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Is Smartphone a Healthy Choice for Youngsters?

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Abstract

The purpose of the study is to investigate the connections between cell phone habit, technostress, and conflict behavior. We additionally need to know whether technostress altogether impacts conflict behavior and intervenes in the connection between cell phone dependence and conflict behavior. We likewise attempted to discover which dimension of conflict behavior (inter, intra and academic) is generally affected by cell phone habit. Response was collected from Delhi-NCR. The respondents represent different social strata and are in the age groups between 17 to 66 years. Study is exploratory in nature and applied to a quantitative method (SEM) to determine the relation between cell phone dependence, technostress and conflict behavior. The results of the examination upheld the goals of the exploration inferring that cell phone dependency quantifiably drives technostress among heavy users and gives an explanation behind creating conflict behavior. Additionally, technostress altogether intercedes the relation between cell phone usage and conflict behavior instead of directly affecting it. At last, we inferred that cell phone fixation generally prompts intra-private matter among people than inter and academic conflicts. This examination has solid ramifications for web based Gaming Industries to reconsider their gaming rules and conditions. Further study can be useful for HR Managers to apply different OD Interventions to manage issues related to stress impact employee well-being.

Key Words: Smartphone Addiction, Technostress, Conflict Behavior

INTRODUCTION

Accessibility and availability of cell phones and web has improved the life of everybody permitting people to convey through a wide range of channels including voice calls, and texting, and so on (Montag, Kannen, Lachmann, Sariyska, Duke, Reuter, and Markowetz, 2015, p. 23). The current study on the cell phone habit has basically centered around both physical and mental problems like technostress (Brod, 1984) or conflict behavior (Bianchi and Phillips, 2005; Takao, Takahashi, and Kitamura, 2009). Therefore, we have made significant moves in understanding the exhaustive effect of cell phone habit on physical and psychological well-being through broad research surveys. Be that as it may, our comprehension of whether cell phone dependency prompts technostress (Brod, 1984), or conflict behavior (Bianchi and Phillips, 2005; Takao, Takahashi, and Kitamura, 2009) is extremely restricted and questionable. Numerous specialists contended on this that inordinate utilization and constant keeping an eye on missed calls or messages may bring about conflict behavior and even lead to cell phone dependency for cell phone users (Bianchi and Phillips, 2005; Oulasvirt, Rattenbury, Ma, and Raita, 2012; Takao, Takahashi, and Kitamura, 2009). Still the clouded side of these motorized expansion brought number of dangerous behavior issues among users (Kwon, Lee, Won, Park, and Min, 2013; Lapointe, Boudreau-Pinsonneault, and Vaghafi, 2013), and wrong utilization of cell phones in regular daily existence is one of them (Porter, 2010). Thomee, Harenstam and Hagberg (2011) commented that excess utilization of cell phones can edit moment delight; drafting volitional control and tireless action (as referred to by Lee, Chang, Lin and Cheng, 2014, p. 373). Chesley (2005) referenced that standard and heavy utilization of technology prompts mental trouble. Person's utilization of a cell phone for amusement or to assuage pressure is yet questionable.

Being hypothetically grounded in the comprehensive research on cell phone dependence, we explicitly attempt to determine whether heavy usage of cell phones leads to stress (technostress) or not. Further, we also intend to determine whether

technostress results into creating conflict behavior among cell phone users whether it mediates the relationship between cell phone addiction and conflict behavior. Finally, we wanted to conclude the study by finding if technostress results into conflict behavior then which dimension (inter, intra and academic) of conflict behavior is largely impacted by this relationship.

From now on, our exploration attempts to report the above expressed inquiries by differentiating the result of cell phone dependence technostress and conflict behavior. We have proposed the research to understand the flow of relationship between Smartphone addiction prompting mental or physiological issues like technostress (Brod, 1984) and whether this relation results into conflict behavior (Bianchi and Phillips, 2005; Takao, et al., 2009).

A few examinations have attempted this subject as a zone for the exploration, investigating the results of cell phone dependence and its connection to social issues. Past studies zeroed in on figuring out what happens if an individual unnecessarily utilizes a cell phone. Does it lead to physical and mental issues or some give birth to other social issues? However, this research has proceeded by analyzing the connections between cell phone addiction, technostress and conflict behavior. At first, we attempted to explore what sort of stress (technostress) does cell phone addiction create, and further that pressure (technostress) is a reason for conflict behavior. Henceforth we attempt to set up an immediate connection between cell phone dependence, stress (technostress) and impulsive behavior. Additionally, we attempted to check whether technostress intercedes the connection between cell phone dependence and conflict behavior or not. Furthermore, we likewise attempted to research which measurement (inter, intra and academic) of conflict behavior is to a great extent affected by technostress.

LITERATURE REVIEW

Smartphone Addiction

The world has become one stage; conceivably the manner in which technology has presented itself in different fronts, inevitably broad communications,

is one of them. Cell Phones have associated individuals from various different backgrounds to one stage. On the other hand, there are developing worries for cell phone usage, which at times erupts social affiliations. A report distributed by Gartner in 2012, shows that the quantity of cell phone users on the planet is approx. 5 to 6 billion, involving 79.9 per penny of the total populace. Technology has its focal points and drawbacks, and one of them is that over the top use can instill dependence. Compulsion is seen as a person's methodology towards overseeing relationship troubles and has unreliable connection styles. This behavior is probably going to bring about compulsion where an individual neglect to manage the feelings viably (Flores, 2004). In any case, portable applications, cell phones are given web-based media apparatuses and games with web office incrementally increase the phone usage rate (Zheng and Lionel, 2010). Enormous utilization of smartphones has become the likely driver to build up an addictive behavior among users, which is restraining them in their life. At the individual level, serious issues in regular day to day existence might be the propensity framing addictive nature of cell phone use (Oulasvirta et al., 2012). Numerous research have analyzed how dependence symptomology of cell phone even applies to inhabitant cell phone usage like; contortion of time spent on the telephone, behavioral clashes and negative impacts on our social and work lives (Kwon et al., 2013; Lange et al., 2014; Lin et al., 2015). Numerous examinations finished up on the impacts of over the top utilization of the cell phone on their psychological and physical wellbeing (Jenaro et al., 2007). The research behavoured by (Sim et al., 2012) expressed that there are tresses of having technostress if one uses technology in excess. Numerous works indicate the indispensable characters of regular daily existence can be influenced by the utilization of the cell phone (Misra and Stokols, 2012; Mumford and Winner, 2010). Before, a few investigations proposed a hypothesis expressing that, utilization of PDA can meddle in a person's life to a degree where there is a steady loss of a relationship (Miller-Ott et al., 2012; McDaniel and Coyne, 2016) additionally bringing about habit, diminished ability to appreciate recreation (Mok et al., 2014) (Jankovic et al., 2016; Lepp et al., 2015).

It is being argued that inappropriate usage and reliance on technology has demonstrated to be undesirable for people. One of the developing reasons for this is that people may be truly or intellectually ill-suited and this offers numerous physical and mental problems. Numerous examinations have reasoned that work or moving utilizing cell phones has created technostress. Results in the past have very much demonstrated that technostress impacts work-life struggle. (Zach W.Y. Lee et al: 2015) in their examination presumed that extreme utilization of massively multiplayer online games (MMOG) brings about social clashes.

TECHNOSTRESS

There are a few worries identified with technology selection and use. Accordingly, there is a firm acceptance that work-life limits and jobs have become obscure causing bury or relational clashes. An investigation directed by (Oh et, al. 2016), deduced in their exploration that, technostress which may result from the utilization of new advances even after work and during occasions (e.g., utilizing a cell phone, browsing messages or proceeding with work through a courier in the wake of working hours'), affects position fulfillment and work-life struggle. This exploration means to investigate how cell phone dependence prompts Stress (technostress) because of the enormous utilization of technology. (Bianchi and Phillips, 2005; Takao et al., 2009) stated that weighty utilization of cell phones brings about character problems. A thorough investigation investigated that over the top utilization of a cell phone can prompt technostress and is estimated in different measurements (Ragu-Nathan et al; 2008). The fame of the cell phone has risen as one of the essential wonders for the whole community over the globe. Technostress is "an advanced ailment of variation brought about by powerlessness to adapt to the new PC technologies in a sound way (Brod, 1984). Technostress is the marvel of end users encountering worry because of data and correspondence over-burden (Rouge et al, 2008). The hazardous development of end-client's registering and organizing technologies improves the seriousness of technostress (Brillhart, 2004).). Clinical analyst (Criag Brod, 1984) inferred an

illness called as technostress as a result of overuse of technology, failure to manage Information Communication Technology (ICT) in a solid way further bringing about demonizing powers for the users and for an organization additionally (Ayyagari, Grover, and Purvis, 2011). Technostress can be characterized as the result of exorbitant utilization of technology and creates health issues among the users. In earlier examinations, technostress is characterized as one of the problems among heavy users.

Considering the literature found in many explorations study, particularly by Salomon (1986) and Jain and Lyons (2008), which suggest that cell phone addiction may prompt impacts on singular anxiety like technostress, conflict behavior, work-life balance, and so forth. The idea of technostress has been recognized and developed since the beginning and the training of new innovative gadgets presented for hyper advance technology. In later investigations, Technostress is additionally characterized as a marvel of end users confronting worry because of data and correspondence overburden (Ragu-Nathan, et al., 2008). In past few studies identified with conflict behavior towards technology have essentially centered around deciding the character and mental factors and their results (e.g., Mueller et al., 2011; Roberts and Pirog, 2013; Takao et al., 2009), affirming that specific mental qualities may impact capacity to suffer pressure or make an individual powerless against stress (Ebstrup et al., 2011). The physical or social problem is named as Technostress by numerous scientists. These problems can occur in some random setting where an individual lives or exists. Behavioral traits and other realistic drivers of technostress are very much inspected and characterized in many studies earlier. In the end, in some examinations it has been observed that technostress even decreases work fulfillment, work responsibility, development, and efficiency. A comprehensive research study done by (Srivastava et al., 2015) featured that technostress is basic among managers due to substantial work burden. Other reasons adding to technostress can be - using technology in excess, work pressure from bosses for being more profitable, consistent need to adapt advance ICT applications, functionalities, and different work processes. Numerous investigations

have implied the impact of technostress shift across people. In any case, a modest bunch commitment made by (Raghu-Nathan, et. al., 2008) chipped away at a clear arrangement of measures dependent on age, sexual orientation, proficiency, abilities, and so on; proliferating that, men go through with more technostress than females; with developing ages singular feel more focused on then beginning phases of life. Henceforth it is significant for one to know the method of dealing with his/her cell phone addiction, forestalling technostress to happen in his/her behavior (Kuo Yu, J.C., et, al; 2009). Brod (1984) had foreseen, “when individuals neglect to adapt to further developed and updated advances, the likelihood of having the new present day infection is conceivable to be experienced by them as technostress. Adding to this, he likewise affirmed that technostress is a troublesome circumstance for transformation, brought about by the utilization of late technology by either individuals or association. Another meaning of technostress is the province of (Ayyagari, R. et. Al; 2011) distinguished characters of technology which are legitimately proportionate to stretch like hefty convenience, rudeness, and dynamism.

H1: Smartphone dependence prompts Technostress.

Smartphone Addiction and Conflict Behavior

As separated from the research one can significantly say that weighty utilization of a cell phone has its repercussions throughout in everyday life. Cell phone dependence has its results on a person's personal and professional life, on his/her well-being and some of the time significantly impacts mental or mental status. Human interaction with technology may result in numerous health related problems for example, disposition fear and uneasiness, related to portable/cell phones utilization, behavioral problems, and so forth (T.A. Wright et, al; 1998). In any case, this examination attempts to explore what terms the cell phone habit can hamper the physical and mental status of individuals. The research revolves around determining if an individual uses smartphone in excess or whether it affects a person's well-being and results into conflict behavior. Envisioning this, numerous bits of examination have expressed that

weighty utilization of the cell phone likewise prompts different mental and physiological issues. Extreme utilization of the cell phone is viewed as risky in regular day to day existence (Oulasvirta et al., 2012). Cell phone use incorporates certain key elements of social dependence: Saliency, Mood Modification, Tolerance, Withdrawal, Conflicts (Zach W.Y. Lee, 2015). Hardly any examinations have distinguished the connection between high web compulsion and low fulfillment from life (Nalwa and Anand, 2003). Risky utilization of the phone is taken as a confusion, and addictive behavior (Billieux, 2012). In the end, utilization of a cell phone can be related with solitary behavior, just as with uncontrolled use and fixation pointers. A few scientists proposed how we can apply regular habit condition with regards to unreasonable cell phone use demonstrated by loss of control, fixation on the utilization of a cell phone, antagonistic effect on social and work lives (Kwon et al., 2013; Lange et al., 2014, Lin et al., 2015). In spite of the fact that numerous investigations have accomplished critical work on distinguishing the effect of cell phone utilization on social and work life. There is no noteworthy examination in deducting the far reaching effect of cell phone dependence on the component of conflict behavior (Interpersonal / intrapersonal / scholarly). Numerous analysts likewise see conflict behavior as a result of cell phone fixation as a driver to mitigate anxiety and enjoy a good time for other people (Hirschman, 1992; O'Guinn and Faber, 1989; Roberts and Pirog, 2013; Takao et al., 2009).

H2: Smartphone habit impacts Conflict Behavior.

Technostress and Conflict Behavior

In the present workplace, technology has become a fundamental piece of everybody. It is distinguished that individuals are very much dependent on mechanical gadgets that all their immediate or aberrant discourse is affected by this sort of gadget and its use. Ordinarily individuals lounging around their social or individual gathering utilize a cell phone to talk, regardless of whether they are sitting close to them. This propensity for utilizing a cell phone, severely affects their physical and psychological wellness. The propensity for cell phone use now and again gets changed over into a person's conflict behavior restricting him/her to

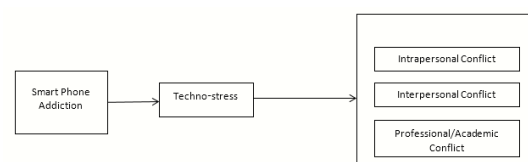
outflank, work-life balance, and gainful work, etc. Researches done in the past significantly contributed in the studies determining the impact of the over-utilizing cell phone. This has huge significance, yet numerous angles are yet to be addressed. This examination will likewise endeavor to know whether cell phone produced technostress may likewise bring about a person's conflict behavior or not.

(Tracker, G. furthermore, Perrault, W; 2007) Extensive exploration done by them concluded that the utilization of cell phones affects various parts of a person's personality. Along these lines, it is critical to explore the impact of technostress on one's behavior. A portion of the exploration separates have very much disclosed the best approach to deal with the technostress, however additionally, a significant number of them has clarified the physiological problems like dysfunctional behavior, trailed by mental issues like uncertainty, sorrow, uneasiness, dissatisfaction or outrage, absence of control and certainty, fret. In a workplace, utilizing a cell phone while working can bring about performing various tasks and cause technostress that can prompt helpless activity execution.

Likewise, technostress can influence users' fulfillment. (Lukoff and Gackenbach, 2004) referenced that a few people utilize the Internet in useless manners that lead to social seclusion and decaying work execution. On the off chance that technostress represents more weight on a broader level, we anticipate that this type of general pressure should impact hierarchical results as diminished occupation fulfillment.

H3: Technostress intercedes the connection between cell phone fixation and Conflict Behavior.

Fig. 1: Proposed Model
Conflict Behavior



Source: Author's Own

Research Gap

Studies behavoured in the past majorly talk about the relationship between cell phone usage and technology or relationship between cell phone usage and its impact on conflict behavior, but hardly any study is so far behavoured to determine the triangulate relationship between cell phone usage, stress (technostress) and conflict behavior. Henceforth, this study is proposed to determine the aforesaid relationship. The primary target of the investigation is to discover the connection between cell phone utilization, technostress and conflict behavior. Alongside this the study significantly centered around is deciding, whether conflict behavior has any critical effect on conflict behavior (inter, intra and academic) or not and lately to determine which dimensions out of these three (inter, intra and academic) significantly get affected by technostress. In the accompanying area, theories are proposed through a broad audit of research in the fields of technology, advanced cell, and stress and behavior strife.

Research Methodology

Test and Procedure

The examination utilized an elucidating research plan wherein; a quantitative exploration strategy was utilized to test the proposed research model. An organized poll consisting of 31 inquiries was utilized to gather information through an online overview. Snowball sampling was deliberately used to have respondents having solid propensity for utilizing cell phone in overabundance to appreciate different applications/exercises of cell phone, technique was utilized to gather information from respondents, including understudies, homemakers and working experts dwelling in India. A hyperlink to the online poll was shipped off 735 respondents through email, and the respondents were additionally mentioned to advance the survey to their companions, partners, and family members. The information assortment measure was completed from December 2017 to February 2018. An aggregate of 325 legitimate responses was obtained, which was sensible for investigations of this scale. 49.5 of the respondents were females, and 50.5 percent were men. The age of the respondents went

between 17 years to 66 years with mean as 29.8 years and a standard deviation as 10.5 years. Out of the complete example, 36per penny were understudies, 31.7per penny was working experts, and 32.3per penny were housewives. The example is a pointer gathering to test the examination model as cell phones are well known among understudies and homemakers. In addition, working experts unnecessarily use cell phones for web based shopping while at work.

Measurement

The scales for all the developments of the examination model were adjusted from past investigations with regards to cell phone addiction and conflict behavior. In particular, 12 items were utilized to quantify cell phone compulsion (SA) which were adjusted from (Eengin Karadağ, al.); 6 items were adjusted from (Yu-Kang Lee et al.,) used to gauge technostress (TS). Conflict behavior (CB) was a multidimensional development including three measurements specifically intrapersonal issues (IntraP), relational issues (InterP) and scholarly/proficient issues (APP). 9 items were adjusted from (Schiein, Guerne, Stover, 1971) to quantify relational issues (IntraP), intra individual issue (InterP) and scholastic/proficient issues (APP). The adjusted estimation items for this build, wherein three things were utilized to quantify IntraP, four things for InterP and three things were utilized to gauge the APP. Five Point Likert scale were used to measure from 1 (emphatically dissent) to 5 (unequivocally concur). Aside from these things, three segment questions (age, sex, and calling) were additionally remembered for the survey. Age was estimated in years, though sex and calling were estimated utilizing an ostensible scale.

The survey was created and controlled in the English language and was checked for content legitimacy by specialists from a University. Before overseeing the survey to genuine respondents, pilot testing was finished with 30 arbitrarily picked subjects in November 2017. In light of the pilot test results, less things were erased, and a couple of things were adjusted in the poll.

Analysis of Data and Findings

Descriptive Analysis

The descriptive statistics for each construct in the proposed research model is sufficient evidence to support univariate normality of all the items as all values of skewness are below their cutoff point 3, and all kurtosis values are less than 8 (West et al., 1995; Kline, 2011). Moreover, except for a few items (SA3, SA4, SA6, SA7, SA9, SA11, SA12), the critical ratios for both skewness and kurtosis for all items were found to be within the recommended limits of -2 and +2 (Kline, 2011) which indicate support for multivariate normality in the data. However, these items were dropped from further analysis because of their low factor loadings.

Structural Equation Modeling (SEM)

The structural equation modeling (SEM) technique was employed in the study to test the relationships between the constructs within the proposed model. The two-stage SEM approach (Anderson and Gerbing, 1988; Schumacker and Lomax, 2010) was used, beginning with the measurement model for testing the reliability and validity of the instrument and then estimating the structural model.

Measurement Model

Model Fitness

The measurement model was examined to test the model fitness and to establish the reliability and validity of the model constructs. For testing the model fitness, firstly the confirmatory factor analysis (CFA) was behavioried with the first order model on smartphone addiction and technostress. The main fit indices, including CMIN/DF, GFI, AGFI, CFI, NFI, RMR, and RMSEA were tested to evaluate the model fitness. As can be noticed from Table 1, all the indices could not reach their recommended threshold values in the initial first order CFA model. Therefore, certain reassessments are done to increase model fitness (Bagozzi and Yi, 1988; Anderson and Gerbing, 1988). To ensure the indicator reliability, the items (SA3, SA4, SA12, TS3, InterP1) having standardized regression weights (factor loadings) less than 0.4 were dropped (Henseler et al., 2009). Apart from this result extracted from modification indices, it was

observed that SA7, and TS1 had higher unacceptable values. Hence, these items were also removed from the model. Besides, by inspecting standardized residual covariance, SA9 and SA11 were found to have higher values than their recommended threshold level of ± 2.58 (Anderson, Tatham, & Black, 1995). Therefore, these two items were also removed.

After these modifications, the first order CFA model is [R73] tested again, and the model fitness was improved significantly, as expected. Even though the value of chi-square ($\chi^2 = 391.3$, $DF = 122$, $P = 0.000$) was still significant, the remaining fit indices of the modified first order measurement model were found to be within their recommended values (table 1).

Once the first order CFA model was found to be fit, the second order CFA model was tested by hypothesizing conflict behavior (CB) as a higher order construct based on the three lower order constructs: IntraP, InterP, and APP. All the factor loadings were found to be greater than 0.7 which indicated that CB loaded well on its three constructs. As seen in table 3, the fit indices (except chi-square) of the second order model were found to be within their threshold values, indicating the adequate goodness of fit to the data.

Table 1: Measurement Model

Fit Index	Recommended Value	Initial First Order Measurement Model	Modified First Order Measurement Model	Second Order Model
χ^2	NS at $p < 0.05$	2691.75	391.3	406.55
df	N/A	340	122	126
χ^2 / df	< 5	7.917	3.207	3.227
Goodness of Fit Index (GFI)	> 0.90	0.643	0.903	0.901
Adjusted Goodness of Fit Index (AGFI)	> 0.80	0.574	0.841	0.839
Comparative Fit Index (CFI)	> 0.90	0.778	0.960	0.959
Normed Fit Index (NFI)	> 0.90	0.754	0.944	0.942
Root Mean Square Residuals (RMR)	< 0.10	0.187	0.065	0.068
Root Mean Square Error of Approximation (RMSEA)	< 0.08	0.146	0.073	0.075

Items from SA (i.e. SA3, SA4, SA7 and SA12), two items from TS (i.e. TS1, and TS3) and one item from Interpersonal Problems (i.e. InterP1) are dropped because of low loading factor.

Reliability and Validity

As shown in table 2, all the constructs exhibited adequate levels of reliability with Cronbach’s alpha coefficients (Nunnally, 1978) and composite reliabilities are (Hair et al., 2010) greater than the cutoff point of 0.7. Also, the AVE values of all the constructs were greater than their threshold value of 0.5 (Hair et al., 2010) and all AVE values were less than the corresponding CR values indicating sufficient convergent validity (table 1). Also, as reported in table 3, all the correlation estimates between the constructs were found to be less than the maximum level of 0.85 (Kline, 2005) and all the constructs had greater than their inter-correlation estimates with other corresponding constructs. These results provided sufficient evidence to support the discriminant validity of the model constructs.

Table 2: Reliability and Convergent Validity

Construct	Cronbach’s alpha	Composite Reliability (CR)	Average Variance Extracted (AVE)
Smartphone Addiction (SA)	0.935	0.862	0.724
Technostress (TS)	0.956	0.803	0.754
Intrapersonal Problems (IntraP)	0.812	0.788	0.702
Interpersonal Problems (InterP)	0.820	0.769	0.627
Academic/Professional Problems (APP)	0.875	0.768	0.660

Table 3: Discriminant Validity

	SA	TS	IntraP	InterP	APP
SA	0.851				
TS	0.524	0.868			
IntraP	0.608	0.607	0.839		
InterP	0.551	0.659	0.742	0.791	
APP	0.607	0.604	0.791	0.723	0.813

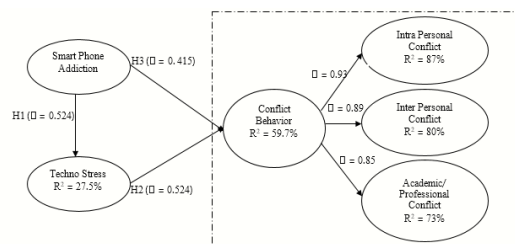
Note: Factor Correlation Matrix with squared roots of AVE on the diagonal

Structural Model

After achieving satisfactory results of the measurement model, the constructs were used to examine the structural model for testing the hypothesized relationships. The fit indices of the structural model were found to be as follows: $\chi^2 / df = 3.227$, GFI = 0.989, AGFI = 0.839, CFI = 0.959, NFI = 0.942, RMR = 0.068, and RMSEA = 0.073. The fit indices indicated that the structural model has the adequate goodness of fit to the data.

The results of the path coefficients (see fig. 2) Indicated that all the hypotheses are supported. Particularly, technostress was found to be significantly affected by smartphone addiction ($\beta = 0.524$, C.R = 9.808, $p < 0.001$) and conflict behavior was found to be significantly affected by technostress ($\beta = 0.470$, C.R = 9.040, $p < 0.001$). Conflict behavior was also significantly influenced by smartphone addiction ($\beta = 0.415$, C.R = 7.583, $p < 0.01$), thereby indicating that technostress partially mediates the relationship between smartphone addiction and conflict behavior. Therefore, all the hypotheses H1, H2, and H3 was supported. Moreover, the R2 values indicated that smartphone addiction explained 27.5 per cent variation in technostress and both smartphone addiction and technostress explained 59.7 per cent variation in conflict behavior. Also, the R2 values for IntraP, InterP, and APP were found to be 87 per cent, 80 per cent, and 73 per cent, which reflected a good contribution of all three constructs in conflict behavior.

Fig. 2: Structural Model Results



The model was also examined for analyzing the direct effects, indirect effects and total effects between the constructs. Table 4 indicates that the total effect of SA on CB is 0.661 out of which the direct effect is 0.415 and the indirect effect is 0.246.

The indirect effect of mediating is attributed to TS in the relationship between SA and CB. Since the indirect effect is lesser than the direct effect of SA on CB, we can interpret that TS weakly mediates the relationship between SA and CB. Also, the direct effect of SA on TS is more than the direct effect of SA on CB.

Further, the indirect effect of SA on IntraP (0.616) is noticed to be more than that on InterP (0.591) and APP (0.564). Similarly, the indirect effect of TS on IntraP (0.438) is more than that on InterP (0.420) and APP (0.401). The results of study indicate smartphone addiction has significantly impacted intrapersonal problems of an individual then inter/academic problems.

Table 4: Direct, Indirect and Total Effects

Path	Total Effect	Direct Effect	Indirect Effect
SA->TS	0.524	0.524	...
TS->CB	0.470	0.470	...
SA->CB	0.661	0.415	0.246
SA->IntraP	0.616	...	0.616
SA->InterP	0.591	...	0.591
SA->APP	0.564	...	0.564
TS->IntraP	0.438	...	0.438
TS->InterP	0.420	...	0.420
TS->APP	0.401	...	0.401

Discussion

This examination essentially adds to the different hypothetical parts of the investigation on cell phone utilization and its repercussions on users' mental and well-being related issues. Previous studies of exploration were done either to prompt the impact of cell phone fixation on making technostress or to decide if cell phone compulsion prompts conflict behavior or not. The result of research sufficiently supports the relationship between smartphone addiction, technostress and conflict behavior also proves that technostress intercedes the impact between cell phone addiction and conflict behavior. In spite of the fact that couple of studies led in the past found the impact of cell phone utilization on singular exhibitions, (Hunter, G. and Perrault, W; 2007) supposedly said that there is the steady impact of cell phone fixation on conflict behavior

altering diverse part of the exhibitions, however researchers neglect to specify the assortment of exhibitions. Then again, this exploration not just demonstrated a noteworthy connection between cell phone compulsion and conflict behavior. Yet in addition, the result shows the impact of the dimensions of conflict behavior like intra/inter-academic. Out of these three factors, intrapersonal issues are significantly affected by conflict behavior.

Conclusion

The research intention was to analyze the connections between cell phone addiction, technostress, and conflict behavior. The data was extracted from 325 respondents from the age gathering of 17 to 66 years, out of which 49.5 per females and 50.5 percent males representing Delhi-NCR Region. The complete level of respondents contains 36 understudies, 31.7 working experts, and 32.3 homemakers. Exorbitant utilization of cell phone prompts technostress among the users and further prompts conflict behavior.

Further, it is additionally seen that the cell phone directly affects client conflict behavior also (Kwon et, al. 2013; Lanaj et, at. 2014; Lin et al, 2015.). The results of the studies show that technostress mostly interferes with the connection between cell phone dependence and individual's conflict behavior. Also, on the pleasant note, it was seen that there is a huge effect on conflict behavior on a person's work-life (Zach W, Y; Lee et al, 2015). Further, the outcome likewise uncovered that the impact of conflict behavior is more on intra-individual issues than relational and scholarly expert exhibitions. Taken by and large, the discoveries of the examination show that cell phone addiction impacts the technostress and further prompts conflict behavior. In the long run, cell phone addiction directly affects a person's conflict behavior, while there is the lesser interceding impact of technostress on conflict behavior. One fascinating finding of the investigation uncovers that the conflict behavior strongly affects a person's intra/inter and academic behavior, and intra-private matters are one of the significant areas where there is high effect of conflict behavior prompting

various well-being and behavioral issues of an individual.

Implication of the Study

This study has resulted in strategizing many aspects of business practices, specifically for the gaming industry where their marketing departments can rework on framing devices for a promotional strategy where they can educate the users about the right usage of cell phones on the right proportions. Their strategic team can work on the different aspects of cell phone features enabling users to limit the usage of phones. Along with this gaming industry can derive some social implications as well. HR Managers can design various Organizational Development Interventions for employees where some indoor or outdoor recreational activities can help employees to manage their intra-personal issues. Philanthropist/Counselors can hold some health checkup camps or workshops for adolescents and individuals with older age to balance their intrapersonal problems.

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