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7 Customers' Place in the Service Production at the Railway Ticket Counter [F] | Natalie Benelli and Magdalena Rosende

With the implementation of productivity strategies after the privatization of the Swiss railways in 1999, the customers became an important organisational resource for the company. "Knowledgeable" in matters of travelling by train thanks to internet and self-service, the customers contribute more and more actively to the service production. The analysis of ticket counter employees' discourse on "ideal" and "difficult" customers and the observation of interactions at the counter show that customers' knowledge is necessary to produce efficient services. At the same time, however, it may undermine the employees' professional legitimacy.

Keywords: Client, service production, railway ticket counter, knowledge, organisational resource

23 Labor Market Integration as a New Occupational Field: Professional Jurisdiction in the Making [G] | Eva Nadai and Alan Canonica

In the wake of activation policies an expanding occupational field is emerging whose contours are still blurred. Based on an ethnographic study of inter-institutional cooperation between social insurances and social assistance, this paper analyzes the new regulation of professional jurisdiction for the integration of the unemployed. In this field an occupationally heterogeneous group is taking shape developing a hybrid identity as "labor market specialists". Their diagnoses and treatments are based on a combination of concepts borrowed from social work and human resources management.

Keywords: Professional jurisdiction, occupational integration, inter-institutional cooperation, activation, social work

39 School Expectations and Disillusions: How Working Class Families with Low Educational Capital See their Children's Future [F] | Christophe Delay

Based on a variety of qualitative empirical material, this article aims to revive the debate on working classes which has been neglected since the 1980s. It shows that today's work-

ing classes do not any more exclude themselves from school to begin with; but negative evaluations attached to some students by their teachers for social reasons often produce an a posteriori self-exclusion from school. As a consequence, these parents have to scale down their ambitions for their children, thus contributing to the reproduction of their dominated position. Yet these families do not passively submit themselves to this symbolic violence, but do also resist to the imposition of school judgments and to academic culture.

Keywords: Working classes, school chance inequalities, school self-exclusion, symbolic violence, resistance

57 **National or Transnational Elites? The Business Leaders in the Large Swiss Companies between Standardisation and National Particularities (1980–2000)** [F] | Thomas David, Eric Davoine, Stéphanie Ginalschi and André Mach

The growing globalisation of the world economy has been at the origin of lively discussions in the sociology of elites. Some authors have postulated the emergence of a transnational homogeneous capitalistic class, while others have put forward the persistence of national particularities in the training of business leaders. In order to introduce the Swiss case into this discussion, this article compares the profile of the 110 biggest Swiss companies' leaders in 1980 and in 2000. The results show an intense process of internationalisation (increasing number of foreigners) and a change in the education profiles (increase of Masters in Business Administration.) However, globalisation did not bring a complete standardization of profiles, since a great diversity of professional careers and the persistence of specifically Swiss forms of legitimacy can be observed.

Keywords: Elites, transnationalization, educational background, professional career, Switzerland

77 **Musical Preferences and Social Distinction in Switzerland** [F] | Amal Tawfik

This article analyzes in the Swiss context the social stratification of musical tastes using data from the survey on cultural practices conducted in 2008. It shows firstly that the model developed by Bourdieu keeps its heuristic value, and secondly that the analytical framework necessary for testing the omnivore thesis can be used to enhance and update the analysis of the various processes of cultural and symbolic domination. Finally, it suggests that the structuring and transformation of musical tastes also depend on age and cohort factors.

Keywords: Musical preferences, omnivorous, Bourdieu, social stratification, social classes

99 **Do Social Classes Exist in Switzerland?** [G] | Jörg Rössel

One of the major questions of social structure analysis deals with the structure of social inequality. The individualization thesis asserts that societies are still affected by social inequality, although this inequality is not structured in the form of strata or class anymore. This paper examines this question on the basis of the perception of social strata in a survey of students. The concept of strata is for most of them still mentally available and is activated in processes of interaction. Furthermore, the study shows for respondents in Germany and Switzerland that pronounced stereotypes are connected to the concept of social strata.

Keywords: Strata, classes, perception, stereotypes, social categories

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