

One Night @ Call Centre: The Rising Concerns of Indian Working Class

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Abstract

The traditional educational model does not enable kids to think creatively. His teachers even discourage his innovative ideas. Furthermore, if an ordinary kid does not earn high scores, life will not be terrible. Life is about living it to the fullest without causing damage to others. In critical situations, his characters know how to live and breathe. As a result, one begins to consider the meaning of life and the function of education in it. All of the characters in One Night at the Call Centre live a bleak existence. They work at the contact center for a variety of reasons, the majority of which are financial. In such a hopeless state, the call from God energizes and revitalizes their outlook on life. These six personalities symbolize common Indians, either directly or indirectly. Shyam and Varun in One Night @ the Call Centre are likewise financially strained. Varun's father does not live with him and his mother, whilst Shyam has no father. As a result, they must assume responsibility for their family. They must continue to work despite their lack of enthusiasm. Radhika must contribute to the smooth operation of her household. She has dual obligations as a daughter in law. Esha aspires to be a model, but she has to work since her parents are opposed to her dream. She left them to pursue her ambition, however Priyanka's mother is such a melodrama queen that she is successful in convincing her daughter to marry against her will. Her issue is shared by every spinster in Indian culture. Govind's father also lives with another woman, rendering him and his mother monetarily powerless.

Key words Anxiety, Insecurity, Indian, Working, and Class

Introduction

An Examination of Social Changes:

One of the beneficial results of globalization is the empowerment of women, which reflects the pitiful cry of the majority of orthodox Hindu women in Indian culture. Although little children are current and fashionable, they are only such on the outside. They still live with a sense of tradition in their hearts. The position of females is degraded under the pretext of independence, as expressed in Bhagat's book. It also represents modern working-class anxiety about societal change brought about by globalization, particularly shift in gender conventions. So, our study's premise was: feminine worries and insecurities in accepting foreign culture in business sectors. the obstacles and tensions that contemporary women experience in society in terms of their profession, marriage, and family. Chetan Bhagat's second book, *One Night@ the Call Centre*, was released in 2005. Bhagat's debut book tells the lives of three IIT Delhi hostel mates. In his second book, Bhagat changes his attention from college life and the education system to the development of contact center culture in India and the presence of modern youth in call centers. Bhagat's second book not only caters to the experiences of all contact center workers - their hopes, miseries, and exploitation - but also provides a vision to young people who have certain ambitions in their daily lives. The book was a huge commercial hit in the nation because it is a story of Indian empowerment in a globalized world. Furthermore, it demonstrates India's grasp of information technology, which enables the nation to play a key role in business process outsourcing. The book strikes a chord with India's call center generation, presenting a realistic picture of BPO life, which is very difficult because employees have to work daily at night shifts with the constant threat of downsizing hanging over their heads like Damocles' sword and the constant cursing by clients from the United States who blame the Indian for the lack of jobs in their own country. Modern Women's Challenges and Conflicts in Society: Bhagat's protagonists are ordinary teenagers who communicate in a conversational tone. His elevation to squad captain has been delayed for a year because his boss Bakshi believes he lacks the necessary skill set. Bhagat's characters are not ones who have accomplished much. Shyam is unimportant in his family since all of his relatives are physicians or engineers. When he quit online employment due to internal politics, he received the moniker "black sheep of the

family." Regardless, he saved himself by working at a call center. He says that the world respects you and allows you to breathe because you have money in your wallet.

Bakshi exploited him and delegated his work to him, but he does his duties quietly in order to get to the position of team leader. Vroom responds aggressively while right-sizing staff at the phone center, but Shyam remains silent. In reality, he wants to become a team leader because he wants to marry Priyanka, whose mother wants her to marry an established person. When Vroom and Shyam realized Bakshi had stolen the credit for the handbook and website they had created after six months of effort, Shyam's reaction was that of a complete loser, in contrast to Vroom's combative attitude. He adds, "I'm not sure what to do." I'm stunned. Plus, there's a chance he'll downsize us right now. Vroom's rage has no bounds, as seen by the following remarks, "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, yet unsure of himself. His romantic life is clearly difficult as well. He rushes to see Shefali at the beginning of the story. He seems to be involved with her. However, the readers soon learn that he has feelings for Priyanka. His world emerges from his talk with Vroom. He suffers with the job solely to be the team leader so he may marry Priyanka. Varun Malhotra is the next kid, who aspires to be a writer but has a side job that does not pay much, such as working at a contact center. His father, a businessman, has never met his mother or him. To keep up with his high-society buddies, he must continue working at the contact center. He must be kind while dealing with consumers who often disrespect these representatives. He often gets enraged and explains the reasons for such shameful conduct. He believes that our nation is impoverished because crooked politicians do not provide open roles for young people. He also grows enraged when his employer takes credit for their efforts. The boss reflects the brutal reality of dissatisfaction as workers pour their blood into developing fresh plans, ideas, and concepts that individuals like Bakshi transform into mouse pads. Even after discovering the manager's arrogance, people cannot blame anything since if they criticize, they would be fired and nothing else. Esha wants to be a model, but she needs to give up her virginity to do it. Anyway, it's a shame she didn't get a break even if it cost her virginity.

The modern Indian society has two ways of life: one that is Western and one that is Indian. Through Radhika, the author depicts our society's hypocrisy. She married her childhood love Anuj, who comes from a conventional household. She presently lives in a combined family

and has adopted its standards. She works at home in the morning and at the call center in the evening. Anuj admonishes her commitment in this way: Show elders some respect. Act like a proper daughter-in-law. Wonderful evening.

Her husband's SMS left her depressed, and one of her other pals, Anuj, works as a radio jockey. Anuj is instructed to obtain an award that he may present to his particular someone. However, his response astounds everyone. He mentioned Payal, his young girl buddy. Radhika's rage was out of control, and she was dismembered. The whole problem reveals people's doubtful or ambiguous thinking. Husband forces his wife to be polite and has no ethics to regard social rules. He likes to spend his time with modern young ladies while his significant other chooses to stay conventional.

Bhagat's main concern in most of his works is the financial situation of working-class youngsters. All six characters in *One Night at the Call Centre* endure miserable lives. Each character has a specific difficulty that might be matched to the typical youth of India. Shyam, Varun, Esha, and Radhika are the victims of India's deplorable financial situation. Thus, the story postulates a significant shift in working-class social transformation and monetary turmoil. Key firms in developed countries have established BPO divisions in developing countries, with India serving as a key hub for such operations. Call centres have become a symbol of the country's growing service sector. While India sleeps, this community of young people works. According to Shashi Tharoor, this phony familiarity with a culture and environment they've never encountered allows them to earn incomes their elders couldn't have dreamed and live a lifestyle that's a combination of premature luxury and ersatz Westernization. Chetan Bhagat is today's young writer. He writes for and about the ordinary young people. He focuses on the issues that today's youngsters confront. Bhagat attempted to depict a broader spectrum of kids working in call centres during the night shifts in his second book. Here, he leaves the school grounds and deals with the problems of over 300,000 little children and females who work in the contact center rather than the very few individuals who get into IIT. Sarita Veerangana claims that the author does not overload the work with a galaxy of characters, as Dickens often does, but instead, in the style of Zola and Turgenev, focuses on a few individuals and their interests, goals, and attitudes. The writer makes it obvious in the introduction that the narrative is about six characters.

Social Changes

Chetan Bhagat portrays the craze for the luxury life with many of his characters in several of his works. One of the clearest examples is one of the characters, Isha, who aspires to be a model and is entirely committed to her ambition. She believes she is the most gorgeous and worthy candidate for exhibiting. In order to achieve her goal, she is willing to do everything, even prostitution, since one of the professional directors offers her a job as a model. She agrees with him and loses her holiness as a result. Unfortunately, the director defrauds her by not giving her any opportunities. She then looks for the opportunity on her own, working as a call center agent at Connections contact center in Haryana for financial assistance.

She constantly lives in cloud paradise, fantasizing about herself as a model with big goals. She is constantly constructing castles in the air. This contact center existence is utterly uncertain for her, and she is unfamiliar with the call center structure. To support her finances, she works even when she is stressed. She is constantly concerned with her appearance, make-up, hairstyle, and clothing. Vroom used to tease her about being too concerned with her looks. He claims that Isha's smell, Calvin Klein is all over the car, and that her wavy rings, which she had done at the beautician, were not genuine curls, prompting Vroom to compare them to telephone lines. He also claims that the amount of money and time spent by women at beauty salons is a waste of time and money.

Exploitation by corporations

Syam, the protagonist of the book *One Night @ contact Centre*, reveals how individuals are handled at the contact center as 'Resources' rather than by their names. Because they were called to be resources, the contact center employees had completely forgotten their identities. The boss of the contact center, Connections, constantly blames the staff and is unwilling to listen to concerns about the computer systems, which never work properly. He chastises all of his staff unnecessarily for not providing a good reason.

Unfortunately, he receives praise for the work done by Shyam and Vroom. As a team leader, he does not promote and support his team members; instead, he keeps track of all the credentials that the team members have earned. Meanwhile, Vroom and Shyam devise a strategy to evict Bakshi from the contact center and avoid the closure of Connections, whose personnel are being drastically reduced.

Women in Business Experience Stress

Chetan Bhagat's writings with straightforward phrases succeed in exposing the modern realities of a regular man. Radhika, a character in this tale, is one illustration of this assertion. Radhika, being a woman, manages to work at a contact center at night shifts while still doing all of the domestic chores during the day. She also takes care of her mother-in-law by cooking for her and crocheting shawls and mufflers for her. Vroom disliked her constant references to her mother-in-law. Vroom is often irritated with Radhika and remarks that she is too concerned about her in-laws. As he sees it, a woman who works in a contact center has too many difficulties to handle on top of caring for her in-law's mother, which is an additional strain for her.

Aside from all of this, she blindly trusts her spouse, who does not look after her. He doesn't even look after his parents. Despite her love marriage, Radhika resembles a woman at her in-law's family as an arranged marriage daughter in law. She respects the mother in law's family and takes on all housekeeping tasks. Though she used to be modern in many areas such as cuisine, clothes, and culture, she now strives to fit in with her in-law's family. When she sees her low waist gleans, she says to Isha, "I truly do recall my teenage days with low waist gleans and shirts."

Relationships

Chetan Bhagat leaves no stone untouched in highlighting the gaps in human relationships, particularly in an internet-driven era. He uses the figure of Military Uncle to depict how ties deteriorate bit by bit beneath the guise of posh culture. Nuclear families have surpassed joint families. The recollections of joint families with uncles, aunts, in-laws, paternal uncles, maternal uncles, grand dads, and grandparents, as well as enormous residences, have all become dazzling memories for future generations. The arrival of a visitor for one day becomes a mammoth chore for individual households since all members of the family go out in the morning and return after the dusk. As a result, they don't have time to spend with the guests or care for them. Aside from relatives, the days have become so important that even parents who are elderly are unable to spend time with their children due to their hectic schedules. This is why the number of advanced age homes has been raised at random. It is surprising to say that parents who have worked their whole lives for their children's development no longer have the freedom to follow them in their old age. Chetan Bhagat exemplifies this with the character of Military Uncle, who

was abandoned as an orphan despite having a son, daughter-in-law, and grandchildren. He lives alone and works at a call center since his son's family would not allow him to join them. a lack of genuine love and affection:

Shyam, Shyam loves Priyanka, but she is currently contemplating an arranged marriage with someone else. Vroom is madly in love with Esha. Esha aspires to be a model, Radhika is in an unpleasant marriage with a demanding mother-in-law, and the military uncle wants to communicate with his grandson.

Excessive Smoking and Boosing

The current generation in the business sector is hooked to drugs, alcohol, and cigar smoking, which has become a frequent phenomena and false prestige within the group of teams and do the delight in groups. Chetan Bhagat, the youth icon, was successful in presenting such terrible habit addiction in all of his books with specific instances. In the current work *One Night at the Call Centre*, all of the buddies Vroom, Shyam, and others spend their time during office hours smoking cigars and drinking booze as a distraction from their stressful and troublesome corporate lives.

God's inspiration and ray of hope

The novel *One Night at the Call Center* enabled the creative writer Chetan Bhagat to combine fantasy and real-life events. He invented a highly perplexing persona to suggest that character is none other than God who wishes to encourage and inspire stressed individuals in the guise of a phone call. Vroom, Sam, Priyanka, and Radhika were all stressed up at work and frustrated with the system.

Because the systems were down, all of the pals decided to go out and enjoy themselves at a nightclub during their off-duty time. They depart for work after a time of fun. On the route to their workplace, their Qualis collides with a building site, which is suspended atop a network of iron construction rods. They were terrified when the rods started to give gradually. They are unable to summon assistance since there is no mobile phone network in the area, but to everyone's amazement, Shyam's phone begins to ring. The phone call comes as a surprise from God, who speaks in contemporary English.

Conclusion

The book, via the character of Ryan, emphasizes the need of adopting creative methods for societal growth. The traditional educational model does not enable kids to think creatively. His teachers even discourage his innovative ideas. Furthermore, if an ordinary kid does not earn high scores, life will not be terrible. Life is about living it to the fullest without causing damage to others. In critical situations, his characters know how to live and breathe. As a result, one begins to consider the meaning of life and the function of education in it. All of the characters in *One Night at the Call Centre* live a bleak existence. They work at the contact center for a variety of reasons, the majority of which are financial. In such a hopeless state, the call from God energizes and revitalizes their outlook on life. These six personalities symbolize common Indians, either directly or indirectly. The call from God is a person's inner voice that helps them more than anything else in coping with life's issues. The inner voice is always there in human beings, but they do not have time to listen to it and ignore it until they get imprisoned in numerous situations. The dialog between the six agents and God instills trust in the readers. His appeal instills optimism in both the protagonists and the viewer.

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