

Original Research Article

## Mobile Usage and its Impact on Interpersonal Relationships and Work Efficiency

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**Abstract:** In the contemporary world one can hardly find someone without a smartphone; where his/her fingers would be busy texting online with a person(s) on the other end. Social Networking Sites (SNS) are clearly becoming an effective, efficient, reliable and chosen form of communication. At present, the usage of SNSs has increased drastically which has an extensive influence on people in numerous ways, particularly on their interpersonal relationships. Smartphones have become increasingly popular for personal, professional and official use. This research investigates the impact of SNS on the interpersonal relationships of officers/employees/friends/neighbours and impact on work efficiency due to their increasing usage of smart phones. Smartphone usage at workplace, whether it for assistance or an interference to work and its implications on performance of employees.

**Keywords:** Mobile Usage, Interpersonal Relationships, Work Efficiency.

### INTRODUCTION

The smartphone technology which came into existence nearly two decades ago has caused drastic changes in the field of communication. Smartphones have been developing at a very rapid pace and are increasingly integrating into people's lives. The impacts of using smartphones at workplace may be positive or negative which may influence work productivity of any organization [1].

Social networking sites have gained tremendous popularity among people all over the globe. The use of SNSs has become a popular and an integral part of everyday communication of every human being. New developments in the technological world have made the internet an innovative way for individuals and families to communicate and stay in touch with each other. People use social network sites such as Facebook, Twitter, Snapchat and WhatsApp to create and sustain relationships with others. SNSs also help people to develop their friendship and even find new friends. People use SNS to communicate with family, friends, and even strangers. Today people are using the internet mostly to interact on social media, they chat, message, share photos, videos and stay in touch with friends and relatives worldwide. SNSs allow users to share their ideas, pictures, posts, activities, events, and interests with people in their network and also publicly [2].

### LITERATURE REVIEW

Communication is a process in which participants create and share information with each other in order to reach a mutual understanding. Due to technological advances in the era and increased use of the Internet in recent years have led to a communication revolution. This communication revolution has changed the way people communicate with each other [3].

Smartphones have helped employers as well as employees to improve relationships with each other [4]. Smartphone enables employees to organise their work, manage their work. It also gives them more opportunity to be creative and efficient in scheduling their work and meetings. At the same time, it also gives an opportunity to

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individualise work and provide physical freedom of movement in work [1]. Using Smartphones at workplace can be valuable as they strengthen the relationship between superiors and subordinates. It also improves knowledge-sharing among them. Moreover, these factors increase employee job satisfaction, which leads to better efficiency and more productivity in the workplace [5].

Smartphones in the workplaces also have some negative impacts like lowering productivity, disconnecting people from reality and increasing stress. It may distract employees to engage in non-work purposes and may engage them in unproductive and unethical activities such as online shopping, news, music, chatting and games while at work. Smartphone usage distracts employees from information at meetings, and also annoys others [6].

Winston Churchill said that “A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty”. This quote suggests looking at the positive sides of smartphones that can potentially benefit companies. Smartphone is a high potential device that connects people together through the medium of internet. CEOs or Managers should take this as an opportunity to turn their employees’ Smartphones into engagement tools [7].

With the integration of Smartphone and social network applications, people can share their information and knowledge easily. Internal social networks have experienced a rise in popularity, offering employees and managers a knowledge-share opportunity and a virtual collaboration platform. One of the most effective, reliable and popular tools for knowledge sharing is Cloud computing. The combination of Smartphone and the Cloud computing has a potential to expand knowledge faster and better because Smartphone users can connect and access information anytime and anywhere, which open up many opportunities for them to learn more. If corporate leaders manage it properly, it will be a good chance for their business to grow potentially. Business leaders should use the Smartphone advantage by integrating Smartphone usage with workflow in order to increase the level of work efficiency which will increase the productivity and businesses will flourish.

Social media has shown significant growth as the most preferred medium of communication. The benefits offered by this media, is instant contact anywhere in the world with easy accessibility. Messages can be shared and spread farther and faster than ever. As communication become faster the world seems to shrink.

One of the biggest positive changes due to social media networks is in the way that we interact, the number of people that we can interact with. With the advent of SNS, people are now able to interact with thousands of people all over the world – this is the reason why there are people who have thousands of Facebook friends or tens of thousands of Instagram followers. Without SNS, this would be never be possible. SNS allow us the opportunity to share opinions with a wider audience. Before social media, we were extremely limited in our means to interact with others to the people that we knew in-person [8].

Social media has also changed the way that we interact. This has led to loss of or social skills. Some people are completely incapable of carrying on a normal conversation or interacting with people in person because of the dependency of social media. This has also led to avoidance of face-to-face communication (Subramanian, 2017). The mobile phone has created a social situation whereby people are getting used to avoidance of person-to-person communication by switching over to mobile. The present day lifestyle and lack of time have made the usage of mobile phones more useful for social contact [9].

Loss of privacy is also an emerging concern. Since massive information is spread through social media at a click, there is no room for privacy – everybody knows everything about the other person which is a dangerous situation which can lead to herd mentality and the individual may lose his discretion [10].

## RESEARCH OBJECTIVES

The objectives of the research are to:

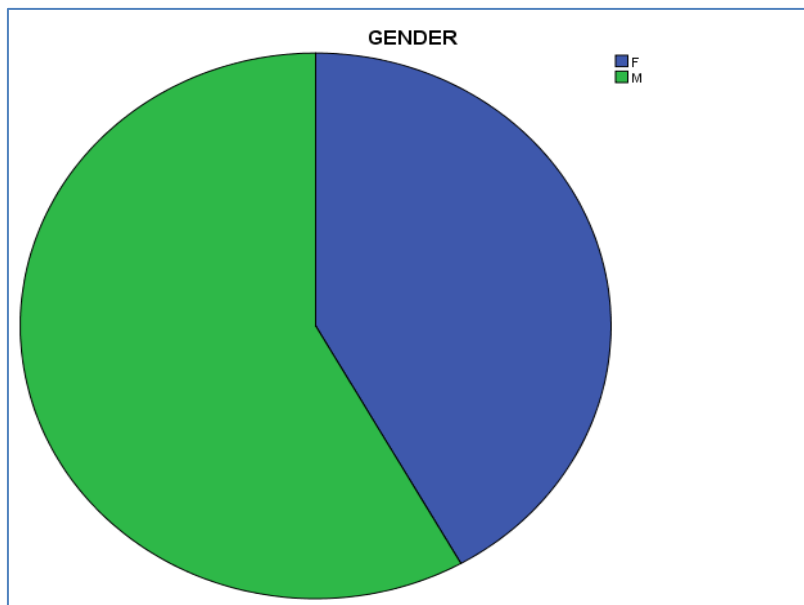
- i. Study the relationship between the age of the respondents and the most preferred SNS used by them.
- ii. Study the relationship between the educational qualifications of the respondents and the importance of SNS in their academic work.
- iii. Study the relationship between the age of the respondents and their purpose of choosing SNS for maintaining interpersonal relationships.
- iv. Study the relationship between the type of mobile connection that respondents possess and its effects on interpersonal relationships among colleagues.
- v. Study the relationship between the time spent by males and females on SNS per day and their purpose of using SNS.

## DATA AND ITS SOURCES AND METHODOLOGY

Individuals were the unit of analysis. Convenience sampling has been used as the sampling method and the data was collected from the region of Delhi NCR.

**Table-1: Gender**

		Frequency	Percent (%)
<b>Valid</b>	F	23	41.8
	M	32	58.2
	Total	55	100.0



**Table-2: Descriptive Statistics of Age**

	N	Minimum	Maximum	Mean	Std. Deviation
<b>AGE</b>	55	20	57	31.07	9.518

The sample size for this research was 55. Out of these 41.8% were females and 58.2% males. On the other hand, responses were collected from respondents aging between 20-57 years of age.

For the purpose of this research a structured questionnaire was designed and responses were collected using Google Forms.

## DATA ANALYSIS AND INTERPRETATIONS

H<sub>0</sub>: There is no significant relationship between age of the respondent and the most preferred SNS used by them

**Table-3: Case Processing Summary**

	<b>MOST PREFERRED SNS</b>	<b>Cases</b>					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent
<b>AGE</b>	ANY OTHER	19	100.0%	0	.0%	19	100.0%
	FACEBOOK	10	100.0%	0	.0%	10	100.0%
	WHATSAPP	26	100.0%	0	.0%	26	100.0%

**Table-4: Descriptives**

		<b>MOST PREFERRED SNS</b>		<b>Statistic</b>	<b>Std. Error</b>
<b>AGE</b>	<b>ANY OTHER</b>	Mean		23.37	.568
		95% Confidence Interval for Mean	Lower Bound	22.17	
			Upper Bound	24.56	
		Median		23.00	
		Variance		6.135	
		Std. Deviation		2.477	
		Minimum		20	
		Maximum		30	
		Skewness		.899	.524
	Kurtosis		1.398	1.014	
	<b>FACEBOOK</b>	Mean		31.60	2.130
		95% Confidence Interval for Mean	Lower Bound	26.78	
			Upper Bound	36.42	
		Median		31.00	
		Variance		45.378	
		Std. Deviation		6.736	
		Minimum		24	
		Maximum		45	
		Skewness		.903	.687
	Kurtosis		.383	1.334	
	<b>WHATSAPP</b>	Mean		36.50	1.952
		95% Confidence Interval for Mean	Lower Bound	32.48	
			Upper Bound	40.52	
		Median		34.00	
		Variance		99.060	
		Std. Deviation		9.953	
		Minimum		22	
Maximum		57			
Skewness		.517	.456		
Kurtosis		-.365	.887		

The non-response rate is 0%. Respondents whose most preferred SNS is Facebook are from the age bracket of 24-45 years having a mean age of 31.6 years. The deviation from the mean age is of 6.736 years. The skewness and kurtosis of the same are 0.903 and 0.383 years respectively.

On the other hand, respondents whose most preferred SNS is WhatsApp are from the age bracket of 22-57 years having a mean age of 36.5 years. The deviation from the mean age is of 9.953 years. The skewness and kurtosis of the same are 0.517 and -0.365 years respectively.

Similarly, respondents whose most preferred SNS is any other than Facebook, WhatsApp and Twitter like Instagram, Snapchat, YouTube, etc. are from the age bracket of 20-30 years having a mean age of 23.37 years. The deviation from the mean age is of 2.477 years. The skewness and kurtosis of the same are 0.899 and 1.398 years respectively.

**Table-5: ANOVA**

	<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
<b>Between Groups</b>	1896.388	2	948.194	16.461	.000
<b>Within Groups</b>	2995.321	52	57.602		
<b>Total</b>	4891.709	54			

We carried out one way ANOVA to find the significant relationship between the age of respondents and the most preferred SNS used by them.

Since the significance value i.e., 0.000 is less than the level of significance of 5% (0.05) we could find sufficient evidences to reject the null hypothesis and hence conclude that the difference between the two variables is significant at 5%.

This implies that there is a significant relationship between the age of respondents and the most preferred SNS used by them.

H<sub>0</sub>: There is no significant relationship between the educational qualifications of the respondents and the importance of SNS in their academic work

**Table-6: Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
<b>EDUCATIONAL QUALIFICATION * IMPORTANCE IN ACADEMIC WORK</b>	55	100.0%	0	.0%	55	100.0%

**Table-7: Educational qualification \* importance in academic work Crosstabulation**

			IMPORTANCE IN ACADEMIC WORK		Total
			IMPORTANT	ITS USEFUL	
<b>EDUCATIONAL QUALIFICATION</b>	GRADUATE	Count	20	19	39
		% of Total	36.4%	34.5%	70.9%
	POST GRADUATE	Count	9	7	16
		% of Total	16.4%	12.7%	29.1%
<b>Total</b>		Count	29	26	55
		% of Total	52.7%	47.3%	100.0%

The non-response rate is 0%. Out of 70.9% graduates, 36.4% feel that SNS plays an important role in their academic work while 34.5% find SNS useful for their academic purposes. On the other hand, out of 29.1% post graduates, 16.4% find SNS is important for their academic work while 12.7% find it useful for the same.

**Table-8: Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	.112 <sup>a</sup>	1	.737
<b>Continuity Correction<sup>b</sup></b>	.001	1	.970
<b>Likelihood Ratio</b>	.113	1	.737
<b>Fisher's Exact Test</b>			
<b>Linear-by-Linear Association</b>	.110	1	.740
<b>N of Valid Cases</b>	55		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.56.

b. Computed only for a 2x2 table

We carried out Chi-square test to test the significance of association between the educational qualifications of the respondents and the importance of SNS on their academic work.

Since the significance value i.e., 0.737 is greater than the level of significance of 5% (0.05) we could not find sufficient evidences to reject the null hypothesis and hence conclude that association between the two attributes is insignificant at 5%.

This implies that there is no significant relationship between the educational qualifications of the respondents and the importance of SNS on their academic work.

H<sub>0</sub>: There is no significant relationship between the age of the respondents and their purpose of choosing SNS for maintaining interpersonal relationships.

**Table-9: Case Processing Summary**

<b>PURPOSE OF USING SNS FOR INTERPERSONAL RELATIONSHIPS</b>		Cases					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent
<b>AGE</b>	ALWAYS WANTED TO KEEP IN TOUCH	11	100.0%	0	.0%	11	100.0%
	BETTER COMMUNICATION	17	100.0%	0	.0%	17	100.0%
	MORE INTERACTION	27	100.0%	0	.0%	27	100.0%

**Table-10: Descriptives**

	PURPOSE OF USING SNS FOR INTERPERSONAL RELATIONSHIPS		Statistic	Std. Error	
<b>AGE</b>	ALWAYS WANTED TO KEEP IN TOUCH	Mean	35.00	4.200	
		95% Confidence Interval for Mean	Lower Bound	25.64	
			Upper Bound	44.36	
		Median	32.00		
		Variance	194.000		
		Std. Deviation	13.928		
		Minimum	21		
		Maximum	57		
		Skewness	.864	.661	
		Kurtosis	-.985	1.279	
	BETTER COMMUNICATION	Mean	37.88	1.649	
		95% Confidence Interval for Mean	Lower Bound	34.39	
			Upper Bound	41.38	
		Median	40.00		
		Variance	46.235		
		Std. Deviation	6.800		
		Minimum	20		
		Maximum	45		
		Skewness	-1.110	.550	
		Kurtosis	1.373	1.063	
	MORE INTERACTION	Mean	25.19	.673	
		95% Confidence Interval for Mean	Lower Bound	23.80	
			Upper Bound	26.57	
		Median	24.00		
		Variance	12.234		
		Std. Deviation	3.498		
		Minimum	20		
Maximum		34			
Skewness		.788	.448		
Kurtosis		.067	.872		

The non-response rate is 0%. Respondents whose purpose of using SNS is to always wanting to keep in touch for maintaining their interpersonal relationships belong to the age bracket of 21-57 years having a mean age of 35 years. The deviation from the mean age is of 13.928 years. The skewness and kurtosis of the same are 0.864 and -0.985 years.

On the other hand, respondents whose purpose of using SNS is to have better communication for maintaining their interpersonal relationships belong to the age bracket of 20-45 years having a mean age of 37.88 years. The deviation from the mean age is of 6.8 years. The skewness and kurtosis of the same are -1.110 and 1.373 years.

Similarly, respondents whose purpose of using SNS is to have more interaction for maintaining their interpersonal relationships belong to the age bracket of 20-34 years having a mean age of 25.19 years. The deviation from the mean age is of 3.398 years. The skewness and kurtosis of the same are 0.788 and 0.067 years.

**Table-11: ANOVA**

	Sum of Squares	df	Mean Square	F	Sig.
<b>Between Groups</b>	1893.870	2	946.935	16.425	.000
<b>Within Groups</b>	2997.839	52	57.651		
<b>Total</b>	4891.709	54			

We carried out one way ANOVA to find the significant relationship between the age of respondents and their purpose of choosing SNS for maintaining interpersonal relationships.

Since the significance value i.e., 0.000 is less than the level of significance of 5% (0.05) we could find sufficient evidences to reject the null hypothesis and hence conclude that the difference between the two attributes is significant at 5%.

This implies that there is a significant relationship between the age of respondents and their purpose of choosing SNS for maintaining interpersonal relationships.

H<sub>0</sub>: There is no significant relationship between the type of mobile connection that respondents possess and its effects on interpersonal relationships among colleagues.

**Table-12: Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
<b>TYPE OF CONNECTION * EFFECTS ON INTERPERSONAL RELATIONSHIPS AMONG COLLEAGUES</b>	55	100.0%	0	.0%	55	100.0%

**Table-13: Type of connection \* effects on interpersonal relationships among colleagues Crosstabulation**

			Effects on interpersonal relationships among colleagues			Total
			STRONGLY AGREE	AGREE	DISAGREE	
<b>TYPE OF CONNECTION</b>	PREPAID	Count	5	26	6	37
		% of Total	9.1%	47.3%	10.9%	67.3%
<b>TYPE OF CONNECTION</b>	POST PAID	Count	5	8	5	18
		% of Total	9.1%	14.5%	9.1%	32.7%
<b>Total</b>		Count	10	34	11	55
<b>Total</b>		% of Total	18.2%	61.8%	20.0%	100.0%

The non-response rate is 0%. Out of 32.7% of respondents who use post-paid mobile connection, 9.1% strongly agree, 14.5% agree and 9.1% disagree that mobile phones have affected their interpersonal relations among colleagues. On the other hand, out of 67.3% of respondents who possess prepaid mobile connection, 9.1% strongly agree that mobile phones have affected their interpersonal relations among colleagues, while, 47.3% agree and 10.9% disagree with this statement.

**Table-14: Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	3.471 <sup>a</sup>	2	.176
<b>Likelihood Ratio</b>	3.424	2	.181
<b>Linear-by-Linear Association</b>	.023	1	.880
<b>N of Valid Cases</b>	55		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 3.27.

We carried out Chi-square test to test the significance of association between the type of mobile connection respondents possess and its effects on interpersonal relationships among colleagues.

Since the significance value i.e., 0.176 is greater than the level of significance of 5% (0.05) we could not find sufficient evidences to reject the null hypothesis and hence conclude that association between the two attributes is insignificant at 5%.

This implies that there is no significant relationship between the type of mobile connection respondents possess and its effects on interpersonal relationships among colleagues.

H<sub>0</sub>: There is no significant relationship between the time spent by males and females on SNS per day and their purpose of using SNS

**Table-15**

			Purpose of using sns				
			Just for fun	Keeping in touch with family	Keeping in touch with friends	To meet new people	
			Count	Count	Count	Count	
<b>GENDER</b>	M	<b>FREQ OF USAGE OF SNS PER DAY</b>	1/2 -1 HR.	2	3	0	0
			1-3 HRS.	9	1	1	2
			MORE THAN 3 HRS.	3	0	7	4
	F	<b>FREQ OF USAGE OF SNS PER DAY</b>	1/2 -1 HR.	1	1	0	0
			1-3 HRS.	6	3	4	0
			MORE THAN 3 HRS.	3	0	2	3

Out of 32 males, 14 use SNS just for fun purposes among which only 2 spend ½-1 hr., 9 spend around 1-3 hrs. and 3 spend more than 3 hrs. on SNS per day; 4 use SNS to keep in touch with family among which 3 spend ½ -1 hr. and only 1 spend 1-3 hrs. on SNS per day; 8 use SNS to keep in touch with friends out of which only 1 spend 1-3 hrs. and 7 spend more than 3 hrs. on SNS per day; and 6 use SNS to meet new people out of which 2 spend 1-3 hrs. and 4 spend more than 3 hrs. on SNS per day.

Similarly, out of 23 females, 10 use SNS just for fun purposes among which only 1 spend ½-1 hr., 6 spend around 1-3 hrs. and 3 spend more than 3 hrs. on SNS per day; 4 use SNS to keep in touch with family among which only 1 spend ½ -1 hr. and 3 spend 1-3 hrs. on SNS per day; 6 use SNS to keep in touch with friends out of which 4 spend 1-3 hrs. and 2 spend more than 3 hrs. on SNS per day; and only 3 use SNS to meet new people spending more than 3 hrs. on SNS per day.

**Table-16: ANOVA**

		Sum of Squares	df	Mean Square	F	Sig.
<b>GENDER</b>	Between Groups	.362	2	.181	.724	.490
	Within Groups	13.019	52	.250		
	<b>Total</b>	13.382	54			
<b>PURPOSE OF USING SNS</b>	Between Groups	14.643	2	7.322	6.542	.003
	Within Groups	58.193	52	1.119		
	<b>Total</b>	72.836	54			

We carried out one way ANOVA to find the significant relationship between the time spent by males and females on SNS per day and their purpose of using SNS.

In case of gender, since the significance value i.e., 0.490 is greater than the level of significance of 5% (0.05) we could not find sufficient evidences to reject the null hypothesis and hence conclude that the difference between the two attributes is insignificant.

In case of purpose of using SNS, since the significance value i.e., 0.003 is less than the level of significance of 5% (0.05) we could find sufficient evidences to reject the null hypothesis and hence conclude that the difference between the two attributes is significant.

This implies that there is no significant relationship between the gender of respondents and their frequency of using SNS per day. However, there is a significant relationship between the purpose of using SNS by respondents and their frequency of using SNS per day.

## CONCLUSION

Majority of our sample feels that mobile phones have affected their interpersonal relationships among colleagues. However, at 5% significance level it has been observed that there is no significant relationship between the type of mobile connection respondents possess and its effects on interpersonal relationships among colleagues.

All our respondents feel the importance and usefulness of SNS in their academic work. But however, no significant relationship between the educational qualifications of the respondents and the importance of SNS on their academic work can be proved.



Purpose of SNS for maintaining interpersonal relationships can be seen for having more interaction, better communication and the want for keeping in touch. In the research it has been proved that there is a significant relationship between the age of respondents and their purpose of choosing SNS for maintaining interpersonal relationships.

Also, majority of the respondents use SNS as a fun-loving activity followed by using it as a source of keeping in touch with their friends and family. But at the same time, it has been tested and seen that there is no relationship between the gender of respondents and their frequency of using SNS per day. However, there is a relationship between the purpose of using SNS by respondents and their frequency of using SNS per day.

Social media has become an inevitable part of our life. As technology gets advanced, people are bound to run along with them.

## RECOMMENDATIONS

Excessive use of mobile phones is bad for our eyes and even for our psychological health. Constant over-use of mobile phones leads to increased anxiety. It also creates a feeling of loneliness and lower self esteem. All this is supported by our social media. Social media presents a life which is far away from the reality. The nature of human beings leads to comparison of these false realities with their own lives. This comparison leads to a more stressful life and a fear of failure, a fear of missing out. Instead of sitting idle and scrolling through SNS, one should utilize this time to explore their hobby (like painting, sketching, dancing) learn something new (like a new language) or something of their interest, develop a skill, engage in mindful meditation, and the list is endless. This is something that an individual must realize himself/herself and work towards it in order to live a quality life, a life which is more about living and enjoying in the present moment instead wasting their lives on SNS and also escaping from the reality. Parents should make it a point to ensure that their children are not always glued to the mobile screens. They must ensure that they are doing something fruitful, meaningful, that adds knowledge and value to their lives.

Mobile phones at workplace are taking a toll on the productivity of employees. Although a device-less environment at workplace might be an ideal situation, it is no longer a realistic expectation. It is better to accept that mobile phones are a part of modern-day work life and formulate policies to control their usage. Set limits on usage and even prohibit under certain situations (like during training sessions, meetings, conferences, brainstorming sessions). Minimize disruptions by keeping phones on silent mode, speaking softly, keeping calls short, avoiding offensive language, taking personal calls in private. Policy should also include the acceptable time of using mobile phones, such as during breaks or lunch time, the frequency and length of calls permitted during working hours. In order to ensure that the policy for appropriate mobile phone conduct is well understood and followed by everyone it should be put in writing. Spell out the terms in clear, unambiguous words along with the rationale of each, such as to ensure safety or maintain productivity. Include the disciplinary actions that will follow in case of violation of policy. Enforce the policy consistently and uniformly and keep a check on violators.

Flexibility in the workplace allows employers and employees to make arrangements about working conditions that suit them best. This helps employees maintain a healthy work-life balance and can help employers improve the productivity and efficiency of their business. Protocols that allow use of mobile phones during breaks should be practiced.

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