Factors Implicated in Smartphone Usage Distressing Individual

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ABSTRACT
In today’s era usage of communication technology is increasing day by day whether it may be in the field of education or any other field. The dependency on these technological devices has been increased; it may be fruitful on one hand and problematic from some aspects on other side. People are not realizing the negative aspects of the usage but when they were asked they seemed to neglect the negative aspects as they are not concerned but some other day it will certainly affect them. The present study was done to identify the communication technology induced stressor, exploratory factor analysis has been done on the data collected from 427 respondent and nine factor are extracted containing variables which simply explains the smartphone uses stressor that and those factors may be used for further analysis in various studies related to smartphone usage.

Keywords— Smartphone, Techno-Invasion, Techno-Overload, Compulsive Usage, Withdrawal/Escape, Feeling Lost/Anxious

I. INTRODUCTION

Information and communication technologies (ICTs) are generally defined as technologies used to convey, manipulate and store data by electronic means. This can include e-mail, SMS text messaging, video chat (e.g., Skype), and online social media (e.g., Facebook). It also includes all the different computing devices (e.g., laptop computers and smart phones) that carry out a wide range of communication and information functions. (Perron et al., 2010)

Today we are living in the world where communication technology is involved in all human activity at a fast rate. Communication technology is used for growth and productivity as well as for human welfare but as we are deeply involved in its usage we are unable to see the pitfalls it had and whether is it used or creating options for all to improve the standard of living, or just available only to a group of people.

Communication technology is basically meant to the Internet and mobile phones and other services are through them. According to the data of Census 2011 only 3.1 percent of total houses have internet access in India. The Internet includes both broadband and low-speed connections. Only one state and two union territories in India have Internet density of over 10%. Chandigarh (U/T) has the highest 18.8% of total households Internet users followed by NCT of Delhi (U/T) 17.6% and Goa 12.7%. Bihar has below 1% of total households Internet users which is the lowest in India.

Concept of Communication Technology

Communication Technology is a relational field (simply, a medium that connects people) and its implications for connections. Only one state and two union territories in India have Internet density of over 10%. Chandigarh (U/T) has the highest 18.8% of total households Internet users, followed by NCT of Delhi (U/T) 17.6% and Goa 12.7%. Bihar has below 1% of total households Internet users which is the lowest in India.

Concept of Communication technology

Communication Technology is a relational field (simply, a medium that connects people) and its implications for human communication and listening. (Purdy, 1997; Chen et al., 2015).
Its rural area or urban area the internet use on mobile has dropped the use of desktop and tablet. As seen in the figure 1, 77% of urban users and 92% of rural users consider mobile as the primary device for the use of Internet because of the comfort and portability factor in mobile. In 2015, Google confirmed that more Google searches are done more from mobile devices than computers. On screen keyboards make tablets as a least preferred option that is only 1% in rural areas. Mobile has the feature of both desktop and a tablet. It is projected the usage of desktop will go down further. Many Smartphone available are low priced, in the markets. More and more companies are into its manufacturing, internet data packages prices available are also falling down therefore Smartphone’s phones have been preferred choice for internet access.

When we look into the information provided by Statista a data platform provider, we come to see the ratio of Smartphone users in India.
As the look into the above figure 2 it could be clearly identified that the usage of Smartphone is increasing day by day.

Different researchers had pointed out different issues which are literally problematic and we should take them gravely, but people are moving so fast that they are taking all for granted. Google “degrading our intelligence” (Carr, 2008). Facebook is “infantilizing” us (Wintour, 2009). Technology is the “21st-century addiction” (Roberts, 2010)

“Facebook and Twitter are creating a vain generation of self-obsessed people with child-like need for feedback, warns top scientist” (Sarah, 2011)

“Texting at night ‘disrupts children’s sleep and memory’” (BBC Online News, 2012)

It is also seen that technology is bringing many opportunities and benefit for communication but often brings problems when technologies are hyped and human values are undervalued (McFarlane, 2010). The study will answer the research questions

1. What is communication technology?
2. What are communication technology usage stressor factors?

II. LITERATURE REVIEW

The various stressor that an individual faces with these technology usage, came to look out were memory loss, impatience with other, lessened ability to relax, difficulty sleeping, stomach discomfort and back pain... It is suggested that yes these technostress habits exist and it is affecting personnel as well as professional life very well (Walz, 2012). If at night there was excessive usage then sleep disturbance was seen both in men and women (Thomée et al., 2012). “Technology is changing our world more than ever before. The catalyst now is the Smartphone.” (Larry Rosen, 2012) It was found that respondent check their phones 34 times a day not necessarily because they really need to check that many times, but because it has simply become a habit. (Oulasvirta et al., 2011) Excessive usage and habitual checking on missed calls or messages may result in compulsive usage and even lead to mobile phone addiction for Smartphone users (Bianchi & Phillips, 2005; Oulasvirta et al., 2011; Takao et al., 2009). The first Smartphone, was created by IBM, which was invented in 1992 and was released for purchase in 1994. It wasn’t until the year 2000 that the Smartphone was connected with 3G networking. In other words, a mobile communications standard was grownup to allow portable electronic devices to connect to the Internet wirelessly. One of the most prominent years for Smartphone progress was 2007. It was year Steve Jobs and the team at Macworld revealed the very first iPhone. Not only it was the sleekest touch screen device to hit the market, but it was also the first device that offered a full, un-watered down version of the internet. The very first iPhone gave the consumers the facility to browse the web just like they did on desktop computer. The World on our Fingertips Now days everything is taking place through wireless connection. It’s harmless to say that Smartphone have totally changed the way we live our lives. The information provided by the internet is of great benefit in creating knowledge but these technologies could never be used by their own for that purpose human beings are to be made available to operate them (Lee, 2001).

Constructs Identified

1. Compulsive Usage

Compulsive behavior is defined as “a response to an uncontrollable drive or desire to obtain, use, or experience a feeling, substance, or activity that leads the individual to repetitively engage in behavior that will ultimately cause harm to the individual and/or others” (O’guinn and Faber, 1989). Now days it could be seen that Smartphone had been involved in individual life right from the morning to the time one goes to bed. The major feature of smart phone usage involves different activity such as entertainment (e.g., compulsive eating, shopping, gambling, and substance misuse) which is a pattern of repetitive, senseless behavior (Parylak et al., 2011). It is found that repetitive checking of mobile phones is considered a compulsive behavior (Oulasvirta et al., 2012).

2. Techno-Invasion

There are five “technostress” creating conditions out of which one explains Techno-invasion which describes situations where professionals can potentially be reached anywhere and anytime and feel the need to be constantly connected. The regular workday extends into family hours including vacations. Due to this kind of continual connectivity, individuals feel attached to these technologies and experience intrusion on their time and space (Tarafdar et al., 2011). The invasion of Smartphone into one’s life results in thinking “Our future is becoming increasing dependent on a multiplicity of pervasive and invasive technological artifacts” (Orlikowski and Iacono, 2001). The way people approach performing their job duties had change, there are bound to be new factors that need to be considered in exploring job-related stress, this factor evolved as a stressor as a result of the telework
phenomenon, which produced a fundamental shift in how individuals worked (Cooper et al., 2001).

3. Techno-Overload

“Techno-overload” which describes situations where use of IS forces professionals to work more and work faster; trying to do more in less time, and experiencing tension and anxiety. Work overload is the most widely proposed stressor in the IS literature (Ayyagari et al., 2011; Moore, 2000; Salanova et al., 2002). It has been discovered that work overload is the strongest contributor to exhaustion (Moore, 2000). In the present situation, using communication technology after work hours, increase workload even on weekend (Salanova et al., 2002).

4. Physical Symptoms

Usage of communication technologies (Smartphone) leads to many issues some of which are identified physical maladies such as “. . . headaches, irritability, stomach or intestinal problems and heart related issues such as heart attack or high blood pressure” (Brillhart, 2004). It was also found that exposure to electromagnetic fields emitted by digital mobile phones handsets prior to sleep decreased the rapid eye movement (REM), sleep latency and increased the electroencephalogram spectral power in the 11.5 to 12.25 Hz frequency range during the initial part of sleep following exposure (Loughran et al., 2005).

5. Psychological Symptoms

Problems such as tension, low morale, poor attitude, isolation, fear and worry are symptoms of psychological stress. Fear of job loss, physical harm and isolation from co-workers may cause operators of automated equipment to develop any of the above mentioned stress symptoms. Some common causes of work stress resulting from working in an IT environment are lack of autonomy, heavy workloads, pressures for performance, monitored performance, disrupted social relationships, concern for career and job future, feeling of lack of competence, long hours spent in front of computers and fear of not being able to catch up with IT (Cohen’s, 1981).

6. Feeling Anxious/Lost

It was found that dependents of mobile phones preoccupy themselves with the mobile phone (Bianchi & Phillips, 2005) (e.g., when out of range for some time, users become worried with the thought of missing a call); use the mobile phone for an increasing amount of time in order to achieve satisfaction; repeat unsuccessful efforts to control, cut back or stop mobile phone use special vulnerability of college students to Internet addiction has been characterized by: (1) an increasing investment of resources on Internet-related activities; (2) unpleasant feelings when off-line, including anxiety, depression, and emptiness; (3) an increasing tolerance to the effects of being on-line; and (4) denial of the problematic behaviors (Kandell, 1998).

7. Withdrawal/Escape

It was found that dependents of mobile phones feel lost, restless, moody, depressed or irritable when attempting to cut down use of the mobile phone and use the mobile phone as a way of escape from problems or to relieve a dysphonic mood (e.g., feeling of isolation, anxiety, loneliness, and depression) (Bianchi & Phillips, 2005). Further studies find that feelings of loneliness and lack of social support may lead students to become addicted to the Internet (Pawlak, 2002). Excessive amounts of time spent online, compulsive use of the Internet, difficulty in managing the time spent on the Internet, feeling that the world outside of the Internet is boring, becoming irritated if disturbed while online, and decreased social interaction with “real” people Studies shows that Internet addiction leads to loneliness (Kraut et al., 1998; Nalwa & Anand, 2003; Whang, Lee, & Chang, 2003). As a social comfort tool, the Internet tends to provide distraction that allows addicts to procrastinate or avoid stressful events, tasks, or thoughts.

8. Neglect Work

One prominent type of technology addiction, Internet addiction, which refers to an excessive and uncontrolled need to use the Internet, is found to be prevalent among young people globally (Kubey et al., 2001; Niemz et al., 2005). It also found that to have the potential to negatively affect one’s effectiveness, health, happiness, and relationships (Nath et al., 2013). Use of the Internet can lead to social isolation, neglect of school and household responsibilities, relationship problems, and overwhelming pre-occupation with the Internet (Griffiths, 2000; Morahan-Martin, 2008; Widytanto & McMurran, 2004; Young, 1996).

After doing the extensive literature review it is found that very few research have identified the factors that relates to Smartphone usage and the identified factors are not covering all the aspects as covered in this paper.

III. RESEARCH METHODOLOGY

Smartphone had been introduced vigorously in life of individual so the objective of the study is to identify the Smartphone usage induced factors. This designed questionnaire consists of nine attributes, where in enough information about significant usage of smart phone has been asked.
| Item | Definition | Adapted from |
|------|------------|--------------|
| **Techno-overload**<br>I am expected to work fast and take new responsibilities<br>I am expected to work significantly faster than my limit<br>I am expected to work on tight timelines and float the solutions as soon as possible.<br>I am expected to use smart phone to speed up my work<br>Workload has been increased significantly high because of smart phone | It is a situation in which people are forced to change their working habits due to advancement of communication technology. (Tarafdar et al., 2011) | (Tarafdar et al., 2011) |
| **Techno-invasion**<br>Because of high demand in work I spend less time with my friends and family.<br>I am expected to be active & prompt in revert on emails while being on vacation.<br>It is expected by me to revert on emails after office as well as on weekends.<br>Most of the time I feel that my life is hampered because of technology. | Techno invasion creates a blurring boundary between work related and personal context. (Tarafdar et al., 2011) | (Tarafdar et al., 2011); (Ayyagari et al., 2011); (Moore, 2000) and (Lee et al., 2016) |
| **Work-Home Conflict**<br>There is a blurred boundary between my job and my personal life because of smart phone<br>Online work related responsibilities creates conflicts with my home responsibilities.<br>I am unable to give people my undivided attention because of smart phone.<br>It is difficult to concentrate at family responsibilities because I am so exhausted by work. | Manage responsibilities off and on the job. (Frone et al., 1992) | (Kreiner, 2006); (Netemeyer et al., 1996) and (Ayyagari, 2007) |
| **Physical symptoms**<br>I face sleep disturbance because of smart phone<br>I suffer from headache while using smart phone<br>I feel fatigue/exhaustion while using smart phone<br>My eyes gets tired because of regular use of smart phones<br>I suffer from vision problem while using smart phone for a long time<br>My hands suffer from strains while using smart phones | Symptoms by usage of Smartphone may be physical, cognitive, emotional and behavioral (Hacket and Lonborg, 1983) | (Mahalaxmi and Sornam, 2012); (Miakotko, 2017) |
| **Psychological Symptoms** | | |
Excessive use of smart phones cause anxiety
Excessive use of smart phones make me worry regarding my health
Excessive use of smart phones cause frustration
Excessive use of smart phones cause Lack of concentration

It includes mental fatigue, inability to concentrate, poor judgment and temporary confusion, irritability, anxiety, mental fatigue and depression. *(Hacket and Lonborg, 1983)*

(Reinecke and Godwin, 2016)

| Compulsive usage |
|------------------|
| The first thing I do each morning is to check my smart phone |
| I find it hard to control my smart phone usage |
| I often get angry, if someone interrupts me while talking on smart phone |
| I use my smart phone while talking, interacting or eating with others |
| I like to spend time with my smart phone rather than talking with others |
| My family member/friends complain about my excessive use of smart phone |

“A response to an uncontrollable drive or desire to obtain, use, or experience a feeling, substance, or activity that leads the individual to repetitively engage in behavior that will ultimately cause harm to the individual and/or others” *(O’Guinn and Faber, 1989)*

Lee et al. (2014)
Koo (2009), Meerkerk et al. (2009),

| Feeling lost/anxious |
|----------------------|
| I feel lost if my smart phone gets switched off |
| Sometime I hear my smart phone ringtone, if it doesn’t ring from some time |
| I avoid putting my phone in a vibration or silent mode |

“It is the fear of becoming technologically incommunicable, distant from the mobile phone or not connected to the Web” *(King et al., 2010)*

Tossell et al. (2015)

| Withdrawal/escape |
|--------------------|
| I use my smart phone to communicate others as an when I feel lonely |
| I prefer using smart phone whenever I am free |
| I use smart phone more when facing negative or uncomfortable situation |
| I carry my smart phone all places where ever I go |

This criterion refers feelings of sadness, depression or anxiety that arise from personal situations largely unrelated to Internet use. *(Gmel et al., 2017)*

Tossell et al. (2015)

| Neglect Work |
|--------------|
| My work suffer (e.g. postponing things, not meeting deadlines etc.) because the amount of time I spent using my smart phone |
| Using smart phone is significantly affecting my performance in the office |
| I get defensive or secretive when I am asked for sharing my smart phone with others |

“an obsessive pattern of IT-seeking and IT-use behaviors that takes place at the expense of other important activities,” *(Turel et al., 2011)*.

Widyanto and McMurran (2004)
To identify the factors the target population is the individuals having qualification high school/intermediate and using Smartphone in the cities that are Delhi, Mumbai, Kolkata, Chennai and Lucknow. Target population was selected from these places as it is found that young people who have higher level of education and income are digitally connected (Paw Research Centre, 2018) and International Data Corporation Smartphone tracker found 100 cities which uses more Smartphone. As the census survey states 79 million people are high school/intermediate in India, so the population frame selected is infinite that is why convenience sampling technique is used to collect data and the sample frame selected was 500 out of which 427 questionnaires were properly filled, hence the analysis was done on 427 responses. A structured questionnaire was made on a 5 point Likert scale. To extract the factors exploratory factor analysis has been done on the data collected.

IV. FINDINGS AND ANALYSIS

Exploring Factor Affecting Human Development because of Smart Phone Usage

To do factor analysis it is significantly important to check the underlying assumptions such as data sufficiency or sampling adequacy which means whether the collected data is significant to do factor analysis or not and KMO value should be greater than 0.60. Table below gives KMO value 0.709 which is significantly higher than the recommended value of 0.6, therefore, collected data is sufficient to do factor analysis.

| Table 2: KMO and Bartlett’s Test |
|----------------------------------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | .709 |
| Bartlett’s Test of Sphericity | Approx. Chi-Square | 3759.284 |
| Df | 91 |
| Sig. | .000 |

Source: Primary Data collected from the questionnaire

All the nine variables used to collect data are correlated to each other. Multicollinearity has been found between the variables. Hence it can be concluded that data collected is ready for further analysis because second pre request of factor analysis has also being fulfilled.

| Table 3: Factor Loading Of Extracted Factor |
|--------------------------------------------|
| Attributes | Listing of Attributes | Loading Factor | Eigen values | KMO | Sig. |
| TO | b. I am expected to work significantly faster than my limit with smart phone | .834 | 52.523 | .717 | .000 |
| | a. I am expected to work fast and take new responsibilities with the use of smart phone | .792 |
| | c. I am expected to work on tight timelines and float the solutions as soon as possible with smart phone | .745 |
| | e. Workload has been increased significantly high because of smart phone use | .614 |
| | d. I am expected to use smart phone to speed up my work | .609 |
| TI | b. I am expected to be active & prompt in revert on emails while being on vacation. | 0.806 | 53.914 | .575 | .000 |
| | c. It is expected by me to revert on emails after office as well as on weekends. | 0.792 |
| | d. Most of the time I feel that my life is hampered because of smart phone use. | 0.668 |
| | a. Smart phone usage leads to high demand in work hence I spend less time with my friends and family. | 0.658 |
### Table 1: Smartphone Addiction and Its Psychological Impact

| WHF                  | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| d.                   | It is difficult to concentrate at family responsibilities because I am so exhausted by work. | .856    | 55.894 | .713    | .000 |
| c.                   | I am unable to give people my undivided attention because of smart phone | .827    |       |         |      |
| a.                   | There is a blurred boundary between my job and my personal life because of smart phone | .819    |       |         |      |
| b.                   | Online work related responsibilities creates conflicts with my home responsibilities | .387    |       |         |      |

| PS                   | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| d.                   | My eyes gets tired because of regular use of smart phones            | .877    | 65.143 | .843    | .000 |
| b.                   | I suffer from headache while using smart phone                        | .862    |       |         |      |
| e.                   | I suffer from vision problem while using smart phone for a long time  | .849    |       |         |      |
| c.                   | I feel fatigue/exhaustion while using smart phone.                    | .846    |       |         |      |
| f.                   | My hands suffer from strains while using smart phones.                | .758    |       |         |      |
| a.                   | I face sleep disturbance because of smart phone                      | .622    |       |         |      |

| PSS                  | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| d.                   | Excessive use of smart phones causes lack of concentration            | .917    | 78.008 | .821    | .000 |
| c.                   | Excessive use of smart phones cause frustration                      | .916    |       |         |      |
| b.                   | Excessive use of smart phone makes me worry regarding my health.     | .857    |       |         |      |
| a.                   | Excessive use of smart phones causes anxiety.                         | .840    |       |         |      |

| COM                  | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| d.                   | I use my smart phone while eating, interacting or talking with others | .861    | 62.135 | .839    | .000 |
| e.                   | I like to spend time with my smart phone rather than talking with others | .828    |       |         |      |
| c.                   | I often get angry, if someone interrupts me while talking on smart phone | .803    |       |         |      |
| a.                   | The first thing I do each morning is to check my smart phone.         | .764    |       |         |      |
| b.                   | I find it hard to control my smart phone usage                       | .744    |       |         |      |
| f.                   | My family member/ friends complain about my excessive use of smart phone | .720    |       |         |      |

| FLA                  | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| b.                   | Sometime I hear my smart phone ringtone, if it does not ring from some time | .883    | 71.058 | .681    | .000 |
| c.                   | I avoid putting my phone in a vibration or silent mode                | .857    |       |         |      |
| a.                   | I feel lost if my smart phone gets switched off                       | .787    |       |         |      |

| WE                   | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| a.                   | I use my smart phone to communicate with others as an when I feel lonely | .802    | 58.283 | .689    | .000 |
| b.                   | I prefer using smart phone whenever I am free                        | .790    |       |         |      |
| c.                   | I use smart phone more when facing negative or uncomfortable situation | .742    |       |         |      |
| d.                   | I carry my smart phone to all places where ever I go                 | .716    |       |         |      |

| NW                   | Item                                                                 | t-value | df  | p-value |
|----------------------|----------------------------------------------------------------------|---------|-----|---------|
| a.                   | My work suffer (e.g. postponing things, not meeting deadlines etc.) because the amount of time I spent using my smart phone | .913    | 65.874 | .561    | .000 |
| b.                   | Using smart phone is significantly affecting my performance in the office | .845    |       |         |      |
| c.                   | I get defensive or secretive when I am asked for sharing my smart phone with others | .656    |       |         |      |

**Source:** Primary data collected from the questionnaire
Naming the Extracted Factors
Rotated component matrix shows ten factors. Each factor has only one variable.

Factor 1 (Techno Overload): The first factor explains 52.52% total variance and contains total five variables - I am expected to work significantly faster than my limit with smart phone (.834), I am expected to work fast and take new responsibilities with the use of smart phone (.792), I am expected to work on tight timelines and float the solutions as soon as possible with smart phone (.745), Workload has been increased significantly high because of smart phone use (.614) and I am expected to use smart phone to speed up my work (.609).

Factor 2 (Techno-Invasion): The second factor explains 53.9% of the total variance and contains total four variables such as I am expected to be active & prompt in revert on emails while being on vacation (.806), It is expected by me to revert on emails after office as well as on weekends (.792), Most of the time I feel that my life is hampered because of smart phone use (.668) and smart phone usage leads to high demand in work hence I spend less time with my friends and family (.658).

Factor 3 (Work from Home Conflict): The third factor explains 55.9% of the total variance and contains total four variables such as It is difficult to concentrate at family responsibilities because I am so exhausted by work (.856), I am unable to give people my undivided attention because of smart phone (.827), there is a blurred boundary between my job and my personal life because of smart phone (.819) and online work related responsibilities creates conflicts with my home responsibilities (.387).

Factor 4 (Physical Symptoms): The fourth factor explains 65.1% of the total variance and contains total six variables such as my eyes gets tired because of regular use of smart phones (.877), I suffer from headache while using smart phone (.862), I suffer from vision problem while using smart phone for a long time (.849), I feel fatigue/exhaustion while using smart phone (.846), my hands suffer from strains while using smart phones (.758) and I face sleep disturbance because of smart phone (.622).

Factor 5 (Psychological Symptoms): The fifth factor explains 78.0% of the total variance and contains total four variables such as excessive use of smart phones causes lack of concentration (.917), excessive use of smart phones causes frustration (.916), excessive use of smart phone make me worry regarding my health (.857) and excessive use of smart phones cause anxiety (.840).

Factor 6 (Compulsive Usage): The six factor explains 62.1% of the total variance and contains total six variables such as excessive I use my smart phone while eating, interacting or talking with others (.861), I like to spend time with my smart phone rather than talking with others (.828), I often get angry, if someone interrupts me while talking on smart phone (.803), The first thing I do each morning is to check my smart phone (.764), I find it hard to control my smart phone usage (.744) and my family member/friends complain about my excessive use of smart phone (.720).

Factor 7 (Feeling lost/anxious): The seventh factor explains 71.05% of the total variance and contains total three variables such as sometime I hear my smart phone ringtone, if it doesn’t ring from some time (.883), I avoid putting my phone in a vibration or silent mode (.857) and I feel lost if my smart phone gets switched off (.787).

Factor 8 (Withdrawal/Escape): The eighth factor explains 58.2% of the total variance and contains total four variables such as I use my smart phone to communicate with others as an when I feel lonely (.802), I prefer using smart phone whenever I am free (.790), I use smart phone more when facing negative or uncomfortable situation (.742) and I carry my smart phone to all places where ever I go (.716).

Factor 9 (Neglect work): The ninth factor explains 65.9% of the total variance and contains total three variables such as my work suffer (e.g. postponing things, not meeting deadlines etc.) because the amount of time I spent using my smart phone (.913). using smart phone is significantly affecting my performance in the office (.845) and I get defensive or secretive when I am asked for sharing my smart phone with others (.656). The Cronbach value for the variables is .8, which amplifies the data is reliable and the Average Factor loading is .7 which proves convergent validity and the Average Variance Extracted is more than the interconstruct collinearity which proves Discriminant validity.

V. CONCLUSION
It is concluded by the study that Smartphone was introduced in the year 1992 in India and the factors that relates to Smartphone usage induced stressor are Techno-invasion, Techno-overload, Compulsive usage, Physical Symptoms, psychological symptoms, feeling anxious/lost, withdrawal/escape and neglect work.

It the extracted factors are ready for further analysis and may exactly relate to the issues originated by the usage of Smartphone usage.

The study limited itself on finding the factors only, it may be used to analyze what impact these factor are creating by Smartphone usage.

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