

The Impact of Smartphones on Work productivity during the pandemic

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Abstract:

The research paper clarifies the investigation on the effect of cell phones in the work efficiency during the pandemic from the viewpoint of the worker. It highlights how the cell phone innovation which came into the real world and has caused outrageous changes in the field of correspondence over the most recent 14 months during the pandemic. Smartphone have been a rising rapidly and are progressively bound together in people's lives. The side-effects of smartphone use in the work productivity might be positive or negative which may impact work efficiency in any association. In this study, the effects of cell phones on representatives work show were perceived and the component of managing these impacts are portrayed to aid, create and increment the usefulness or work execution

Keywords:

Covid-19, pandemic, influences of smartphone, Work from Home, Work from Office, Applications, Preferences.

Introduction:

The Covid-19 pandemic has led to a certain surge in the use of digital technology due to the country's nationwide lockdown and social distancing practices. Everyone in the world had to adjust the new way of life. The pandemic has led the organizations and institutions to shift from Work from office to Work from Home.

Work from Home (WFH) has led to in most people taking to the net and internet-based facilities to interconnect, interact, and resume with their job responsibilities from home. Cell phones has assumed a significant part during the pandemic, which have seen substantial changes coming about because of the application of cell phones by the staffs that utilization them to finish their undertakings, and speak with a distant working environment while telecommuting. The limit between one's expert and individual life has started to steadily vanish for quite a while. With the assistance of WFH, it is presently seen that workers play out their requirements in the evening or during occasions and excursions. Consequently, claiming a smartphone enables employees to say with their work situation and show out their job responsibility any time and any spot. Representatives can communicate/talk with one another and tackle their job constantly. On the off likelihoods that chief give their representatives some flexibility in occupied hours, this is something optimistic.

Many specialists have detailed positive things of using cell phones at work environment. Google (2016) expressed that cell phones can profit a workplace by advancing independence; informing solid worker connections start to finish and authorizing information sharing.

As indicated by Spark (2015), councils feel wind down and pleasant while using their own cell phones, and this individual and calm factor primes towards work effectiveness. Cell phone has acquired its fame as a communication stage in the working environment since it gives an improved reason to assist laborers with getting sorted out their tasks and permits individuals to work wherever whenever. Notwithstanding, there were likewise a few negative directions revealed. For instance, Barnes and Thornburg LLP (2017) clarified the extreme use of cell phones at work can prompt dependence and fascination which can substandard the work usefulness. Cell phone utilization likewise forwards representatives from data and others in the get-together. The utilization of cell phones has coordinated to an expanded responsibility, mutilating of work/life limits, meddling with relaxation time, and spousal disdain/family clashes.

The growing assumption for approachability and fast feedbacks to seniors cause employees to feel delighted to react candidly, even on their idle time. In this examination, analyst investigated the effect of utilizing cell phones for work usefulness. Because of privacy of the respondents, individuals will be alluded as Respondent in this paper.

The spotlights remained on the effect of cell phones on usefulness of representatives, the sort of advanced innovation utilized in the work environment and the kind of cell phone applications, frameworks or guidelines that would help their work. Subsequently, this paper will be searching for answers to these exploration questions:

1. What are the variables that influence work execution in the work environment?
2. What are the degrees of work execution in the working environment with the assistance of Smartphones?

3. What are the most every now and again utilized apps and capabilities in cell phones in the working environment?

4. What are the famous frameworks/applications that will help work with and increase work execution, in the event that they are accessible on cell phones?

Methodology

Population/Material of the study

This study discovered numerous representatives of different ethnicities, encounters and fields. The scientist picked representatives who were capable at their work to find clear and certified solutions which would contribute expressively to the accomplishment of this study. Review polls were flowed to an aggregate of 33 individuals. From 22 questionnaires distributed, 30 responses were acknowledged. The sample consisted of 33 employees with 60.6 % Male and 39.4% Female candidates. The majority of the participants were from the age group of 18 to 25 years (72.7 %) and 26 to 35 years (18.2%). Employees are basically from various fields such as Marketing (24.2%), IT (21.2%), Finance (18.2%), Sales (18.2%), E-Retail (9.1%) and HR (9.1%). The absolute reaction rate achieved in this exploration was 91.7%, which is viewed as a generally excellent reaction rate inside the field of examination. Following the surveys, interviews on three representatives were additionally driven to acquire better information and comprehension of the impact of utilizing cell phones in the working environment.

Questionnaire

The study has arranged a survey in one language that is English utilizing the Google Form. At that point the analyst circulated the poll to the individuals who have set up acknowledgment for difficult work, to affirmation genuine and clear reactions

which can contribute definitively to the accomplishment of this research. The information was analyzed for research reason. The Appropriate rates and frequencies were processed to help with investigating the information.

Interviews:

Top to bottom meetings were carried out in this examination. For the meetings, three representatives were chosen and were posed inquiries because of utilizing cell phones in the working environment, the applications much of the time utilized, and their recommendations on utilizing cell phones in the work environment to improve on their work. In these meetings, the specialist met workers from various divisions and field which incorporates HR, IT, E-Retail and so on

Theories

In view of the examination of reactions to the polls, two theories were figured. These theories were tried utilizing the Google structure and will be accounted for in the accompanying paper.

Information of the study

From the opinion poll, the information retrieved has been consisting in the five parts as follows:

- A. The general data/info of the employees.
- B. The Working environment preferences of the employee during the pandemic.
- C. Applications most used in smartphones.
- D. Features that distress work routine, which comprises of 4 extents, and they are the following:
 - Smartphone practice.
 - Limitations on usage.

- Satisfaction.
- Mobility

- E. How smartphones have made it easier for being on the job communication and updates/meetings during the pandemic.
- F. Applications/Frameworks that will help streamline and surge work presentation if accessible on smartphone. (Most preferable software)

Questionnaire legitimacy

Since the collected data from the questionnaire is the primary data, we focus on Qualitative analysis. In order to verify the content legitimacy of the questionnaire, we have Machine learning Algorithms to prove our analysis. 1 expert were requested to check the content legitimacy of the survey. The experts' recommendations and remarks fixated on the items being re-phrased, or modification of grammar and spelling errors in the questionnaire items. The investigator trailed the experts' recommendations and, after the adjustments, the survey was circulated to the study model. Since the sample data was primary data it has used quality data analysis for the content validity. We have used Logistic regression to prove our analysis

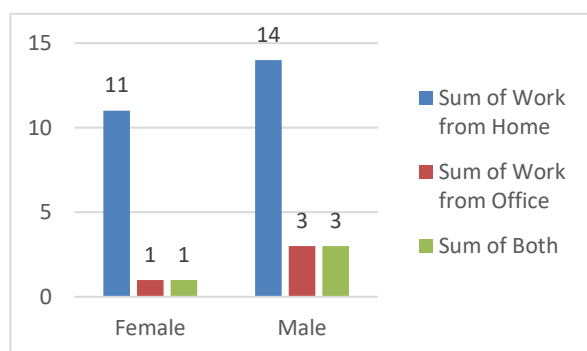
Results & Discussion

Worker efficiency is an appraisal rule which estimates the representative's work usefulness. Progress and usefulness are an assessment standard of representative's functionality in an expressed time span. There is a justification this norm, that authoritative achievement is ordinarily founded on the labor force, so a worker's usefulness is the fundamental thought for a business to be undeniable. Worker usefulness is of natural status to the "connection between an association's innovation speculations and its relating

proficiency gains, or profit from venture" (Rouse, 2014). In view of various writing audits, the scientist discovered three factors that are representative inclination for working during the pandemic. They are Work from Home, Work from Office or Both.

Preferences

In this study, the researcher discovered that Work from Home, Work from Office or Both had Medium level of importance from the people. For Work from Home, the majority of employees that is 25 employees out of total 33 employees with 11 Females and 14 Males prefer Work from Home during the pandemic. For Work from Office, that is 4 employees out of total 33 employees with 1 Females and 3 Males prefer Work from Office during the pandemic. For Both (Work from Home and Work from Office), that is 4 employees out of total 33 employees with 1 Females and 3 Males prefer Both during the pandemic. With the help of Logistic Regression, the accuracy of the model shows 0.6, which is pretty good level.



Usage of Smartphone:

Representatives don't utilize cell phones during gatherings, and utilized the smartphone at the medium level because of the absence of accessibility of utilization identified with work. For limitations, most of representatives like to utilize their cell phones during breaks, so as not to cause punishments or have their compensations

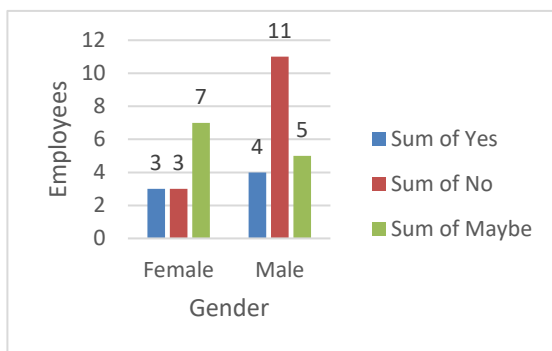
decreased because of unreasonable utilization of their cell phones during working hours and observing by authorities isn't initiated. This prompted the medium level for limitations. Concerning fulfillment, most of representatives feel cheerful and fulfilled if their cell phones are with them during working hours. That is on the grounds that they need to be associated with their family members and their families if there should be an occurrence of a crisis, at equivalent to utilizing a portion of the overall framework that may assistance them in their work. There are a couple of representatives who consider that cell phones are not valuable for their effort as a result of the idea of their work, which forestalls the utilization of a cell phone for private work reasons. For versatility, large numbers of the staffs were supportive of the foundation of cell phone application to be in contact with all partners.

On the off chance that framework was totally carried out, they believe, they would be offered freedoms to trade perceptions and data, just as many business-related trainings whenever or any spot. They furthermore said they expected to utilize their smartphones more in the working location later on. In any case, there were a rare sort of people who didn't mind substitution of PCs by smartphones on the grounds that the previous has a more reasonable side with the end goal that the capacity and screen size is greater and the speed is quicker. That showed up at the medium level.

Level of work execution in the working environment

The exploration verified that the equal of the worker's usefulness in the work environment had a intermediate degree of significance. A significant number of the staffs concurred that cell phones help trade information and data among them, and that they can frame working gatherings with better person to

person communication locales. Likewise, large numbers of the care work said that some broad framework help work with and foster work like falling responsibility, completing work rapidly and with better productivity. For a considerable lot of the representatives were gotten some information about the positive effect of Smartphone for work usefulness during the pandemic. Out of 33 employees 7 that is 3 Female and 4 Male agreed to the positive impact of the smartphone. 14 employees that is 3 Female and 11 Male did not agree to the positive impact of the smartphone and rest 12 employees that is 7 Female and 5 Male says Maybe as they are not sure of the impact and they believe in both positive and negative impact of smartphone o work productivity during the pandemic. With the help of logistic Regression model, the Accuracy of this model is 0.6 which is good accuracy level



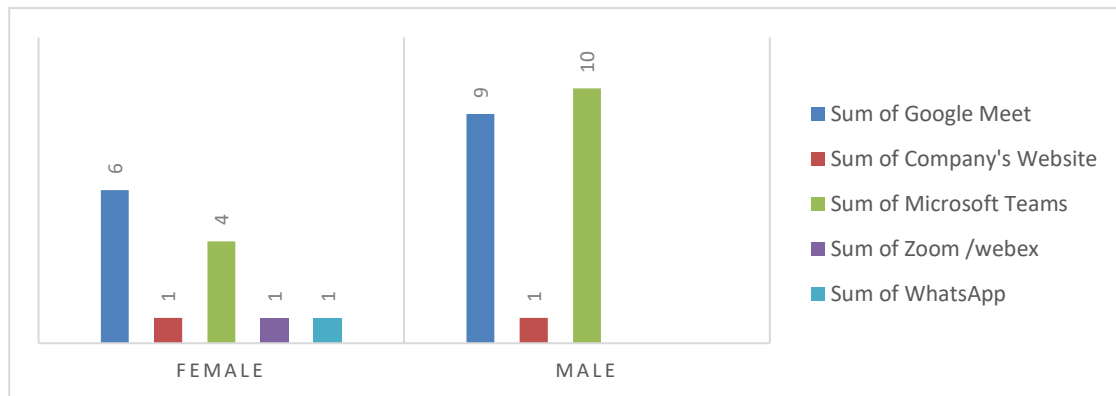
Most regularly utilized applications in the work environment

The majority of the respondents use cell phones for the web (aside from informal community) and use cell phones for the steadiness of individual calls and person to person communication, while the littlest is the games applications in light of the fact that during available energy in working hours, worker utilize the web to peruse or visit destinations for news, just as settle on telephone decisions which are, for the most part, related to private work.

Frameworks that will help work with and increment work execution in the event that they are accessible

Most frameworks that improve and increment representative's efficiency in cell phones are from the organization entrance and the IT frameworks. Since these are the organization entrance, worker can access through the interior organization as it were. Likewise, the organization entrance contains a great deal of data identifying with the representative. Additionally, a worker can likewise demand get-away time through this gateway and other thing. According to the above conversation, we can accomplish that the broadly use of cell phones is certainly not an outstanding case.

This study will benefit the leaders to deliberate the cell phone as probably the best device in expanding work execution and representative efficiency and to present new frameworks that can help workers in playing out their work over cell phones. In this research, the employees were asked about their complete package software that they use in this pandemic which helps them to increase their work productivity using for audio and video conferencing to communicate with their managers, team leaders. Out of 33 employees, 15 employee that is 6 Female ad 9 Male choose Zoom Meet as their software. 14 employees that is 4 Females and 10 Male choose Microsoft Teams as their software. 2 employee that is 1 Female and 1 Male choose Company's website, 1 Female employee choose Zoom/WebEx and 1 Female employee choose WhatsApp as their Software. According to the analysis from this survey it shows that most of the employees prefer Google Meet as the Complete Package software that they can use to increase their work productivity during this pandemic. With the help of Logistic Regression model, the accuracy of this data is 0.3 level.



Conclusion

Through this research, the analyst's objective was to discover the effect of cell phones in the work efficiency during the pandemic and its positive/adverse consequence in the turn of events and working with of work, which could prompt expanded work execution in the association. True to form, the scientist found that there are positive/negative impacts connected to the utilization of the cell phone during the work usefulness it relies upon various disposition of the representative. Amongst the most prominent professionals found by a scientist is the portability of the worker who, with the guide of a cell phone, can speak with associates at work or any applications may likewise utilize it now or later on, the representative can impart or utilize applications at whenever and anyplace. True to form, the analyst discovered that worker generally favor Work from Home during this pandemic and by and large has an adverse consequence of utilizing Smartphone during the functioning hours and the most utilized programming that assist them with speaking with their supervisors and partners through sound and video conferencing instruments during the pandemic is the Google Meet Application.

The following are some references planned that may improve the efficiency of employees:

1. Let the utilization of cellphones during working period, and guarantee the smartphones are utilized properly.
2. Subsequently the vast majority of members in the poll utilize their cell phones during the functioning hours (96.4%), this recommends the development of specific cell phone applications. These applications would assist with working with, create and increment work execution.
3. Create a particular framework for the representatives, which permits worker to speak among one another, with the chance of detachment of ladies and men, and furthermore fitting to the trading of data and information.
4. Consent the utilization of web remote Lan (Wi-Fi) in the work environment however foster a moral code to control their utilization. This is crucial to stay away from web abuse.
5. In the future make inside and out instruction on the advantages of cell phones and how it adds to the growth and builds efficiency or work execution.

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