



## **Managing deviant behavior in knowledge-intensive services**

Employment contract or sales contract?

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**Abstract:** The objective of this contribution is to analyze, through the behavior of the “employee-service provider”, the inefficiency of the labor contract in the performance of certain service functions within firms. The paper examines the “labor relationships” established between the “employee-service provider” in charge of the service function and other employees of the company (especially the internal users or consumers of the service in question). This labor relationship is not always cooperative as far as some agents may be tempted to adopt deviant behaviors in their share of knowledge.

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