Chapter-7

Analysis And Interpretation
The case studies of 32 women working in the ITES- BPO sector of Delhi reveal that most women are young with 29 women being in the age group of (20-26) years with two being 28 year old and only one being 30 year old. Out of these 32 women, 21 are unmarried and 11 are married, and 10 women are from Delhi and 22 are from out of Delhi. Most women are working in the low end jobs with 26 being ‘Customer Care Executives’ (CCEs) with a salary of Rs.8, 000/- to Rs.14, 000/- month plus incentives depending on whether it is their first job or they have the experience of earlier job or jobs, 3 being ‘Technical Support Executives’ (TSEs) with the salary of Rs.17, 000/- to Rs.20, 000/- month with incentives, 2 being ‘Team Leaders’ (TLs) with the salary of Rs.20, 000/- to Rs.25, 000/- month plus incentives and one being ‘Human Resource Manager’ (HRM) with the salary of Rs.30, 000/- month plus incentives. Most women are Hindus from upper castes with 24 being from Brahmin, Khatri, Jat, Agrawal, Kayastha and Rajput castes and 4 are from Hindu middle castes such as Yadav, Gurger, Mali, Bhatia and there are 3 Christians and one is Muslim. There is one 12th pass and 29 women are graduates mostly in English medium and two are post-graduates and it was found that those who are 12th pass and graduates are not satisfied with their education and want to continue their education till at least up to post-graduation. There are 13 women who live in joint families, while 19 in nuclear families and it was found that married women prefer to live in joint family while unmarried women prefer to live in nuclear family. While 8 unmarried women live in joint family, there are 13 unmarried women who live in nuclear family. There are 5 married women who live in joint families and 6 married
women live in nuclear families. The parent’s / or husband’s income of 11 women is in the range of Rs.5, 000/- to Rs.15, 000/- per month and that of 9 is Rs.16, 000/- to Rs.25, 000/- per month and that of 7 women is in the range of Rs.26, 000/- to Rs.35, 000/- per month and that of 5 women having income above Rs.35, 000/- per month.

Most women both married and unmarried work only in day-shifts because their family members do not feel comfortable the night-shifts. Only few women work in day- and night-shifts particularly those married women whose husbands also work in the same call centres. Other married women have to work only in day-shifts because of the double role of having a job and performing household chores particularly for those women who have children as they have to take care of them as well. As per the organizational norms, those women who are in higher positions such as ‘team leaders’ (TLs), human resource executives and managers compulsorily have to work in the 24x7 environment and there are no fixed timings for their shifts and therefore they can be called upon anytime. The parents of all the women studied, supported them in every manner from education to employment. The case studies also reveal that most of the women joined this call centre to become financially independent, or to support their parents or husbands financially. The attraction of the brand-name of the company and to earn money with stability, dignity and respect were also mentioned as reasons for working in this call centre.

The case studies reveal that for 7 married working women (case study numbers 01, 02, 03, 13, 30, 31, 32), this job is compatible with their married life because they get sufficient time to spend with their husbands and they do
not find it difficult to balance their job with the performance of household chores. Their husbands or family members help them in the performance of household chores. Some of these women are those whose husbands work in same call centres or have same office timings. Their husbands have positive and encouraging attitude towards their job because their income is needed by the family as a supplement to their husbands’ income. It was found that there are 3 married women (case study numbers 27, 28, 29) whose job, according to them, is not compatible with their married life because they do not get sufficient time to spend with their husbands and they find it difficult to balance their job with the performance of household chores. Their husbands do not help them in the performance of household chores. These are the women whose husbands have different and long office timings and they do not have positive and encouraging attitude to their wife’s job because their income is not needed by the family as a supplement to their husband’s income. It was also found that one married woman with child (case study number 12) whose job, according to her, is not compatible with her married life because she finds it difficult to balance her job with the performance of household chores and rearing a child. She also does not get sufficient time to spend with her husband and to look after her child. Although her husband helps her with the performance of household chores but taking care of the child is her responsibility and she finds it difficult because of her shift timings. However, her husband has positive attitude to her job and does not want her to leave the job because her income is needed by the family as a supplement to her husband’s income. All the married working women prefer to live in joint
families even though they are living in nuclear families so that their family members share the burden of performing household chores. All the unmarried women revealed that they do not find it difficult to balance their job with the performance of household chores. They get sufficient time to spend on their own because their family members share the household chores. All unmarried women say that their family members have positive attitude towards their job.

The case studies reveal that this job has given most women more freedom of movement without prior permission to visit friends or relatives. However, it has not given some women more freedom of movement. These are the 3 married women whose job is not compatible with their married life and who find it difficult to balance their job with the performance of household chores because they have to manage them on their own. For these 3 married women there are restrictions on their freedom of movement. The one married woman with a child finds that her job is not compatible with her married life and she finds it difficult to balance her job with the performance of household chores because she has the responsibility of rearing a child, there is no such restriction on her freedom of movement. The 7 married women whose job is compatible with their married life and who are able to balance their job with the performance of household chores because their husbands help them in the household chores, there is no such restriction on their freedom of movement. Among the unmarried working women, there is no restriction on their freedom of movement for those living in nuclear families but this restriction is there for those living in joint families. So unmarried women prefer to live in nuclear families.
The case studies reveal that this job has given some women more say in the family matters and the decisions in the family about how much to spend and on what are being taken by mutual participation. These are the 7 married women some of whom are those whose husbands work in the same call centres or have the same office timings. Their husbands have positive and encouraging attitude towards their job because their income is needed by the family as a supplement to their husband’s income. It also includes one married woman with a child whose husband also has positive attitude towards her job because her income is needed by the family as a supplement to her husband’s income. The unmarried working women living in nuclear families have more say in the family matters and the decisions about how much to spend and on what are being taken by mutual participation. However, there are other women to whom this job has not given 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. These are the 3 married women (case study numbers 27, 28, 29) whose husbands have different and long office timings and they do not have positive and encouraging attitude to their wife’s job because their income is not needed by the family as a supplement to their husband’s income. The unmarried women who live in joint families (case study numbers 07, 09, 14, 16, 17, 20, 23, 25) have no 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. So, unmarried women prefer to live in nuclear families.

The case studies also reveal that all women (both married and unmarried) think that as much money should be spend on the education of girls as on that
of boys, and almost all women give equal preference to both male and female child. They consider the 'Domestic Violence Bill- 2005' as very good and should be followed strictly. They think that a husband is not justified in punishing his wife if she does not obey or neglects the house or children because it is the responsibility of both. Most women have their bank account as single and do not own assets and self-acquired property from her own income. There are some women who have their bank account joint as well as single and they own assets and self-acquired property from their own income. Almost all women said that their co-workers have very friendly and co-operative attitude towards them. The management of the call centre also has very friendly and supportive but professional attitude towards them. All women explained the difference between them and the non-working woman as- 'they are confident, independent and self-decisive whereas the non-working women are not so'. While there are some women who do not consider much difference between them and their male colleagues, but some women explain the difference between them and their male colleagues as- 'They are more hardworking and look after home as well as office whereas their male colleagues are lazy and do not look after the home'.