

Impact Of Multitasking On Employee Productivity And Job Satisfaction: A Comparative Study Of Different Age Groups With Special Reference To Ciel Hr Services Ltd, Chennai

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Abstract- In today's dynamic work environment, multitasking has become a common practice aimed at enhancing efficiency. However, its impact on employee productivity and job satisfaction remains inadequately understood, particularly when considering the diverse age groups present in the workforce. With increasing age diversity, it is important to explore whether multitasking affects employees differently based on age and to identify effective strategies that align with the specific needs and preferences of these groups. This study aims to analyze the impact of multitasking on job satisfaction and productivity across different age groups. It also seeks to examine the relationship between multitasking, employee engagement, and organizational commitment. The findings of this study will provide valuable insights for organizations to develop age-specific strategies that enhance employee performance and satisfaction in multitasking environments.

Keywords- Multitasking, Employee Productivity, Job Satisfaction

I. INTRODUCTION

In today's fast-paced and technologically driven work environments, multitasking has become a common expectation across many industries. Employees are often required to juggle multiple responsibilities simultaneously, from responding to emails and attending meetings to completing project-related tasks. While multitasking is frequently perceived as a way to enhance efficiency, its actual impact on employee productivity and job satisfaction remains a subject of debate.

This study explores the effects of multitasking on employee performance and overall job contentment, with a specific focus on how these impacts differ across age groups. As workplace demographics become increasingly diverse, understanding generational differences in response to multitasking is crucial for developing effective management strategies. By comparing how younger and older employees

experience and adapt to multitasking demands, this research aims to offer valuable insights into optimizing productivity while maintaining high levels of job satisfaction across the workforce.

II. REVIEW OF LITERATURE

- Kamal, M. A., & Siddiqui, M. N., "The Impact of Job Satisfaction on Employee Productivity in the Private Sector", 2023: This study investigated the impact of job satisfaction on employee productivity in the private sector, finding that satisfied employees tend to be more productive
- Islam, M. R., & Rahman, M. M., "Job Satisfaction and Employee Performance in the Public Sector", 2022: This study examined the relationship between job satisfaction and employee performance in the public sector, finding a positive correlation between the two.
- Singh, R., & Gupta, V., "The Effect of Job Satisfaction on Employee Turnover", 2019: This study investigated the effect of job satisfaction on employee turnover, finding that dissatisfied employees are more likely to leave their jobs
- Sultana, I., & Yeasmin, S., "Job Satisfaction and Employee Commitment in the Service Sector", 2020: This study examined the relationship between job satisfaction and employee commitment in the service sector, finding a positive correlation between the two.

OBJECTIVES

Primary Objective:

- To analyze the impact of multitasking on employee productivity across different age groups.
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Secondary Objective:

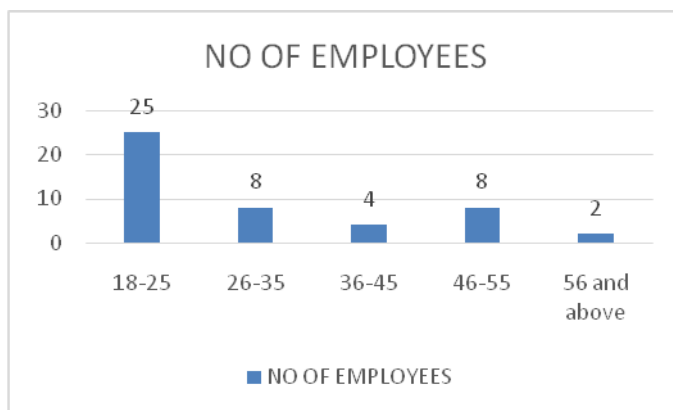
- To examine the impact of multitasking on employee job satisfaction across different age groups
- To examine the relationship between multitasking, Employee engagement, and organizational commitment

III. RESEARCH METHODOLOGY

This research adopts a descriptive research design to analyze the impact of multitasking on employee productivity and job satisfaction across different age groups. The primary data is collected through structured questionnaires from 47 employees of CIEL HR SERVICES LTD. Secondary data is obtained from company reports, HR policies, industry publications, research papers, and online databases. A census sampling design is used, where the entire population of interest is surveyed to ensure comprehensive data collection. The questionnaire is designed to align with the research objectives and is structured for easy understanding by the respondents. Hypothesis testing is applied to identify significant relationships between multitasking, job satisfaction, and productivity across age groups. The data analysis involves correlation to determine the strength and direction of relationships. This methodology ensures a thorough investigation and provides reliable insights into the impact of multitasking on employees of varying age groups.

IV. DATA ANALYSIS

PERCENTAGE ANALYSIS



INTERPRETATION

54.3% of employees are in between 18–25 age group, 17.4% of employees are in between 26–35 age group. 8.7% of employees are in between 36-45 age groups and 17.4% of employees are in between 46-55 age groups and 4.3% of employees are 56 above.

CORRELATION

The degree of relation between age group and productivity of employees

H0: There is a no relation between age group and productivity of employees.

H1: There is a relation between age group and productivity of employees.

		Age group	Productivity
Age group	Pearson correlation	1	0.0138
	Sig(2 tailed)		0.926
	Number	47	47
Productivity	Pearson correlation	0.0138	1
	Sig(2 tailed)	0.926	
	Number	47	47

INTERPRETATION

From the above table shows that $r=0.0138$, indicates that there is no relation between age group and productivity while multitasking, so accept the null hypothesis.

CHI-SQUARE

The relationship between age group of employees and frequency of engaging in multitasking

H0: There is no relationship between age group of employees and frequency of engaging in multitasking.

H1: There is a relationship between age group of employees and frequency of engaging in multitasking

CHI-SQUARE TEST

	Value	df	P-value
Pearson chi-square	16.535	12	0.168
Likelihood ratio	18.907	12	.091
No of valid cases	47		

INTERPRETATION

The p value is 0.168, which means we fail to reject the null hypothesis. This suggests that there is no significant

association between age and frequency of multitasking at work.

V. FINDINGS

- 54.3% of employees are in the age group of 18-25
- 44.7% of respondents remained neutral, in perception of younger employees multitask more better than older employees
- 38.3% of employees were neutral on the statement that multitasking training should be provided based on age
- 44.7% of respondents reported slight improvement in their ability to multitask change over the years
- A majority 66% of employees reported feeling mentally exhausted while doing multitasking
- There is no relation between age group and productivity while multitasking

VI. SUGGESTIONS

- Provide multitasking training tailored for younger and older employees.
- Offer stress management programs to mitigate multitasking-related exhaustion.
- Develop structured workflows to improve multitasking efficiency and accuracy.
- Introduce productivity tools to enhance output and reduce errors.
- Implement quality control measures to minimize multitasking errors.

VII. CONCLUSION

The study on the impact of multitasking on employee productivity and job satisfaction across different age groups highlights that multitasking plays a crucial role in influencing employee performance, engagement, and stress levels. Based on these findings, it is recommended to implement tailored multitasking training, stress management programs, and structured workflows to enhance productivity and reduce errors. Providing mentorship for entry-level employees and encouraging balanced multitasking practices can further minimize mental strain and improve overall job satisfaction. Moreover, awareness campaigns and performance monitoring systems can help organizations identify multitasking-related challenges and refine policies to enhance employee well-being.

In conclusion, while multitasking can positively impact productivity and efficiency, it also poses challenges

such as stress and mental exhaustion. By adopting a holistic approach that includes targeted training, flexible work arrangements, and performance monitoring, organizations can effectively manage multitasking demands and ensure sustained employee productivity and satisfaction across different age groups.

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