

A Study Focused on Employees Perception Towards Multi-Tasking At Safe Technologies Palakkad

Mr. Balaram R¹, Dr.K.V.S.Raj²

²PROFEESSOR

^{1,2}Jawaharlal business school

Abstract- *The executive summary of the study report on "Employees' Perception Towards Multitasking at Safe Technologies Palakkad" provides a concise overview of the study's key findings and implications. The study aimed to investigate how multitasking impacts employee productivity, job satisfaction, and overall work performance in a business setting. Through a mixed-methods approach involving qualitative literature review and quantitative data collection via surveys, the study gathered insights from 120 employees at Safe Technologies Palakkad. Key findings reveal that while multitasking is common in the workplace, it can lead to reduced job satisfaction, increased stress levels, and challenges in task switching for employees. The study underscores the importance of effective time management strategies and task prioritization to mitigate the negative effects of multitasking on employee well-being and performance. Recommendations include providing training programs on efficient multitasking, fostering a work culture that values focus and concentration, and leveraging technology solutions to streamline tasks. Overall, the study contributes valuable insights for Safe Technologies Palakkad and other organizations seeking to enhance employee productivity and satisfaction in multitasking environments. By addressing the complexities of multitasking, the study offers practical recommendations for optimizing work processes and promoting a healthier work environment.*

Keywords- multi-tasking, time management

I. INTRODUCTION

Previous studies have examined the effects of multitasking in various occupations and tasks, such as "behind the wheel multitasking," airline pilots, chefs, information technology workers, firefighters, surgeons, gaming dealers, and others. However, this paper focuses specifically on how multitasking applies in a business setting. While there is a substantial body of research on multitasking in different environments, there is a lack of empirical research that can be broadly applied to the business context.

People can watch television while working, listening to music, and do other technical multitasking with today's

technological advances. Simultaneous projects, minor interruptions that must be addressed, and work that must be completed sequentially are all common workplace practices today. As a result, multitasking has become an inseparable part of daily lives. However, few studies have been conducted on this topic; a significant number of multitasking articles are in the fields of computer science.

INDUSTRY PROFILE

In today's fast-paced business world, keeping your skill set current is especially crucial to make your job and business safety . Learn new Mobile and Web App development skills through real time Internship and become better at it with professional development opportunities and practice. Are you looking for a Good Web or Mobile designer and developer , Data Analyst or Marketing professional for your business Hire our IT professionals like website developers, Mobile App developers, Database support Engineers , JS Developers , web designers and Marketing Persons. SAFE have a strong team of IT professionals who are available on hire for full-time, part-time and hourly basis. The benefit of outsourcing your development or marketing project to our team of trained IT People on hire is that you save on the cost and time required for hiring a salary-based team for a temporary job. After partnering with us you can hire IT professionals that have been chosen through a rigorous interview process, trained via skill- oriented program and moulded through years of experience in a range of industries.

COMPANY PROFILE

Safe Software And Integrated Solutions Private Limited is an unlisted private company incorporated on 14 December, 2004. It is classified as a private limited company and is located in Palakkad, Kerala. It's authorized share capital is INR 10.00 lac and the total paid-up capital is INR 10.00 lac. The current status of Safe Software And Integrated Solutions Private Limited is - Active. The last reported AGM (Annual General Meeting) of Safe Software And Integrated Solutions Private Limited, per our records, was held on 30 September, 2022. Safe Software And Integrated Solutions Private Limited has three directors - Kottappallam Krishnan Praveen,

Krishnalal, and others. The Corporate Identification Number (CIN) of Safe Software And Integrated Solutions Private Limited is U72200KL2004PTC017676. The registered office of Safe Software And Integrated Solutions Private Limited is at 18/3(5), NSSTALUK UNION BLDGS COURT ROAD NEAR FORT MAIDAN, PALAKKAD, Palakkad, is Kottappallam Krishnan Praveen who was appointed on 14 December, 2004. Kottappallam Krishnan Praveen has been on the board for more than 18 years. The most recently appointed director is Jaime Karuppankalam, who was appointed on 30 September, 2011. Kottappallam Krishnan Praveen has the largest number of other directorships with a seat at a total of 2 companies. In total, the company is connected to 1 other companies through its directors

II. REVIEW OF LITERATURE

Adler, Rubin, Mohammad, Irfan, Senadeera and Nguyen; 2015: Nowadays, many people prefer to multitask whether at home or at work. We know that multitasking is often ineffective, yet it is not easy to stop. As systems grow in intricacy and availability, information workers deal with a higher workload. A lot of multitasking occurs when people switch between tabs on the web. There are more tasks that people want to complete and more activities are done at the same time to save time. Multitasking occurs when a person works on two or more tasks instantaneously, like talking on the phone while typing emails or eating food while working on an assignment

Bonabou and Tirole, 2013: An employee's result is the product of his and the organizations' productivities, his efforts and a casual shock. In equilibrium, the low- efficient firms do not employ anybody. The level of competition is presented here by the relative efficiency of the less productive firm. The effect of rivalry on the multitasking issue has not concerned much attention

Murad, 2015: Numerous organizations involve their employees to do more than one duty within a job title role. Another outlook is that the various tasks that an employee involves in balance each other and thus efficiency increases over all tasks. Take for instance, a business sales representative who has the various duties of creating, estimating and offering a product. The salesman's presence in the market may give them more understanding into how to build up the item and decide better pricing techniques. Improve a hypothetical model and tentative test multitasking reasons when the tasks are either supplements or alternatives. They show that when everyday job is supplements, it is good to employ more employees for each task rather than relying on one employee when task is more complex.

OBJECTIVES OF THE STUDY

The objective of this research is:

- A study focused on employee perception towards multi tasking in safe technologies palakkad
- To measure the impact of multitasking on job satisfaction.

III. RESEARCH METHODOLOGY

DESCRIPTIVE RESEARCH

The research design is a descriptive one. The main aim of a descriptive study is to provide a detailed and accurate description of a specific phenomenon, group, or situation. Information is collected based on qualitative researches presented in literature review and quantitative methods used in the form of questionnaire filled by target population. Hence, primary and secondary data both were collected before reaching to conclusion. The independent variable is multitasking while the dependent variables are Job performance and satisfaction, task switching.

• POPULATION

In this collection of data, the gathered total number of the population is 150.

• SAMPLING METHOD

The method has been selected for this research is convenience sampling. The data collected from Employees of Safe technologies

• METHOD OF DATA COLLECTION

Questionnaires is used as instrument for data collection from the target population of employees and the questions will be close ended and structured. The poll contains Likert scale which consists of Effective , Ineffective Neutral.

DRAFTING A QUESTIONNAIRE

Questionnaire consists of 24-items based on four different variables to measure the impact of multitasking on productivity.

CHI-SQUARE TEST

YEARS OF EXPERIENCE * SATISFIED WITH IMPACT ON OVERALL JOB PERFORMANCE

NULL HYPOTHESIS: There is no significant relationship between years of experience and satisfied with impact on overall job performance.

ALTERNATE HYPOTHESIS: There is significant relationship between years of experience and satisfied with impact on overall job performance..

Years of Experience satisfied with the impact on overall job satisfaction cross tabulation.

Satisfied with the impact on overall job satisfaction

		Satisfied with the impact on overall job satisfaction		
		Yes	No	
Years of experience	Less than 1 Year	0	19	
	1-3 Years	33	18	51
	4-6 Years	31	0	31
	7-10 Years	19	0	19
Total		102	18	120

Chi-Square Tests

Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	28.651 ^a 3	.000
Likelihood Ratio	35.227 3	.000
Linear-by-Linear Association	4.160 1	.041
N of Valid Cases	120	

INTERPRETATION : From the above table shows the significant value is less than 0.05.so null.

• **ANOVA**

AGE OF THE RESPONDENTS * EFFECTIVENESS IN MULTI TASKING IN ROLE

NULL HYPOTHESIS: There is no significant difference in age of the respondents and effectiveness of doing multitasking in role.

ALTERNATE HYPOTHESIS: There is significant difference in age of the respondents and effectiveness of doing multitasking in role.

• **ANOVA**

Effectively feel multitasking in your role

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	241.656	3	80.552	231.798	.000
Within Groups	40.311	116	.348		
Total	281.967	119			

INTERPRETATION

From the table, the significant value is .000 which is less than 0.05. So the null hypothesis is rejected and alternate hypothesis is accepted. Hence it is concluded that there is significant difference between age of the respondents and effectiveness of doing multitasking in role.

IV. FINDINGS

- 37.5% of the respondents have 26-30 Years old, 35.8% of the respondents have 31- 40 years old, some of them have 20-25 years and above 40 years old respectively.
- 71.7% of the respondents are male and 28.3% of the respondents are female.
- 42.5% of the respondents have 1-3 years of experience, 25.8% of the respondents have 4-6 years of experience and some of them have less than 1 year and 7-10 years of experience.
- 85% of the respondents are satisfied with the impact of overall job satisfaction and others are not satisfied with the impact of overall job satisfaction.
- 32.5% of the respondents have occasionally engaged in multitasking activities in workday, some of them have rarely engaged and sometimes also engaged in activities. Others are often and always engaged in multi-tasking activities in workday
- 88.3% of the respondents have believe that multitasking is necessary to handle diverse task. Some of them are not agree with this statement at all.

- 70% of the respondents are satisfied with the multi-tasking job and others (30%) of the respondents are dissatisfied with the multitasking job.
- 85.5% of the respondents have manage competing priorities on multitasking based on urgency, some of them manage with the delegate task also.
- 58.3% of the respondents have positively impact ability on multitasking meets deadlines, some of them have no impact and also negatively impact on the ability to meet dead lines.

V. SUGGESTIONS

- Organizations should govern tasks in a planned manner, recognizing the need of learning about multitasking, its antecedents, and effects.
- Organizations could no longer ignore the fact that employees are overburdened with tasks, resulting in multitasking. Organizations must manage tasks, which include deadlines, interruptions, and job descriptions.
- Personal characteristics that influence multitasking, such as polychronicity, should also be considered. These aspects must be examined as early as the job analysis and recruiting selection processes in the organization.
- Studying employee perceptions towards multitasking can provide valuable insights into workplace productivity, job satisfaction, and stress levels. Here are some suggestions for conducting such a study: Provide training programs to help employees develop effective multitasking skills. This can include time management techniques, prioritization strategies, and tools for managing multiple tasks.
- Consider reevaluating how tasks are allocated to employees to minimize the need for multitasking. This could involve restructuring workflows or adjusting deadlines to allow for more focused work.

REFERENCES

- [1] Suija-Markova, Inese, et al. "Multitasking in knowledge intensive business services." *Emerging science journal* 4.4 (2020): 305-318.
- [2] Mattarelli, Elisa, Fabiola Bertolotti, and Valerio Incerti. "The interplay between organizational polychronicity, multitasking behaviors and organizational identification: A mixed-methods study in knowledge intensive organizations." *International Journal of Human-Computer Studies* 79 (2015): 6-19.
- [3] Liu, Juan, et al. "How and when does multitasking affect customer orientation of hotel employees?." *Journal of Hospitality and Tourism Management* 47 (2021): 335-342.
- [4] Peifer, Corinna, and Gina Zipp. "All at once? The effects of multitasking behavior on flow and subjective performance." *European Journal of Work and Organizational Psychology* 28.5 (2019): 682-690.
- [5] Cao, Hancheng, et al. "Large scale analysis of multitasking behavior during remote meetings." *Proceedings of the 2021 CHI Conference on Human Factors in Computing*
- [6] <https://www.ijert.org/>
- [7] <https://link.springer.com/article>
- [8] <https://link.springer.com/article/>
- [9] <https://doi.org/>