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## Dr Virginia Doellgast

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### Associate Professor of Comparative Employment Relations

Faculty Group: Employment Relations and Human Resource Management



### Biography

Dr Virginia Doellgast is an Associate Professor of Comparative Employment Relations in the Department of Management. She holds a PhD in Industrial Relations from Cornell University, a Masters in City Planning from the Massachusetts Institute of Technology, and a BA from Bard College. Dr Doellgast's research focuses on comparative employment relations and human resource management in Europe and the US. Recent projects include a study of the restructuring of frontline service jobs in the US and German telecommunications industries and an international study of human resource management in the global call centre industry. She is currently completing an ESRC-funded study on the impact of organisational restructuring on pay, work organisation, and performance in the European telecommunications industry. Dr Doellgast has been a visiting scholar at the Max Planck Institute für Gesellschaftsforschung (Cologne, Germany), Wissenschaftszentrum Berlin (Berlin, Germany), Freie Universität (Berlin, Germany), Laboratoire d'Economie et de Sociologie du Travail (Aix-en-Provence, France), and the University of New South Wales (Sydney, Australia).

Dr Doellgast's book '[Disintegrating Democracy at Work: Labor Unions and the Future of Good Jobs in the Service Economy](#)' was published in 2012 by Cornell University Press.

### Research interests

- International human resource management

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Expert profiles and research

- Comparative employment relations (with a particular interest in the US, Germany, France, and Denmark)
- Work organisation and teams
- Service work
- Workplace democracy and job quality

## Recent publications

- [A service union's innovation dilemma: limitations on creative action in German industrial relations](#)  
Doellgast, Virginia and Holtgrewe, Ursula (2012) A service union's innovation dilemma: limitations on creative action in German industrial relations. *Work, Employment and Society*, 26 (2). pp. 314-330. ISSN 0950-0170
- [Disintegrating democracy at work: labor unions and the future of good jobs in the service economy](#)  
Doellgast, Virginia (2012) Disintegrating democracy at work: labor unions and the future of good jobs in the service economy. Cornell University Press, New York, USA. ISBN 9780801450471
- [Collective voice under decentralized bargaining: a comparative study of work reorganization in US and German call centres](#)  
Doellgast, Virginia (2010) Collective voice under decentralized bargaining: a comparative study of work reorganization in US and German call centres. *British Journal of Industrial Relations*, 48 (2). pp. 375-399. ISSN 0007-1080
- [Introduction: Institutional change and labour market segmentation in European call centres](#)  
Doellgast, Virginia, Batt, Rosemary and Sorensen, Ole H. (2009) Introduction: Institutional change and labour market segmentation in European call centres. *European Journal of Industrial Relations*, 15 (4). pp. 349-371. ISSN 1461-7129
- [Institutional change and the restructuring of service work in the French and German telecommunications industries](#)  
Doellgast, Virginia, Nohara, Hiroatsu and Tchobanian, Robert (2009) Institutional change and the restructuring of service work in the French and German telecommunications industries. *European Journal of Industrial Relations*, 15 (4). pp. 373-394. ISSN 1461-7129

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