Chapter 6

Case Studies
is exactly her desired level of education, and says that her parents motivated and inspired her in every manner from education to employment. She joined this call centre to explore her technical skills and to boost up the income of her family and also because of the brand name of the company. This is her second job. She got SAP training (a process-related training) plus call master and soft skills plus GSPN plus website training for this job. Previously she worked with 'Innodate' as a content writer for 10 months in Delhi. She left her first job because her mother-in-law was ill and she had to go to Punjab to look after her. She is satisfied with this job because she likes the working environment and in her opinion it is the best place to work. She does not like the shift timings and says that it is really very hard to reach the office by 8:45 AM. She also does not like the target oriented stresses and pressures in this job. She explains that the very first view of the call board when red puts her under pressure. She minimises and overcomes her stresses and pressures by taking every call as the first call of the day. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very high and wants to be in a higher position in this company.

As a married working woman, this job according to her is compatible with her married life as she and her husband get ample time to spend with each other. She finds the household chores manageable because her husband helps her in performing the household chores. Therefore, she feels that her work is not a burden to her. Her husband has positive attitude towards her job and wants her to continue with it as long as she desires to do so because it supplements his own income. This job has brought about some changes in her social and personal life as
she does not get enough time to meet her friends and relatives but she has gained in self-confidence. She has freedom to take decisions for her self. She thinks that she gets more respect in the family as well as in society after being in this job. This job has given her more freedom of movement without prior permission to visit friends or relatives. The decisions in her family about how much to spend and on what are being taken by mutual participation. She has time to spend on her own after being in this job. She thinks that equal importance should be given to the education of girls as on that of boys, and according to her, female foeticide should be abolished and she considers the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as very good measure and should be strictly implemented. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children as he is equally responsible. He should not punish his wife rather try to resolve the problem. Her bank account is single but she does not have any self-acquired property / assets from her own income. Her co-workers have friendly and supportive attitude towards her. The management of the call centre also has positive and motivating attitude towards her and therefore being a women she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is pretty confident, independent, and interactive to different kind of persons but a non- working woman seems to be shy and is not able to interact with anyone’. She further explains the difference between her and the male colleagues as- ‘women are more responsible than male colleagues because we are not only performing our jobs efficiently but also managing our family life and household chores.
Case Study No- 03

She is a 25 year old married woman from Delhi. She is working in a permanent job as an HR Manager in a call centre in Delhi for three years with the salary of Rs. 25,000/- per month (in hand) plus incentives. She hails from Christian community. She is married to a ‘Graphic Designer’ from Delhi for two years and has no children. She and her husband are working in the same call centre. Her husband did his B.Com. from the ‘University of Delhi’, Delhi and his salary is Rs. 30,000/- per month plus incentives. She lives in a joint family and prefers to live in joint family. She completed her schooling in an English medium school named ‘C.S.K.M. Public School, Satbari, Mahrauli’ in Delhi and did her Graduation in English medium from the ‘University of Delhi’, Delhi.

She works both in day- and night-shifts and her husband and her husband and other family members do not have any problem with the working in night-shifts because her husband also works with her in the night-shifts in the same call centre. She is satisfied with her education and her parents supported a lot during her education in every possible manner. She joined this call centre industry because it was her own wish to be an earning member of the family and so to become independent. This is her second job. She got process training for this job. Previously she worked in an international call centre for two years in Delhi as a ‘Customer Support Associate’ with a salary of Rs. 10,000/- per month (in hand) plus incentives. She left her first job because the salary was less and she joined this call centre because this is a leading international call centre with a brand name which provides performance oriented quick-fire growth, splendid pay package, stability and a professional environment in which she can fulfil her ambitions. She
is satisfied with this job because she likes everything in this call centre. She does not have any stresses and pressures in this job because she says that pressures and stresses are only for those who feel them but she enjoys them. She does not want to leave this job but wants to make it as a career. She considers her future prospects in this job as very high and wants to a Manager in this company.

As a married woman, this job according to her is compatible with her married life as she and her husband get sufficient time to spend with each other because they work in the same call centre. She gets sufficient time to perform the household chores, and her husband and family members help a lot in the performance of household chores. Therefore, she does not find it difficult to balance her job with the performance of household chores. Her husband and family members have positive attitude towards her job because it supplements her husbands’ income. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. It has given her self-confidence and more freedom to take decisions for her self. She thinks that she gets more respect in the family as well as in society after being in this job. She has now more freedom of movement without prior permission to visit friends or relatives. She has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She has more freedom to spend time on her own. She prefers her husband for an outing. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as a step in the right
direction. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house and children because it is the responsibility of both. Although her bank account is joint but she has assets and self-acquired property from her own income. Her co-workers have friendly attitude towards her. The management of the call centre also have co-operative and respectful attitude towards her and therefore being a women she does not face any problem in the workplace. She does not feel any difference between her and her male colleagues. She considers the difference between her and a non-working woman as- ‘she is independent and confident whereas a non-working woman is always dependent on others’.

Case Study No- 04

She is a 26 year old unmarried woman from West Bengal. She is working in a temporary job as a ‘Customer care Executive’ in a call centre in Delhi for two weeks with a salary of Rs. 8000/- per month plus incentives. She hails from Hindu community and her cast is Brahmin. She lives in a nuclear family with her divorced mother, who is a housewife in Delhi, and her preference of the family type is nuclear family. She completed her schooling in an English medium school named ‘Himani Boarding School, Kurseong and did her B.A. in English medium from ‘IGO College’, Kurseong, West Bengal.

She works only in day-shifts and prefers day-shifts because her mother does not feel comfortable with the night-shifts. She is satisfied with her education and her mother helped her in all respects from education to employment. She joined this call centre just to earn a stable income. This is her second job. She is still getting training for the ‘Samsung Process’ a kind of product training for this job.
Previously she worked for four and half years as a ‘back office executive’ in another call centre in Delhi. She left her first job because she had to go to her home town and she was not permitted to take leave. She is satisfied with this job because she likes the working environment of this call centre and considers it a right place to earn money and enjoy life. She is learning to deal with stresses and pressures in this job. She does not want to leave this job but want to make it a career. She thinks her future prospects in this job as very high.

As an unmarried woman, this job according to her is compatible with the performance of household chores. She gets sufficient time to perform the household chores and her mother helps her in the every manner. Her mother has positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends and relatives. She thinks that this job has cut down her social circle. This job has given her a lot of self confidence and now she has freedom to take decisions for herself. She thinks that she gets more respect in the family as well as in society after being in this job. She has now more freedom of movement without prior permission to visit her friends or relatives. The decisions in her family about how much to spend and on what are being taken by mutual participation. She has time to spend on her own. She thinks that equal importance should be given to the education of girls as on that of boys and according to her both should have equal rights and should be treated equally. She considers the ‘Domestic Violence Bill- 2005’ as the best law for protecting the interests of women. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and she does not own assets and has no self-acquired property.
from her own income. Her co-workers have good, understanding and co-operative attitude towards her. The management of the call centre has very respectful attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is confident, good communicator and can take decisions for herself independently whereas a non-working woman is always dependent on others’. She considers no difference with her male colleagues.

Case Study No- 05

She is a 22 year old unmarried woman from Orissa. She is working in temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for three months with a salary of Rs. 8,500/- per month plus perks and rewards. She hails from Hindu community and her caste is Brahmin. Her father did his graduation and is a business man with an income of Rs. 22,000/- per month, and her mother is 12th pass and is a housewife. She lives in a nuclear family and her preference of family type is nuclear family. She completed her schooling in an English medium school named ‘Ashadham School’, Vapi, Orissa and did her B.Sc. from the University of Delhi, Delhi.

She works both day- and night- shifts and her parents have no problem with day- shifts or night- shifts. She is not satisfied with her education because she wanted to do M.B.A. in Human Resource (HR), yet she appreciates the role of her parents in education and employment and says that her parents were the main persons who were responsible for giving her such a nice education and employment. She joined this call centre just to do something new in her life and
just to enjoy the opportunity of IT revolution. This is her first job. She got process and product training for this job and learned that how to handle the customer's issues. Although she is satisfied with this job because she likes the working environment and the behaviour of her colleagues. She does not like the break timings in this job and said that workers are forced to maintain their break timings. She may leave this job if she got a better opportunity in another job. She considers her future prospects in this job as high and wants to be on a good post in this company.

As an unmarried woman, she is able to balance her job with the performance of household chores because she gets sufficient time to spend on her own and says that more than her, her family members share the household chores. Her family members have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives, and also says that she has understood the value of money because of this job. This job has given her self-confidence and more freedom to take decisions for her self. She thinks that she gets more respect in the family as well as in society after being in this job. She has now more freedom of movement without prior permission to visit friends or relatives. This job has not given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She has time to spend on her own. She thinks that we should treat boys and girls equally, and hence equal importance should be given to the education of girls as on that of boys and considers the 'Domestic Violence Bill- 2005' as best in itself. She thinks that a husband is justified in punishing his wife if she does not obey or neglects the
house and children. Her bank account is single and she does not have any self-acquired property or assets from her own income. Her co-workers have friendly attitude towards her. The management of the call centre is very co-operative towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is independent whereas a non-working woman is dependent on others. She further explains the difference between her and her male colleagues as- ‘she does everything with proper care and thinking whereas her male colleagues do not’.

**Case Study No- 06**

She is a 25 year old unmarried woman from Rohtak, Haryana. She is working in temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for fifteen days with a salary of Rs.12,000/- per month plus incentives. She hails from Hindu community and her caste is Bhatia. Her father is 12th pass and is not working due to illness, and her mother is also 12th pass and is a housewife. She lives in a nuclear family and her preference of family type is nuclear family. She completed her schooling in an English medium school named ‘Adarsh Seva Senior Secondary School’, Rohtak and did her B.A. from the ‘Hindu College’ of Maharishi Dayanand University, Rohtak, Haryana.

She works only in day-shifts because her family members are not comfortable with the night-shifts. She is not satisfied with her education and her parents supported her in every manner from education and employment. She joined this call centre because she wanted to be an independent girl and to support her parents financially. This is her second job. She is still getting training for soft
skills, process and product training for this job. Previously she worked in another call centre as a ‘Back Office Executive’ in Delhi for 3 years. She left her first job because her family changed the place of residence in Delhi. She is satisfied with this job because she likes the working environment of this call centre. She does not like the stresses and pressures and the break timings in this job. She is now learning to overcome the stresses and pressures in this job. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to become a manager in this company.

As an unmarried woman, she does not find it difficult to perform the household chores as she gets sufficient time to spend on her own and can manage the household chores very easily. Her mother helps her in the performance of household chores. Her parents have no problem regarding her job rather they feel very proud of her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore she thinks that this job has cut down her social circle. This job has given her self-confidence and more freedom to spend time on her own. She has now more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job and has more say in the family matters. The decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that more importance should be given to the education of girls as on that of boys because girls can do better than boys and she thinks that boys and girls should be given equal preference and both must enjoy equal rights and she considers the ‘Domestic
Violence Bill- 2005’ as very good. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house and children as he is equally responsible. He should not punish but he should support her in every manner. Her bank account is joint and she has assets and self-acquired property from her own income. Her co-workers have very good, understanding and caring attitude towards her. The management of the call centre also has good, positive and respectful attitude towards her and therefore being a woman she does not face any problem in the workplace but she does not feel comfortable in the bus / cab during night-shifts. She explains the difference between her and a non-working woman as- ‘she is confident and independent whereas a non working woman is always dependent on her parents before marriage and on her husband after the marriage. She further explains the difference between her and her male colleagues as- ‘Women are more responsible than male colleagues because women do their job as well as take care of the house.

Case Study No- 07

She is a 23 year old unmarried woman from Patna, Bihar. She is working in temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for three months with a salary of Rs.9, 500/- per month plus incentives. She hails from Hindu community and her caste is Yadav. Her father is Graduate and is in service with a salary of Rs.7, 000/- per month and her mother is 12th pass and is a housewife. She lives in a joint family and her preference of family type is nuclear family. She completed her schooling in an English medium school named ‘St. Lawrence English School’. Delhi and did her 10+2 from the same school.
She works both in day- and night- shifts. She does not face much resistance from her family members regarding the day- shift or night- shift. She is not satisfied with her education because she wanted to do an M.A. from the University of Delhi and says that her parents did not support her for further education. She joined this call centre just to earn money. This is her first job. She got soft skills and process training in which she learned to handle customer's issues. She is satisfied with this job because she likes the working environment of this call centre. She does not like the shift and break timings in this job because the workers are being forced to maintaining their break timings. She overcomes her stresses and pressures in this job by talking to her colleagues in between the call breaks. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to occupy a good post in this company.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores and her family members share the household chores more than her. Her family members have very good attitude towards her job. She thinks that because of this job, she has understood the value of money. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. This job has given her self-confidence and more freedom to spend time on her own. It has not given her more freedom of movement without prior permission to visit friends or relatives. She prefers family members for an outing. She has now more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job but she does not has more say in the family
matters. The decisions in her family about how much to spend and on what are being taken by other family members. She thinks that equal importance should be given to the education of girls as on that of boys. However she prefers male child. She considers the ‘Domestic Violence Bill- 2005’ as the best law to the cause of womanhood. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children as he is equally responsible for the same. Her bank account is single and she has assets and self-acquired property from her own income. Her co-workers have friendly attitude towards her. The management of the call centre also has co-operative attitude towards her and therefore being a woman she does not face any problem in the workplace but she does not feel very good in the bus /or cab at the time of pick and drop. She explains the difference between her and a non-working woman as- ‘she is quite confident, self-decisive and independent but a non-working woman is not confident, self-decisive and independent. She further explains the difference between her and her male colleagues as- ‘Women are more caring and efficient than men’.

**Case Study No- 08**

She is a 23 year old unmarried woman from Delhi. She is working in temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for two months with a salary of Rs.8,500/- per month plus incentives. She hails from Hindu community and her caste is Jat. Her father is Graduate and a businessman with an income of Rs.40,000/- per month and her mother is 12th pass and is a housewife. She lives in a nuclear family and her preference of family type is
nuclear family. She completed her schooling in an English medium school did her B.A. from the University of Delhi, Delhi.

She works only in day-shits because her family members are not comfortable with the night-shits. She is not satisfied with her education because she wanted to do post-Graduation. However her parents supported her in every manner from education and employment. She joined this call centre to gain experience and to earn money and also because of the brand name of the company. This is her second job. She is got process training for this job. Previously she worked in Star News Agency as a ‘Customer Support Associate’ for two years in Delhi. She left her first job because of both personal and professional reasons. She is satisfied with this job because she likes every thing in this job. She does not feel any stresses and pressures in this job. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to become a manager.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores. Her parents have positive attitude towards her job and feels very proud to her. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. This job has given her self-confidence and more freedom to spend time on her own. It has given her more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job and has more say in the family matters. The decisions in her family about how much to spend and on what are being taken by mutual participation. She
thinks that equal importance should be given to the education of girls as on that of boys and girls should be given equal preference. She is very happy with the ‘Domestic Violence Bill- 2005’ and considers it very right. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house and children. Her bank account is single and she does not have assets and self- acquired property from her own income. Her co- workers have very friendly attitude towards her. The management of the call centre also have friendly and very good attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non- working woman as- ‘she is confident and independent and enjoys freedom whereas a non working woman lacks these things in her life. She considers no difference between her and her male colleagues and says that men and women are same in the workplace and do their respective duties with proper commitment.

**Case Study No- 09**

She is a 22 year old unmarried woman from Moradabad, UP. She is working in permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for two and half months with a salary of Rs.8, 500/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is B.Com. and a businessman with the income of Rs. 40, 000/- per month and her mother is M.A. and is a housewife. She lives in a joint family but her preference of family type is nuclear family. She completed her schooling in an English medium school named ‘Wilsonia College, Moradabad’, and did her B.A. from the Rohelkhand University, Barreilly.
Although she prefers to work both in day- and night- shifts but she works only in day- shifts because her family members do not feel comfortable with the night- shifts. She is not satisfied with her education because she wanted to study as much as possible and her desired level of education was an M.B.A. from a reputed institute. Her parents motivated and supported her in every manner from education and employment. She joined this call centre because she wanted to be an independent girl. This is her second job. She got accent and process training for this job. Previously she was in ICICI Prudential for one and half month. She left her first job because they did not give her salary properly and she joined this call just to gain experience in BPOs. She is satisfied with this job because she likes the atmosphere of the process. She does not like the stresses and pressures regarding leaves and break timings. She also complains that the workers do not have the fixed place to sit. She overcomes her stresses and pressures by talking to her colleagues. She wants to leave this job and does not want to make it as her career because she wants to do M.B.A. She may however, think of continuing in this job if there are good opportunities. She also does not want to change this job.

As an unmarried woman, she is able to balance her job with the performance of household chores and does not find it difficult to perform them as she gets sufficient to spend on her own. Her family members help her in the performance of household chores. Her parents and family members have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore she thinks that this job has reduces her social circle. This job has given her self- confidence and freedom to spend time on her own. It has not given her
more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job but does not have more say in the family matters. The decisions in her family about how much to spend and on what are being taken by other family members. She says that we have to give equal perception regarding boys and girls, and equal importance should be given to the education of girls as on that of boys. She considers the ‘Domestic Violence Bill- 2005’ as good and should be properly introduced in society. She thinks that a husband is justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and she does not have assets and self-acquired property from her own income. Her co-workers have very supportive attitude towards her. The management of the call centre has co-operative but professional attitude towards her and being a women she faces some problems in the workplace as she complains- ‘some people try to ditch with girls. She explains the difference between her and a non-working woman as- ‘she is economically independent but a non-working woman is not so’. She further explains the difference between her and her male colleagues as- ‘women are more responsible towards their job as well as home where as men are not so’.  

Case Study No- 10

She is a 21 year old unmarried woman from Kanpur, U.P. She is working in permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for two months with a salary of Rs.8, 500/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is Graduate and is in
private service with the salary of Rs. 28,000/- per month and her mother is also graduate and is a housewife. She lives in a nuclear family and her preference of family type is nuclear family. She completed her schooling in an English medium school in Kanpur and did her B.Sc. from Kanpur University (C.S.J.M.), Kanpur.

She works in day-shifts and prefers day-shifts because her family members do not feel comfortable with the night-shifts. She is not satisfied with her education because she wanted to do her Masters. However, her parents have always provided support and inspired her a lot in every manner from education to employment. She joined this call centre just to give financial support to her family and to get economic independence. This is her first job. She got process training for this job. Till now, she is satisfied with this job because she likes the working environment of this call centre. She also likes e-products, interacting e-people and learning more about life in this call centre. She does not like the time restrictions in shifts, breaks and leaves. She overcomes these stresses and pressures in this job by talking to her colleagues in free time. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very high and wants to become a Team Leader (TL) in this company.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores because her family members share the household chores. Her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives because she has a very busy schedule. However, she has increased her interaction with people in the workplace. This job has given her self-confidence and more freedom to take
decisions for her self. She gets more respect in the family as well as in society after being in this job and of course more say in the family matters. She has the freedom of movement without prior permission to visit friends or relatives and the freedom to spend time on her own. The decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she would give same preference to both male and female child. She considers the law recently passed about violence against the women in the family (Domestic Violence Bill- 2005) as very good and says that this Bill should be strictly introduced in the system and strict action should be taken against the violators. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house and children. Her bank account is single and does not have assets and self acquired property from her own income. Her co- workers have quite friendly and supportive attitude and very few have some attitudinal problems. The management of the call centre has very co- operative but professional attitude towards her and therefore, being a woman she faces some problems in the workplace as some people try to underestimate women. She explains the difference between her and a non- working woman as- ‘she is economically independent and more confident whereas a non working woman is not so’. She further explains the difference between her and her male colleagues as- ‘she is more efficient, more hardworking and more concerned and devoted to her work both in office as well as at home whereas men are lazy, not so efficient and hardworking and of course are not so sincere and devoted to their work’.
Case Study No- 11

She is a 22 year old unmarried woman from Ghaziabad, U.P. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for a month with a salary of Rs.8,500/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is Post-Graduate and is a retired principal of school who had a salary of Rs.15,000/- per month, and her mother is Graduate and also a retired principal who had a salary of Rs.10,000/- per month. She lives in a nuclear family and her preference of family type is nuclear family. She completed her schooling in an English medium school in Noida, U.P. and did her M.A. from C.C.S. University, Meerut, U.P.

She works only in day- shifts because her family members do not allow her to work in the night- shifts. She is satisfied with her education. Her parents played a very important role from education to employment. She joined this call centre to be independent and to support her parents. This is her second job. She got process training for this job. Previously she taught in a school for three years and then she joined another call centre in Delhi for six months. She left her first job because the salary was very low. She is satisfied with this job because she likes the working environment of this call centre. However, she does not like dress of the call centre workers. She also does not like the stresses and pressures as a result of target oriented schedule of this job. She overcomes her stresses and pressures in this job by maintaining the coolness of mind. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very good and wants to become the ‘Head of the Department’ in which she is working now.
As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores. Her family members help her in the performance of household chores. Her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit friends or relatives. This job has given her self-confidence and she has more and she has more freedom to spend time on her own. She has more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respects in the family as well as in society after being in this job. She has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives more preference to female child because in her opinion, girls understand the feelings of their parents. She considers the law recently passed about violence against women in the family (Domestic Violence Bill- 2005) as the wastage of time and is against of these laws for women. She thinks that a husband is justified in punishing his wife if she does not obey or neglects the house or children but he is authorised to do so only when he is also taking care of his family. Her bank account is single and she does not have assets and self-acquired property from her own income. Her co-workers have friendly and good attitude towards her. The management of the call centre also has friendly but professional attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- "she has more decision making power and is quite confident and
independent whereas a non-working woman does not have decision making power and is not confident and independent’. She feels no difference between her and her male colleagues.

**Case Study No-12**

She is a 30 year old **married** woman from Udaygiri, Kerala. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for the past two weeks with a salary of Rs.10,000/- per month plus incentives. She hails from Christian Community. She is married to a ‘Marketing Executive’ from Kerala for two years and she has one child. Her husband did his B.Com. and is now working in a company in Delhi with a salary of Rs.14,000/- per month plus incentives. She lives in a nuclear family but her preference of the family type is joint family. She completed her schooling in an English medium school named ‘St. Thomas High School, Idukki’, Kerala and did her B.A from ‘M.G. University, Kottayam’, Kerala.

She works only in day-shifts and prefers day-shifts because she can not look after her child if she works in night-shifts. She is satisfied with her education and her parents motivated and inspired her in every manner from education to employment. She joined this call centre to earn money with stability, dignity, and respect. This is her third job. She is still getting training for ‘Samsung Process’, a kind of product training, for this job. Previously she worked first, as a ‘secretary’ for two years in a company and then she joined another call centre in Delhi for a year. She left her earlier job because of the fewer opportunities of career advancement and she joined this call centre because of the better prospects in this job and also because of the brand name of the company. She is satisfied with this
job because she likes the working environment of this call centre. She does not like the shift timings and feels stresses and pressures to reach office by 8:45 AM or latest by 9:00 AM. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very high and wants to become a ‘Manager’ of this company.

As a married woman with a child, this job according to her is not compatible with her married life because she finds it very difficult to balance her job with the performance of household chores and rearing a child. Moreover, she does not get sufficient time to spend with her husband and to look after her child. Although, her husband helps with the performance of household chores, taking care of the child is her responsibility and she finds it difficult because of her shift- timings. Her husband has positive attitude towards her job because her income is needed by the family as a supplement to her husband’s income. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. She thinks that this job has cut down her social circle but it has also changed the way of her interaction. She gets more respect in the family as well as in society after being in this job. Although this job has given her self-confidence and freedom to take decisions for herself but it has not given her more freedom of movement without prior permission to visit friends or relatives. She also does not have more freedom to spend time on her own, after being in this job. This job has given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female
child. She considers the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as very good. However she says that a husband is justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and does not have assets and self acquired property from her own income. Her co-workers have co-operative attitude towards her. The management of the call centre has very good but professional attitude towards her and therefore being a woman she does not face any problem in the work place. She explains the difference between her and a non-working woman as – ‘working women are more confident and they know how to solve the problem but a non-working woman is not so’. She does not consider any differences with her male colleagues.

Case Study No- 13

She is a 21 year old married woman from Dehradun, Uttarakhand. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for two weeks with a salary of Rs.10, 000/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. She is married to a ‘Technical Support Executive’ (TSE) from Delhi for three months and has no children. Her husband is Graduate in Information Technology (IT) and is working in another call centre in Delhi with a salary of Rs.22, 000/- per month. She lives in a nuclear family and her preference of the family type is joint family. She completed her schooling in an English medium school named ‘Beverly Hills Public School’, Dehradun and did her Graduation from the ‘D.A.V. College’. Dehradun of the ‘Garhwal University, Srinagar’, Uttarakhand.
She works only in day-shifts and prefers day-shifts because her husband does not feel comfortable with the night-shifts. She is not satisfied with her education because she wanted to do her post-graduation from 'Garhwal University, Srinagar'. Her parents helped her a lot in every manner from education to employment. She joined this call centre to gain experience and earn money with stability, dignity and respect, and also because of the brand name of the company. This is her second job. She is still getting training for the 'Samsung Process', a kind of process and product training for this job. Previously she worked with another company as a 'Councillor' for one year in Delhi. She left her first job because of her marriage. She is satisfied with this job because she likes the working environment of this call centre and in her opinion a right place to grow. She does not, however, feel comfortable with the shift- and break- timings as the call centre workers are being forced to maintain their working schedule. She is learning to overcome her stresses and pressures in this job. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very high and wants to become the Chief Executive Officer (CEO) of this company.

As a married woman, this job according to her is compatible with her married life as she and her husband gets ample time to spend with each other. She does not find it difficult to perform the household chores, and to balance her job with the family life. This is because her husband shares half of her household chores and he is very supportive and helps her in every manner. Her husband has positive attitude towards her job because her job is necessary in order to supplement his income. This job has brought about some changes in her social and
personal life as she does not have sufficient time to visit her friends or relatives. She thinks that this job has cut down her social circle as she spends half of her time with the company and another half at her home. This job has given her self-confidence and more freedom to take decisions for herself. She gets more respect in the family as well as in society after being in this job. This job has given her more freedom to spend time on her own, and she has more freedom of movement without prior permission to visit friends or relatives. This job has given her more say in the family matters and decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives same preference to both male and female child. She thinks about the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as the best law passed on behalf of women. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or the children. Her bank account is single and she does not have assets or self-acquired property from her own income. Her co-workers have good and co-operative attitude towards her. The management of the call centre has very good attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is more confident, independent, and self-conscious about her rights and can fight for them, but a non-working woman lacks these qualities’. She considers no difference between her and her male colleagues.
Case Study No- 14

She is a 25 year old unmarried woman from Delhi. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for four months with a salary of Rs.8,500/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is M.Com. and is in Government service with a salary of Rs.10,000/- per month and her mother is 12th pass and is a housewife. She lives in a joint family but prefers to live in nuclear family. She completed her schooling in a Hindi medium school named ‘G.B. Public School, Kanpur’, and did her B.A. from ‘S.N. Sen P.G. College’, Kanpur, U.P.

She works only in day- shifts and prefers day- shifts because her family members do not feel comfortable with the night- shifts. She is not satisfied with her education and wanted to do post- graduation. Her parents supported her in every possible manner from education to employment. She joined this call centre just to become independent. This is her first job. She got CCNA, soft skills and process training for the ‘Samsung Process’ (a kind of product training) for this job. She likes the working environment of this call centre but she says that achieving targets creates stresses and pressures in this job. She overcomes her stresses and pressures in this job by talking to her colleagues in the break time. She is not satisfied with this job and with the salary. She wants to leave this job because she does not consider her future prospects in this job as very high. She is waiting for good opportunity and better salary in another call centre.

As a working woman, she does not find it difficult to perform the household chores as she gets sufficient time to spend on her own and can manage them
easily. Her family members help her in the performance of household chores. Her parents have positive and supportive attitude towards her job and feel very proud of her as she is an earning member of the family. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives and therefore, she thinks that this job has cut down her social circle. This job has given her self-confidence and freedom to take decisions for herself. Although she has more respect in the family as well as in society after being in this job, but this job has not given her more freedom of movement without prior permission to visit friends or relatives. This job has not given her more say in the family matters, and the decisions in her family about how much to spend to spend and on what are being taken by other family members. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as very good. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children as he is equally responsible and it is a matter of understanding. Her bank account is single and does not have assets and self-acquired property from her own income. Her co-workers have friendly attitude towards her. The management of the call centre also have friendly and supportive attitude towards her and therefore, being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is independent and is not a burden for anyone but a non-working woman is not so’. In her opinion after
18 years everyone should be an earning member of the family. She considers no
difference between her and her male colleagues.

Case Study No-15

She is a 21 year old unmarried woman from Delhi. She is working in a
temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for two
months with a salary of Rs.8,000/- per month plus incentives. She hails from
Hindu community and her caste is ‘Bania’. Her father is 10th pass and a private
driver with a salary of Rs.5,000/- per month, and her mother is 10th pass
housewife. She lives in a nuclear family and her preference of the family is also
nuclear family. She completed her schooling in an English medium school named,
‘Flora Dale Public School’, Delhi and did her B.A. from ‘University of Delhi’.

Delhi.

She works only in day-shifts because her family members do not feel
comfortable with the night shifts. She is not satisfied with her education because
she wanted to complete her Masters Degree but due to financial constraints she
could not continue her study. However, her parents motivated and helped her in
every manner from education to employment. She joined this call centre to earn
money with respect and stability. This is her second job. She got soft skills
training for this job. Previously she worked in another call centre named ‘R.
Mantra Pvt. Ltd’ as for six months as a C.C.A. in Delhi. She left her first job
because there was no particular time for giving a salary to the workers and she
joined this job because of the brand name. She is satisfied with this job because
she likes the working environment of this call centre. She does not like the stresses
and pressures which are huge targets in this job. She overcomes her stresses and
pressures by meditation and talking to her friends in the break time and sometimes between the call breaks. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job very high and wants to become a manager of operations in this call centre.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores as she gets sufficient time to spend on her own and can manage the household chores very easily. Her family members share half of her household chores. Her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life though she does not get sufficient time to visit her friends or relatives but it has changed her way of interaction to different people and of course her communication skills. This job has given her self-confidence and freedom to spend time on her own. It has given her more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. She has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money she should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill- 2005’ as very right and is a correct decision for the upliftment of women. She thinks that a husband is justified in punishing his wife if she does not obey or neglects the house and children. Her bank account is single and does not have assets and self-acquired property from her own income. Her co-workers have very good attitude towards her. The
management of the call centre also has good, respectful but professional attitude towards her and therefore, being a women she does not face any problem in the workplace. She explains the difference between her and a non-working women as- ‘she is quite confident, independent and interactive but a non-working women is not so’. She considers no difference between her and her male colleagues.

Case Study No-16

She is a 26 year old unmarried woman from Indore, M.P. She is working in a permanent job as a ‘Technical Support Executive’ (TSE) in a call centre in Delhi for one and half a year with a salary of Rs. 17, 000/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father did B.E. (Mechanical) and is now a businessman with the income of Rs. 30, 000/- per month and her mother did her B.A. and is a housewife. She lives in a joint family. She completed her schooling in an English medium school in Indore and then B.Sc. and M.C.A. from ‘Indore University’, Indore, Madhya Pradesh.

She works both in day- and night- shifts and her family members do not have any problem with the night- shifts. She is very much satisfied with her education and her parents provided full support to her in every manner from education to employment. She joined this call centre to become independent and to earn money with stability, dignity and respect, and also because of the brand name of the company. She got training for trouble- shooting in this job. This is her second job. Previously she worked in another call centre as a ‘Technical Support Associate’ (TSA) in Delhi for eight months. She left her first job because of the health problems. She is satisfied with this job because she likes the working environment
of this call centre which is interactive and provides exposure to the workers. She
does not like the stresses and pressures in this job such as achieving targets and the
irregular shift timings which consequently causes health problems for her. In her
opinion, there is no particular recipe for overcoming the stresses and pressures in
this job. She does not want to leave this job but wants to make it as her career. She
considers her future prospects in this job as very high and wants to become CEO
of this call centre.

As an unmarried woman, she does not find it difficult to balance her job with
the performance of household chores as she gets sufficient time to spend on her
own and can manage them easily. Her family members share much of the
household chores. Her parents have positive attitude towards her job. This job has
brought about some changes in her social and personal life as she does not get
sufficient time to visit her friends or relatives. Therefore she says that her social
circle is shrinking as she has no time in week days for social activities. This job
has given her self-confidence but she has less freedom of movement without prior
permission to visit friends or relatives. She has more freedom to take decisions for
herself and thinks that she gets more respect in the family as well as in society
after being in this job. She has no say in the family matters, and the decisions in
her family about how much to spend and on what are being taken by other family
members. She thinks that equal importance should be given to the education of
girls as on that of boys and she gives more preference to girl child as she says that
girls are better than boys. She considers the law recently passed about the violence
against women in the family (Domestic Violence Bill- 2005) as good. She thinks
that a husband is not justified in punishing his wife if she does not obey or
neglects the house or children as he equally responsible for the same. Her bank account is single and she does not have assets and self-acquired property from her own income. Her co-workers have co-operative attitude towards her. The management of the call centre also has good and helpful attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is independent and has decision making power but a non-working woman is dependent on others and may not have decision making power’. She thinks that there is no difference between her and her male colleagues.

**Case Study No-17**

She is a 26 year old unmarried woman from Patna, Bihar. She is working in a permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for one year with a salary of Rs. 9,500/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is Graduate and is in the government job with a salary of Rs. 10,000/- per month, and her mother is also Graduate and is a housewife. She lives in a joint family and her preference of the family type is nuclear family. She completed her schooling in an English medium school named ‘Father Anglo English medium School’, Gujarat and did her B.A. from ‘Shri L.G. Haria Multi-Purpose College’, Vappi, Gujarat and did L.L.B. from ‘Mumbai Oxford University’, Mumbai.

She works only in day-shifts and prefers day-shifts because her family members do not feel comfortable with the night-shifts. She is satisfied with her education and her parents motivated and guided her in every manner like a teacher.
from education to employment. She joined this call centre to become financially independent. This is her first job. She got process training for this job. She is not satisfied with this job because the work is more and salary is less. She does not like the stresses and pressures due to targets in this job. She overcomes her stresses and pressures in this job through the coolness of mind. However, she likes the working environment of this call centre and therefore considers it as very nice company. Although her future prospects in this job are very high but she does not want to make this job as her career and therefore, she is planning to change or leaving this job.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores. She gets sufficient time to spend on her own because her family members help her in the performance of household chores. Her parents and other family members have very good attitude towards her job and she gets more respect in the family as well as in society after being in this job. This job has given her self-confidence and of course the freedom to take decisions for her self. It has not given her freedom to spend time on her own and has very less freedom of movement without prior permission to visit friends or relatives. This job has not given her more say in the family matters and the decisions in the family about how much to spend and on what are being taken by other family members. She thinks that as much money should be spend on the education of girls as on that of boys, and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill-2005’ as very good for women and she is very grateful to the Government of India for passing this law. She thinks that a husband is not justified in punishing his wife if she does not obey or
neglects the house or children. Her bank account is single and she does not have assets or self-acquired property from her own income. Her co-workers have very good attitude towards her. The management of the call centre also has good, co-operative and respectful attitude towards her, and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as—"she is confident, independent and has more decision making power but a non-working woman is not confident and independent and may not have decision making power". She further explains the difference between her and her male colleagues as—"she is very co-operative and hardworking whereas her male colleagues are not so co-operative and are very lazy and greedy".

Case Study No- 18

She is a 21 year old unmarried woman from Delhi. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for a year with a salary of Rs. 10,000/- per month (in hand) and incentive as Rs. 2500/- per month. She hails from Hindu community and her caste is Gurjar. Her father is a graduate and a businessman Rs. 25,000/- per month and her mother is also graduate and is a housewife. She lives in a nuclear family and her preference of the family type is nuclear family. She completed her schooling in an English medium school named ‘Delhi Public School, Ram Krishna Puram, Delhi and did her B.A. in English medium from the ‘University of Delhi’, Delhi.

She works only in dayshifts because her parents are very critical of the night shifts. She is not satisfied with her education because she wanted to do her masters degree. However, her parents motivated and helped her in every manner from
education to employment. She joined this call centre to become an independent girl and to support her parents financially. This is her second job. She got process training for the ‘Samsung Process’ which is a kind of product training and the soft skill training for this job. Previously she worked in another call centre in Delhi for six and a half month as a ‘Back Office Executive’. She left her first job because the salary was low in proportion to the work load, and she joined this call centre because of the brand name. She is satisfied with this job because she likes the working environment of this call centre. She does not like the target oriented stresses and pressures in this job. She also does not like the structure of break timings as she is being forced by the team leader to maintain the breaks. She over comes her stresses and pressures by talking to her friends / colleagues is free time. However, she does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to become the ‘team leader’ (TL) in the same call centre.

As an unmarried woman, she does not find it difficult to perform the household chores and she gets sufficient time to spend on her own. Her mother helps her in the performance of household chores. Her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit friends or relatives. Therefore, she thinks that this job has cut down her social circle. This job has gives her self-confidence and freedom to spend time on her own. It has given her more freedom of movement without prior permission to visit friends or relatives. She has now more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. She has now
more say in the family matters, and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that equal importance should be given to the education of both boys and girls and she gives same preference to both the male and female child. She considers the ‘Domestic Violence Bill- 2005’ as good to protect the interests of women especially non-working women. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and she has assets and self-acquired property from her own income. Her co-workers have very co-operative attitude towards her. The management of the call centre also has co-operative, respectful but very formal attitude towards her and therefore being a woman, she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is quite confident, independent and interactive whereas a non-working woman is not so confident and is dependent on others and feels shy in interacting with others’. She feels no difference between her and the male colleagues.

**Case Study No- 19**

She is a 23 year old unmarried woman from Bulandshahar, U.P. She is working in a temporary job as ‘Customer Care Executive’ in a call centre in Delhi for a year with the salary of Rs. 10,000/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is 12\textsuperscript{th} pass and is in Government service with the salary of Rs. 10,000/- per month, and her mother is 10\textsuperscript{th} pass and is a housewife. She lives in a nuclear family and her preference of the family type is nuclear family. She completed her schooling in a Hindi medium school from U.P. Board Allahabad, and did her B. Com. from Chaudhary Charan
Singh (CCS) University, Meerut, and she did one year Diploma in Computer applications from Delhi.

She works both in day- and night- shifts, and her family members are not much concerned about the shift- timings. She is not satisfied with her education because she wanted to do Post- Graduation. However, her parents supported and motivated her in every manner from education to employment. She joined this call centre to become independent and to support her parents financially. This is her second job. She got process and product training for this job. Previously she worked in another company as an ‘Assistant Accountant’ for a year with the salary of Rs. 6, 000/- per month. She left her first job because she became a victim of nepotism, and she joined this call centre because of better pay and the brand name. She is satisfied with this job because she likes the working environment of this call centre. She does not like the hectic schedule in this call centre. She overcomes her stresses and pressures by talking to her colleagues between the call breaks. However, she does not want to leave this job but wants to make it her career. She considers her future prospects in this job as very high and wants to become ‘Chief Executive Officer’ of this call centre.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores as she gets sufficient time on her own after the job. Her servant helps her in the performance of household chores. Her parents have no problem regarding her job rather they feel very proud of her. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore, she thinks that this job has cut down her social circle. This job has given her self- confidence and freedom
to spend time on her own. It has given her more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. She has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys, and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill-2005’ as very nice and should be followed strictly. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children as he is equally responsible for taking care of the house or children. Her bank account is single and she has no assets and self-acquired property from her own income. Her co-workers have very co-operative and friendly attitude towards her. The management of the call centre has co-operative but discriminatory attitude towards her as for small mistakes they give negative points to her whereas they say nothing to beautiful girls, and therefore, being a woman she faces discrimination and sometimes undue harassment. She explains the difference between her and a non-working woman as- ‘she is bold, confident, independent and interactive whereas a non-working woman is not so’. She feels no difference between her and her male colleagues.

**Case Study No-20**

She is a 24 year old unmarried woman from Delhi. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for one
year with a salary of Rs. 10,000/- per month (in hand) plus incentives. She hails from Hindu community and her caste is Mali. Her father is Graduate and a businessman with the income of Rs. 20,000/- per month and her mother is 12th pass and is a housewife. She lives in a joint family and prefers to live in nuclear family. She completed her schooling in an English medium school named ‘Govt. Girls’ Senior Secondary School’, Delhi and did her B. A. from the ‘University of Delhi’. Delhi.

She works both in day- and night- shifts and does not face any resistance from her family members regarding the night- shifts. However, earlier she faced some resistance and criticism from her parents and family members regarding the night- shifts but she convinced them as the management of the call centres invite its employees with their parents every month to know the working environment of the call centres. She is not satisfied with her education because she wanted to study more. However, her parents motivated and inspired her in every manner from education to employment. She joined this call centre just to earn more money and to become an independent girl. She got soft skills and process training for this job. This is her second job. Previously, she taught in a private English medium school for 3 years. She left her first job because the job was low paying and she joined this call centre because of the handsome salary. She is satisfied with this job because she likes the working environment of this call centre. She does not like the stresses and pressures in this job such as the shift and break timings. she overcomes her stresses and pressures in this job through the coolness of mind. She does not want to leave this job but wants to make it as her career. She considers
workers have co-operative and friendly attitude towards her. The management of
the call centre has very co-operative and respectful attitude towards her and
therefore being a woman she does not face any problem in the workplace. She
explains the difference between her and a non-working woman as- ‘she is
independent, confident and more interactive to different kind of people whereas a
non-working woman is not so confident and interactive and is always dependent
on others’. She further explains the difference between her and her male
colleagues as- ‘she is more efficient and caring in every manner whereas they are
lazy and do not care for others.

Case Study No- 22

She is a 25 year old unmarried woman from Kolkata, West Bengal. She is
working in a permanent job as a ‘Customer Care Executive’ in a call centre in
Delhi for one year with a salary of Rs. 10, 000/- per month plus incentives. She
hails from Hindu Community and her caste is Kayastha. Her father is graduate and
is in Government job with the salary of Rs. 28, 000/- per month and her mother is
also graduate and is a housewife. She lives in a nuclear family and her preference
of the family type is nuclear family. She completed her schooling in a Bengali
medium school named ‘M.K.G.S. Public School’, Kolkata and did her graduation
from the ‘Calcutta University’, Kolkata, West Bengal in English medium.

She works both in day- and night- shifts and she has no preference for either.
because she does not face any resistance from her family members regarding day
and night- shifts. She is satisfied with her education and her parents gave her a big
support and moral support in every possible manner from education to
employment. She joined this call centre to earn money with stability, dignity and
respect and also because of the brand name. This is her first job and she got process, product and soft skills training for this job. She is satisfied with job because she likes the working environment of this call centre. She does not like the shift and break-timings. She also does not like the stresses and pressures because of the work schedules and targets in this job. She overcomes her stresses and pressures by interacting with her friends and colleagues in break-time. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to get promotion in this call centre.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores because she gets sufficient time to manage them. Her mother co-operates with her in the performance of the household chores. Her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Although this job has given her self-confidence and freedom to take decisions for herself but it has not given her freedom to spend time on her own. It has given her more freedom of movement without prior permission to visit friends or relatives. She gets more respect in the family as well as in society after being in this job and has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both the male and female child. She does not have any idea about the law recently passed about the violence against women in the family (Domestic Violence Bill-
2005). She thinks that a husband is not justified in punishing his wife if she does not obey and neglects the house or children. Her bank account is single and she does not have any assets and self-acquired property from her own income. Her co-workers have very fine and cooperative attitude towards her. The management of the call centre also has very fine but professional attitude towards her and therefore being a woman she does not face any significant problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is confident, independent and has a say in her life but a non-working woman has no say in her life and is always dependent on others’. She feels no difference between her and her male colleagues.

**Case Study No- 23**

She is a 20 year old unmarried woman from Noida, U.P. She is working in a temporary job which is likely to be made permanent, as a ‘Customer Care Executive’ in a call centre in Delhi for four months with a salary of Rs. 8,000/- per month plus perks and rewards. She hails from Muslim community. Her father is high school and is self-employed with the income Rs. 10,000/- per month and her mother is graduate and is a housewife. She lives in a Joint family and her preference of the family type is nuclear family. She completed her schooling in a Hindi medium school named ‘L.F.P. School’, Badarpur, Shahdara, Delhi and did her B.A. (in tourism study) from ‘Indira Gandhi National Open University’ (IGNOU), Delhi.

She works only in day-shifts and prefers day-shifts because her family members do not feel comfortable with the night-shifts. She is not satisfied with
her education because she wanted to do her Master in Tourism industry. Her patents played main role in her education but they have not played any role in her employment because she says that she has got this job from her own efforts. She joined this call centre to earn more money with stability, dignity and respect, and to support her parents financially. This is her first job. She got training for travel process and soft skills training for this job. She is satisfied with this job because she likes the working environment and splendid pay package in this call centre. She does not feel much stresses and pressures in this job but does not like the break-timings. She wants to leave this job and does not want to make it as her career because she does not consider her future prospects in this job as very high and she thinks that she may find better opportunities in tourism and travel industry.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores as she gets sufficient time to spend on her own. Her mother and sister help her in the performance of household chores. Her parents have positive attitude towards her job and they feel very proud of her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore she thinks that this job has cut down her social circle. This job has given her self-confidence but it has not given her more freedom to spend time on her own. It has not given her more freedom of movement without prior permission to visit her friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. However, she does not have more say in the family matters and the decisions in
her family about how much to spend and on what are being taken by other family members. She thinks that as much money should be spend on the education of girls as on that of boys, and she gives equal preference to both male and female child. She considers the law recently passed about the violence against women in the family (Domestic Violence Bill- 2005) as very good to the cause of women. She thinks that a husband is not justified in punishing his wife if she does not obey and neglects the house or children as he is equally responsible to look after his children and house. He should not punish his wife rather should understand her. Her bank account is single and she does not have assets and self- acquired property from her own income. Her co- workers have co- operative and friendly attitude towards her. The management of the call centre also have very co- operative, respectful but professional attitude towards her and therefore being a woman she does not force any problem in the work-place. She explains the difference between her and a non-working woman as- ‘she is confident, independent, interactive and can understand others’ intentions but a non-working woman is not confident, independent and interactive and can not understand the intention of others’. She does not consider much difference between her and her male colleagues.

**Case Study No- 24**

She is a 23 year old unmarried woman from Kolkata, West Bengal. She is working in a temporary job, as a customer care executive, in a call centre in Delhi for three months with a salary of Rs. 10, 000/- per month. She hails from Hindu community and her caste is Kayastha. Her father is post- graduate and is in private job with a salary of Rs. 19, 000/- per month and her mother is graduate and is also
in private job with a salary of Rs. 15,000/- per month. She lives in a nuclear family and her preference of the family type is nuclear family. She completed her schooling in a Bengali medium school and did her graduation from ‘C.S.T.M. University’, Kanpur, U.P. in English medium.

She works only in day-shifts and prefers day-shifts because her family members prefer day-shifts. She is not satisfied with her education because she wanted to do M.B.A. However, her parents supported her in each and every manner of her life from education to employment. She joined this call centre to earn money with stability, dignity and respect. This is her second job. She got product training for this job. Previously she worked in another call centre in Delhi for six months as a ‘customer care executive’ with a salary of Rs. 5,200/- per month plus incentives. She left her first job because work load was very heavy and the incentives were very less. She is satisfied with this job because she likes the working environment of this call centre. In this call centre she gets a scope to interact and talk with people. She does not feel much stresses and pressures in this job. But she does not like the break timings in this job. She does not want to leave this job but wants to make this job as her career. She considers her future prospects in this job as very high and wants to get promotion as soon as possible in this call centre.

As an unmarried woman, she does not find it difficult to balance her job with the performance of household chores as she gets sufficient time to spend on her own. Her family members are very much co-operative and help her in the performance of household chores. Her parents have positive attitude towards her job. This job has brought about some change in her social and personal life as she
does not get sufficient time to visit her friends or relatives. Therefore, she thinks
that this job has cut down her social circle. This job has given her self-confidence
and freedom to spend time on her own. It has given her more freedom of
movement without prior permission to visit friends or relatives. She has more
freedom to take decisions for herself and thinks that she gets more respect in the
family as well as in society after being in this job. She says that her family
members never impose any decision on her and gave her full freedom to express
herself. She has more say in the family matters and the decisions in her family
about how much to spend and on what are being taken by mutual participation.
She think that as much money should be spend on the education of girls as on that
of boys and gives equal preference to both male and female child. She did not
make any comment on the law recently passed about the violence against women
in the family (Domestic Violence Bill- 2005). However, she thinks that a husband
is not justified in punishing his wife if she does not obey and neglects the house or
children. Her bank account in both single and joint, and she does not have assets
and self-acquired property from her own income. Her co-workers have very nice
and co-operative attitude toward her. The management of the call centre also has
very co-operative and respectful but very professional attitude towards her and
therefore, being a woman she does not face any special problem in the work place.
She explains the difference between her and a non-working woman as- ‘she is
confident and is able to express herself and has a say in her family but a non-
working woman is not confident and can not express herself and does not have a
say in her family’. She considers no difference between her and her male
colleagues.
Case Study No- 25

She is a 22 year old unmarried woman from Delhi. She is working in a permanent job as ‘Customer Care Executive’ in a call centre in Delhi for two years and seven months with the salary of Rs. 14,000/- per month plus incentives. She hails from Hindu community and her caste is Brahmin. Her father is Graduate and is in Government job with the salary of Rs. 22,000/- per month, and her mother is 12th pass and is a housewife. She lives in a joint family and her preference of the family type is nuclear family. She completed her schooling in an English medium school named ‘Govt. Girls Senior Secondary School’, Delhi and did her Graduation from the ‘Delhi University’, Delhi.

She works only in day-shifts and prefers day-shifts because her family members do not feel comfortable with the night shifts and are only comfortable with the day-shifts. She is not satisfied with her education because she wanted to study more but due to financial constraints she could not continue her study. However, her parents played a very important role in her life from education to employment. She joined this call centre industry to earn money with stability, dignity and to improve her confidence, communication skills and to gain experience. This is her second job. She got process, product and soft skills training for this job. Previously she worked in another company as a tele-caller along with HSBC credit card for five months. She left her first job because that office was too far from her house and she joined this call centre because she wanted to work in an international call centre as a ‘Customer Care Executive’ (CCE) which also has a brand name. She is satisfied with this job because she likes the working environment of this call centre in which she likes the friendly behaviour of both
job has given her self-confidence and more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. She has more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys, and she gives equal preference to both male and female child. She does not have any idea about the ‘Domestic Violence Bill- 2005’ but she says that the domestic violence should be stopped. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children rather he should consult with her. If his wife does not want to live with him, then he should let her go away. Her bank account is single and she does not have assets and self-acquired property from her own income. Her co-workers have very friendly attitude towards her. The management of the call centre have co-operative but quite professional attitude towards her, and therefore, being a woman she faces some problems in the workplace as she said that being a woman, she sometimes could not get opportunities to perform some work, although she can do that work more efficiently than her male colleagues. She also has some health and official issues in the workplace. She explains the difference between her and a non-working woman as- ‘she is fully confident, independent and of course more active than a non-working woman’. She further explains the difference between her and her male colleagues as- ‘she looks after her family as well as her office while her male colleagues only work in office and they oftenly refuse to work at home’.
**Case Study No- 27**

She is a 22 year old **married** woman from Delhi. She is working in a temporary job as a ‘Customer Care Executive’ in a call centre in Delhi for five months with a salary of Rs.10,000/- per month plus incentives. She hails from Hindu community and her cast is Rajput. She is married to a Graduate who is having a business in Delhi with the income of Rs. 50,000/- per month, for eight months. She lives in a joint family and prefers to live in joint family. She completed her schooling in a Hindi medium school named ‘Rajkiya Sarvodaya Kanya Vidyalaya’ in Delhi and did her Graduation in English medium from the ‘University of Delhi’, Delhi.

She works only in day- shifts and prefers day- shifts because her family members do not feel comfortable with the night- shifts. She is not satisfied with her education because she wanted to do her post- graduation. However, her parents supported and motivated her in every manner from education to employment. She joined this call centre because she wanted to make her career in IT industry and because of the salary and the brand name. This is her second job. She got process and product training for this job. Previously she worked in ‘Airtel Communications Pvt. Ltd.’ as a tele- caller for eight months in Delhi. She left her first job because the salary was less, and she got married. She is satisfied with this job because she likes the working environment of this call centre. She does not like the stresses and pressures in this job which are because of the break timings. She does not want to leave this job but wants to make it her career. She considers her future prospects in this job as very high and wants to become a ‘Chief Executive Officer’ of this call centre.
As a married woman she finds that her job is not compatible with her married life because she and her husband do not get sufficient time to spend with each other. She finds it difficult to balance her job with the performance of household chores. Her husband and other family members do not help her in the performance of household chores and they want her to leave the job. Her husband and in-laws have very negative attitude towards her job because her husband is earning enough money and her salary is not needed by the family as a supplement to her husband’s income. But her parents have positive attitude towards her job. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore she thinks that this job has cut down her social circle. This job has given her self-confidence and freedom to spend time own her own. It has not given her more freedom of movement without prior permission to visit friends or relatives because her in-laws restrict her movement to go outside. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. She has no say in the family matters, and the decisions in her family about how much to spend and on what are being taken by other family members. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She does not have any idea about the law recently passed about the violence against women in the family (Domestic Violence Bill-2005). She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children as he is equally responsible for taking care of the house or children. Her bank account is single and she does not have assets and self-
acquired property from her own income. Her co-workers have co-operative and helpful attitude towards her. The management of the call centre also has very good and co-operative attitude towards her, and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as - ‘she is quite confident, independent and can face any problem with courage but a non-working woman is not so’. She further explains the difference between her and her male colleagues as - ‘she handle job as well as home but her male colleagues do not care about their homes’.

Case Study No- 28

She is a 25 year old married woman from Rohtak, Haryana. She is working in a permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for the last one year with a salary of Rs.14,000/- per month plus incentives. She hails from Hindu community and her cast is Jat. She is married for two years and has no children. Her husband did his M.B.A. and is working with Jet Airways as a Manager with a salary of Rs. 47,000/- per month. She lives in a joint family and prefers to live in joint family. She completed her schooling in a Hindi medium school and did her B.A. in Hindi medium from ‘Maharishi Dayanand University’ in Rohtak and did her M.A. in English medium from the same University in Rohtak, Harayana.

She works in day-shifts and prefers day-shifts because her family members prefer day-shifts. She is very much satisfied with her education and her parents gave her full freedom to choose whatever she wanted to do from education to employment. She joined this call centre to become independent. This is her second
job. She got process and product training for this job. Previously she worked in another BPO company for two and half years in Delhi. She left her first job because she had to work in night-shifts and there were no weekend holidays in that call centre, but she joined this call centre because in this call centre Saturdays and Sundays are fixed offs and there is a full choice of working in day-shift for married women. She is satisfied with this job because she likes the professional environment in this call centre. She does not like the target oriented work load. However, she does not feel much pressure because she does her work in time. She does not want to leave this job but wants to make it as her career. She considers her future prospects in this job as very high and wants to get promotion in the same call centre.

As a married woman, this job according to her, is not compatible with her married life because she and her husband do not get sufficient time to spend with each other because her husband is in different job. She finds it very difficult to balance her job with the performance of household chores because she to manage them by herself. Her husband and family members do not have positive attitude towards her job because her husband is earning enough money and her job is not needed by the family as a supplement to her husband’s income. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. She gets more respect in the family as well as in society after being in this job. Although this job has given her more self-confidence and freedom to take decisions for herself but it has not given her more freedom of movement without prior permission to visit friends or relatives. However, this job has given her more freedom to spend time on her own, that is, to
do yoga, meditation etc. This job has not given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by other family members. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She does not have any idea about the ‘Domestic Violence Bill- 2005’. However, she says that a husband is not justified in punishing his wife if she does not obey or neglects the house or children rather he should make her understand and sort out the problem by conversation. Her bank account is single and she has assets and self- acquired property from her own income. Her co-workers give a lot of respect to her. The management of the call centre also have respectful attitude towards her and always encourage her to do better, and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non- working woman as – ‘a non-working woman or a housewife manages only the house but she manages both house and office and therefore she feels very proud of herself for this’. She does not have any differences with her male colleagues.

Case Study No- 29

She is a 28 year old married woman from Kolkata, West Bengal. She is working in a permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for the last four years with a salary of Rs.14, 000/- per month plus incentives. She hails from Hindu community and her cast is Brahmin. She is married for two years and does not have any children. Her husband did his B.Com. / M.B.A. and is now working as a Manager in a Multi- National Corporation
(MNC) in Delhi with a salary of Rs. 52,000/- per month. She lives in a nuclear family and her preference of family type is joint family. She completed her schooling in a Bengali medium school named ‘Bewachpare Girl’s High School’ Kolkata and did her B.A. in English medium from ‘City College, Kolkata’ and did M.A. in English medium from Burdwan University, West Bengal.

She works in day-shifts and prefers day-shifts because her husband does not feel comfortable with the night-shifts. She is not satisfied with her education because she wanted to do Ph.D. her mother played major role for both education and employment. She joined this call centre to earn money with stability, dignity and respect. This is her second job. She got process, product and accent training for this job. Previously she worked as a teacher in a school in Kolkata after completing her B.A. She left her first job to do M.A. and then shifted to Delhi after her marriage and she joined this call centre because of the brand name. She is satisfied with this job because she likes the working environment in this call centre. She does not like the stresses and pressures in this job. She does not want to make this job as her career because she considers her future prospects in this job as very low. Since her chances of promotion in this job are very meagre, therefore she wants to change this job and she needs growth and better package.

As a married woman, this job according to her is not compatible with her married life as she and her husband do not get sufficient time to spend with each other because her husband is in different job. She finds it very difficult to balance her job with the performance of household chores because she has to manage her household chores on her own. Her husband does not have positive attitude towards her job because he is earning enough money and does not need her job as a
supplement to his own income. This job has cut down her social circle because she does not get sufficient time to visit her friends or relatives. She thinks that she gets more respect in the family as well as in society after being in this job. This job has given her self-confidence and freedom to take decisions for herself but it has not given her freedom of movement without prior permission to visit friends or relatives. This job has given her more freedom to spend time on her own. This job has not given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by her husband. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill- 2005’ as very good and says that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is both single and joint, and she has assets and self-acquired property from her own income. Her co-workers always try to be helpful. The management of the call centre is really very good and professional and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as – ‘she is self-dependent while a non-working woman is dependent on others’. She considers no difference between her and her male colleagues.

Case Study No- 30

She is a 28 year old married woman from Bareilly, Uttar Pradesh. She is working in a permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for the last one year with a salary of Rs.14,000/- per month plus incentives.
She hails from Hindu community and her cast is Rajput. She is married for two years and has no children. Her husband did his B.Tech. in electronics from Delhi and now working in a Multi-National Corporation (MNC) in Delhi as Electronics Engineer with a salary of Rs. 22,000/- per month. She lives in a nuclear family but prefers to live in joint family. She prefers joint family because it reduces her responsibility for performing household chores as there are other members to take care of them. She completed her schooling in an English medium school named ‘Woodrow Public School, Bareilly’ and did her B.Sc. from ‘Bareilly College Bareilly’ in English medium.

She works in day-shifts and prefers day-shifts because her husband prefers day-shifts. She is not satisfied with her education because she wanted to do her M.Sc. (Chemistry). Her parents encouraged and inspired her in every possible manner from education to employment. She joined this call centre because she wanted to become independent and to give financial support to her husband. This is her second job. She got process, product and accent training for this job. Previously she worked as a teacher for two years in Bareilly She left her first job because of her marriage. She is satisfied with this job because she likes the working environment, shift timings and the kind of work she does. She does not like the pressure of meeting the targets and stress of handling queries. She overcomes her stresses and pressures by taking a break from her work. She does not want to leave this job but wants to make it her career. She considers her future prospects in this job as very bright and wants to become CEO of this call centre.

As a married woman, this job according to her is compatible with her married life because she and her husband have same office timings, so they get
plenty of time to spend together. Her husband helps her in the performance of household chores and therefore she does not find it difficult to balance her job with the performance of household chores. Her husband has encouraging and positive attitude towards her job because her income is needed by the family as a supplement to his income. This job has brought about all positive changes in her social and personal life. She gets more respect in the family as well as in society after being in this job. This job has given her self-confidence and freedom to take decisions for herself and she also has more freedom of movement without prior permission to visit friends or relatives. She also has more freedom to spend time on her own after being in this job. This job has given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by the mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill- 2005’ as good and says that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and she does not have assets and self-acquired property from her own income. Her co-workers have very good attitude towards her. The management of the call centre also have very good and motivating attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is financially independent and an earning member of the family while a non-working woman is dependent on others and so is not an earning member of the family’. She considers no difference between her male colleagues.
Case Study No- 31

She is a 26 year old married woman from Kolkata, West Bengal. She is working in a permanent job as a ‘Team Leader’ in a call centre in Delhi for the last four years with the salary of Rs.25,000/- per month plus incentives. She hails from Hindu community and her cast is Brahmin. She is married for one and half years and has no children. Her husband did his Masters in Human Resource Management and now working in the same call centre in Delhi as an ‘HR Manager’ with a salary of Rs. 35,000/- per month. She lives in a nuclear family but her preference of the family type is joint family. She completed her schooling in a Bengali medium school and did her three years Diploma in Hotel Management from ‘SBIHM College of Hotel Management’ in Kolkata in English medium.

She works both in day- shifts and night shifts because as TL she has to work in 24x7 environments and prefers these timings because her husband also has same timings. She is not satisfied with her education because she wanted to do her Masters in Business Administration (M.B.A.). Her parents supported her in every manner from education to employment. She joined this call centre to become independent. This is her first job. She got process, product, accent and SAP training for this job. She is satisfied with this job because she likes the working environment and the facility to groom a person in this call centre. As a team leader (TL) she has to be very strict in supervising her sub-ordinates but she does not like this. She also does not like the stresses and pressures due to work load and also to achieving the targets in this job. She overcomes her stresses and pressures in this job by talking to her colleagues. She does not want to leave this job but
wants to make it as her career. She considers her future prospects in this job as very high because she has already got promoted to the post of ‘Team Leader’ and wants to become the ‘Manager’ in the same call centre.

As a married woman, this job according to her is compatible with her married life because she and her husband share a lot of time with each other even within the call centre. She does not find it difficult to balance her job with the performance of household chores because her husband helps her in the performance of household chores. Her husband has positive attitude towards her job because her income is needed by the family as a supplement to her husband’s income. This job has boosted up her personal life but it has brought about some radical changes in her social and personal life as she does not get sufficient time to visit her friends or relatives and so this job has cut down her social circle. She gets more respect in the family as well as in society after being in this job. This job has given her self-confidence and freedom to take decisions for herself and more freedom of movement without prior permission to visit friends or relatives. She also has more freedom to spend time on her own after being in this job. This job has given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. She considers the ‘Domestic Violence Bill- 2005’ as very good. She thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank account is single and does not has assets and self-acquired property from her own income. Her co-workers have supportive and positive
attitude towards her. The management of the call centre also has positive and motivating attitude towards her and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as- ‘she is quite confident, independent and interactive whereas a non-working woman is dependent on others and may have difficulty in interacting with others’. She further explains the difference between her and her male colleagues as- ‘she has to look after her home as well as office but men work only in the office’.

**Case Study No- 32**

She is a 23 year old married woman from Shillong, Meghalaya. She is working in a permanent job as a ‘Customer Care Executive’ in a call centre in Delhi for the last one year with a salary of Rs.14,000/- per month plus incentives. She hails from Christian community and belongs to Scheduled Tribe (ST). She is married for eight months and has no children. Her husband is Graduate and is in Govt. job with a salary of Rs. 22,000/- per month. She lives in a nuclear family but prefers to live in joint family. She completed her schooling in an English medium school in Shillong and did her B.A. from ‘Lady Keane College, Shillong’ in English medium in Shillong, Meghalaya.

She works only in day-shifts and prefers day-shifts because her husband does not feel comfortable with the night-shifts. She is satisfied with her education and her parents inspired and motivated in every manner from education to employment. This is her first job and she joined this call centre to become financially independent. She got process, product and accent training for this job. She is satisfied with this job because she likes the working environment and the
flexibility to work in day-shifts. She does not like the target oriented work pressure. She overcomes her stresses and pressures in this job by taking a break from her work. She does not want to leave this job but wants to make it her career. She considers her future prospects in this job as very high and wants to become CEO of this call centre and then to open her own call centre.

As a married woman, this job according to her is compatible with her married life because she and her husband get sufficient time to spend with each other. She does not find it difficult to balance her job with the performance of household chores because her husband helps her in the performance of Household chores. Her husband has supportive and positive attitude towards her job because her income is needed by the family as a supplement to her husband’s income. This job has brought about some changes in her social and personal life as she does not get sufficient time to visit her friends or relatives. Therefore, in her opinion this job has cut down her social circle. This job has given her self-confidence and freedom to spend time on her own. It has not given her more freedom of movement without prior permission to visit friends or relatives. She has more freedom to take decisions for herself and thinks that she gets more respect in the family as well as in society after being in this job. This job has given her more say in the family matters and the decisions in her family about how much to spend and on what are being taken by mutual participation. She thinks that as much money should be spend on the education of girls as on that of boys and she gives equal preference to both male and female child. Although she is not aware of the ‘Domestic Violence Bill- 2005’ but she thinks that a husband is not justified in punishing his wife if she does not obey or neglects the house or children. Her bank
account is single and she does not have assets and self-acquired property from her own income. Her co-workers have very respectful and helpful attitude towards her, and everybody wants to work with her. The management of the call centre has very supportive and motivating attitude towards her, and therefore being a woman she does not face any problem in the workplace. She explains the difference between her and a non-working woman as—'she is self-dependent and is able to interact with others while a non-working woman is not so'. She does not have any differences with her male colleagues.