



Work-Family life of women Working in BPO Sector: A case study of Noida

**ABSTRACT
of the PhD Thesis**

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Topic of Research: Work-Family Life of Women Working in BPO Sector: A Case Study of Noida

Abstract:

Gender inequalities continue in the Indian labour market throughout the time. This thesis contributes to the understanding of the dynamics in the relationship between globalization and women employees with special focus on the Business Process Outsourcing (BPO) industry in India.

This thesis focuses on the experiences of working women in gendered and patriarchal society through feminist and multi-layered perspective. It offers the challenges and coping strategies of women working in BPO sectors. By using the mixed method approach, empirical evidence from 200 female employees through semi-structured interview schedule, out of which 24 in-depth interviews, were collected from 10 national and 10 international BPO sectors of Noida .

The study reveals that gendered culture of silence in India snatches the opportunities from the women working in BPO sectors to give voice to their oppressed conditions in the family and work domains. It is very clear from the study that the patriarchal and cultural comprehension of work influence the salience of other social strands, for instance, caste, class and family structure because of which the most extreme, but hidden, forms of subjugation and the elusiveness of women's agency emerged.