



Rosemary Batt

Alice Cook Professor of Women and Work
Industrial and Labor Relations School

Cornell University

Ithaca, NY 14853-3901

(607) 254-4437 (phone)

(607) 255-1836 (fax)

rb41@Cornell.edu (email)

Rosemary Batt is the Alice Cook Professor of Women and Work at the Industrial and Labor Relations School, Cornell University. She received her BA from Cornell University and her Ph.D. in industrial relations and labor economics from the Massachusetts Institute of Technology. Before returning to graduate school, she worked for several years in education and health care and was a union representative for the Hospital and Health Care Workers Union, 1199. Her research focuses on the restructuring of services industries in the context of deregulation, globalization, and technology change, and its impact on low wage workers. She has written extensively on the wages and employment conditions in the telecommunications industry and the emerging international call center sector. Her work has appeared in such journals as the British Journal of Industrial Relations, Industrial and Labor Relations Review, Industrial Relations, International Journal of Human Resource Management, Academy of Management Journal, Personnel Psychology. She is co-editor of the Oxford Handbook on Work and Organization and co-author of The New American Workplace: Transforming Work Systems in the United States, Cornell University Press.

Website: <http://www.ilr.cornell.edu/directory/rb41/>

Global call center website: www.globalcallcenter.org