

One Night @ Call Centre: Anxieties and Insecurities of the Rising Indian Working Class

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Abstract - Orthodox style of education does not allow the students to think creatively. Even his new ideas are discouraged by his professors. Moreover life will not be tragic if an average student does not get good grades. Life is about how one lives it to the fullest without harming the others. His characters know how to live and take breath in crucial circumstances. Hence one will start pondering upon the purpose of life and the role of education into it. In One Night @ the Call Center all the characters live a dolorous life. They work at the call center not out of their passion but for some other reasons, mostly financial. In such dismal condition, the call from God energizes and revitalizes their vision of life. These six people directly or indirectly represent the ordinary citizens of India. Shyam and Varun in One Night @ the Call Center also suffer economically. Shyam has no father while Varun's father does not live with him and his mother. So they have the responsibility to take the charge of their family. They have to continue their job without any interest in it. Radhika has to contribute to run her family smoothly. Being a daughter in law, she has double responsibilities. Esha wants to be model but she has to earn as her parents are against her ambition. She left them to fulfill her dream while Priyanka's mother is such a melodrama queen that she becomes successful to convince her daughter for arrange marriage against her will. Her problem is the pain of every spinster in Indian society. Govind's father also lives with other woman and makes him and his mother helpless economically.

Keywords - Anxieties, Insecurities, Indian, Working, Class

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INTRODUCTION

Social Changes: An Analysis

Ladies empowerment, one of the positive effects of globalization represents the pathetic cry of the majority of orthodox Hindu ladies in Indian society. Though little youngsters are up-to-the-minute and trendy, they are present day just externally. In their hearts, they are still living with respect for tradition. Under the disguise of emancipation, the status of ladies is degenerated as voiced forth in this novel by Bhagat. It also reflects contemporary working class nervousness over social change caused by globalization, especially social change regarding gender norms. So, the hypothesis of our study were: the feminine anxieties and insecurities in acceptance of foreign culture in corporate sectors. the challenges and conflicts faced by modern women in the society with regard to their career, marriage and family.

One Night@ the Call Center is the second novel of Chetan Bhagat which was first published in 2005. Bhagat's first novel narrates the story of hostel mates at IIT Delhi. While in his second book, Bhagat shifts his focus from campus life and education system to the creating call center culture in India and the

existence of contemporary youth at call centers. Bhagat's second novel not just caters the experiences of all call center employees - their dreams, pains and exploitation but also offers a vision to the youngsters who have certain goals throughout everyday life. The novel was an enormous commercial success in the country as it is the saga of Indian empowerment in globalized world. In addition it shows Indian's command over Information technology which helps the country to play an important job in Business Process Outsourcing.

The book touches the nerve of India's call center generation and presents a realistic picture of BPO life which is very tough as the employee have to work daily at night shifts with the constant threat of downsizing hanging over their heads like Damocles' sword and the continuous cursing by clients from the USA who holds the Indian responsible for the shortage of jobs in their own country.

Challenges and Conflicts Faced By Modern Women in the Society

Bhagat's characters are common youngsters and speak conversational language. His promotion to the position of a team leader has been put off for one year because his manager Bakshi thinks that he doesn't have needed skill-set. Bhagat's characters are not those who have achieved something great. Shyam doesn't have any importance in his family as all his cousins are doctors or engineers. He earned the tag of black sheep of family' when he left website work because of internal politics. Notwithstanding, hesaved him-self by joining a call center work. He writes, as with money in your wallet the world gives you some respect and lets you breathe.¶

Bakshi exploits him and bypasses his work to him but he does his jobs silently with a desire for his promotion to the position of team leader. At the time of right-sizing employees at call center, Vroom reacts angrily while Shyam doesn't utter anything. Actually he is interested to turn into a team leader simply because he wants to get married to Priyanka whose mother wants her to get married to a settled person. When Vroom and Shyam comes to realize that Bakshi has stolen the credit of the manual and website they have made after six months of work, dissimilar to Vroom's aggressive response, Shyam's response was that of a total loser. He says, I don't really know what to do. I'm in shock. Plus, right now there is this fear he may downsize us.¶ Vroom's anger knows no bound and comes out in the accompanying words, If I could just once have the opportunity to screw this Bakshi's happiness, I'd consider myself the luckiest person on earth.¶ Thus Shyam is slow and steady but without self-certainty.

His love-life is also evidently complicated. In the start of the novel, he becomes hasty to meet Shefali. He seems to be in relationship with her. But later the readers realize that he loves Priyanka. From his conversation with Vroom, his reality comes out. He struggles with the gig just to be the team leader so that he can plan to marry Priyanka.

The next youngster is Varun Malhotra who wants to be the journalist but his side interest cannot pay well like call center. His father-a businessman does not experience his mother and him. To maintain the standard with his friends who live in high society, he has to continue in the call center. He has to be polite in dealing with customers who mostly insult these agents. Many times he becomes angry and gives also the reasons for such humiliating behavior. He thinks that our country is poor because of corrupt politician and they don't create open positions for youngsters. He also becomes furious when his boss takes the credit of their hard work. The boss mirrors the harsh reality of frustration as the workers pours their blood in creating new plans, ideas, concepts and such people like Bakshi turn them into mouse pad. Even after realizing the audacity of the manager, people cannot blame anything because assuming they criticize, they will be terminated and nothing else. Esha wants to be the model but she

has to sacrifice her virginity to get the break. Anyway it is pathetic that she got no break even at the cost her virginity.

The cutting edge Indian society has two types of life-one follows the western culture and another Indian one. The writer here represents the hypocrisy of our society through Radhika. She married to her sweetheart Anuj who belongs to a traditional family. She currently lives in a joint family and accepted the norms of that family. She works toward the beginning of the day at home and at night at the call center. Anyway her dedication is admonished by Anuj in this way: Show elders some respect. Act like a daughter-in-law should. Great night.¶

The SMS from her husband made her so melancholic with her other friends calls Anuj as Radio Jockey. Anuj is told to win an award which he can gift to his special person. But his answer puts everyone in astonishment. He alluded his young lady friend Payal's name. Radhika's indignation was out of control and she was broken into pieces. The entire issue unveils the dubious or equivocal mentality of people. Husband compels his better half to be in manner and has no ethics to value the protocols of society. He likes his significant other to be traditional one while he prefers to be with present day young lady for his time pass.

The financial condition of working class youth is the major worry of Bhagat in most of his novels. In One Night at the Call Center, all the six characters lead dolorous lives. Each character carries a particular problem that can be related to common youth of India. Out of the six persons, Shyam, Varun, Esha and Radhika are victims of pathetic financial condition of India. Thus the novel is the postulation of the notable shift in working class social change and monetary upheaval. Major corporations in created countries have established BPO divisions in non-industrial nations and India has turned into a major center point of such operations. Call centers have become symbol of developing service economy of the country. This tribe of youthful generation works while India sleeps. Shashi Tharoor observes, This fake familiarity with a culture and climate they've never experienced, earn salaries that their elders couldn't have imagined, and partake in a lifestyle that's a cocktail of premature affluence and ersatz Westernization

Chetan Bhagat is the writer of today's youth. He writes about the common youth and for the common youth. He focuses on the challenges faced by today's youth. In his second novel, Bhagat has tried to cover the more extensive range of group of youth working in call centers in the night shifts. Here, he goes out of the school campus and deals with the predicaments of nearly 300,000 of little youngsters and girls who work in

the call center rather than quite a rare sorts of people who get into IIT. According to Sarita Veerangana,

The novelist does not crowd the novel with a galaxy of characters as Dickens often does, but in manner of Zola and Turgenev, concentrates on a few characters focusing on their tastes, ambitions and attitudes. In the prologue itself the novelist makes it clear that it is the story about six people.

OBJECTIVES OF THE STUDY

1. To study on Social Changes
2. To study on Corporate Women Stress

Craze for Fashion Full Life

Chetan Bhagat narrates the craziness for the posh life in many of his novels with many of the characters. One best example for this is one of the characters is Isha, who wants to turn into a model and she is completely dedicated to her goal. She feels herself to be the beautiful and deserving candidate for displaying. In achieving her ambition she wants to do anything including the prostitution as one of the professional directors promises her to be the model. She agrees with him and loses her sacredness. Unfortunately the director cheats her by not allowing any opportunity to her. From then she tries for the chance all alone by doing a call center occupation in Connections call center in Haryana for her financial support.

She always lives in cloud heaven by dreaming herself in model world with high ambitions. She always builds castles in the air. For her this call center life is completely tentative and she is averse with the system of the call center. To offer back up to her finance she does the work even under stress. She always minds about her beauty make up hair style and dressing. Vroom always used to comment her of being that much worry of her beauty. He says that the fragrance used by Isha is Calvin Klein is spread all around the vehicle and the hair of wavy rings which were artificially done by her at the beautician were not real curls hence Vroom comments that they are such as telephone wires. He also says that the amount spent by the ladies at the beauty parlors is sheer waste of time and money for no purpose.

Corporate Exploitation

Syam who is the protagonist of the novel One Night @ Call Center explains how the people are treated as 'Resources' in the call center instead of using their names. The call center people have totally forgotten their names as they were called to be the resources. The Boss of the call center that is Connections is always blames the employees and reluctant to listen to the complaints against the computer systems which always don't function well. He scolds all his

employees unnecessarily for not a great explanation.

Unfortunately he gets appreciations for the credits which are done by Shyam and Vroom. Being a team leader he does not motivate and encourage his team members instead of that he keeps in his account all the credentials which were really done by the team mates. Meanwhile Vroom and Shyam hatch a plan to throw Bakshi out of the call center and prevent the closing of Connections call center, whose employees are to be downsized radically.

Corporate Women Stress

Chetan Bhagat succeeds in showcasing the contemporary realities of a common man in his works with clear expressions. One of the examples for this statement is the character of Radhika in this novel. Radhika being a lady manages herself to do a call center work that to at night shifts and works the total household works during day time. She also manages to take care of her mother in law in giving food knitting of shawls and mufflers to her. She always talks about her mother in law which was not preferred by Vroom. Vroom always get angry on Radhika and comments her that she is over caring towards to her parents in law. As he would see it a lady with a call center work she faces too many problems to manage the things apart from that she cares her in law mother which is an overburden to her.

Apart from all these things she indiscriminately believes her husband who does not take care of her. He does not even take care of his parents too. Though Radhika's is a love marriage she resembles a lady in her in law's house as an arranged marriage daughter in law. She takes all the house hold responsibilities incorporating of the mother in law family with great respect. Though she used to be present day in all aspects like food, dress and culture she tries to blend with the in law's family. Here and then she says to Isha by seeing her low waist jeans, "I truly do recollect my teenage days with low waist jeans and shirts."

Lack of Relationships

Chetan Bhagat leaves no stone unturned in magnifying the lacuna of human relations especially in the internet driven world. He takes Military Uncles character to showcase how the relations are deteriorating step by step under the drape of posh culture. The nuclear families overtook the joint families. The memories of joint families with uncles, aunts, parents in law, paternal uncles, maternal uncles, grand fathers and grandmothers together with large houses all these became brilliant memories to the present generations. The arrival of a guest for one day becomes a herculean task to the individual families as all the members of the family go out in the first

part of the day and returns after desk. So they neither have time to spend with the guest nor to take care of them.

Keeping aside of the relatives, the days became that much crucial that even the parents after they become old are not allowed to be with their off spring because of their busy schedule of life. This is the reason the quantity of advanced age homes have been increased randomly. It's unexpected to state that the parents who toiled their life for their children's growth don't even have the liberty to accompany their children in their advanced age. This is clearly shown by Chetan Bhagat with the character of Military Uncle who was left alone as an orphan though he has his son, daughter in law and grand children. He lives alone by taking care of business in call center because his son's family does not accept him to accompany them.

Lack of True Love & Affection

Shyam, Shyam loves but has lost Priyanka, who is now planning an arranged marriage with another. Vroom loves Esha. Esha wants to be a model, Radhika is in an unhappy marriage with a demanding mother-in-law, and military uncle wants to talk to his grandson.

Use of Excessive Alcohol & Cigars

In the corporate sector the present generation has been addicted to drugs, alcohol, cigar smoking which are turned into a common phenomenon and false prestige among the group of teams and do the enjoyment in groups. The Youth symbol Chetan Bhagat succeeded in portraying such addiction of bad habits in all of his novels with clear examples. In the present work One Night @ the Call Center all the friends Vroom, Shyam and others always spend their time in cigar smoking and taking alcohol as a recreation to their stressed and troubled corporate life during the office hours.

Inspiration and Ray of Hope by God

The amalgamation of fantasy with real life situations made possible by the creative writer Chetan Bhagat through the novel One Night @ the Call centre. He created the character very bewildering to say that character is none other than the God who wants to motivate and inspire the stressed people so as to boost them up in the form of a phone call. All the friends Vroom, Sam, Priyanka, Radhika were been stressed in the work and they are vexed with the system.

In order to recreate their minds themselves up, all the friends decide to go and enjoy at a night club during the duty time as the systems were out of service. After enjoying for a while, they leave for office. On the way to their office, they met a life-threatening situation when their Qualis crashes into a

construction site hanging over a mesh of iron construction rods. As the rods began to yield slowly, they start to fright. They are unable to call for help as there is no mobile phone network at that place, but to everyone's surprise Shyam's mobile phone starts ringing. The phone call is shockingly from God, who speaks in modern English.

CONCLUSION

The novel through the character of Ryan points out that innovative method must be adopted for the development of society. Orthodox style of education does not allow the students to think creatively. Even his new ideas are discouraged by his professors. Moreover life will not be tragic if an average student does not get good grades. Life is about how one lives it to the fullest without harming the others. His characters know how to live and take breath in crucial circumstances. Hence one will start pondering upon the purpose of life and the role of education into it. In *One Night @ the Call Center* all the characters live a dolorous life. They work at the call center not out of their passion but for some other reasons, mostly financial. In such dismal condition, the call from God energizes and revitalizes their vision of life. These six people directly or indirectly represent the ordinary citizens of India. The call from God is actually the inner voice of a person that helps more than anything else in dealing with the problems of life. The inner voice is always present with human being but he has no time to listen to it and he ignores it till he is trapped into various problems. The conversation of all the six agents with God builds the confidence among the readers. His call produces the positive mind set in the characters as well as the audience.

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