

Contents

<i>List of Illustrations</i>	xi
<i>Preface: The Quest for "More and Better Jobs"</i>	xv
<i>Acknowledgments</i>	xxi
<i>Abbreviations</i>	xxiii
One	
Assessing Job Quality in the Affluent Economy	1
<i>The Paradox of Job Quality at the Millennium</i>	1
<i>Revealing a History of the Present</i>	3
<i>The Changing World and the Everyday Workplace</i>	5
<i>What Makes a Good Job?</i>	8
<i>An Interdisciplinary Perspective on Job Quality</i>	13
<i>From Quality of Work Life to "Quality in Work"?</i>	19
<i>How to Measure a Good Job: Surveys of the Quality of Work Life</i>	22
Two	
The Quality of Work Life in the "Knowledge Economy"	24
<i>An Optimistic Outlook</i>	24
<i>Theories of the Changing Demand for Skill</i>	26
<i>The Concept and Measurement of Skill</i>	28
<i>The Rising Level of Skill</i>	29
<i>Skills Polarization?</i>	35
<i>Skill, Technology, and Work Organization</i>	37
<i>The Skills Balance</i>	40
<i>Conclusion: A Mixed Verdict</i>	42
Three	
Late Twentieth-Century Trends in Work Effort	44
<i>Working Hours, Work Effort, and the Quality of Work Life</i>	44
<i>The Concept and Measurement of Work Effort</i>	47
<i>Work Intensification in Britain</i>	50
<i>Work Intensification in Europe, Australia, and the United States</i>	58
<i>Any Objections?</i>	61
<i>Conclusion: A Summary of Effort Trends</i>	64

Four	
Accounting for Work Intensification	66
<i>The Paradox of Work Intensification in the Affluent Economy</i>	66
<i>The Supply of Effort</i>	67
<i>"Amber Lights" and Effort-Biased Technological Change</i>	69
<i>Big Brother</i>	77
<i>The Changing Balance of Power</i>	78
<i>The Stick, the Carrot, and the Smooth Sell</i>	81
<i>Conclusion: The Role of Technological Change</i>	84
<i>Appendix: Multivariate Analyses</i>	86
Five	
Workers' Discretion	94
<i>The Importance of Influence</i>	94
<i>The Workers' Voice</i>	98
<i>Theory about How Discretion Is Changing</i>	99
<i>Trends in Discretion</i>	102
<i>Conclusion: An Incomplete Account</i>	107
Six	
The Wages of Nations	111
<i>Wages and the Fairness of Wages</i>	111
<i>The Growth of Average Wages</i>	112
<i>The Fairness of Wages</i>	119
<i>Conclusion: Alright for Some</i>	123
Seven	
Workers' Risk	126
<i>Is This an Age of Uncertainty in the Workplace?</i>	126
<i>The Concept and Measurement of Job Insecurity</i>	130
<i>Workers' Perceptions of the Trend and Distribution of Job Risk</i>	131
<i>Objective Proxies for Risk</i>	142
<i>Conclusion: Risk and the Quality of Work Life</i>	146
Eight	
Workers' Well-Being	150
<i>A Question of Well-Being</i>	150
<i>A Digression on the Notion of Subjective Well-Being</i>	151
<i>A Picture of the Changing Well-Being of Workers in the Industrialized World</i>	153
<i>Well-Being and the Quality of Jobs</i>	160
<i>Conclusion: The Quality of Work Life Is Strained</i>	166
<i>Appendix: Multivariate Analyses</i>	168

Nine	
Summary and Implications for Policy on the Quality of Work Life	170
<i>The Rewards and Demands of Work in the Affluent Economy</i>	170
<i>Policy Implications</i>	178
<i>Data Set Appendix</i>	185
<i>Notes</i>	193
<i>References</i>	203
<i>Index of Names</i>	219
<i>General Index</i>	223