References

13 May 2009, 1939 hrs IST, Economic Times Bureau accessed on 02/12/10


Babbie, ER (2004), The Practice of Social Research, Thomson Wadsworth Publishers


Barnes, P.C. (2001) 'People Problem in Call Centres', Management Services, 45(7): 30-1


Bonzini M, Coggon D, Palmer KT. Risk of prematurity, low birthweight and pre-eclampsia in
relation to working hours and physical activities: a systematic review. Occupational and Environmental Medicine. 2007; 64:228-243


Caruso, C. C., Lusk, S. L., & Gillespie, B. W. (2004). Relationship of work schedules to gastrointestinal diagnoses, symptoms, and medication use in auto factory workers American Journal of Industrial Medicine, 46, 586-598


Costanza R. et al. (2007). Quality of Life: An Approach Integrating Opportunities, Human Needs, and Subjective


Goyal, 13 June 2003, Nascom’s ITES-BPO conference.


Hansen, J. (2001). Increased breast cancer risk among women who work predominantly at night. Epidemiology, 12, 74-77


http://callcentersindia.wordpress.com (accessed on 16/08/2012


http://www.tegenhaftzaaien.nl, accessed on 23.08.2008


http://www.cdc.gov/hrqol/concept.htm 15-03-2011)


http://www.informationweek.in/IT_ITES/11-08-23/Global_BPO_market_forecast_toGrow_6.3_percent_in_2011.aspx


Koller M. Occupational health services for shift and night work. Appl Ergon 1996,27:31-7


Nasscom (2002b) Indian IT Enabled Service Providers: Directory 2002: New Delhi:


NASSCOM (2005), The IT Industry in India: Strategic Review 2005 New Delhi: National Association of Software and Service Companies


Rutenfranz, J. and Knauth, P. (1976), Hours of work and shiftwork, Ergonomics, 19, 331 – 340


Taylor, Phil and Bain, Peter, 2004. *The Offshoring of Call Centre and Back Office Operations – the Challenge for Trade Unions*, UK


185


