LOW-WAGE WORK IN THE WEALTHY WORLD

Jérôme Gautié and John Schmitt
Editors

Russell Sage Foundation • New York
# Contents

Contributors xi

Foreword xv
Robert M. Solow and Eric Wanner

Chapter 1 Introduction and Overview 1
Eileen Appelbaum, Gerhard Bosch, Jérôme Gautié, Geoff Mason, Ken Mayhew, Wiemer Salverda, John Schmitt, and Niels Westergaard-Nielsen

PART I LOW-WAGE WORK AND NATIONAL LABOR MARKET INSTITUTIONS 33

Chapter 2 Low Pay, Working Conditions, and Living Standards 35
Geoff Mason and Wiemer Salverda

Chapter 3 Industrial Relations, Legal Regulations, and Wage Setting 91
Gerhard Bosch, Ken Mayhew, and Jérôme Gautié

Chapter 4 The Impact of Institutions on the Supply Side of the Low-Wage Labor Market 147
Jérôme Gautié, Niels Westergaard-Nielsen, and John Schmitt, with Ken Mayhew

PART II INDUSTRY CASE STUDIES 183

Chapter 5 Institutions, Firms, and the Quality of Jobs in Low-Wage Labor Markets 185
Eileen Appelbaum
Chapter 6  Retail Jobs in Comparative Perspective  
Francoise Carré, Chris Tilly, Maarten van Klaveren, and Dorothea Voss-Dahm  
211

Chapter 7  Working at the Wage Floor: Hotel Room Attendants and Labor Market Institutions in Europe and the United States  
Achim Vanselow, Chris Warhurst, Annette Bernhardt, and Laura Dresser  
269

Chapter 8  Cleaning and Nursing in Hospitals: Institutional Variety and the Reshaping of Low-Wage Jobs  
Philippe Mehaut, Peter Berg, Damian Grimshaw, and Karen Jaehrling, with Marc van der Meer and Jacob Eskildsen  
319

Chapter 9  Tough Meat, Hard Candy: Implications for Low-Wage Work in the Food-Processing Industry  
Klaus G. Grunert, Susan James, and Philip Moss  
367

Chapter 10  Restructuring Customer Service: Labor Market Institutions and Call Center Workers in Europe and the United States  
Caroline Lloyd, Claudia Weinkopf, and Rosemary Batt  
421

Index  
467