## Contents

Notes on the Contributors		vii
1	Introduction Chris Smith, David Knights and Hugh Willmott	1
2	The New Middle Class and the Labour Process Chris Smith and Hugh Willmott	13
3	Municipal Microchips: The Computerised Labour Process in the Public Service Sector Harvie Ramsay, Chris Baldry, Anne Connolly and Cliff Lockyer	35
4	Autonomy and the Medical Profession: Medical Audit and Management Control  Mike Dent	65
5	New Technology and Management in a Non-Market Environment: A Case Study of Office Automation in Swedish Hospitals Rod Coombs and Ola Jonsson	89
6	Academics and their Labour Process Henry Miller	109
7	Journalists and the Labour Process: White-Collar Production Workers  David Murphy	139
8	Recruitment Strategies and Managerial Control of Technological Staff  Diane Winstanley	163
9	Engineers and the Labour Process Chris Smith	189

vi Contents

10	Selling Oneself: Subjectivity and the Labour Process in Selling Life Insurance David Knights and Glenn Morgan	217
11	The Divorce of Productive and Unproductive Management Peter Armstrong	241
Index		263