

A STUDY ON THE EFFECT OF USE OF TECHNOLOGY ON EMPLOYEE BEHAVIOUR IN THE EDUCATION SECTOR

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Abstract

In the current technology driven world, technology has made its mark in each field. It assumes a both advantages and disadvantages in this current evolving environment. In this scenario no individual (or) no organisation (or) no business can get by without embracing the utilization of technology. The one of the positive side of utilization of technology in teaching is that it assisted educators with staying associated with their students during pandemic lockdown. The educators technologically updated themselves to work all the more adequately that worked well for their teaching learning practices during lockdown closure of schools. All the while moving towards new work culture of work from home termed as telecommuting posed certain degree of stress on educators.

The commemoration of the pandemic-lockdown having passed by, it is maybe an ideal opportunity to reflect and assess the encounters of virtual teaching learning (T-L), utilization of technology what started as a TINA (there is no alternate) response to prevailing situation on closure of schools and simultaneously striving for continued education for students. Mostly, the default objective was satisfied by most organizations. In any case, what is significant is to assess and gain from the experiences of the essential partners or the primary stakeholders of education—educators/teachers/facilitators.

The present study is zeroing in on the impact of use of technology while telecommuting on employee behavior working in education sector, namely educators/teachers/facilitators, and their performance and also the impact of technology on educators' interpersonal relationship with their co-workers and family members. The study was canvassed on 112 teachers of Directorate of Education schools of district NW B of Delhi through Google form comprising of 14 closed ended questions on Likert scale and 2 open ended questions to elicit their opinion and expression on effect of use of technology on their behavior and performance. The findings of study suggested that forced introduction of technology during school closure is helping the education sector in excelling as teacher and students are getting more used to use of technology, the technology mediated teaching is helping students in better learning but at the same time is stressful for both and to an extent hampering their relationship with co-workers because of social-distancing, limited human interactions, work life imbalance and poor time management. In any case, this has also condensed the teacher's relationship with family members as teachers are devoting more time to upgrade themselves to the need of technology driven classroom.

Keywords: Techno-stress, telecommuting, inter-personal relationship, teacher's behavior and performance

Introduction

Use of technology has turned into an essential requirement for each sector and education sector is no exemption. No sector can escape from moving up to new technology as everything has been digitalized and it is required for a sector to utilize new technology to acquire upper hand in the worldwide market. Introduction of technology brings along with a change in the organisation which affects working arrangement of the employee which will have a both positive and negative impact on employee behaviour, on their performance and on their inter-personal relationship with co-workers and with family members. In this manner, to get an ideal utilization of technology, organisation should think about its employee's perspective with respect to the new technology. In the event that the employee has any negative conviction about technology it will ponder on his conduct and performance.

In this current world, as everything is in-form with advancements in technology, being upgraded with the technology everyday is a stress for all. This is known as techno-stress. Responsibility and accountability on account of technology, absence of time-frame in embracing new advances, absence of information about the utilization of technology, absence of training on use of technology are the causes behind techno-stress. Because of technology demands office time are extended to the home which influences the day to day life and personal relationship of an employee.

However the work from home or telecommuting isn't new and is practically speaking since the beginning of the century. The number of individuals who are telecommuting has radically expanded over the world. This number is currently considerably more in our recently discovered norms of social distancing. Prior it was a decision or a choice however post this prophetically calamitous period this is the manner by which the world is working and will work or if nothing else will set itself up to accept work from home whenever required. Work from home enjoys many benefits for the both employee and organizations. It permits adaptable work hours, a continuous environment, saves commuting time to work place and makes the home food accessible right close to your room. There are many benefits yet both the organisation and employees need to go through some challenges also.

The study will enrich with a scope of data relating to worker performance, employee inter-personal relationship with co-worker and family and their performance related to utilization of technology while telecommuting. This will empower the organisation to settle on choice in taking on another work culture in future and assists with giving training to its employees in self-development and in learning the technology. Just the trained employees can play out their obligations well and can adjust their work and home which will assist the organisation with accomplishing its objective. This study will make the organisation to acknowledge about the techno-stress which will be valuable for them to assist their employees with conquering the stress. Impact of utilization of technology and work from home on employees behaviour working in education sector has been studied which will assists with offering more towards organizational development by working effectively.

Review of Literature

Kendra M. Turner (2017) studied on the effect of a system implementation upgrade on employees' job performance. It was found that employees initially felt positive about a change but after some period of time they felt that they are in the need of training and management also increased their job duties and responsibilities without salary hike.

Muhammad Aftab Alam (2016) aimed to explain the linkage between techno-stress and crew productivity and examine the interaction effect of role-overload and equity-sensitivity in this relationship. The study explored three factors of techno-stress i.e. techno-complexity, techno-uncertainty and techno-overload, and found that their negative relationship between productivity and techno-overload.

Yan-Hong Yao et al (2014) explore the influences of leadership and work stress on employee behavior, and the moderating effects of transactional and transformational leadership on the relationship between work stress and employee negative behaviour. The results showed that there is a positive correlation between work stress and employee negative behavior. Transformational leadership has negative impacts on work stress and employee behavior, whereas transactional leadership has positive influences.

Paul G. Mitchell (2007) studied about the effects of technology on work and personal lives of middle level managers . The results revealed that technology doesn't have a negative effect on those surveyed. Technology allows for speed and ease of task completion. The author recommended the department to help the managers in overcoming the challenges of emerging technologies and to have a balanced work and personal life.

Janet H. Marler,, James H. Dulebohn, (2005) explored how organizations can improve the effective use of human resource web-based technologies. By integrating and expanding several theoretical models of technology acceptance they developed a perceptual model of Employee Self-Service (ESS) acceptance and usage of technologies. Based on this model, they proposed individual, technological, and organizational factors relevant to individual intentions to use ESS technology.

Objectives

- To study the effect of technology on employee behaviour working in education and their performance
- To analyze the stress level caused by technology and how technology influence employees inter personal

relationship

Methodology

The self designed questionnaire was prepared as Google form and link was shared with the sample group on Whatsapp. In all 112 responses were collected from 21 MTs and 91 TDCs. Data was collected and analysed for interpretation using percentage technique.

Sample of study

The respondents are the mentor teachers (MTs) and teacher development coordinators (TDCs) of government schools of North West B district of Delhi. In all there are 134 TDCs and 22 MTs in government schools of NW B district of Delhi. This group was taken purposely as sample of study since this group of teachers have played active role in online school education during school closure due to pandemic 2020-21. They have been given training on use of technology and also they up skilled themselves on their own on utilization of technology to accomplish their role of mentoring school teachers.

Tools of study

The self designed questionnaire was prepared as Google form and link was shared with the sample group on Whatsapp.

Nature of Study

Survey Method

Statistical Techniques Used

Percentage Analysis

Limitations of the study

This study is restricted to TDCs and MTs of government schools of North West B district of Delhi so the results of the study cannot be generalized.

Analysis and Interpretation

In all 112 responses were collected from 21 MTs and 91 TDCs and were qualified for analysis. Data was collected and analysed for interpretation using percentage technique.

Table 1: Demographic Profile of Respondents

	Profile	Frequency	Percent
Role	MT	21	18.8
	TDC	91	81.3
	Total	112	100
Gender	Male	51	45.5
	Female	61	54.5
	Total	112	100.0
Experience	Below 5 yrs	23	20.5
	5-10 yrs	7	6.3
	10-15 yrs	21	18.8
	15-20 yrs	22	19.6
	Above 20 yrs	39	34.8
	Total	112	100.0
Education	Ph.D	7	6.3
	Post Graduation	93	83
	Graduate	12	10.7

	Total	112	100
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From the table 1, it is inferred that out of 112 sample 54.5% respondents are female and 45.5% respondents are male and 18.3% are mentor teachers and 83.3% are teacher development coordinators of government schools of directorate of education of GNCT of Delhi. 34.8% of respondents have over 20 years of teaching experience.

Table 2: Effect of use of technology on employee behaviour

S.No	Item	Responses (%)				
Techno-stress on employee						
1	What is your impression about Work from Home (WFH)?	Very Bad (0)	Bad (2.7)	Satisfactory (35)	Good (39.3)	Very Good (22.3)
2	Have you established a decent work routine?	Strongly Disagree (0.9)	Disagree (2.7)	Not sure (21.4)	Agree (42.9)	Strongly Agree (32.1)
3	Do you have healthy work-life balance while working from home?	Strongly Disagree (2.7)	Disagree (7.1)	Not sure (33.9)	Agree (33.9)	Strongly Agree (22.3)
4	Do you feel any behavioral change in yourself, before and during WFH?	Strongly Disagree (7.1)	Disagree (5.4)	Not sure (34.8)	Agree (37.5)	Strongly Agree (15.2)
5	How satisfied are you in your WFH setup compared to being in the school?	80-100% (22.3)	60-80% (36.6)	40-60% (31.3)	20-40% (7.1)	0-20% (2.7)
Influence of technology on employee behaviour and their performance						
6	Can technology be used for the improvement of Education System?	Strongly Disagree (0)	Disagree (0)	Not sure (7.1)	Agree (29.5)	Strongly Agree (63.4)
7	Is technical support required to understand the technology?	Strongly Disagree (0)	Disagree (3.6)	Not sure (16.1)	Agree (34.8)	Strongly Agree (45.5)
8	To what extent technology has created a positive impact on your performance?	80-100% (29.5)	60-80% (48.2)	40-60% (16.1)	20-40% (5.8)	0-20% (0.4)
9	How often did you get an opportunity to improve your skills?	Always (51.8)	Often (39.3)	Sometimes (8)	Rarely (0.9)	Never (0)
10	Has use of technology reduced the workload?	Strongly Disagree (8.9)	Disagree (13.4)	Not sure (25.9)	Agree (27.7)	Strongly Agree (24.1)
Influence of technology on employee inter personal relationship						
11	To what extent do you feel connected to your organization?	Strongly connected (82.1)	Somewhat connected (17)	Can't Say (0)	Rarely connected (0.9)	Not connected (0)
12	Are you able to devote enough time to your family during WFH?	Strongly Disagree (3.6)	Disagree (12.5)	Not sure (26.8)	Agree (35.7)	Strongly Agree (21.4)

13	How often do you connect with your head/team?	Several times a Day (66.1)	Once a day (23.2)	Once in 2 days (5.5.)	Once a week (11.2)	Not so Often (3.0)
14	Do you feel recognized for your work during WFH?	Always (38.4)	Often (33.9)	Sometimes (23.2)	Rarely (4.5)	Never (0)

Techno-stress on employee

From table 2 above, 39.3% of respondents feel good while working from home where as 35.7% are satisfied. 42.9% of respondents agree that they are able to establish a decent work routine in work from home during lockdown and 21.4% are not sure of whether they are able to set their daily routine as per need of job. Equal percentage of respondent, 33.9%, agree and not sure of whether they have healthy work-life balance while working from home. 37.5% of respondents agree that they feel behavioral change in themselves, before and during WFH whereas 34.8% are not sure of it. Hardly 35% of respondents are 60-80% satisfied in their WFH setup compared to being in the school.

Small percentage of respondents are happy with technology interventions in their teaching learning practices as they felt that learning new technology will expand their performance level. Although they show a positive outlook towards technology as it upheld them to proceed with their teaching learning measures during closure of schools and thus helped in their obligation towards their students yet their response reflects that they are not successfully able to establish work-life balance while telecommuting. This might be the reason of finding behavioural changes among themselves. In case organisation isn't constraining his employees in refreshing his technological abilities and gives sufficient time-frames in embracing new technology, workers feel calm.

Influence of technology on employee behaviour and their performance

As reflected from table 2 above that the high percentage of respondents, namely, 63.4% strongly agree that the technology can be used for the improvement of Education System. Almost 50% of respondents strongly agree that they need technical support to understand the technology. This is quite evident from the demographic profile that majority of respondents have more than 20 years of teaching experience as such they are not used to technology in their teaching learning. For 48.2% the technology has created a 60-80% positive impact on their performance. Almost 50% of respondents get an opportunity to improve your skills whereas 39.3% gets it often. 27.7% agree that use of technology has reduced the workload. 25.9% are not sure of whether the usage of technology has reduced their work load or not.

Respondents are presented to telecommute recently. There is no denial from that technology is now inseparable part of teaching learning practices. The only thing is that they need training and technological support to move further. They should be trained to establish the balance between work and life activities. This will enhance their performance. It's obviously true's that the vast majority of individuals who telecommute forget about time, they begin working more hours than expected and thus invest less energy with their family and disturb their schedule. Then again, a portion of individuals are in dawdling mode and that ultimately results in deferrals and accumulations of certain ventures, this effects them as well as effects the individuals who are subject to your work and in the long run makes a falling impact across the organisation. Both these limits are vital to be kept away from at any expense.

Influence of technology on employee inter personal relationship

It is evident from table 2 given above that 82.1% of the respondents strongly feel connected to their organization. 35.7% of respondents are you able to devote enough time to their family during WFH, at the same time 26.8% are not sure of their response. 66% of respondents get connected several times a day with their head/team during work from home, at the same time 23% get connected once a day.38.4% felt that they always get recognized for their work during WFH while nearly 34% felt often they are recognized.

On an open ended item related to their feeling on working at their organization during lockdown, majority of responses are as challenging, hectic/engaging and haphazard. The biggest challenges faced by them while

working from home are keeping a regular schedule (44.6%), Internet connectivity/ network issue (33%), Social isolation (31.3%), too many distractions at home and not enough technical and productive tools (26.8%), technological Infrastructure (25%) and Communication with the coworker (23.2%).

Technology has not influenced the respondents' relationship with their co-workers and head of school; it assisted them to have a better communication with them. However, respondents felt that excessive use of technology has decreased their own relationship with family. The respondents felt they should be recognized and appreciated for their efforts to enhance their relationship and performance.

Conclusion and Suggestions

An absence of vis-à-vis cooperation with co-workers can leave numerous remote workers feeling socially confined and "unaware of present circumstances." This inclination can show itself in a wide range of structures; in employees' behaviour and performance, building techno-stress and poor unhealthy interpersonal relationship. Occupation victories and accomplishments can be less invigorating without others with whom to celebrate. Likewise, some work assignments can appear to be overwhelming if the employee feels segregated from supporting resources (i.e., a learned collaborator or head willing to give positive criticism or feedback). A day to day events occurring in an organisation's workplace is additionally missed by the remote worker.

Telecommuting can be excessively vivid or more all if the interest of time is having good technological ability. To keep oneself abreast with technology one can forget about time, besides with the coming of new standards of social distancing things are not looking great as individuals are isolating themselves. Circumstances like this must be stayed away from as behavior changes for the most exceedingly awful if such situations persist for long. People are social animals and social connection is one of the significant parts of human existence. Dispensing with everything of the abrupt could have physiological repercussions.

Employees in education sector are introduced to telecommuting recently. While taking into account whether working from home is proper for your organisation, consider that preparation is basic to the accomplishment of a working from home program. Employees who need proper training are undeniably bound to experience challenges in dealing with their new work from home plan.

The principal thing is to remember is that they need to keep up with the balance between work and life. Preparation of a daily schedule assists with characterizing limits among work and home and signifies the start and end of the workday. This will encourage the firm and happy relationship at work and home and ensuring their socio-emotional well-being during ongoing progress from one face to educating to on the web/virtual learning.

A propensity for making of a day by day and week after week schedule among the teachers and students helps organization by using time productively, and improving output. Upkeep of communication channel with office/head/collaborators assists with keeping remote workers "on top of it" on office data and keeps co-workers and heads side by side on remote workers' work activities. They feel connected regardless of whether isolated by distance. A discussion with loved ones by building up rules in regards to interferences during work-at-home occasions assists with upgrading execution and furthermore is stress buster.

In this paper efforts are to offer an overview of the various issues that must be considered when formulating and implementing technology based interventions in schools be it telecommuting arrangements or online technology blended learning.

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