

- **Kenney, Martin. 1997 “Value Creation in the Late Twentieth Century: The Rise of the Knowledge Worker,” in J. Davis, T. Hirshl, and M. Stack (eds.) *Cutting Edge: Technology, Information, Capitalism and Social Revolution* (London: Verso): 87-102.**

The increasing importance of computers, software, and electronics-related technologies is only the most prominent feature of an all-encompassing realignment of the cutting-edge of capitalism to emphasize information and knowledge creation. The expenditure of human energy in physical activity is becoming less and less important as a source of value. As a result, business must try to increase profits by harnessing the enormous value-added that results from the creativity of human beings working in groups. This value is created, not only by researchers and designers, but also by technicians and even operators at manufacturing sites or, more properly, at ‘systemofacture’ sites (Hoffman and Kaplinsky 1988).

With the collapse of Fordism, previously accepted norms of nature of work and the source of value are being fundamentally disrupted. These changes, which are extremely complicated and global, are puzzling to the managers and theoreticians of capitalism. The author describes the changes in work and production and their profound implications for those concerned with changing the capitalist system. At the same time, these profound changes have provoked remarkably little interest on what remains in the Left. The effort by business to integrated workers into laboratory-style production process is a new capital logic based on involvement and limited forms of worker autonomy. This means that traditional unions may find it difficult to resist the demands of capital. If workers can be made to feel responsible for the production process, old forms of resistance will be weakened, since workers may no longer see themselves in solidarity against management. Thus if there is to be a new radical agenda, it will once again have to return to the nature of production or, put somewhat differently, the question of value creation.