

Managing Human Resources

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Managing Human Resources In Call Centers

**Stephen Deery (Professor), Nick Kinnie
(Dr)**



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Managing Human Resources in Call Centers Nick Garrett, Terry Jacques, Bernard Wynne, 2002 A practical guide to recognizing and resolving the problems and issues surrounding HR in Call Centers **Call Centres and Human Resource Management** S. Deery, N. Kinnie, 2003-12-09 This book looks at human resource management in call centres from an international perspective and uses research from leading academics in the field The characteristics and features of working in a call centre are examined followed by the effects that this type of work has on employees and their responses to it It also looks at implications for employers and policy makers **Call Centres and Human Resource Management** Stephen Deery (Professor), Nick Kinnie (Dr), 2003 This book looks at human resource management in call centres from an international perspective and uses research from leading academics in the field The characteristics and features of working in a call centre are examined followed by the effects that this type of work has on employees and their responses to it It also looks at implications for employers and policy makers **Managing Human Resources** Stephen Bach, Martin Edwards, 2013-01-22 This revised edition is a comprehensive authoritative set of essays It is more detailed and analytical than the mainstream treatments of HRM As in previous editions Managing Human Resources analyses HRM the study of work and employment using an integrated multi disciplinary approach The starting point is a recognition that HRM practice and firm performance are influenced by a variety of institutional arrangements that extend beyond the firm The consequences of HRM need to incorporate analysis of employees and other stakeholders as well as the implications for organizational performance

Human resource management in call centres David Holman, Stephen Wood, 2005 **Encyclopedia of Human Resources Information Systems: Challenges in e-HRM** Torres-Coronas, Teresa, Arias-Oliva, Mario, 2008-07-31 Analyzes key critical HR variables and defines previously undiscovered issues in the HR field **Human Resource Management** Greg L. Stewart, Kenneth G. Brown, 2014-03-27 Human Resource Management Linking Strategy to Practice 3e is designed to help students understand traditional human resource concepts within a decision making framework This strategic framework helps students not only develop a set of human resource tools but also determine which tools are appropriate to use for different situations Written in a clear and friendly style the text emphasizes how organizations excel when they have consistent human resource practices that align with their strategic direction Ideal for business students Human Resource Management prepares students to think about how human resource decisions and strategic organization planning work together for maximum success *Global Call Center Employees in India* Mayank Kumar Golpelwar, 2015-10-23 Mayank Kumar Golpelwar analyses why Business Process Outsourcing BPO units and their young employees found themselves to be the target of severe criticism from India's middle classes Using social and organizational psychological frameworks as well as ethnographic and variance analytic research the author takes a look at the validity of the criticism against the BPO industry He uses the framework of cultural theories to analyze and present the gap between the mainstream Indian culture and its

rapidly emerging and globalized BPO sub culture **A Framework for Human Resource Management** Gary Dessler, 2006 This brief yet lucid ten chapter book provides practicing managers with a review of central human resource management concepts and techniques in a highly readable and understandable format Managing Human Resources Today Managing Equal Opportunity and Diversity Recruitment and Selection Personnel Planning and Recruitment Testing and Selecting Employees Training and Developing Employees Performance Management and Appraisal Compensating Employees and Managing Employee Relations For use as a reference by those in human resource management *Managing Human Resources in Call Centres* Nick Garrett, Terry Jacques, Bernard Wynne, 2002 **Human Resources Management**, 2006
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