# Index

accounting procedures, NHS 147–8  
affectual behaviour 164  
Akzo Nobel Netherlands  
change process 133  
employment relationship 129–30, 132  
America see USA  
Anglo-Saxon model, employment relationship 121–5  
anti-globalization 18–19  
see also deglobalization  
articulation of knowledge see knowledge articulation  
Ascher, K. 163  
Atleson, J.B. 136  
automation, and ISO 9002 104–7  
Baier, A. 161  
Barker, K. 166  
Bean, R. 118  
Beauvais, F. 151–2  
Begin, J.P. 118  
behavioural orientations 163–4  
Beveridge reforms, NHS 145  
bonding social capital 45  
Boulding, K. 150  
boundaries 176–7  
in economics 177–8  
in the economy 179–80  
Bourdieu, P. 40  
Bowles, S. 158  
Boyer, R. 118  
Bramley-Harker, R.E. 159  
*Building Institutions for Markets* 21  
Cambridge Consultants Ltd (CCL) 80  
Cambridge Phenomenon 84  
Cambridge regional development and technical consultancies 75–6, 80–87  
capitalism as cause of war 3  
change procedure, and employment relationship 130–40  
client-consultancy relationships 82–3  
codification of knowledge 99, 100  
ISO 9002 112–15  
Coleman, J.S. 21, 40, 43  
collective learning 97–100, 111–14  
collective social capital 42–4  
communication, effect of consultancies 89  
competitive tendering, NHS 149  
competitiveness, and social capital 46–9  
Conservative government, NHS reforms 153–6  
constraints  
on innovation 78–9  
on learning 78–80  
on networks 79  
consultancies  
activities 82–4  
and Cambridge regional development 75–6, 80–87  
and regional competences 87–90  
consumatory motivations for social capital 41  
contested boundaries 176–82  
contracting, NHS 149, 156  
convergence, employment relationships 119–25  
co-ordination organizational 97–8  
Crossman formula, NHS 148  
culture  
and boundaries 180–81  
and change procedure 134–9  
Culyer, A.J. 151  
Czech Republic, economic reform 53–72  
Daniels, N. 150  
Dasgupta, P. 38, 39–40, 46  
deglobalization 1–12  
see also anti-globalization
Index

democracy and deglobalization 5-8
Desai, M. 15, 18, 19
Diamond, P. 151
diasporas and deglobalization 4-5, 10
distributive inequalities 24-5
divergence, employment relationship 119-21, 125-30
doctors see GPs
Dow Chemicals
change process 133, 134
work organization 127-8, 131
DSM, employment relationship 129-30, 132
Dunlop, J.T. 118
earnings distribution, Czech Republic 63–71
economic success and regional innovation 75-6
education
effect on earnings distribution, Czech Republic 66–7
and management-worker relations 139
Edwards, P.K. 118
emergent change process 131, 134-9
employability, Netherlands labour market 130
employee participation 138
employment
and deglobalization 7–8
relations 118–40
empowered teams 126–8
End of History and the Last Man, The 16
enforceable trust 41
Enthoven, A. 152
environment and deglobalization 8–9
equity and deglobalization 5–8
expenditure, NHS 147
exports, Czech Republic 61–3

Feige, E.L. 59
Fine, B. 22
flexibility, employment relations 122–3, 128–30
Flynn, R. 161
food industries, ISO norms 100–102
implementation 102–15
France, food industry and ISO 9002 102–15
free trade, and USA 10–12
Friedman, M. 57
Fuchs, V.R. 153
Fukuyama, F. 16, 46
functional accounting, NHS 148
fundamentalism and deglobalization 9–10
fund-holding, GP 166
funding, NHS 147
General Electric
change process 132–3
workplace organization 126–8, 131
Glennnerster, H. 159
globalization 1–12, 14–20
and boundaries 176–82
and employment relationship 118–40
Goodard, M. 168
GPs
fund-holding 154–5, 159, 166
and NHS organizational structure 156–7
Granovetter, M. 21, 88
Griffiths, R. 149–50
Hamilton, B.H. 159
health care economics 150–53
market-orientation 144–69
Helleiner, E. 17
high involvement work teams, General Electric 126–7
Hildred, W. 151–2
Hobson, J.A. 3
Hollingsworth, J.R. 118, 121
Honigsbaum, F. 146
horizontal networks 45
Hughes, D. 167
human capital and collective learning 99–100
imperialism as cause of war 3
income distribution, Czech Republic 63–71
individual social capital 42–4
individualism and globalization 16–17
industrial relations system
Netherlands 136–7
USA 135–6
inequality and globalization 5–8, 23–5
innovation 77
Index

management
  and employment relationships 131-9
  NHS 149-50, 154
Mannion, R. 168
market orientation, NHS 144-69
markets, Czech Republic 61-3
Maskell, P. 45
Maurice, M. 118
McCann, C.R. 177
McFarlin, D.B. 138
Mchale, J. 160, 167
Messner, D. 35-7
M-form firms, and NHS 152-3
Mohrman, S.A. 122
National Health Service, market orientation 144-69
nationalism
  as cause of war 3
  and globalization 9-10
negative social capital 44-5
Nelson, R. 97, 98
eo-neoliberal transformation strategy 57-61
Netherlands
  employment relations 121-5, 128-30
  change procedure 130-40
networks
  learning 77-8, 79
  and social capital 42
New NHS 157
new public management, NHS 149-50
NHS, market orientation 144-69
Niskanen, W. 152
norms of reciprocity, and social capital 41-2
obfuscatory dangers of globalization 18
Operate Plant Team, Dow Chemicals 127-8
organizational change 107-11
organizational learning 111-14
Osterman, P. 122
Pareto, V. 181
planned change process 131, 134-9
Polanyi, K. 14
politics of globalization 16-20
Poole, M. 118
Portes, A. 40, 44

constraints 78-9
  and consultancies 89
  and social capital 47
instrumental motivations for social capital 41
instrumental rationality 163
intellectual property rights (IPR) and consultancies 83
international competitiveness 33-8
investment in social capital 48
Iribarne, P. 137
ISO 9002 implementation 93-115
Jaggi, B. 136
jobs and deglobalization 7-8
Kautsky 3
Keaney, M. 175
Kerr, C. 119
Kiefer, P. 46
Kitchener, M. 167
Klaus, V. 56, 60
Klein, R. 146, 150
Knack, S. 46
knowledge articulation 99-100
  and ISO implementation 102-7
  see also learning
Kondratieff waves and deglobalization 5
La Porta, R. 46
Labour government, NHS reforms 156-8
labour management 118-40
Lacher, H. 14-15
language
  as constraint on learning 78
  effect of consultancies 89
Lapsley, I. 147, 163
Lawler, E.E. 122
Le Grand, J. 158, 159
learning 76-7
  constraints 78-80
  effect of consultancies 89
  see also knowledge articulation
Ledford, G. 122
liberalization see transformation
local networks, and consultancies 88
long waves, and deglobalization 5
Lorenz, E. 153
Loury, G. 40
management
  and employment relationships 131-9
  NHS 149-50, 154
Mannion, R. 168
market orientation, NHS 144-69
markets, Czech Republic 61-3
Maskell, P. 45
Maurice, M. 118
McCann, C.R. 177
McFarlin, D.B. 138
Mchale, J. 160, 167
Messner, D. 35-7
M-form firms, and NHS 152-3
Mohrman, S.A. 122
National Health Service, market orientation 144-69
nationalism
  as cause of war 3
  and globalization 9-10
negative social capital 44-5
Nelson, R. 97, 98
neo-neoliberal transformation strategy 57-61
Netherlands
  employment relations 121-5, 128-30
  change procedure 130-40
networks
  learning 77-8, 79
  and social capital 42
New NHS 157
new public management, NHS 149-50
NHS, market orientation 144-69
Niskanen, W. 152
norms of reciprocity, and social capital 41-2
obfuscatory dangers of globalization 18
Operate Plant Team, Dow Chemicals 127-8
organizational change 107-11
organizational learning 111-14
Osterman, P. 122
Pareto, V. 181
planned change process 131, 134-9
Polanyi, K. 14
politics of globalization 16-20
Poole, M. 118
Portes, A. 40, 44
Index

Pot, F. 125
Powell, M.A. 146, 147, 148-9
primary care groups, NHS 156-7
privatization strategy, Czech Republic 55-9
procedural inequalities 24-5
Proposal of a Transition Strategy to a Market Economy, A 55-6
Propper, C. 159
Public Choice approach, and NHS 152-3
Putnam, R. 38-9, 45, 20
quality managers, and ISO 9002 104-5, 109-10
quality standard implementation 93-115
recruitment, technical consultancies 82
regional development and technical consultancies 75-6, 80-87
reintegration of Czech economy 61-3
Resource Allocation Working Party 148
resources, and innovation constraints 78-9
Rhine land model, employment relationship 121-5
Rigden, M.S. 148
Robbins, L. 178
routines 97-9
Rupnik, J. 54, 65
Sabel, C.D. 48
Sachs, J. 54
Sako, M. 174
Schumpeter, J. 3
Sen, A. 25
Serageldin, I. 38
Sidhu, J.S. 179
social action types 163-4
social capital 15, 20-23, 38-44
and collective learning 99-100
and economic performance 44-6
and globalization 46-8
society and globalization 17
Sodeleg and ISO 9002 102-3, 104-5, 107-9, 111-14
spending, NHS 147
spin-outs from technical consultancies 84-7
stability, as constraint on learning 78
standards, quality 93-115
state and globalization 17
investment in social capital 48
Steinmuller, W. 100
Strategy of Economic Reform, A 56
Streeck, W. 121
subjective accounting, NHS 147-8
sustainability and globalization 8-9
Sutcliffe, B. 24
systemic competitiveness 33-8
Taylor-Gooby, P. 168, 169
technical consultancies, and Cambridge regional development 75-6, 80-87
technology as constraint on innovation 79
and ISO 9002 104-6
Ten Years of Rebuilding Capitalism: Czech Society after 1989 54, 65
tools, and ISO 9002 104-6
trade Czech Republic 61-3
dominance, USA 10-12
wars, and deglobalization 4
traditional behaviour 164
transaction cost economics and boundaries 178
and NHS 152-3
transformation, Czech Republic 53-61
and income distribution 65-71
and reintegation 61-3
trust 41-2
impact of market orientation 160-68
Twomey, P. 164
UK National Health Service, market orientation 144-69
unipolarity and deglobalization 10-11
USA employment relations 121-8, 134-9
trade dominance 10-12
value rationality 164
Veblen, T. 164, 165, 169
vertical networks 45
Vining, A.R. 174
Vlasák, F. 55
voucher privatization 59
wage erosion and deglobalization 7
<table>
<thead>
<tr>
<th>Index</th>
<th>189</th>
</tr>
</thead>
<tbody>
<tr>
<td>war and deglobalization 2-5</td>
<td>work organization see employment relations</td>
</tr>
<tr>
<td>Watkins, L. 151-2</td>
<td>Working for Patients 153-4</td>
</tr>
<tr>
<td>Weber, M. 163-4, 169</td>
<td>working time flexibility, Netherlands 129</td>
</tr>
<tr>
<td>Webster, C. 146</td>
<td>World Bank reforms and social capital 21-2</td>
</tr>
<tr>
<td>Weimer, D. L. 174</td>
<td>World War I and deglobalization 2-5</td>
</tr>
<tr>
<td>Whitley, R. 118</td>
<td>Zucker, L.G. 162, 166</td>
</tr>
<tr>
<td>Williams, G. 161</td>
<td></td>
</tr>
</tbody>
</table>