

**GENDERED EXPERIENCES IN A GLOBALIZED
WORK WORLD: A STUDY OF WOMEN EMPLOYEES
OF CALL CENTRES IN INDIA**

by

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CERTIFICATE

This is to certify that the thesis entitled, '**Gendered Experiences in a Globalized Work World: A Study of Women Employees of Call Centres in India**' being submitted by Ms. Shelly Tara (Entry No. 2006HUZ8198) to the Indian Institute of Technology Delhi for the award of doctor of philosophy is a record of bonafide research work carried out by her under my guidance and supervision in conformity with the rules and regulations of Indian Institute of Technology Delhi.

The research report and results presented in this thesis have not been submitted, in part or full, to any other university or institute for the award of any degree or diploma.

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Abstract

The present study focuses on the interplay of gender relations, patriarchal structure, and globalization in India, by exploring the everyday life experiences of women working in call centres. By using the ethnographic approach, the thesis demonstrates that globalization is not a macro-concept referring to a large structure but rather it is present in everyday life, at the micro level. In the study, close attention has been paid to the interconnection between the arenas of waged work and home; economic and cultural processes; and spatially distinctive parts of multinational organizations. Through the conceptual themes of space and agency, the study uncovers the experiences of a particular section of women by focusing on the changing practices within the home, workplace, consumer goods market, and life events like marriage, and shows how women's productivity is negotiated in the urban setting under globalization to have a more nuanced understanding of global processes at the local level.

The present study contributes to the enlarging lens of global forces and their local implications by exploring the ways in which global flows - of capital, labour, information, and ideas - connect and influence the social and spatial realities of middle class women in India. The study found that under globalization when different time and space are connected at the global level, the local social relation in private and public time and space are also getting interlinked. Consequently, this has reproduced and transformed the internalized meaning of public and private for women.

The present study analyzes the macro level global events intertwined with the micro level social and personal realities of middle class, when their everyday life experiences intersect with the global forces through the employment opportunities offered by globalization.

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