CONTENTS

Preface	xi
Acknowledgments	xvii
DILEMMAS OF TRANSFORMATION IN	
THE AGE OF THE SMART MACHINE	3
PART ONE	
KNOWLEDGE AND	
COMPUTER-MEDIATED	
WORK	17
CHAPTER ONE	
THE LABORING BODY: SUFFERING AND	
Skill in Production Work	19
CHAPTER TWO	
THE ABSTRACTION OF INDUSTRIAL WORK	58
CHAPTER THREE	
THE WHITE-COLLAR BODY IN HISTORY	97
CHAPTER FOUR	
Office Technology as Exile	
AND INTEGRATION	124

viii			

Contents

CHAPTER FIVE

MASTERING THE ELECTRONIC TEXT

174

PART TWO

AUTHORITY: THE SPIRITUAL DIMENSION OF POWER

219

CHAPTER SIX

WHAT WAS MANAGERIAL AUTHORITY?

224

CHAPTER SEVEN

THE DOMINION OF THE SMART MACHINE

245

CHAPTER EIGHT

THE LIMITS OF HIERARCHY IN AN INFORMATED ORGANIZATION

285

PART THREE

TECHNIQUE: THE MATERIAL DIMENSION OF POWER

311

CHAPTER NINE

THE INFORMATION PANOPTICON

315

Contents	ix
CHAPTER TEN	
PANOPTIC POWER AND THE SOCIAL TEXT	362
CONCLUSION	
MANAGING THE INFORMATED	
ORGANIZATION	387
APPENDIX A	
THE SCOPE OF INFORMATION TECHNOLOGY	
IN THE MODERN WORKPLACE	415
APPENDIX B	
Notes on Field-Research Methodology	423
N	420
Notes	430
Index	459