

Working The Night Shift: Women In Indias Call Center Industry

BOOK REVIEW/COMPTE RENDU

Reena Patel. *Working the Night Shift: Women in India's Call Center Industry.* Stanford: Stanford University Press, 2010, 208 pp. \$US 21.95 paper (978-0-8047-6914-3), \$US 60.00 hardcover (978-0-8047-6913-6)

It will be difficult for anyone who has not recently conducted research in India to appreciate the massive social changes which the outsourcing revolution has brought to that society. Reena Patel's excellent ethnography, *Working the Night Shift* does, however, succeed in conveying to readers a sense of what is involved when new customer service industries originating in the West explode on the local scene. Although there is a developing literature on call centre outsourcing to offshore destinations such as India, to date this research has mainly been conducted from a sociology of work perspective. Patel approaches the subject matter from a different angle, by examining the impact that such employment is having upon not only the working lives, but also the extra-work experiences of the women who staff the industry. In other words, the book provides a much needed gender dimension to research on global call centres.

Patel's study is oriented by both feminist theory and literature on gender and the body. She did 10 months of field work in Mumbai, Bangalore, and Ahmedabad, conducting 72 interviews mainly with female customer service agents (CSRs) working in call centres, as well as interviewing family members of workers, call centre managers and consultants, and even film makers who have produced documentaries on the industry. The author also convened four focus groups and conducted field observations and interviews at two call centre sites. From these various sources, Patel weaves a rich narrative of how employment in the call centre industry is affecting the lives of middle class women in contemporary India. She examines the demographic profile of the industry, challenges to traditional patriarchal control and its emergence in new forms, empowerment and exploitation, and the mobility and morality narratives that accompany working in this sector.

Patel begins by examining the ways in which the spatial and temporal mobility of women (when and where women can go) have historically been constricted in India. Barriers to mobility have included the custom of arranged marriages, the early age of marriage and childbirth, legal prohibitions on women working at night, and norms which sanction liv-

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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. It is fitting to write about Patel's *Working the Night Shift* for Anthropological Quarterly. The study of women and work in South Asia owes a lot to *Working the Night Shift: Women in India's Call Center Industry*. Reena Patel. Stanford: Stanford University Press, Tomomi Naka. Customer service, outsourcing, and female workers have become the modern trinity for global business practice. Women working in the Indian nighttime to miamibusinesslist.com: *Working the Night Shift: Women in India's Call Center Industry* (): Reena Patel: Books. Editorial Reviews. Review. "It will be difficult for anyone who has not recently conducted *Working the Night Shift: Women in India's Call Center Industry* - Kindle edition by Reena Patel. Download it once and read it on your Kindle device, PC. BOOK REVIEW/COMPTE RENDU. Reena Patel, *Working the Night Shift: Women in India's Call Center Industry*. Stanford: Stanford University Press, *Working the Night Shift: Women in India's Call Center Industry*. By. Reena Patel. Stanford, Calif.: Stanford University Press, Pp. xiv+ \$ (paper). Chant, Sylvia () Book review: working the night shift: women in India's call center industry - by Reena Patel. Gender, Place, and Culture. *Working the Night Shift: Women in India's Call Center Industry*. *Working the Night Shift: Women in India's Call Center Industry*. Reena Patel. New Delhi, Orient Blackswan, pp. Reena Patel's ethnographic study, *Working The Night Shift: Women in India's Call Center Industry* which focuses on the call centre industry in. *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. 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, *Working the Night Shift* has 41 ratings and 1 review. Ashley said: Interesting information on women in the call center industry in India. Interviews with.

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