

Index

- 800 Million Jobs To Be Lost By 2030
 Due To Automation (McKinsey)
 5
- absorption 225
- Accenture 192
- access, equity of 40–1
- Acemoglu, D. 174, 175
- activism, worker 161–2
- adaptability 212–13
- Advanced Market Economies (AMEs)
 19, 20, 21, 28, 29
- adverse social behaviour 93–4
- advocacy 36, 130, 162
- affirmative action 51, 54
- Africa 198
- African–Americans 59
- age 55, 60
- agency 190, 192, 195, 196, 198, 199,
 200, 215
- Agllias et al. 179
- AI (artificial intelligence) 22, 23, 24,
 25, 26–7, 119, 141–3
 and decision making 127
 and voice 29
- Airtasker 131, 162
- Albrecht, S. 225
- Albuquerque et al. 71, 73
- algorithms 108, 110, 127–8, 132
- Allan et al. 71
- Alvaredo et al. 146
- Amazon Mechanical Turk 74
- Aon Hewitt model 234
- apprenticeships 34
- Arntz et al. 175
- Arthur, M.B. 205
- Artificial Intelligence WARNING:
 Can intelligent robots replace
 human jobs by 2025? (Kettley) 4
- Ashmos, D. 70
- Asia 198
- assault 121
- auditing system, global 28
- Australia
 Delivering Skills for Today and
 Tomorrow Package 181
 and diversity management 54
 and internships 40
 and part-time workers 124
 ride-sharing market 161, 164
 under-employment rate 167
 unemployment rate 166
 unions 130, 162
 and unpaid work experience 37
- Austria 87
- automation 76, 119, 120, 174, 176–8
- autonomy 76, 77, 93, 110, 111, 113,
 124–5, 215
- Autor, David 21–2, 174
- autoworkers 180
- Bailey, C. 72
- Bailey et al. 69, 70–1, 76, 77
- Bakker, A. 226, 234
- Bangladesh Accord on Building and
 Fire Safety 193, 200
- Bangladeshi apparel workers 24–5
- Batt, R. 8
- Bell et al. 60
- belonging, sense of 208
- Bendick, M. 53
- Berra, Yogi 2
- Bersin, J. 234
- biotechnology 139–51
- black people 50, 51
- blue-collar work 21, 25, 73, 85, 239
- boundaries 206, 207, 208, 215
- Bourdieu, P. 211
- Bowie, N.E. 67
- Braverman, H. 68–9
- Breen, K. 67
- Briken, K. 3

- Britt et al. 70–1
 brokers, internship 43
 Bryne, Z. 223
 Brynjolfsson, E. 174
 Brynjolfsson et al. 109
 bullying 93, 94
 Burke, Kenneth 207, 211
- calling 72, 216
 Campling et al. 28
 Canada 37, 39
 Cann, O. 4–5
 capital 147, 191–2
 capital expenditure 106–8
 capitalism 103–4
 Care.com 126
 careers 204–16
 adaptability 212–13
 advancement 96, 97
 boundaries 206
 communities 208
 counselling 204
 guidance 204
 paths 204
 prospects 110
 caregivers/caring responsibilities 123, 129
 care work 125, 126
 Carless, David 213
 Carton, A.M. 72
 car workers 180
 casual labour 146
 CEOs 239–40
 certainty 204
 Chan, N. 128
 Chandler, D.E. 216
 change 212–13, 238
 Chartered Institute of Personnel and Development (CIPD) UK 112, 236
 Chazan, G. 107
 Cheese, Peter 236
 Chillias et al. 37
 China 176, 178
 choice 41, 42, 74
 CISCO 180, 183
 cities 147, 210–11
 Ciulla, J.B. 67
 Civil Rights activists 50–1
 civil society organisations (CSOs) 197
 class 144–50
 class relations 144–6, 149–50
 clinical placements 34
 Cochlear implant 140
 codes of conduct 193–4
 Coe, N. 190, 196
 collective action 161–3
 collective bargaining 89, 99
 commitment 71
 Commons, John 227–8
 competence 215
 competition, increasing in the labour market 38
 competitive advantage 105, 106, 111
 computerisation 21, 85, 87, 142
 consumer behaviour 163–5
 consumers 169
 container 211
 contestation 197
 contracting/contract work 119–20, 158, 205
 contractors/contract workers 158–9, 210
 control 149–50
 cooperation, good 94
 corporate culture 43
 corporate recruitment firms 179–80
 corporate social responsibility (CSR) 73, 78, 182–3
 corporate volunteering 73
 co-worker relationships 73
 Cox, Taylor 51
 creative industries 27
 credential inflation 38
 crowd work 110
 crowdworkers 123
 culture 235
 Cumbers et al. 194
 Cyborg Foundation 143
 cyborg technology 139, 142, 148–9, 151
 cyborg work 139–42, 147–50
- Dalio, R. 112
 deaf people 140
 “decent work” agenda 90
 decision latitude 95–6
 dedication 225
 deindustrialisation 100

- Delivering Skills for Today and Tomorrow Package 181
- denial 76
- deontology 67
- deregulation 8, 25, 30
- design 72, 77, 100, 209
- de-skilling 106
- development training 111
- digital humans 139, 149
see also cyborg technology
- digital skills 180–1
- digital tracking 145
- digitization 76
- dignity 110, 113
- disability 55
- discretion 35, 95–6, 99, 110
- discrimination 55, 94, 126–9, 132
- diversity 49–61
- diversity management 51, 52, 53, 54, 56, 57
- Dobbin, F. 50–1
- Dobbin et al. 57
- doctors 142–3
- Douglas, Kitrina 213
- downgrading 87, 100
- dramaturgical pentad 207
- Duchon, D. 70
- Duffy et al. 74
- Dunlop, T. 174
- earnings 97
- earnings quality 91
- economic growth 238–9
- economic upgrading 198
- economic value 206
- education 89, 146–7, 183, 239
- efficiency 193–4, 199
- Egan, M. 53
- e-internships 42–3
- Elangovan et al. 216
- electronic hybrid voice 29
- embeddedness 195
- emotional demands 92
- emotional labour 150
- employability 33–4
- employee engagement (EE) 223–41
- employees
 displaced by technological change 106, 178–82
 and diversity 60
 representation 89
 and SWERS 230–3
 voice 29–30, 194
- employers, and technological change 182
- employment protection rules 89
- employment security 100
- empowerment 70
- engagement 70, 71, 223–41
- Engels, F. 68
- environment 91, 97, 98, 210, 211
- equal employment opportunity 54
- equality 50–1, 53–5
- equal opportunity policies 57
- equity 27–8, 38, 40–1, 193–4, 197, 198–9
- ethical accountability 197
- ethical considerations 163, 164
- ethical consumption 163, 169
- ethics 66–7, 68, 73–4
- ethnicity 55
- ethnic minorities 50
- EU Labour Force Survey (EU-LFS) 84–5
- Eurofound 83–4, 91, 100
- European Commission 40
- European Jobs Monitor (EJM) 83, 84–5, 100
- European Union (EU) 28, 83–101
- European Union Employment Committee (EMCO) 90
- European Works Councils 194
- Eurostat 90
- EWCS (European Working Conditions Survey) 90–9, 100–1
- executive leadership 235
- experiential learning 39
- exploitation 26, 38–9, 72, 76
- export processing zones (EPZs) 192
- ‘Fair Crowd Work’ 164
- fairness 27–8, 38
- Fairtrade certification 193–4
- Fairtrade Foundation 164
- fake self-employment 26
- family care obligations 126
- Farndale et al. 60
- far right nationalist movements 56
- female caregivers 123
- female participation 89

- fields 211
- financial capitalism 104–5
- financial crisis 85
- financial investors 103–4
- financialisation 103–8, 109–12, 113, 144, 239
- firms, and technological change 182
- first industrial revolution 20
- Five Million Jobs by 2020: the Real Challenge of the Fourth Industrial Revolution (Cann) 4–5
- Flanagan, F. 128
- Fleming, P. 3, 25, 26
- flexibility 49–50, 92–3, 110, 123–4, 205, 207, 210
- Florian et al. 74
- Florida, Richard 210
- Ford, M. 178
- foreign-born people 55
- Forrest, A. 121
- fourth industrial revolution 22, 27, 29
- ‘Fragment on Machines’ 23
- France 39
- Frankl, Viktor 65, 214
- Fredericksen, L. 38–9
- freedom 67
- Freelancer (platform) 166
- Freelancers Union 130
- free trade 193
- Friedman, L.H. 71
- Friedman, Georges 23
- front-line managers 234
- Fullerton, Johanna 52
- funding for training 181
- The Future of Engagement Thought Piece Collection* (Robinson and Gifford) 235–6
- The Future of Jobs Report 2018* 4
- The Future of Work: Could Automation be Positive? (Ranson) 5–6
- Gallup 225
- gender 55, 119, 120–33, 148–9
- gender discrimination 126–9
- gender diversity 59
- gender identity 60
- general purpose technologies (GPTs) 108–9
- Génération précaire 39
- geographical locations 177–8
- geography 147
- Gereffi, G. 196
- Gereffi et al. 199
- German firms, and capital expenditures 107
- Germany 176
- Giddens, A. 68
- gig economy 22, 26, 29, 119–20, 122, 128–33, 156–70, 210
- gig work 110, 119, 120, 123–33, 161–2, 205
- gig workers 120–1, 157–8, 161, 162, 168, 169–70
- global auditing system 28
- global governance 193
- globalisation 22, 28, 85, 87, 100, 195
- global labour governance 200
- global labour market architecture 28
- Global Production Networks (GPNs) 189–201
- global supply chains 8
- global talent 37
- global union federations (GUFs) 193
- Global Value Chains (GVCs) 194–5, 196, 199
- Goldstein, A. 180
- golfers 213
- goodwill 228
- good work 74
- governance 195, 196, 197, 198, 199, 239
 - labour 190–1, 200
 - multi-stakeholder 193
 - vertical public 194
- governance gaps 191, 192
- governments
 - need guidance on how to manage technological change 184–5
 - and retraining 183
- graduates
 - employability 33
 - labour market 43
 - and unpaid work 37
- Graeber, D. 75–6
- Graham et al. 130
- Grant-Smith, D. 35
- grassroots activism 162
- Gratton, L. 209
- Greene, A. 55, 60, 121

- Grote, G. 208
 growth 110–11, 238–9
Grundrisse (Marx) 23
 Guichard, J. 212, 213
- habitus 211
 Hackman, R. 69–70
 Hall, Tim 209, 212, 216
 Hammer, N. 195
Handbook of Employee Engagement
 (Albrecht) 225
 Hannak et al. 127
 harassment 93, 94
 Harbisson, Neil 143
 harm 68
 Hawking, Stephen 23
 health 50, 71, 100, 150
 health sector 94
 heart pacemakers 140
 Hebson, G. 122–3, 132
 Helbing et al. 5
 Hendrixx et al. 28
 hierarchy of needs 214
 higher education 146–7
 High Road 25, 159–60, 161, 163, 164,
 165, 167, 168
 outcomes 105, 111
 With His Job Gone, an Autoworker
 Wonders, ‘What Am I as a Man?’
 (Tavernise) 4
 Holford, A. 40
 Hoobler, J. 52, 53, 60
 horizontal forms of segregation 50
 horizontal governance 190–1, 199
 hot-desking 210
 Howcroft, D. 120
 HPWS (high-commitment/high-
 performance work system) 228,
 237–9, 240
 human capital 125–6
 Human Capital Analytics (HCA) 112
 human resource (HR) policy 58
 human resource management (HRM)
 21, 24, 104, 105–6, 109, 110–14
 Humphreys, L. 128
 Hunt, W. 40–1
- Ibarra, H. 213
 IBM 107
 IBM Analytics 239–40
- identity 208, 209, 212, 213, 234
 identity play 213
 identity work 213
 ILO (International Labour
 Organization) 20, 90, 123, 191,
 193, 194, 197, 200
 Conventions 191, 192
 inclusion 49–50, 52–61
 Independent Drivers Guild (IDG)
 129, 131–2
 Independent Union of Great Britain
 (IUGB) 29
 Independent Workers Union of Great
 Britain (IWGB) 129–30, 161
 India 176, 178
Industrial Goodwill (Commons)
 227–8
 industrial relations 21, 99, 121–3
see also trade unions
 industrial revolutions 20, 21, 22, 27,
 29
 inequality 23, 50, 89, 133
 informal work 125
 information and communication
 technologies (ICTs) 28, 148
 ‘Initiative on the Digital Economy’
 109
 innovation 105, 106, 107, 109, 110–11,
 113
 insecure forms of work 50
 insecurity, financial 110
 Institute for Employment Studies (IES)
 235–6
 inter-generational mobility 146
 international business (IB) 24
 International Commission on the
 Measurement of Economic
 Performance and Social Progress
 83
 International Framework Agreements
 (IFAs) 194, 195
 international standards 200
 international students 42
 internship intermediaries/brokers 43
 internships 26, 33–44
 intersectionality 60
 investors 112
 Ipeiros, P. 124
 Isaksen, J. 73
 Italy 39, 87

- Japan 176
- job crafting 215–16
- job demands-resources (JD-R) model 234
- job design 72, 77, 100, 209
- job growth 100
- job loss 178–9
- job quality 83–4, 85, 90, 91, 97, 99–101, 110
- job security 96–7, 110, 240
- job shadowing 43
- Jobs Lost, Jobs Gained: Workforce Transitions in a Time of Automation (McKinsey) 6
- job training programmes 181
- Jones et al. 55
- justice, organisational 94
- justification perspective 75
- just-in-time production 195

- Kahn, William 70, 224–5, 227, 228
- Kandola, Rajvinder 52
- Kapelner, A. 127
- Kaufman, B. 121–2
- Kettley, S. 4
- Keynes, John Maynard 23, 175, 177
- Kirton, G. 55, 60, 121
- Kirton et al. 58
- Klarsfeld et al. 56
- knowledge 109, 209
- knowledge obsolescence 205
- Kochan, T. 159
- Kost et al. 74
- Kulik, C. 58

- labour
 - agency 196, 198
 - and capital 147
 - flexibility 110
 - governance 191, 197, 200
 - productivity 109
 - regulation 28
 - rights 193
 - standards 28, 194, 195, 197
 - supply 87, 89
 - timing of 145–6
- labour market 165–8
 - competition, increasing 38
 - disadvantages 149
 - flexible 49–50
 - global architecture 28
 - graduate 43
 - institutions 99
 - security 91
- labour rights campaigners 164
- labour unions 145
 - see also* trade unions
- Lakhani et al. 196
- Latin America 198
- leaders 215, 236
- leadership 100, 234, 235
- learning, experiential 39
- learning cycles 209
- learning-focused climates 72
- Lee et al. 124
- Leiter, M. 226
- Leontief, Wassily 175, 177
- Lepisto, D.A. 74, 75
- Levesley, J. 23, 24, 25
- Levi et al. 191
- LGBT employees 55, 60
- life, meaning in 71, 214
- life design 206
- lifelong learning 96, 105
- life satisfaction 71
- Lillie, N. 191–2
- Lips-Wiersma, M. 71
- Lips-Wiersma et al. 73
- log-off strikes 161
- Low Road 25, 105–6, 111, 159, 161
- Lysova et al. 73

- machine learning 106
- Madden, A. 72
- Malik, M.M. 35
- management quality 100
- management studies 69–71
- managerial capitalism 103–4
- managers, and SWERS 230–3
- The Mandibles* (Lionel Shriver) 3
- Manyika et al. 177, 178, 181
- Maori people 55
- Margolis, J. 68
- Marx, Karl 23
- Maslow, Abraham 214
- Mateescu, A. 125, 126, 128
- McAfee, A. 174
- McCarthy, J. 71
- McDonald, P. 35
- McKinsey study 3, 5, 6, 177

- McRobbie, A. 41
 meaningful life 67, 73
 meaningful work 65–78, 214–16
 meaning in life 214
 meaningless work 66
 medicine 142–3
 Meehl, P. E. 23
 men
 and cyborg technology 148–9
 and flexible working 92–3
 and job prospects 97
 mental health 50
 metacompetency 212
 Mexico 176
 Michaelson et al. 66, 67–8
 microtask workers 130
 microwork 74
 migrants 167
 mindfulness training 216
 minimum wages 99
 Minku, L. 23, 24, 25
 mobility, inter-generational 146
 Mokyr et al. 175
 Molinsky, A. 68
 motivation 43, 224
 multi-scalarity 197–8
 multi-stakeholder governance 193
 Musk, Elon 141
 mutual aid 161, 162
 mutual trust 94
 Muve 164
- naming and shaming 29
 nationalist, far right movements 56
 nature of the work 235
 neoliberalism 8, 27, 41, 144
 neural implants 141
 neural implant technology 149, 151
 Neuralink 141
 neural technology 149
 new technologies 105
 see also technology
 New Zealand 55
 Nkomo, S. 52, 53, 60
 non-payment of wages 26
 non-profit service organisation 36
 non-standard forms of employment
 110
 see also gig work
 Noon, M. 52
- not-for-profit labour market
 intermediaries 179
- occupational safety and health 100
 occupations 208
 OECD 90–1, 107, 109
 Oelberger, C. 72
 offshoring 19, 21, 24, 25, 29, 110
 O’Higgins, N. 40
 Ola 164
 older workers 180
 Oldham, G.R. 69–70
 open market internships 35–6, 41
 opportunity costs of participation 38
 organisational diversity policies 56–9
 organisational identity 234
 organisational justice 94
 organisational leaders 236
 organisational management 94
 organisational practices 235
 organisational psychology 69–71
 organisational support 235
 Osterman, P. 156, 159–60, 163, 168
 Oswick, C. 52
 outsourcing 21, 24–5, 49, 110, 190, 197
 Oxford Economics 180, 183
 Ozturk, M. 60
- pace-determinants 92
 pacemakers 140
 Padmanabhan, N. 195
 paid internships 40
 palm oil sector 192–3
 Parker et al. 208
 Parsons, Frank 204
 participant motivation 43
 participatory discretion 35
 part-time workers 95, 96, 110, 124, 145
 pay gap, gender 127
 performance 59, 128
 permanent employment 110
 personality traits 73
 personal role engagement 70
 Petriglieri, J.L. 213
 philosophy 66
 physical environment 91, 97, 98, 210,
 211
 physical risks 91
 physical violence 93, 94
 Piketty, Thomas 3

- Pinedo, L. 40
 place, sense of 210–12
 platform companies 156–9, 163–4, 167
 platform work 125, 126–7
 Pocock, B. 121
 Polanyi, K. 191
 polarisation 87, 100
 political correctness 51–2
 political theory 66, 67, 73–4
 the poor 147
 power 121, 122, 195, 197
 Pratt, M.G. 75
 precarious work 41, 50
 Precarious Workers Brigade and
 Interns Aware 39
 precarity 76, 156
 pressure, work 183–4
 private governance 192
 privatization 49
 productive value 103
 productivity 109, 110, 113
 productivity growth 111–12, 147–8
 professional etiquette 43
 professionals 205
 professions 208
 prosocial impact 68
 prospects 96–7
 psychological states, three 69–70
 psychology 69–71, 76
 public administration 94
 public funding for training 181
 public governance 192, 200
 publishing industry 127
 Purcell, John 226–7, 234
 ‘putting out’ 20
 PwC (PricewaterhouseCoopers) 6
- quality 83–4, 85, 90, 91, 97, 99–101,
 110
 Quiggin, J. 7
- race 55, 59
 Raeder, S. 208
 Rainforest Alliance 164
 Rana Plaza disaster 24–5, 28
 Ranson, N. 5–6
 realization perspective 75
 recognition 94
 recruitment firms 179–80
 Reddington, Martin 237
 reflective leadership 216
 regional areas 177–8
 regulation 25, 28, 29, 30
 relatedness 215
 relational factors 72
 relationships, importance of 207, 215
 repetitive tasks 95
 Repubblica degli Stagisti 39
 reputational systems 128–9
 Restrepo, P. 175
 retraining 179, 180
 Ribas, Moon 143
 RideShare Drivers United (RSDU)
 161
 ride-sharing market 164
 Rifkin, Jeremy 2
 Riisgaard, L. 195
 risks 91
 Roberson, Q. 53
 Roberts, C. 37
 Robinson, J. 104, 174
 Robot automation will ‘take 800
 million jobs by 2030’ 5
 robotics 106, 141–2
 robotisation 25, 26–7
 robots 3, 22, 24
 Rosenblat, A. 124
 Ross, Rachel 52
 Rosso et al. 69
 Rousseau, D.M. 205
 routine bias 85
 Rubery, J. 120, 122–3, 132
 ruling class 146
- Sabharwal, M. 52–3, 57
 safety 100
 Saks, A. 225
 sales workers 94
 Sanford Bernstein 108
 satisfaction 71
 Savickas, M.L. 212
 Savickas et al. 206
 Schaffert, C. 73
 Schaufeli, W. 226
 Schaufeli et al. 225
 Schneider, Robin 52
 Schwab, Klaus 19, 22, 24, 25
 Scott, P. 40–1
 Scroggins, W.A. 71
 second industrial revolution 20

- security 91, 96–7, 100, 113, 240
 segregation, horizontal forms 50
 the self 214
 self-actualisation 214
 self-concept 214, 215
 self-construction 212
 self-determination theory 215
 self-employed workers 92
 self-employment, fake 26
 self-management 43
 self-sacrifice 76
 Selwyn, B. 195
 senior leadership 234
 sense-giving 72
 service workers 94
 sexual harassment 93, 94, 121
 shareholder governance 239
 shift work 92
 short-term returns 104, 108
 Shriver, Lionel 3
 silence 130–1
*The Silent Road to Serfdom: Why
 Passive Investing Is Worse than
 Marxism* 108
 Singapore Government 181
 skill-biased technical change 85, 87
 skills 89, 95, 99, 110, 125, 181, 209
 SkillsFuture Singapore Program 181
 small to medium enterprises (SMEs)
 37
 Smith, Adam 227, 228
 Smith Rachele, J. 61
 social behaviour 93–4
 social capital 211
 social class 40–1
 social contract 133
 social environment 93–4
 social experience 110
 socialisation, workplace 43
 social justice 53
 social media 29, 30, 128–9, 146
 social partners 100
 social protection 100
 social security 126
 social upgrading 198
 societal level discourses 74
 socio-economic backgrounds 40–1
 sociology 68
 Southeast Asian workers 180
 spaces of exception 191, 192, 197
 spiritual climates 72
 spirituality 70, 216
 stakeholder governance 239
 standard employment arrangements
 113
 standards 28, 194, 195, 197, 200
 Stark, L. 124
*State of the Workplace Employment
 Relations Survey (SWERS)*
 229–33
 Steger et al. 71
 Stein et al. 76
 Strachan et al. 54
 strategic HRM (SHRM) theory 104
 Streeck, W. 9
 stress 96, 110, 150, 183–4
 strikes 145, 161
 structural adjustment programmes 179
 structural change 99
 Structure of Earnings Survey (SES) 84
 Students Against Unpaid Internship
 Scams 39
 subcontracting 20
 subjective career 206
 subjective identify forms 213
 supply chains 28
 supply-side factors 38, 42
 surveillance 76, 119, 145, 149–50
 Susskind, D. 23
 Susskind, R. 23
 Swan, E. 39
 Symon, G. 76

 tacit knowledge 109
 talent 37, 104, 106
 Tatli, A. 60
 Tavernise, S. 4
 Taylor, P. 3
 Taylor review, 2017 7
 tea sector 197
 technical change 85, 87
 technology 87, 106, 144–7, 149, 151,
 174–85, 190
 technology-enabled hybrid voice 30
 temporary work 205
 Terkel, S. 69
 theology 66
 third industrial revolution 21
 Thomas, Roosevelt 51, 59
 threats 94

- Ticona, J. 125, 126, 128
 Tilly, C. 195
 time, changes over 97, 99
 timing of labour 145–6
 TNCs (transnational corporations) 28, 191, 192, 193, 195, 197, 200
 Toffler, Alvin 2
 Toraldo et al. 72
 trade 87
 trade-offs 77
 trade unions 20, 21, 29, 30, 144, 145, 197
 and diversity 54–5
 and ethical production 164
 and gig work 129–30, 158, 161, 162
 and GPNs 195, 199
 transnational 194
 and women 122
 traditional employment 110
 traineeships 40
 training 96, 100, 110, 111, 179, 180
 transgender individuals 60
 Transport Workers Union 162
 tribe 208
 trust 94, 240
- Uber 126, 131, 164, 165
 uberisation 25
 UBS 146
 UK
 and diversity 56–7
 and equality policy-making 51–2
 and HPWS 238
 Independent Union of Great Britain (IUGB) 29
 Interns Aware 39
 and internships 37, 40
 Precarious Workers Brigade 39
 pre-employment work experience a strong prerequisite 38
 and retraining 180
 and SWERS 230
 types of jobs 87
 uncertainty 204, 205, 206, 212, 213, 216
 under-employment rate 167
 under-utilisation 167
 unemployment rates 3, 166
 unions *see* trade unions
 Unions New South Wales 162
 United Nations Economic Commission for Europe (UNECE) 90
 United Voices of the World (UVW) 161
 Universal Labour Guarantee 200
 unpaid work 33–44
 upgrading 87, 100
 Upwork 131
 US
 capital expenditure 107
 Civil Rights activists 50–1
 and diversity 51, 57, 59
 and HPWS 237–8
 jobs lost to automation 176
 and meaningful work 65
 and SWERS 230
 unemployment rate 166
 and unpaid work placements 37
 Utrecht Work Engagement Scale 225
- value 111, 113, 195, 204, 210
 economic 206
 from employees 103
 value creation 106, 107, 110, 114, 196
 value extraction 103, 105, 109–10
 values, and work 214
 verbal abuse 94
 vertical forms of segregation 50
 vertical governance 192, 194, 199
 vigor 225
 violence 93
 virtual internships 42–3
 voice 29–30, 127, 129–32, 161, 194, 197, 198–9, 200
 Voice Project 234
 volunteering 36, 73
 Voth, Hans-Joachim 175
- wage floors 89
 wages 144, 159, 160, 168, 169
 wage-setting 89, 99
 wage theft 26
 wealth 146, 147
Wealth of Nations (Adam Smith) 227
 Weeks, K. 73
 Weil, David 8
 Weinberg, D. 127
 welfare regimes 55, 89
 wellbeing 72, 83, 91, 94, 216
 whistle blowing 30

- Whiting, R. 76
 Wiener, Norbert 23
 Will Democracy Survive Big Data and Artificial Intelligence? (Helbing et al.) 5
 Wolf, S. 67
 women
 as caregivers 123
 and cyborg technology 148–9
 and discrimination 127, 129, 132
 and flexible working 92–3
 and the gig economy 120
 increase in the workforce 89
 and inequality 51
 and job prospects 97
 and social contract 133
 under-representation of 50
 in unions 122, 130
 and welfare support to aid employment 55
 work, unpaid 33–44
 work climates 72–3
 ‘worker in transition’ assistance 179
 workers
 activism 161–2
 autonomy 111
 displaced by technological change 178–82
 organising 160–3
 rights 195
 work experience 33–44
 workforce management firms 179–80
 Workforce of the Future: The Competing Forces Shaping 2030 (PwC) 6
 working environment, quality 91
 working hours 124
 Working Time Directive 2003/88/EC 92
 working-time quality 92–3, 97, 124
 work-integrated learning (WIL) 33, 34, 37, 41
 work intensity 91–2, 99
 work–life balance 49–50
 work performance 128
 workplace 43, 70, 77, 210, 211
 work pressure 183–4
 Wright, S. 71
 Wrzesniewski, Amy 215
 Yeoman, R. 66
 Yeung, H. 190, 196
 zero-hour contracts 26
 Zuckerberg, Mark 141

