

PORTRAIT OF WOMEN WORKERS IN INDIA

HOME-BASED WORKERS

- Who:** Married women with children, with basic marketable skills
- Tasks:**
- Medical and legal transcription
 - Maintenance of daily accounts
- Clients:** Individuals and small businesses in Europe and North America
- Compensation:**
- Irregular pay
 - Less than optimal wages
- Liabilities:**
- Computer purchase
 - Electricity bills
 - Internet connectivity costs
- Terms:**
- Informal contracts
 - No easy legal remedies

CALL SERVICE CENTERS—DIGITAL SWEATSHOPS

- Who:** Middle class English-speaking girls
- Tasks:** Handling customer inquiries and complaints with patience and composure
- Clients:** U.S. customers
- Compensation:**
- Above average wages
 - Air conditioned transportation to and from work
 - Climate controlled workplace with piped music
- Liabilities:**
- No social life
 - Working hours completely upside down to match U.S. time schedules
 - Need to develop American accent
 - Isolated from labor movement
 - Potential for displacement by Chinese workers who will work for less
 - Mind numbing and stressful work
- Terms:** 3 shifts:
- midnight to 8:00 a.m.
 - 8:00 a.m. to 4:00 p.m.
 - 4:00 p.m. to midnight