A Qualitative Study on Problem and Challenges Involved on Multi Tasking

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ABSTRACT

The purpose of this study to identify why is difficult for the employees to do Multi tasking in manufacturing plant. In our fast-paced and interconnected world, individuals often find themselves engaged in various tasks simultaneously, a phenomenon commonly known as multitasking. This qualitative study aims to delve into the intricate web of problems and challenges associated with multitasking, shedding light on the cognitive, emotional, and social aspects that individuals grapple with in their daily lives. Through in-depth interviews and thematic analysis, this research seeks to uncover the nuanced experiences of individuals engaged in multitasking across diverse contexts, such as work, education, and personal life. The study will explore the cognitive load imposed by multitasking, investigating how individuals manage and allocate their attention across different tasks. Additionally, the emotional impact of multitasking will be examined, considering stress, fatigue, and the potential effects on overall well-being.

KEYWORDS: Equipment maintenance, motivation, Labour management, employee relations

1. INTRODUCTION

Multitasking refers to the ability to manage multiple responsibilities at once by focusing on one task while keeping track of others. In the workplace, multitasking often involves switching back and forth between tasks based on their importance and urgency.

Most professionals perform multiple tasks in their jobs, often at the same time, a process called multitasking. The ability to multitask is a valuable skill in many industries, as it increases productivity and saves time. Learning how to develop this ability can help you get a rewarding position or earn a promotion.

Since the 1960s, psychologists have conducted experiments on the nature and limits of human multitasking. The simplest experimental design used to investigate human multitasking is the so-called psychological refractory period effect. Here, people are asked to make separate responses to each of two stimuli presented close together in time. An extremely general finding is a slowing in responses to the second-appearing stimulus.

Researchers have long suggested that there appears to be a processing bottleneck preventing the brain from working on certain key aspects of both tasks at the same time (e.g., (Gladstones, Regan & Lee 1989) (Pashler 1994)).

OBJECTIVES OF THE STUDY
* To solicit opinion of supervisors of their problems and challenges involved in Multi Task
* To prepare themes of multi-tasking of employees based on opinion provided by the supervisor
* To find the determinants of multi-Tasking
* To offer suggestions based on the thematic analysis

2. REVIEW OF LITERATURE

The Multitasking Framework: The Effects of Increasing Workload on Acute Psychobiological Stress Reactivity Mark A. Wetherell* † & Kirsty Carter

Multitasking stress elicited increases in heart rate and blood pressure, and increased workload intensity elicited dose–response increases in levels of perceived workload and mood This study assessed the effects of increasing workload intensity on mood, perceptions of workload and cardiovascular parameters using the multitasking framework.

Survey of Multitasking Behaviours in Organizations
MOLLY RUSS

This study specifically focused on micro-level organizational issues such as personal productivity, critical thinking skills, stress, and work-life balance, as well as macro-level issues such as organizational efficiency and agility, and human resource management.

However, the focus of this paper is specifically on the application of multitasking in a business environment.

Multitasking Behaviour Amanda Spink

The first is that multitasking is, more often than not, studied within cognitive science and its associate disciplines in terms of interruption; thus, it is defined as a behaviour that decreases efficiency and wastes time.

Secondly, research acknowledges that with the proliferation of communication and information devices, multitasking while using these devices is facilitated and probably increasing

Experiences Of Multitasking Among Faculty and Staff in State University Marvin S. D

To better understand the impact of multi-tasking on the work effectiveness of the Personnel

The data of this study were collected from the identified personnel through the use of questionnaire that was distributed to their respective offices upon approval of the campus administrator.

Multi-tasking, in general, contributes to the operation of the institution in such a way that it aims high productivity with lesser cost.

3. RESEARCH METHODLOGY

Research is the careful consideration of study regarding a particular concern or research problem using scientific methods. According to the American sociologist Earl Robert Babbie, "research is a systematic inquiry to describe, explain, predict, and control the observed phenomenon. It involves inductive and deductive methods."

Inductive methods analyze an observed event, while deductive methods verify the observed event. Inductive approaches are associated with qualitative research, and deductive methods are more commonly associated with quantitative analysis.

SOURCE OF DATA
PRIMARY DATA
Data that has been generated by the researcher himself/herself, surveys, interviews, experiments, specially designed for understanding and solving the research problem at hand.

Qualitative method is used to understand people's beliefs, experiences, attitudes, behaviour, and interactions. It generates non-numerical data. The integration of qualitative research into intervention studies is a research strategy that is gaining increased attention across disciplines.

SECONDARY DATA
The secondary data are the second-hand information which are already collected by someone (organization) for some purpose and are available for the present study. The secondary data are not pure in character and have undergone some treatment at least once. For example: Economies survey of england is secondary data because these are collected by more than one organization like Bureau of statistics, Board of Revenue, the Banks etc

4. DATA INTERPRETATION
INFROMATION TECHNOLOGY DEPARTMENT
System Officer Develops and maintains computer programs that require integration of many interrelated systems and program elements; ensures appropriate data security and access controls considering both local and wide area issues. Researches, analyses and evaluates new technologies and makes recommendations for their deployment.

According to the opinion of the system officer they will be assigned of the task anytime at the work sometime it will be overloaded of work where they need to complete them as soon as possible.

They will mainly maintain the datas of the Manufacturing plant which Managing and protecting data is a critical aspect of the role. This includes data storage, backup, and recovery procedures.

The top authorities will suddenly give bunch of datas to be adjusted in the data where they will also maintain them with the consistency and they need to Ensure the security of the company's IT systems is crucial. This involves implementing security measures to protect against data breaches, cyber-attacks, and other security threats.

System officer may be involved in troubleshooting and providing support to resolve technical issues that employees encounter with their computer systems and they often collaborate with other departments to understand their IT needs and implement solutions that support the overall goals of the organization. Developing and implementing IT policies and procedures to ensure the proper and secure use of IT resources by employees. Keeping abreast of the latest technological developments and trends to recommend and implement improvements in the company's IT infrastructure. Ensuring that technology systems and processes comply with industry regulations and standards.

Maintaining accurate and up-to-date documentation of IT systems, configurations, and procedures.

System officer will be Providing technical support to end-users for hardware, software, and network-related issues. And developing and conducting training programs for employees on the use of technology systems.

Sometime the company get lack of advancement inn the company where they need to focus at it more to provide a effective solutions to it. Which will even help in the future expansion of the company

As I asked for the suggestion, they are saying that they need the information bit prior to the deadline of the project which will help them to complete the task on time. Whereas it will help in reducing the Multitasking in their department

When they bottleneck the task, it will miss out somethings sometime and even makes the officer work extra hours sometimes where it will make a person pressure more at the work instead of giving effective results they will give a dull result to it

DEPARTMENT	THEMES
Engineering	Break-down work, equipment maintenance, automation, motivation
Filling	Quality, safety, multitasking, equipment breakdown
Finance (Inward)	Customer payments, invoices, accuracy, data security
Finance (Outward)	Customer payments, sales, profitability, taxes
Human Resources	Labour management, payroll, employee relations, lack of system
System Officer	Data management, IT security, troubleshooting, user support, technological advancements

5. FINDINGS

- As I conducted a survey in the manager levels in that i got results as the employees are not happy with the financial incentives which is provided by the organizations
- They expect more motivations from the management side
- They mainly focus on the recognition of the work which has not been provided by the organizations
- Few of the employees ask for the new instalments of the machines in the company like they ask for the semi-automatic machines for the production purpose for producing the paints in the organization
- The integration of new technologies, such as digital tools for color matching or smart coatings.

6. SUGGESTIONS

- The paint industry is diverse and involves multiple aspects, including research and development, production, quality control, marketing, and environmental compliance.
- Through the survey got to know the BERGER PAINTS PONDICHERRY needs to work on the employee's welfare.
- Welfare Like bonus, Employee participants, Incentives, Increments and Promotion
- Multitasking increases the likelihood of errors, which could be critical in an industry like paint manufacturing where precision is crucial for product quality and safety.

7. CONCLUSION

The challenges and problems associated with multitasking in the context of Berger Paints Company highlight the need for a careful balance between efficiency and employee well-being. While multitasking can enhance productivity and adaptability, it also poses significant risks, such as increased stress levels, reduced job satisfaction, and potential errors in task execution.

The company must acknowledge the limitations of multitasking and consider implementing strategies to mitigate its negative effects. This may include providing adequate training and support for employees to manage their workload effectively, fostering a culture that values focused work, and implementing tools and technologies that streamline processes.

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