (22.12%), online sessions (18.27%) and support from serving SCs (28.85%). Finally, respondents stated poor communication from recruiting teams impacted their experience of applying to the SC programmes, causing them to rethink their decision to join, underpinning the need for better recruitment processes to be in place.

'Playing the Game': The experiences of self-employed private physiotherapists

Penny Davis

(University of Central Lancashire)

PhD Research project (Part-Time, 3rd year, prospective completion date of March 2025)

NHS reforms, cuts, NHS sub-contracting and a heightened rhetoric about enterprise in healthcare, have increased the focus towards private healthcare, under the promise of creating lucrative commercial and investment opportunities (Higgs et al., 2001; Topping et al., 2007). The private physiotherapy industry mirrored other industries utilising self-employed workers to secure specialist skills, match patient demand, and reduce costs (Hakim, 1988; Lee, 1996; Mishra et al., 2020; Pollert, 1988). Physiotherapists have been encouraged to take part in freelance, self-employment and outsourced work (Nicholls, 2012; Praestegaard et al., 2015) engaging in entrepreneurial activities, focusing on self-interest and opportunism (Blair et al., 2007).

Uncertainty, risk and precarity are prevalent in the experiences of self-employed private physiotherapists. In response these workers may find that they must engage in 'games' and behaviours to navigate precarious labour market conditions, gain work and stay favourable with key decision-makers. Relationships with managers and patients become key determinants of self-employed physiotherapists' financial survival.

It is known that managers control workers through various behaviours and tactics that exploit and control workplace relationships (Wood, 2018). However, less is known about the 'games' self-employed workers play to increase their sense of control. Responding to the limited research on the experiences of physiotherapists (Guy, 2019; Praestegaard et al., 2015) this study aims to explore how the broader context of the precariousness of work affects physiotherapists working in the UK and how this shapes their employment relationships and attitudes toward work and careers.

The research employs a qualitative approach, using in-depth semi-structured interviews to explore the experiences of self-employed physiotherapists, identifying factors that influence attitudes to work and careers, and securing work. Fifty-nine interviews have been conducted, including 43 private self-employed physiotherapists, alongside sector observers to provide depth and context, then thematically analysed using the data analysis tool (Nvivo).

Initial findings reveal the diverging experiences of self-employed physiotherapists as some, can successfully navigate self-employment, finding the work-life balance that they desired. Whereas others have experienced isolation, burnout, and work intensification, which has significantly impacted their health, personal lives and relationships. The analysis also reveals key relationships of power and control and subsequent games that have arisen as a consequence of the social precariousness of self-employment. Games and tactics include acting, over-treatment, 'gaming' the system, relationship management, impression management, and creating a sense of obligation and humour to stay employable. Furthermore, findings revealed a lack of managerial authority, and a dominance of the power and control of patients and private medical insurance, leading to a range of ethical dilemmas.

These findings contribute knowledge on the under-researched labour process of physiotherapists, offering insight into the economically significant private healthcare workforce. Extending knowledge on the labour process of self-employed workers more generally, particularly increasing understanding of workplace 'games' played in an attempt to navigate the precarity of self-employment and the risks and consequences that playing these games has on workers.

"We are proximate to them!": How semi-professionals in an outsourcing relationship escape into professionalism

Diansha Wang, Leo Mccann
(University of York)

Professional status is highly sought-after for workers and occupations. The sociology of professions has long grappled with the issue of whether and how certain occupations can be considered to become professions involves great uncertainty about how they negotiate, resist, maintain and enact professional status (Abbott, 1988; Johnson, 1972; Larson, 1977; Suddaby & Muzio, 2015). Boundaries between professionals and non-professionals cannot be clearly defined (Lijegren, 2017; McMurray, 2010; Wilensky, 1964), but individual workers and occupational groups often assign great value in their attempts to professionalise across a range of formal and informal routes. This paper focuses on the specific route of 'escaping' into professionalism. It explores the ways in which workers attempt to find ways out of an employer they find problematic, and into another that promises to provide 'professional' status.

Companies, associations and governments can offer non-professional or semi-professional workers alternative, informal career development routes (Dill & Morgan, 2018; McMurray, 2010). This pathway is distinct from the formal and hierarchical routes, not only because it forms a necessary and externally-imposed demand for workers whose entry into the established professionals needs to align with certain characteristics that reveal higher status (Casey & Wakeling, 2022), but also constitutes a subjective sense of belonging to or willingness to mobilize into a profession (Ham & Gilmour, 2017; Loacker & Sliwa, 2016). However, the literature has not adequately investigated the intersection or interplay of upward professional projects and individuals' own attempts to 'professionalize' in their careers. We know little about how organizations or managerial control play an important role in constituting and maintaining informal and partially-concealed forms of professionalization and how individuals maintain, reinforce and resist the various currents of professionalization and subordination.

Drawing on an empirical investigation of a global finance outsourcing company, we find that white-collar workers draw on professional proximity as an enabling mechanism to create and reinforce outsourced workers' intentions and efforts to escape from this 'semi-professional' company into the 'professional' setting of investment banks. We illustrate that managers highlighted and questioned the salary and promotion ceilings of working in the outsourcing company, enabling the workers to separate themselves from this lower-status working environment. Managers emphasized and redefined the (dis-)similarities

in personal characteristics (i.e. educational background, age) and proximity with invisible clients, enabling the workers to move away from the existing status further and move closer to or experience being proximate to the remote in-house financial analysts. By actively accumulating knowledge and experience during interactions with the analysts and invisible clients, the outsourced workers opened and sustained the informal and concealed route of 'escape' into professionalism.

Based on the findings, we argue that escape is not just an individual professional strategy to improve status in the industry but also a concealed organizational control mechanism that aims at achieving organizational objectives and generating continuing closure/inclusion of outsourced workers. We contribute to a more complex and dynamic understanding of professional mobilization that is sensitive to the employment mode, the concealed form of managerial control and the notion of semi-professionals.

Practitioners' trauma-informed emotion work in uk residential childcare: emerging and transdisciplinary findings

Beth Jay

(Manchester Metropolitan University)

Residential childcare practitioners have relational job roles; building supportive and positive connections with looked after children and young people (one of the youngest and most marginalised populations) (Berridge et al., 2012). The evidence base exploring residential childcare practitioners in the UK is extremely scarce (Parry et al., 2021). Yet, the residential childcare sector is precarious and is facing calls for change within current children's social care policy developments, such as the independent review of children's social, inevitably impacting residential childcare practitioners (MacAlister, 2022). This presentation will discuss emerging findings from a research study exploring the everyday emotion work of residential childcare practitioners, theoretically informed by Hochschild (1983) and informed by feminist standpoint theory and philosophy (Oakley, 1998; Harding, 1995). Emerging findings conceptualise emotion work in residential childcare as trauma-informed (Wilson et al., 2013); which is based on practitioners using their emotions to reduce re-traumatization and to work towards therapy and recovery. Hochschild's (1983) theory is extended with the likes of Goffman's (1956) presentation of self and Bion's (1962) emotional containment. Trauma theory and trauma-informed practice is rooted in psychodynamic and psychoanalytical understanding. Thus, trauma-informed emotion work offers a transdisciplinary and relational perspective on emotional work in contemporary residential childcare, amalgamating psychological and sociological theory. In doing so, our conceptual understanding of both emotion work and trauma in UK children's social care is advanced, having the potential to impact practice and overall care for marginalised looked after children and young people.

Room W003 – Public sector, small business and third sector experiences of resistance

The use of public procurement to advance equality in employment: Perspectives from procurement officers

Tessa Wright

(Queen Mary University of London)

There are increasing calls for public procurement – public sector purchasing of goods, services and works – to be used to achieve additional social policy objectives, such as improving labour standards in the face of worsened employment conditions resulting from contracting out of services (Jaehrling et al. 2018), to gain 'social value' or 'community benefits' to ameliorate public sector spending cuts (Conley 2023) and to advance equality and diversity objectives (McCrudden 2007; 2011). These often-competing demands can place additional pressures on those responsible for the practice of public

purchasing and procurement. Yet the views and experiences of procurement officers are rarely explored in the literature on the use of public procurement for promoting equality. This paper draws on evidence from ESRC-funded research on the use of social procurement by public authorities to advance equality in employment. The Buying Social Justice project adopts a mixed-methods approach to understand the extent and effectiveness of the inclusion of equality and diversity employment objectives within the procurement practices of local authorities, universities and housing associations, through interviews with experts in the fields of public procurement and equality and diversity, a survey of procurement officers across England, Scotland and Wales, and case studies.

The paper addresses two questions: firstly, to what extent are local authorities, universities and housing associations including equality and diversity objectives in relation to employment in their procurement practices? and secondly, what are the barriers and enablers to the inclusion of such objectives in procurement? Using an institutional perspective following Barraket et al (2015), the paper explores the rules, relationships and resources that enable or frustrate procurement officers in their efforts to include social criteria within procurement practice. It finds that procurement officers experience multiple demands to achieve social value or community benefits, to meet employment and skills or equality and diversity targets, and to reduce environmental impact, often without sufficient resources or knowledge. While institutional rules may influence procurement priorities, the extent to which these can be implemented are determined by the relationships among institutional actors and the resources (time, money, knowledge) on which they can draw. Thus procurement officers may not directly resist the inclusion of equality in their procurement work, but face a 'hierarchy' of policy objectives where equality falls below environmental sustainability and socio-economic justice, with protected equality strands rather eclipsed.

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Adopting an idioms of distress approach to explore firefighter resistance to stress management interventions

Angela Mazzetti

(Newcastle University Business School)

In his seminal paper Mark Nichter (1981) introduced the concept of 'idioms of distress' as a means of explaining how cultural values and norms influence individual embodied experiences and expressions of distress. Nichter concluded that the ways in which people experience and express distress are located within their wider historical, social, and cultural contexts. In their introduction to the 2019 special issue of *Transcultural Psychiatry* on idioms of distress, Kaiser and Weaver (2019: 589) highlight that Nichter's seminal paper has "become a *cynosure*" as a means of understanding the diverse ways in which people conceptualise distress and therefore respond to localised health interventions. In this conference paper, I adopt an 'idioms of distress' lens, rarely applied to occupational stress research, as a means to explain why my research participants were resistant to formal organisational stress

management interventions. I present a re-examination of the findings from my three-year ethnographic study with three fire and rescue services based in the UK. I discuss how the dominant firefighter culture impacted how stress was perceived, discussed and coped with. I highlight examples of how experiences and expressions of distress were located within the wider social, historical, political and cultural context of the UK fire service, which determined how individuals might legitimately communicate and express their distress.

Furthermore, Nichter (2010: 405) highlights that idioms of distress may be experienced on a trajectory ranging from 'mildly stressful' to 'incapable of functioning' and expressed on a trajectory ranging from an effective means of coping to 'indicative of psychopathological states' that undermine well-being. In the context of my research, I explore how certain idioms of distress facilitated efficacious coping with distress, for example, black humour, whilst other idioms of distress, such as rumination, further compound feelings of anxiety and distress. I conclude that embodied cultural norms related to 'stress' explain why firefighters were resistant to engage with formalised stress management interventions, preferring to engage with more informal, culturally acceptable coping interventions. These insights provide a new way of interpreting individual and group resistance to stress management interventions which may be transferable to other emergency services contexts.

Employee-ownership and resistance to managerialism: Care professionals and the implications for alternative organisations

Aaron Gain

(The University of Brighton)

Understanding workplace resistance, including how alternatives to public and private ownership and management models develop, is central to critical organisational scholarship. This article investigates how health and care workers (who became employee-owners) experienced ownership in the context of their industry setting and notions of professionalism. For many being an employee-owner and practising ownership, became a way of resisting managerialism and not another way of implementing it. To date much of the scholarly work has focused either on conventional 'what matters is what works' approaches to evaluating change, or staff participation and control, and the validity of the degeneration thesis. Furthermore, studies tend to be concentrated on small-scale cooperatives or specific examples such as The John Lewis Partnership.

These foci miss large and growing areas in modern economies such as care where alternative ownership and management forms exist, and this paper offers to redress the absence.

Employing a critical realist framework, qualitative methods were used including interviews, documentary analysis, and ethnographical non-participant observations to analyse three case studies. In addition, pictures, drawings, doodles and wall charts were produced in group discussions of employee-owners. An analytical framework was created drawing upon the work of Hjoftth (2005, 2016).

Interpretations of what employee-ownership meant multiplied and was beyond the control of organisational hierarchies. Managerial and liberal-individualist forms were challenged by democratic-collective versions.

Three types of staff response emerged, rejection of employee-ownership's significance (and the £1 shares), selective engagement in owner-led participation, and full immersion into 'being' an active-owner. The latter sought to radicalise it in their efforts to resist managerialism.

Forms of resistance were also shaped heavily by the care setting, with control over the labour process always contested. In our study, care professionals continuously sought to defend their autonomy, fiercely guarding against encroachment by management and external policy hierarchies.

Importantly, employee-ownership was aligned with existing notions of professionalism to resist management. Ultimately professionalism shared for some staff many aspects of anti-managerialism with the radical anti-managerial tradition of worker's control. For example, managerial idealisations of a

'good employee-owner' as being responsible to committed to prescribed duties were not accepted by staff as authentic.

Moreover, the ideal owner was re-appropriated and reinvented to be an argumentative, critical and self-confident professional. As a diverse mode of expression, resistance was also considered to be more than merely responding in negation to management. It involved coordinating work without management. However, the test for authentic resistance was subtle and the distinction between participation, resistance and co-option blurred, unstable and contingent. The study suggests that despite shortcomings, employee-ownership in the care sector has tangible (but partial) merit as an alternative organisational form. The value of the study is in its unique analysis of the interface between employee-ownership, care professionalism and resistance.

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The ripple out effect: Hegemonic collective organising beyond the workplace

Imogen Bayfield (Coventry University)

This paper explores collective organising not in the workplace, but in resident-led community groups funded through a UK community empowerment programme. It presents findings and theorisation from a multi-sited organisational ethnography that sought to understand the modes of organising that each community group developed, and how they were informed and patterned by the institutional and societal contexts within which they operated. The funding institution set very few parameters around how the groups should organise themselves: the programme sought to 'empower communities' to make decisions about how to spend their funding, and to organise collectively to bring those decisions to action. Despite this, common organising practices emerged across the three field sites, imported from other spaces of collective organising that group members had engaged with, both workplace and voluntary. The research theorises an 'effective governance' mode of organising that is made up of a repertoire of practices oriented by the ideals of 'transparency' and 'accountability'. It is used to govern the most powerful institutions of our society but also, as this research shows, ripples out to community spaces, constraining community groups' aspiration to 'inclusivity'; the basis of another mode of organising that is brought into tension with the 'effective governance' mode. Through this examination of collective organising not in the workplace but in community groups that had been encouraged to develop 'bottom-up' modes of organising, this research shows how hegemonic the 'effective governance' mode of organising has become. Given that not everyone has access to the spaces in which they can develop the skills associated with hegemonic modes of organising, participation is patterned by individuals' relative privileges and deprivations. Further, the paper argues that collective organising in general, and the 'effective governance' mode of organising in particular, are powerful mechanisms of inequality: group-level dynamics refract the wider power structures of society. Ethnographic description brings this theorisation to life, demonstrating how these modes of organising pattern micro-level interactions, and the ways in which actors strategically mobilise and resist hegemonic norms.

Hanging Lantern Room – Special Event

Peer reviewing workshop

Marek Korczynski, Laurie Cohen (WES)

WES authors (and editors) greatly value our reviewers' excellent work. However, we're aware that sometimes reviewers can feel as if they are working in a black hole, with little guidance, feedback or opportunity to discuss their practice. In this interactive session we will discuss what WES editors think makes a great review and talk about how, together, we can best deal with some of the tricky issues that come up in the process of peer review. We'll also consider the perennial question of what makes a novel contribution – a question that as authors, editors and reviewers we continue to debate.

Room W119 – The resistant self: Work, identity work and wellbeing reconsidered

Constructing and maintaining work identities among domestic violence engagement workers in a police force

*Reka Plugor, Jesse Matheson, Martin Foureaux Koppensteiner
(University of Leicester)*

Domestic violence engagement workers (DVEWs) are professionals who work in the field of domestic violence prevention and support. They typically work with individuals and families who have experienced domestic abuse or violence, and provide support and guidance to help them overcome the effects of trauma and abuse. While DVEWs are not typically part of the police force, this study is based on a randomised control trial during which a new service was created as part of a police force for supporting standard and medium risk domestic violence victims. As the service was a success this has been running and evolving in the past 9 years. This presentation is based on in-depth interviews and re-interviews with DVEWs about constructing and maintaining their work identities as well as the key characteristics of their employee experiences and how that developed throughout the years. The findings offer interesting insights into how work identity is created and maintained at the crossroads between police and the third sector.

Juggling work, care and leisure: Fluidity and experiences of disalienation

*Emma Banister, Debra Howcroft, Laura Jarvis-King, Jill Rubery, Isabel Tavora
(University of Manchester)*

Background/Literature: This longitudinal study examines the experiences of employees within a law firm who 'juggle' their working and non/unpaid working lives through hybrid and homeworking. Juggling refers to competing life goals and responsibilities (Cosby, 1991), which are exhibited in everyday multitasking practices encompassing "competing demands of multiple tasks" (Spink and Cole, 2008: 94). While numerous studies suggest the key to work/non-work balance is segmentation, research also shows that some workers (e.g. those with caring responsibilities) favour blurred aspects afforded by flexibility (Young, 2018). Recent explorations have identified the need to adopt more fluid understandings of the way time, space and objects are used to demarcate work and non-work boundaries (Reissner et al., 2021). In their study of alternative organisations, Kociatkiewicz et al. (2021) conceptualise disalienation – the obverse of alienation - to capture how workers can experience a greater sense of being in control. We propose moves towards greater homeworking during and after the Covid-19 pandemic, particularly for workers who experience some levels of autonomy, could generate shifts in power.

Methods: Qualitative, longitudinal data collection involved employees from a UK commercial law firm across two time points. Interview 1 was conducted amidst episodes of enforced lockdown and homeworking during the Covid-19 pandemic. This was followed by a second interview when the firm subsequently switched to hybrid working. Thirty-five individuals participated in either one (n.14) or two (n.21) interviews, with 16 of those interviewed twice also submitting a time-use diary. All participants completed a questionnaire which provided information on demographics, working-hours, homeworking arrangements, and digital technology usage.

Preliminary Findings: Preliminary data analysis revealed the development of resistant pathways; during the course of our longitudinal data collection employees enjoyed greater levels of control and autonomy as they developed understandings and preferences around how and when they worked. The findings show how workers, who hitherto adopted segmented approaches and often spent long hours in the office, developed more fluid practices, experiencing elements in common with 'disalienation' which, somewhat paradoxically, exhibit resistant elements. However, this shifting terrain, which is characterised by fluidity, is underpinned by feelings of guilt and experiences of overlapping work and home identities. Tensions are highlighted through digital technology practices, as flexibility and fluidity co-exist with workplace intrusion. These paradoxical elements of disalienation and resistance will be explored in detail during the presentation.

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We're 'too tired to care': Bureaucratic violence and its consequences on 'Talking Therapies'

Knut Laaser, Elizabeth Cotton

(Brandenburgische Technische University Cottbus-Senftenberg)

Abstract: The UK NHS's flagship programme Talking Therapies for Anxiety and Depression (TTAD) – previously Increased Access to Psychological Therapies (IAPT) has come to claim remarkable performance data - including 50% recovery rates through the adoption of a standardized model of short term cognitive behavioural therapy (CBT). Although this short-term efficiency-oriented performance data (Rizq, 2011) and the marketized and standardized performance management system behind it has become highly contested, the 'success' of TTAD-IAPT remains robustly defended at a political and policy level (NAO, 2023) as it supplies an evidenced way of introducing marketization linked to welfare reform. This 'hyper-rational' (Dalal, 2018) evidence for public mental health services stands in stark contrast to the experiences of frontline psychotherapists and counsellors, often undocumented because of the confidential nature of the work and concerns of practitioners of victimization and blacklisting within the sector. Framed by Norberg's formulation of bureaucratic violence, we reveal the dynamics of the impact of Taylorized psychological therapy care work to deliver, monitor and evidence policy targets within the talking therapies. In this paper we try to understand the qualitative and quantitative data from 650 TTAD-IAPT workers, where 44% of respondents had been asked to manipulate performance data and yet 69% claiming they were providing 'good care' combined with 69% experiencing depression and/or anxiety as a result of working within the TTAD-IAPT service. Using a psychodynamic framework to understand the occupational anxieties of therapists and their social defences, (Armstrong & Rustin,

2015) we explore the distress experienced by TTAD-IAPT workers and ask if the basis for a therapeutic alliance and this specific and relational body work (Bandeli, 2020; Cohen & Wolkovitz, 2018; Wolkovitz, 2006) is fundamentally violated as a result of the 'technocratic veneer' of a performative system of care.

"We eat our own pigs": How economic principles and institutions shape the emotions of piggery employees

Haiyi Cheng

I examine the emotional labour of employees in Chinese family-owned piggeries through an in-depth ethnographic study. The findings reveal a complex interplay between caring human-animal bonds and the instrumentality of pigs as commodities. Piggery workers experience nuanced negotiations between recognising pigs as living, feeling beings while accepting their ultimate fate as economic products destined for slaughter. The study highlights the crucial role of cognition in shaping employees' meanings and emotions regarding their interactions with the pigs. Institutionalised division of labour and economic principles impose particular cognitive schemas that enable reconciliation of moral unease. Practices like decentralised slaughter diffuse responsibility for killing, while expectations of pigs as inevitably "living commodities" rationalise consuming one's own livestock. Positive emotions toward pigs also align with financial gain from their sale. Remarkably, workers largely accept the paradoxical rationality that successful "breeding is about killing." Through imposed frameworks, cognition enables the emotional labour of reconciling affection and instrumentalisation. This continual negotiation between emotional connections and detachment represents a form of "cognitive acrobatics" essential to the functioning of exploitative systems.

FRIDAY 15 SEPTEMBER
PAPER SESSION 9
12:00-13:15

Room W010A – Gender and intersectional inequalities within workplace resistance discourses

Green precarity and employee sustainable behaviour at work: An intersectional explanation of employee resistance

Sajia Ferdous

(Queens University Belfast)

This paper explores the interdependent nature of organisational capitalistic greening efforts, employees' diverse capacities in demonstrating green behaviour and their implications for implementing and achieving sustainability targets for organisations. An implicit assumption in green human resource management (GHRM) is that once green initiatives are in place, employees would demonstrate desirable green behaviour automatically, which essentially overlooks the diverse attitudes and behavioural capacities employees have towards organisations' green efforts and UN SDG targets for businesses in general. Existing GHRM literature has rarely explored issues around employee perceptions of voluntary green behaviour, especially from a critical management perspective.

Drawing on a critical interdisciplinary review of existing literature on employee green behaviour in GHRM, intersectionality in HRM and employee resistance, this paper explores the ways in which pre-existing socio-economic inequalities affect attitudes and behaviour of employees towards voluntary green behaviour at work and how their reluctant behaviour might have long-term impacts on their work trajectories. In particular, it examines the role of structural inequalities, including race, gender, social class or geographic location, in shaping employee responses and resistance to green initiatives within organisations, which also may be defined as green precarity. The paper argues that green precarity can manifest in different ways, leading to a complex form of intersectional inequality and a geographically dispersed form of employee resistance. We explain how employees who experience economic precarity may be more likely to resist voluntary green behaviour as they may perceive such HR initiatives/approaches as additional burdens/costs. Similarly, other socially marginalised groups of workers, such as ethnic minority or gig economy/platform workers (often already emitting at the lowest level), may perceive green initiatives as tools for further policing their workplace behaviour rather than means for promoting sustainable organisational practices. Our paper highlights the potential for their resistance to voluntary green behaviour to develop into a form of collective action against the status quo as employees navigate the dynamics of green power struggle and also deal with seemingly contradictory inner motivations for adopting green lifestyles. Regardless of HR's unadulterated intentions or employees' self-motivations, marginalised workers will require additional support to be equally green as they often lack adequate access to resources, so expectations from and evaluations of their green behaviour should reflect their intersectional social realities outside workplaces.

The paper contributes to the ongoing GHRM debates around employee voluntary green behaviour and engagement with sustainable organisational practices through conceptualising their green precarity - it emphasises the need for more nuanced and intersectional approaches to understanding the challenges and opportunities of sustainable development. It further reorients our understanding of employee

resistance from a relational intersectionality perspective by locating resistance as an inevitable outcome in the complex equation of green precarity with organisational/environmental sustainability goals and achievements.

Gender, job quality, and the platform-based food delivery sector: A case study of Taiwan

Bo-Yi Lee

(National Yang Ming Chiao Tung University)

While food delivery platforms have long promoted themselves as job creators, many studies have confirmed that job quantity does not necessarily mean job quality and further revealed that platform-based food delivery jobs are generally poorly compensated, and couriers in this sector are not sufficiently protected from significant health and safety and financial risks and/or stress. Although some gig workers reported a sense of security due to a reliable supply of work and perceived a greater sense of control over working time, working time flexibility should not be taken at face value because workers whose livelihoods depend on platform work may constantly be online.

The existing literature has demonstrated the poor job quality of platform-based food delivery workers, but gender (in)equality in job quality in this sector needs more attention. Gender-based job segregation and a resulting gender pay gap have been found in global labour platforms, but relatively little research focuses on local labour platforms. Among these studies, the gender pay gap is the dominant theme: Cook et al. (2021) identified a gender earnings gap of approximately 7% among Uber drivers in the United States because driver habits are linked with drivers' gender. Churchill and Craig (2019) also found that men working in local labour platforms were more likely to report that their earnings were acceptable than women. Anwar, Odeo and Otieno's (2022) study on Kenya's male-dominated ride-hailing sector demonstrated female drivers' dependence on platforms for income, high risks of carjacking, and gender-based discrimination from customers. Milkman et al.'s (2020) study showed that women's hourly earnings from food delivery work were lower than men's. Although these studies have focused more on earnings, they remind us that although "industrial shifts... [such as] the expansion of service... have opened new employment opportunities for women", we should further examine if "these opportunities provide a significant improvement in [women's] social and economic status" (Kalev & Deutsch, 2018, p. 265).

Addressing these gaps, this mixed method study examines objective and subjective job quality in the platform-based food delivery sector in Taiwan, focusing on gender differences in each dimension of job quality. I drew upon measurements of job quality applied by previous studies, and a self-reported questionnaire, reviewed by experts and couriers, was distributed and promoted online. A total of 281 responses were received in July 2022, and statistical analysis was conducted to examine differences between female and male participants. Interviews were conducted with 26 couriers willing to be interviewed.

The paper will analyse gender differences with respect to earnings, perceptions of whether earnings were reasonable, working time, scheduling flexibility, physical and social work environments (including the likelihood of being involved in a traffic accident, being verbally assaulted, physically attacked and sexually harassed), physical and mental health conditions and perceived effectiveness of the communication channels with platforms to file a complaint, resolve a dispute, or make suggestions to platforms. Gender role expectations and ideal worker norm, two critical concepts in gender (in)equality at the workplace, will be applied to further analyse our results.

Gender and the workplace in a transitioning society: A qualitative study of women managers in post-socialist Mongolia

Saranzaya Manalsuren, Rea Prouska

(London South Bank University)

Mongolia, in common with other ex-communist countries in transition, has experienced unexpected, contradictory, and often confusing cultural transformations arising from the “unmaking” of socialism, an “unmaking” which also involves a “remaking” of national identity. This has implications for women, as gender is implicitly or explicitly present in every such discourse on “remaking” national identity.

With the disappearance of a gender identity based on the attributes of “socialist/soviet woman”, multiple notions of what constitutes a “real” (post-socialist) Mongolian woman have emerged, each with implications for women in society and the workplace.

At a theoretical level, we seek to contribute to an understanding of how the macro context in Mongolia, influences narratives on gender, (re)shapes women’s identities, and impacts on women in management at the meso level. Through in-depth interviews conducted with over forty women, working as managers in Mongolian organizations, the team of three academics, assessed the experiences of women managers’ in organizations, within the context of an under-researched, post-socialist society.

Our overriding research question is; what are the gendered implications of societal changes in post-socialist Mongolia and in what ways do such transformational changes, at the macro level, shape women managers’ experiences in the workplace?

We are interested in women as ‘subjects’. Foucault reminds us that as ‘subjects’, people are authors of their own subjectivity (open to create and choose who they want to be) but are also subjected to wider forms of power, cultural norms and changing historical trends and expectations that shape them.

In choosing to focus our inquiry on women managers, we seek to redress the lack of academic attention, and scholarly activity on women managers, especially apparent in the non-first world context.

In recounting their experiences of gender in the workplace, women drew our attention to the emergence of populist discourse in society, which focus on, identity and nationalism, the need to preserve Mongolian bloodlines, avoidance of interracial sexual relations, increasing the Mongolian birth rate, and promotion of traditional (read patriarchal) cultural norms and power dynamics. Our findings show how such discourse in the public sphere, can permeate organisations, thereby informing narratives around the intersection of gender with careers, management and leadership. While generational shifts in attitudes are taking place, strong cultural associations between senior leadership and [male] gender, are deeply rooted both symbolically and practically.

Our research finds some of the main issues of concern to women in Mongolian organisations, include embedded negative attitudes towards female leadership, poor voice mechanisms, cultural resistance to feminist ideology, pregnancy discrimination; childcare challenges; poor flexibility; need for self-reliance in the new precarious neo-liberal context and sexual harassment.

The research also provides practical examples of organisational initiatives, often driven by women, which seek to build inclusive organisational cultures and foster progressive policy and practices, which offer useful contributions to managers, leaders and other organisational actors in Mongolia.

Room W010B – Marginalised work and workers, risk and resistance in precarious places

The construction of “fit” in the pandemic-era food service industry: From “pretty privilege” to anti-Indigenous racism

Andrew Stevens, Catherine Connolly
(University of Regina)

What makes a job candidate in the food service industry the right “fit”? This paper examines the generative process through which a framework for candidate appropriateness in a growing low-wage and nominally low-skill industry is constructed. Our research examines factors employers consider important during hiring, and to what extent race, country of origin, and gender inform hiring decisions during a labour shortage. What we ask is two-fold: 1) What makes a worker the right “fit” in the food service industry; and 2) to what extent is this concept of “fit” a gendered and racialized construct? Our study advances an understanding of how labour market opportunities and disadvantages are created, a process that involves challenging assumptions that connect educational attainment and credentials with social and economic mobility (Lang 2011; Rydgren 2004).

The research was conducted during the gradual re-opening (2021-22) of the Canadian economy in the middle of the COVID-19 pandemic, and involved 75 semi-structured interviews with business owners, hiring managers, and front-line food service workers. By drawing upon stereotype content theory (Fiske, Cuddy, Glick, and Xu 2002), a political economy of precarious labour, and an intersectional analysis (Collins 2019), our research recognizes that conscious and unconscious biases create advantages and disadvantages for certain applicants along the axes of class, race, sexuality, gender, age, employment status, among other demographic factors.

Our line of interview questions inquired about hiring practices, racial and gendered biases, and discrimination. We also asked interview participants questions about the hiring of foreign labour and prospective Indigenous workers who suffer from endemic levels of unemployment. Interviews were then recorded, transcribed, and coded using Nvivo software along six principal themes: the effects of COVID on hiring decisions, “fit”, racism and sexism, resistance to discrimination, stated reasons for hiring, and resistance to various forms of discrimination.

Using a grounded theory generative approach to analyze interview data (Magnani and Gioia 2023) we construct a qualitative data-based narrative of participant statement using first order quotations and second order themes (Gioia, Corley, Hamilton 2013). Our analysis is rooted methodologies that focus on how structural discrimination is maintained by the vetting of resumes, resulting in the creation of “ideal” workforces based on gender, race, country of origin, and immigration status (Bertrand and Mullainathan, 2004; Kang et al 2016; Newmark 2011).

Interview coding allowed us to further refine this mechanism of “fit” even further: a perceived willingness to work in a precarious employment setting; gendered and racially constructed cultural competencies and communication skills; and the extent to which personal networks supersede established credentials and experience. For women, a gendered construction of “fit” might generate opportunities for employment (particular for those who possessed what interview participants described as “pretty privilege”), whereas for Indigenous job seekers, an employer’s explicit or unconscious biases produce and reproduce significant obstacles to employment.

Shifting power: Undocumented African migrant's agency amid crises

Rita Udor

(Simon Diedong Dombo University of Business and Integrated Development Studies.)

South Korea's dependency on low-skilled labor migrants under the Employment Permit System (EPS) has created a system where marginalized workers are at high risk of exploitation. The COVID-19 pandemic further exacerbated this situation, as borders were closed, and employers could no longer recruit labor from foreign countries. This situation created a unique opportunity for undocumented African migrants, who were previously excluded from the labor market due to employers' preference for Asian migrants, to negotiate their pay rates, determine the jobs they would do and resist unfair treatments.

In this study, I explore the impact of COVID-19 on the labor migration regime in South Korea and how it opened up spaces for undocumented migrants to resist unfavourable offers by employers, claim their rights, and exercise agency. The study examines the gender dimensions of these developments, drawing on data from in-depth interviews with thirty undocumented African labor migrants living in South Korea.

Findings show that the crises created by COVID-19 allowed undocumented African migrants to temporarily resist exploitation, claim their rights and exercise agency. However, these gains were short-lived due to the government's attempt to curb the proliferation of undocumented migrants in the country.

Overall, this study contributes to understanding the resistance strategies employed by marginalised workers in precarious places and highlights the need for policies that protect the rights of all workers, regardless of their immigration status.

Resistance on the frontline: Negotiating stigma as a man who sells sex to other men

George Dake

(Manchester Metropolitan University)

Selling sex as a man, to other men, is a form of employment. The 'sex as work' or employment paradigm firmly places selling sex within a framework of agency and choice (Bimbi, 2007; Minichiello, Scott & Callander, 2013; Tyler, 2014)), including the option as an additional source of income (Bowen, 2015; 2021). This paradigm has gained further support with the rise of the Internet as a space for selling sex (McPhail, Scott & Minichiello, 2015), offering flexibility, ease of access, anonymity, and autonomy (Ashford, 2009; Cunningham & Kendall, 2011; Mclean, 2012; 2015).

However, even with the promise of flexibility, anonymity, autonomy of the employment paradigm, selling sex remains a highly stigmatised activity. Labour relations including the selling of sex between men are fraught with power imbalances between those who sell and those who buy their services. Such relations are therefore arenas of contention, exploitation, empowerment and resistance. Indeed, an alternative paradigm to employment sees selling sex between men as oppressive and exploitative. The 'survival sex' perspective, also referred to as 'Gay for Pay' in some studies, positions Men who Sell Sex to other Men (MSSM) as representing a men from marginalised backgrounds (social, economic and psychological) who are driven entirely by financial motivation to sell sex. This presents MSSM as economically and socially disadvantaged and therefore vulnerable to social, sexual and economic exploitation in pursuit of financial remuneration from selling sex. This narrative of the MSSM as hapless, passive, disempowered, survival-driven, coerced by dire circumstances and consequently, open to oppression and exploitation does not consider the discourses and acts of resistance that exist in relationships between MSSM and their clients.

In this presentation, I draw on the work of Morris (2021) and Whittle (2005) to argue that MSSM appropriate, own and re-conceptualise negative and discrediting labels as strategies of conservative and inventive resistance (de Certeau, 1984) in their relationships with their clients. Weitzer (2017) for instance argued that some MSSM referred to themselves as 'whores' or 'johns' to reclaim and invert such negative identifiers. They use this to challenge the shame and stigma associated with its use by

normalising such references in conservative resistance – acts to conform – or re-conceptualising these in more affirmative use in inventive resistance – new and adapted responses (de Certeau, 1984). Drawing on evidence from my recent PhD study (Dake, 2023), I point out how MSSM appropriate the disqualifying label ‘male sex workers’ to resist the stigma associated to selling sex, adopting approaches which present them as important stakeholders in an industry which needs their services.

Room W001 – Resistance within contemporary employment relations

“Extremists” and “weirdos”: Office culture and experiences of women vegans in the UK and Croatia

Martina Topic, Marija Geiger Zeman, Gabrielle Round
(Leeds Beckett University)

Organisational experiences of women are a well-documented area of research with sociologists and organisational scholars arguing women often suffer from discrimination, exclusions as well as career barriers such as the lack of progression opportunities, tokenism, lack of networking opportunities and/or lack of recognition of women’s networks, etc. Bourdieusian scholars also argued that the organisational world functions as a masculine habitus in which masculine meanings and expectations are so entrenched into everyday practice that many women no longer notice them or recognise them as problematic (e.g., behavioural expectations of women such as assertiveness, aggression and other characteristics that commonly come natural to men but not women due to early socialisation process).

In this study, we are exploring women vegans as a distinctive group looking at their work experiences respective to their consumption lifestyle. We interviewed 20 women vegans in Croatia and 30 in the UK. In both cases, saturation has been reached. We asked questions on views and perceptions of veganism and what it means to women, as well as questions on their social experiences of being vegan. A particular issue transpired from data respective of interactions at work and in after-work networking and events where women reported dismissive questions and comments as well as being seen as a problem for others along with being labelled as extremists and weirdos.

Therefore, in this paper, we analyse the work experiences of women vegans in the context of masculinity in lifestyle (in this case food consumption) that seems to feed into the organisational world, thus further extending Bourdieu’s work on masculine domination. In that, we argue that being able to fit into the organisation, including into eating culture, presents organisational masculinity that is pervasive even in informal structures such as eating at the office and networking and events.

Understanding the impact of public sector reforms on trade union mobilisation in France and England

Genevieve Coderre-Lapalme, Charles Umney, Ian Greer
(University of Birmingham)

Both in France and in England, privatisation, marketisation and decentralisation have been an integral part of healthcare reforms, aiming to improve efficiency and cut costs (Bach and Bordogna, 2011; Galetto et al., 2014; Kirkpatrick et al., 2013). A number of factors have motivated their proliferation in public service delivery, including economic and budgetary pressures, the political process, global accountancy firms and information technology (Bel and Fageda, 2007). National institutions also matter as country-specific frameworks may result in institutionally embedded reform trajectories (Bach and Bordogna 2011). Yet, much of the comparative research have tended to either ignore or underplay the role of labour or organised labour in shaping policy implementation. Although some studies have looked at trade union responses to public sector reforms (Greer et al 2013; Given and Bach, 2007) and the impact of local management-trade union relations on the adoption of market ideology (Hansen and

Lauridsen 2004), few have explored in detail the dynamics between trade unions and other local actors when services are at risk of being privatised.

This paper seeks to understand how public sector reforms impact union mobilisation. It compares case studies of local healthcare privatisation in England and France, two countries traditionally presented as having widely different institutional frameworks, industrial relations frameworks and healthcare systems (Coutrot, 1998; Darlington and Connolly 2012; Böhm et al. 2013; Wendt et al 2009). Drawing on Kelly's (1998) mobilisation theory, this paper aims to understand how public sector reforms shape opportunities for trade unions mobilisation. A total of six cases are compared, with three located in England and three located in France. A multi-method approach is used, combining 31 semi-structured interviews with key informants and documentation as evidence, to simultaneously investigate cross-country and intra-country variations.

Findings indicate that trade unions faced similar local environments in France and England, supporting recent research suggesting that institutional functioning may be shifting in a common direction (Baccaro and Howell, 2011; Doellgast et al 2018). In all six case studies, reforms shaped local healthcare planning, with local decision-makers looking to complying with new rules and obligations designed to stimulate competition and increase private sector involvement. However, on their own, these were insufficient in motivating local decision-makers; privatisation plans were found to have been covertly led by regional and national bodies, in line with previous research on neoliberalism and the role of the State (Howell 2015; Clark 2000). This context led local decision-makers to marginalise trade unions, making existing consultation mechanisms ineffective. Overall, this created an unfavourable environment for unions; the unofficial recentralisation of decision-making on local privatisation restricted opportunities for influence and negotiation. This research highlights how reforms affect power relations and mobilisation processes: while trade unions may identify privatisation as an injustice which requires action, central government control over local decision-making makes choosing the appropriate target for such action (ie. the attribution process) more difficult.

The old is dying, new not yet born: Rhythms of class discontent in emerging production networks in India

Nayan Jyoti

(University of Delhi)

Recent decades have witnessed profound transformations in capital's 'social metabolic order' (following István Mészáros and Ricardo Antunes) and spheres of subjectivity, unleashing contradictory impulses, visible crucially in the world of work. The paper seeks to map out some of the rhythms of working class resistance linked to the emerging dynamics of changes in the sphere of production in India, especially in the manufacturing regions in northern India (Delhi-NCR, Haryana, Rajasthan, Uttarakhand), in a roughly 15-year period from 2005-20.

Discourses of development as part of neoliberal reforms of the 1990s in India declared the dead-end of the older working class movement. New 'Global Production Networks' promising to remould the uneven development of the world system locked in place. On the level of the labour process, the change from Fordism to the Toyotist production model promised greater democratization on the shop-floor, increased efficiency and productivity, all necessary modern ingredients for a developing country like India. A new labour regime followed suit. Come mid-2000s however, various seeming sui generis spirits were out on play in these very nodes. Especially the years roughly from 2008 till around 2015, witnessed a time of upsurge in the working class movement in India - concomitant with the mass upsurges from Arab Spring to Occupy movements, with varying fortunes across geographies.

Beginning with the struggle of Honda workers in July 2005, occupation by 3000+ workers in the Maruti Suzuki factory in 2011, till about 2016, mass working class spontaneity brought back the question of workplace resistance to the core of questions around social transformation. A series of containment strategies was simultaneously seen, and circa 2023, the spirits unleashed in this earlier phase seem to be contained and morph into their opposites: from promised shop-floor democracy of 'lean' production to techno-despotism ('spatio-temporal' and 'technological fix'), from the liberatory potential of class movements to institutionalization of authoritarian mass movement, and so on.

To understand these transformations however, far from diminished potential of workplace and class-based analyses, a closer look at labour processes seem in order. Beyond the broad mystifications of 'democracy' and 'authoritarianism', the churnings in the theatre of living labour and remaking of the working class resistance need mapping (following Beverly Silver from *Forces of Labour*). Through a multi-scalar ethnography, the paper seeks to engage with the fortunes of the working class struggles in India, especially in the 'new industrial areas' in northern India. It focuses on the automotive sector workers across categories, but also brings in examples of other sectors in this region. How have workers' struggles in the labour process fared over this period? How have they confronted the logic of continuous internal hierarchical segmentation and informalization? What are the forms in which working class subjectivity has expressed itself in these different moments? In attempting to understand these questions, the paper takes issue with both social democratic explanations of dominant trade union frameworks and with certain strands of autonomism. It concludes by tentatively seeking to pose the open question of 'the spirit of generalization' under 'morbid symptoms'.

Room W002 – PhD Showcase

Does giving support on the job help you or the team? A multilevel study of European workplaces

Paula Hoffmann, Eva Jaspers, Tanja Van Der Lippe
(Utrecht University)

Social support at work is typically viewed as favorable and has positive effects on employee functioning and health. Prior research documents associations to relevant work outcomes such as stressors, strain, attitudes on the job, job satisfaction, and well-being. However, much less is known about the other side of the coin: giving social support or helping. Some studies suggest, that giving social support may not be equally beneficial and has both positive and negative implications. We aim to extend prior literature by investigating the effect of giving social support on individual job performance, job satisfaction, and team performance. On the one hand, giving support is expected to have negative consequences for individual job performance as it requires devoting time and resources to coworkers rather than concentrating solely on their own work tasks. On the other hand, helping others and feeling like a part of a community is essential for happiness and is thus expected to increase job satisfaction. Furthermore, we expect that providing support impacts both individuals and teams. While individual work performance is anticipated to suffer, providing help may enhance team performance through increased cooperation and improved communication within the team. Additionally, we test cross-level interactions, investigating the role of support from supervisors and the team. For example in departments with a supportive climate, the negative effect of giving support on performance could be decreased.

Moreover, we expect the giving support-job outcome link to be different for men and women. Experimental research suggests that women are more likely than men to volunteer, and they are also more likely to be asked to do so. Current studies applying a gender perspective to social support at work, mainly focus on gender differences in receiving or using social support. By examining whether, or to what extent, differences in the provision of support may contribute to gender inequalities in the workplace that disadvantage women we add to the previous literature.

To investigate the link between helping and work outcomes we use the "European Sustainable Workforce Survey", a unique dataset on differently sized organizations in nine European countries and six different sectors. In summary, the data covers employee level (N=4345), team level (N=376), and organizational level (N=101) information. We perform two separate analyses. Firstly we use the employees' helping behavior to predict the variables self-rated task performance, and job satisfaction. We perform 3-level (employees nested in teams, nested in organizations) regression analyses to account for the hierarchical data structure and potentially resulting statistical dependence of observations. Secondly, the individual helping is aggregated at the team level and related to manager-rated team productivity. Here 2-level (teams, nested in organizations) regression analysis is applied. To test the moderating role of a supportive context, we use perceived supervisor support and perceived

team cohesion reported by the employees. In this way, aim to understand the consequences of helping others at work for both, individuals and teams.

How work mediates the relationship between cultural capital and personhood

Sandeepan Tripathy

(National University of Singapore)

Ramesh has worked in textile factories in Surat, 1600 miles from his home, Odisha, for the last 30 years. He started to work in the textile factory at the age of 9. Currently, he operates 18 powerloom machines for 12 hours a day in the factory every day of the week. Despite having worked most of his life in the textile factories moving from one work to the other, Ramesh visits his home every year to look after his land. He inherited a small piece of land from his father and cultivated rice or spinach. Despite working almost 1600 miles away, Ramesh has been caring for his land. Much of his factory earnings help him build minor irrigation canals, buy farming utilities and repair broken waterways to avoid flooding his land. Given the cost of moving between the factory and his land, Ramesh hires ad-hoc help to maintain the land. Yet Ramesh refuses to identify himself as a farmer. He firmly states that he is a 'karigar' or 'worker,' an identity one uses to explain the role in the textile factory. Ramesh is one of many workers in the textile factories who, despite the distance and cost, look after and farm their land but refuse to identify as a farmer. Ramesh narrates that the land was not a freebie he got from his father. Instead, the way he works on the land now is because he learned to do hard work in the factories.

The paper looks at how Ramesh and others like him construct their lifeworld through the notion of work and being a worker. Drawing from ethnographic research of over 12 months, the paper argues that a critical aspect of how being a 'worker' interacts with their lifeworld is how they see their land and disown farmerhood. The paper argues that the people do not oscillate between farmers and workers. As workers, they see the land in two ways—first concerns land as something that exacerbates migrant precarity. As absentee figures, they incur debts and enormous costs for preventing the land from turning into a field. The second is seeing land as something they acquired, not inherited. Refusing to identify as a farmer also implies a distancing from inhering the land or seeing it as 'handed over' by their fathers. Importing the narrative of 'mehnat/parishrama' (hard work) in the factories, the workers re-think the land as something they acquired. Seen this way, the paper theoretically explains how work mediates the relationship between cultural capital (mehnat) and personhood (karigar).

Room W003 – Public sector, small business and third sector experiences of resistance

NHS Work orientation and retention planning

Stacey Bushfield, Graeme Martin, Harry Staines

(Edinburgh Napier University and University of Dundee)

The NHS in Scotland (NHSS) is facing an unprecedented financial and operational challenges (Audit Scotland, 2023). Current staff are working under extreme pressure. Frustrations around workload, pay, and pensions are leading professionals to use their voice and engage in collective resistance through strike action. Senior clinicians, especially those over 50, are often in the privileged position that they can resist by exiting the organisation through early retirement or by scaling back work commitments. This paper explores the relationship between breached work expectations, work orientations, and senior doctors' intentions to retire (ITR) or reduce work commitments.

The paper draws on data from an online survey of 1698 senior doctors across NHSS conducted in December 2022. The questionnaire was designed to explore retirement plans and included questions on work engagement, work orientation and centrality, burnout, pay and pensions, attachment to

colleagues, and work-life balance as well as two open-ended questions asking doctors which generated 1535 often-lengthy responses (~300 pages). We adopted an integrative mixed method strategy analysis to holistically address the research question (Akerblad, Seppänen-Järvelä & Haapakoski, 2021). Statistical analyses including ANOVA to compare subgroups, exploratory factor analysis (EFA), and univariate analysis for selected demographic variables were completed. We undertook thematic analysis of the qualitative response, guided by the EFA but also explored areas raised by the respondents.

The survey found that 47.65% of doctors 50 years old or over intend to retire (ITR) before normal pension age. Most intend to transition into retirement by scaling down work commitments. From the statistical analysis and free text commentary combined, it was clear that the main driver towards taking early retirement / scaling down was pension taxation issues*. Organisational disillusionment and disidentification (OiDD) was the second most important reason for premature ITR, either solely or in combination with other reasons. Both issues often combined with other important factors (such as burn out, a lack of meaning derived from their work, reduced engagement, health and family commitments) to provide a multifactorial explanation of premature withdrawal from work.

The theories of work centrality (Paullay et al., 1994) and work orientation (Wrześniewski et al., 1997) provides insight into how employees values and beliefs about work are impacted by perceived breaches in their psychological contract and how this informs their ITR. Work centrality is how important work is in an individual's life. Work orientation refers to the meaning of work for individuals and ranges along a continuum from work being seen as just a job to provide for material purposes to work being seen as a 'calling' and for a higher purpose (Dobrow et al., 2023). An individual's work orientation is dynamic and can change over time (Schabram et al., 2022). Qualitative research has suggested that challenges and changes to work that breach an individual's expectations can lead to a loss of faith in the 'calling' (Cohen et al., 2019). This paper examines these relationships and seeks to contribute to research on retention planning and the antecedents and consequences of work orientations.

“An exploration of the relationship between ‘T-Levels’ and professional identities within Further Education in England.”

Hannah Mccarthy

(The University of Manchester)

I will use the session to present findings from the first round of my doctoral research interviews. Conducted with FE practitioners from across the country, the PhD research conducts semi-structured interviews with FE practitioners and leaders before crafting these into narrative accounts. Using Bourdieu's thinking tools of 'habitus', 'capital' and 'field' the research project aims to explore the relationship between 'T-Levels' and professional identities within Further Education in England. Reflecting on rounds one and two of three scheduled interviews over the next two years, this conference paper will explore indicative findings for policy, theory and practice.

The power of resistance among voluntary workers

Leanne Greening

(Swansea University)

In recent decades, under pressures of a neoliberal, New Public Management (NPM) agenda, successive UK governments have ceaselessly outsourced public service delivery to the Non-Profit and Voluntary (NPV) sector. The sector's increased involvement in service provision coincided with the emergence of the 'contract culture' which saw the replacement of unspecified and indeterminate government grants with binding and prescriptive service contracts (Cunningham et al., 2014). As a result of the changing funding landscape, NPV organisations are now obliged to adhere to compliance requirements such as the reporting of outputs, outcomes and social impact against rendered funding (Baines and Cunningham, 2011). Such NPM-inspired changes require these organisations to monitor, coordinate and evaluate their activities which is indicative of the sector's shifting relations of control and

power. Namely, the sector has moved from being characterised by relative autonomy, light regulation and relations based on altruism and commitment to one that is subject to increased external control, audit cultures and tightly regulated work. There is growing evidence that in the UK, funders' demands are often in tension with these organisations' missions, values and social goals (Venter et al., 2017). However, the effect of these changes on those delivering services has received considerably little attention. This is particularly concerning when we acknowledge that many of the workers within these organisations perform labour for free and can therefore, curtail their involvement with relative ease and without financial penalty.

Whilst interest in voluntary labour is slowly growing, extant literature focuses almost exclusively on 'volunteer management', a distinctive branch of expertise that seeks to maximise the productivity and efficiency of volunteers' activities by adapting Human Resource Management approaches to voluntary work settings. Recent work has highlighted that volunteer management strategies engage volunteers at the level of affect in order to align their attitudes, feelings and behaviours with the achievement of organisational targets (Read, 2021). This points to the way that volunteers' efforts are mobilised and coordinated to support the burgeoning obligations that these organisations face to demonstrate their impact. This reimagined environment has brought issues of control and power into sharp focus and has given rise to questions about how power is enacted and reinforced in organisations that lack the formal reward and power structures to influence behaviour (Alfes et al., 2016).

Reflecting on 40 semi-structured interviews, this paper examines how unpaid workers respond to and resist the changing context within which their efforts and labour are situated. Moreover, this paper sheds light on the largely unexplored power dynamics at the volunteer–organisation interface and analyses the motivators for resistance and how they influence the strength and intensity of workers' resistance strategies. From this vantage point, this paper takes a critical perspective and examines the complex and nuanced ways that resistance might be expressed beyond those found in traditional wage-labour relationships. Examining resistance in the context of voluntary work provides a fruitful site to rethink resistance and encourages us to consider it in new and broader ways.

Room W004 – The resistant self: Work, identity work and wellbeing reconsidered

Managing the racialized self: What minorities in Norway do to access the labour market

Julia Orupabo, Arnfinn Midtbøen
(Institute for Social Research)

Across countries, research has demonstrated a range of strategies minorities employ to navigate ethnoracial stigmatization and discrimination, spanning from hostile confrontation and collective protests, to ignoring and withdrawal. Yet with a few important exceptions, and despite the well-documented reality of ethnoracial discrimination in hiring, little attention has been directed at the strategies minorities use to avoid anticipated discrimination at the labour market entry. Building on Goffmans theory of stigma management, as well as recent studies of how responses to discrimination and stigmatization vary by national context, this study analyzes 52 in-depth interviews with minority Norwegians about their job search behaviour. The informants are either born in Norway by one or two immigrant parents or arrived in the country as adoptees at a very young age, and differ from the majority population by name or phenotypical appearance (or both). Regardless of whether they have previously experienced discrimination, all informants employ destigmatization strategies in their job search to avoid discrimination in the hiring process. One set of strategies concerns the signaling Norwegianness by avoiding or encountering immigrant stereotypes. Another set of strategies involves the management of what we coin the racialized self – that is, how minority individuals who cannot readily 'pass' as majority Norwegians because of their skin colour maneuver to access a predominantly white labour market. Moreover, the analysis also demonstrates how minorities rejects the racialized gaze by enacting

narratives of resistance in their job search. Brought together, our findings document how the anticipation of discrimination shapes the job search strategies of minorities even in a context often assumed to be comparatively egalitarian and tolerant.

Current stage of research: We have collected all interview data, transcribed the interviews, and coded the material in NVivo during 2022. At this stage we are analyzing and writing a paper draft and will bring preliminary results to the conference in September.

Migration and transforming gender identity: a study of Sikh immigrant women in Italy

Rosy Hastir, Ajoy Batta, Sukanya Das

(Lovely Professional University)

The Sikh community is one of the most dynamic and versatile communities in terms of migration. Sikh immigrants in Italy consider Italy as their own homeland. This particular community migrates from very small villages of Punjab, India where women are only limit to domestic work and taking care of family. They have a stereotype images of any Indian women, whose life revolves within the four walls of the house. Under the influence of patriarchy system, men go out for work and are the breadwinner of the family; on the other side women main duties are taking care of the family, raising children, keep engaged in household chores and largely living in joint families. In Doaba region of Punjab which is famous for its migrations and the transnational links maintained by villagers across many different national borders, there are mostly men who migrate in the family and women stays behind with their children. In the absence of men, they are not allowed to work outside of the family and decisions are usually taken by elders in the family. This is impossible to imagine any women in the village as breadwinner because they usually run their household on remittances send by her husband.

Gender is socially constructed by the society according to the constructed roles, behaviors, activities and attributes that a given society considers appropriate for men and women. Men usually considered as the head of the family and breadwinner or earner. On the other side women life revolve around the wall of the house. Kitchen, household work, reproduction and taking care of the family are the main part of work or work places. The patriarchal set-up and the self-resistant attitude of women restraint them to participate in the public sphere of work and employment. When these women joined their husbands abroad there are many transformations in gender identity and roles. It is not applicable for every woman who joined their husband but most of them find their life totally different and liberal than they have in Punjab village. After their migration to Italy they have started working outside of their homes in factories and stores and also becomes equal decision maker in their families. They have freedom to wear clothes and have own life separate from their husbands and children's. Those cases where women are still housewife after migration, during the interview they revealed that it is again their mutual decision not to work outside of home. Otherwise they are free to decide. Thus, migration becomes a key resilient factor to change the gender identity and well-being of women. They feel more empowered and refused to permanently return back to their homeland. Migration from developing to developed nation has transformed their position and identity in society. This paper is based on my research among Sikh community in Italy where I have interviewed 80 Sikh women settled in Italy. My research was funded by European Union fellowship.

Identity work responses to workplace stigmatisation: the role of professional identity construction and authenticity for skilled Muslim professionals

Rami Alsharif

(University of Glasgow)

Introduction & contribution: Despite the struggle Muslims face in the workplace because of their religious identity (Arifeen and Gatrell, 2013), little is known about the identity work activities they adopt to navigate these struggles. This research addresses the research question: What are the identity work responses of skilled Muslim professionals to workplace stigmatisation? In answering this question, this research introduces important contributions to the literature. It adopts an interpretivist perspective of

identity work (Brown, 2015) to build a novel conceptual model through the voices of this social group, explaining their identity work responses to workplace stigmatisation. It draws on notions of professional identity construction (Clarke, Brown, & Hailey, 2009), and authenticity (Costas and Fleming, 2009), and reveals identity work responses and activities that are common with, as well as different from, other social groups. The paper fits into the conference themes, looking at the struggle stigmatised workers face in the workplace, particularly workplace stigmatization and identity work responses as a form of resistance.

Design and main findings: This research adopts a longitudinal design, using 56 semi-structured interviews (35 interviews in round one & 21 interviews in round two) with skilled Muslim professionals working in consultancy, financial services, IT, and health sectors in the UK. However, access to this research population was challenging due to the sensitivity associated with recruiting participants from this social group (Barkdull et al., 2011). Data was analysed using thematic analysis in order to identify patterns and theoretically interpret the data (Clarke and Braun, 2017). In the first round, participants were asked about positive and challenging workplace experiences, and whether they do something differently to navigate these experiences. This round helped to identify experiences of workplace stigmatization, particularly in relation to the stigma associated with Muslims, as well as their identity work responses to such experiences, including building a professional identity that is recognised and valued not only in the workplace, but also in the wider society, being authentic and true about their Muslim identity, and re-interpreting their religious identity to colleagues through workplace discourse. The second round of interviews provided more emphasis on these activities, while introducing important insights about each of them.

Main limitations: This research has focused mainly on Muslim professionals in skilled sectors which, as this research showed, gives them different privileges. Thus, it would be fruitful to investigate identity work in low-skilled/blue-collar jobs, as well as in junior positions where employees have less power over their workplace experiences. Further, this study did not examine the role of intersectionality for Muslims (Arifeen and Gatrell, 2013), and thus future research could focus on multiple stigmatised identities (gender, skin tone, ethnicity, religion) and adopt an intersectional perspective on identity construction (e.g., Atewologun et al., 2016).

Room W005 – Academia, academic activism and resistance in the academy

"F*ck yoga": Support, resistance and wellbeing in UK academia

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(University of Lincoln)*

Psychological hazards associated with academic work have been well documented. High demands, poor relationships, and reducing levels of control (Wray & Kinman, 2019; Tytherleigh et al, 2005) are associated with high levels of psychological distress and low levels of psychological safety (Wray & Kinman, 2021). This study reports on the qualitative responses to a survey designed to investigate the support services available to academic staff in UK universities.

An analysis of open-ended questions exploring support available to higher education staff in the UK was undertaken. This forms part of a larger quantitative study that investigated psychological hazards, psychological safety climate, the usefulness and availability of common forms of workplace support for academic staff (Wray & Kinman, 2021).

The current research focused on two questions which followed a list of common forms of support which participants were asked to rate in terms of availability and usefulness:

- If there is any other type of support that you would find useful that is not included above, please describe it here:
- If you find it difficult to access the support that is available to you, please describe the reason/s why below:

Nine-hundred and sixty-two participants responded to at least one of the open questions. Responses were initially coded and then reduced and organised into themes.

In the neoliberal university, academic work is controlled and evaluated in narrow ways (Sousa et al, 2010) academics are increasingly positioned in a discourse of the 'neoliberal you' and expected to work more to enact the right identity (Hordback et al, 2021). Poor performances are seen as a 'you' problem rather than a systemic institutional problem, with interventions offered to assist the individual performance (Elraz and Knights 2021).

Initial review of responses to each question identified that the responses given, often went beyond the scope of the question and responses that speak to wider issues within the academy emerged:

"It's not me that's wrong and needs 'support'. It's my employers"

"not particularly a problem in accessing them - more that they place the problem with the individual, rather than being systemic."

Where wellbeing support and policies were readily promoted, but were either rarely actioned or failed to take account of the wider context such as excessive workloads, they were seen as tokenistic and further evidence of a management – staff split within UK HEIs:

"Any support initiative is a tokenism, which makes one completely distrust the institution."

These findings point to a resistance to 'performative identity' (Elraz and Knights 2021) far from living up to organisational performance expectations, responses to the question point to a dissatisfaction with what is currently offered, with an overwhelming emphasis on the focus of support services, the nature of these services and their inability to address the key hazards of overwork, poor interpersonal relationships, especially with managers, and wider systemic issues within the UK academy. We argue these responses move away from docile bodies and utilise a space to resist individual intervention and refocus on structural change.

Visible to whom? : A case study on different types of visibility in an academic organisation.

David Oborn Regin

(Karlstad Universitet)

This work-in-progress paper addresses the issue of visibility in work organizations, based on a mixed methods case study of departmental administrators at a Swedish university. While the effects of (in)visibility in organizations are well investigated in terms of how individuals' social position in structures of power matters (Lewis & Simpson, 2012), the effects of for whom and in what way they become visible has not been properly addressed. The paper discusses different ways of being visible – visible as a physical individual and colleague in a workplace, visible as representant or function within an organization or visibility on a more abstract level via digital traces or signatures in a digital system – and different audience to be visible to.

The visibility of individual workers in work organizations could be argued contains both risks and possibilities. Since female dominated occupations tends to be broad and vague in their formal descriptions (Acker, 2006, p. 448) which obscures the use of developed skills and qualifications, one strategy to increase the status and recognition of this types of occupations has been to make them more visible by develop more narrow job titles and more elaborate job descriptions(Hoffman, 1989). At the same time, narrow and explicit job definitions and high visibility in regards to what tasks are

performed by a group of workers is with Braverman (1998) considered a key element in the process of fragmentation and deskilling of jobs.

Different aspects, positive and negative, of visibility in relation to context and social position have been continuously discussed within sociology of work, not least with focus on issues of gender and power relations (Van Den Brink & Stobbe, 2009). This presentation departs from those discussions and argues that the effects of (in)visibility are not only a matter of the person or group who is or becomes visible, but also that different kinds of visibility and the question of visible to whom is relevant. There are different ways to be visible, as well as different actors in and around the organization to be visible to.

There seems to be an ongoing process moving away from the informal individual relations and exchanges at work, towards institutionalized functions and increased mediation via digital platforms, systems and web pages, where the measurable aspects of work become visible, and the more informal activities even more invisible. Being visible in that regard could increase the status and recognition on an organizational level, but also bring with it more control from management. At the other end, the academics and students would rather see the more informal parts of support and service, and being visible for them gives another kind of recognition on a direct individual level, but also bring another kind of more direct control

Depending on who sees your job, you become subject to different kinds of control, but also gets different kinds of recognition. Therefore, parts of the dynamics of risk and opportunities connected to (in)visibility might be unravel by adding the question – visible to whom?