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THE REPRESENTATION OF COSMOPOLITAN YOUTH CULTURE IN *ONE NIGHT @ THE CALL CENTER*

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Abstract

Chetan Bhagat is a present prominent Indian author. He has written this novel after his first novel *Five Point Someone*. *One Night @ the Call Center* delivers on the lives of cosmopolitan youth in India which is focusing on their objectives, relationships. Globalization and modernization. The author captures the significance of contemporary youth culture, providing insights into their aspirations, demands and passions for individual and personal growth and their improvement.

This abstract focuses to examine how this novel draws the cosmopolitan youth's journey of finding their identity, purpose and values in a globalized world. This novel deals with social issues pertaining close to the youngsters as profession, love, apathy, dishonest and so on. Cosmopolitan youth culture refers to the massive individuals who involves diversity, universal connectivity, and the blending of culture. This culture is influenced by globalization, technology, and the interconnectedness of the modernized world, which enable young people to manage with different cultures, travel, and have access to a huge amount of gatherings.

This abstract aims to explore how the novel portrays cosmopolitan youth culture and the themes connected with it.

Introduction

One Night @ the Call Center shows a naturalistic picture of BPO's life and brings the idea of the modern youth to be successful in their life. This novel delivers a realistic view of youth culture, challenges and problems. Every characters is dissimilar from another by their attitude but there is main connection between entire characters, that main connection is their challenges and problems.

The novel has innovated with a compose story by recalling a train journey from Kanpur to Delhi. While journey, a beautiful girl is met by the writer who delivers to narrate him a story on the condition that he should make it his second book. In beginning, Bhagat hesitates a lot but After a lot of hesitation, the author agrees. This account is about six people who are doing their profession in a call center and it narrates the events that are happened at one night as well as get a phone-call from 'God'. Claimed to be based on a true story, the author uses Shyam Mehra (alias Sam Marcy) as the narrator and protagonist, who is one among the six call center employees. Shyam loves Priyanka but he has full of hesitation to propose his love to her. So, he has lost Priyanka, who is now making an arranged marriage with someone else. Vroom loves Esha, Esha desires to be a model, Radhika is in an unsuccessful marriage with a claiming by her mother-in-law, and Military Uncle needs to communicate with his grandson. In this novel, above all the characters hate Bakshi, their inhumane and somewhat sadistic boss.

To cheer themselves up, all the above main characters of the novel plan to go to a night club. After rejoicing for a while, they return to the office. When coming back, they meet a life-threatening moment when their vehicle craters into a construction site hanging over a mesh of iron construction rods. As the rods started to yield slowly, they all start to get afraid. They are not able to call for getting help as there is no mobile phone network at that place, but Shyam's mobile phone rings and he receives the phone call from God, who communicates modern English. "It was the night there was a phone call from God" (12) He speaks to all and suggestions are given to improve their life, and they are advised on how to take their vehicle out of the construction site. The people are motivated by the conversation of God to such an extent that they are ready to face their sufferings with firmness and motivation. In this time, Vroom and Shyam set a plan to remove their boss Bakshi from the call center, whose employees are to be decreased completely. When they return to the

call center, they carry out their plan successfully. At the end, each character has fixed a part of their life, and the author invites readers to identify aspects of themselves and their lives that they would like to change. (Wiki)

This novel discusses on diversity and globalization, aspirations and ambitions, relationship and love, technology and social media, transformation and self-realization.

Diversity and Globalization

One Night @ the Call Center reflects the cosmopolitan nature of youth culture by illustrating a diverse group of characters working together in a call center outsourcing jobs from western countries. This representations emphasize the impact of globalization on Indian youth and their exposure to different cultures, ideas, and perspectives. The novel shows amalgamation of diverse backgrounds and the challenges and opportunities it presents. The cultural variation among the characters in the novel makes it hard and suffocating for them to adopt in new culture. All of them are caught in between old and new traditions and values. It can be pointed out in the case of Esha who is belonged to Punjab and culture of her is restrictive and she is not being allowed to fulfill her ambitions and aspirations. Being a follower of modern culture she does not hesitate to fulfill her dreams. As a result she is victimized in new culture. A man has deceived Esha who promises to recommend her for modeling. Muzafar Ahamad Pandith says, *“Vroom follows his life in new culture but there are many transitions that he does not bear to be visible in this new culture.”* (Muzafar, 453)

The new culture which is followed by Vroom is reflected in Shyam’s dialogue with his girlfriend:

‘Oh yeah. It was called ‘Why Don’t Politicians Ever Commit Suicide?’

‘What? Sounds morbid.’

‘Well, the article said all kinds of people- students, housewives, businessmen, employees and even film stars- commit suicide. But politicians never do. That tells you something.’

‘What?’ she said, still keeping her eyes down. (49)

Priyanka as the follower of modernistic culture exhausts out of her moral and social obligations doing things according to her desires. In the beginning it is seen she accepts to follow her mother’s advice to marry a well settled man even though that was against her will, but as the novel moves she understands not to act

against her will. Priyanka does not accept to get insults from others. Priyanka's response to the old lady, "The young girls know how to talk and behave. It is you old ones who need to be taught a lesson. These are your grand- daughters, and you are calling them curses"(87)

Radhika on the other side follows traditional culture that is full of adherence and honesty. She follows the rites of India wifehood acting obediently not only as good wife but also as good daughter-in-law. She believes Indian wife is bound to submit to the will of her in-laws. As a consequence, she is not only ill-treated by her Mother- in-laws but she has also been spoofed by her husband's betrayal. Radhika's husband is a modern cultured person who is not feeling distressed in having more marital affair. Military Uncle follows cultural contradiction with his son's family. He needs to impact his grandson but his daughter-in-law exposes resistance opposite of his attitude conveying her husband to stop his father from such acts. As a result he is compelled to leave his son's home to live lonely.

Aspirations and Ambitions

The novel deals into the aspirations and ambitions of the cosmopolitan youth culture. The call center employees despite their daily challenges in an often monotonous job, dream of successful careers, financial independence, and a better life. The characters' ambitions and their pursuit of personal and professional growth highlight the drive and determination of the cosmopolitan youth in contemporary India. "Ignorance is the biggest threat which today's youth is facing. They are many times, if not always, ignored. They have to recede rear seat." (Nishant, 15) Their dreams, aspirations are not given much importance. By the way of outcome, they initiate suffering from inferiority complex. They are failed to realize the value of themselves. They always feel reticent and hesitant to do anything. Unconsciously they start comparing themselves with others. Hence, their existence and being depend on others. Even in comparison they underestimate themselves.

The character of Shyam who is a man next door has been used by Bhagat to stress this, and it seems that he is suffering from the same when he says,

"Every cousin of mine is becoming a doctor or Engineer. You can say I am the black sheep of My family." (ONCC, 08)

The life of Esha delivers a different face of light on the life of a female's career.

Esha wanted to become a model. She was hot, at least according to people at the call centre. Two months ago, some agents in the Western Computers bay conducted a stupid poll in office. People vote for various titles, like who is hot, who is handsome and how is pretty..... But otherwishe is very fine.
(ONCC, 19)

Esha decides to become a model but to face her expenditures, for the time being, she accepts the call center job. Esha is criticized and declared by Priyanka that she can't able to become a good model. In this context, Bhagat looks to be an excellent observer of feminine thinker. Esha is very ambitious girl and wants to become a model. For her desires, she sleeps with a designer who promises her to give modelling contract. Then Esha was betrayed by the designer by telling her she can't become a model because of her height.

Financial crisis is dreadful problem for the country like India. Many students should be adopted for job rather than going for further study or higher education. We have a lot of people around us who has destroyed his educational career and has changed him to be earning person. Vroom and Priyanka are such characters. Vroom liked to be Journalist but he couldn't continue his study and later left study. As a result, he joined in the call center profession by force. Priyanka wanted to complete her B.Ed. but she had to do work for earning money for studying B.Ed. As she regretfully says to Shyam, "*I could have done my B.Ed. right after my college. But I wanted to save money first.... So until then, it is two Hundred calls a night, night after night*" (ONCC, 165).

Love and Relationship

One Night @ the Call Center explores the dynamics of relationships and love in the lives of the cosmopolitan youth. It portrays the complexities of modern relationships, including long-distances, cultural differences, and the impact of professional pressures on personal lives. The novel reflects the challenges faced by young individuals in balancing their personal desires and emotional needs with their professional responsibilities.

Poonam Gupta says, “One Night @ the Call Center is an account of lost love, developed ambitions, and absence of family affection, pressures of patriarchal setup, and the working condition of the whole world” (Poonam, 449). It portrays a horrifying picture of the quick changing aspects of the social content. This story appears less and more a reality. Shyam creates an honest considerations on some major sufferings of life in the postmodern society while Shyam is with Priyanka on their first date. Shyam reprimand the mind of government officials who stay apathetic regarding the sentiments of the general population. The essential frame of life wants ideals and religious faiths. Life is being represented and guided by shopper decision. The interaction among Shyam and Priyanka exposes genuine accounts on the unpleasant and unsatisfactory conditions of the modern culture. They talk about Vroom’s article. Shyam tells Priyanka,

“... ‘Well, the article said a wide range of individuals – understudies, housewives, businesspeople, workers and even film stars – end it all. Be that as it may, government officials never do. That reveals to you something...’ “ (ONCC, 42).

The novel likewise says some reasonable problems and concerns and in addition, it contains some social analysis. The relationship between Military Uncle and his child and as well as Priyanka and his mom are move of the usual problems of a cultural hole. Military Uncle rejects to continue an enthusiastic relationship to his child. It is a complete disappointment for him and that is the reason he lives alone. They are suffering from the problem of generational-hole and communication hole. Usually it is a suffering conceived out of the isolations of relationship. It is a run of the problem in the contemporary society that there is an extraordinary acclaim among the old generation and modern generation. The concept of human relationships has changed in the contemporary society. The traditional setting of society has been stunned by the modern development. Some of the time present generation does not comprehend the enthusiastic connection to the guardians and it is by all accounts the primary driver of the failure of parent-child relationship in formal and traditional society.

Many critics have observed that the entire fiction of Bhagat is based on concepts: ‘love’ ‘sex’ ‘marriage’ and ‘morality’ posing many questions related to human values. The story of Shyam, Bhagat has also touched upon the stressed relationship between father and son whose live separately. There are many incidents in the novel where Uncle tries to stay in touch with his son but the generation gap does not allow him to do so.

Uncle tries to mail some picture that he has taken at a zoo to his grandson. When uncle mailed the photographs to his son, he got reply from his son which shredded him totally. The mail read;

“Dad... you have cluttered my life enough, now stop cluttering my mailbox. I do not know what came over me that I allowed communication between you and my son. I don't want your shadow on him. Please stay away and do not send him any more emails. For, literally or otherwise, we don't want your attachments.”(ONCC, 37)

Technology and Social media

Cosmopolitan youth culture in the novel is closely tied to the influence of technology, particularly the rise of social media. The characters rely on technology and digital platforms to connect, share experience, and seek validation. The novel highlights the impact of technology on communication, relationships, and the social lives of the cosmopolitan youth. The present youth, constantly, stay occupied in talking at Facebook, Whats App, Mobile and other web social locales. They are not having a short time to continue with their folks. This causes a communication hole.

The craze of the family unit in the modern culture is ruining the essential structure of the general public. The cosmopolitan youth culture is heavily influenced by technology. Young individuals are adapt at using digital platforms, social media, and mobile apps to connect with their peers, participate in online communities, and consume content from around the world.

Sujay Ikharr critics that “Chetan Bhagat raises questions about the advantages and disadvantages of call centers and those who are related to it.”(Sujay, 02) Through this novel he points out one of the auspicious parts of globalization is that are getting good job opportunities are being got by Indian youth in western countries as well as the novelist focuses our society's dark side that as a result of privatization in policy, rarely a less number of industries provide a job security and exploitation of their employees as well.

Transformation and Self-Realisation

One Night @ the Call Centre explores the theme of personal transformation and self-realization. The characters go through personal crises, face moral dilemmas, and confront their own limitations, leading them towards self-discovery and growth. The novel portrays the metropolitan youth's journey of finding their identity, purpose and values in a globalized world. All over the story of "One Night at the Call Center," each characters focuses on a profound travel of self-discovery and personal growth are brought out by the unknown phone call. The transformation opens as all characters begin to deeply comment on their lives, their relationships, and their futures.

For Shyam, the night becomes a pivotal moment in reevaluating his self-worth and capabilities. Previously depressed by lack of assurances and feeling inferior in both his personal and professional, Shyam starts to see the potential within himself.

Priyanka undergoes a significant transformation as well. Struggling with the pressures of societal expectations and personal fears, she learns to listen to her own voice. The call motivates her to challenge the decisions she felt were imposed upon her and to pursue a path that aligns with her own values and desires.

For Esha, the realization is about embracing her true identity and aspirations. Having accommodated much of herself for the dream of being a model, she confronts with the destructive toll which has taken on her spirit. The conversation with the caller opens her eyes to the importance of self-respect and the pitfalls of sacrificing one's self-worth for seemingly attractive opportunities.

Vroom faces an awakening regarding his disillusionment and latent anger. The call from God offers him take back off layers of frustration to find a desire and drive that had been obscured by his cynicism. Realizing that his rebellious nature can be channeled into constructive endeavors, he starts to recognize the importance of having a purpose, which ignites a determination to bring about positive change in both his personal and professional life.

Radhika is confronted with the harsh realities of her marriage and the emotional toll it has exacted on her. The call allows her to see her self-worth beyond her role as a wife and a daughter-in-law. It draws her to set her own happiness and consider the account of possibility of a life free from the hardened occurrences and she discovers herself entangled in. The travel for Radhika is about recalling her self-respect and seeking a future where she can achieve independently.

Military Uncle who is oppressed by regret more than his close relationship with his son, concludes to gain the bridges he had once helped burn. He reaches out, starting a deeply emotional conversation that paves the way to restore the relationship. Through this restorative effort, he strives to reinstate a sense of family and belonging that he had sorely missed.

Audio Book exposes, “Together, these characters illustrated the power of determination, self-belief, and collective support. The experience of that transformative night underscored the importance of being true to oneself and the incredible resilience humans can muster when faced with adversity.”

Each character discovered that change, while often painful and challenging, is an essential part of personal growth and empowerment. In the end, "One Night at the Call Center" served as a reminder that life-altering moments can occur unexpectedly, and when they do, they can reshape lives in unimaginable ways. The characters' journeys from despair to hope highlighted the miraculous potential of a single night to ignite the flames of determination and incite profound personal transformation.

Conclusion

Overall *One Night @ the Call Centre* delivers a glimpse into the lives of cosmopolitan youth in India, focusing on their aspirations, relationships, and the impact of globalized culture and technology. Through complex characters and relatable situations, Bhagat focuses the essence of contemporary youth culture, offering insights into their dreams, challenges, and desires for personal growth and fulfillment.

Kshirsagar, Bonde and Shinde provide “Globalization and the changing Urban Realities in India in *One Night @ the Call Centre* and *2 States*”, Bhagat subtly says the fast growing cities and urban zones along with all the global factors, affecting the life, experience, dreams, and attitudes of today’s youth. Bhagat very

comfortably depicts women empowerment as one of the same time, consumerism, eroding values, and rising fears and anxieties of urban Indians as some of the negative offshoots of it cannot escape his piercing observations. (7)

Chetan Bhagat delivers the struggling society as an actual representation of the hardships of the contemporary Indian society for getting success in real life. Thus the novel beautifully unfolds the many aspects of the contemporary Indian society. Bhagat is a master story teller in the modern era with his precision to write precisely. He has thrown light on the contemporary society where the youngsters live a life without self confidence, the family people live an unfaithful life and old people live disowned life. Their struggle to come out of the clutches is the main focus of the novel. Bhagat portrays Shyam, Priyanka, Vroom, Esha, Radhika and Military uncle and dives deep into their problems and aspirations.



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