CHAPTER - 7

CASE STUDIES

A case study is an intensive study of a social unit which may be an individual, an institution, a system, a community, an organization, or even the entire culture. Through the case study are able to explore maximum possible aspects of a unit.

Eight case studies have attempted. These have been done in order to understand socio-economic background, social attitudes and impact of global media on social attitudes. Eight case studies have been selected out of 200 respondents in four girls' colleges. All case studies have been selected on the basis of their varying socio-economic background, social attitudes in seven different orientations and impact of global media on their social attitudes. The case studies are based on quasi participation observation. The field work in four girls' colleges have been done in 2008-2009.

Case – I

Ego is Jyoti Kaushik. She is 23 years old. She lives in Meerut city. She is doing M.A. final in psychology from R.G. College, Meerut. Her caste is Bhramin. She is unmarried. Her father’s education is M.A., L.L.B. and at present he is a revenue incharge in some local body. His monthly income is 8000/- rupees. Her mother’s education is Intermediate
and she is a housewife. Ego has two brothers and two sisters. The age of
one elder brother is 36 years and he is a Medical Trancptionist and he
lives separately in an other city. The age of another elder brother is 34
years and he is a lecturer. Her sister is 32 years old and she is married.
Her another sister is 30 years old. She is also married. She belongs to
nuclear family. There are four members in her family, so her family size
is small. Total family income is 28,000, rupees per month so she belongs
to respectable middle class according to local students.

She is religious and participates in religious ceremonies like-
Ramanavmi, Diwali Pujan, Shivaratri etc. She follows all religions but
she is against inter religious marriage. She has knowledge in religious
document. She believes in rebirth theory. She believes in sometimes
superstitions but not always.

She believes in science. She says that science is most important in
present era. So religion and science both are important for her.

She is in favour for success in life depends on ability of an
individual. She is against scholarship based on caste and sex. She
participates time to time in debate competition for personality
development. She feels nervousness when doing some responsible work.

She prefers achieved status than ascribed one. She wants to be well
qualified and self dependent after higher education. Her view about
higher education is that, "Higher education plays significant role in the
process of formation of attitudes and bringing changes in the society."
Higher education promotes and build the career of individuals”. She wants to join fashion designing profession but she is not ready for going out of Meerut.

She believes in equality of castes and both sexes. She is against reservation policy for S.C. and OBCs. She is in favour of help of those people who are economically weak. So her attitude appears to be egalitarian.

She utilizes her leisure hours in watching T.V. and reading newspaper and magazines. She prefers to listen Hindi songs and current news. She reads Hindi (local) and English (national) newspapers. She goes to movies with her friends or sisters. She attends social and religious meetings but not political. She believes in social relations with whom she comes in contact in her family. Foundation of social relations is trust for her. Her relations with the classmates and family members are very good. She is ready for adjustment with her relations.

She wants freedom in every field of life. She is free in decision making about voting. She gives the vote by her own will. She does not participate in students union activities but is in favour of voting. She will select her life partner by the will of her as well as family members specially her father will. She is not against intercaste marriage but she prefer arranged marriage. She has no problem in friendship with the boys.

She knows about global media. In global media, she includes T.V. Radio, News paper, Internet. She states that global media is a powerful,
informative, socializing and motivating force. She is internet user and also affected by news. She accepts that global media promotes the feelings of universal brotherhood and also motivates for opposing social evils of her.

**This case study suggests**

1. Respondent belongs to general caste.
2. She belongs to a middle class family.
3. She is secular.
4. She is against interreligious marriage.
5. She prefers achieved status than ascribed status.
6. She wants to be self dependent.
7. She believes in equality of castes and both sexes.
8. Her attitude is egalitarian.
9. Her outlook is affected by global media.

**Case – II**

Ego is Nupoor Jain. She is 20 years old. She is doing M.Com. first year from Kanohar Lal Snatakottar Mahila Mahavidyalaya, Meerut. She lives in Meerut city. She belongs to Jain religion. She is unmarried. Her father’s education is B.A. and he is a shopkeeper. Her mother’s education is High School and she is a housewife. Her family income is about
10,000 rupees per month. She belongs to middle class family. She has two elder and one younger sister and one younger brother. The age of her elder sister is 28 years and is married. The age of her another elder sister is 24 years and is doing M.Sc. final year. The age of her younger sister is 18 years and is doing B.Com. II year. Her brother is 8 years old and he is in third standard. She belongs to nuclear family. There are total seven members in her family. The size of her family is medium.

She knows about religious doctrines. She is afraid of God so she accepts that her behaviour is sometimes controlled by religion but not always. She participates in religious ceremonies but does not organize religious ceremony when starting an economic enterprise. She is in favour of interreligious marriage. She understands importance of all religions. She is against rebirth theory.

She believes in science. She is not superstitious. According to her, “the present age is the age of science. Science is becoming more and more important because accumulation of scientific knowledge is necessary for the proper development of society”

She is against reservation policy. Capability is important for her. She accepts that scholarship and service both should be based on capability.

She accepts that education as a source of some degree for economic and social independence and is necessary for girls to establish the equality of both sexes. She agrees that both sexes are equal. She is
against discrimination on the basis of ascriptive features such as sex, birth etc. She says that caste system is not necessary. So she is not against inter-caste marriage. Her parents give equal rights to both their son and daughter. Male and female both are equal for her. So she feels male candidates should also contribute in household work.

She reads newspaper regularly. She accepts that television is a relatively more effective medium for persuasive appeal. She is more likely to be influenced by advertisements. She sometimes participates in social, political and religious activities.

She is independent in various fields. She has given vote in election of Mayor by her own will. She will select her life partner by her own will as well as her parents' will. Family and career both are important for her. She belongs to nuclear family but she approves of joint family, and the thought of kinship obligations is an inexorable aspect of life.

She knows about global media. She considers that her knowledge is increasing through global media. She accepts that global media motivates for opposing social evils and also promotes the feelings of universal brotherhood. So her attitude is affected through global media.

**This case study suggests**

1. Respondent belongs to Jain religion.

2. She belongs to general caste.
3. She belongs to middle class family.

4. She believes in all religions.

5. She is in favour of interreligious marriage.

6. Her views are scientific.

7. She is against discrimination on the basis of ascriptive features such as sex, birth etc.

8. She sometimes participates in social, political and religious activities.

9. She wants to be independent in various fields.

10. She believes in Indian tradition and culture.

11. Global media has been contributed about formation of her attitude.

Case – III

The ego is Vibhooti Ratnam. She is 23 years old. She is doing M.A. final in sociology from Shahid Mangal Pandey Government (P.G.) College, Meerut. She lives in Meerut city. She belongs to Tyagi caste. She is unmarried. Her father’s education is B.A., L.L.B. and he is a lawyer. Her father has been entitled as ‘Ratnam’ by Arya Samaj Community. Her mother’s education is M.A., B.Ed. and is a lecturer in an inter college. Ego has two sisters and one brother. Her elder sister is 28 years old and is a lecturer in degree college in Amroha. The age of
another elder sister is 26 years and is doing Ph.D. from Delhi University. Her brother is 24 years old and is doing M.Phil. in Chemistry from Delhi University. Total family income is 45,000 rupees per month, so she belongs to upper class. She belongs to nuclear family, there are six members in her family. The size of her family is medium.

She believes in supernatural power and worships of abstract form of God. She belongs to Arya Samaj Community and Arya Samaj Community accepts abstract form of God. Her father is head of Arya Samaj Community. Her attitude is effected by family environment. She celebrates every festival with her family. She believes in unity of all religions.

She does not believe in any superstition. She believes in science so she is against rebirth theory. Her attitude is liberal and scientific.

According to her, “Caste is not necessary. Scholarship should not be based on caste. Scholarship should be based on economic conditions of a person. She does not want help from relatives in her work. She participates in extra-curricular activities like debate, essay competition and music competition. These competitions are helpful in increasing her knowledge.

She states that education is an agency which affected her life. She wants to use her education. She is aware of her career. She wants to be self dependent. She thinks that success depends on hard work and not on
luck. She knows about family responsibilities. So career and family both are important to her.

She accepts that male candidates should sometimes contribute in household work. She is against caste and sex wise discriminations. She is in favour of co-education. She does not want rights in her father's property. She says that there is no relation between caste and occupation, occupational and educational opportunities should be given to every person without any discrimination.

She reads newspaper regularly. She prefers Hindi and English newspapers as well as different magazines like Sarita, Grahakshmi, Aajkal etc. She has current knowledge of the world. She has basic knowledge about her country. She critically examines government policies which are made for solving the problems.

She is interested in politics and is aware about her political rights. She has given the vote in elections by her own will. She prefers inter caste marriage but she will select her life partner by the will of parents. She accepts divorce is better than unhappy married life. She is very social and liberal. She belongs to nuclear family but prefers joint family because she can share her feelings, emotions and problems in joint family.

She knows about global media. Global media is a medium which affects her attitudes. She says that global media like T.V., newspapers, internet are helpful in increasing knowledge and change of attitudes. She is watching television regularly for enjoyment and for the development of
knowledge. She knows about computer programmes and internet but does not use it frequently. She goes to social and religious meetings but do not watch movies in cinema halls with her friends. She likes watching movies at home.

This case study suggests:

1. Respondent belongs to general caste.
2. She belongs to a well to do class family.
3. She believes in equality and unity of all religions.
4. She believes in science.
5. Her attitude is scientific.
6. She has universalistic orientation.
7. She believes in hard work and not in luck for success.
8. She is interested in politics and is aware about her political rights.
9. Her attitude is affected by global media.

Case – IV

Ego is Misbah. She is 21 years old. She is doing M.A. first year in Sociology from I.N. P.G. College, Meerut. She belongs to Muslim religion. She lives in Meerut city. She is unmarried. Her father’s education is M.Com. and is a businessmen. He is involved in transport business. Her mother’s education is B.Sc. and she is a housewife. Ego has
four brothers and one sister. Her elder brother is 28 years old. The age of
another elder brother is 26 years old, and both of them are engaged in his
father’s business. Her brother is 24 years old and is doing Engineering.
Another elder brother is 22 years old and is also doing Engineering. Her
younger sister is 20 years old and is doing B.Com. III from I.N.P.G.
College, Meerut. Her family income is Rs. 20,000/- per month
approximately. She belongs to middle class. She belongs to a nuclear
family. There are eight members in her family, so her family size is
medium.

She has liberal attitude. She believes in Allah and follows Muslim
customs. She believes in equality of all religions. She accepts that all
religions are equal but she has faith in own religion and customs. She
accepts that her behaviour is sometimes but not always controlled by
religion in family, education and all fields. She is not against
interreligious marriage. If her parents agree she would prefer
interreligious or inter caste marriage also.

She believes in science. Science is most important and necessary
for the development of a country. She believes in superstitions and
horoscope for success but not always. She accepts that religion and
science both are important.

She participates in extra-curricular activities like debate and essay
competitions. Her confidence is developed through extra curricular
activities. She says that debate competitions have developed her
personality and help to improve stage performance. She has participated in college elections. At present time, she is secretary of the student union. She works for students' welfare. She understands problems of students and also makes efforts for solving their problems. She wants to make a career in political field but after higher education. She is also preparing for civil exams. She has full support of her family for both civil and political fields. She is very conscious about her career. She believes in achieved status than ascribed status. She accepts that success depends on hard work and not only on luck.

She is against reservation policy. She wants to help those students who are facing financial and physical problems.

She does not accept discrimination about sex and caste. She agrees that both sexes are necessary for society. She accepts that there should be help in household work by male candidate. She is against father's property rights for daughter. She believes in equality of various castes, so she is not against inter-caste marriage. She is in favour of co-education system.

She reads newspaper regularly. She prefers national newspaper and magazines also. She has reading habit which promotes increasing knowledge and development of self confidence in her. She is watching T.V. regularly for something new and special learning. She prefers Discovery channel and also movies channels. She is internet user. She always use internet for communication and knowledge.
She goes to public meetings like religious, social and political. She joins birthday party and marriage party and also those meetings which are related to college election. She participates in different college meetings which are organized by student union for student welfare. She has given the vote in municipal corporation election with self decision. She does not feel any pressure for taking a decision. But in the matter of selection of her life partner, she will prefer will of parents with her own will. She has no problem in having friendship with boys. Although she belongs to nuclear family she prefers joint family system.

She knows about global media. Her knowledge is increased through global media. She says that global media promotes the feelings of universal brotherhood and motivates for opposing social evils. Her attitude is affected by global media. She says that global media plays an important role in the change of attitude and bringing changes in the society.

This case study suggests:

1. She belongs to Muslim religion.

2. She belongs to a middle class family.

3. Her family members are well educated.

4. She has no secular and scientific attitudes.

5. She is Secretary of student union and works for students welfare, so she has universalistic attitude.
6. She is against about sex and caste discrimination.

7. Her attitude is affected by global media.

**Case – V**

Ego is Renu Rani. She is 21 years old. She is doing M.Sc. first year in Botany from R.G. College, Meerut. She belongs to Hindu religion and is of Scheduled caste. She lives in Rithani village of Meerut city. She is unmarried. Her father’s education is B.A. and I.T.I. diploma and is doing government job in 510 Army work shop and the income of this family is Rs. 8000/- per month. She belongs to lower class. Her mother’s education is High School and is a house wife. Ego has two brothers and one sister. Her elder brother is 25 years old and doing M.C.A. The age of her younger brother is 19 years and doing B.Com. II year from Meerut College, Meerut. Her younger sister is 17 years old and doing Intermediate from R.G. Inter College, Meerut. She belongs to nuclear family. There are total 6 members in her family. So her family size is medium.

She is religious and believes in God. She participates in religious ceremonies. She accepts that her behaviour is sometimes not always controlled by religion in fields of education and family. All religions are important and equal for her. She does not believe in rebirth theory. She is not in favour of inter-religious and intercaste marriages.
She does not believe in superstitions like crossing the way by a black cat, a sneeze at the beginning of a journey etc. She is not dependent on stars for success. She is starting an economic enterprise with religious ceremony. According to her, “science is most important for the fulfillment of needs of society”. So religion and science both are important for her.

She accepts that scholarship should be based on capability and economic condition of student and also on capability for service. She has participated in debate and cultural programmes, like dance competition and also college election activities only for voting.

Higher education is very important in her life. She accepts that education plays an important role in the process of formation of attitude. Education is a factor which influences to shape the attitudes and behaviour patterns of her. She wants to be self dependent. Ascribed status is important for her. Family and career both are important for her. She accepts that success is achieved through hard work. She supports the idea of economic independence for her perhaps because of the economic pressure of the present day in society. She agrees that the family responsibilities should be jointly shared by both men and women. The main purpose of higher education is self dependency for her. She prefers teaching line because she accepts that teaching is a safe profession for girls.
She is against inequality of caste and sex. She states that all castes and both the sexes are equal. She agrees for the contribution of male candidate in household work. She does not want rights in her father's property. She prefers co-education because college premises offer an opportunity to boys and girls to mix freely with each other and develop friendship which is but natural.

She has political knowledge. She knows about central level political party and state level political party. She is aware about her political rights. She has given the vote in election of municipal corporation by her own will. She will choose her life partner by her own will as well as by her parents will. She is not in favour of inter religious and inter caste marriages but she is not against it. She is in favour of friendship with the boys in some situations.

She knows about global media. She expressed that her attitude is developed not only through education but through global media also. According to her, attitude is developed through experiences in interpersonal relations, in group situations and from newspapers, books, posters, radio and television etc. So global media is playing an important role in changing and formation of attitude.

This case study suggests

1. She belongs to scheduled caste.
2. She belongs to middle class family.
3. She is secular.
4. Her attitude is scientific.
5. Career establishment is primary aim of her life.
6. Her interest is in politics.
7. Ascribed status is important for her, so she has not achievement orientation.
8. She knows about role of education in formation of attitude.
9. Family and career both are important for her.

Case – VI

Ego is Soniya Rani. She is 22 years old. She lives in Meerut city. She is doing M.Sc. final in Chemistry form R.G. College Meerut. She belongs to Scheduled caste. She is unmarried. Her Father's education is M.A., B.Ed. and at present he is a lecturer in an Intermediate college in Mawana. The salary of her father’s is Rs. 30,000/- per month. Her mother’s education is B.A. and she is housewife. Ego belongs to upper class family. She has one brother and one sister. The age of younger brother is 16 years and he is studying in class 11th from G.I.C., Meerut. Her sister is 21 years and she is studying in M.Sc. first year in R.G. College, Meerut. There are total five members in her family. She belongs to nuclear family. Her family size is medium.
She expressed her belief in ‘God’ and said that she often visited temples. Religious ceremonies and rituals are very important in her life. She believes in prayers and has faith in God. She thinks even without believing in any religion one can be good, but she is not superstitious, her views are scientific. She has more secular and liberal ideas. She says that scriptures are man-made and should be modified according to the changing needs of the society. She does not believe in rebirth theory. She agrees that science is necessary in her life. So religion and science both are important in her life.

She has participated in cultural programmes with which her personality developed, stage performance also improved. She is in favour of different kinds of job assignments. She wants to use her higher education, so she wants to be self dependent. She will prefer teaching line after higher education. She accepts that education has brought gradual change in her attitude. Attitude formation depends on education as well as on global media. She is aware and conscious about her career by education as well as global media. She also understands family responsibilities. Family and job both are important for her. She belongs to nuclear family but support joint family system. Her views about joint family system are that joint family gives the training to individual for adjustment in every situations, and helps in decision making, increasing self confidence and helps in solving any problem.
She believes in the equality of all and does not accept the views that one can claim superiority on the basis of a higher caste. She does not accept linking occupations with caste. She is in favour of economical help of poor person but does not accept caste based help. She recognizes the equality of both the sexes in the matter of household work and that of divorce. She accepts that male candidate should also contribute in household work. She prefers divorce in case of unhappy married life.

She has knowledge about global media. She reads local and national newspaper regularly and watching television for both enjoyment and knowledge. She goes malls for watching movies and shopping. She accepts that newspaper, television, internet and different types of malls etc. bring change in individuals life.

She is against inter-caste marriage and accepts arranged marriage. She agrees that a girl should not marry before puberty, education is most important for every body, so, girls should be provided education. She will select her life partner by her own will as well as her parents' will. She is aware about her political right. She has participated in college election as a candidate in her college. She has also participated in election meetings organized by different student unions. She has given the vote by her own will. But she has discussed with her parents and friends about deserving candidate in politics. She is also interested in government policies and plannings.
Her knowledge has been increased through global media. Global media promotes opposing social evils like dowry system, terrorism and communal riots.

This case study suggests

1. She belongs to lower caste.

2. She belongs to middle class.

3. She believes in God and religious ceremonies but she is not superstitious.

4. Her views are scientific.

5. She is aware about her career. She wants to be an independent girl.

6. She prefers joint family.

7. She does not believe superiority on the basis of caste and sex. So her attitude is egalitarian.

8. She is aware about her political rights.

9. She accepts global media promotes opposing social evils.

Case – VII

Ego is Sonika Agarwal. She is 21 years old. She lives in Meerut city. She is doing M.Com. first year from Kanohar Lal P.G. Mahila Mahavidyalaya, Meerut. She belongs to Baniya caste. She is unmarried. Her father’s education is Intermediate and he is a businessman. He is
involved in Marketing of Agriculture products. Her mother’s education is Intermediate and is a housewife. Ego has one sister and one brother. Her elder brother is 23 years old and is preparing for M.B.A. entrance examination. Her younger sister is 19 years old and is doing B.A. final from Kanohar Lal P.G. Mahila Mahavidyalaya, Meerut. She has two uncles and two aunties and five cousins. Her grandmother and grandfather are alive and are living with their family. Total family income is approximately 30,000/- per month. She belongs to middle class family. She belongs to a joint family. There are sixteen members in her family. Her family size is large.

She knows about importance of education. Education has affected her life. She says that formal education which is provided in schools and colleges promotes social interaction with which knowledge increases. She knows about religious ceremonies, festivals and believes in God. She considered all religions. She accepts equality of all religions. She thinks that her behaviour is sometimes controlled by religion. Her best friend is Muslim. She knows about Muslim culture. She takes tea and lunch with her Muslim friend. But she will not marry the person who does not belong to her caste and religion.

She believes in God but is not superstitious. She does not believe in rebirth theory. She says that science plays an important role in life. She considers science and religion both are important. She does not consider
horoscopes/stars important for success. She accepts hard work is necessary for success in life.

She wants to be self dependent. She prefers different kinds of job assignments related to multinational companies and banking system. She wants to use higher education for establishing her career. Family and career both are important for her, but family is first priority for her.

She does not agree with the discrimination of sex and caste. She has more friends who belong to different castes. She does not agree with the relationship between occupation and caste. She wants, that various opportunities should be given to deserving candidates, not only to upper castes or lower castes people. She accepts that caste is not necessary for success, so scholarship should not be based on caste.

She prefers co-education for development of knowledge. She has been interested in cultural programmes because cultural activities have contributed much in her personality development. She agrees that both sexes are equal. According to her, there should be various facilities, freedom and opportunities of job and education for the girls. But she is against the rights of property to girls in their father's property.

She reads English and Hindi newspapers regularly. She also reads magazines for increasing knowledge. She does not read only those books which are related to her courses. She likes Yojana, Sarita and Partiyogita Darpan. She has been watching T.V. regularly. Her interest is also in songs, news and discovery channels. She goes to watch movies with her
cousins and other family members but not with friends. She has basic knowledge of computer and uses internet. She says that television, newspaper, internet identifies the global media. According to her, global media is helpful in the development of knowledge, learning of new ideas and change of attitudes. She has political knowledge through global media. She is conscious about government policies and is aware of her political right. She wants to give her contribution in solving national problems. She thinks that if each person gives the vote to deserving candidate in elections, it can help in solving national problems. She takes self decision about voting.

She is free for friendship with the boys but she accepts that there should be limit in any relation. She is not against inter caste marriage but prefers marriage in her own caste and also with a self dependent one. She will select her life partner by the will of her as well as her parents.

**This case study suggests that:**

1. Respondent belongs to upper caste.
2. She belongs to middle class family.
3. She believes in Indian tradition and culture.
4. She believes in science more than religion.
5. She is conscious for her career.
6. She keeps track with current knowledge.
7. She is aware of her political rights.

8. Her knowledge has been increased by global media.

Case – VIII

Ego is Ekta Singh. She is 21 years old. She lives in Kalanjari village. She is doing M.A. first year in English from Shahid Mangal Pandey Government (P.G.) College, Meerut. Her caste is Jat. She is unmarried. Her father’s education is M.A. and he is engaged in agriculture occupation. He has 20 Bigha land in Kalanjari village. Her mother’s education is High School and she is a house wife. Ego has one uncle and auntie and four cousins. Her uncle is also engaged in agriculture occupation and auntie is a house wife. She has two brothers but not any sister. Her elder brother is engaged in private job and he lives in Panipat with her wife. Her younger brother is 19 years old and he is doing B.Com. second year from Meerut College, Meerut. Her grand father and grand mother live with her. She belongs to joint family. There are 12 members is her family so her family size is large. Her family income is 5000/- per month. She belongs to lower class family.

She is religious and she accepts that her behaviour is sometimes controlled by religion in all fields like family and education etc. She believes in unity of all religions. She says that all religions are equal. So she is secular.
She does not believe in any superstition. She believes in both religion and science. She says that “Religion and Science both are important”. She does not believe in stars for success in life.

Capability is important for her. She accepts that scholarship and service both should be based on capability. Her interest is in extracurricular activities. She is interested in debate and culture programmes.

She has equal rights as son in some situations. She is against reservation policies for OBC and S.C., S.T. She is against discrimination on the basis of sex and birth. She prefers co-education. So her attitude is egalitarian.

She wants to use her education. She wants to go in the field of teaching. Family and career both are important for her. She believes in hard work for success. She prefers achieved and ascribed both statuses.

She has taken decision about voting by her own will and parents will. She will choose her life partner by her parents' will. She is not in favour of inter caste marriage. She prefers friendship with the boys in particular situation. She prefers a joint family.

She reads newspaper and magazines daily and see. T.V. regularly for news and enjoyment. She participates in social, religious and political activities and also participates in student union activities but sometimes.

She has current knowledge about world through global media. She accepts that her knowledge has been increasing by global media. Global
media also promotes the feelings of universal brotherhood. Global media play effective role to change her attitude.

This case study suggests that:

1. Respondent belongs to other backward caste.
2. She belongs to lower class family.
3. She is religious.
4. She has scientific views.
5. She wants to be self dependent.
6. She does not neglect her family.
7. She does not want to go against her parents.
8. Her decision about voting and selection of life partner depends on her parents will.
9. She does not want to go against Indian society and culture.
10. She accepts to role of global media in attitude formation.

Findings of Case Studies:

The case studies suggest the following findings:

Socio-Economic Background of the Cases:

The case studies suggest that the respondents belong to arts, science and commerce faculties. They belong to all age groups – 19-20,