

## Mobiles have changed the way we communicate

Ravipati Kumara Swamy

Assistant Professor of English, Koneru Lakshmaiah Education Foundation (Deemed to be University), Green Fields,  
Vaddeswaram, Guntur, Andhra Pradesh, India

### Abstract

Recently, smartphone technology has emerged into so successful e-device for instant communication which brought revolutionary changes in the sphere of communication. As every scientific invention has two sides, it also has played a great role in increasing interaction as well as decreasing individual affairs. It is almost impossible to see the hands of a modern man without this hazy-crazy modern gadget which has become an easily accessible means of communication. In the current scenario, the mobile phone turns out to be the most essential tool for all ages of people to fulfil their multiple tasks with jet speed. One cannot deny the fact that the device has made a lot of progress in all spheres of communication. It saves the time in search of information and browsing through books. But, on the other side it is fading the colours of communication as well as shading the relations as it interrupts the familial interactions besides changing the attitude of the users due to their insensible addiction.

**Keywords:** mobile technology, changed, communication, children, teenagers, adults, addictions, attitude, psychology, distractions

### Introduction

The growth and spread of mobile technologies as well as their changing capabilities seriously enables (or disables) people's interpersonal, individual communication of this era. These days people, especially the youth who are the job aspirants need excellent communication skills besides their relevant qualifications to be successful in their career. Besides face to face interaction for an interview they are demanded by various multinational companies to face phone interviews to win their dream job. The emerging advanced technology tends to attract them towards using its smart services. The use of latest mobile phones has become the current global approach for an interaction. It is amazing to see one's hands without a handset, the most popular gadget of this current era, has become an easily accessible method of communication. Mobile phone is a device primarily used for a voice call which made our communication simple with thousands updated features.

The current generation may be wealthy, but not mentally be healthy. They can effectively talk or chat over a smart phone with anyone across the sphere as the handsets are offered in a variety of models and dimensions with many specifications. They are used for several activities such as-voice calling, video calling, texting, messaging, browsing, emailing, gaming, photographing and photo craping. Hence it is called a smart phone. Like all scientific creations, the multiple use this e- device also has also its pros and cons with reference to modern man's communication which impacts on his attitude which is a discourse in the core content.

### Smart phone technology has changed the way we communicate

The twenty first century has witnessed a radical change in development has involved the hardware, software, and network communications. With a smartphone, a person can

make calls, send e-mails, watch, and share photos and videos, play video games and music, keep track of appointments and contacts, surf the Internet, use voice search, check news and weather, use chat applications for voice calls and texting (e.g., WhatsApp) and interact on social networks (e.g., Facebook).The mobile technology appears to have played an essential role in communication. Several studies have been conducted on the impact of telecommunication on face-to-face communication in America and Europe and a few in developing countries.

Today the video conferences, phone interviews, video chatting have become common phenomenon due to the widespread and speed of e-communications. The smart phone users really loose the opportunity of watching real life situations which restricted the direct experience of sweet memories. Using these modern little computers are greatly damaging the real presence and personal relations which the healthy ways of communication. The communicators become mere images on their little screen which creates panic to see their eerie images on live telecast. The mere use of mobile phone for communication has steered us into psychological conflicts such as stress, tension, low self-confidence, mood instabilities etc. It is a high time to become alert against this crazy gizmo.

As the device is made to communicate with a person from a distant place, it disrupts the face to face communication. Due to this inevitable deviation, the mobile users fail to connect as they forget their personal priorities. It causes to damage the persons relation who come to talk to him directly with their physical presence. The teenagers addicted to this device regardless of their necessity. Everywhere people are texting, emailing, writing blogs and tweeting. It is hard to go anywhere without seeing someone using a phone or the Internet to connect with others. Can we imagine not being able to check your Twitter, Facebook, or messages for a week? We would feel lost. Of course, the use

of technology can be good. It provides us with faster, more efficient ways to communicate with others, but it can also harm our ability to communicate with people face to face. Many complain that our new digital skills impact our ability to write properly.

“Cell phones have changed the way of communication because now, instead of friends actually having a face to face conversation, they text each other. This is bad because content become misinterpreted, which can lead to ‘drama’ and friendship problems. The use of cell phones has affected me because whenever I am in a situation, instead of trying to make a conversation I resort to my cell phone,” Junior Taylor Strahan said.

How the letter is sent can define various supplementary aspects as to how the message is interpreted by the official receiver. All brand-new data we learn is compared with the skill we already have. If it reinforces what we already understand, we will tend to receive the additional material exactly, though we may pay little interest to it. If it challenges our previous assumptions or interpretation of the situation, we may distort it in our mind so that it is made to fit our world view, or we may set aside the communication as misleading, erroneous, or simply dishonest.

For instance, if two persons are engaged in an enhanced debate, and they each believe that the other is going to be antagonistic and unwelcoming, then any hazy message will be interpreted as aggressive and hostile, even if it was not anticipated to be that way at all. The anticipations work as blinders or cleans that distort what we see so that it fits our biased images of the humankind.

According to [pewinternet.org](http://pewinternet.org), “a bit more than a third (37%) of social network-using teens said they sent messages to friends every day through the social sites, a drop from the 42% of such teens who said they did so in February of 2008”. Face-to-face communication among children and teenagers is being squashed out by social networks. A phone call is not used to get in touch with someone anymore; Facebook and Twitter are the key gizmos of communication. The outcomes of these are social awkwardness and even social anxiety when faced with new people to connect in person. A study was completed by [pewinternet.org](http://pewinternet.org) among teenagers on social networks, and the amount of interaction among teenagers on social networks, and the amount of communication by social network has remained stable.

Research show that homework is interrupted, and children become disturbed when they obtain notifications of a new chat messages, texts, or emails.

“Good communication is important because when we are adults and applying for interviews, we won’t know how to have proper communication, which can result in not getting the job. Another thing is kids are so focused on social networking on our phones that we spend less time on schoolwork which causes bad grades. In the future when applying for college, they will not accept us because we have bad grades and that is due to cell phone use,” Strahan added.

Texting has made communication easier to avoid lengthy exchanges. According to the Pew Research Centre, 72% of teenagers text frequently, and one in three delivers more than 100 messages a day. This trend is moving toward adults, who are also texting regularly.

Researches have disclosed that it is difficult for students who rely so closely on technology to really communicate to

adults in person because they don’t quite develop all of the required skills to hold or even start a face-to-face discussion. However, these skills are a crucial tool for a workplace. If they want handsome salary, long-lasting job, or to get an admission in a reputed university, they must have good face-to-face communication skills. Lacking these specific skills will lead to fail to face an interview.

Students who are constantly texting with shortened forms of words have begun to speak with the same acronyms. This form of talking is often seen as erratic and illiterate. They are not only chatting in abbreviated ways, but also launching to become distracted during discussions. While texting, it is easy to jump from topic to topic when an idea flashes in their minds. But this may cause many students blurred and distracted who often ignored the face to face interaction which involved the real facial expressions. Dempster said,

“Communication is a way for people to connect with each other and form relationship. It is also a way to gather information from others. I like the variety of ways that people can communicate and keep in touch with one another. I do feel that the importance of face-to-face communication has been impacted using cell phone and texting vs. talking on the phone.”

We have become a society that is utterly reliant on technology to communicate with others. It is almost unimaginable to lead our public life without using a cell phone to communicate.

“In terms of communication, it is harder for teens to communicate face to face with people with maybe teachers, because they’re so used to doing it via email. Sometimes it is good, meaning if you do not like a grade you have, you can email the teacher saying you have concerns about your grade. Where if you don’t have an email, you have to talk to your teacher about the grade you don’t like and you might be nervous and uncomfortable because it’s your teacher,” Cassidy said. ([lhslance.org/2013/](http://lhslance.org/2013/))

“I would tell teens that there is a time and place for texting and there is a time when you need to have a conversation either face to face or over the telephone,” said Dempster.

According to Pew Research Centre, “As technology continues to improve, the use of cell phones continues to change drastically. The increase over the last ten years has been incredible and the way we use our phones to stay connected and informed continues to change.” Recent studies show that we may be migrating away from our initial use of the phone to more of a texting and mobile web device.”

Research from [www.accuconference.com](http://www.accuconference.com) states that in 2012.

- 42% of people have used their phone for amusement when they are tired.
- 27% said they had trouble doing something since they did not have their phone.

Recent handsets operate several functions as well; they can switch on the devices for music, cameras, and other businesses. According to the U.N. Telecom agency, there were almost 6 billion cell phone customers in the world, with almost 86 gadgets for every 100 people. There is nothing unusual in this fact, as modern man demands smart phones to fulfil his multiple tasks. But we are not aware of how much we depend on cell phones and what effects their extreme use might create. They may cause headaches,

inattention, anger, sleep syndromes and depression, mostly among teenagers. It is the distressing to realise, especially youth, experiencing the unavailability of social contact, and they try to replace it by mobile-phone interaction, which is not an appropriate substitute for personal relations.

### **The mobile interaction leads to distraction**

The users of smart phones are generally seen less courteous and meticulous towards physical world as they are distracted into a mysterious world. The irony is that the mobiles are generally meant to improve the communications, but the modern tool hinders the expected rather than refining the interpersonal skills, as David and Robert reported. The mobile interaction leads to distraction from the physical presence of the distant communicators. Irrespective of the people's age, gender, or mood, they feel more empathy when smart phones are put away. On phones we they do not hear the nuances in their tone of voice or notice their body language.

The recent research studies show that the use of smart phone fuelled the distraction which is giving a negative effect on personal relationships. A study in the year of 2018 found that when the smart phone user checks the email boxes at home led to harm his relationship with his spouse. Spending most of our time staring at the petty screens is causing immense harm to the life partner, and so the relationship which demands mutual trust, and common goals is breaking. Since the year 2000, the number of divorces in the U.S has been increased. Around 90% of these divorces included smart phone, or other tech-media as evidence of infidelity.

Today, people go with many break ups arguing for hours, all via text messages, which shun the people's creativity as they are just forwarding their received messages, audios, videos, through WhatsApp, face book , twitter, email, face book etc. They miss out on seeing each other to make a rapport and real friendships.

Using mobiles frequently during office hours destroys the relation between the employee and the employer, as well as with his team members who should work together to reach the common goal. The beauty of conversing face to face with a specific attention is becoming worst and challenging. As the mobile users stick to their devices all the time their interpersonal skills are declining. As they are always busy with checking the boxes on their mobiles, they fail to interconnect with others which turns into an addiction.

The modern parent is spending much of his valuable time with chatting, texting, browsing on his personal mobile, while his kids are abandoned. He is unable to share his love and friendship with them since he does not find any free time. His endless communication can harm the individual's competence and expression in a face- to- face manner. Dr. TaraWyne, clinical psychologist pointed out that in a face-to- face conversation, people often mirror other emotions, and share feelings based on another person's emotional state and receptivity. Meanwhile, overmuch reliance on text transmission may also affect their behaviour and potential, the reward and pleasure they get from face-to-face communication. "People in relationships satisfied by phone communication are actually damaging their attachment bonds with their loved ones. In person communication and interaction is by its nature mutual, reciprocal, generous and full of connection and empathy", clarified Dr. Wyne (Khamis Staff Reporter, gulf news.com).

Even in the public places people's mobile addiction causes

severe accidents which is a common sight of the current society. Studies have shown an increased risk of road traffic collisions, about 3–4 times greater threat of an accident, when mobile phones are used while driving due to distraction. The cell phone addiction caused to lose balance of preserving interpersonal relations due to their different moods and irritations as they get into emotions. However, some studies prove that even speaking with the device is more distracting than talking to a person sitting nearby. When students use their smartphones to check social media for their friends mails and messages during class, it diverts their attention on the lesson which is being delivered by the teacher. It destroys their classroom communication as well as concentration due to his utmost curiosity for his currently received updates. " If the parents want their children to stop using smartphones , they should refrain themselves first from using smartphone", says the psychiatrist Director Dr. Samir Parkish, when the children see their parents , family members and everybody in their surroundings using cell phones, they adopt this as a natural phenomenon", he added.

### **Mobiles made the man an efficient communicator, but.....**

The smart phones have made the man an efficient communicator for his quick and prompt response. But, on the other side it brings many harmful results. Its radiation caused to damage the user's eyesight. In addition to that mobile phones are also responsible for difficulty in concentration, fatigue, and sleep disturbance that can further trigger health complications. The other major disadvantage of the increasing use of such networking sites is the spread of obscenity. This is having a very negative impact on the tender minds of children and leading them astray. The parents, teachers and the government must consider the problems and these networking sites must be prohibited. Parents should not allow them to waste their prized time on mobiles watching the Facebook. They should see their children to do research and develop leadership qualities as well as life-skills. Unfortunately, some parents are encouraging their children to play video games to calm them when they are disturbed. It is their major responsibility to lead their kids on the right path and teach them to make best use of the technology towards enriching their education.

At present it has been identified that people use mobile as a routine activity during eating, walking, listening, driving, etc. psychologists acknowledged that an over usage deemed to be an "addiction" as similar as to cigarette smoking and alcohol consumption. In fact, this addiction may be more dangerous than other addiction causing socio-psychological illness.

In ancient times people used to transmit information by put in writing or by speaking as there were no network systems as on today. It was helpful to understand a person's attitude correctly with face to face interaction. Their relations were also strongly built for their physical approach or traditional drafting letters which brought love and affection to the waiting receiver from the affectionate sender. But today, on the contrary we are forced to communicate on mobiles network rather than the healthy ways of meeting and chatting with one's physical presence. Hence there was a confusion and uncertainty being created between the sender and the receiver since lacking physical presence. Researchers have registered harmful health issues for using mobile phones frequently like changes in one's

attitude, reaction, and sleep patterns. In our high society, men are culturally acceptable to communicate one negative emotion: anger. If they express other negative emotions, such as embarrassment or anxiety, they are considered weak or overly sensitive.

Most studies account that frequently texting and playing video games on mobile screens is harmful to eyes and brain. Regarding games it is also worth mentioning, that sometimes they cause irritability and aggressiveness, especially among kids and teenagers. Today's world is a world of technology and innovations, and there are many tools which efficiently simplify our life. Mobile phones play a key role in extension of people's skills, but their excessive use brings negative effects on their personal relations. But one should always remember the fact that mobile phone is a friend, not a master, and it should never be used too much.

**Conclusion:** The technology can make the users learn something new every day. But they are unable to socialize and interact promptly even with their family members. The technological addiction leads to psychological disturbance which could change the attitude of the users. It should be used in a limited way to keep relations, good health, and positive attitude, else it would destroy all the personal relations, positive attitude, and face to face interaction. This research paper cannot offer any specific resolutions to counter act the consequences of mobile addiction. It reasserts the saying, 'too much of anything is dangerous'.

### Recommendations

1. Avoid the overuse of cell phone and prefer face to face communication
2. Attend, organize and encourage gathering such as meetings, conversations, and dinners where people meet and share ideas.
3. Distribute information such as wedding, birthday parties and other events in the community, neighbourhood, university, ...etc or in the city.

### References

1. Federov O. Excessive use of cell phone may cause depression and distraction, August 2, 2008.
2. Invitro. Excessive Use of Mobile Phones Leads to Four Types of Cancer, November 9, 2009.
3. Does Social media kill communication skills? deb.mcm.ahon / A Better IOWA Contributor, Sep' 30, 2015
4. How Your Smartphone is ruining your Relationship.time.com
5. Are Smartphones killing the Art of Face to Face Conversation? Digital trends.com
6. Write David and Roberts, "Phubbed and Alone", What is your Mobile phone Doing to Your Relationships? By Emma Seppala, Oct 10, 2017 published by UC Berkeley's.
7. The Impact of the Mobile phone on Young People's Social Life-Campbell, Marilyn, Social Change in the 21 Century Conference Proceedings: Queensland University of Technology, Australia, 2005, 1-14 (e prints.qut.edu.au/3492/)
8. Five Reasons why Students should control the cell phone usage, India Today web Desk, Dec'2, 2016
9. Raj Mohan's Negative Effects of cell phone use on Communication.raj4057.wordpress.com/2011/09/09/ne

- gative- effects-of-cell-phone-use-on-communication
10. How Mobile phones are killing human interaction skills? Published April 13, 2018 by Khamis staff Reporter gulfnews.com/going-out/society/how mobile-phones-are-killing-human-interaction-skills
  11. Your Smartphone is killing your relationship and evolution is to blame marketwatch.com/story/your-smartphone-iskilling-yourrelationship-and-evolution-is-to-blame-2019-02-131.
  12. Charit T. Psychology of excessive cellular phone use. Delhi Psychiatr J. 2014; 17:448-51. [Google Scholar]
  13. [http://www.cancer.gov/cancertopics/factsheet/Risk/cell\\_phones](http://www.cancer.gov/cancertopics/factsheet/Risk/cell_phones)
  14. <http://www.itu.int/ITU-D/ict/facts/2011/material/ICTFactsFigures2011.pdf>
  15. <http://mobiledevice.ru/Sahlgren-Academy-Gaby-Badre-Mobile-Phone-dokladissledovanie-dep.aspx>
  16. <https://www.invitro.ua/doctors/science/2009/11/6123/>
  17. <https://lhslance.org/2013/features/cell-phone-use-really-affect-communication-skills/>
  18. <https://www.psychologytoday.com/blog/readingbetween-the-headlines/201307/smartphone-addiction>
  19. [http://www.en.benessere.com/psychology/articles/addictions\\_mobile\\_phones.htm](http://www.en.benessere.com/psychology/articles/addictions_mobile_phones.htm)
  20. <http://www.dailymail.co.uk/news/article-2591148/>