13 JUL, 2010, 06.05AM IST,REUTERS

Offshoring creates good jobs in poor countries: Study

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100 PC TURNOVER

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BPOs not really sweatshops, finds ILO study

NEW BOOK ON WORKING CONDITIONS.

Our Bureau

New Delhi, July 12

Contrary to labels that typecast business process outsourcing (BPO) jobs as 'electronic sweatshops', a new book on the working conditions in the offshoring industry finds that in India, at least, they offer good quality jobs.

"Unlike previous assumptions, remote work jobs are of a reasonably good quality by local standards," says Mr Jon C. Messenger, Senior Researcher with the Conditions of Work and Employment Programme of the International Labour Organisation (ILO) and co-editor of the book, which claims to be the first, in-depth look at working and employment conditions in the $90-billion industry.

Titled Offshoring and Working Conditions in Remote Work, the book looks at four major destination countries – Argentina, Brazil, India and the Philippines. It finds that wages of Indian BPO workers are nearly double the average wages in other sectors of the economy. Similarly, in the Philippines, BPO employees earn 53 per cent more than their peers in other industries.

However, in Brazil, it is the opposite side of the story. "The BPO jobs do not look so much better than other jobs in Brazil probably because the Brazilian industry differs from the rest in the sense it is predominantly focussed on the internal market," said Mr Messenger.

Another finding of the study is that while women constitute the vast majority (60 per cent or more) of BPO employees in all countries, the case is reversed in India – here, it is a male-dominated industry.

However, even as the study finds that comparatively speaking the job quality in the BPO sector is good, it says that the industry still has some way to go to achieve ILO's decent work standards. "Negatives like stiff performance targets, heavy work load and electronic monitoring surveillance lead to high stress," said Mr Messenger, pointing out that work processes need to be redesigned and night work conditions made better.

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THE FINANCIAL EXPRESS

Print Story

'Offshoring creates good jobs in India'

Agencies

Posted online: 2010-07-13 10:09:15+05:30

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'Offshoring creates good jobs in India'

Agencies Posted online: Tue Jul 13 2010, 10:19 hrs

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Reuters

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Monday July 12, 10:10 PM

REUTERS

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By Jonathan Lynn

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Indian IT sector paid better than other emerging nations

By   SINS
Monday, 12 July 2010, 19:21 Hrs

Bangalore: In terms of pay and working hours, IT enabled services (ITES) have created good number of jobs in developing countries including India, reveals a news study. Wages are below those for similar jobs in rich countries, but average pay in the sector in India is nearly double that in other areas of the formal economy.

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The industry is highly influenced by language skills, with India and the Philippines serving English-speaking countries, Argentina serving Spain and Mexico building up operations to serve Spanish-speakers in the U.S. The study has also shows that Africa is relatively underdeveloped although Nigeria's computerliterate population gives it potential.

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1: I absolutely agree with these previous 2 comments. The Author of this article is trying to paint a rosy picture of well fat paid IT jobs. But this in fact is a farcry from the actual story. He doesn't know the truth prevailin in the IT industry. Many IT professionals are not getting what they deserve. Not even considering the immense stress the employee has to work under. http://www.hindujagroup.com/

Posted by: e-boy - 13 Jul, 2010

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2: ...Average working hrs 46-47, but in reality all Indian company sucks employee's blood. Real avg working hrs in India is above 60. But in developed country, its max to 40 hrs so don't know how reporter can say that Indian IT sector paid better. Even in China IT professional getting more thn Indian (in avg). In pay you should calculate all the things...wages also does matter...what if you are getting avg salary but spending in your overtime work.

Posted by: Ravi Khatana - 12 Jul, 2010

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3: That is a real fact, hopefully India might gain more in the future from this.

Posted by: prakash - 12 Jul, 2010

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Offshoring creates good jobs in poor countries

July 13th, 2010 by Rahul Jain   Leave a reply »

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Mon Jul 12, 2010 4:07pm GMT

* Offshored services jobs superior in pay, hours

* Work-related stress fuels massive staff turnover

* Sector a boon for emerging economies

By Jonathan Lynn

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