



Restructuring in the Service Industries: Management Reform and Workplace Relations in the UK Service Sector (Routledge Studies in Employment and Work Relations in Context)

Gavin Poynter

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Restructuring in the Service Industries: Management Reform and Workplace Relations in the UK Service Sector. An examination of the complex process of transformation in work organization, technology and labour and product markets that has occurred. The analysis moves between a broad appreciation of structural developments within the economies of the advanced industrial nations, and an in-depth study of enterprise and workplace. It is divided into four parts. The first part reviews the theoretical issues and debates raised by the growth of service industries and employment in the advanced industrial countries. Parts Two and Three are case studies of two service sectors - financial services and the National Health Service. Part Four relates the evidence to a broader appreciation of developments in management/workforce relations occurring in the service sector.

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