

Do Smartphone Increase or Decrease Workplace Productivity

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ABSTRACT

This report elaborates the research on the effect of rising or declining output from smartphones at the workplace. It highlights how drastic changes in the field of communication have been caused by the smartphone technology which came into being almost 10 years ago. Smartphones have developed exponentially and are gradually incorporated into the lives of citizens (AlZwamri & Hussain, 2017). Smartphone impact on the use in the workplace can be positive or negative which can affect the productivity of work in any organization. Smartphone impact on employee job efficiency have been established in this article and the framework for coping with these impacts is defined to support, improve and enhance their effectiveness or success in the job.

As per the study "Smartphone Micro-Breaks During Work Day are Successful" at the University of Kansas, workers should be granted a few short breaks every day. This caused an improvement in efficiency and met further targets ahead or on schedule (Hussain & Khattak, 2019). During the day such mini-breaks encourage workers to take away some possible job tension from their minds and "refresh" their brains.

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Introduction

In the current scenario of the world, no one can imagine its life without the smartphone. The smartphone is the one crucial part of the human lifestyle and runs its life. Nowadays, the smartphone is considering as important after oxygen. The telephone was invented only for the communication purpose but later the smartphone took the place of the telephone and make the people smarter (Nisar, 2019). With the changes in time, the requirements become more of the consumers and they become smarter. Today, the smartphone is not used for communication but also bill payments, transferring money, reservations, etc.

The current study interfaces the research shows about permitting the employees in the organization to use the smartphone at the workplace that affects their productivity increasingly or decreasingly. The smartphone is the quickest or easiest way to do the work or for refreshment, but it negatively affects the productivity of the employee and disconnects the people from their real-world, brings near to the stress, creates bad attitudes towards the people or close ones, pointless frustrations, etc. but it also promotes the self-sufficiency, relationships with the colleagues and with the superior members and sharing knowledge, skills which centrally give job satisfaction and subsidize in their work productivity (Johansson & Andersson, 2020).

LITERATURE REVIEW

Furthermore, the study shows that, on average, respondents received 58 minutes of working time per day as a consequence of using smartphones. We also had an unprecedented 34 per cent rise in efficiency (Hasan et al., 2019).

The Positive Impact of Smartphones in the Workplace

Let's continue this debate by looking at some of the positives commonly attributed to workplace smartphones. Two that most stand out are as follows:

1. **Increased Productivity-** Furthermore, the study shows that, on average, respondents received 58 minutes of working time per day as a consequence of using smartphones. They've also seen an estimated 34 per cent increase in productivity.
2. There are likely to be several unique factors in play, Yet at least part of the respectable innovation increase is linked to the usage of smartphones. Today 51% of workers using devices approved by their boss, up from just 27% six years earlier. Apps such as these boost productivity at the office. When utilized properly, organizations have cost-effective solutions for coping with pressure points that historically needed costly resources and tech systems (Neşţian et al. 2020).
3. **Lower IT Costs-** Bringing your smartphone (BYOD) approaches in the past few years has been increasingly common and it's almost

likely that they'll eventually become the trend. Even despite all the questions on whether or not BYOD tactics make sense, it's impossible to ignore cost reductions when you're encouraging staff to carry their smartphones to work.

it is no longer the organization's responsibility to supply that expensive hardware. Instead, without substantial spending, the business gets the advantage of state of the art technologies. You will have to maintain and keep such devices safe, but this can be achieved cost-effectively (Guido et al. 2017).

The Negative Impact of Smartphones

If you've found yourself lifting your hands and scratching your head when you read over the last half-dozen pages, so you're undoubtedly one of the business owners who haven't completely appreciated having iPhones spread over your place of employment.

Perhaps the following two things resonate most with you:

1. **Increased Distractions-** According to a 2016 CareerBuilder survey of over 2,000 hiring managers and 3,000 full-time employees, 19 per cent of employers believe employees are productive for less than five hours a day. When questioned whether to blame for this, 55 percent pointed to the usage of messaging and smartphones as the prime perpetrator (Nefach et al. 2020). "Ironically, the survey recorded that only 10 per cent of smartphone respondents said their output was declining while at the office, But 66 percent said they use their smartphones several times a day while they work," explains Fortune's Madeline Farber. "82 per cent of workers say they kept their mobile in touch with their head."

In other terms, most people don't really consider the degree to which they may be disturbed by their devices which is potentially more risky.

2. **Higher Vulnerability to Outside Security Threats-** Probably the greatest drawback to authorizing on-the-job personal smartphones and handheld apps is that they maximize the company's exposure to potential security threats. -- computer represents a new gateway that a hacker may reach important company data, websites, and programs (Vhaduri & Poellabauer, 2018). In an era in which safety is a big concern of IT agencies, smartphones are still deemed reckless. Many people don't

take the time to adequately protect their computers and/or don't allow their boss to have access to their personal properties to add safety measures.

The consequence is a higher chance, and a larger catastrophe capacity. The more time that passes by under these circumstances, the greater the danger.

How to Handle Smartphones in the workplace?

The best reaction to the issue of whether smartphones have had a good or detrimental effect on the workplace of American should be as follows: "It depends." Smartphones are tools for good under the proper corporate leadership. We can be extremely dangerous, despite the misguidance. How do you handle your organisation's smartphones? Have you developed simple rules, or is this a free-for-all? Have you ever given some thought to this topic before? Smartphones put themselves in the new workforce. So we all have to consider how we're going to treat them and they're actually innovation and performance devices, not nuisance boats with 3x5 inches and attack gaps.

A program named BYOD- Carry Your Computer was launched to minimize costs and improve profitability businesses. Which encouraged workers to take their own devices to work. Smartphones are not only a need, they are also a privilege people love (Vhaduri & Poellabauer, 2018). Allowing employees to show off their dream device at work motivated workers to work in the office more. This software is named the Individual Liable Tool (ILD) System and has been implemented since 2009 in more than 20 nations. Smartphones enable people communicate over the internet all the time. It helps to broaden knowledge and promotes the sharing of knowledge in the workplace. Even students today access smartphones to get in touch inside the school. But as we look at the positive angle of using a workplace smartphone and talk about its benefits, there's also a negative side to it that we shouldn't miss out on.

Since smartphones help people function from anywhere. Many people land up in the office wasting valuable hours and taking home work which causes them to experience excessive stress. They fail to maintain a balance between work and life which hampers both their professional and personal lives. Those who use devices for jobs are

sometimes overworked as they jobs extra hours a day.

PURPOSE OF STUDY

- To determine the impacts of the smartphone at the workplace
- To assess the positive and negative effects of the smartphone at the workplace
- To determine the increase and decrease the productivity of the employee at the workplace

METHODOLOGY

The goal of the current research is to explore the occupational impacts and psychological antecedents of smartphone dependence. Towards the accomplishment of study objectives a conceptual analysis approach was utilized. The reasoning behind this is that the comprehensive orientation of the qualitative approach will enable one get a broader, more unrestrained and more versatile view of the perspectives of the subject audience, with higher degrees of transparency and the willingness to respond to change as the investigation goes broader (Kientz et al . 2018). The previous Research were performed to examine the impacts and psychological history of work-related smartphone dependence in an growing or decreasing sense, a qualitative study design may be a suitable method for obtaining rich and unconstrained knowledge on this subject. (Lee et al. 2017).

Some experts contend that devices may have detrimental impacts in the workforce, such as reducing morale, removing individuals from their

experiences, taking tension to work from personal problems and promoting poor etiquette. A supplementary analysis approach applied in this review involves research content contained in scientific publications and related journals.

Smartphones have been created and gradually intertwined into people's lives over the past decade, not just for social usage, but also for technical usage.. Some experts contend that devices may have detrimental impacts in the workforce, such as reducing morale, removing individuals from their experiences, taking tension to work from personal problems and promoting poor etiquette. But companies have a difficult time mandating a policy to ban the use of smartphones (Karvekar, 2019). CEOs and corporate leaders should therefore encourage their employees to use their smartphones as tools to improve the efficiency of their businesses. It study aims at exploring the implications of the usage of smartphones as advanced internal communication devices in the workplace. Workplace use of smartphones This can be of benefit in three ways: promoting individuality, improving partnerships with subordinates and supervisors, and enhancing information exchange. Moreover, these three key factors will improve job satisfaction. for workers, which contributes to improved workplace performance. Through incorporating mobile use into the workforce, companies can be better equipped to respond effectively to developments that emerge every day.

DATA ANALYSIS



Figure 1- Smartphone Issues

Source- <https://sba.thehartford.com/managing-employees/employee-too-much-cell-phone-time/>

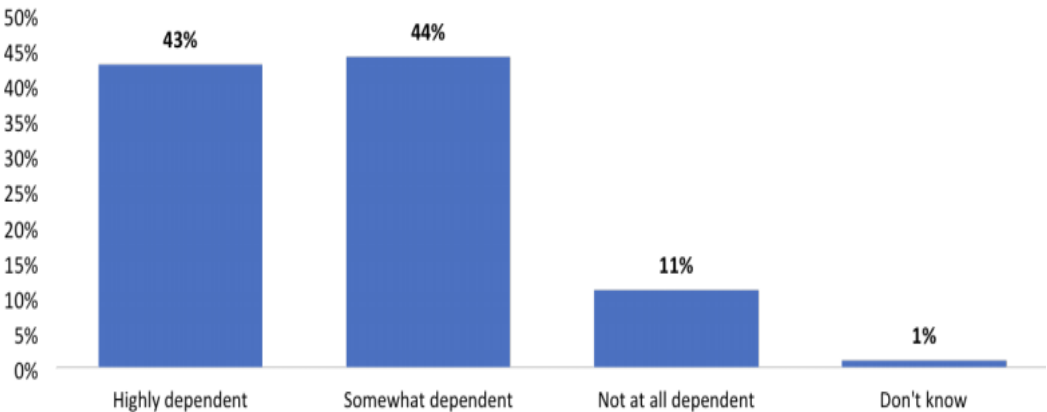


Figure 2- Dependency on Smartphone at the workplace

Source- https://www.insight.com/en_US/content-and-resources/2017/01-16-2017-workplace-mobility-statistics-show-improved-productivity.html

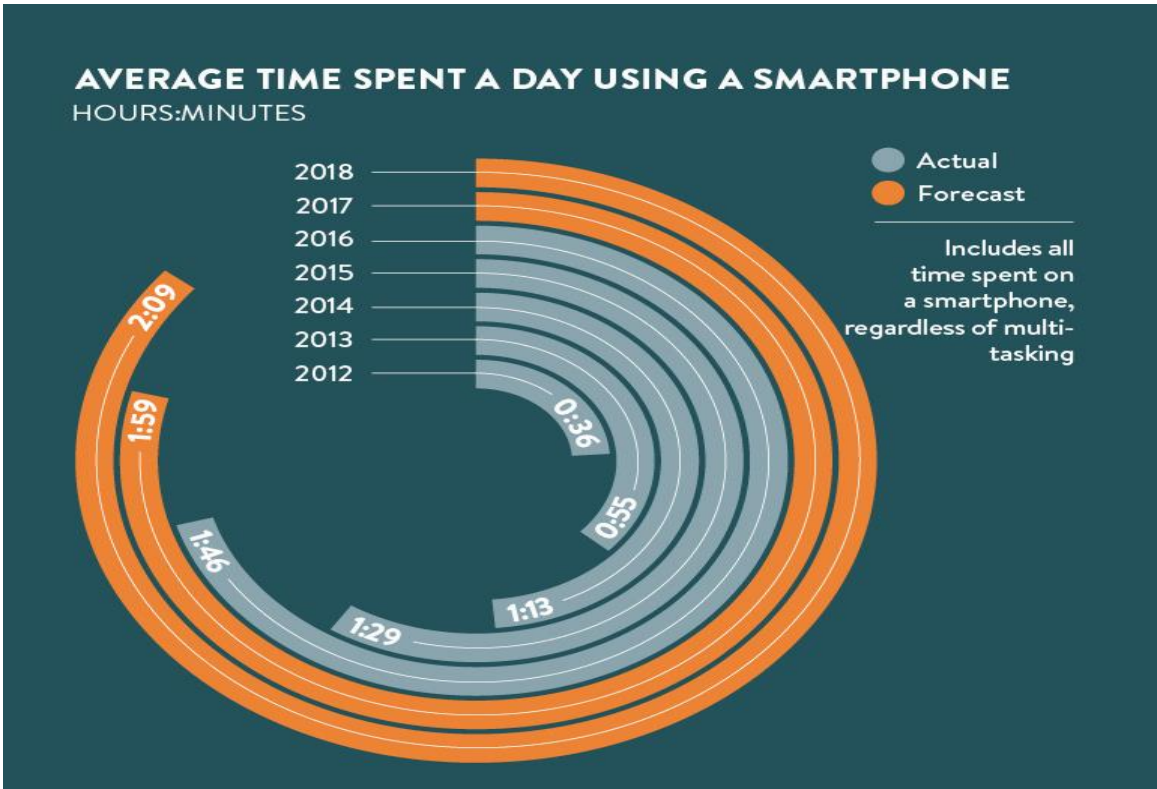


Figure 3- Average time spent on the smartphone at the workplace

Source- <https://www.raconteur.net/technology/smartphone-addiction-in-5-charts>

FINDING AND DISCUSSION

As predicted, the results of the coding showed that mobile dependence in the workplace had both positive and negative effects among the employees. The beneficial results involve the participants' sense of improved job success and social capital in the workplace. The unintended effects have been the rise of signs of mobile addiction (Deady et al . 2019). It was found, in particular, The following segment illustrates how

such definitions are confirmed by the interview results.

Job performance

Growing the job output of young employees is the most frequently reported positive impact of the mobile dependency on their jobs. In addition, it showed mobile dependence increased the efficiency of the research. Smartphones, on the one side, will help them minimize any of the confusion that exists at work, thus reducing their likelihood of making errors (Dittrich, 2020). Unwanted flaws are thereby eliminated and the

consistency of my research is increased. Smartphone allowed him to reply promptly to queries from his customers, and thus greatly increased the efficiency of his service.

Workplace social capital

Strengthening social resources at work is the second beneficial result of employee mobile dependence. The smartphone dependency on sustaining regular work-related discussions and contact among colleagues considerably improved shared understanding at work. "The better we knew each other linked to the mobile, the closer our friendship became" (Oksanen et al. 2018).

Smartphone addiction

Apart from the above promising findings, some workers have suggested that their work-related mobile dependence has led them to experience different signs of smartphone addiction, such as depression and silence. With respect to the silence symptom of smartphone dependency, it is understood that their work-related reliance on smartphones has caused them search their mobile status regularly and uncontrollably during their day-to-day operations. The results of the coding also showed that this work-related mobile dependence still made the staff worry of their smartphones (Duke & Montag, 2017).

Notably, while smartphone dependence at work could increase their job performance, some respondents also reported that if this dependence developed into addiction, their job performance might decrease because it greatly distracted them from the work they were doing.

CONCLUSION

Thus, the above study about the smartphone has both negative and positive impacts on the workplace. A number of organizations have taken various steps to maximize the effectiveness of smartphones, recognizing that if its use is not held under regulation it can be devastating for every organization's development (Ross et al. 2017).

Any acts taken are illustrated below-

- Companies have begun to advise workers to build a to-do list where staff are supposed to document on a regular basis what they need to do to ensure their efficiency monitored to enable them remain concentrated through working hours.
- Organizations have started carving outbreaks where their smartphones are allowed to be used for a very limited period of time. It also helped the

companies retain a focus on workers' smartphone usage.

- It is suggested that workers turn off their mobile phones and close social networking pages in order to prevent getting interrupted during working hours before their break periods. This practice has reduced the use of on-the-job smartphones.

So, above steps for the workplace productivity concerning the smartphone is depends upon the employees whether they want to utilize their time to increase their productivity and work efficiency or not or they have to have left-over their time on smartphone and delay the work (Ariffin & Omar, (2018). The smartphone has both positive and negative aspects but it is depending on the user to use it in a fruitful manner or not.

LIMITATION OF STUDY

- The limitation of the above study is, it is dependent on the individual for how much time (hours or minutes) he or she want to access their smartphone and get back to work.
- It is quite complicated to predict the exact results on the existing topic because the area of research is limited but the access of the smartphone is in a wide range.
- As an employee, it is quite tough to reduce the use of smartphone in the workplace or the whole routine. The only way to limit yourself is, to be honest, will your own.

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