Chakraborty

Invisible Labour

Support Service Workers in India's Information Technology Industry

This book investigates the life, working conditions, and urban experiences of support service workers, such as janitors, security guards, culinary workers and carpool drivers, in the information technology (IT) sector of India. Largely omitted from academic discourse, support service workers are crucial to the Indian IT industry. Drawing on interviews with such workers in seven Indian cities with a large concentration of software service companies, this volume: - Uses quantitative and qualitative analyses to map and assess workers' responses to migration from rural occupations to a modern urban employment setting; - Explores the everyday grind of migrant workers in the context of the homogenizing effects of globalization in an alienating urban environment and discusses how their dislodgment from the structures of rural life – gender and caste roles – has placed them in a space of contestation between traditions and the opportunities and challenges offered by digital society in the form of freedom, individualism, flexibility and innovation; - Traces the evolution of new areas of class, and identity formations, as well as the hegemonic relations within that ethos imposed by contractors and corporations. The volume will be of great interest to scholars and researchers of sociology and social anthropology, urban studies, development studies, labour studies, social exclusion and South Asian studies.

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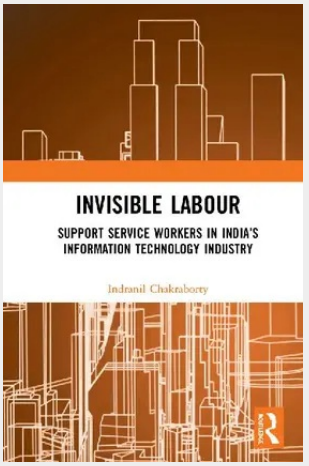

256,60 €
256,60 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9780367336493
Medium: Buch
ISBN: 978-0-367-33649-3
Verlag: Routledge India
Erscheinungstermin: 06.10.2020
Sprache(n): Englisch
Auflage: 1. Auflage 2020
Produktform: Gebunden
Gewicht: 408 g
Seiten: 190
Format (B x H): 161 x 240 mm

Kundenservice Verlag Dr. Otto Schmidt KG
Neumannstraße 10, 40235 Düsseldorf | kundenservice@otto-schmidt.de | 0221-93738-997 (Inland)