

SYMBOLIC ANALYSTS OR CYBER SERFS? SOFTWARE DEVELOPMENT WORK AND WORKERS

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Abstract

In this paper the work of developing software, those who do that work and how the labour process is controlled is explored. In a collective case study of three software development firms – DataHouse, Vanguard and Webboyz – issues of control and resistance are considered by examining the multiple layers of management control strategies and workers' social identity. It is argued that once the wonderment with the technology is overcome it is possible to see that the nature of work in this sector is the same as in all other sectors of the economy – new or old – while these workers' privileged labour market position is temporary.

PLEASE REFER ANY ENQUIRIES ABOUT THIS WORKING PAPER TO THE AUTHOR

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