

TENDENCY OF MOBILE PHONE ADDICTION AND THE QUALITY OF SOCIAL INTERACTION IN MILLENNIAL EMPLOYEES

Hadafi Farisa Romadlon¹ & Sarah Agustina²

email : hadafireza@gmail.com¹ & sarah.agustina11@gmail.com²

Faculty of Psychology

Program Study Masters of Psychology Profession

Persada Indonesia University Y.A.I. Street Jakarta INDONESIA

ABSTRACT

Millennial employees are starting to take over the company. They prefer to interact by mobile phones rather than face-to-face interaction. Previous study stated that the presence of mobile phones has reduce the quality of social interaction. This study aims to determine the relationship between the mobile phone addiction tendency and the quality of social interaction. The research hypothesis is “there is a negative relationship between mobile phone addiction tendency and the quality of social interaction”. The research data was obtained using mobile phone addiction tendency scale and the quality of social interaction scale. The tests are carried out using Product Moment correlation analysis. The results of the hypothesis test show r value of - 0,299 (N = 192) with a significance level of $p < 0,01$. It mean that there is a negative relationship between mobile phone addiction tendency and the quality of social interaction in millennial employees.

Keywords: Quality of Social Interaction; Millennial Employees; Mobile Phone Addiction Tendency.

INTRODUCTION

Millennials were born and grew up with the internet and high access to technology. They also use various kinds of technology at work even though it is not for their job (Kim, 2018). Kim identifies millennials as individuals born in 1981-1995. Now they are starting to take over the world of work.

Millennials and cell phones, the two have become inseparable. According to survey data from We are social and Hootsuite (2017), a total of 371.4 million mobile phones have been registered in Indonesia. A survey from APJII or the Association of Indonesian Internet Service Providers (2017) stated that 54.68% or 143.26 million people use the internet in Indonesia. Based on this data, most internet users are of productive age, namely 49.52 million internet users aged between 19-34 years.

The use of mobile phones in the workplace is common. Turkle (2011) stated that office colleagues prefer to communicate by leaving voicemails or sending emails rather than talking directly. Individuals prefer to play with their cell phones rather than responding to their surroundings. Turkle (2011) uses the term "alone together" to explain the phenomenon he encountered, namely the condition when someone feels alone in a crowd. Turkle conveyed his observations when attending an event in Japan, in a meeting room with a presenter who was delivering material, but instead he saw people with laptops open, busy with email, downloading files on online pages, and surfing the internet. Crowley and Mitchell (1994) predict that the communication model through these media, or mediated communication, will replace face-to-face based communication.

Previous research was conducted by Rotondi, Stanca, and Tomasuolo (2017) regarding the effects of mobile phone use on the quality of face-to-face social interactions. The use of mobile phones reduces the quality of face-to-face social interactions. The quality of interaction is measured by indicators of time spent hanging out with friends. The high use of mobile phones shows that the time spent hanging out with friends (quality time) is decreasing. The presence of mobile phones in interactions has a negative impact on aspects of closeness, connection, and quality of conversation (Przybylski and Weinstein, 2013).

Social interaction is a daily activity in the world of work. The social interaction model presented by Vilela and Ranhel (2017), namely that in face-to-face interaction, a person who is giving information must complete what he has expressed, then must wait to receive feedback from the person he is talking to. This makes face-to-face interaction a waste of time. In the social interaction model, individuals must convey words and gestures, then the surrounding environment influences meaning in the social interaction process. Dohen, Schwartz, and Bailly (2010) stated that face-to-face communication is challenged by the physical environment where the interaction takes place. People who interact not only focus on the meaning expressed by the person interacting, but also integrate information in the physical environment.

Interactions are directly influenced by the presence of technology around them. The presence of mobile phones in face-to-face interactions will reduce the quality of face-to-face interactions (Banjo, Hu, & Sundar, 2008; Gergen, 2002; Misra, Cheng, Genevie, & Yuan, 2016; Rotondi et.al., 2017) and its consequences in reduced individual satisfaction and well-being (Rotondi et.al., 2017). The presence of mobile phones will also inhibit closeness and trust between individuals when interacting, reducing feelings of empathy and mutual understanding between interacting parties, including social responsibility (Banjo et.al., 2008; Misra et.al., 2016; Przybylski & Weinstein, 2013). According to Chotpitayasunondh and Douglas (2016), mobile phones have a detrimental impact on the quality of social interactions.

Griffiths (1995) explains that addiction to technology is a basic problem of interaction between humans and machines. Technology addiction is indicated by passive addiction such as watching television or activity dependence, such as playing games on the computer. Regarding activities using mobile phones, Yildirim and Correia (2015) stated that mobile phones cause compulsive checking habits, namely people who like to constantly check their mobile phones. This can lead to overuse, even stress. The main predictors of cell phone addiction are internet addiction, fear of losing the cell phone, and self-control, all three of which can ultimately predict phubbing behavior (Chotpitayasunondh & Douglas, 2016). Phubbing is the behavior of ignoring other people in interactions and preferring to focus on their cell phones.

This research aims to determine the relationship between the tendency to be addicted to mobile phones and the quality of social interactions among millennial employees. Research on the use of mobile phones among millennial employees in relation to the quality of social interactions still does not exist in Indonesia, so researchers are moved to add to the research results.

METHOD

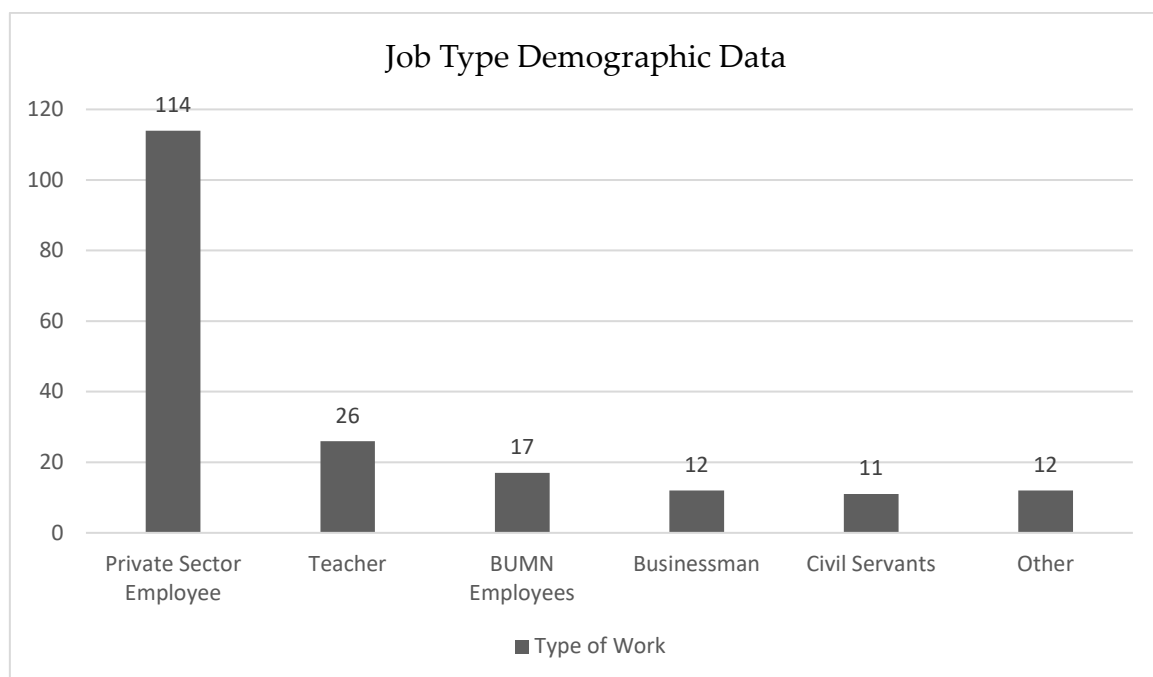
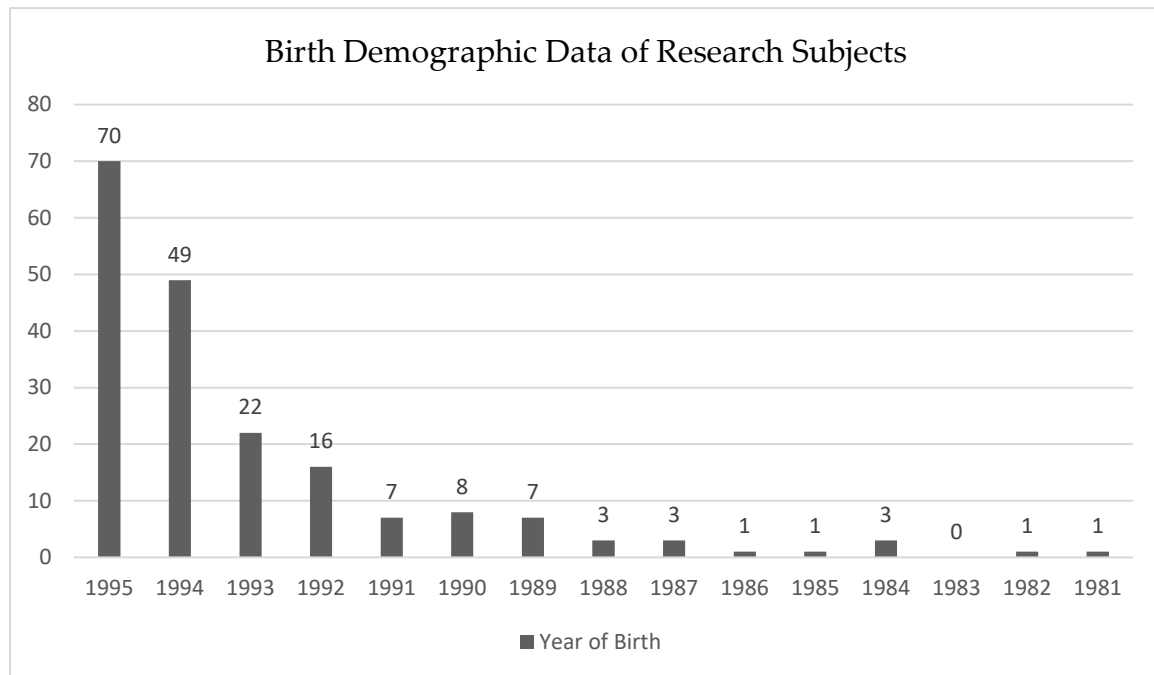
Identify Research Variables

The variables of the quality of social interaction and the tendency to become addicted to mobile phones are the focus of this research. The quality of social interaction is defined as a form of social relationship between individuals, between groups, or between individuals and groups that occurs directly, involving gestures and facial expressions to express a message. Meanwhile, the tendency for cell phone addiction is described as the behavior of using cell

phones for internet, social media or entertainment purposes which shows excessive activity compared to other people.

Research Subject

The research subjects were millennial employees who were born between 1981-1995 and worked in privately owned agencies/companies/businesses. There were 238 subjects who participated in the research, but 28 subjects did not meet the analysis criteria, while 18 data were outliers. So, researchers only analyzed data belonging to 192 subjects. The following is detailed demographic data on the subject.



Research Instrument

The research measuring tool is a modification of The Quality of Interaction Schedule (QUIS) and Mobile Phone Use Survey Section 3. The social interaction quality scale is the result of a modification of The Quality of Interaction Schedule (QUIS) compiled by Dean et al. (1993). The social interaction quality scale is composed of five aspects, namely positive social, positive caring, neutral, negative protective and negative restrictive. The mobile phone addiction tendency scale was prepared based on a modification of the Mobile Phone Use Survey Section 3 developed by Bianchi & Philips (2005). The mobile phone addiction tendency scale has 9 sub dimensions, namely tolerance, running away from problems, withdrawal, craving, and negative life consequences in terms of social, family, work and financial difficulties, and loss of self-control. Both scales have 22 items.

Research Methods

The data in this study was processed using statistical methods to test the hypothesis proposed by the researcher. The analysis technique used is Pearson's Product Moment correlation to determine the relationship between the tendency to be addicted to mobile phones and the quality of social interaction. Researchers also conducted an independent sample t-test. The analysis process was carried out using a statistical data processing application, namely Statistical Product and Service Solution (SPSS) 23 for Windows.

RESULTS

Researchers put forward a research hypothesis, namely that there is a negative relationship between the tendency to be addicted to mobile phones and the quality of social interactions among millennial employees. The product moment correlation test was carried out on research subjects, namely 192 millennial employees who had diverse backgrounds.

Based on research data analysis, the empirical mean score ($M=59$) of the mobile phone addiction tendency variable is lower than the hypothetical mean score ($M=66$). The results of the categorization of the mobile phone addiction tendency variable show that the majority of subjects are in the medium (49%) and low (42.2%) categories. The empirical mean score ($M=86$) of the social interaction quality variable is higher than the hypothetical mean score ($M=66$). The results of the categorization of social interaction quality variables show that the majority of subjects are in the high category (53.7%).

Researchers test assumptions before testing hypotheses. The assumption tests carried out are the normality test and the linearity test. The results of the normality test using Kolmogorov-Smirnov showed that the K-S value was (0.064) with $p=0.055$ ($p>0.05$) on the quality of social interaction variable and the K-S value (0.052) with $p=0.200$ ($p>0.05$) on the addiction tendency variable. Mobile phone. This shows that both data are normally distributed. Meanwhile, the deviation from linearity score was 0.056 ($p>0.05$), which means that deviation from the relationship between the independent variable and the dependent variable from linearity did not occur.

Hypothesis testing was carried out using Pearson product moment correlation. The results of the hypothesis test show that the correlation coefficient (r) is - 0.299 with a significance level of $p < 0.01$ (1%). The results of the hypothesis test show that there is a significant negative relationship between the mobile phone addiction tendency variable and the quality of social interaction variable. The hypothesis proposed in this research is accepted.

Researchers conducted another analysis to determine differences in the level of quality of social interaction based on data on type of work and birth year of the research subject. Analysis was carried out using the independent sample t-test. As a result, the quality of social interaction variable for the subject's type of work factor obtained a value of $p=0.227$ and the subject's birth era factor obtained $p=0.789$. Both scores are more than 0.05, which means there is no difference in the quality of social interactions in the era of the subject's birth year and the subject's type of work.

DISCUSSION

The results of the research show that there is a significant negative relationship between the variable tendency for cell phone addiction and the quality of social interaction. The correlation coefficient (r) value is - 0.299 at a significance level of $p < 0.01$, indicating that the higher the tendency to be addicted to cell phones, the lower the quality of social interaction. Conversely, the lower the tendency for cell phone addiction, the higher the quality of social interaction.

Banjo et al. (2008) conveyed through their research results that in the process of social interaction, if a cell phone is present, individuals will tend to refuse to offer help. The presence of mobile phones hinders the process of social interaction. One aspect of interaction quality is positive concern. Positive concern is manifested in a more specific conversational context. This means that the conversation is more directed to the personal area. The presence of a cell phone will hinder the interaction process, namely the person being spoken to loses focus on the sentence being discussed, loses expression in delivery, changes in conversational intonation, and loses eye contact (Misra et.al., 2016). This causes communication in the interaction to not be effective, because the other person has to repeat the question. The presence of mobile phones as an environmental aspect in the interaction process influences the meaning of the interaction process (Vilela & Ranhel, 2017). With the use of mobile phones, the quality of social interaction is reduced because the interaction process is not optimal.

Przybylski and Weinstein (2013) explained that the presence of mobile phones in interactions has a negative impact on aspects of closeness, connection and quality of conversation. The presence of mobile phones in interactions can disrupt human relationships, and the impact will be very clear when individuals are discussing personal topics. The presence of mobile phones hinders closeness and trust, reduces feelings of empathy and understanding of the person being communicated with. Mobile phones pose challenges in terms of the physical environment in which people interact (Dohen, Schwartz, & Bailly, 2010). In principle, people interacting not only focus on the meaning expressed by the person interacting, but also integrate information in the physical environment. Mobile phones are detrimental to the interaction process (Chotpitayasunondh & Douglas, 2016).

Researchers found no differences in the quality of social interactions in terms of type of work and era of birth. The results of the independent sample t-test show that there is no difference in the quality of social interaction between millennial employees who work in privately owned businesses and employees who work in non-privately owned businesses. There is also no difference in the quality of social interactions between millennial employees who were born in the 80s (1981-1989) and 90s (1990-1995).

Research on the problematic variables of cell phone use and the quality of social interaction was conducted by Rotondi et.al., (2017). Rotondi uses 3 indicators, namely time using mobile phones, time spent with friends, and satisfaction in friendship interactions. As a result, there is a significant negative correlation between time spent using mobile phones and time spent with

friends, namely - 0.090. The results of this study show similarities with the researchers' findings, namely that there is a significant negative relationship between the tendency to be addicted to cell phones and the quality of social interactions.

Chotpitayasunondh & Douglas (2016) stated that self-control is one of the three main predictors of cell phone addiction. This is in line with the opinion expressed by (Bianchi & Phillips, 2005), the sub-aspect of loss of self-control is a contributor to cell phone addiction. Losing self-control when using a cell phone can lead to cell phone addiction tendencies.

In this study, the categorization of the mobile phone addiction tendency variable was medium-low. This is contrary to the opinion expressed by Kim (2018), that millennials cannot possibly be separated from their personal lives while working, namely regularly checking social media and incoming messages on their smartphones. Researchers used the aspect of loss of self-control (Bianchi & Phillips, 2005) to reveal the length of time using a cell phone. From the results of this study, most subjects did not have a tendency to be addicted to cell phones.

CONCLUSION

After normality testing, linearity testing, and hypothesis testing, the researcher reached a conclusion. The research hypothesis is that there is a negative relationship between the tendency to be addicted to mobile phones and the quality of acceptable social interactions. Thus, the higher the tendency for mobile phone addiction, the lower the quality of social interactions among millennial employees. On the other hand, the lower the tendency for cell phone addiction, the higher the quality of social interactions of millennial employees.

SUGGESTION

Researchers have suggestions for further research to add research subjects so that research can take a larger sample of the population. Researchers also hope to carry out additional analysis of demographic data to determine differences in the quality of social interactions, for example gender differences.

Researchers have suggestions for companies if they have problems with employees' social interactions, by making rules for cell phone use, for example limiting the use of cell phones for non-work purposes during working hours, except for urgent matters.

REFERENCES

- Indonesian Internet Service Providers Association. (2017). *Infographics on Penetration & Behavior of Indonesian Internet Users 2017* (p. 39). Retrieved from https://web.kominfo.go.id/sites/default/files/Laporan%20Survei%20APJII_2017_v1.3.pdf.
- Banjo, O., Hu, Y., & Sundar, S. S. (2008). *Cell Phone Usage and Social Interaction with Proximate Others: Ringing in a Theoretical Model*. *The Open Communication Journal*, 2(1).
- Bianchi, A., & Phillips, J. G. (2005). *Psychological Predictors of Problematic Mobile Phone Use*. *Cyber Psychology & Behavior*, 8(1), 39-51.
- Chotpitayasunondh, V., & Douglas, K. M. (2016). *How "Phubbing" Became the Norm: The Antecedents and Consequences of Snubbing Via Smartphone*. *Computers in Human Behavior*, 63, 9-18.
- Crowley, D., & Mitchell, D. (1994). *Communication Theory Today*. Stanford University Press. Retrieved from

- https://books.google.co.id/books?id=jS8ZRjN3oi4C&pg=PA35&redir_esc=y#v=onepage&q&f=false.
- Dean, R., Proudfoot, R., & Lindesay, J. (1993). *The Quality of Interactions Schedule (QUIS): Development, Reliability and Use in The Evaluation of Two Domus Units*. International Journal of Geriatric Psychiatry, 8(10), 819-826.
- Dohen, M., Schwartz, J.-L., & Bailly, G. (2010). *Speech and Face-to-Face Communication - An Introduction*. Speech Communication, 52(6), 477-480.
- Gergen, K. J. (2002). *The Challenge of Absent Presence*. In J. E. Katz & M. Aakhus (Eds.), Perpetual Contact (pp. 227-241). Cambridge: Cambridge University Press.
- Griffiths. (1995). *Technological Addictions*. Clinical Psychology Forum. Retrieved from https://www.academia.edu/751805/Griffiths_M.D._1995_. _Technological_addictions._Clinical_Psychology_Forum_76_14-19.
- Kim, S. (2018). *Managing Millennials' Personal Use of Technology at Work*. Business Horizons, 61(2), 261-270.
- Misra, S., Cheng, L., Genevie, J., & Yuan, M. (2016). *The iPhone Effect: The Quality of in-Person Social Interactions in the Presence of Mobile Devices*. Environment and Behavior, 48(2), 275-298.
- Przybylski, A. K., & Weinstein, N. (2013). *Can You Connect with Me Now? How The Presence of Mobile Communication Technology Influences Face-to-Face Conversation Quality*. Journal of Social and Personal Relationships, 30(3), 237-246.7.
- Rotondi, V., Stanca, L., & Tomasuolo, M. (2017). *Connecting Alone: Smartphone Use, Quality of Social Interactions and Well-Being*. Journal of Economic Psychology, 63, 17-26.
- Turkle, S. (2011). *Alone Together: Why we Expect More from Technology and Less from Each Other*. New York: Basic Books. Retrieved from <https://books.google.co.id/books?id=Utk4DgAAQBAJ&printsec=frontcover&hl=id#v=onepage&q&f=false>.
- Vilela, C., & Ranhel, J. (2017). *A Framework for the Multimodal Joint Work of Turn Construction in Face-to-Face Interaction*. Cognitive Systems Research, 41, 99-115.
- We are social, H. (2017). *Digital In 2017: Southeast Asia a Study of Internet, Social Media and Mobile Use Throughout the Region (P. 197)*. Retrieved from <https://wearesocial.com/special-reports/digital-in-2017-global-overview>.
- Yildirim, C., & Correia, A. P. (2015). *Exploring the Dimensions of Nomophobia: Development and Validation of a Self-Reported Questionnaire*. Computers in Human Behavior, 49, 130-137.