

A photograph of three call center agents (two men and one woman) wearing headsets and working at computers. The image is slightly blurred, focusing on the text overlay.

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# Call Centers Made Easy

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,1900      **Beyond the Apartheid Workplace** Eddie Webster,Karl Von Holdt,2005 Has the apartheid workplace changed  
over the past ten years of democracy in South Africa In order to answer this question the contributors of this book studied  
seventeen different workplaces including BMW a state hospital footwear sweatshops and the wine farming industry The  
editors broaden the definition of work to cover studies of the informal economy including street traders homeworkers and  
small rural enterprises Beyond the Apartheid Workplace shows how South Africa s triple transition towards political  
democracy economic liberalization and post colonial transformation has generated contradictory pressures at workplace  
levels A wide range of managerial strategies and union responses are identified demonstrating both continuities and  
discontinuities with past practices These studies reveal a growing differentiation within the world of work between stable  
formal sector work casualized and outsourced work and informal work where people struggle to make a living on the margins  
of the formal economy The majority of workplaces are marked by the persistence and reconfiguration of the apartheid legacy  
Deepening poverty and exclusion have been generated among great numbers of workers and their dependents

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