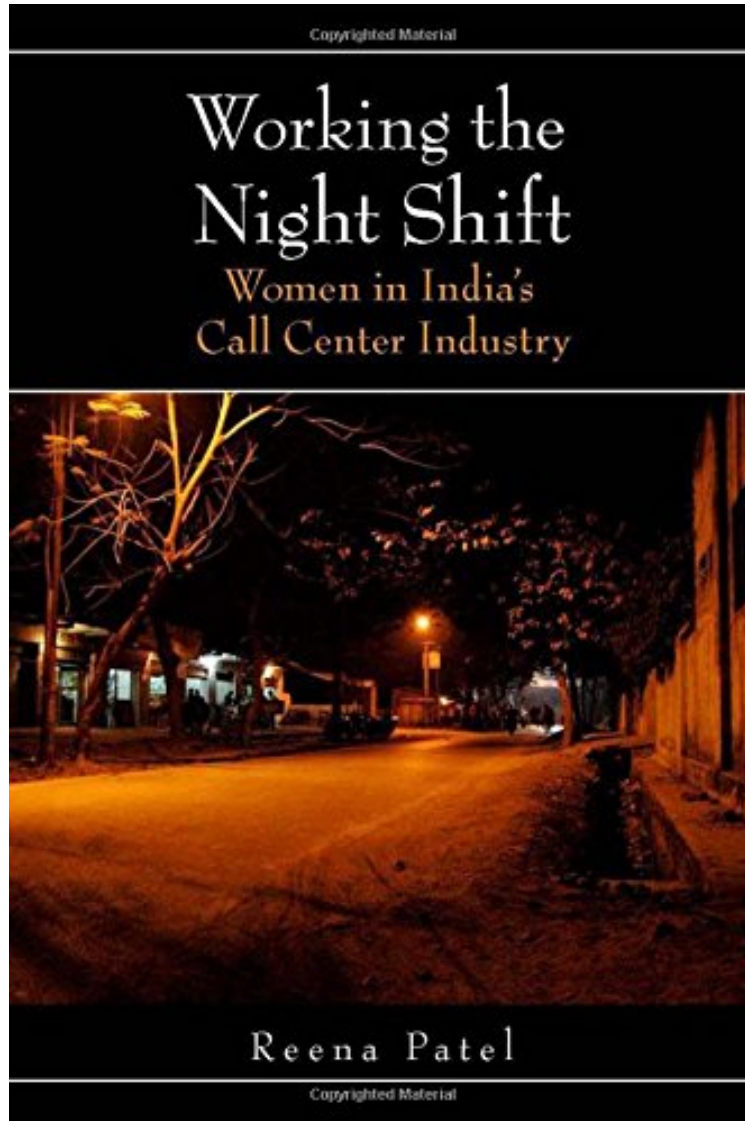


(Read ebook) Working the Night Shift: Women in Indias Call Center Industry

Working the Night Shift: Women in Indias Call Center Industry

Reena Patel

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Reena Patel : Working the Night Shift: Women in Indias Call Center Industry before purchasing it in order to gage whether or not it would be worth my time, and all praised Working the Night Shift: Women in Indias Call Center Industry:

0 of 0 people found the following review helpful. The more things change, the more they remain the same..By S. ChandranWell written account of challenges and opportunities for women working in call centers that delivers a depressing dose of reality. I grew up in India and have not lived then for over a decade. Reading this book reminded me again of why I left and how hard it is to change traditional attitudes towards women in India. The tragedy is that

modern tools are now used to enforce and reinforce regressive patriarchal traditions.0 of 0 people found the following review helpful. Five StarsBy CustomerWill be back1 of 1 people found the following review helpful. How globalization transforms gender rolesBy John GeffroyA feminist theorist working somewhere between geography and anthropology, Patel explores how gender roles change in response to the economic opportunities brought about by globalization. The book seizes our attention by exposing a series of unexpected transformations in workplace roles created by the expansion of call centers in India: First, there is the "temporal imperialism" resulting from the simple fact that to make use of their relatively cheap labor, call centers servicing North America must do their work during the North American day; second, there is the fact that what are low-wage day shift call center jobs in the U.S. become high-wage night shift jobs in India("high-wage" relatively to Indian pay scales,of course); third, since the call center workers must speak "good" English, the employees must be relatively well-educated--meaning that these young workers almost always come from the middle class; fourth, these middle class workers, if they are women, are exactly the women who traditionally are not supposed to go out by themselves at night, much less work at night--the night, even more so than the public streets, "belongs" to males, and only poor, disreputable women "belong" to the night!I have used this book as an ethnography in an International Baccalaureate course this past year, and I know my students have found it engaging and easy to relate to a whole range of issues in social and cultural change caused by globalization.

Relatively high wages and the opportunity to be part of an upscale, globalized work environment draw many in India to the call center industry. At the same time, night shift employment presents women, in particular, with new challenges alongside the opportunities. This book explores how beliefs about what constitutes "women's work" are evolving in response to globalization. *Working the Night Shift* is the first in-depth study of the transnational call center industry that is written from the point of view of women workers. It uncovers how call center employment affects their lives, mainly as it relates to the anxiety that Indian families and Indian society have towards women going out at night, earning a good salary, and being exposed to western culture. This timely account illustrates the ironic and, at times, unsettling experiences of women who enter the spaces and places made accessible through call center work. Visit the author's website at <http://www.working-the-nightshift.com> and facebook group.

"Call centers have become the flash point for debates about globalization. However, the social impacts of call centers within India are immense and largely uncharted. Patel makes an important contribution towards understanding this phenomenon through a rigorous focus on gender. Her lively prose makes this book accessible to all audiences but will be especially appealing to students of sociology, geography, women's studies, and anthropology."Akhil Gupta, University of California, Los Angeles