

ROBIN LEIDNER

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Academic Positions:

Associate Professor of Sociology, University of Pennsylvania, 1995-present
Undergraduate Chair, Department of Sociology, 1997-present
Assistant Professor of Sociology, University of Pennsylvania, 1988-1995

Education

Ph.D. Northwestern University, Department of Sociology, August, 1988
Dissertation : “Working on People: The Routinization of Interactive Service Work.”

M.A. Northwestern University, Department of Sociology, August, 1983
A.B. Radcliffe College, Harvard University, June, 1980, Magna cum laude
Concentration in Sociology, with a special interest in Women's Studies

Areas of Specialization

Gender; work, including service work, work and identity, work and family; feminist organizations; parenting.

Publications

Forthcoming “Identity and Work.” In *Social Theory at Work*, edited by Marek Korczynski, Randy Hodson, and Paul K. Edwards. Oxford: Oxford University Press.

2002 “Fast-food work in the United States.” In *Labour Relations in the Global Fast-Food Industry*, edited by Tony Royle and Brian Towers. London: Routledge, 8-29.

2001 “On Whose Behalf? Feminist Ideology and Dilemmas of Constituency.” In *Identity Politics in the Women's Movement*, edited by Barbara Ryan. NY: New York University Press, 47-56.

2001 “Manufacturing Consent Revisited.” *Contemporary Sociology*, September, 439-442.

2001 “Who Speaks for Women? Racial Exclusivity, Feminist Ideology, and the Dilemmas of Constituency.” In *Problem of the Century: Racial Stratification in the United States*, edited by Elijah Anderson and Douglas S. Massey. NY: Russell Sage Foundation, 97-114.

1999 “Emotional Labor in Service Work.” *Annals*, AAPSS: 561, 81-95, January 1999.

- 1997 Featured review of *Who's Fit to Be a Parent?* and *Mothers and Their Children: A Feminist Sociology of Childrearing*. *Contemporary Sociology* 26:1, January, 10-12.
- 1996 "Rethinking Questions of Control: Lessons from McDonald's." In *Working in the Service Society*, edited by Cameron Macdonald and Carmen Sirianni. Philadelphia: Temple University Press, 29-49.
- 1994 "Motherly Concerns." Featured review essay (on Kaplan, *Mother's Images of Mothering*, Richardson, *Women, Motherhood and Childrearing*, Walters, *Lives Together, Worlds Apart*, Lewin, *Lesbian Mothers*, *Contemporary Sociology* 23:6, 781-84.
- 1994 "Response to Gerber's 'Reshaping Democracy' and Sirianni's 'Feminist Pluralism and Democratic Learning'" (essays in Forum on my article, "Constituency, Accountability, and Deliberation: Reshaping Democracy in the National Women's Studies Association"). *NWSA Journal* 5:3.
- 1993 *Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life*, University of California Press.
Excerpted in; *Mapping the Social Landscape*, ed. Susan J. Ferguson, Mountain View, CA: Mayfield, 1996; *Working in America: Continuity, Conflict, and Change*, ed. Amy S. Wharton, Mountain View, CA: Mayfield, 1997, 2001. Two Chinese language editions
- 1993 "Constituency, Accountability, and Deliberation: Reshaping Democracy in the National Women's Studies Association." *NWSA Journal* 5:1, 4-27.
- 1993 Review: *Making Fast Food* by Ester Reiter, and *Dishing It Out*, by Greta Foff Paules, *American Journal of Sociology* 98:4, 942-44.
- 1992 Review essay, *Feeding the Family*, by Marjorie DeVault, *Contemporary Sociology*. 21:4, 440-2.
- 1991 "Serving Hamburgers and Selling Insurance: Gender, Work, and Identity in Interactive Service Jobs," *Gender & Society*, 5:4, 154-177.
Reprinted in: *The Sociology of Work*, ed. Carol J. Auster, Pine Forge Press, 1996; *Feminist Frontiers IV*, eds. Laurel Richardson, Verta Taylor, Nancy Whittier, McGraw-Hill, 1996, 2001
Race, Class, and Gender in a Diverse Society: A Text-Reader, ed. Diana Kendall, Allyn & Bacon, 1997.
- 1991 "Stretching the Boundaries of Liberalism: Democratic Innovation in a Feminist Organization," *Signs* 16:2, 263-289.
- 1990 Review, *Pursuing Customers and Making Sales*, by Robert Prus, *Qualitative Sociology*, 13:4, 387-390.
- 1990 Review, *Homeworking: Myths and Realities*, Shiela Allen and Carol Wolkowitz, and *The New Era of Home-based Work*, edited by Kathleen Christensen, *Gender & Society* 4:2, 262-65.
- 1988 "Home Work: A Study in the Interaction of Work and Family Organizations." In *Research in the Sociology of Work, Volume 4: High Tech Work*, edited by Ida Harper Simpson and Richard L. Simpson. Greenwich, CT: JAI Press, 69-94.

Honors and Awards

1994 Max Weber Award of the Section on Organizations and Occupations, American Sociological Association, for *Fast Food, Fast Talk*.

1989 Sex and Gender Section Dissertation Paper Award, American Sociological Association

1988 Braverman Prize, Labor Studies Division, Society for the Study of Social Problems

1986-1988 National Graduate Fellow, United States Department of Education

1983-1986 National Science Foundation Fellow

1982-1983 President's Fellow, Northwestern University

1980 Albert J. Fulton Prize for best thesis, Department of Sociology, Harvard University

1979 *Phi Beta Kappa*

1977 Detur Prize, Harvard University

Presentations

2003 “Not the Type: Paradoxes of Theatrical Casting.” Sociology Department, Northwestern University.

2003 “Is There a Sociology of the Creative Class?” Annual meeting of the American Sociological Association, Atlanta, GA.

2002 “Cast Adrift: Ascription and Allocation in the Theater.” Thematic session on “Microfoundations of Ascription and Allocation,” American Sociological Association, Chicago, IL.

2000 “Manufacturing Consent Revisited.” Annual meeting of the Society for the Study of Social Problems, Washington, D.C.

1999 “The Emotion Work of Graduate Training.” Annual meeting of the Eastern Sociological Society, Boston, MA.

1999 “DLS on ‘The Future of The Jews’: A Mystery.” Annual conference of the Dorothy L. Sayers Society, Cambridge, England.

1998 “Emotional Labor in the Service Sector.” Thematic session, annual meeting of the Eastern Sociological Association, Philadelphia, PA.

1998 “Who Speaks for ‘Women’? Racial Exclusivity, Feminist Ideology, and Dilemmas of Constituency.” Problem of the Century: Racial Stratification in the U.S. at the Millennium, University of Pennsylvania.

1997 “The Relevance of Professional Childrearing Discourse to Poor African American Parents.” Annual meeting of the American Sociological Association, Toronto, Ontario.

1997 “Feminist Theory and Feminist Activism.” Women’s Studies Feminist Theory Seminar Series, University of Pennsylvania.

1995 “Operating Instructions: Highly-Educated Parents’ Use of Childrearing Advice Literature.” Annual meeting of the American Sociological Association, Washington, D.C.

1995 “Learning to Parent: A Comparative Approach.” Northwestern University, Department of Sociology.

1994 “Parents as Consumers of Advice and Creators of Consumers,” Social Science History Association, Atlanta, GA.

1994 “On Whose Behalf? Feminist Ideology and Dilemmas of Constituency.” Thematic session on democratic participation, American Sociological Association, Los Angeles, CA.

1994 “Theory and Political Activism,” Practicing Theory conference, American Sociological Association’s Section on Theory, San Diego, CA.

1992 “The Cultural Effect of Scripted Service Work,” American Sociological Association, Pittsburgh, PA.

1991 “What’s New about the Service Economy: Lessons from McDonald’s,” American Sociological Association, Cincinnati, OH.

1990 “Serving Hamburgers: McDonald’s and the New Service Economy,” PARSS seminar on Work and Welfare, University of Pennsylvania

1990 Panelist, session on “Women, Work, and the Family: Controversy and Change,” University of Pennsylvania 250th Anniversary Colloquium.

1990 “Struggling with Diversity: Democratic Innovation in the National Women's Studies Association,” Eastern Sociological Society, Boston.

1990 Panelist, roundtable on “Conversations with Feminist Sociologists: How Feminism Affects their Work and Sociological Perspective,” Eastern Sociological Society, Boston.

1989 “Working on People: The Routinization of Interactive Service Work,” Society for the Study of Social Problems, San Francisco.

1989 “Scripting Service Work: Jobs, Gender, and Identity,” National Women’s Studies Association, Towson, MD.

1987 “Standardizing Smiles: The Routinization of Interactive Service Work,” American Sociological Association, Chicago.

1987 “Scripting Service Work: Case Studies of Fast Food and Insurance Sales,” Society for the Study of Social Problems, Chicago.

1985 “Science in Advertising: An Investigation of Scientism,” American Sociological Association, Washington, D.C.

1985 “Stretching the Boundaries of Liberalism: Democratic Innovation in a Feminist Organization,” Sociologists for Women in Society, Washington, D.C.

1985 “Privilege and Exploitation in Home Work Programs,” Midwest Sociological Association, St. Louis.

Grants Received

1992 \$11,600 grant from the University of Pennsylvania Research Foundation for study of “Parents’ Responses to Professional, Informal, and Institutionalized Advice on Childrearing.”

1989-90 \$6000 Ford Foundation funding awarded by the University of Pennsylvania for development of an interdisciplinary course on work

1989 \$3000 grant for course development awarded by the Undergraduate Education Fund, University of Pennsylvania.

Research and Related Experience

2001-present

Project on relation between structures of employment, occupational community, and self-concept among theater artists. Project on non-traditional casting in theater investigating perceptions of salience and malleability of ascribed characteristics.

1997

Interviews with college seniors. Project on gender, college major, and career choice. Jerry Jacobs, project director.

1995

“Back Office Processing in Financial Services: Work Organization, Technological Change, and Employment Issues.” Report submitted to the Office of Technology Assessment of the US Congress for project on “Technology, Jobs, and Productivity in the Service Economy.”

1985-1986

Research Associate, Northwestern University. Quantitative analysis of data on job commitment and organizational rewards, with James Rosenbaum.

1983-1984

Project Participant, Center for Urban Affairs and Policy Research, Northwestern University. Project on Modes of Representing Information about Society, with Andrew Gordon and Howard Becker.

1982

Research Assistant, Center for Urban Affairs and Policy Research, Northwestern University. Research project on response of community mental health organizations to de-institutionalization of mental patients, with Andrew Gordon.

1980

Research and Administrative Assistant, Center for the Study of Public Policy, Cambridge, Massachusetts. National survey on work conducted by Lee Rainwater, Christopher Jencks, Lauri Perman.

Conducted research on the data collection process. Report: “Qualitative Aspects of Qualitative Research: A Case Study of a Nationwide Telephone Survey.” Responsible for coordination of the survey during the project director’s absence.

1979

Teacher, Social History, School One, Providence, Rhode Island. Designed and conducted course for alternative high school.

1978-1982

Grants coordinator and actress, Rhode Island Feminist Theatre, Providence, Rhode Island. Co-created original full-length plays, including one on clerical work; performed nationally; facilitated audience discussions. Wrote funding proposals and administered grants from private foundations and government agencies. Organized state-wide colloquium on work life, funded by the Rhode Island Committee for the Humanities, which combined theatrical performances with discussions led by scholars from several fields.

Professional Service

2003 Discussant, Feminist Theory session. Annual meeting of the American Sociological Association, Atlanta, GA.

2002-2000 Secretary, Sociologists for Women in Society.

1999-2002 Council member, Sex and Gender Section, American Sociological Association.

2002 Chair, Distinguished Article Award Committee, Sex and Gender Section, American Sociological Association.

1999-2002 Council member, Sex and Gender Section, American Sociological Association.

2000-2002 Chair, Mentoring Award Committee, Sociologists for Women in Society.

2002 Discussant, Author Meets Critics session on Vicki Smith's book, *Crossing the Great Divide: Worker Risk and Opportunity in the New Economy*. Annual meeting of the American Sociological Association, Chicago, IL.

2002 Discussant, Author Meets Critics session on Gul Ozyegin’s book, *Untidy Gender: domestic service in Turkey*. Annual meeting of the Southern Sociological Society meeting, Baltimore, MD.

2001 Discussant, Author Meets Critics session on *Weaving Women’s Work*. Annual meeting of the Eastern Sociological Society, 2001, Philadelphia, PA.

1999 Discussant, session on “Gender and Work on the Job: Insights from Qualitative Research,” American Sociological Association meetings, Chicago, IL.

1999 Program Committee, Society for the Study of Social Problems. Organized session on “Globalization and Labor Struggles: Academic and Activist Perspectives” and an Author Meets Critics Session on Elizabeth Clemen’s *The People's Lobby*.”

1998 Discussant, session on “Feminist Theory.” Annual meeting of the American Sociological Association, San Francisco, CA.

- 1998 Chair, Weber Award Committee, ASA Section on Organizations, Occupations, and Work.
- 1997 Discussant, session on “Gender, Feminism, and Organizations.” Annual meeting of the American Sociological Association, Toronto, Ontario.
- 1997 Discussant, session on “Doing Race, Class, and Gender.” Annual meeting of the Eastern Sociological Society, Baltimore, MD.
- 1995 Discussant, session on “Sociological Uses of Children's Literature,” Eastern Sociological Society Meetings, Philadelphia, April, 1995.
- 1995 Proposal reviewer, National Science Foundation, 1995. Advisory editor, *Gender & Society*, through spring 1994.
- 1993 Discussant, PARSS Seminar on Work and Welfare, University of Pennsylvania, session on activism among poor and working-class women.
- 1992-3 Nominations Committee, Organizations and Occupations Section, American Sociological Association
- 1993 and 1989 Honors examiner, Department of Sociology, Swarthmore College
- 1991-present Advisory editor, *Gender & Society*
- 1989-present Manuscript reviewer, *American Journal of Sociology*, *American Sociological Review*, *Signs*, *Gender & Society*, *Administrative Science Quarterly*, *Work and Occupations*, *Journal of Contemporary Ethnography*, *Comparative Studies in Society and History*, *Hypatia*, *Sociological Methodology*, *Symbolic Interaction*, Temple University Press, Pine Forge Press, University of Pennsylvania Press, Cornell University Press, Mayfield Publishing Company.
- 1992 Proposal reviewer, National Science Foundation.
- 1992 Discussant, “The Organization Man Was a Woman” session, Social Science History Association, Chicago.
- 1990 Organizer, thematic session on “Feminism and Participation,” Eastern Sociological Society, Boston.
- 1990 Discussant, Historical Comparative Sociology Section session on Gender and the State, American Sociological Association
- 1989 Respondent, Penn Mid-Atlantic Seminar in Women’s Studies, University of Pennsylvania, session on African-American women's migration and work
- 1988-90 Discussant, Sex and Gender Section Roundtable, American Sociological Association
- 1987-88 Student Representative, Sex and Gender Section, American Sociological Association
- 1984-1988 Proposal evaluator, volunteer, Sophia Fund, Chicago, Illinois. Investigated grant proposals submitted to small private foundation; made funding recommendations.

December 2003