Evaluation of Boss Phubbing in Sports Businesses

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ABSTRACT

Aim: This study aimed to examine the exposure of Boss Sociotelism (BPhubbing) employees in sports businesses.

Methods: In our study, "Boss pubbing (BPHUBBING) Scale" developed by Roberts and David (2017) and adapted to Turkish validity and reliability by Özdemir (2020) was used. The data was analysed using SPSS (Statistical Package for Social Sciences) 26.0 Following the statistical evaluation of data and the summarization of frequencies and percentages, students t-test and ANOVA analysis were used.

Results: As a result, all statistical analysis was done at 95% confidence level (p ≤ 0.05 was considered significant). When the statistical differences of the total score formed from the answers given to the Boss Phubbing questionnaire in terms of variables are examined. When the statistical differences of the total score formed from the answers given to the Boss Phubbing questionnaire in terms of variables are examined; A statistically significant difference was found in terms of gender, age range, educational status, preference to connect to the internet, duration of internet use, purpose of internet use, technological device connected to the internet, position in the institution, tenure at the institution.

Conclusion: In our study, according to the evaluation made in terms of working satisfaction in the institution, it was found that the sociotelism scores of the dissatisfied people were significantly higher. It has been concluded that this situation is particularly effective on the productivity of the employees and negatively on the work psychology. In future studies, it is seen that behaviors caused by smartphone addiction increase in business environments. Therefore, behaviors that occur as a result of smartphone addiction should be addressed from an organizational behavior perspective. Since this study is a cross-sectional study, studies can be conducted with different samples longitudinally.

Keywords: Sports Businesses, Work, Health, Phubbing, Boss Phubbing

INTRODUCTION

Communication is at the top of the list of things we need in our daily life. Although communication was a concept that emerged in the beginning to meet human needs easily, the features of mobile phones, which started to be used to make communication always accessible, began to differ with the passage of time[1]. Today, the first purpose of mobile phones, which is the need for communication, has been replaced by socializing, entertainment and running daily tasks.

Today, smartphones can be used for various reasons (playing games, watching videos, money transfer, sending e-mails, group chats, etc.) other than just making calls[2]. The concept of socialization has the most important place among these features[1].

With the developing technology, the use of mobile phones has caused various problems in face-to-face relations. In today's world, technology, which rapidly develops and accelerates with scientific developments and brings convenience and benefit in every aspect of our life, has begun to cause very serious and radical changes in human habits, behaviors and value judgments[3].

To put it with an example, technology that can enable people to communicate quickly in all areas of their lives, on the other hand, may cause hidden walls to be built between individuals at the same rate[4]. In fact, individuals may diverge from each other because of technology. One of the main reasons for this divergence is the rapid inclusion of technology in our lives.

With the help of technology, the excessive use of many communication tools such as internet, smartphone or computer use, social media has started to take place in the lives of individuals as physical disorders, behavioral disorders and psychological disorders[5].

Physical disorders adversely affect the eye health of individuals, cause joint disorders and lead to humpback. Behavioral disorders, on the other hand, can cause a number of disorders in individuals such as restlessness, stress, insomnia, and weakening of memory. Psychological disorders can cause disorders such as addiction in individuals[6].

Here, a new concept has been added to the problems brought by advanced technology on the basis of communication, and the name of this concept has been sociotelism (phubbing). With this new concept, even while individuals are listening to each other's problems, they may involuntarily go to their mobile phones and appear to listen to the people in front of them, while actually engaging in different things. This situation is called sociotelism (phubbing)[7].

In fact, phone addiction triggers sociotelism and in this case, sociotelism (phubbing) is considered as a sub-branch of phone addiction. For smartphone addiction, which has become a disease of the age, the word phubbing emerged when the words ignore with the phone were combined[8].

When people pick up their phone just to check the clock or the notification, the person unwittingly gets hooked on the phone. When people are in the same environment with others and do not take a break from the use of mobile phones, the individuals around them cut off communication

with them and get into a break[9].

Sociotelism (phubbing) has become a situation that every individual has experienced and cannot notice. The concept of sociotelism (phubbing) emerges as a concept that has a lot of dynamics in itself, such as the disrespectful attitude of individuals towards the people and people they communicate with, or the preference of virtual environment to real life[10].

This concept has also been described by researchers as a situation that interrupts emotion and personal communication[11]. Today, sociotelism (phubbing) behavior is frequently encountered[12]. It is a situation that we often see in relationships between couples, subordinates at work[11-13], and among students[8].

Especially smart phones have become indispensable in business environments as they make things easier. As we feel the impact of the use and presence of smartphones everywhere, we also feel predominantly in business environments[14].

The concept of Boss phubbing (BPhubbing) is defined as the perception of distraction from the use of smartphones when talking to an employee's manager or when they are close to each other in work environments[15].

General sociotelism is defined as people's dealing with their phones while talking to each other, whereas executive Boss phubbing is defined as the manager's taking care of his phone while the employee and the manager are together. With the development of smart phones, it is impossible to ignore the sociotelism (phubbing) between managers and employees in our age where many factors such as communication and communication take place over the phone[16].

Managers who are considered to be sociotelists have the problem of focusing on the issues or problems their employees tell[15].

In research, one out of every five employers found that their employees were less productive for less than five hours a day, and the majority of the same employers (55%) identified the use of smartphones as the main cause of distraction in the workplace. 28% of employers reported that the use of smartphones in the workplace negatively affects the manager-employee relationship[17].

It suggests that sociotelism can equally harm the organizational context as it does in the private (social) context, thereby leading to unintended organizational consequences[18].

A trusting relationship between employee and manager in a workplace is critical to employee engagement. If an employee's attempts to communicate with the manager are disrupted by a situation related to the manager's telephone use, this situation may weaken the relationship between the subordinate and the superior[19]. In this case, it is stated that the relationship between the manager and the employee can be weakened with the inclusion of the smartphone[11-15].

In this study, it was aimed to examine the exposure of Executive Sociotelism (PHUBBING) employees in sports businesses.

MATERIAL & METHODS

Our research was carried out between 01 February 2021 and 25 February 2021 in private sports enterprises located in the European side of Istanbul. Three sports businesses with 50 or more employees were selected in our research. Participants in the study include all personnel who work outside of the managerial position.

In this context, 200 employees are targeted to participate in the study; The electronic questionnaire form created via Google Forms has been sent to the employees via e-mail. As a result of the removal of those who have incomplete or incorrect returns or who do not agree to participate in the study; In total, 153 employees returned.

In this study, "Executive Boss phubbing (BPHUBBING) Scale" developed by Roberts and David (2017)[15] and adapted to Turkish validity and reliability by Özdemir (2020)[16] was used.

The questionnaire adapted to Turkish; It is a one-dimensional scale and consists of 9 items. In the scale (question 7), it was scored in reverse. The scale is 7-point likert (1 = strongly disagree, 7 = strongly agree). As a result of the factor analysis of the scale used; It was stated that it consists of 9 items and one dimension, and it is a measurement tool that explains 52.8% of its total variance.

As a result of the confirmatory factor analysis of this measurement tool, it was determined that the model showing 9 items and one dimension has good fit index values. (x^2/df= 2.87, GFI= 0,90, CFI= 0,92, RMSEA=0,07, SRMR=0,05).

The reliability value of the scale was obtained as α = 0.88. The corrected item-total correlations of the scale were between 0.53 and 0.74. (Özdemir, 2020)[16].

Participant who were absent or who did not wish to take part in the study have not been included. The data was analysed using SPSS (Statistical Package for Social Sciences) 26.0 Following the statistical evaluation of data and the summarization of frequencies and percentages, students t-test ANOVA and correlation analysis were used. All statistical analysis was done at 95% confidence level (p ≤ 0.05 was considered significant).

RESULTS

From the 153 respondents who participated in the study, 66 (43.1%) were male and 87 (56.9%) were female. The highest age distribution in the study is between 22 and 25, with 68 (44,4%) participants in this range. The participants had mostly graduated from Undergraduate (64,7%) school, while 11.8% had graduated from high school. When the duration of staying on the internet of the participants was examined, it was found that the highest time (51.6%) was spent between 1-3 hours. Socio-demographic characteristics and factors associated with Boss Phubbing of the participants are shown in Table 1.

Table 1. Demographic characteristics of the participants

		n	%	Valid Percent	Cumulative Percent
Gender	Male	66	43,1	43,1	43,1
	Female	87	56,9	56,9	100
Age Range	22-25	38	24,8	24,8	24,8
	26-29	68	44,4	44,4	69,3
	30-35	28	18,3	18,3	87,6
	36-40	15	9,8	9,8	97,4
	>40	4	2,6	2,6	100,0

Education Status	High	18	11,8	11,8	11,8
	Vocation	23	15,0	15,0	26,8
	License	99	64,7	64,7	91,5
	Postgrad	13	8,5	8,5	100,0
Internet Connection Preference	From	3	2,0	2,0	2,0
	Workpla	20	13,1	13,1	15,0
	Mobile phones	130	85,0	85,0	100,0
Staying on the Internet Time	I do not enter every	3	2,0	2,0	2,0
	0-1	20	13,1	13,1	15,0
	1-3	79	51,6	51,6	66,7
	3-5	47	30,7	30,7	97,4
	> 5	4	2,6	2,6	100,0
Intended Use of the Internet	For e-	3	2,0	2,0	2,0
	Banking	2	1,3	1,3	3,3
	Web	3	2,0	2,0	5,2
	News-Health-	20	13,1	13,1	18,3
	Entertain	20	13,1	13,1	31,4
	Chat and Social Commun	62	40,5	40,5	71,9
	Job Business Tasks	43	28,1	28,1	100,0

Internet Connected Device	Desktop Pc	16	10,5	10,5	10,5
	Noteboo	9	5,9	5,9	16,3
	Smart	128	83,7	83,7	100,0
Position at the Institution of Employment	Coach	38	24,8	24,8	24,8
	Personal	26	17,0	17,0	41,8
	sports	34	22,2	22,2	64,1
	Cleaning	14	9,2	9,2	73,2
	Financial	37	24,2	24,2	97,4
	Health	4	2,6	2,6	100,0
Term of office in the institution	0-1 Year	14	9,2	9,2	9,2
	1-3	49	32,0	32,0	41,2
	4-5	53	34,6	34,6	75,8
	6-10	31	20,3	20,3	96,1
	10-15	5	3,3	3,3	99,3
	> 15	1	0,7	0,7	100,0

The frequency distribution of the expressions given by the participants to the scale is given in Table 2. When the answers given for each Boss Phubbing by the participants in the study were evaluated; Respectively, I partially agree with the first question (34,0%), partially agree with the third question (33,3%), and the fifth question (38,6%).

Table 2. Frequency distribution of the expressions given to the scale by the participants

Scale Expressions	I strongly disagree 1		Mostly Disagree 2		Partially Disagree 3		I am indecisive 4		I partially agree 5		Mostly I Agree 6		Absolutely I agree 7	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
1. At a regular meeting with my manager, my manager pulls out and checks his phone.	-	-	15	9,8	21	13,7	10	6,5	52	34,0	41	26,8	14	9,2
2. When I am with my manager, he puts his phone where I can see it.	-	-	14	9,2	25	16,3	5	3,3	51	33,3	46	30,1	12	7,8
3. When I was with my manager, holds his phone in his hand.	-	-	9	5,9	30	19,6	11	7,2	51	33,3	37	24,2	15	9,8
4. My manager pulls out when the phone is stolen or when a notification comes, even if we are in the middle of the	-	-	9	5,9	34	22,2	9	5,9	39	25,5	51	33,3	11	7,2
5. While my manager is talking to me, his eyes go to his phone.	-	-	10	6,5	20	13,1	11	7,2	59	38,6	48	31,4	5	3,3
6. When talking to my manager, I feel like I am always competing with his phone for his attention.	-	-	19	12,4	30	19,6	23	15,0	41	26,8	37	24,2	3	2,0
7. My manager does not use his phone during our conversation*	10	6,5	72	47,1	58	37,9	5	3,3	1	0,7	1	0,7	6	3,9
8. My manager uses his phone in our meetings.	8	5,2	22	14,4	-	-	24	15,7	47	30,7	40	26,1	12	7,8
9. While talking to my manager, he's constantly on his phone.	2	1,3	14	9,2	17	11,1	15	9,8	49	32,0	42	27,5	14	9,2

* the question is reverse coded.

When the statistical differences of the total score formed from the answers given to the Boss Phubbing questionnaire in terms of variables are examined; A statistically significant difference was found in terms of gender, age range, educational status, preference to connect to the internet, duration of internet use, purpose of internet use, technological device connected to the internet, position in the institution, tenure at the institution, job satisfaction at the institution.

Table 3. Evaluation of the total score of sociotelism in terms of variables

		n	Mean	Std. Deviation	p
Gender	Male	66	42,87	8,46	0,021*
	Female	87	39,04	11,09	
Age Range	22-25	38	46,92	8,35	,000*
	26-29	68	41,45	8,44	
	30-35	28	37,21	11,79	
	36-40	15	29,26	7,47	
	>40	4	36,00	,00	
Education Status	High school	18	29,94	8,98	,000*
	Vocational High School	23	43,78	7,82	
	License	99	43,14	8,37	
	Postgraduate	13	31,53	13,59	
Internet Connection Preference	From home	3	36,66	8,08	,000*
	Workplace	20	32,75	11,96	
	Mobile phones	130	42,01	9,40	
Staying on the InternetTime	I do not enter every day	3	45,00	,00	,000*
	0-1 Hours a Day	20	30,35	8,15	
	1-3 Hours a Day	79	41,55	8,92	
	3-5 Hours a Day	47	42,38	10,76	
	More than 5 Hours a Day	4	52,50	3,69	
Intended Use of the Internet	For e-mail control purposes	3	33,66	14,43	,001*
	Banking operations	2	20,00	,00	
	Web browsing	3	44,33	5,77	
	Entertainment and play	20	41,50	11,49	
	Chat and Social Communicatio	20	39,85	8,21	
	Job Business Tasks	62	44,01	9,052	
	Entertainment and play	43	37,13	10,03	
Internet Connected Device	Desktop Pc	16	34,00	11,39	,002*
	Notebook Pc	9	34,22	11,04	
	Smart phone	128	41,99	9,54	
Position at the Institution of	Coach	38	44,71	8,39	,000*
	Personal Trainer	26	41,80	9,20	
Employment	Sports trainer	34	44,67	6,80	
	Cleaning staff	14	27,50	5,40	
	Financial and Personnel Affairs Department	37	39,02	10,65	
	Health employee	4	23,25	6,84	
Term of Office at the Institution of Employment	0-1 Year	2	46,00	1,41	,000*
	1-3 years	27	46,96	9,18	
	4-5 years	50	43,88	6,95	
	6-10 years	49	37,79	10,26	
	10-15 years	21	32,23	11,29	
	> 15	4	36,00	,00	
Working Satisfaction in the Institution	Yes	128	38,66	9,85	,000*
	No	45	51,12	3,11	

DISCUSSION

With today's technology, individuals' behaviors, value judgments and priorities also change. Technological development has accelerated this change and caused unnoticed walls between individuals. Cell phones have reached a usage beyond the expectations in the last quarter century. People use their mobile phones for the purposes of connecting to the internet, banking transactions, social media, e-shopping and etc., except for the need to communicate.

As a result of these habits, new digital problems have started to emerge. Even while listening to each other's problems, individuals who involuntarily go to their mobile phones seem to be listening to the person they are facing, but they can actually engage in different things and this situation is called sociotelism (phubbing). When asked about the internet connection preferences of the participants in our study, it was determined that the highest rate was from mobile phones.

Karadağ et al. (2015)[20] conducted a study with 409 university students in order to investigate whether smartphone ownership and social media membership have an effect on sociotelism in their studies examining the determinants of sociotelism behavior. In this study, sociotelism was tested with scales such as SMS addiction, internet addiction, mobile phone addiction, game addiction and social media addiction. According to the results obtained in this study, it was concluded that the most important determinants of sociotelism behavior are internet addiction, social media, mobile phone and SMS. These results overlap with the fact that 42% of the participants have access to the Internet with their mobile phones, which we found in our study. It is thought that the prevalence of mobile phones has increased with the cheaper and more affordable internet quotas.

Sözbilir (2018)[21] examined the effect of social media use and duration of use of university students in the "Generation Z" on smartphone addiction tendency. In this study, data on social media use and smartphone addiction perceptions were collected from 214 students studying at Artvin Çoruh University Hopa Faculty of Economics and

Administrative Sciences. As a result of the analysis of the study, it was concluded that social media use and duration of use significantly affect smartphone addiction tendency. In our study, when we look at the aims of the participants' internet use, chat and social communication, work-related tasks, news-health-magazine, entertainment and games are at the top. Within the framework of these results, it is thought that due to the increasing widespread use of social communication networks, the prevalence of mobile phone use, which they see as a faster, more practical and economical way, has increased. Along with this feature, as a result of the multifunctional features of smartphones, news, health, economy, sports, magazines, etc. via social media platforms. The fact that they have the opportunity to both get information in all areas and share their thoughts quickly from these platforms cause them to exhibit an increasing sociotelism behavior[22].

Roberts and Meredith (2017)[23], in their study investigating the effect of sociotelism on the relationships of superiors and subordinates in their workplaces, concluded that the distracting use of phones when superiors have subordinates has a negative effect on the psychological conditions necessary for employees' trust and participation.

In our study, according to the evaluation made in terms of working satisfaction in the institution, it was found that the sociotelism scores of the dissatisfied people were significantly higher. It has been concluded that this situation is particularly effective on the productivity of the employees and negatively on the work psychology. These results are similar to those of Roberts and Meredith (2017)[23].

In this study, it was conducted to determine the sociotelism status of sports workers. The aim of the study is to make an important contribution to the literature in this respect in the field of sports.

The study has several limitations. These; It is a cross-sectional study and an online questionnaire is used to collect study data.

In future studies, it is seen that behaviors caused by smartphone addiction increase in business environments. Therefore, behaviors that occur as a result of smartphone addiction should be addressed from an organizational behavior perspective. Since this study is a cross-sectional study, studies can be conducted with different samples longitudinally.

CONCLUSION

In our study, according to the evaluation made in terms of working satisfaction in the institution, it was found that the sociotelism scores of the dissatisfied people were significantly higher. It has been concluded that this situation is particularly effective on the productivity of the employees and negatively on the work psychology. In future studies, it is seen that behaviors caused by smartphone addiction increase in business environments. Therefore, behaviors that occur as a result of smartphone addiction should be addressed from an organizational behavior perspective. Since this study is a cross-sectional study, studies can be conducted with different samples longitudinally.

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