

MARK SCHEME for the May/June 2013 series

9707 BUSINESS STUDIES

9707/11

Paper 1 (Short Answer/Essay), maximum raw mark 40

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Business Studies Paper 22 June 2013 9707

**Luisa M. P. Valente, Benjamin
Costas, Brett Glencross, Jaume Pérez-
Sánchez, Françoise Medale**

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Cambridge International AS and A Level Business Studies Revision Guide Peter Stimpson, Peter Joyce, 2013-08-19

Cambridge International AS and A Level Business Studies Revision Guide has been designed specifically to meet the requirements of the Cambridge syllabus **Call Centers and the Global Division of Labor** Andrew J.R.

Stevens, 2014-03-26 Call centers have come in the last three decades to define the interaction between corporations governments and other institutions and their respective customers citizens and members The offshoring and outsourcing of call center employment part of the larger information technology and information technology enabled services sectors continues to be a growing practice amongst governments and corporations in their attempts at controlling costs and providing new services While incredible advances in technology have permitted the use of distant and offshore labor forces the grander reshaping of an international political economy of communications has allowed for the acceleration of these processes New and established labor unions have responded to these changes in the global regimes of work by seeking to organize call center workers These efforts have been assisted by a range of forces not least of which is the condition of work itself but also attempts by global union federations to build a bridge between international unionism and local organizing campaigns in the Global South and Global North Through an examination of trade union interventions in the call center industries located in Canada and India this book contributes to research on post industrial employment by using political economy as a juncture between development studies the sociology of work and labor studies Feeding a Sustainable Blue Revolution: The Physiological Consequences of Novel Ingredients on Farmed Fish Luisa M. P. Valente, Benjamin Costas, Brett Glencross, Jaume Pérez-Sánchez, Françoise Medale, 2023-01-03 **Nghiên cứu Đông Nam Á**, 2015

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