

## LISTA COMPLETĂ DE LUCRĂRI

### List of main academic works

1. Isirabahenda, G.(in print). **Digital dependence and labour transformation: Autonomy, control, and consent in customer support work in Romania.** In Stefani, S.C. & Mucea, B.N. (Eds). *The impact of abusive use and addiction to social networks on young people.* pp.142-163. Presa Universitară Clujeană. Cluj-Napoca, 2026 Isirabahenda, Gonzague, Available at SSRN: <https://ssrn.com/abstract=6303623>
2. Isirabahenda, G., Marina, L., Mucea, B.N. (2026). **Gender equity and emotional labour in the workplace: An ethnographic study.** *Front.Sociol. Sec. Work, Employment and Organizations* Volume 11 - 2026 doi: 10.3389/fsoc.2026.1742870 <https://www.frontiersin.org/journals/sociology/articles/10.3389/fsoc.2026.1742870/full>
3. Isirabahenda, G. (2025). **"I could become a stewardess": Perceived benefits and shortcomings of being university graduates in the Romanian labour market.** *ISRG Journal of Arts, Humanities & Social Sciences (ISRGJAHSS)*, III(V), 28–39. <http://dx.doi.org/10.2139/ssrn.5447976>
4. Isirabahenda, G. (2025). **Career Stability and Insecurity: Evidence from Outsourced Jobs in Romania.** *Journal of Applied Social Science*, 19(3), 350-369. <https://doi.org/10.1177/19367244251350088>
5. Isirabahenda, G. (2025). **Evidencing Uncertain Career Paths Among Overqualified Employees.** In *PANGEEA* (Vol.24, Number 2, pp. 45–56). Pangeea. <https://pangeea.uab.ro/index.php/pangeea/article/view/483/477>
6. Isirabahenda, G. (2024). **"I could become a stewardess": Perceived declining value of higher education degree.** Available at <https://srhe.ac.uk/arc/24/0183.pdf>
7. Isirabahenda, G. (in print). **Reconsidering Graduate employability: The case of entry-level employees in Romania.** In *Trends of knowledge and social development in the 21st century,* the University. Ed.: Lucian Marina, Mihai Pascaru, Bogdan-Nicolae Mucea: Tritonic Books, Bucharest, 2023.
8. Isirabahenda, G. (2023). **Revaluing home-grown initiatives toward an inclusive socio-economic future.** In: Mastracci Sánchez, D., & Villarreal, A. (Eds.). (2023). *Indigenizing education for climate action: Strategies, case studies and testimonios.* Pressbooks.
9. Isirabahenda, G. (2023). **Knowledge-based economy vocabularies: Reflection on graduate employability.** 2023 Vocabulary Symposium, Onsite (Canberra, ANU) and online. The Australian Research Data Commons (ARDC) <https://doi.org/10.5281/zenodo.10052260>
10. Isirabahenda, G. (2023). **We Deserved Fair Treatment! A Pathetic Career Transition Within an Outsourcing Company** Available at SSRN: <https://ssrn.com/abstract=5291690> or <https://srhe.ac.uk/arc/23/0056.pdf>
11. Isirabahenda, G. (2022). **The Green Growth Agenda: A Critical Analysis in the Rwandan Situation.** In *Conflict and Climate Change*, Alba Iulia / ed.: Chereji C.R., Pop A., Sandu C. Cluj-Napoca: Accent, 2022.
12. Isirabahenda, G. (2022). **My Master's Field was not in Line with Reality: Insights from Customer Support Employees about Graduate Employability.** Available at SSRN: <https://ssrn.com/abstract=5281736> or <http://dx.doi.org/10.2139/ssrn.5281736>
13. Isirabahenda, G. (in print). **Underemployment of Graduates from Romanian Higher Education Institutions: A Conceptual Understanding.** in *Cunoaștere și dezvoltare*

socială: lucrările conferinței „Tendințe ale cunoașterii și dezvoltării sociale în secolul 21”: ediția a 6-a, 25-26 octombrie 2019, Alba Iulia / ed.: Lucian Marina, Mihai Pascaru. - Cluj-Napoca : Accent, 2019, pp:125-139

14. Isirabahenda, G. (2018). **Illicit drug use among youth: a hindrance to socio-economic development in Rwanda**. *Social Research Reports*, 10(2), 74-84 <https://doi.org/10.5281/zenodo.17063101>
15. Isirabahenda, G. (in print). **‘Students’ Views on Women’s Leadership in Social Services: A Qualitative Analysis in Romania and the Czech Republic’**. In *Social Work Review-Revista de Asistentă Socială*. 4/2018.
16. Isirabahenda, G. (in print). **Gambling among young people in Cluj-Napoca: A critical sociological analysis**. In book: **ALCOHOLISM AND OTHER ADDICTIONS – MULTIDISCIPLINARY PERSPECTIVES**, N. Neamțu, C. Ștefani (Eds.), Accent, Cluj-Napoca, Romania, 2017, pp. 9-25. (pp.9-25)
17. Isirabahenda, G. (in print). **Young People’s Understanding of Sexual Health and Sexuality: Explored the Situation in Rwanda**, in *Social Work Review, Revista de Asistență Socială*, anul XVI, nr. 4/2017, pp. 1-11

## Chapters in Book

1. Isirabahenda, G. (in print). **Digital dependence and labour transformation: Autonomy, control, and consent in customer support work in Romania**. In Ștefani, S.C. & Mucea, B.N. (Eds). *The impact of abusive use and addiction to social networks on young people*. pp.142-163. Presa Universitară Clujeană. Cluj-Napoca, 2026
2. Isirabahenda, G. (in print). **Reconsidering Graduate employability: The case of entry-level employees in Romania**. In *Trends of knowledge and social development in the 21st century*, the University. Ed.: Lucian Marina, Mihai Pascaru, Bogdan-Nicolae Mucea: Tritonic Books, Bucharest, 2023.
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5. Isirabahenda, G. (in print). **The Green Growth Agenda: A Critical Analysis in the Rwandan Situation**. In *Conflict and Climate Change*, Alba Iulia / ed.: Chereji C.R., Pop A., Sandu C. Cluj-Napoca: Accent, 2022.
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7. Isirabahenda, G. (in print). **Gambling among young people in Cluj-Napoca: A critical sociological analysis**. In book: **ALCOHOLISM AND OTHER ADDICTIONS – MULTIDISCIPLINARY PERSPECTIVES**, N. Neamțu, C. Ștefani (Eds.), Accent, Cluj-Napoca, Romania, 2017, pp. 9-25. (pp.9-25)
8. Isirabahenda, G. (in print). **Young People’s Understanding of Sexual Health and Sexuality: Explored the Situation in Rwanda**, in *Social Work Review, Revista de Asistență Socială*, anul XVI, nr. 4/2017, pp. 1-11

## Articles in peer-reviewed

1. Isirabahenda, G.(2026). **Digital dependence and labour transformation: Autonomy, control, and consent in customer support work in Romania.** In Stefani, S.C. & Mucea, B.N. (Eds). *The impact of abusive use and addiction to social networks on young people.* pp.142-163. Presa Universitară Clujeană. Cluj-Napoca, 2026 Available at SSRN: <https://ssrn.com/abstract=6303623>
2. Isirabahenda, G., Marina, L., Mucea, B.N. (2026). **Gender equity and emotional labour in the workplace: An ethnographic study.** *Front.Sociol. Sec. Work, Employment and Organizations* Volume 11 - 2026 doi: 10.3389/fsoc.2026.1742870
3. Isirabahenda, G. (2025). **"I could become a stewardess": Perceived benefits and shortcomings of being university graduates in the Romanian labour market.** *ISRG Journal of Arts, Humanities & Social Sciences (ISRGJAHSS)*, III(V), 28–39. <http://dx.doi.org/10.2139/ssrn.5447976>
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13. Isirabahenda, G. (in print). **Young People's Understanding of Sexual Health and Sexuality: Explored the Situation in Rwanda,** in *Social Work Review, Revista de Asistență Socială*, anul XVI, nr. 4/2017, pp. 1-11

## PhD Thesis

Isirabahenda, G. (2024). **Graduate Employability: A Qualitative Inquiry on Overqualification among Young People in Romania** (Angajabilitatea absolvenților: O investigație calitativă privind supracalificarea în rândul tinerilor din România) || Teza de doctorat (PhD thesis) Dată susținere publică: 13/12/2024

### Conference Papers

1. Isirabahenda, G. (2022). My master field was not in line with reality: Insights from Customer Support Employees about Graduate Employability. In Society for Research into Higher Education (SRHE) Conference 2022, Mobilities In Higher Education. Online, 5/12/2022 - 9/12/2022. Accessible at <https://srhe.ac.uk/arc/22/0244.pdf>
2. Isirabahenda, G. (2023). We deserved fair treatment! A pathetic career transition within an outsourcing company. In SRHE Conference 2023, Mobilities In Higher Education. Online, 5/12/2022 - 9/12/2022. Accessible at <https://srhe.ac.uk/arc/23/0056.pdf>
3. Isirabahenda, G. (2024). ‘I could become stewardess’: Perceived declining value of higher education degree. In SRHE Conference 2024, Mobilities In Higher Education. Online, 5/12/2022 - 9/12/2022. Accessible at <https://srhe.ac.uk/arc/24/0183.pdf>

### International Conferences outside Romania

1. 2026: Algorithmic Management and Precarity: An Ethnographic Study of Customer Support Work presented at the 44th International Labour Process Conference: Labour Process at a Time of Transformation|| Leeds University Business School, University of Leeds || ILPC Online Pre-Conference 14th - 16th April 2026.
2. 2026: Algorithmic management, outsourcing, and precarity: ethnographic study of customer support work presented at the European Trade Union Institute (ETUI) 6th edition of Future of Work international conference: Exploring how digitalisation reshapes work organisation and possible regulatory responses | Brussels/Belgium, 10-11 February 2026, <https://www.etui.org/events/future-work-exploring-how-digitalisation-reshapes-work-organisation-and-possible-regulatory>
3. 2025: Reconsidering the implementation of Artificial Intelligence in call centre jobs: Ethnographic study. Presented at the 8<sup>th</sup> International Digital Labour Network (INDL) conference. || Conference theme: Contesting Digital Labour: Resistance, counter uses, and new directions for research/ Bologna, Italy, 10-12 September 2025 || <https://indl-8.sciencesconf.org/program/graphic/date/2025-09-12>
4. 2025: Gender equity and emotional labour: Ethnographical study. To be presented at ADAPT International Conference XV Edition || Conference theme: “Work and Non-Work, Today. Reframing the Issue Through an Interdisciplinary Perspective. Bergamo, Italy (26 - 28 November 2025). Organised by ADAPT’s International School of Higher Education in Labour and Industrial Relations
5. 2024: Career Stability and Insecurity: Evidence from outsourced jobs in Romania. Presented at the ADAPT International Conference XIV Edition || Conference theme: What Do Workers Want Today? An Interdisciplinary Reflection on Representation, Industrial Relations and Labour Law, Bergamo (4 - 6 December 2024). || <https://internationalconference.adapt.it/full-programme-2024/>
6. 2024: “I could become a stewardess”: Perceived declining value of higher education degree. Presented at the 2024 SRHE International Research Conference || Conference theme: Higher Education: A Place for Activism and Resistance? 2-6 December (online and

in-person at the East Midlands Conference Centre in Nottingham, UK).  
|| <https://srhe.ac.uk/wp-content/uploads/2024/11/Programme-22.11.2024.pdf>

7. 2024: Behind Graduate Employability Curtain: Evidence of Education-Job Mismatch in Romania. Presented in the British Sociological Association (BSA) Virtual Annual Conference 2024: Crisis, Continuity and Change, 3-5 April 2024
8. 2024: Rethinking Graduate Employability In Context. Research Seminar organised by the Society for Research into Higher Education (SRHE), Employability, Enterprise and Work-Based Learning network. March 13, 2024
9. 2024: Behind the AI Curtain: The Invisible Workers Powering AI Development. Research Seminar organised by the International Labour Organisation (ILO) and the Joint Research Centre (JRC) of the European Commission, 29 February 2024, Brussels
10. 2024: Algorithmic management practices in regular workplaces. Research Seminar organised by ILO on 23 February 2024
11. 2024: Careers of Overeducated Romanian Employees in the Digitalised World of Work. Presented in the Social Work Research as a practice of transparency- edition 2024, organised by The International Social Work and Society Academy (TiSSA), Ghent University, the Department of Social Work & Social Pedagogy of KU Leuven, Centre for Sociological Research (Belgium), February 2, 2024
12. 2023: We deserved fair treatment! A pathetic career transition within an outsourcing company. Presented at the 2023 SRHE International Conference, Higher Education Research, Practice, and Policy: Connections & Complexities, 4-8 December 2023
13. 2023: Decent career pledges and Precarity: The Case of overeducated employees. Presented at the ADAPT International Conference 2023 - XIII edition. "Towards a Workless Society?" Bergamo, Italy, 30 November - 2 December 2023
14. 2023: Knowledge-based economy vocabularies: Reflection on graduate employability. Presented in the International 2023 Vocabulary Symposium: FAIR Vocabularies for All -14 and 15 November 2023, organised by The Australian Research Data Commons (ARDC)
15. 2023: Education-Job Mismatch: Insights on Talent Mismanagement in Romania. Presented in the International virtual conference Lumivero, themed Better Together for Better Insights, Research and Outcomes|| 27-28 September 2023.
16. 2023: Working in an Outsourcing Age: Critical Reflections on Education-Job Mismatch in Romania. Presented at the International Conference on 'New Technologies and Future of Work in Global South', 17-19 July 2023, New Delhi-India
17. 2022: My master field was not in line with reality: Insights from Customer Support Employees about Graduate Employability. Presented at the Mobilities in Higher Education SRHE International Conference 2022, 5th – 9th December
18. 2022: Working from Home in Romania: A Critical Realism Lens. Presented at the International Conference "Towards the social construction of new labour markets: Interdisciplinary Reflections on the Changing World of Work" Bergamo (Italy) | 24-26 November 2022
19. 2022: Underemployment among social workers: A critical realism analysis. Presented at the People's Global Summit. Co-building a New Eco-Social World: Leaving No One Behind! 29 June to 2 July 2022, organised by IFSW, the International Federation of Social Workers.
20. 2021: They would not make it: Career of overeducated customer support workers in Romania. Presented at the Connectedness, activism and dignity at work in a precarious era,

organised by the British Sociological Association Work, Employment and Society Conference Virtual Conference, 25 - 27 August 2021.

21. 2017: Analysing students' perceptions of leadership in social services through gender lenses. Presented at the 11th International Spring School of Social Work in the Czech Republic. April 2017

### International Conferences in Romania

1. 2025: Illicit Drug Use Among Youth in Rwanda: Prevalence, Drivers, and Socioeconomic Implications presented at the International Scientific Conference *Social Work in Addictions and Health Care Interdisciplinary Collaboration to Improve Quality of Services and Quality of Life* organized by "1 Decembrie 1918" University of Alba Iulia, in collaboration with Research Institute for Quality of Life (Romanian Academy), Alba Iulia 03-04 December 2025.
2. 2025: Artificial intelligence and workplace adaptation in Romania's service sector presented at the 9th International Scientific Conference Tendencies of Knowledge and Social Development in the 21st Century || Conference organized by "1 Decembrie 1918" University of Alba Iulia, in collaboration with Research Institute for Quality of Life (Romanian Academy) and the Center for Social Development and Human Resources Research (CSDHRR), Alba Iulia 02-03 December 2025.
3. 2024: Evidencing Uncertain Career Paths Among Overqualified Employees. Presented at the 8th International Scientific Conference Tendencies of Knowledge and Social Development in the 21st Century || Conference organised by "1 Decembrie 1918" University of Alba Iulia, in collaboration with Research Institute for Quality of Life (Romanian Academy), Alba Iulia, 11-12 December 2024. [https://www.uab.ro/media/documente/Book\\_of\\_abstract\\_A5.pdf](https://www.uab.ro/media/documente/Book_of_abstract_A5.pdf)
4. 2022: Reconsidering Graduate employability: The case of entry-level employees in Romania. Presented at the 7th International Conference ALBA IULIA/Romania "Tendencies of knowledge and social development in the 21st century".
5. 2022: Working from Home During the COVID-19 Pandemic in Romania: A Critical Realist Analysis. Presented at the Social Work International Conference (SWIC) 2022. 6th Edition Riding the Shock Wave: Social Work challenges during and after COVID-19 November 3rd – 4th, 2022
6. 2021: A Sociological Analysis of Underemployed Social Worker Graduates in Romania. Presented at the 1st International Conference "Social work, through the eyes of young researchers" Romania.
7. 2019: Underemployment of Graduates from Romanian Higher Education Institutions: A Conceptual Understanding. Presented in „Tendințe ale cunoașterii și dezvoltării sociale în secolul 21” : ediția a 6-a, 25-26 octombrie 2019, Alba Iulia.
8. 2018: Underemployment for the Young People: Future and Realities with Artificial Intelligence and Automation. Presented at the International Conference on Rethinking the Future of Work: Competing Perspectives and Methodological Challenges, organised by The Research Institute of the University of Bucharest/ICUB, April 27-28, 2018.
9. 2017: Gambling among young people in Cluj-Napoca: A critical sociological analysis. Presented in the 9th Edition of the International Conference on "Alcoholism and Other Addictions; Psychosocial, Historical and Therapeutic Issues", Alba Iulia, Romania. December 2017

### Promoting social sciences activities

1. Founding member of the Cluj International Citizens Council (CICC), a non-governmental, not for-profit, independent, and apolitical organization. It represents a significant step towards greater inclusivity and representation for international citizens in Cluj. By promoting collaboration, respect for diversity, and human rights, the CICC seeks to create a more peaceful, collaborative, and culturally inclusive society in Cluj, where everyone can thrive.
2. Panelist in the MigrantVoicesHeard Project Conference, Brussels, October 6, 2023. The aim of the project is to promote refugee and migrant participation in the design and implementation of integration and related policies at the local, regional, and national levels in seven EU countries: Austria, Bulgaria, France, Greece, Hungary, Italy, and Romania. Accessible at <https://migrantvoicesproject.eu/welcome/>
3. The Partnership between the European Commission and the Council of Europe in the field of youth organised a Perspectives on Youth seminar on 7-9 November 2022 at the European Youth Centre in Budapest (Hungary) and I was among 34 active participants representing the three angles of the youth sector triangle to discuss and reflect on the topic of young people's autonomy and independence. Looking at the multidimensional crisis that affects young people, the discussions were focused on the needs and challenges that young people are facing, both in the context of the recent and ongoing crisis, but also in light of the fact that recovery measures determined by the effects of the pandemic are still under development. <https://shorturl.at/RcV2m>
4. Rapporteur of the 11th International Spring School of Social Work for Master's and PhD Students was held in Ostrava-Poruba (Czech), from 4 -7 April 2017 where academic staffs and social work students from Ostrava(Czech), Lodz(Poland), Eichstaett, Landshut, Bremen(Germany); Hertfordshire(United Kingdom); Lille(France); Trnava (Slovakia); Vorarlberg (Austria); Kuopio(Finland) as well as Erasmus students from France, Italy, Portugal , Romania, Russia, and Turkey met.|| <https://shorturl.at/ivh4E>
5. I was among sociologist signatories Letter on Gaza deploring the systematic destruction of human communities in Palestine. We do not believe that there is any military solution. International support will be needed to rebuild Gaza including the reconstruction of its hospitals, schools, and universities which have been destroyed. || <https://es.britsoc.co.uk/sociologists-letter-on-gaza/>

ISIRABAHENDA GONZAGUE      DATE: 08/06/2026



