

# Quadrant analysis of Delphi based technology related anxiety study at silicon city of India

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**Abstract:-** In today's society technology is ubiquitous; it has its own effects. It is usual and useful to connect with people, networking, with an impact in transforming our lifestyle. Once we get too absorbed into this constant flow, technology can be a potential source for isolation from the real world which can lead to anxiety and stress. Here an attempt is made by us to fit a framework called quadrant analyses for the various responses we got on the Delphi based study. The result of the quadrant analyses will establish protocols to confirm about Agreement and disagreement. This validates the academic effort to understand, validate, evaluate and agree to the results of the public responses.

Key Words: Technology, Delphi technique, Quadrant analysis, Quality of Life, Anxiety.

## 1. INTRODUCTION

Technology is two faced. We are living in an era where our day to day activities are allied to science of craft. No doubt, the highly developed technology is responsible for creating better facility, plays a crucial role in connecting people instantly; exchange of knowledge, broadcasting, economic stability, better lifestyle, luxurious leading to vivid changes and in turn improving the life expectancy. In spite of all these benefits, technology is at the great expense to the society. In India with an emerging adulthood and considered to have the highest youth population in the world, woefully, the world is preoccupied by technology; our dependence towards technology, needs to be curbed. A London based research centre called "A T Keamey" conducted a test where they concluded that, in India 53% of the respondents were continuously connected to internet every waking hour. All technological acceleration that occurred over past centuries has left us with a congruity. Technology has become so evident in both our daily life as well as work life that no sphere has remained untouched by technology. Excessive usage of technology has made people gullible and this has led to risky consequences. Technology has become a budding source for stress and anxiety. Simultaneously affecting the quality of life. Technology has become a budding source for stress and anxiety. According to Dr. Shetty a famous psychiatrist blames the five I's and one M for the increasing occurrence of anxiety. They are irritability, isolation, impotency, insomnia, impulsivity, and mistresses. Techno stress or anxiety is a psychological aspect due to the usage of technology, a falls feeling towards technology (SRINIVASAN). The consequences of

stress are a deviation from the existing individual determinants of the human life that could be attributed to health, work environment and work related problems in the work system of industries (Shailaja V. N., Dr.B Ravishankar& Suma B.G).

Delphi technique was implemented to obtain consensus view on the impact of excessive usage of technology. A set of twenty cross-sectional questionnaires were framed to generate consensus opinion from 80 participants. Our study focused on participants who are prevalently depended on technology in every sphere of life and the work dependence is towards technology is high. The data collection was carried for 20days

## 2. Human technology interaction, leading to anxiety

Anxiety is a mental health construct, to worry at certain things, unrealistic panic and brain's response that warns of risk and prepares for upcoming challenges and also acts as a motivation to take actions. Technology is growing so intensely that it has touched human life in both physical and emotional senses. The harmful impacts of technology are difficulty in concentration, lack of sleep, fear, apprehension. Over few decades our society has been experiencing a rapid technological growth leading to abundant innovation from health to artificial intelligence. People consider that the prerequisite for improved quality of life is due to the high influence of technology. As a result there comes an increased life expectancy due to this rapid growth of technology.

The below figure 1 represents the impact of technology on individuals feelings, values and how the entire sphere can be affected by the influence of technology which in turn has an effect on quality of life. Anxiety and stress vary between male and female. It is significantly higher among females. In the modern society technology is evidently inescapable, both our work life as well social life revolves around technology. Technology is an essential tool to connect with people all around the world as well an essence of work life. Work related stress is reflected in physiological, emotional & behavioural effects of worker (Shailaja V. N, Dr.B Ravishankar& Suma B.G). There is a prevalence dependence on technology at work or work life; hence we can all technology as the essence of any workplace. In the below figure its shown that both work life and social life need for technology or information flow, which in turn is possible due to the existence of internet. Social media can be called as a social need of an individual,

it is necessary in this modern society to stay connected with the near and dear ones and also to be aware of what is happening all around the world. The number of internet users in India has grown by 2,700% since 2000 (SRINIVASAN). Technology can be viewed in two ways. Both optimistic and pessimistic. Technology is the major reason for the increasing productivity at work life, this in turn improving the work life. Pessimistically it deteriorates the quality of life as shown in the figure1. Intense usage of technology leads to lack of sleep, lack of concentrating which result in difficulty to cop up, the

mood is negatively related to interpersonal job performance (BARNING). Addiction to social media can lead to isolation from real world. Isolation from the surrounding environment may lead to social phobia. An overwhelming feeling about being criticized. Noise can also be considered as a factor that disrupts balance of human life (Dr B Ravishankar&Shailaja V N). All these factors can have a drastic inevitable effect, deteriorating the quality of life.

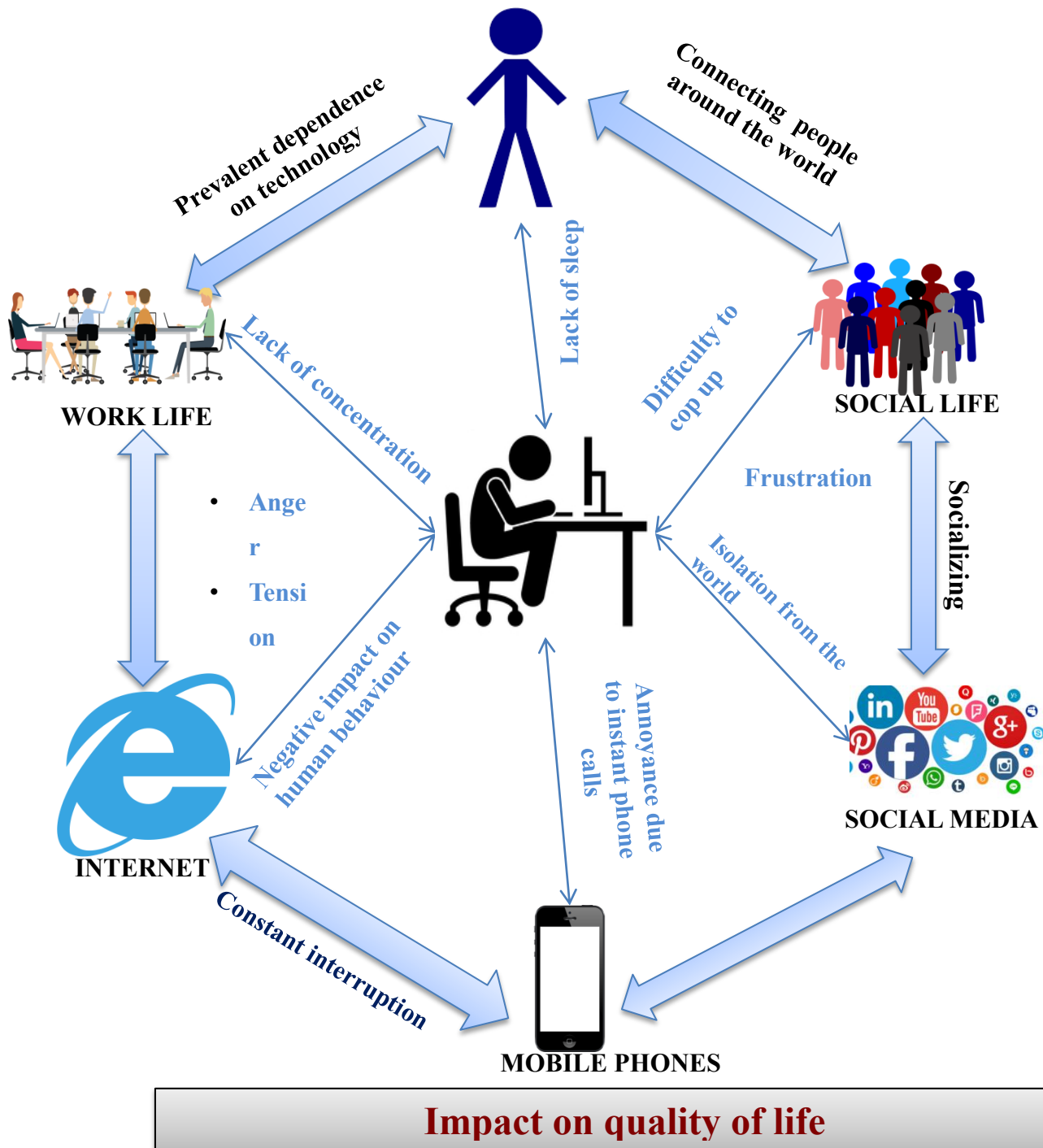


Figure 1: Impact of Technology on Quality of Life

### 3. Research Methodology

A preliminary analysis on various factors leading to technology related anxiety was conducted to obtain both qualitative and quantitative data. Total of 80 participants participated in this process. Factors causing technology related anxiety were outlined and a set of twenty semi-structured cross-sectional questionnaires were framed. The data were collected in a Google form and further analysis was carried out. After successfully collecting data for 20 days, the analysis was carried out by quadrant analysis. Quadrant analysis is a versatile tool that can be designed with various goals, helps in making decision in variety of situation. Two criteria are chosen with which one or more subjects need be evaluated.

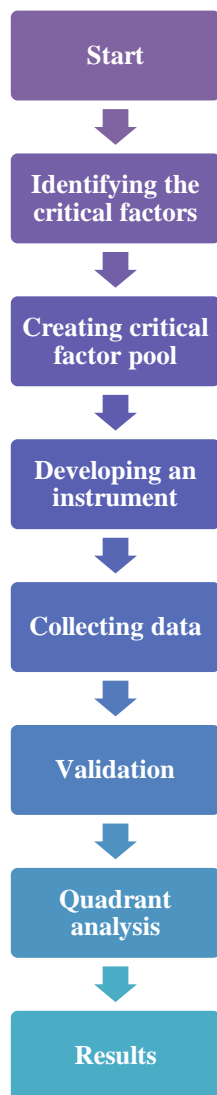


Figure 2: Flow Diagram of Research Process

### 4. Discussion

After the data collection, quadrant analysis was carried out for the following questionnaire as shown in the table 1.

Table 1: research questionnaire

1.	Do you think your dependency towards computer has become more prevalent in the workplace?
2.	Do you think technology has a drastic affect on your work related feelings and your daily life?
3.	How long are you exposed to technology in a day
4.	How frequently you get irritated because of the exposure to technology (social networking sites)?
5.	Do you feel annoyed when phone don't stop ringing?
6.	Do you think technology disrupts adaptive mobilizations of efforts?
7.	Do you agree that there are any frustrations when the faxes, email and voice mail pile up?
8.	Do you think there are poor coping strategies due to the influence of technology in your daily life?
9.	Do you experience any vigor or tension due to technology
10.	Due to the advancement of technology do you find any difficulty to concentrate in your daily life/ work life
11.	Can technology be one of the major reason for lack of sleep
12.	Do you feel there exist an inadequate transfer of knowledge due to influence of technology
13.	Do you feel technology lowers your self esteem and self confidence, especially the social networking sits
14.	Is there a fear of losing control due to technology
15.	Do you feel isolated from your immediate surrounding due to the influence of technology?
16.	Do you fear the existence of dangerous pseudonym due to the advancement of technology?
17.	Do you think technology related anxiety can also lead to depression?
18.	Do you think technology has a negative impact on an individual's attitude, thoughts or body physiology?
19.	Techno-stress has been suggested as a term to describe the state of cognition (your thought processes and state of mind) and cortical arousal observed in certain employees. Do you agree?

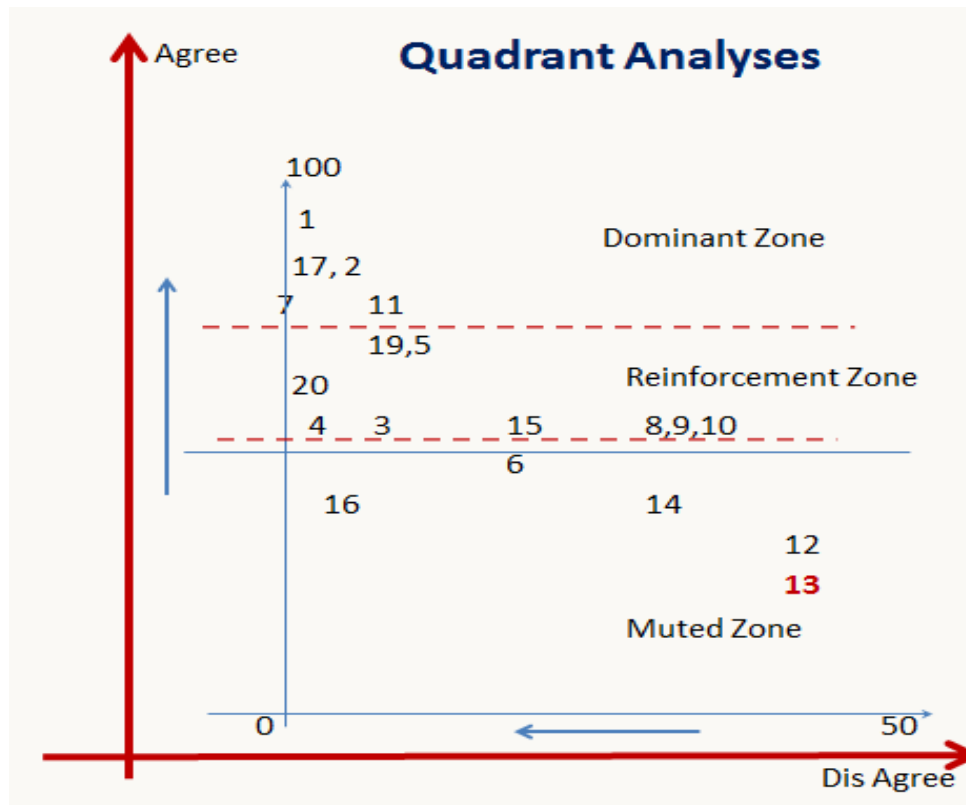


Figure 3: Quadrant Analysis

5. Results

Table 2: results of quadrant analysis

SL.NO	ZONE	QUADRANT POINTS
1	Dominant zone	5
2	Reinforce zone	9
3	Muted zone	5

The above indicates that dominant zone has 5 points, reinforce zone has 9 points and muted zone has 5 points. The dominant zone and reinforce zone can be clubbed or integrated as they fall very close to each other. Hence a total of 14 quadrant points indicates that there is a very high chance rising to an anxiety driven society, in turn affecting the quality of life. This has to be taken note and researchers can work towards its elimination.

6. Conclusion

The above method adopted by us indicates that the society is in a state of anxiety, but at a lower level, if this activity persists, the level may increase, causing a suitable damage to all concerned. Hence we conclude that anxiety level is in an increasing stage.

7. Future scope

The impact of technology on modern society can be felt in every sector of society, a balanced condition should be developed, or else technology can become havoc to human race.

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