

REFERENCE LIST:

Abel, C. F., and Sementelli, A. J. (2005). Evolutionary critical theory, metaphor, and organizational change. The Journal of Management Development, 24 (5/6), pp. 443, 16 pgs

Allen, R.E. (1990). The concise oxford dictionary of current English. (8th Ed). Oxford: Oxford university press

Alvesson, M. (2002). Understanding organisational culture. London: SAGE Publications

Alvesson, M. (2003). Beyond neopositivists, romantics, and localists: A reflexive approach to interviews in organizational research. The Academy of Management Review, 28 (1), pp. 13

Amaratunga, D., and Baldry, D. (2002). Moving from performance measurement to performance management. Facilities, 20 (5/6), pp. 217-223

Armistead, C., Kiely, J., Hole, L. and Prescott, J. (2002). An exploration of managerial issues in call centres. Managing service quality, 12 (4), pp. 246-256

Arnett, R.C. (1999). Metaphorical guidance: administration as building and renovation. Journal of educational administration, 37 (1), pp. 80-89

Aupperle, K.E. and Karimalis, G.N. (2001). Using metaphors to facilitate cooperation and resolve conflict: Examining the case of Disneyland Paris. Journal of Change Management, 2 (1), pp. 23, 10 pgs

Bagnara, S. (2000). Human work in the call centres. Proceedings of the human factors and ergonomics annual meeting, 1, pp.553

Becker, B.E., Huselid, M.A., and Ulrich, D. (2001). The HR scorecard: Linking people, strategy, and performance. USA: Harvard Business School press

Black, M. (1962). Models and metaphors: Studies in language and philosophy. United Kingdom: Cornell University Press, Ltd

Boyd, J. (2003). A quest for Cinergy: The war metaphor and the construction of identity. Communication Studies, 54 (3), pp. 249

Breakwell, G. M. (1995). Interviewing. **In** G. M Breakwell, S. Hammond and C. Fife-Schaw (Eds), Research methods in psychology (230-242). London: SAGE publications

Burchman, S. and Schmitt, D. (2001). In the centre: Understanding the costly threat of agent turnover. Call centre management review, 15-17

Caballero, R. (2003). Metaphor and genre: The presence and role of metaphor in the building review. Applied linguistics, 24 (2), pp. 145-167

Cartwright, S. (2003). New forms of work organization: issues and challenges. Leadership & Organization Development Journal, 24 (3), pp. 121-122

Chandler, D. (2001). Semiotics for Beginners. Retrieved September 3, 2005 from <http://www.aber.ac.uk/media/Documents/S4B/sem07.html>

Collison, C and Mackenzie, A. (1999). The power of story in organizations. Journal of workplace learning, 11 (1), pp. 38-42

Davies, G., Chun, R., da Silva, R.V., and Roper, S. (2001). _The personification metaphor as a measurement approach for corporate reputation. Corporate reputation review, 4 (2), pp. 113-130

Diemont, C. (2005). Delivering on investment. **In** Contact centre Africa, 1 (1), pp.14-15

Fenley, A. (1998). Models, styles and metaphors: understanding the management of discipline. Employee Relations, 20 (4), pp. 349-364

Fisher, J., Katz, L., Miller, K., and Thatcher, A. (2003). South Africa at work: Applying psychology to organisations. Johannesburg: Witwatersrand University Press

Gauteng Economic Development Agency (GEDA) report. Prime call centre location: Gauteng, South Africa. <http://www.geda.co.za>

Gellerman, S.W. (1963). Motivation and productivity. USA: Vail-Ballou Press, Inc

Gibson, C.B. and Zellmer-Bruhn, M.E. (2001). Metaphors and meaning: An intercultural analysis of the concept of teamwork. Administrative Science Quarterly, 46, (2), pp. 274, 33 pgs

Goodwin, C. (1996). Moving the drama into the factory: the contribution of metaphors to services research. European journal of marketing, 30 (9), pp.13-36

Haridimos, T. (1993). Analogical reasoning and knowledge generation in organization theory. Organization Studies, 14 (3), pp. 323, 24 pgs

Holdsworth, L and Cartwright, S. (2003). Empowerment, stress and satisfaction: An exploratory study of a call centre. Leadership and organization development journal, 24(3), 131-140

Holman, D. (2003). Phoning in sick? An overview of employee stress in call centres. Leadership and organization development journal, 24(3), pp.123-130

Hoskins, M., and Leseho, J. (1996). Changing metaphors of the self: Implications for counselling. Journal of Counselling and Development, 74 (3) pp. 243, 10 pgs

ICMI. (2003). Essential strategic planning for call centre managers. London.

Inkson, K. (2002). Career metaphors and their application in theory and counseling practice. Journal of employment counseling, 39 (3), pp.98-109

Kaplan, R.S., and Norton, D.P. (1996). The balanced scorecard: Translating strategy into action. USA: Harvard Business School press

Klinger, E. (1980). Imagery volume 2: Concepts, results, and applications. New York: Plenum Press

Koskinen, K.U. (2005). Metaphoric boundary objects as co-ordinating mechanisms in the knowledge sharing of innovation processes. European Journal of Innovation Management, 8 (3), pp. 323-335

Kvale, S. (1996). Interviews: An introduction to qualitative research interviewing. California: SAGE publications Inc

Lakoff, G and Johnson, M. (1980). Metaphors we live by. Chicago: The University of Chicago Press, Ltd

Lawley, J and Tompkins, P. (2000). Learning metaphors. Seal Journal.

Lawley, J. (2001). Metaphors of organisation - part 1. Effective Consulting, 1 (4)

Lennon, A. and Wollin, A. (2001). Learning organisations: empirically investigating metaphors. Journal of Intellectual Capital, 2 (4), pp. 410-422

Likert, R. (1972). Measuring organisational performance. In Koontz, H and O'Donnell, C. (Eds). Management: A book of readings. (3rd Ed). (pp. 795-804). USA: McGraw-Hill

Lockett, J. (1992). Effective performance management: A strategic guide to getting the best from people. London: Kogan Page limited

Marr, B and Parry, S. (2004). Performance management in call centres: lessons, pitfalls and achievements in Fujitsu Services. Measuring Business Excellence, 8 (4), pp. 55-62

Marshak, R.J. (2003). Metaphor and analogical reasoning in organization theory: Further extensions. The Academy of Management Review, 28 (1), pp. 9

McKenna, D.D and Wright, P.M. (1965). Industrial organisation: Theory and practice. London: Oxford University Press

Miciak, A.; and Desmarais, M. (2001). Benchmarking service quality performance at business-to-business and business-to-consumer call centres. Journal of Business & Industrial Marketing, 16 (5), pp. 340-353

Mignot, P. (2000). Metaphor: A paradigm for practice-based research into 'career'. British Journal of Guidance & Counselling, 28 (4), pp. 515, 17 pgs

Morgan, G.M. (1986). Images of organization. USA: SAGE publications

Morgan, J.M. (2001). Are we “out of the box” yet? A case study and critique of managerial metaphors of change. Communication studies, 52 (1), pp. 85-103

Nash, M. (1985). Making people productive. USA: Jossey-Bass publishers

Neely, A., Gregory, M., and Platts, K. (1995). Performance measurement system design: a literature review and research agenda. International journal of operations and production management, 15(4), pp.80-116

Niemeier, S. (1997). To have one's heart in the right place - metaphorical and metonymic evidence for the folk model of the heart as the site of emotions in English. In Smieja, B and Tasch, M. (Eds). Human contact through language and linguistics. (pp. 87-106). Frankfurt: Lang

Noe, R.A; Hollenbeck, J.R; Gerhart, B; and Wright, P.M. (2003). Human resource management: Gaining a competitive advantage. New York: McGraw-Hill

Oswick, C and Montgomery, J. (1999). Images of an organisation: the use of metaphor in a multinational company. Journal of organisational change management, 12 (6), pp.501-523

Oswick, C., Keenoy, T., and Grant, D. (2002). Metaphor and analogical reasoning in organization theory: Beyond orthodoxy. The Academy of Management Review, 27 (2), pp. 294

Oswick, C., Keenoy, T., and Grant, D. (2003). More on metaphor: Revisiting analogical reasoning in organization theory. The Academy of Management Review, 28 (1), pp. 10

Öztel, H and Hinz, O. (2001). Changing organisations with metaphors. The Learning Organization, 8 (4), pp. 153-168 (16)

Palmer, I. and Dunford, R. (1996). Reframing and organizational action: the unexplored link. Journal of Organizational Change Management, 9 (6), pp. 12-25

Phillips, B. (1998). Energy and performance: The power of metaphor. Career Development International, 3 (1), pp. 18-22

Poston-Anderson, B. (1996). Beehive, cocoon, or the site of a revolution? Metaphors, meaning and the school library. Research Column 2, Scan, 15 (2), Role of teacher-librarian and the school library

Ragsdell, G. (2000). Engineering a paradigm shift? An holistic approach to organisational change management. Journal of Organizational Change Management, 13 (2), pp. 104-120

Richardson, J. and McKenna, S. (2000). Metaphorical “types and human resource management: self-selecting expatriates. Industrial and Commercial Training, 32 (6), pp. 209-219

Ricketts, M and Seiling, J.G. (2003). Language, Metaphors Stories: Catalysts for Meaning Making in Organizations. Organization Development Journal, 21 (4), pp. 33

Ricketts, M and Seiling, J.G. (2003). Language, metaphors stories: Catalysts for meaning making in organizations. Organisational development journal, 21 (4), pp. 33-42

Robbins, S.P; Odendaal, A; and Roodt, G. (2001). Organisational behaviour: Global and Southern African perspectives. South Africa: Pearson Education

Sackmann, S. (1989). The role of metaphors in organization transformation. Human relations, 42 (6), pp. 463-485

Schmidt, C.M. (2004). The relevance of culture-specific conceptualisation for organisational management: a cross-cultural study on the difference between German and Swedish organisational concepts. Journal of Intercultural Communication, 7

Searle, A. (2005). State of the nation. In Contact centre Africa, 1 (1), pp. 12-13

Simmons, J. (2002). An “expert witness” perspective on performance appraisal in universities and colleges. Employee relations, 24 (1), pp.86-101

Smith, N.L. (1981). Metaphors for evaluation. In Smith, N.L. (Ed). Metaphors for evaluation: Sources of new methods. Volume 1 in new perspectives in evaluation studies. (pp.51-66). USA: SAGE Publications

Sprigg, C.A., Smith, P.R., and Jackson, P.R. (2003). Psychosocial risk factors in call centres: An evaluation of work design and well-being. Norwich: HSE books

Stark, M and Marcus, A.A. (2000). Introduction to the special research forum on the management of organizations in the natural environment: A field emerging from multiple paths, with many challenges ahead. Academy of Management Journal, 43 (4), pp. 539, 8 pgs

Super C.M., and Harkness, S. (2003).The metaphors of development. Human Development, 46 (1), pp. 3

Sutermeister, R.A. (1976). People and productivity. USA: McGraw-Hill

The Department of Trade and Industry (DTI) South Africa. South Africa's call center and business process outsourcing (BPO) industry. South Africa

Wallace, C.M., Eagleson, G., and Waldersee, R. (2000). The sacrificial HR strategy in call centres. International Journal of Service Industry Management, 11 (2), 174-184

Welman, J.C and Kruger, S.J.(2001). Research methodology. (2nd Ed). Oxford: Oxford University press

Whysall, P. (2001). The war metaphor in retailing: do soldiers see going to war as like going shopping? Qualitative Market Research: An International Journal, 4 (1), pp. 34-42

Wilcox, P.P. Metaphor in American Sign Language. (1st Ed). Chicago: Gallaudet University Press

Wood, T. (2002). Spectacular metaphors: From genre to cinema. Journal of organisational change management, 15 (1), pp.11-21