Christopher Hayes’ book on structural racism and segregation in mid-twentieth century New York City is out now. Columbia University Press has released The Harlem Uprising: Segregation and Inequality in Postwar New York City, which tries to understand how a city with such a progressive history was, and still is, so profoundly racist throughout virtually all of its social, political, economic and legal institutions.

Xiangmin (Helen) Liu’s article, “Customer aggression, employee voice and quit races: evidence from the frontline service workforce, with co-researchers Danielle D. van Jaarsveid and Yoshio Yanadori, was published in the British Journal of Industrial Relations. In the study, they examine how establishment-level aggression originating from customers can lead to voluntary turnover. They examine whether establishment-level factors, such as collective voice, high involvement work practices and control-based work practices, moderate this relationship. By analysing a sample of 139 call centres in Canada, they found that establishment-level customer aggression is positively related to the workforce quit rate. Furthermore, they found that this positive relationship is weaker in establishments where employees have access to collective voice and in establishments that use fewer control-based human resource practices.

Paula Voos completed the first draft of her review of John Dunlop's intellectual contribution to Economics and Industrial Relations for a book on Harvard Economics being edited by Robert Card. In the process of reviewing his entire career, she realized the extent to which he was motivated by a Keynesian perspective on macro-economic issues, something usually not evident in employment relations discussion of his work.