

LOCKDOWN VIRTUAL-LIFE IN ODISHA, INDIA: INTERVIEW-BASED CASE ANALYSIS

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ABSTRACT

When all are confined to respective homes for months together, missing the 'world' of office or college environments, there comes an alternative 'world' of internet, or the virtual world, to do all business, and also to get connected with near and dear ones. When the internet 'time-spent' goes up significantly, it is of academic interest to study and analyse the consumption pattern and purpose of use. While many publications, based on primary and secondary data are now available on this topic, even on recent pandemic period, there is want of in-depth qualitative studies. This present paper presents an interview based qualitative study, taking a small sample of 30 individual 'internet consumers' from different demographic profile, from Odisha, India.

1. INTRODUCTION

COVID-lockdown crippled the whole world, more specifically the social and economic sectors, very badly, during past few months. Doing business and all other activities from home through digital platform has now become the 'new-normal'. When the internet 'time-spent' went up significantly, it is of academic interest to study and analyse the consumption pattern and purpose of use. While many publications, based on primary and secondary data are now available on this topic, even on recent pandemic period, there is want of in-depth qualitative studies. As part of our research project, we wanted to study, through in-depth qualitative interviews, the experience of internet users, termed here as 'digital consumers', particularly during COVID pandemic lockdowns, which was fully enforced for four months. Because of paucity of time and manpower, a small sample from state of Odisha (India) was selected, on the basis of non-probability convenience sampling method. This paper is presented as case-studies, as we understand, each digital consumer has a story to tell, or has a case to analyse.

2. METHODOLOGY AND PROFILE OF SAMPLE RESPONDENTS

For qualitative interview, with the objective of studying the purpose and pattern of internet consumption, a list of open-ended unstructured questions was framed. The purpose of having a set of question was to have uniform contents while conducting one to one interview by three authors, independently. Questions were brief and broadly on three aspects: extent of use, purpose of use and specific experiences (in virtual world), during this pandemic lockdown period. Based on a convenience sampling methods, 30 respondents, from the 'contacts of contacts' of three authors were contacted and their formal consents were taken to record their full, unedited interviews, on 'informed points' of 'academic research'.

Following self-explanatory tables describes the demographic profile of the 30 respondents taken for qualitative interview:

Age (in years):

Below 18	18-25	26-50 Years
2	13	15

Gender:

Male	Female
16	14

Profession:

Student/ job seeker	Working/ Professional	Retired/ House-wives/ Non-working
14	14	2

Years of Social Media use:

< 5 years	>= 5 years
12	18

Data Consumption:

< 1 GB	1-3GB	>3 GB
1	16	13

Hours of Internet use, per day:

a. < 2 hour	b. >=2 hours
13	17

Years of Internet use:

a. < 6 year	b. > 6 years
11	19

2.1 Case-1

Arati Mishra, an employee of a local private company of Bhubaneswar, aged 25, has been using the internet for the last 7-8 years. Ms. Mishra has used social media for 7-8 years. She uses Facebook, whatsapp and google related applications. She was spending 2-3 hour per day earlier, but during COVID-19 lockdown it has increased to 3-4 hour. She liked comedy videos and story type videos, mostly. Ms. Mishra regularly visits Amazon (a Shopping Site), Coinmaster (a gaming app) for refreshment and frequently uses social media like WhatsApp. She also uses Skype and Google meet applications for her study purpose and for official work. For this, she consumed 1-1.5GB per day. She never accepts strangers on social media and never tries to contact unknown people. If somebody tries to contact her and she don't know about him/her, undoubtedly she blocked him/her, for her security. That is why she always prefers to accept known friends only. When asked if anyone in her family spending more time on the internet, Ms. Mishra gave examples of her own cousins. 'They are always engaged in the internet, particularly for games like Pubg. She stated that now the internet has become a necessity for everyone and without the internet people can't survive. 'Yes, the internet is used for entertainment but we need to use it carefully as everything has both positive and negative sides', she said. (Interview #1, Date-21-07-2020 Bhubaneswar)

2.2 Case-2

Ms Monalisa Mahapatra (26), a postgraduate student from Pipili, Puri, has been using the internet for 7 years and social media for 6-7 years. Around 4-5 hour she spends on social media. She has used WhatsApp, Facebook, Telegram and video contents from YouTube and during this COVID-19 lockdown. She has installed one more Facebook Messenger application. She is an active user on YouTube platform. She used Whatsapp for answering or sending messages rarely, but frequently checking Facebook. Ms. Mohapatra never accepts strangers but accepts if she has some mutual friends. Because, last year when she accepted a friend request (a fake Id, which was created in her friends name), she received a bad video. After this incident, she has been more careful about it. As per her mood, she liked to watch videos from YouTube, for the purpose of cooking, story related videos. She is not addicted to the Internet as she has eye problems, excessive internet use may increase her eye problem, she added. When she was asked, if she ever seen/faced any psychological issues', Ms. Mohapatra answered it with an example, which she has seen in her village. There was a student of +2 class, who spent approximately 17 hours over the Internet. Now he is suffering psychological problems and is being



treated in a mental hospital. Earlier, in her +2 class, she watched videos related to reproduction system, but never watched any adult site. Because, in some cases it may affect the other relations, she added. According to Ms. Mohapatra, the internet can be a source of mind refreshment for urban people not for rural people. Because, as she felt, 'in rural areas, there are so many options for refreshment, better than Internet'. (Ref: # 2, Date-23-07-2020 Puri, Odisha)

2.3 Case-3

Ashish Kumar Pradhan, an employee of HDFC ERGO, aged 26 has been using the internet since 6 years and used social media since 5 year. Mr. Pradhan used social media like Facebook, twitter and Whatsapp but maximum used in Twitter and Whatsapp and also flipkart on a daily basis. He likes to watch online movies but never gets emotional by watching online videos, he added. For his official work, he always visits official applications like adrenaline and HDFC applications. Friends of Social media are comments on social media posting of him but that never affects him. Mr. Pradhan also prefers to play pubg games for mind refreshment. One of the boys from his village, who is consistently occupied with games like Pubg, free fire and ludo-king and so on, when he has no internet, he feels uneasiness and irritation. Mr. Pradhan consumed approximately 5-6 GB data per day. Mr. Pradhan never watched porn videos because as he stated that, his mother also used his mobile phone for official use. According to him, the Internet is a medium for refreshment and also it helps a lot for getting information. (Ref: #3, Dt.23-07-2020, Puri)

2.4 Case: 4

Lohit Kumar Das, an MPhil student, aged 26, has been using the internet since 7 years and also active in social media. Around 1-2 hours spent on the internet however in COVID-19 Lockdown it has increased to 4-5 hour per day. As he stated Instagram, Facebook and Whatsapp are the regular applications which he uses on a daily basis. He loves entertaining by watching funny videos and also romantic videos and furthermore connected it with his personal life. According to him, he never accepts an unknown or stranger person's friend request but if someone requests him by message or having any mutual friend, at that time he accepts otherwise delete those friend requests. Mr. Das also got hurt and sad by someone's bad comment on his social media photos and immediately he had blocked him. He also added his friend's incidents, which happened due to the internet or social media. As per his statement, a boy and a girl became a couple through social media and after a few years, that boy viral the intimate pictures of them, due to some personal issues between them and that affected the family life and the career of that girl. Mr. Das also mentions his data consumption, to be 1.5GB on a daily basis, which is enough for him but sometime the mobile data has completed a bit early and he recharged again for internet use because as he stated without internet he feels like he is isolated from others, tension etc. According to him, people, mostly adults, are very much addicted to their respective internet related activities. Excessive use of the internet affects the daily schedule, career and also their personal life. Mr. Das also stated that, when he asked some of his friends why do you spend so much time over the internet? Those users answered, their parents never restrict them for it and when they are staying outside nobody is there to see them. Personally, he was also late for his class and even only 2 hour slept at night due to excess internet use. When an interviewer asked about the watching of porn sites or adult sites? With his correct response, Mr. Das demonstrated an instance, he briefly mentioned that when he was in graduation time, for the first time he watched porn videos and after post graduation mostly 2-3 times. Govt banned this pornography side but some sites are now open in Google and also available in YouTube. He has seen that below 18 children prefer to watch this kind of video. According to his personal opinion, watching porn-sites may help to control depression, stress, loneliness and anxiety type of feelings. People are watching pornography sites for fulfilling their sexual desire but if somebody has a psychic disorder then it would be cause for a crime, when somebody regularly watches this kind of videos, he added. Last year his family lost a big amount of money around 60,000 by using social media, he added. Mr. Das explains that, his father is not very much aware about the internet use, when he started using the internet and also Social Media, he has no idea about that so his father accepts all the friend requests, unfortunately, he clicked on a link and that was the fraudulent site. As a result, 60,000 was deducted from his father's account. This incident happened due to the internet. According to him, during this COVID-19 lockdown, the internet became a source of refreshment and recreation. But, there are certain disadvantages also, the internet separates their family member from one person to another within a family member. Especially, this COVID-19 lockdown period, people can spend much time with their family but the internet detached them from each other, he added. (Ref: #4 Date-27-07-2020, Baripada)

2.5 Case-5

Tapaswini Priyadarshini, a postgraduate student, aged 28 has been using the internet since 10 years and she is available on social media for 10 years. Mostly user friendly with Facebook, whatsapp and YouTube but



most of the time she is engaged on a video platform known as YouTube. She spends less than 1 hour in social media and approximately 1GB data she has consumed on a daily basis, furthermore it has increased to 1.5GB data per day during this COVID-19 lockdown. She has frequently used google for study purposes and also YouTube for watching web series, interesting facts, political news, motivational videos and if anything needs to know, she always prefers to use YouTube rather than Google for better understanding. On a daily basis she visits job seeker sites like freejobalert.com, freshers.com Indeed, LinkedIn etc. Most of the time she is getting emotional while watching videos or movies because she believes that whatever shows in the virtual life, that somehow related to our real life. In social media she is also hurt because of her SM posting and also for her skin colour. As she stated that her relatives specially indicated, when she has posted her photos in social media. Her relatives asked to upload beautiful photos. When an Interviewer asked about the impact of excessive internet use? As per her statement, that excessive internet use can affect health like eye problems and also brain related issues. Due to overuse of the internet, personally she faced a headache problem. Ms. Priyadarshini never seen any kind of videos which will affect their personal life as well as social life. Even if they ignore when any intimate scene comes into their television. She believes that the internet helped them a lot during this pandemic.(27-07-2020, Bhubaneswar)

2.6 Case-6

Tapan Sahoo, a postgraduate student, aged 25, has been using 4 years, and also active in social media since 3years. He never recharges his internet pack because he was staying at a hostel, so he always used Hostel Wi-Fi. Mr. Sahoo always recharged Rs.150/- which is unlimited pack for call, but it has increased Rs 200/- during this COVID-19 lockdown period. Usually he loved to watch Online movies, singing and dancing episodes. Every day in the morning he is preferred to read e-paper (Sambad). Mr.Sahoo accepted the stranger's request in the social media but never tried to communicate with them. As per his experience, internet separate people from their family. Because, people are connected with unknown people on social media and ignore their family members. When an interviewer asked, have you ever visited porn sites for relaxation? Mr. Sahoo never visited personally but when he was staying at hostel, sometimes he watched with his hostel friends but not regularly. By watching these sites may affect social life as well as personal life. According to his personal opinion, the internet is not a source for recreation, instead it is an option for a human being to be part of this network. (Ref: Interview #6, Date-27-04-20, Bhubaneswar)

2.7 Case-7

Prasant Kumar Behera, an employee of an IT Company, aged 24, has been using the internet since 10 year and active in social media since 7year. Facebook, WhatsApp, Instagram, LinkedIn, telegram, are major applications which are used by him. Mr. Behera likes to watch comedy videos, AI related videos and also movie trailers. On a daily basis, he engaged around 12-13 hours over Social media because of official work. Without Facebook and Whatsapp, he can't survive, he added. Normally he has accepted the stranger's friend request but after verifying the details about him. Other's comments and compliments never affect him, he added. Before lockdown, 1.5GB data consumed per day but after lockdown it has increased to 2-3GB. When he does not have the internet, anxiety, irritation feeling comes into his mind. Most of the time he watched porn sites but never addicted to it. According to him, if somebody is addicted to these videos, then definitely it will affect some aspect of an individual life like being serious to watch these videos, impact on family as well as relatives, impact on career etc. Nowadays the internet is a needy thing, without it people can't do anything. In this sense, it helps a lot for the people as well as it becomes a source for mind refreshment. (Ref: #7, Date-27-04-2020 Bhubaneswar)

2.8 Case-8

Prasad Saam, a social worker, also an employee of an aerospace company, aged 27, has been using the internet since 12 years and also active in social media since 10years. He is very much familiar with Facebook, whatsapp, Instagram, twitter, telegram, around 2 hour spending on social media but most of the time, active in Twitter accounts, as he is very much informative in nature. According to him, he never hurts or is sad by receiving any kind of comment in social media but sometimes misunderstanding creates while communicating with others. According to him, social media is a best platform for interacting with each other. What he believes is that, somehow, we are able to reach physically but over online we are able to reach worldwide he added. On a daily basis, he visits news web sites like NDTV news, TOI etc. except these websites; he also prefers to watch some standup comedies. When somebody posted pictures without his permission, there might be disturbances created among them, he added. According to him, the internet is a good platform for sharing and being informative but if somebody is addicted to this by different activities (especially over use of social media and games etc.) then it becomes like poison. As he saw an adult spending 6-7 hours in social media and wasting their valuable time, and online game addiction is a big problem which affects youth mass especially. Due to this



habit, they forget their daily routine, also waste money, time, temper and also in the future life. It becomes like opium for them. Due to this addiction, youth are taking money from home, misbehaving their family members. Before COVID-19, he was consumed 1GB which is increased 3GB. During this COVID-19 lockdown, he installed Amazon Kindley, search.in and Arogya-setu application. The Internet is a medium of refreshment because due to the internet, the whole world now works from home and completes all the work, which brings new digital life. He is preferred to watch porn-sites but occasionally. He also said that, in India, there are 3 relationships broken in every single hour. It has no positive attributes rather having so many negative attributes. Watching porn sites is not the solution for reducing the stress, anxiety, and depressed mood rather it needs to consult a psychiatrist or can join any yoga class for reducing these kinds of mental problems, he added. (Ref: Interview #8, Date-29-07-2020).

2.9 Case-9

Bikash Kumar Chhetri, a postgraduate student, aged 24 has been using the Internet as well as social media since 5-6 year. Mostly he used whatsapp, Facebook and also Instagram. Almost 3-4 hour are spent on social media. On a daily basis, the internet data consumed 1.5GB per day. Never accept strangers' friend requests. Mr. Chhetri likes motivational videos and regularly visits job related sites. He never gives important comments on social media. According to him, the internet breaks the family bond, so he always preferred to avoid mobile while spending time with his family. He is a little bit obsessed with his online ludo game, when he engaged with a ludo-game, he never gave attention to the other works. Sometimes movies and songs make him emotional and also connect his life with that virtual life. When the data pack is not available on his mobile phone, he feels irritation and anxiety. When an interviewer asks him, have you ever visited any adult side? He shared his experience that during graduation time, his close friends borrowed his mobile phone and watched porn sites and as he stated that he was not familiar with these sites. When he knows about it, he totally disagrees with watching these videos. Mr. Chhetri always recommended that we should avoid these sites in real life. Otherwise, it will hamper our daily routine, health, family relations as well as it has an impact on our career. (Ref: #9, Date-30-07-2020, Bhubaneswar)

2.10 Case-10

Pankaj Kumar Pujari, a student from MPhil, aged 24 has been using the internet as well as since 9 years. Approximately 2-3 hour spent on social media like Facebook, Whatsapp, Instagram, Telegram, Twitter etc. But most of the time active on Instagram. Comments received from social media friends never affect him and subsequently he never gives importance to them. He never tried to connect real life with virtual life, because as he believed that both have different roles in their respective place. The Internet Data consumption, according to him, 1.5GB per day and more than 3 times he recharged his mobile data after completion of per day data in a one month. Mr. Pujari felt irritated when he had no internet. Especially, during this COVID-19 period, Internet help for study purpose, also help for mind refreshment, and also watching Netflix series for entertainment. He visits adult sites, but never felt any psychological issues. According to him, if someone visits these sites, then he/she must be responsible for it. (Ref: #10, Dt.30-07-2020, Koraput)

2.11 Case-11

Diptemayee Nayak, a Postgraduate student, aged 23, has been using the internet since 6-7 years and social media around 4-5 years, mostly in Whatsapp, Facebook, Messenger and YouTube. She is spending only 1 hour on social media but it has increased 1-2 hour during the COVID-19 lockdown. Accept only known people on social media. Mr. Nayak watches comedy videos, Cooking videos, Educational related videos and movies etc. on a daily basis. According to her, 1GB data consumed per day is increased 1.5GB during lockdown. She always gets emotional while watching family movies or short movies related to parents and their children. She also stated that the internet is useful for everyone but when someone who is very much addicted to online games, involves in the virtual world and neglects their family members and also in his career, at that time the internet plays a crucial role for him. She has visited adult sites to know about it, and she realised it has lots of negative impact so she tried to avoid watching these sites. According to her, the internet helps for mind refreshment but it has some disadvantages, so it depends how people are using this internet. (Ref: #11, Date-30-07-2020 Bhubaneswar)

2.12 Case-12

Sangeeta Das, a postgraduate student, aged 23 has been using the internet as well as social media since 5 year. She is using social media like whatsapp, Instagram, Facebook, telegram, twitter. But most of the time active in whatsapp. She spends around 1.5GB data per day. Sometimes she accepts unknown friend requests on social media. Because of receiving bad comments from others, she is getting hurt and feeling angry. In an angry mood, she always deletes the comment session. As per her statement, as we have an Indian family so



parents never want that their children will be engaged with the internet. So, Excessive internet use might affect the social and family bonding, she added. Regarding this, she shared an incident like her friend's sister so much addicted with the most popular game Pubg, nowadays. Around 10-15 hour she spends on games. For this reason she has lots of issues in her family and she can live without it for a single hour. Because of this game addiction, fully separate from her family members but never restrict her. Because she studied very well. So, in this situation the internet helps her like an enjoyment or mind refreshment tool. According to her point of view, adult sites never affect them, who never neglect their study. If someone is very well in study then nobody is there to restrict them for any kind of activities. During this COVID-19 online/ virtual life became a soulmate friend for us because the Internet gives us everything like online classes, online examination, communicating our dear ones and also used it for relaxation. So it is very much helpful for me during this pandemic situation. Because of the Internet, the whole world now became a Digital World. (Ref: #12, Date-30-07-2020, Bhubaneswar).

2.13 CASE-13

Chinmayee Sahu, former employee of Jenpact Pvt Ltd, presently a homemaker, aged 33, has been using internet since last 10 years and in social media, for 8years. She has frequently used YouTube, Facebook and WhatsApp on a daily basis. According to her, 1.5 GB data consumed per day. She has posted photos on social media, but, never gets any kind of comments. This makes her upset. According to her, excessive internet use affects my child, so she always tried to avoid the excessive internet use. Because it affects the family bonding, socialization process as well as various kinds of health issues etc. she added. Internet is a significant tool for accessing but it has itself positive as well as negative, as per her statement people are adopt negative things easily, with this, she has given her child's example like her child is using YouTube for watching cartoons but sometime there is some kind videos which might have certain bad effect on a child. Therefore, we need to be careful. When the interviewer asked her about the pornography contents, she responded it has both positive as well as negative. As per her statement, people are using it for reducing their stress, anxiety and loneliness but it has certain negative impacts like effects on career, chances to watch it more and by default it might be addiction which can create conflict in the society. [#13, Dt. 29.7.20, Bhubaneswar]

2.14 CASE-14

Alaka Rout, a homemaker, aged 34, has been using the Internet since 7-8 years and social media for almost 6 years. Uses applications, like Facebook, WhatsApp. She has frequently used WhatsApp because of study material for her daughter during this COVID-19 and YouTube for her younger son because as he has habituated that without the internet her son will never eat food. So because of the internet it is possible. Excessive Internet use affects the children's study life as well as health issues like eye problems, distract from different activities etc. As she stated, 1.5 GB data completed per day and she has to recharge again because of Virtual Classes during this COVID-19 outbreak. As per her statement, the other's comment never hurts her. According to her watching pornography is not good. Because it harms our daily life, family relationship, creates distance between the family members etc. So, we should avoid watching it, she said. [#14, Dt.29.7.20, Bhubaneswar]

2.15 CASE-15

Anita Patra, an employee of KSOM, KIIT University India, aged 31, married, has been using the internet since last 10 years. She uses internet for her daily official work, and also for social media, like Facebook, WhatsApp, Instagram etc. On a daily basis, for her, in the range of 2-3 GB of data is be consumed, including office work. She never accepts unknown friend requests. Whatsapp, instant messaging application used frequently on a regular basis. Defending necessity of internet services, both for students and for professionals, she feels that it has huge potential, converting internet-enabled services to wider and better use of humanity, in every occupations. 'Social connectivity has become easier, better, faster and funnier through this boon called internet'. Anita is extra careful now in social media after her bitter experience, which she wanted to forget and not to share again. [#15, Dt.29.7.20, Bhubaneswar]

2.16 CASE-16

Jyotirmayee Rout, a graduate, aged 21 years, has been using internet since 3 years. She prefers Google for her studies which helped her during COVID lockdown period. Ms. Rout used frequently YouTube for funny videos, and videos related to cooking. She watches online movies and serials through YouTube. Ms. Rout loves to play online Ludu for her mind refreshment and sometimes feel irritation if someone disturbs her while playing and watching any interesting concept. She is active user of Whatsapp and regularly communicates through it by sending and replying messages and sharing videos and rarely uses telegram. From the beginning while using social media she was facing a few problems, which she could avoid later, by using preventive measures. Now



she considers internet as a friend, as it helps her to gain knowledge and improve her studies and act as a source of mind refreshment during COVID period. [#16, Dt.26.7.20, Cuttack]

2.17 CASE-17

Ms. Puja Nahak, a student of +2 Arts, 17 years old, is using internet regularly since 1 year back. Very often she depends upon Google search just like in the first case which helps her in reading and gaining knowledge. She attends online classes with the help of zoom and Google meet. Ms. Nahak uses you tube for watching movies and funny videos. For refreshment of mind she plays loodu game. She is also the active user of Whatsapp, as according to her, it is the best way of communication. Ms. Nahak is not interested in Facebook or e-mail or other social sites. [Ref. #17, Dt.26.7.20, Cuttack]

2.18 CASE-18

Manisha Rout, aged 16 years, matriculate, has been using internet for last 2 years. She is different from above two cases as she does not use WhatsApp or email, but uses only YouTube to watch videos. As she has interest on cooking, she downloads different videos related to cooking. She considers online playing as a mind refreshment and does not feel irritation of any objection while playing. She plays online loodu in her leisure time and considers it as a refreshment tool. During COVID-19 period Ms. Rout gets more time to be connected with internet as she has no classes or task in this time. [Ref. #18, Dt.26.7.20, Cuttack]

2.19 CASE-19

Ms Lipina Barik, MBA student, aged 22 years has been using internet since 5 years back. Initially she does not use social media regularly, but for the last 2 years she is the active user of Google search for her studies and WhatsApp for her social communication. She is different from above 3 cases as she has also used Telegram. She does not have account in face-book or any other media. Ms. Barik loves to watch videos through YouTube like, motivational, devotional, biography of noble persons. She not only watches such videos but also uses those in her day-to-day practices. According to her, internet is a very good medium of gaining and sharing knowledge. She reads online newspapers and books which make her update and enhance her knowledge simultaneously. For her online shopping she uses Apps like: Amazon and Flipkart and for online money transaction Ms. Barik uses Google pay. She consumes 1GB data and in COVID period she spends more hours than before. She states that internet becomes a source of knowledge and refreshment media which helps more in COVID period. As there is online classes and no outdoor movements she spends more time with internet. She admits that she is a controllable user of internet and does not waste time playing online or interacting with unknown or strangers. [Ref. Interview #19, Dt.26.7.20, Cuttack]

2.20 CASE-20

Subhakanta Behera, an employee of Google Mart, aged 22 years old has been using internet for social media since 5 years back. He is an active user of social Medias like, Whatsapp, Facebook and Instagram. Sometimes he also uses twitter, skype and WeChat to communicate with his friends. Gmail plays very vital role in his professional life as he can send and receive documents very quickly. The shopping aps used by him are Amazon, club factory and Flipkart. He consumes more than 2GB data per day and sometimes uses boosting to gain data pack. He regularly uses YouTube, Hotstar and game player to watch videos and movies. He prefers to play online games like IGI. To communicate with the family members and friends he refers Whatsapp and Google Duo. He also stays connected with bridge alert, remove busy, binani.com and specially google.com. He feels irritation and even tension without internet as time runs smoothly with social media. During COVID period social media acts as a tool of his mind refreshment and he also consumes more data and spends more time with online activities as there is restriction on online movement. Mr. Behera states that internet helps him to spend his time smoothly and be connected with the family members, relatives and friends away from him. At the same time, it also helps him in his profession and acts as a tool of entertainment. [Ref. #20, Dt.28.7.20, Bhubaneswar]

2.21 CASE-21

Ansuman Sar, an employee of the Government project of “e-education”, approximately 30 years old is different from the above case. He has been using internet since 15 years, as it is related to his profession and communication. He has accounts on Facebook and twitter, but he is not regular user of those. According to Mr. Sar, others can easily access the information and no secrecy can be maintained through Facebook. At the same time, he has the experience of a few incidents that people are connected with Facebook for long time. They neglect the wellbeing of family members. They may be physically present in family, but virtually associated with friends and even they love to be connected with online friends rather than offline friends. Gradually they go away from their parents, family and relatives who live in real world. Mr. Ansuman has given such types of examples of people who have gone away from their own path. He is the regular user of Whatsapp to be communicated with



his circle. He is fond of visiting Wikipedia, Google and news related webs. During COVID period he is working-from-home and internet is just like oxygen for him which makes his activities smooth. From the very beginning he is not playing online games. Mr. Ansuman uses YouTube, Amazon prime and Hotstar to watch videos, movies and songs. To him internet acts as a source of gaining and sharing knowledge, helps in education and a tool of mind refreshment. [Ref. #21, Dt.28.7.20, at Bhubaneswar]

2.22 CASE-22

Mr. Saikat Chakrabarti (Lecturer in a Kolkata based college), who is 39 years old, has been using internet since 1999 and social media from 2005. He uses Facebook only to upload photos and to read articles and documents. He does not accept friend request from unknown and even known persons as there are creation of many fake accounts with the help of different software and there is the chances of crimes and fraudulent activities. He has given an example of a student who is being kidnaped through Facebook by making friendship with persons using fake accounts. Similarly, he has also given a bright example of film stars who create fake accounts on Facebook with the help of Bort Software to judge their popularity and TRP. To him Facebook should be handled with proper care as it may be the source of many manipulation and frauds. Mr. Chakrabarti uses Facebook only for productive purpose rather than a source of communication as it is not safe and secure. To communicate socially he is the regular user of Whatsapp as he feels very comfortable with it. He prefers educational videos, as he has to make his own video of lecture session. With lectureship his passion is acting. As he is a Bengali actor he is also fond of watching movies on YouTube, Amazon prime and Hoichoi. Mr. Saikat also loves to watch funny and motivational videos through online depending on mood. He does not prefer online games. During COVID period internet consumption is 4-5 times more than earlier as because everybody in his family uses internet for various purposes like: online banking, online education of children and online shopping through Amazon and Flipkart. As he works from home with heavy task-load, internet acts as a blessing for him to perform his activities smoothly. [Ref. #22, Dt.28.7.20, Calcutta]

2.23 CASE-23

Debabrata Palai, 31 years old, a software engineer in HCL, Chennai has been using internet since 8 years back. He is using social media from last 7 years. Mr. Palai has accounts on Facebook, Instagram, Twitter and Whatsapp and he is the active user of Whatsapp. He uses it for both personal and professional life. He regularly visits Google app for his official work and to gain knowledge. While away from home for him internet is a good media of communication, reading and knowledge sharing. He has given an example of Pubg, one type of interesting online game which makes many players to stay connected with the game for more and more times. As a result, the young generation sometimes deviates from their studies, career path and life goals. Mr. Palai uses Prime video, Amazon Hotstar and YouTube to watch movies, news and web series. He rarely plays videogame, as it is the way of refreshment. According to him, if internet is used for productive purposes, then it would be beneficial for all society. At the same time, now everybody can afford internet easily. Sometimes it is not used for qualitative purpose. During COVID period he consumes more data than other days as he has to work-from-home. Internet helps him in both official work and entertainment. [Ref. #23, Dt.29.7.20, Cuttack]

2.24 CASE-24

Barsha Kanungo, 24 years old, a student of MBA has been using internet since 9 years back and social media 8 years back. She is the regular user of Whatsapp, but she has also accounts on Facebook, Twitter and Instagram. Ms. Kanungo has faced few indecent comments from Facebook site initially by uploading photos and from that incident, she does not accept friend request from strangers. According to her Gmail is the best way to communicate message or documents instantly with security. She uses Google search for her studies, project work, assignment, new things and new topics. Ms. Barsha uses YouTube to watch videos related to education, motivation and music. For her YouTube makes a person self-guide and helps in doing by watching. It is helpful for her banking preparation entrance, study of statistics, decision science and other papers. She uses shopping apps like: Amazon, Flipkart, Jabong and Mantra. Ms. Kanungo uses video call to communicate with her relatives away from her and few times she prefers video conference among friend circle. She consumes 1.5 GB data if she goes for high definition videos and HD videos. According to her during COVID period internet plays very vital role as it helps to run the life of people without outdoor movement. [Ref. #24, Dt.29.7.20, Cuttack]

2.25 CASE-25

Srikant Parida, an employee in KSOM (KIIT) is using internet since 2015. He has account in Facebook and he loves to upload photos and regularly spends 15-30 minutes on Facebook. He is using internet for banking, gas booking, education of his daughter, and online shopping from Amazon. He has stated that med plus gives 20% discount on online booking of medicines. Mr. Parida has discussed an incident of an issue of misunderstanding in between father and his son in his village, Kendrapda (Odisha), due to spending excess time



on internet by the son. The son was so sensitive he put his life into risk because his father advised him not to spend more time on Facebook. Mr. Parida suggests people to use internet for productive purposes rather than waste time. [Ref. #25, Dt.29.7.20, Bhubaneswar]

2.26 CASE-26

Biswajeet Sahoo, 31 years old, working as a software engineer in Tata Communication Limited (TCL, dealing with network connection in organizations), Chennai is using internet since 2007. He has opened his account in both Yahoo and Gmail in 2007 and he does not use Facebook. Mr. Sahoo states that internet has a positive impact on him regarding to his studies, recruitment, professional and personal life. He has joined online tutorial sections like, Tutorial point, Link zone, Udem.com, Java-Code and many others, for his learning and to remain competitive. He has also done online registration for his recruitment in different Job portals like, Naukri.com, Monster.com etc. which helped him for his effective placement. Similarly, in his professional life he uses internet as a better guide to learn new technologies and information. When away from home Mr. Sahoo connects with family members, relatives and friends by using Skype, IMO, and Whatsapp. He prefers YouTube, Amazon prime video, Netflix to watch Web series, National geographic channel, Discovery channel and movies. He considers online game as a media of refreshment. Mr. Sahoo has talked about both use and misuse of internet. He has given an example of online game like, Blue-whale, which is installed by the player by giving complete details of his/ her family members and there is step-by-step instructions which the player has to perform and complete. Initially easy tasks are given and gradually life risk activities like, suicide, jumping down from top of the building, harassment etc. are given to the players. Similarly, in his circle he finds many youngsters are giving priority to virtual world, playing online and connected with different social medias to pass their time and away from their real circle. As a result, they sometimes deviate from their career goal, life goal and achievements. Mr. Sahoo also gives positive aspects related to internet as it helps in studies, builds career and future of many people and the works, done manually. Now, these can be done smoothly with digital technology. Especially in COVID period he is more connected with internet for work-from-home and other activities like: online banking, e-shopping, paying online electricity bill, telephone bill, tax etc. Mr Sahoo considers internet as a blessing especially during COVID period to run the world with maintaining social distancing. He advised that persons using internet should be more concern for its impact, which affects them both positively and negatively. They should focus on real world and activities first and use internet as a helping hand to make the life ease and smooth. [Ref. #26, Dt.30.7.20, Cuttack].

2.27 CASE-27

Ram Narsinham Puvvaada, 41 years, a software engineer, left USA to join his family business has been using internet since 2001. He has opened his first account on social media through Facebook in 2007. For personal use he has social media accounts on Facebook, Instagram, Twitter and Instagram and he uses LinkedIn for professional work. This case is little bit different from previous one as Ram is not more active in social media even he was away from home and established in USA. He uses internet based on requirement like online booking of tickets, bill payment, paying tax, transfer and payment of money, online shopping etc. He states that more and more activities of our day-to-day life run smoothly with the help of internet. Ram visits websites for news, interested topics, articles and summaries. He also states that it is very useful as the user can get the chance of preference based on selected categories like, political news, topic related to technology, economic aspects etc. Sometimes while chatting with clients and friends through Whatsapp, he deviates from his regular time schedule. He watches interested videos, which are suggestive and lesson oriented by YouTube and Whatsapp during his tours and free time. Ram has given few examples of misutilization or overutilization of social media. An employee of his organization who came from a poor family, but laborious, about 19 years was reading science in Stewart College. He had gone psychologically imbalance by using social media for most of the prime time and did not come to part time job, did not listen to his parents' advice and left his study. Similarly, Mr. Ram has also seen persons use social media for their entertainment purpose even in working hours. He shares his live experience of employees working in his organization connected with online activities like: chatting, gossiping, watching videos etc. even though the customers are waiting and asking for products. According to him, as the internet is now available at a cheaper rate, sometimes it is not used in a productive purposes. [Ref. #27, Dt.31.7.20, Cuttack].

2.28 CASE-28

Krupasindhu Patra, 45 years, an employee of e-governance has been using internet since 20 years back. He has Facebook account for the last 10 years and he is active on Whatsapp since 2015. He doesn't accept friend request from strangers. He uses Gmail for both official and personal correspondence. For online banking transactions, he uses Phone pay, he does online shopping through Flipkart, Amazon, and Myntra based on



requirement. In leisure time Mr. Patra loves to listen music and classical movies through YouTube. He also uses both YouTube and Google for the project work of his son who likes to play online games just for his amusement. By watching inspirational videos or videos having strong message for society he shares those with his family members and friends. He has shared an incident of a child, 5 years old who is highly involved with mobile online games. The child becomes violent when his parents take away the phone. Mr. Patra has also given the example of teen agers who are completely emerged with social media and they ignore their studies, career and family. He also suggested that as internet is the need of all, it should be used in the productive purposes. Parents should keep watch on their children after giving them smart phone to be connected with social media. According to him social media helps for easy connection of family, friends and relatives and smooth mode of communication of official and personal messages. It makes people aware of incidents and remain them update. At the same time, Mr. Patra states that excess use of social media for chatting and playing by teenagers is one of the cause of poor academic performance. He also suggests that there should be scope of outdoor games which would be helpful for the youngsters to enjoy the play and remain fit. According to him the youngsters are more technological sound than the previous generation, but the excess use of technology sometimes make harm to them. During COVID period he uses internet as usual manner. [Ref. #28, Dt.31.7.20, Cuttack].

2.29 CASE-29

Bignesh Prasad Sahoo, 23 years old, an MBA student has been using internet and social media since 2011. To communicate with friends he uses Whatsapp and Facebook. He also uses Twitter, and Telegram. He has given an instance of misunderstanding between friends and quarrel among them for facing comments by uploading photos on Facebook. For this reason he doesn't accept friend requests from strangers. Mr. Sahoo regularly reads online newspapers and for his studies and projects he uses Google and YouTube. In leisure time, he watches comedy, educational, technological and space research related videos through YouTube and Amazon Prime. He has given example of his friends like: Alok, Bunty and many others who love to play online game like, Pubg for most of the times, but it does not affect their studies. They also focus on their career goal. He has also experience of teenagers who spend most of the time on online games with chatting and neglecting their studies. Similarly, he has also seen few friends who are more active in Facebook and do not focus to their parents and friends of real world. They are irritated and depressed if they do not get access internet. Mr. Sahoo also states that when he was a teen he was associated with social media most of the times, but gradually this tendency has reduced and converted into searching for gaining knowledge and utilizing in productive manner. He feels happy when he does online shopping for his parents or he makes e-payment on behalf of them, which is a very useful feature of internet. He also suggests that both children and parents should be aware of the necessity of internet and its issues. During COVID period Mr. Sahoo consumes 2GB data as compared to 1 GB earlier. He also shares that the use of internet has increased like anything as people are locked at homes. According to him internet plays very vital role in lockdown and shutdown period as it helps in work-from-home, online lectures, internship, seminar, shopping, banking and a source of refreshment. [Ref. #29, Dt.31.7.20, Cuttack].

2.30 CASE-30

Arun Patra (40 years, Male), a financial adviser as well as a former banker, is using internet for his research and professional work. He is very active in social media and over nights he uses to debate through Whatsapp. He has given the example of his wife as she is very active in Facebook and chatting. He has also given the example of his elder son, Aman Patra who is more active in social media as well as a topper in his studies. Mr. Patra has also given the example of a brilliant student who has spoiled his studies by wasting time by playing online videogame. At this point he considers social media as an abuse. He also states about digital escapism which depends on parental concerns and guidance. It is good to a particular extent, but in long period it may hamper studies of students. His younger son with the help of social media has written a story book of 30 pages which has been marketed. According to him, parents should be friends and open communication should be there in between parents and children. As a result, children can share happenings with parents without hesitation and love to spend time with them rather than the virtual world. [Ref. #30, Dt.15.6.20, Bhubaneswar]

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APPENDIX

Case-respondents' list: [All places are located in eastern part of India.]

1. Arati Mishra, local private company employee, aged 25, [21-07-2020 Bhubaneswar]
2. Ms Monalisa Mahapatra (26), Postgraduate student [23-07-2020 Puri, Odisha]
3. Ashish Kumar Pradhan, employee of HDFC ERGO, aged 26 [23-07-2020, Puri]
4. Lohit Kumar Das, MPhil student, aged 26 [27-07-2020 Baripada]
5. Tapaswini Priyadarshini, Postgraduate student, 28 years [27-07-2020, Bhubaneswar]
6. Tapan Sahoo, Postgraduate student, 25 years, (27-04-2020)
7. Prasant Kumar Behera, IT Company employee, 24 years, [27-04-2020 Bhubaneswar]
8. Prasad Saam, a social worker 27 years [29-07-2020].
9. Bikash Kumar Chhetri, a postgraduate student, 24 years [30-07-2020 Bhubaneswar]
10. Pankaj Kumar Pujari, student from MPhil, 24 years [30-07-2020 Koraput]
11. Dipteemayee Nayak, Postgraduate student, 23 years (30-07-2020 Bhubaneswar)
12. Sangeeta Das, postgraduate student, 23 years [30-07-2020, Bhubaneswar]
13. Chinmayee Sahu, ex-worker of Jenpact Pvt Ltd [29.7.20, Bhubaneswar]
14. Alaka Rout is a homemaker, aged 34, [29.7.20, Bhubaneswar]
15. Anita Patra, employee of KIIT University [29.7.20, Bhubaneswar]
16. Jyotirmayee Rout, Graduate, 21 years, [01, Dt.26.7.20, Cuttack]
17. Ms. Puja Nahak, student of +2 Arts, 17 years old, [02, Dt.26.7.20, Cuttack]
18. Manisha Rout, 16 years, matriculate, [Dt.03, Dt.26.7.20, Cuttack]
19. Ms Lipina Barik, MBA student, 22 years [26.7.20, Cuttack]
20. Subhakanta Behera, employee of Google Mart [28.7.20, Bhubaneswar]
21. Ansuman Sar, Govt. employee [28.7.20, Bhubaneswar]
22. Mr. Saikat Chakrabarti, Lecturer & PhD scholar [28.7.20, KIIT/ Calcutta]
23. Debabrata Palai, 31 years old, software engineer [29.7.20, at Cuttack]
24. Barsha Kanungo, 24 years old, MBA [29.7.20, Cuttack]
25. Srikant Parida, employee of KIIT [29.7.20, Bhubaneswar]
26. Biswajeet Sahoo, 31 years old, software engineer [30.7.20, Cuttack].
27. Ram Narsinham Puvvaada, 41 years, a software engineer, [31.7.20, Cuttack].
28. Krupasindhu Patra, 45 years, employee of e-governance [31.7.20, Cuttack].
29. Bignesh Prasad Sahoo, 23 years old, an MBA student [31.7.20, Cuttack].
30. Arun Patra (40 years, Male), [15.6.20, Bhubaneswar].

