

Generation Z Workplace Communication

Habits and Expectations

by

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ABSTRACT

The members of Generation Z are often referred to as "digital natives," having been born between 1995–2012, into a time of significant technological advancements. Members of Generation Z were between the ages of 7–24 years old in 2019. The world Generation Z knows has been impacted by the current technological environment including the use of personal smartphones and smart devices, the rise in social media use, and the preference of texting and instant messaging over voice/phone communications. The oldest members of Generation Z are just starting to enter the workforce. While there are studies on Generation Z's personal communication preferences and habits, there is very little research how these preferences and habits will impact business communication. This study examines specifically the older members of Generation Z, between ages 18–24 years old, who are currently in the workforce. The study gives insight into how Generation Z's personal communication habits are impacting their expectations of business communication.

The study includes results of a survey of 207 participants and in-depth interviews with six Generation Z members. The survey included both quantitative multiple choice and qualitative open-ended questions on the respondents' personal and workplace communication habits and expectations. The in-depth interviews expanded on the findings of the survey and added additional context to many of the survey's findings.

Through researching the habits and expectations of members of Generation Z who are currently in the workplace, the study uncovered many unexpected attitudes and behaviors among working Generation Z respondents. These insights include: the

respondents' awareness of the negatives of technology usage, differences in personal preferences and professional behaviors, the self-regulation of technology usage, and the concern for boundaries between personal and work life.

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INTRODUCTION

The always-on, always available YouTube, Snapchat, Alexa technology environment of today has dramatically changed the communication methods and expectations of younger generations, particularly Generation Z. Generation Z is defined as people born between 1995–2012 (currently ages 7–24). This study looks specifically at the older members of Generation Z, currently between ages 18–24 years old, to examine how Generation Z's personal communication habits and expectations may impact their expectations of business communication. Their habits and expectations may ultimately change business communication.

By defining some ways that members of Generation Z are communicating that differ from previous generations and exploring this generation's expectations for communicating in a working environment, this study will examine the possible impact of increased use of personal smartphones and smart devices, rise in social media use, and the sharp decrease of voice/phone communication use on Generation Z's expectations of business communication.

Thus, the overarching research question is: How do Generation Z's personal communication habits—including smart technology, social media, instant messaging and lack of voice-only communication—impact their expectations of workplace communication? This central research question will be examined by exploring several sub-questions:

1. What are the current communication habits using smart technology, social media and voice communications of Generation Z in their personal communications?
2. How does the current workplace communication environment appear via the lens of Generation Z?
3. Do the personal communications habits of Generation Z conflict with current workplace expectations?

LITERATURE REVIEW

Generation Z has grown up during a time in which the majority of Americans have access to a mobile phone or smartphone. A 2019 Pew Research Center Report on the demographics of mobile device ownership in the United States reported that more than 96% of adults over 18 own a cellphone and 81% of adults own a smartphone. A smartphone is defined as a mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded applications. When looking specifically at younger adults aged 18-29, the figures increase to 99% with a cellphone and 96% with a smartphone (Pew Research, 2019). In reviewing these survey results, it is apparent that the growth of smartphone usage has affected all Americans, but has had a more pronounced impact on Generation Z.

There is a view in both academic and industry research of Generation Z being a generation of “digital natives,” the term first attributed to Prensky (2001). Prensky defined this new generation of students as "native speakers of the digital language of

computers, video games and the internet" (2001, p. 1). In this same article, Bruce D. Perry discusses the theory that technology is changing the brain structure of students (Prensky, 2001). The theory of digital natives started with researchers trying to explain the different behaviors and communication methods of students caused by the introduction of technology. There are researchers who disagree with Prensky's theory of digital natives and believe that students do not have radically different learning styles; they believe students are more influenced by teaching approaches than early exposure to technology (Margaryan, Littlejohn & Vojt, 2011). What most researchers do agree on is that changing technology has an impact on the communication habits of every generation. It was apparent back in 2001—six years before the first iPhone came to market in June 2007—that digital technology was going to have a profound impact on Generation Z, whose oldest members were only five to six years old at the time.

The constant use of smart technology, which for the purposes of this study include smartphones and other mobile internet connected devices such as smart watches and tablet computers, is a defining feature of this generation. In a 2018 study by Pew Research, 26% of Americans report being online almost constantly (Perrin & Jiang, 2018). However, 39% of younger adults in the 18-29 age range report being online almost constantly (Perrin & Jiang, 2018). When looking specifically at teens aged 13-17, the number reported increases again, with 45% of teens reporting that they are online "almost constantly" (Anderson & Jiang, 2018). This increase in the use of technology as age brackets get younger shows a trend that younger people spend more time online. Turner (2015) shows that some in Generation Z have an emotional bond to continuous

online access, unlike previous generations; some Generation Z members view giving up their online connection as punishment. When posing the question "Do people know how to exist without smart technologies?" in a recent study of Generation Z members, researchers found the answer as "no" (Roblek, Mesko, Dimovski & Peterlin, 2019, p. 100). In a different study, one teen interviewed in the study reported their mobile device usage, "from the moment I wake up, I will use it ... every day, hour" (Toh, Howie, Coenen, & Straker, 2019). These studies show that Generation Z's communication is greatly influenced by the availability and acceptance of constant smartphone usage.

In addition to the constant availability of smart technology, the way that Generation Z uses the technology to communicate is unique. Members of Generation Z communicate through frequent conversations across multiple media and platforms, such as text (SMS or iMessage), Instagram, FaceTime, Snapchat, and other mobile applications. Mobile applications or apps are software designed specifically for mobile devices. Some examples of the different types of apps include: financial (Venmo), Health (Fitbit), Music (Spotify), social media (Facebook) and instant messaging (Whatsapp). There is overlap between the functions of the apps; for example, Facebook is primarily a social media app, but it also has an instant messaging function; Facebook Messenger. Social media is generally defined as networking sites that allow users to set up profiles, create and share content and interact with other user-generated content provided by connections or friends (Alhabash & Ma, 2017). Members of Generation Z often communicate simultaneously with multiple people. Managing these multiple conversations can sometimes be challenging, leading to frequently checking multiple

social media accounts and instant messaging platforms (Seemiller & Grace, 2018). Members of Generation Z use multiple social media platforms, with YouTube, Instagram, and Snapchat being the most popular among teens aged 13-17 (Anderson & Jiang, 2019). Snapchat is a platform of particular interest to Generation Z students. The many differences in the operation of Snapchat vs. older social media platforms such as Facebook reflect a paradigm shift in the communication patterns of Generation Z. The most significant is that the photo messages (“Snaps”) sent via Snapchat are a transient form of communication; photos sent via Snapchat are automatically deleted, not automatically saved and cataloged as with other popular social media platforms (Grieve, 2017). This ephemerality in Snapchat was shown to drive four unique behaviors among Snapchat users, including; 1) smaller, more intimate networks vs. other social media, 2) prevalence of mundane or casual communication within the network; 3) reduction of self-consciousness in communication and 4) the social negotiation around saving data that is supposed to disappear (Grieve, 2017). There is still much research being done on the use of Snapchat, as it is currently one of the most popular social media platform today for Generation Z (Pew Research, 2019) and is radically different from previous popular social media. It is fair to assume that Snapchat will affect Generation Z’s long-term communication habits.

In reviewing how Generation Z is using other social media platforms, older methods of social media use and the habits associated with them are changing. There is still evidence that Generation Z is using Facebook. Fifty-one percent of respondents reported using Facebook in a recent Pew research study, but only ten percent reported

that Facebook is their most-used platform (Anderson & Jiang, 2018); thus, Generation Z looks at Facebook as something that older people use. Generation Z does not share information on Facebook, viewing the platform as only a place to keep up communication with family members (Seemiller & Grace, 2019; Mims, 2019). In a recent study that interviewed teens on the use of Snapchat, one of the participants stated, “emails are for professors ... text messages are for my family or my best friend ... Snapchat is definitely for just my age group...Facebook is for everyone else” (Xu, Chang, Welker, Bazarova, & Cosley, 2016, p. 1665). These distinctions in use of social media platforms provide just one example of the unique ways that Generation Z is using technology to communicate.

Texting and instant messaging appear to play a big role in how Generation Z communicates with friends and family. In a Pew Research study, texting was stated as being the dominant way that teens communicated with friends (Lenhart et al., 2015). Instant messaging is also commonly used within various social media apps such as Snapchat, Instagram and Facebook. Studies on Generation Z show that while texting and instant messaging are similar, teens do not view them as the same platform (Seemiller & Grace, 2019). When comparing texting and instant messaging to traditional phone calls, 73% of Generation Z and Millennials would pick messaging over voice capabilities (Seemiller & Grace, 2019). Generation Z is clearly more comfortable with texting and IM as their primary platforms for communication. In a recent study on the use of text by generation, Generation Z was found to have the highest volume of texts and also had the greatest preference to text vs. call then all other generational groups (Long, 2018). This

current research shows that Generation Z prefers textual communication to voice communication, particularly texting and instant messaging.

Current literature suggests that Generation Z segments the online platforms they use for different purposes such as communication, learning, personal empowerment and entertainment (Roblek et al., 2019). One behavior that supports this view is the use of different personas for different purposes by members of Generation Z. While segmenting and targeting have long been part of the business/marketing realm, the ideas of personal branding and creating different personas for your personal identity and personal communication is something that has been developed and defined recently by members of Generation Z. An example of this segmentation is Generation Z maintaining multiple Instagram accounts to share with specific audiences, including the coining the terms "Rinsta" (real Instagram) and "Finsta" ("Fake Instagram," or private account) (Seemiller & Grace, 2019; Lorenz, 2017). In a recent study on Fake Instagram or "Finsta" accounts, researchers noted that teens were posting less filtered content to a smaller audience on a "Finsta" account and may consider these accounts a more private and "safer space" online (McGregor & Li, 2019). Content placed on Instagram or any social media platform is seen as an act of personal branding, and Generation Z appears to be fully aware that anything they type, or photograph can end up outside its original context (Mims 2019). "Finsta" accounts seem to offer a way to segment and communicate outside of their primary online persona and a way to protect their outward personal brand. This segmentation of online personas shows a possible conflict for

Generation Z between the constantly online world they live in and the need for privacy—or at minimum, a "safer space" online.

This segmentation may be seen as necessary because members of Generation Z do not perceive a hard separation between online relationships and in-person relationships. Justina Sharp, a 21-year-old college student, was quoted in a 2019 Wall Street Journal article as stating, "interacting digitally is still 'in real life'" (Mims, 2019). In a study on the use of Snapchat, participants reported that communicating via Snapchat was like their "mundane, everyday" conversations like in daily life (Xu et al., 2016). This decline in face-to-face communication may influence and change social interactions. A recent study stated that Generation Z may no longer be aware of "the nuances and art of conversation, and lack of face-to-face communication will potentially inhibit their development of skills to connect socially and in person" (Turner, 2015, p.109). Being always online and surrounded by technology, other forms of communication are seen as very difficult (Bencsik, Horváth-Csikós, & Juhász, 2016). Because members of Generation Z are more comfortable communicating using technology, they may be ineffective in resolving conflicts or solving complex problems that may be better suited to in-person communication (Schroth, 2019). As more members of Generation Z enter the workforce, it will become more evident if the lack of distinction between online and in-person relationships will cause problems in workplace communication.

There is ongoing research on the possible negative impact from unlimited time online and the prevalence of Generation Z to multitask between personal and academic

work (World Economic Forum, 2016). In current studies of teenagers' multitasking activities, it was common that Generation Z reported using a smartphone during homework, intermixing personal activities such as listening to music or playing games with academic work such as searching for project information or messaging with classmates to collaborate on projects (Toh et al., 2019). While older generations have multitasked, researchers have noted a broader range of multitasking behaviors in members of Generation Z, including differences in combinations of tasks and the act of task-switching vs. simultaneously multitasking (Ettinger & Cohen, 2019). Task-switching behavior is shown in Generation Z, with switching tasks within one device or even within one platform such as Instagram (Ettinger & Cohen 2019). The act of multitasking is seen as organic to this generation, and some researchers believe that because of this, there will be minimum implications for future work performance (Babushkina, 2019, p. 41). Whether Generation Z's multitasking behavior will have positive or negative implications for the workplace remains to be seen as more members of Generation Z enter the workforce.

Methods and platforms for communication in the workplace are already changing to fit members of Generation Z as they enter the workforce. The earliest signs of this change are being seen in changes taking place in the academic environment. In studies of Generation Z as students, researchers report increased use of social technology and a crossover between students' private, academic, and professional lives (Roblek et al., 2019). This crossover of boundaries also applies to how Generation Z uses smart technology and the changes in the various methods of communications, as members of

Generation Z prefer social media, texting and video conferencing to older, more established communication methods such as email and phone calls. Email is not a preferred way for Generation Z to communicate. Generation Z also does not prefer to make traditional phone calls, with nearly two out of three members in a study by Seemiller & Grace (2019) reporting that they “do not like or only somewhat like talking on the phone” (p.63). It is common for a member of Generation Z to connect by instant message via platforms such as Snapchat instead of email, or a video chat platform such as FaceTime instead of a phone call (Seemiller & Grace, 2019). This trend is already seen in the academic environment where professors are looking for new ways to communicate with Generation Z students such as social media or instant messaging (Brown, 2017). This new communication style is sometimes seen as a negative, as college instructors reported receiving short text-like email messages and students preferring to reply to phone calls by texting because they are uncomfortable with small talk and would rather not “waste time talking” (Carrison, 2019). Given this changing communication style, there is some concern from researchers on how prepared this generation will be for the transition from a school environment with rules and constraints around smartphone usage to becoming adult users in the workplace with unlimited access (Toh et al., 2019).

With the older members of Generation Z now entering the workforce, some early academic research and trade reports offer theories on how Generation Z will impact the workforce. Most of the research agrees that the technological influence of the generation will further shape new patterns of behavior. While Generation Z shares some

characteristics with their predecessor generation, the Millennials, Generation Z is the most educated and diverse generation to date (Schroth, 2019; Seemiller & Grace, 2019). The generation that grew up with instant access to information expects the same from their employers. The expectation is that their experience as an employee matches their experience as a consumer with access to information (Bencski & Mochova, 2016, Fister, 2018).

The expectation of always-on, on-demand information is a concern within the human resources community, as traditional HR activities will need to radically change to recruit, manage and develop Generation Z workers (Bencsik et al., 2016). In the workplace, companies are turning to Instagram and video ads for recruiting members of Generation Z. In a 2019 survey by Monster, recruiters reported that job advertisements with videos received an average of 2.7 more applications than recruiting advertisements without videos (Yu, 2019). Members of Generation Z are viewed as adept, independent workers who value long-term professional development (Grubbs, 2017). With workers of all ages using smartphones to track fitness and diet goals, the expectation with Generation Z workers is that they can similarly manage their career goals with well-defined goals and continuous evaluation that are easily available (Bhatia, 2018). Noted business weaknesses of Generation Z are short attention spans and lack of work experience (Grubbs, 2017; Schroth, 2019). There is also a view that soft skills such as written and spoken communication must now be taught to Generation Z, and companies are investing in writing and basic business etiquette courses to fulfill this perceived gap in skills found in Generation Z (Carrison, 2019). It is reported that some companies are

starting recruiting Generation Z interns as early as freshmen year in college. The rationale for this early recruitment is two-fold: first, to engage with potential recruits before other companies, and secondly, to train recruits in skills that employers believe are lacking, such as critical thinking and problem-solving skills (Fister, 2018).

One of the positive views of this generation in the workplace is that since Generation Z has always had smart technology, navigating applications like Slack or HR methods like “hot-desking” will be easy for this generation (Revoy, 2018). However, Generation Z workers are reported to have an unrealistic and idealistic picture of the work environment; it is critical for employers to manage Generation Z's workplace expectations (Schroth, 2019). Considered skilled multitaskers, this generation is not content to do repetitive tasks and becomes bored and unmotivated easily (Chillakuri & Mahanandia, 2018). It is important that organizations play to the strengths of this generation as being quick, efficient, and able to switch tasks; they should provide new workers with job rotation programs and high-value work (Chillakuri & Mahanandia, 2018). New technology beyond the smartphone will also play a part in Generation Z's workplace communication habits; automation, artificial intelligence, the Internet of Things and machine learning will all play a role in Generation Z's business communication (Chillakuri & Mahanandia, 2018).

This literature review covered current trends explaining how Generation Z is engaging with technology—including social media, instant messaging, and texting—and how that engagement is very different from previous generations. The research has also shown that the increased and unique use of technology by Generation Z is expected to

impact future communication in the workplace. While the current research examines Generation Z's personal habits and attitudes, it has not analyzed Generation Z's experiences and attitudes about these types of technologies and communication platforms in the workplace. This study looks to explore this gap and discover what current and future workplace communication looks like through the lens of Generation Z, and if they are experiencing conflict between personal and workplace habits and behaviors.

METHODS

The methodology for project is a mixed methods approach that includes both quantitative and qualitative research methods. The first phase of the project included a survey with quantitative (multiple-choice) and qualitative (open-ended) questions. The second phase of the project consisted of qualitative interviews. This research methodology was selected because the quantitative aspects of the survey give the researchers baseline data on the trends of the communication technology and platforms being used, as well as quantify the general demographic data of the study participants; further qualitative questions in the survey and interviews give a deeper understanding of the communication habits and expectations of the participants than quantitative inquiry alone can provide.

Survey Recruitment

The survey participants were recruited in several ways via social media and through a posting on the myASU.com site. Initially, I had planned to directly work with young alumni groups from Arizona State University, Morgan State University,

University of Southern California, Oklahoma State University, and North Carolina A&T State University to ask for permission to post the survey on their social media sites in early January of 2020. After, this request was denied by three of the universities targeted, I decided that this method would not be achievable and decided on other, more direct methods by researching out to alumni and young professional groups through LinkedIn including: International Association of Digital Marketing Professionals (IADMP), Arizona Technology Council, University of Arizona alumni, Digital Summit Phoenix, Generation Z, Millennials: Research, Insights, News, and Networking and Connect: Professional Women's Network. I also reached out to the myASU.com student announcement site and was able to post an announcement for both survey and interview participants.

Survey participants were asked demographic information at the beginning of the survey, including age, year of graduation, college or university attended, and current job title. These demographic questions helped validate that the participant met the demographic target the study was looking to research before collecting the rest of the survey data. Respondents not meeting the age criteria (18-24) or not currently working full or part-time were not allowed to complete the survey. After successful completion of the survey, participants had the option to enter into a drawing for one of two \$50 Amazon gift cards. They entered the drawing by providing their contact information in an additional survey so that their survey responses remained anonymous. The funding for the study was provided by a grant from the Graduate Research Support Program (GRSP).

Survey Procedure

The survey was conducted using the Qualtrics online survey tool. The survey data was collected over a period of four weeks from January 28 – February 28, 2020. The survey asked both multiple choice and open-ended questions to identify some key communications habits and behaviors of Generation Z in both their personal and professional activities. The survey explored in-depth the three sub-questions of the study by asking questions concerning these topics:

1. What are the current communication habits of Generation Z in their personal communications?
 - What type of technology and communication platforms (social media, IM, texting, email etc.) are being used by Generation Z in their personal life?
 - How are they using technology?
 - What are their attitudes about the use of technology?
2. How does the current workplace communication environment appear via the lens of Generation Z?
 - What type of technology and communication platforms are being used by Generation Z in the workplace?
 - What are their attitudes and feelings about the technology being used in the workplace?
3. Do the personal communications habits of Generation Z conflict with current workplace expectations?

- How much overlap is there between personal and workplace technology and communication platforms?

The complete survey questions are included in Appendix A.

Survey Analysis Methods

Using the Qualtrics survey tool, I analyzed the data from the quantitative survey responses to determine statistically relevant data. I exported raw quantitative data from the Qualtrics tool in CVS files and completed additional analysis. Analysis consisted of reading, coding, and analyzing the qualitative/open-ended responses to determine common themes. After I determined common themes from the qualitative survey responses, the findings were summarized with a theme/category description. I categorized examples of survey responses within each theme and noted the percentage of responses that I categorized into each theme. The complete analysis of the survey is included in Appendix B.

Interview Participant Recruitment

Interview participants were recruited via LinkedIn young alumni groups and an announcement on the myASU.com student site. Interested participants were requested to take a short screening survey that was administered through the Qualtrics survey tool. This survey included screening for age requirements (18-25) and verifying current employment experience. Interview participants were compensated for their time with an Amazon gift card of \$25 for their participation in the study. The funding for this compensation was provided by a Graduate Research Support Program (GRSP) grant through the ASU Graduate College.

Interview Procedure

Six participants were selected, the interviews were scheduled via Doodle and conducted February 15 through March 3, 2020, via Zoom video conference. At the time of scheduling, a consent form was emailed to the participant with the interview invite. At the time of the study, I reviewed the requirements of the study and confirmed the participant's continued consent for the interview. The participants were informed of how their data will be used and stored. They were verbally informed that the video interviews would be reviewed by the researcher, that the interviews would be transcribed, and that demographic information would be recorded and aggregated. However, I made sure they knew that no personal identifiers would be published in the research. Participants were then asked permission to record, and verbal consent was obtained before any of the questioning began. The interviews were scheduled for one hour with the first 5-10 minutes used to confirm the participant's consent and explain the interview process. The remaining time consisted of asking the participant the interview questions. The interview protocol questions were used as a guideline for the conversation, but additional questions were asked to expand on concepts as needed. The interview protocol is included in Appendix C.

Interview Analysis Methods

The interviews were recorded and reviewed in their entirety. The zoom video conferencing provided a transcript of each interview. The transcripts were reviewed with the original recording and updated for accuracy. The transcribed interviews were reviewed and coded by themes, and the themes were categorized by research sub-

questions. The analysis included a description of each theme, quoted examples from the interviews and a brief analysis of the meaning of each theme. Narratives for each theme were summarized and included in the findings of the thesis. The purpose of the interviews was to gain in-depth information and narrative examples directly from members of Generation Z to answer the proposed research questions. A summary of the coding and analysis is included in Appendix D.

RESULTS

Survey Results

The survey was administered between January 28, 2020, and February 28, 2020. The total full and partial (uncompleted) survey responses totaled 377. After filtering response for age and work status, it was determined that there were 207 valid responses. The total number entries into the raffle survey numbered 187 responses. I included 29 questions in the survey with survey logic to eliminate or include certain questions based on previous responses. The average response rate for each question varied based on the survey logic and respondent participation.

Survey Demographics

The respondents of the survey and interviews varied in age from 18-24 and were born between 1995 and 2001 (see Figure 1).

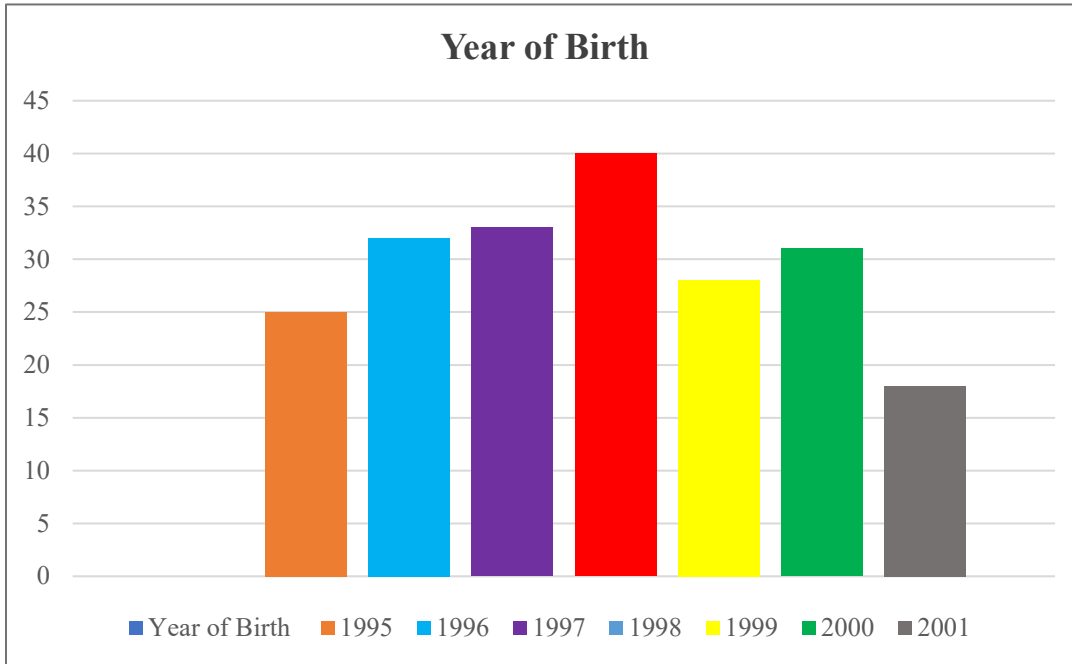


Figure 1. Chart demonstrating the age of respondents. 1996-1998 were the most common birth years.

The gender of the survey participants was not requested as the scope of the study did not include examining gender variations in the habits and behavior of Generation Z participants. Many of the respondents were part-time or full-time students, given the recruitment that was done through the myASU.com website. However, the recruitment for the study was that the participants be employed part or full-time. I validated the responses for this criterion in the screening questions for the survey.

The type of industries reported varied (See Figure 2), with 11 professional categories being represented: 1) service/retail, 2) teacher educator, 3) administrative/manager/analyst engineer, 4) communications/creative/marketing, 5) sales/account manager, 6) IT/technical 7) researcher/lab, 8) intern/student worker, 9) police/military/first responder, 10) health care/social worker and 11) customer service.

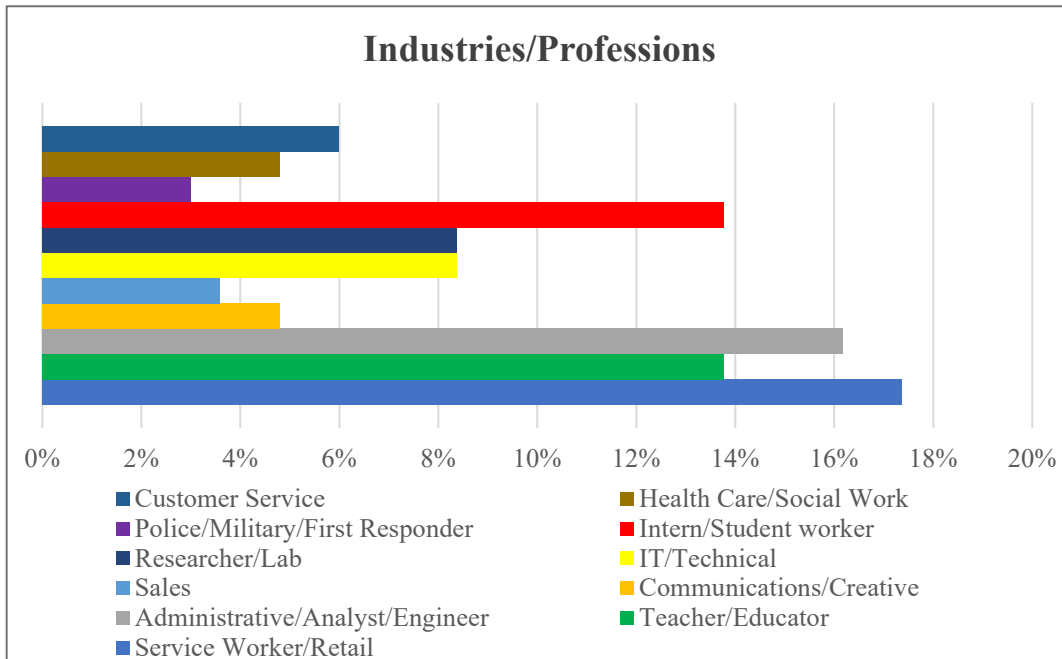


Figure 2, Chart showing respondents industries. No industry is represented more than 20%, showing a diverse sample.

Respondents represented 37 different universities from disparate geographical locations. The complete list of represented universities is included in the survey analysis in Appendix B.

Generation Z Current Habits

The first research sub-question examined in the research was: What are the current communication habits using smart technology, social media and voice communications of Generation Z in their personal communications? This question was

first explored in the survey by asking specific questions that probed the daily usage habits of Generation Z.

Preferred Method of Communication

The first question was what type of smartphone respondents used. Based on the previous research mentioned in the literature review, it was assumed that the majority of Generation Z would be using a smartphone. This assumption was confirmed by the survey when over 99% of the 196 respondents reported having a smartphone. iPhone was the most popular phone, with more than 69% of respondents reporting using an iPhone. (See Figure 3)

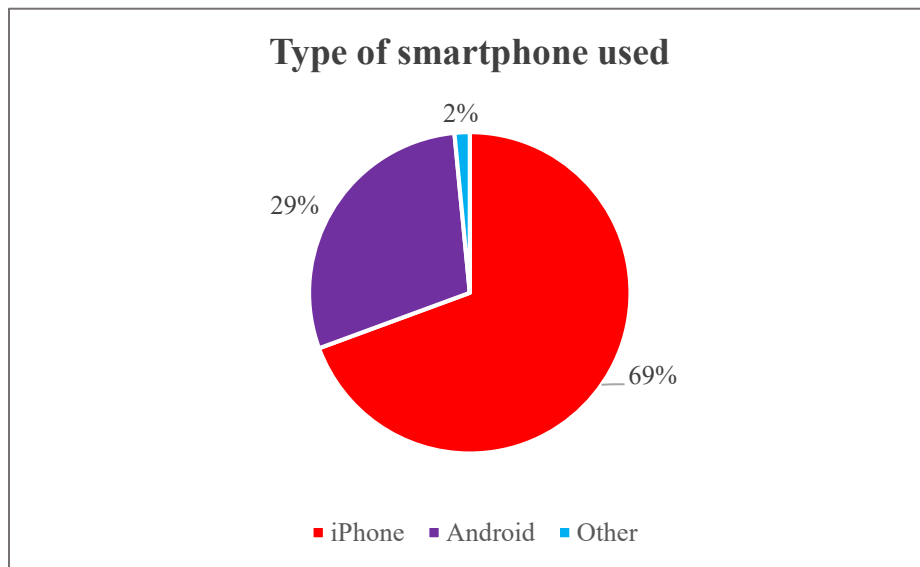


Figure 3. Type of smartphone used by respondents. The majority over 69% use an iPhone.

The second question was, “how do you most often communicate with friends from your phone?” The purpose of this question was to see what communication methods are most often used in respondents’ personal lives. Texting was clearly the most preferred method of communication for Generation Z, with over 57% of respondents

selecting “text (direct from phone)” (see Figure 4). The qualifier “direct from phone” was added because many of the other applications such as Snapchat and Instagram offer texting or instant messaging applications within the app. Instant messaging and Snapchat were the second most selected, representing a combined 36% of responses. These top three selected accounted for 93% of the responses, showing a strong preference with these Generation Z respondents for texting, instant messaging, and Snapchat communication versus traditional phone calls. Voice calls and email were rarely chosen, with only 2% of the respondents reporting that voice calls were their preferred method of communication and no respondents saying that email was the most preferred method.

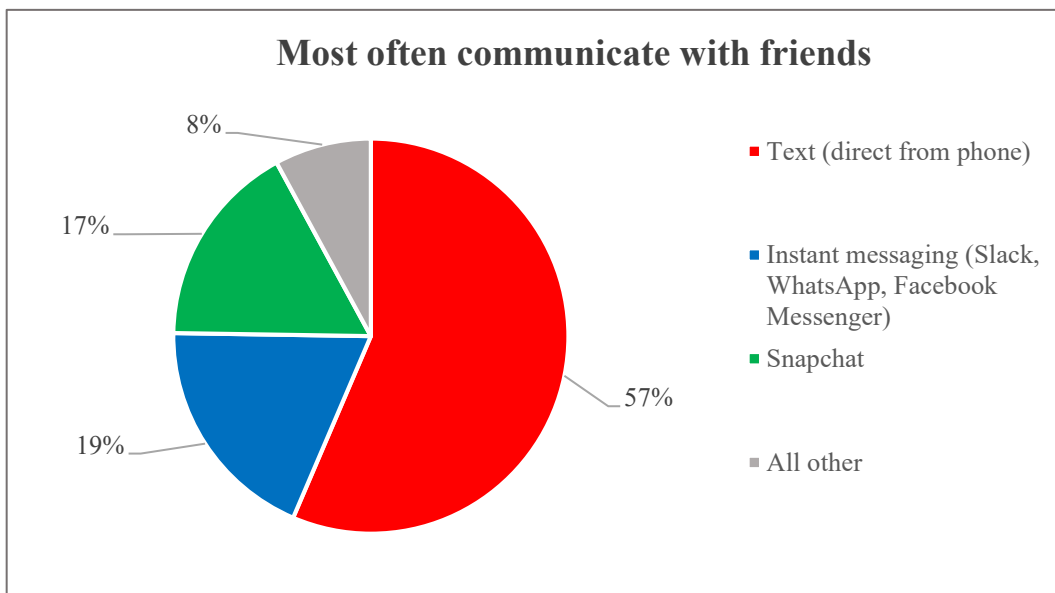


Figure 4. Chart showing text is most popular way for Generation Z respondents to communicate with friends.

Smartphone Uses and Habits

The next question in the survey looked at what activities Generation Z was doing most on their smartphone by asking, “What activities do you do most on your smartphone? Please pick the top 4.”

The responses to this question give a slightly different picture than the previous question, but still supports the overwhelming preference of Generation Z to use text, apps, or instant messaging for communication. The chart below (see Figure 5) notes out of 178 people who responded to the question what percentage selected each option.

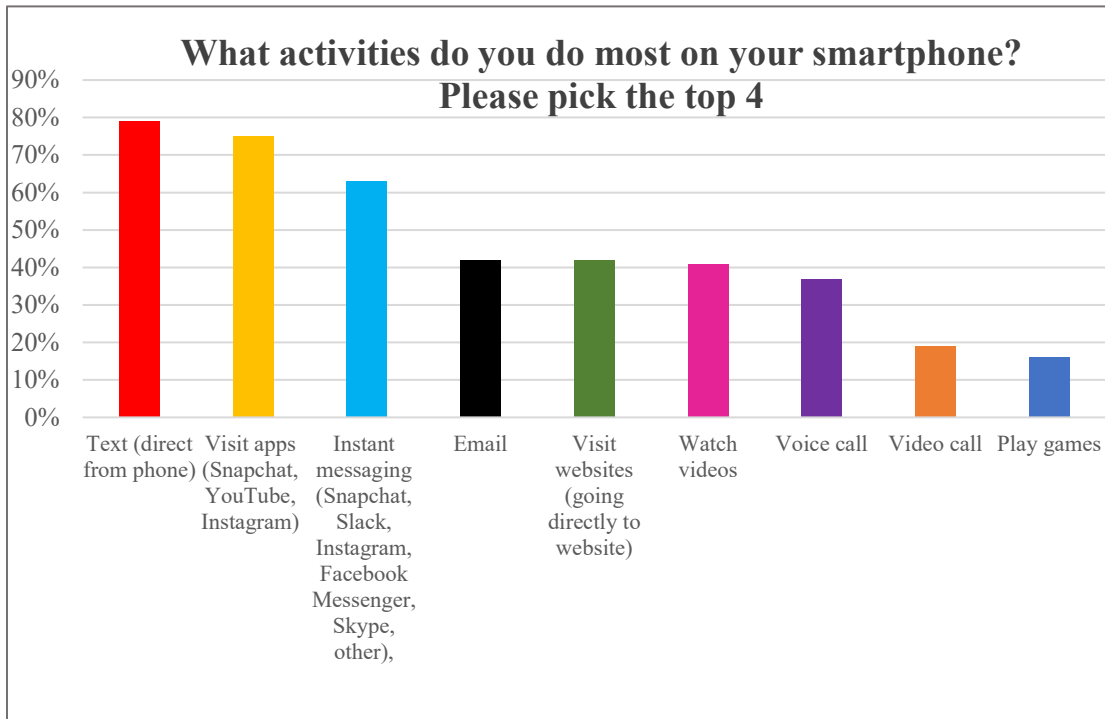


Figure 5. Chart showing most popular activities of respondents included; texting (75%), visiting apps (63%) and instant messaging (63%). All other activities were chosen by less than 50% of the respondents.

Seventy-nine percent of the respondents selected “text (direct from phone)” within their top four selections, while 75% selected visiting apps and 63% selected instant messaging. The rest of the options listed, including email, video calls, and voice calls were not chosen by a majority of the respondents. Email and visiting websites by going directly to a website were selected by 42% of the respondents. That under 50% of respondents reported these activities indicates that the majority of Generation Z surveyed are not regularly using those methods of communications.

Favorite App

More than 75% of those surveyed selected visiting apps within their activities most performed on their smartphone. While the respondents were not limited to social media or communication applications, the majority of the respondents did select these types of applications. Instagram was the most popular app mentioned with Snapchat and YouTube closely following in popularity with Generation Z (See Figure 6).

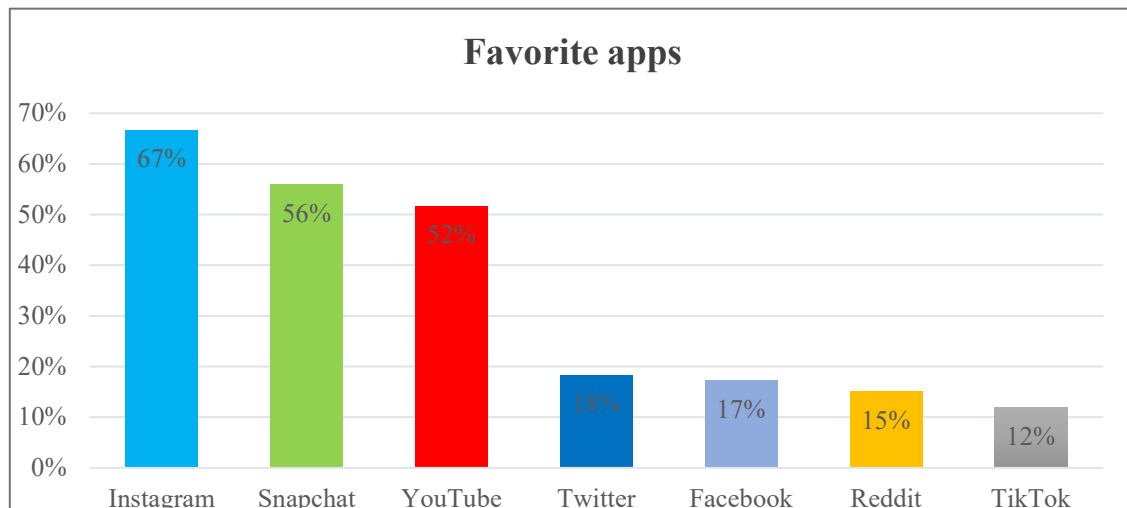


Figure 6. Chart indicating favorite apps noted by respondents. The top apps were the social media apps; Instagram and Snapchat.

TikTok, a social media application for sharing short videos, and Reddit, a social news aggregation and discussion website, are emerging apps for Generation Z. Their emergence is supported by their low but still relevant usage rates from the survey responses: 15% and 12% of respondents, respectively, reported using them as a favorite app. Facebook (17%) and Twitter (18%) had lower than average representation in the results, indicating that Facebook and Twitter may be losing favor with Generation Z. Other apps noted in the survey being used by Generation Z respondents included music

apps such as iTunes and Spotify, banking apps, shopping apps, and other messaging apps such as WhatsApp and Discord.

Instant Messaging

Instant messaging was noted by 63% of the respondents as one of their top four activities. The preferred app for instant messaging was almost evenly split between Instagram, Facebook Messenger, and Snapchat (see Figure 7). Snapchat garnered a slightly higher response rate, with 30% share of the responses. Given the low level of responses for Facebook in the previous survey questions — 6% in the “top activities on

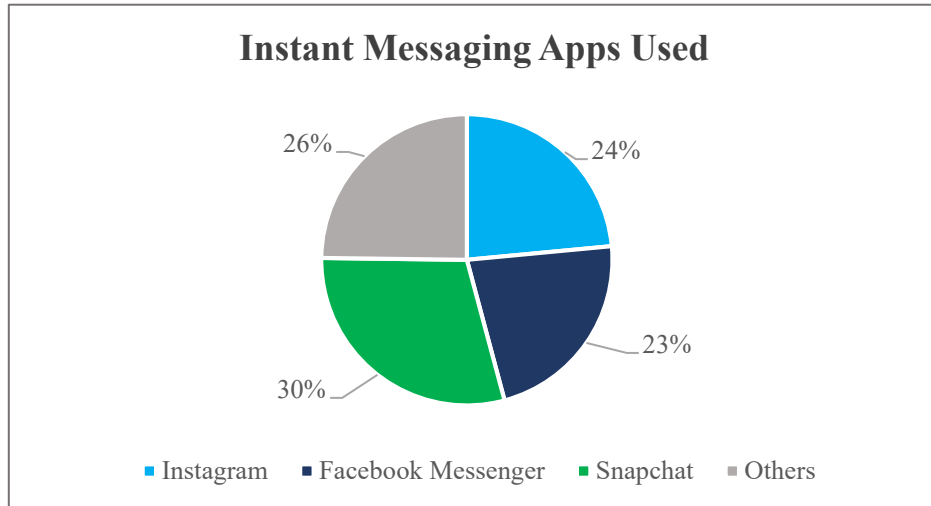


Figure 7. Chart showing instant messaging apps used by respondents. While Snapchat was the highest reported, no instant messaging app claimed an overwhelming majority of usage by respondents.

your smartphones” question and 1% on the “most preferred way to communicate with friends” question — it is surprising to see Facebook Messenger with a 23% share of primary instant messaging apps used by survey respondents. All additional instant messaging apps listed combined to a 26% usage, with WhatsApp, with the largest share at 7%. All other apps were under 5%.

Workplace Communication through the Lens of Generation Z

The second research sub-question “How does the current workplace communication environment appear via the lens of Generation Z?” was examined by a series of multiple choice and open-ended questions. The purpose of the open-ended questions was to explore the feelings and attitudes on the current workplace environment by Generation Z respondents. In particular, these questions ask about use of smartphones and other digital devices such as computers and tablets. The first question simply asked, “What tools does your work provide?” The purpose of this question was to see what tools Generation Z is currently using in the workplace.

Workplace Communication Tools

Eighty-seven of those surveyed reported that they were provided with a computer or laptop for use at work, indicating that a computer is a primary tool in the workplace today (see Figure 8). Even those in the service industry reported some type of computer or digital tool, such as an iPad or tablet, a Point of Sale (POS) device, scanner, or two-way radio. More than 59% of the respondents had access to a desk phone or landline, but only 12% had access to a work smartphone.

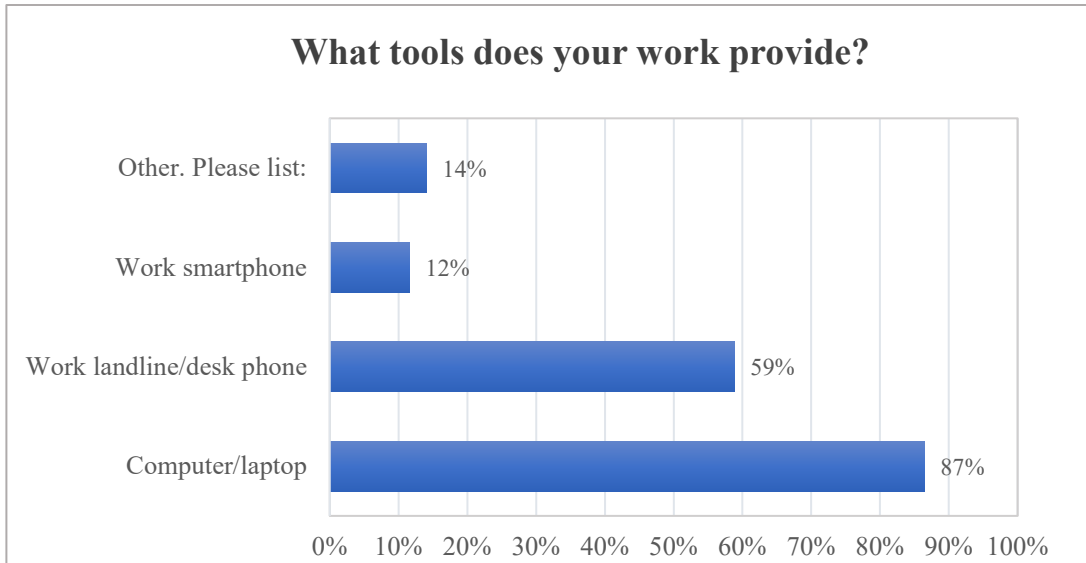


Figure 8. Chart showing percentage of tools (computer, desk phone, smartphone) provide by employer. The majority of employers supplied a computer and a desk phone.

Another question in the survey asked, “What communication platforms are used at work?” For this question, the participants were allowed to select as many as applied and were given the option to type in other selections, if there were platforms used that were not listed.

Email was the most selected communication platform, with 90% of the respondents using email (see Figure 9). A traditional landline or desk phone was the second-most selected option at 49%, followed by texting at 45%, instant messaging at 38%, and organization intranet/network at 31% of respondents. The data shows that while Generation Z may prefer other methods of communication, email usage is still the most

common communication platform in the workplace, and almost 50% of workplaces still provide a desk phone.

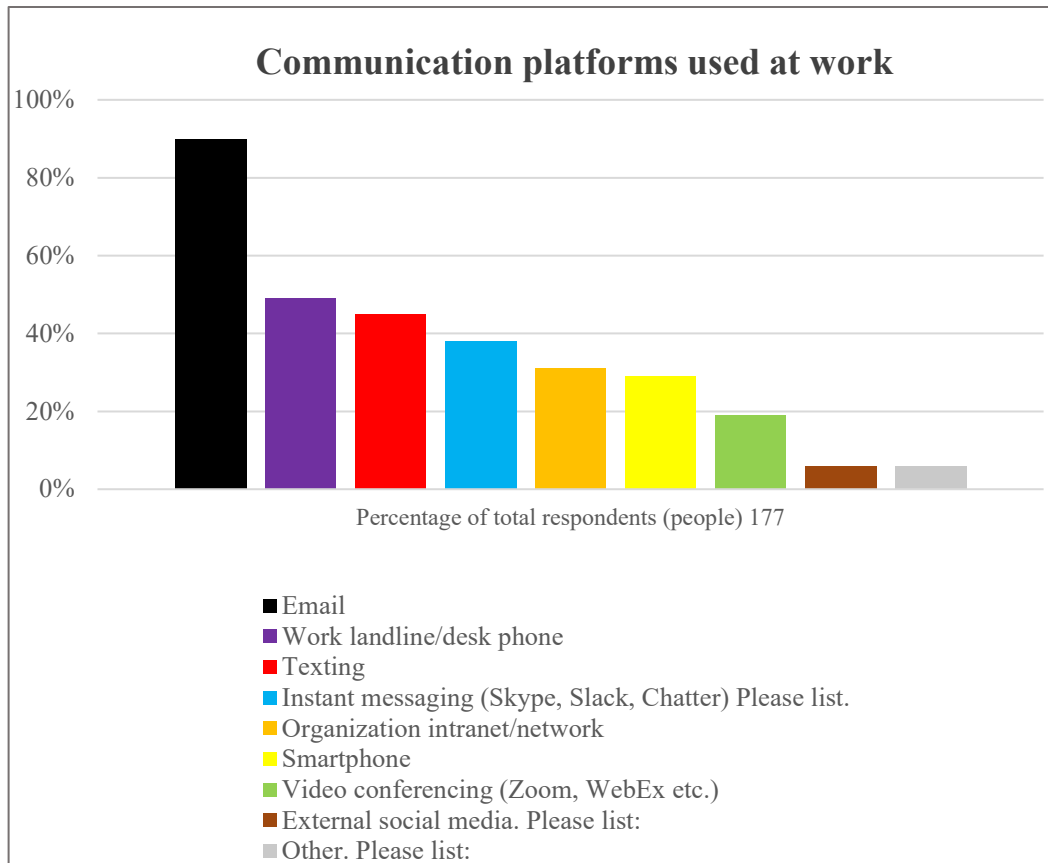


Figure 9 Chart of communication platforms most commonly used at work shows email as the overwhelming favorite with 90% reporting using email.

Personal Smartphone Usage in the Workplace

The remaining questions exploring the workplace through the lens of Generation Z focus on how, when, and why members of Generation Z are using their personal phone during the day. The next question in the survey asked, “Are there times during the workday when you do not have access to your phone?”

The majority, 67%, indicated “no,” which meant that they did have access to their phone during the workday (see Figure 10).

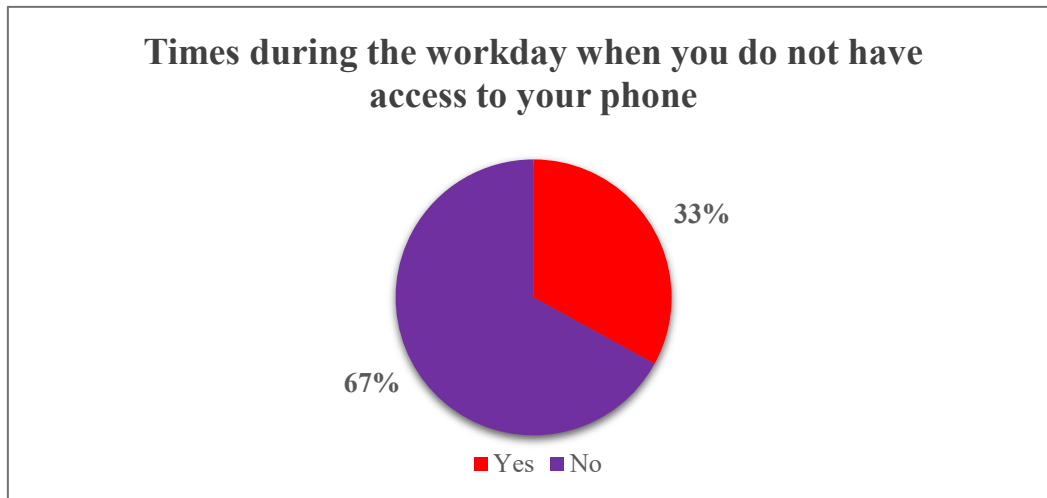


Figure 10. Chart showing 67% of respondents have access to their phones at all times during the day.

The participants that responded “yes” to the question, “Are there times during the workday when you do not have access to your phone?” were asked a follow up question to “describe when you do not have access to your phone? What times of day? What activities are you doing?” The responses were analyzed and coded into two themes. The first theme was that the respondent was assisting or completing job tasks and comprised a slight majority with 53% of the responses mentioning this theme. These responses did not indicate that a phone was specifically prohibited by policy during working hours, but the respondents indicated that they would not use their phone while completing a specific task. “I’m usually serving food or helping my team in the preparation of food,” described one respondent in the service industry. Another respondent explains, “I don’t have a consistent schedule, but I work in customer service and our labor is very tight. I could technically access my phone but there is no time and customers staring at me.”

From the respondent's statement, it is apparent that use of the phone was not specifically prohibited, but the respondent chose to not use it, so as to focus on the demands of the workplace. Another example was explained by a healthcare worker, who described the times of day the respondent doesn't access the phone: "Rounding throughout the hospital delivering medications. This is at various times throughout the day, never the same times each day." A few of the respondents worked in educational settings and described times during the day such as teaching or interacting with kids as time they did not have access to their phone. As one educator explained, "Whenever I am instructing but not always when I'm on the clock. Only when I'm around the kids I'm instructing." This response illustrates that the educator did have access to the phone during the day but chose not to use the phone when instructing children. As these examples illustrate, while there was not an official policy to not use a personal phone, jobs in service, education or healthcare settings expect a level of personal service that discourages personal smartphone use while interacting with other people in the workplace. Thus, the respondents chose to make their phone inaccessible during certain work activities.

The second theme on why a member of Generation Z would not have access to a personal smartphone is that it was officially prohibited by a specific policy of the employer. This represented 47% of the responses. The key words "not allowed" or "I do not have access" were included in the responses. Many of the examples where phones were not allowed by policy were respondents that worked within service, healthcare, or technical trades industries. One respondent stated, "During my shift I cannot have access to my phone." The respondent did not explain why or what activity they were engaged in

but the response of “I cannot have access” indicates a policy of the employer. “I am not allowed access on my phone anytime I am clocked in. I take care of customers who come in and order food and drinks, so there's very little time to use my phone to begin with”, stated another respondent. Other respondents that worked in the technical, healthcare, or first responder fields described not being about to use their personal phone due to privacy or safety concerns. “I do not have access to my phone during field work in areas with sensitive equipment. The time of day varies due to variation in need of my assistance”, explained one of the survey participants who works in a trade industry. A respondent that works at an educational institution listed concerns about violating federal law: “During shift phones are not allowed because of FERPA violation possibilities.” FERPA is the Family Educational Rights and Privacy Act, which regulates the confidentiality of student educational records. As these examples show, there were many workplaces, particularly in service, healthcare, and educational environments where personal smartphone use is prohibited by workplace policies. Many times, these policies are enacted to meet federal privacy or safety regulations.

The participants that responded “no” to the question, “Are there times during the workday when you do not have access to your phone?” were asked “Are there times during the workday when you decide not to use your phone?” A large percentage (86%) answered “yes,” that there are times during the workday that they choose not to use their phone (see Figure 11).

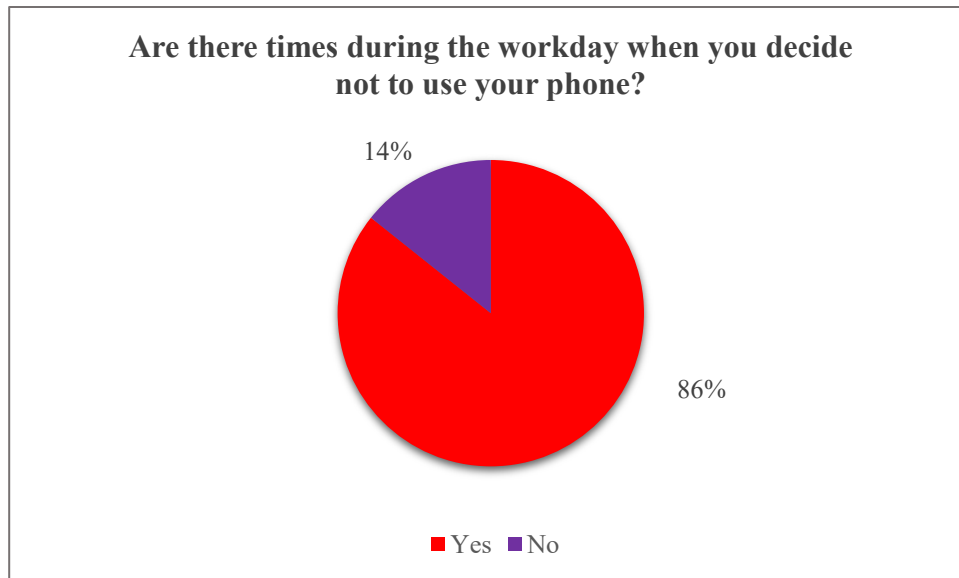


Figure 11. Chart showing 86% of respondents choose not to use their phone during certain times of the day.

The 86% of respondents that selected “yes” were asked to describe why they chose not to use their phone at work. There were two main themes for why the respondents chose to forgo phone use during the workday: 1) To focus on work and not be distracted (61%) and 2) they felt that being on their phone during work was not professional (23%). Other reasons noted in the responses included low battery or technology issues, using other technology such as a laptop, and needing time away from technology to relax.

For the first theme “to focus on work and not be distracted”, the key words and phrases coded from the responses included “limiting distraction” or “stay productive”. One respondent stated, “ [I] focus on work. Get things done efficiently. Limit distractions.” Another person responded, “To avoid distraction and stay productive on the task at hand.” The viewpoint from these responses was that using their personal

phone was overly distracting, so they made the conscious choice not to use their phone when they wanted to focus on their work.

The second theme was that using a phone at work is unprofessional (23%). While this is a significantly smaller percentage of the answer to why respondents may self-limit their phone usage at work, it is an important insight that almost a quarter of respondents felt that using a phone at work is seen as unprofessional. Most of the responses that were categorized in this theme only stated that they felt using a smartphone in the workplace was “unprofessional”. One respondent added more of an explanation by describing why they felt it was unprofessional: “I feel that it is unprofessional to use your phone during the workday for activities that are unrelated to work. Those activities may be using social media or texting friends. It is easy to become distracted on a smartphone and lose focus during the workday.” While this was one person’s response to why she felt using the phone during work was unprofessional, this response ties back to the how the majority of the participants responded to the question of “Are there times during the workday when you decided not to use your phone,” with responses that indicated they wanted to focus on work and avoid distractions. The research confirms that the majority of respondents in this Generation Z respondent pool felt the need to focus on work and avoid the distraction of using their phone. A smaller percentage feel that not focusing on work and using their phone makes them appear unprofessional.

The next questions in the survey asked the participants how they felt when they did not have phone access, either by not having physical access or by consciously deciding not to use their phone at work. The first question in this section was asked to

those participants that answered “yes” for the question, “Are there times during the workday when you do not have access to your phone?” The question was used to determine how Generation Z feels about not having access to their phone. There were a number of themes for this response, ranging from feeling “nothing”, “fine,” to “focused or busy”. The most common feeling discovered was surprisingly “nothing or fine,” as 47% of the respondents noted that they feel fine without having access to their smartphone. One respondent stated, “Nothing much as I am busy doing my work”, and another responded, “Normal, doesn’t make a difference”. The next most noted responses were feelings of anxiety or fearing missing out, with 21% being coded in that category. One person noted, “I feel nervous if I know that I am expecting a message or call” when responded to how they felt about not having access to their phone at work. Another described their fear of missing out by saying, “I feel fine because I am distracted by work. However, I do get thoughts about whether anyone has messaged or called me.”

The next question asked the respondents that indicated that they “choose” not to use their phone at work to describe in more detail what activities were happening at work when they chose not to use their phones. The top activities described fell into two main themes: doing job activities or task that required focus (43%) and interacting with people (39%).

The top activity described was doing job activities with feeling a sense of urgency that work needed to be done. Many of the respondents described needing to meet a deadline, such as one who described, “Working for to meet a deadline for a deliverable for a client.” Another common response was that they did not use the phone

when focused work needed to be done. One person mentioned that they choose not to use their phone, “when I’m doing research.” “Times that I really need to get something done”, stated another participant.

The second theme that was noted by 39% of the participants was respondents chose to not use their phones when they need to interact with people at their jobs. This is very similar to the respondents who answered that there were times they did not have access to their phone during the day due to working with customers. An example of this theme is illustrated by one participant that stated he chose not to use his phone during, “work related things, such as person-to-person interaction.” Another common response was the participants chose not to use their phones during group activities, such as group projects or meetings.

Conflict Between Work and Personal

The third research sub-question that was explored was, “Do the personal communications habits of Generation Z conflict with current workplace expectations?” The questions in the survey first focused on determining what overlap exists between personal and work activities being completed with personal smartphones. Second, the questions probed how often respondents are engaging in personal activities on their smartphones in the workplace. Third, the survey explored what has surprised or frustrated Generation Z about technology in the workplace.

Using Personal Smartphone for Work Activities

When asked if personal smartphones were used during the day for work activities, 48% (88) responded “yes” and 52% (94) responded “no.” Only 5% of those

who reported using their personal phones for work reported being compensated for that usage. If the respondent used their personal phone for work activities, they were asked to select the activities that they did with their phones. Sixty-four percent of those surveyed selected texting co-workers and clients, showing again that texting is a preferred way for these respondents in this Generation Z respondent pool to communicate (see Figure 12). Fifty-five percent selected emailing co-workers and clients indicating, as the earlier data suggested, that emailing is still a preferred communication method in the workplace.

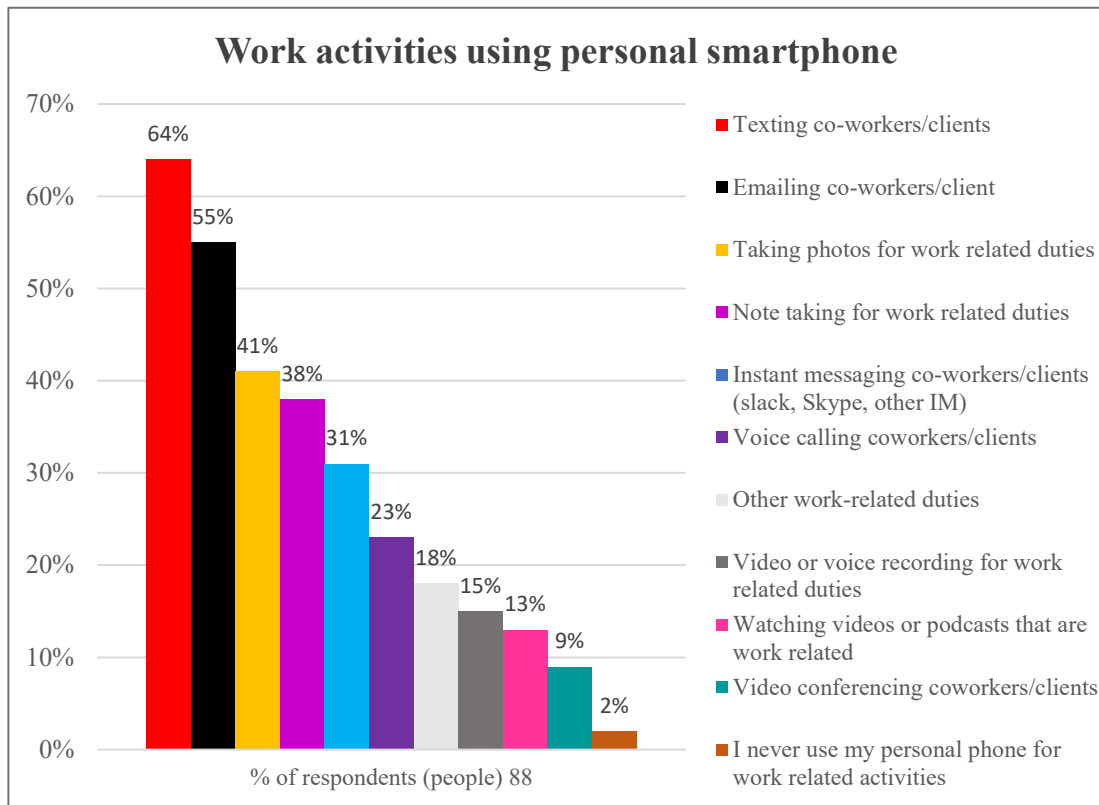


Figure 12. Chart showing what work activities the respondents do with their personal smartphones. Texting and emailing co-workers or clients were chosen by over 50% of the respondents.

The third most selected activity was taking photos for work related duties, with 41% of those who use their phones for work reporting this activity. Video conferencing and watching videos for work were not often selected by the Generation Z respondents, with video conferencing being selected by 9% and watching videos for work selected by 13%. Other activities that were noted by the respondents included posting social media content, searching for a product to help a customer, researching, and scheduling work shifts.

Using Personal Smartphone at Work for Non Work-Related Activities

While 48% reported using their personal smartphone for work, 84% reported using their smartphone at work for things that were not work-related (see Figure 13).

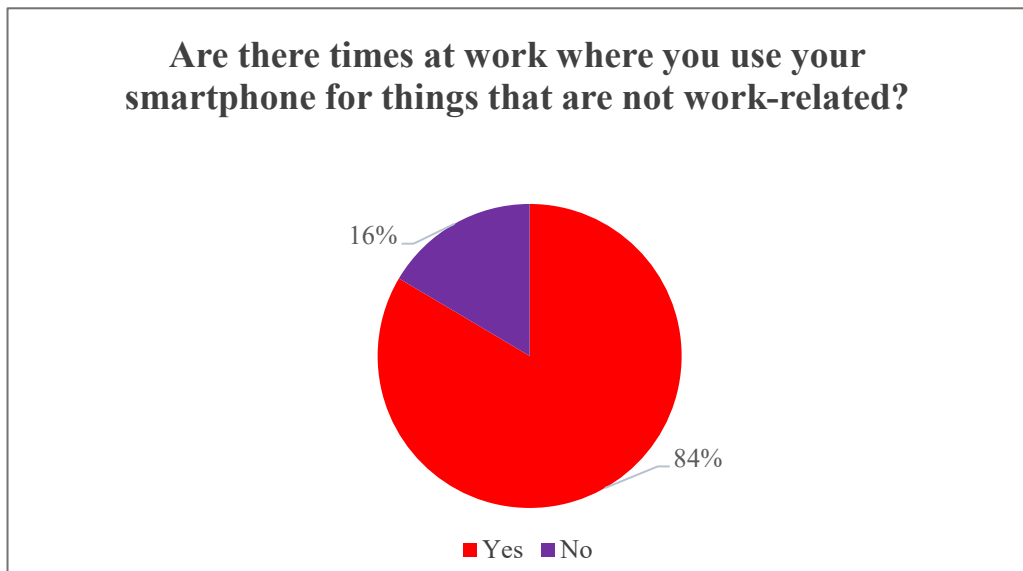


Figure 13. An overwhelming majority of respondents (84%) reported using their smartphone at work for personal usage.

The activities that were most reported bring done in the workplace included texting, reported by 86%, social media (without instant messaging), reported by 66% and listening to music, reported by 51% (see Figure 14). Texting again was the common activity reported, showing an overlap between Generation Z’s personal communication and workplace communication.

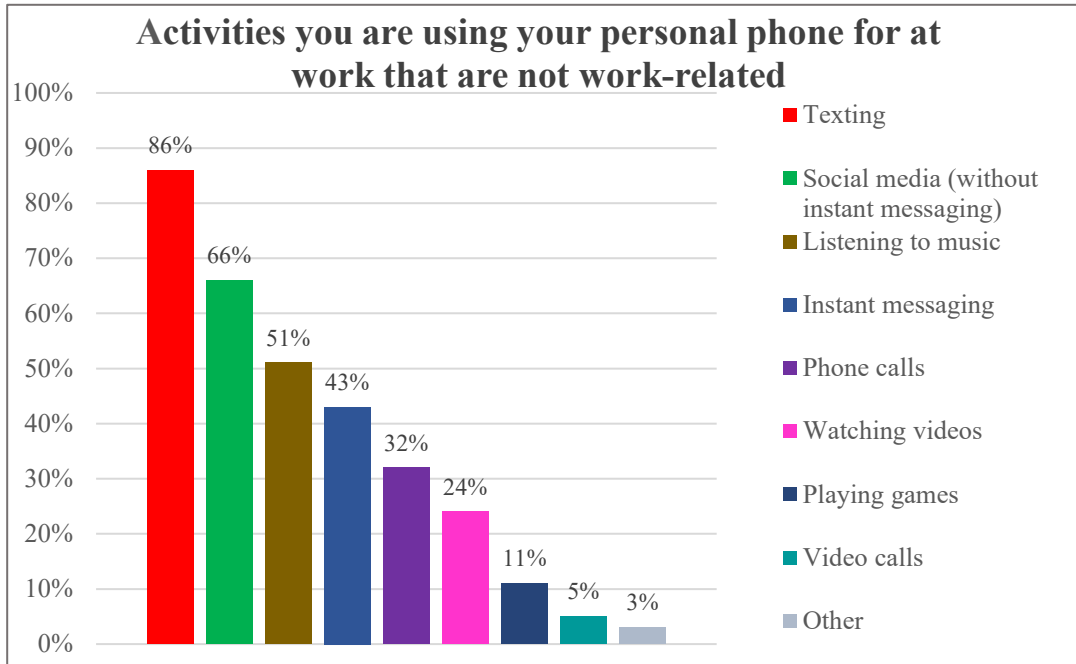


Figure 14. Chart of activities showing how respondents use their personal phone at work for activities that are not work-related. Texting (86%), Social media (66%), and listening to music (51%), being the most popular.

Acceptability of Smartphone Usage

With an overwhelming majority (84%) of the survey respondents reporting that they use their smartphone for personal activities at work, the participants were then asked if they perceived the workplace as accepting personal use of their phones. More than 73% of the survey respondents, perceived that their employer viewed usage as acceptable (see Figure 15).

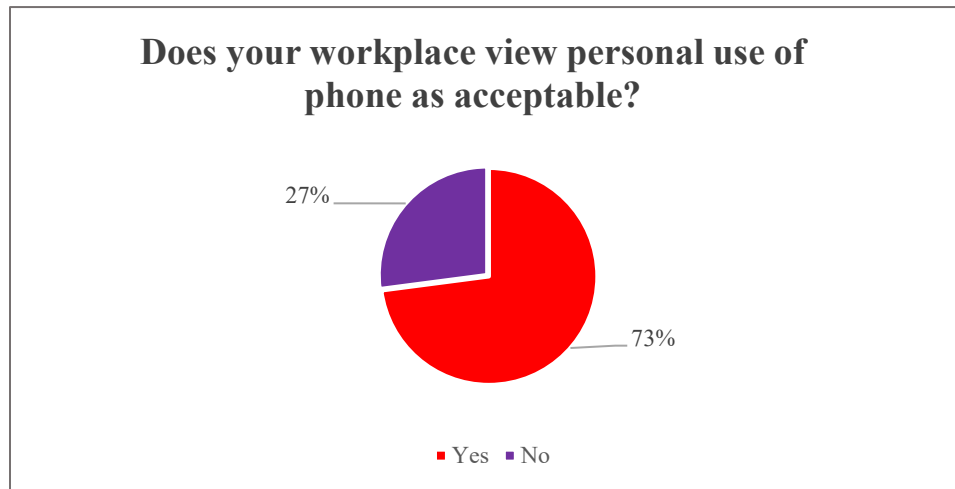


Figure 15. Chart showing 73% of respondents perceived that their employer viewed personal smartphone usage as acceptable.

When asked how they knew it was acceptable to use their personal phone at work, 52% of the respondents answered that they noted social or culture cues in the work environment to determine it was acceptable such as their peers or managers using their phones during work hours. A student intern responded, “I don't have reliable information on whether or not it is acceptable, but I see other interns use their phones during work hours so it seems while it may not be encouraged it is construed by many as the norm.” Forty percent of those surveyed, learned it was acceptable to use their phone in the workplace after being informed by a manager or supervisor. “My manager has stated that reasonable personal use of company time and equipment is acceptable”, explained one of the survey respondents.

Twenty-seven percent (47) of the respondents did not feel that their employer approved of personal phone use in the workplace. An assumption was made based on previous research that the majority of Generation Z were using their smartphones in the

workplace even when it was viewed as not acceptable practice. With this assumption, those who did not feel it was acceptable in their workplace were asked, “How do you feel about using your phone at work for personal things, knowing it is not acceptable?” The assumption that the respondents were using even though it was not allowed was proven reasonable as only 11 respondents out of 47 reported that they do not use their personal phone because it was unacceptable. One respondent stated that, “I don't do it. I don't want to lose my job!” Another respondent stated at first stated “I don't do it. The risk outweighs the reward,” but this same respondent continued to acknowledge, “Sometimes I'll check it if something important is happening, but usually I silence it and leave it alone.” This comment shows the sometimes-conflicting feelings of the respondents between following the workplace rules and wanting to use their device for personal communications. Other responses for how respondents feel about not using their personal phone at work were split between feeling indifferent to the rules and having negative feeling about using their phone. Respondents stated feelings such as “don't care because I still get all my work done plus more” and “I don't get paid enough to not use my phone in the workplace.” Examples like these comprise 39% of the responses and a show blatant disregard and even anger toward the rules of no phone usage in the workplace. Negative emotions such as “feeling bad or uncomfortable” were described by 36% of the respondents, with one person even stating, “I feel like I am committing a crime of sort.”

What Surprised and Frustrated Generation Z Respondents

The survey closed by asking two open-ended questions on what surprised Generation Z respondents most about technology in the workplace and what frustrated them most. There was no dominant theme that surprised or frustrated those surveyed, but there were some interesting insights from both questions. On both questions there was also a high number of non-responses or not applicable answers; 24% of respondents opted not to respond for “what surprised you” and 34% opted not to respond for “things that frustrate you.”

On the question of what surprised Generation Z respondents most about technology in the workplace, there were seven coded themes or categories: 1) amount of technology used and how common it is 2) ability to use personal device freely 3) inappropriate use 4) how essential it is in the workplace, 5) how technology increase productivity, 6) out of date technology, and 7) technology causing problems and increasing distractions (see Figure 16).

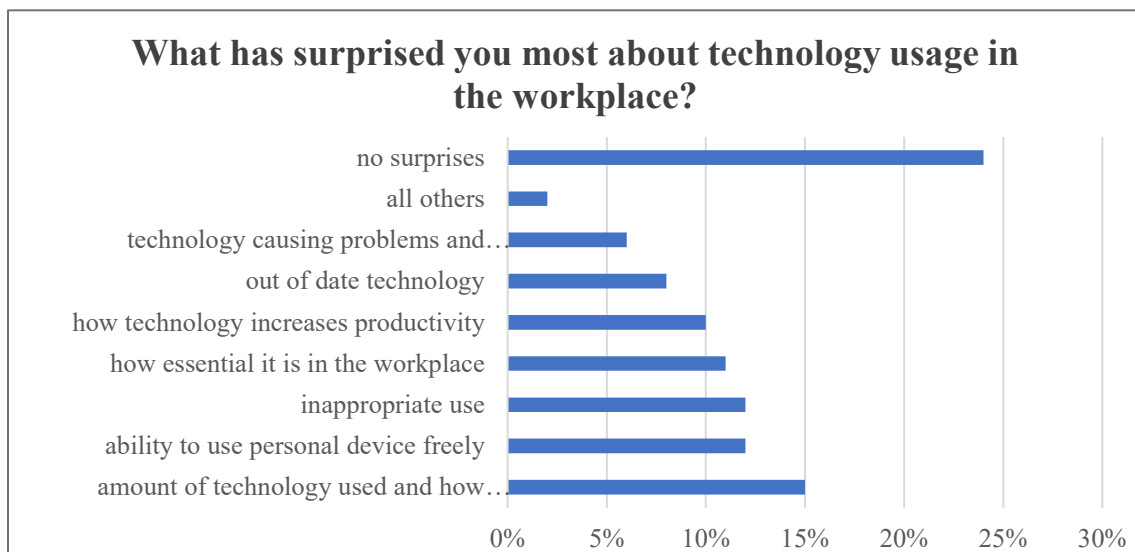


Figure 16. Chart showing coded responses to what surprised respondents about technology in the workplace. Over 24% opted not to respond. Common themes included; amount of technology usage; ability to use device freely and inappropriate usage.

The most common theme mentioned by the participants was the amount of technology usage in the workplace. Although members of Generation Z have grown up with computer and mobile devices as part of their lives, they seemed to be genuinely surprised at the amount of time people used personal smartphones in the workplace. Responses included: “I was a little surprised to see how common it is,” “everyone is *always* on their phone,” and “people use it way too much.” The respondents’ answers seemed to reveal an underlying judgement or frustration with words like, “always,” “too much”, “prevalent” and even “sneak.” “Sneak” was mentioned in the content of a restaurant worker describing, “Almost every employee is constantly hiding in the back of the restaurant to sneak onto their phone. Every customer is always on their phone too.”

These feelings described by Generation Z respondents on how common personal device use is in the workplace leads into another one of the themes mentioned: “inappropriate use”. Inappropriate use” was mentioned in 12% of the responses for “what surprised Generation Z in the workplace” and also 17% of the responses to “things that were frustrating in the workplace.” In both questions, the responses were similar in expressing surprise or frustration that people were using their personal phones at inappropriate times. Participants mentioned, “how frequent people are on their phones and not working”, “the amount of time people are on their phone, even though it is prohibited” and “people who abuse it ...such as [using] social media or other non-work related sites.” The inappropriate usage seemed to be both a surprise and frustration for members of Generation Z.

Twelve percent of the respondents found the ability to use their personal device freely in the workplace was a surprise. Many respondents used words like “lax” or “relaxed” to describe the attitudes of their peers and managers about personal smartphone use. One participant compared the work environment to the university and high school experience describing “At my particular workplace, [I was surprised] just how relaxed the usage of it is, as opposed to it being used in classes at university, or even going back to high-school where it was practically banned.” In reviewing answers coded in this category there did not seem to be a feeling or expression of frustration expressed among the responses, just a feeling of being surprised.

How essential technology in the workplace was mentioned in 11% of the responses coded for the question of what was surprising in the workplace. For this theme, there were many examples of technology shutting down such as with a power outage or technology issue and the feeling that work would come to a stop because of how essential and engrained the technology is in the workplace. Respondents from diverse industries described what happens when there are issues with technology. A researcher explained that “We rely 100% on our labs technology to work ... if one of our machines is inoperable, our workday can get out of hand and can sometimes shut us down.” An account manager explained, “We are extremely reliant on technology. We are constantly communicatively with one another, using google sheets, PowerPoint, files, and making outreach calls. If systems are down, it greatly limits our productivity and what we are able to do.” Another person explained what happened during a power outage: “One thing that shocks me is how little I can do at my job if our network goes

down or we have a power outage. The first time that happened at my current job, I realized there essentially isn't anything or any part of my job I can do without a computer." As these examples show, the respondents felt having technology in the workplace was essential and felt that they would not be able to their work without it.

Technology having a positive impact on productivity was mentioned in 10% of the responses. Having immediate access to information, being able to organize work electronically and the positive environmental impacts of less paper waste were all mentioned in the responses on what was surprising in the workplace.

Technology being out of date was a surprise for some of the Generation Z members surveyed, with 8% mentioning it. The feelings on outdated technology were captured more dramatically in the things that frustrated Generation Z and will be discussed in more detail in when discussing frustrations in the workplace.

Negative responses about technology causing problems or increasing distractions in the workplace appeared in 6% of the responses. Respondents mentioned technology "hindering" basic duties, and "increasing distractions."

Many of the things that Generation Z found surprising also caused frustration for Generation Z in the workplace. What Generation Z finds frustrating about technology was categorized into seven themes including: 1) system issues or outages, 2) inappropriate usage 3) making processes harder 4) distracting 5) co-workers not being proficient users, 6) lack of boundaries and 7) overdependence (see Figure 17).

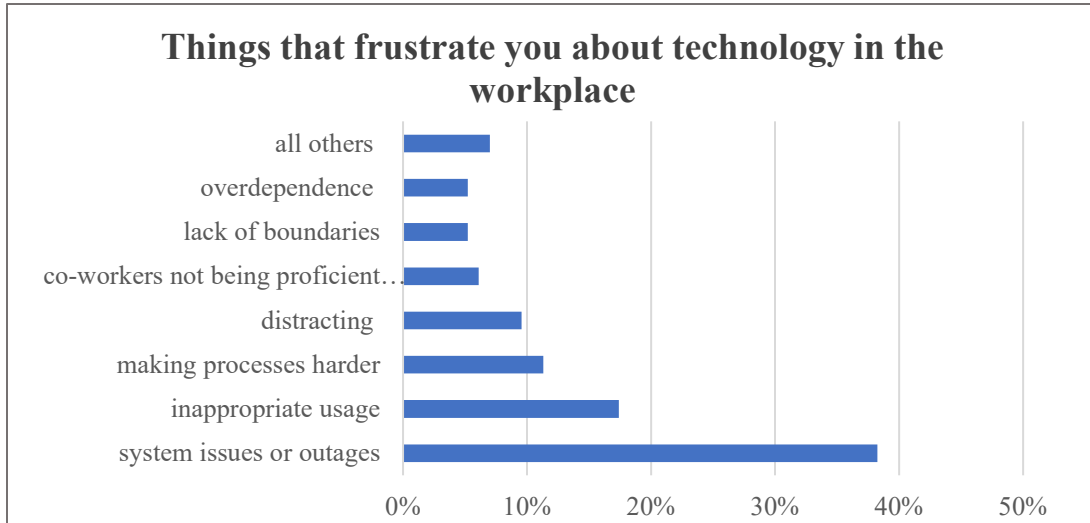


Figure 17. Chart showing themes that frustrate Gen Z respondents in the workplace. Inappropriate usage was mentioned by 17% of the respondents. .

The biggest frustration for Generation Z respondents uncovered in the survey was also noted as a surprise for many of the survey participants – system issues, outages or outdated technology. Thirty-eight percent of the responses to what frustrated respondents in the workplace mention issues with technology including computers, networks and software platforms. This was also noted as a surprise for respondents with 8% mentioning outdated technology as surprising. The frustrations noted were not particularly unique to Generation Z, such as outages and system issues that are frustrating for everyone. What was unique was the qualifier of how “old” and “slow” the technology was, implying that Generation Z has an expectation of new and fast technology in the workplace.

Inappropriate usage was the second mentioned frustration for Generation Z. As was discussed in the previous section there was an element of not just frustration with

inappropriate usage but surprise of how their peers, managers and customers were using their personal smartphones inappropriately.

Making processes harder was mentioned as a moderate surprise in the workplace but was commented on more under the frustrations of Generation Z with 11% of the respondents commenting on how sometimes technology makes things harder in the workplace. A few responses superficially discussed the introduction of new technology in the workplace. “When new technologies are implemented, it is often cumbersome and does not solve a problem that originally existed,” commented one respondent.

An issue expressed by 6% of the respondents that may be related to technology making processes harder was frustration with co-workers who did not know how to use the technology in the workplace. One respondent even called out “older people refusing to use the technology at work” as being frustrating. While most of the responses did not call out “older people”, they did mention frustration with co-workers not knowing how to properly use technology.

Other frustrations in the workplace focused on perceived negative aspects of technology including technology being distracting, lack of boundaries, and overdependence. The Generation Z respondents surveyed described technology as distracting because it was causing people in the workplace to not focus. As one person responded, “people use technology... in a way that distracts them so they are not performing at the level they should be.” Other respondents described technology as “addictive” and “extremely distractive”. Lack of boundaries and overdependence were also listed as frustrations for Generation Z. Regarding lack of boundaries, participants

expressed that they felt an expectation from their workplace to be accessible 24/7, and they felt they could never “fully leave work”. Overdependence ties to this lack of boundary, because the feelings were similar in that respondents expressed a lack of being able to disconnect: respondents reported “sometime technology overpowers our life” and being frustrated on “how much I have to rely on it”.

Interview Results

The six interviews were conducted between February 15 and March 3, 2020. Participants were compensated for their time with a \$25 Amazon gift card. The interviews lasted approximately 45 minutes each and were completed over Zoom, video conferencing software. The sessions were recorded, and then transcribed. The data from the transcribed content was analyzed and coded into common themes applicable to each interview question.

The interview questions were developed and analyzed to examine the answers to the research question: How do Generations Z’s personal communication habits including—smart technology, social media, instant messaging and lack of voice-only communications—impact their expectations of workplace communication? The goal of the interview was to build on the survey and obtain more in-depth information to answer the research question by exploring the sub-questions in the interviews.

Interview Demographics

The respondents ranged in age from 20-24, born between 1995 and 1999. Gender of the participants was not recorded, as the study was not looking at gender differences in habits or behaviors. The professions represented included communication/marketing,

account management sales, administrative and service/trade, which closely resembled the professional demographics of the survey respondents. Because recruitment was done on myASU.com as well as professional groups on LinkedIn, five of the interviewees were full or part-time students. All participants were employed during the study with four employed full-time and two employed part-time.

Personal Communication Habits

In examining research sub-question one (What are the current communication habits using smart technology, social media and voice communications of Generation Z in their personal communications?) I sought to understand how respondents in this demographic are currently using technology and social media in their personal life. I administered a series of questions about respondents' current technology usage and asked the respondents to describe a typical day using technology. The interviews were coded for common themes among the interview responses. For the first sub-question on their personal communication habits, the interviews revealed seven recurring themes including:

1. Texting or instant messaging habits – mentions of how participants are using IM to communicate with friends and family
2. Social media usage - types of social media platforms and how they are used.
3. Online constantly – coded by the interview participants specific mentions of being “constantly” or “always” online

4. Technology being embedded in daily life and dependence – mentions of how technology, including mobile and computers, were integrated into their daily life or a feeling of being dependent on technology
5. Feeling the need to respond or FOMO (fear of missing out) – expressing need to check phone at inappropriate times, such as work or social settings and expressing anxiety or curiosity to check phone to make sure the respondent is are not missing anything important
6. Negative feelings about technology – expressions of negative emotions or perception of negative impacts of technology
7. Decreasing usage or taking a break – noted mentions of deleting apps from phone, wanting to take a break from social media, mobile devices, or technology in general

As discovered in the survey, texting and instant messaging play a large role in Generation Z's communication habits. Most of the interview participants preferred texting over other forms of communications. One interview participant stated, "I'd say I'm texting probably 40% of the time, and then I'm probably on Reddit or Snapchat or Instagram." Another respondent reported, "mostly I text, sometimes I use a phone call, occasionally, an email". Members of Generation Z interviewed stated that they do not prefer voice calls and rarely make phone calls. One of the interview participants even called phone calls outdated, stating, "I don't really answer calls.... I feel like, it's just a little bit more outdated. So, I don't really go out of my way to answer calls."

All of those interviewed used some type of social media, with Snapchat, Instagram and Twitter being mentioned by multiple participants. Most of the interaction on social media noted from those interviewed was passive instead of active. Their use was passive in the sense that they liked to review posts, but didn't post that often publicly. None of those interviewed considered themselves influencers or expressed following social media influencers. One participant explained her usage of Snapchat: "I don't really communicate on Snapchat, but I do like highlights. So, I tend to, like, go through those just to see what articles are worth looking at." In explaining their Twitter usage one of the interview participants explained, "I'm just following people that I know personally, I mean I don't I don't follow any, like, social media influencers or anything like that. It's mainly just people that I actually know."

Most of those interviewed expressed being online constantly when describing their technology habits. They used words such as "constantly" and "always" as well as giving examples of having a mobile device always on-hand. Members of Generation Z feel a need to be online for a variety of reasons that were identified within the study.

One of the reasons that respondents feel that they are always online is the fact that technology is so embedded in daily life. The interviews showed many examples for this integration including, respondents using their phone as an alarm clock in the morning, listening to music at work, and interacting with co-workers or managers via text or email before even starting the day. The participants communicated a feeling of dependence from this integration of technology. In questioning one of the participants to discuss technology in their life they stated, "I feel like I'm dependent on it. I've talked

about this a lot [in the interview], but I feel like I'm very dependent on it and it's something that I have to have in this day and age.”

Discussing the feelings of constantly being online and how embedded technology is in daily life for Generation Z uncovered two other feelings surrounding technology usage. The first was that Generation Z felt a need to immediately respond to texts or notifications on their phones. Most of the participants expressed the need to check their phone if it vibrated and having anxiety for a fear of missing something important if they didn't check. One of the respondents described the feeling they had: “I'll be working on homework or at work. And then my phone will vibrate and then it's like, ‘Oh, I should text I should look at my phone and see what notification I had.”

Another theme was a general negative opinion by the participants that being constantly online and feeling anxious about missing out was increasing other negative habits and behaviors for themselves and their peers. Those interviewed mentioned their perceived negative impacts of technology usage including: decreasing attention spans both in themselves and others, loss of connection, decreasing social skills, and unhealthy mental and physical health. One of the participants gave their opinion on the impact on the health of younger children: “I've seen these kids be kind of obese for their age, honestly, they are overweight and unhealthy.” In regards to decreasing attention span and losing connections, one of the participants noted, “[I feel] like you're not listening to me when you have your phone out.” While other research has noted negatives impacts that the constant use of technology has had, this study shows that members of

Generation Z share many of these views and concerns about the “always available” culture.

Given Generation Z’s awareness and perception of some of the negatives of technology usage, most of those interviewed expressed attempts to decrease usage of technology or “take a break” from technology. All six people interviewed for this study gave examples of trying to limit usage, decrease usage, and delete applications. One described deleting apps such as games or certain social media sites, because they felt it was a waste of time or they wanted to cut down usage. Another way was by limiting time on social media or only looking at social media at certain times of day. Many Generation Z in the interviews discussed not using their phone during social time like dinners with friends. “If you don't really need it. I don't think you should be stuck on technology 24/7. I don't think that's healthy,” stated one of the respondents.

Current Workplace Communication Environment

After examining respondents’ personal habits and attitudes toward technology usage, the interview participants were asked about their current and past work experiences to examine the second sub-question, “How does the current workplace communication environment appear via the lens of Generation Z?” Six coded themes emerged. The categories and description are:

1. Blending of work/person – descriptions of time when work and personal activities overlap or even conflict

2. Technology usage (BYOD/Bring Your Own Device) – examples of using personal technology in the workplace for work purposes
3. Email usage – perceptions on email usages in the workplace
4. Constantly online/dependence – personal feeling of needed to be online and always connected to workplace as well as a dependence on technology to work
5. Constant availability – mentions of feeling the need to respond or needed to be available specifically for workplace duties
6. Negatives of technology – mentions of negative feelings or perceived negative observations of technology usage in the workplace

The interviews show a definite overlap between personal and work activities. The biggest example was the use of a personal smartphone for work calls and use of personal technology such as laptops for remote work. Many of the interview participants, particularly those in sales and communication roles described using their personal devices at the workplace. A communication manager interviewed described using their personal phone to check job-related social media posts. Another participant described using the same phone for work and personal reasons, with a resulting conflict: “I do have them all on the same phone which gets a little confusing sometimes. Because I'll get a call thinking it's for work and it's actually for school. And it's just, it's all over the place.”

A positive aspect of the blending of work and personal use centered on working remotely. One of the participants described the ability to conduct a remote internship while living out of the country with family due to technology. The respondent stated,

“I’d say, like, technology has been a really big part of my life and also a really positive one,” when describing the experiences working remotely.

As an extension of the blending of work and personal uses of technology, another theme discovered in the research was the habit and acceptability of Generation Z respondents to bring personal devices in the workplace for work usage. While the use of personal phones was expected from the literature review and documented in the survey, the use of personal laptops and iPads was not anticipated. Several of the participants discussed using their own laptop or iPad. One expressed taking a personal iPad on a business trip to take notes. A communication professional in the study described how there were desktops at work, but they preferred to use their own laptop: “because I’m more comfortable with it in terms of design.” While tools were provided at work many of the Generation Z respondents interviewed preferred to use their personal devices because they were considered more convenient, more comfortable and more accessible.

The interviews asked the participants about their email usage habits, because the survey indicated that email is a large tool within the workplace for professional, but not personal, use. The participants expressed that while they use email for work, they would prefer to text. Participants seemed to be resigned to the knowledge that they did need to use email for work purposes. Statements from the participants such as “[I use email] only for work purposes,” and “usually I just use email to if I have to communicate with co-workers”, back the assumption that email is necessary but not preferred communication in Generation Z.

Many of the participants described being constantly online during the day when asked to describe their day. In the interviews, the participants were asked to describe specifically their habits and routines at work. The feeling of being constantly online was analyzed differently when exploring sub-question two. What was coded for in this theme was the feeling or perception that the person needed to be constantly online or was dependent on technology for work. As one respondent stated, “anything I do is really connected to technology, even writing; I’m writing for online, or, like, even when I do make graphics, like, it’s to be posted online.” Multiple people expressed in the interview that they felt their careers were dependent on technology. One participant mentioned, “I think, again, just how much we use it and then how dependent we are on it because if I wasn’t able to use technology, I wouldn’t be able to do my work. It’s essential.”

The feeling of needing to be constantly available was strong in both personal life and work life. The interviews discussed respondents’ general perceptions of technology in the workplace. One of the themes that was mentioned multiple times was the need to be available or to immediately respond when contacted. The participants also express a sense of urgency to respond with such comments as: “I should be available all the time”; “I should be able to respond right away” and “Oh, crap. I can’t reply...even though I’m literally on my way.”

The feeling of dependence and constant availability were not the only negative feelings expressed. The Generation Z respondents interviewed spoke of a feeling that people are missing social interaction because they are constantly on their phones. One Generation Z stated, “A lot of times people feel lonely and they feel anxious talking to other people.

So, I don't know if that is because of technology, but I've noticed that's an issue,” when asked what impact they saw from their peers use of technology. Multiple participants stated that they notice a decline in the skill of face-to-face communication. “People are getting so used to communicating via text or Snapchat, when they try to speak to that same person in person, they can't even communicate properly,” described a Generation Z participant in the study.

Conflict in the Workplace Between Personal and Professional Habits

The third sub-question in the study examined conflict in the workplace between personal and professional habits. Many of the conflicts were uncovered by just asking the participants about their daily habits and about the workplace environment. When specifically asked if they experienced conflict between personal and professional expectations, respondents tended to focus on just two aspects: getting distracted by personal smartphone usage, and the blending of personal and professional boundaries. Because these were covered previously in the study, the participants were asked what they thought the future workplace might look like in a few years. All six interviewees responded with a particular viewpoint: technology will help me achieve my career goals. While career goals varied, they all expressed how technology was going to help. One participant wanted to travel and have the flexibility to work remotely. One had dreams of being an entrepreneur, while another was looking forward to more automation to help with repetitive tasks. They all saw personal benefits in what technology could do specifically for them.

DISCUSSION

Communication Habits and Behaviors of Generation Z in the Workplace

Generation Z is a mobile and technologically educated generation. With over 99% of Generation Z having a personal smartphone, it is no surprise that the use of personal devices has impacted their habits and attitudes around technology. The results of the study, including findings from the survey and interviews, revealed some unique habits, behaviors and attitudes on workplace communication from respondents in Generation Z.

Acceptability of Personal Smartphone Use

Many of the Generation Z respondents were surprised by the amount of personal smartphone usage in the workplace. A majority of those surveyed (67%) reported having access to their phone throughout the workplace. Even among the 33% that reported not having access to their phone, it turns out that just under half (30 respondents or about 15% of total surveyed) were officially prohibited by a specific organization policy. The rest felt that their work duties such as working with children or customers prohibited them from using their phone. While there are noted concerns from researchers on how prepared this generation will be to transition from a school environment with rules around smartphone usage to becoming adults in the workplace (Toh et al., 2019.), this concern from researchers seemed to be unfounded in regards to the Generation Z participants in this study. The respondents reported being surprised at the unregulated smartphone usage, but also reported adapting their habits to meet workplace performance expectations.

Inappropriate and Unprofessional Usage

While Generation Z respondents were surprised at how acceptable personal smartphone usage was in the workplace, they also expressed much frustration at what they viewed as inappropriate and unprofessional usage of smartphones in the workplace by co-workers, managers, and even clients. They were surprised at the frequency, places, and times that people in the workplace were using their phones. They also noted their own habits of looking at their phone at times they felt were inappropriate, such as when working with other people. The current literature has noted the opinion that Generation Z workers have an unrealistic and idealistic picture of the work environment (Grubbs, 2017; Schroth, 2019). The Generation Z respondents' genuine surprise of what they considered "inappropriate," may back the viewpoint that Generation Z has an unrealistic and idealistic picture of the workplace but in a different way than expected. Much of the current research views Generation Z as unaware of business etiquette (Carrison, 2019) and having poor in-person communication skills (Turner, 2015). Generation Z respondents in this study did not fit this narrative. Instead, they expressed frustration at what they believed was unprofessional behavior from others in the workplace, who they believed were looking at their smartphones at inappropriate times and places, as well as too frequently. In response to their perceptions of inappropriate usage, Generation Z respondents actually self-regulated their smartphone usage behaviors because they did not want to use their smartphones inappropriately and appear unprofessional in the workplace.

Awareness of Negative Impacts of Technology and Self-Regulation

There is much current research on the negative impacts of technology usage among Generation Z, such as deficient critical thinking and problem-solving skills (Fister, 2018) and gaps in written and spoken communications (Carrison, 2019). One discovery in this study was that Generation Z respondents were keenly aware of the perceived negative impacts. Many indicated that they were actively trying to mitigate the negative impacts by limiting their time on smartphones both in their personal and professional lives. The respondents noted personally “taking breaks” from technology and professionally the respondents noted choosing not to use their phones when they were meeting with clients or co-workers, focusing intently on a work task, or other times they considered smartphone usage unprofessional in the workplace.

Need to Take a Break

As noted, Generation Z respondents were aware of both the positives and negatives that technology has had on their lives. They appreciate the positives but expressed a need to mitigate some of the negatives by taking a break from technology. Many mentioned they wanted to take a break or decrease their usage of their smartphone. There is much research on Generation Z not perceiving a hard separation between online relationships and in-person relationships (Mims, 2019), and many views that being always online is negatively impacting in-person communications (Bencsik, et al., 2016). However, there is little research on how Generation Z actually feels about these theories. This study found that Generation Z respondents wanted to create some separation between their digital and in-person lives. To accomplish this separation,

respondents noted a number of ways that Generation Z goes about "taking breaks" from technology. One way was by deleting apps such as games or certain social media sites because they felt it was a waste of time, or they wanted to cut down usage. Another way was by limiting time on social media or only looking at social media at certain times of the day. Several Generation Z interviewees discussed not using their phone during social time like dinners with friends. Other participants discussed choosing not to use their phones inappropriately in the workplace. The behavior of "taking a break" shows that Generation Z respondents do not necessarily desire to be "constantly online" and are looking for ways to disconnect once in a while.

Email Usage Still Prevalent

Ninety percent of Generation Z respondents reported in the survey that they used email at work, making it the dominant platform for work communication. Also, when using their personal phone for work activities, 55% of the respondents reported that they email co-workers and clients. This conflicts with the respondents' personal use of email, as 0% of Generation Z respondents selected email as their most-used way to talk to friends. Recent research also agrees that email is not a preferred communication with a study on student's use of communication methods backing the decline of email and the increase of text and instant messaging for personal communications (Seemiller & Grace, 2019). The differences in this study between personal and professional use of email show Generation Z respondent's ability and willingness to adapt to workplace norms. This view is backed by earlier research covering Generation Z student's opinions on email, "email are for professors" (Xu et al., 2016, p. 1665). This study expands and

validates the opinion that while Generation Z respondents do not prefer email, they will use it to communicate in the classroom and workplace.

Overlap of Work and Personal Activities

While in their personal lives, Generation Z respondents are used to being online constantly, there was concern about being constantly available for work. This feeling ties closely with feeling dependent on technology. However, it is different in the fact that the respondents felt a need to be responsive and immediately available to any and every request. This concern has extended from their academic to professional lives, as researches have noted in previous studies of Generation Z as students that is a crossover between students' private, academic, and professional lives (Roblek et al, 2019).

Using Personal Phone for Work Activities

Almost half (48%) of Generation Z respondents use their personal smartphone for work tasks, with texting co-workers or clients, emailing, taking photos for work, and note-taking for work being the top activities reported. Only five percent of those who used their phone for work activities were compensated for the use, which raises the question of if using their personal device for work activities was required by work, or they used their own phone because it was considered more convenient. The interviews indicated that respondents used their own technology because it was more convenient. This finding is supported by previous research on Generation Z and multitasking activities, which found that students often used their smartphone for homework while intermixing personal activities such as listening to music (Toh et al., 2019). Since Generation Z is already used to blending personal activities with classwork, it is not a

surprise that they would also blend personal and professional activities on their smartphone. Given that Generation Z has always used personal technology in the classroom, it is not unanticipated that the Generation Z respondents would transition the usage of personal technology to the workplace. An example of this behavior was noted by two of the interview participants that were in the sales roles, who reported that they preferred to receive their work voicemail and email messages on a single device because it made things more efficient.

Personal Activities during Work

Generation Z respondents noted blurred boundaries between personal and work life and felt comfortable with completing personal tasks on their smartphones during work hours. As was previously noted, there were many concerns from the Generation Z respondents about looking unprofessional by using their smartphone in the workplace for personal activities. One of the effects reported by the Generation Z respondents of almost always having access to a smartphone regards the anxiety of missing something important when voluntarily or involuntarily not having access to technology. Even with the concerns around appearing unprofessional, the Generation Z respondents participating in the study expressed in the open-ended survey questions and the interviews the need to check their phones at inappropriate times during work. Current research suggested that Generation Z did not know how to exist without smart technologies. (Roblek et al., 2019), but there was not an in-depth follow up as to why Generation Z feels this way. This study examined some of these feelings and found that one of the underlying feelings of the Generation Z respondents was mild anxiety or fear

of missing out when they did not have access to their phones. These feelings of anxiety may explain the behaviors from the Generation Z respondents of not knowing how to segment between personal and professional usage, especially when there is so much expected and acceptable overlap between personal and professional activities that are completed with smartphones. While the Generation Z respondents felt comfortable with using their personal device for work activities, and generally fine with completing personal activities on their device at work, there was growing concern about the expectation of being available 24 hours a day, 7 days a week. Participants in the study felt like they could never “fully leave work” and were worried that “sometimes technology overpowers our life” In their professional lives there are similar concerns with the respondents describing technology as distracting: "people use technology... in a way that distracts them, so they are not performing at the level they should be."

Both professionally and personally, the Generation Z respondent expressed concerns about the blurring of the lines that the constant access to technology enables. The respondents felt concerned over not being able to truly disconnect; not being able to separate activities and expectations in both areas of their lives.

Personal Communication Habits and Behaviors of Generation Z

To determine the respondent’s views on workplace communication, the study first examined their personal habits and behaviors. While these findings do give some insight into the workplace habits and behaviors, they tend to expand and concur with the current literature on the trends occurring with Generation Z in their personal usage.

Online Constantly

Generation Z respondents report being online constantly. Generation Z respondents used their smartphone from morning to night, with the phone being embedded in almost all of the activities. Waking up in the morning, respondents describe using a smartphone as their alarm clock. Needing to take a break from studies or work, respondents turn to their phones to check out the latest social media posts on Snapchat, Instagram, or their favorite app. During the workday or working out at the gym, Generation Z respondents used their device to listen to music or podcasts. This theme of being “online constantly” is consistent with research from 2018 (Anderson & Jiang) that reported 45% of teens are online “almost constantly.” While this study did not quantify the amount of time that the respondents reported being online, the survey responses and narratives captured during the interviews give a picture that this number of teens or young adults “online constantly” is very high and suggests that online usage may have increased since the Anderson & Jiang study in 2018. The Generation Z respondents from this study expressed some frustrations with being constantly online (as noted above), but also acknowledged that as being online constantly was "a fact of life" as they described daily routine with their smartphone always nearby or available.

Communicating with Friends

Communicating with friends and family is a prominently online activity for Generation Z respondents. Texting (57%), instant messaging (19%), and Snapchat (17%) were how the majority of Generation Z respondents preferred to communicate with friends. These digital platforms combined accounted for 93% of the responses to the

survey question, "How do you most often communicate with friends on your phone?" This preference for communication was confirmed through the interviews, where respondents expressed their preference to text instead of answering phone calls. This study expands current research, such as a study cited by Seemiller & Grace in their book *Generation Z: A Century in the Making* (2019) that showed Generation Z and Millennials preferred texting and instant messaging to traditional phone calls by 73%. This study showed that the preference for digital communication might be increasing, with over 76% of Generation Z respondents in this study choosing texting and instant messaging for communicating with friends. It may also indicate that the preference of Generation Z for texting and instant messaging is higher than that of Millennials since previous studies examined both demographics together.

The preference of Generation Z for Snapchat was supported by this study, with the platform being the third most popular means of communicating (17%) with friends among the respondents. As Anderson & Jiang (2019) recently examined in a Pew Research report, Snapchat was one of the top three social media platforms among teens aged 13-17. While this study interviewed a slightly older age range of Generation Z from 18-24, the results were similar in that Snapchat was a preferred way to communicate for the Generation Z respondents.

Looking at the communication preferences of the Generation Z respondents, digital communication tools—including text, instant messaging, and Snapchat—are the most preferred ways to communicate with friends. The preference for digital text in both direct from phone texting and instant messaging, through social media applications vs.

traditional voice calls, may show a trend of increasing for Generation Z as newer platforms such as Snapchat become even more predominantly used within members of this age group.

App Habits

Smartphone apps appears to be integrated into the lives of Generation Z respondents, with 75% of those surveyed reporting that visiting apps was one of the top four activities they did on their smartphone. While the respondents were not limited to social media apps, the top responses self-reported via an open-ended question included Instagram (67%), Snapchat (56%), and YouTube (52%). These selections were not surprising and agreed with current research indicating that YouTube, Instagram, and Snapchat were the most popular social media platforms and apps (Anderson & Jiang, 2019). Those interviewed described they checked their social media accounts during the day to find interesting stories and see what their friends were doing. While some described posting on social media, the majority of interviewees described a more passive approach to viewing posts. The study did not question directly on posting habits in the survey since the scope of the study was to get an overview on personal technology habits. Thus, it did not go in-depth on social media posting habits. The study did confirm that Generation Z is frequently using social media with a large majority (75%) of those surveyed selecting visiting apps and many selecting instant messaging (63%) thought many of the same platforms including: Instagram, Facebook Messenger, and Snapchat.

FURTHER RESEARCH

This study on Generation Z communication habits uncovered some interesting and unexpected concepts that could be examined in more depth. One concept is the decrease in traditional phone calls and the preference for digital text communication. While current research agrees that voice calls are decreasing, there is little research on the motivations and habits of Generation Z that are driving this behavior. Another topic to explore is the transient forms of communication popular with Generation Z, such as through the social media app Snapchat. While there is some research on Snapchat specifically, there is little research on other emerging applications that have similar transient communications and why this type of communication is attractive to Generation Z. There is no research on how this could translate into future workplace communication.

The most surprising findings of this study, including self-regulation, the perceptions of inappropriate usage, and the concern of overlap between personal and professional technology usage should be explored further once more members of Generation Z enter the workforce and have more years of experience in the workplace. It is an open question if the habits and behaviors of Generation Z change as they gain more experience in the workplace or if the workplace changes from the entrance of a larger number of Generation Z members.

CONCLUSION

This study examined how personal communication habits of respondents in Generation Z—including smart technology, social media, instant messaging, and lack of

voice-only communication—impacts their expectations of workplace communication. The survey and the interviews revealed the viewpoints of a highly educated, technologically savvy, and ambitious group of older members of Generation Z. Being labeled "digital natives" and truly not knowing a life without a smart technology has shaped their viewpoints, attitudes, and habits.

Looking at the workplace through the "lens" of Generation Z brought some expected conclusions such as Generation Z being constantly online and preferring text and instant messaging for communications. What was uniquely discovered was the frequency of usage of digital communication platforms including, text, instant messaging and social media, might be underestimated. Many of the current research studies have focused on both Millennial and Generation Z because of the young age of Generation Z. While the Millennials and Generation Z share some habits, many are distinctly different such as the preference for Snapchat among Generation Z.

Much of the current literature examines Generation Z as students because with the oldest member at just 24 years old, their work experience is limited. Looking at Generation Z in a student environment where smartphone usage is generally still discouraged is very different from looking at Generation Z in the workplace. This study was able to examine Generation Z in a workplace environment. The study uncovered many unexpected attitudes and behaviors among working Generation Z respondents including: the self-awareness of the negatives of technology usage, differences in personal and professional preferences, the self-regulation of technology usage, and the concern for boundaries between personal and work life.

Generation Z just entering the workplace are used to a different set of rules around technology. Most of the Generation Z respondents were genuinely surprised about what they considered “lax” or “relaxed” attitudes around using personal devices in the workplace. They were frustrated about what they viewed as inappropriate or unprofessional use not only by their peers but by everyone else in the workplace. The personal communication preference of Generation Z seemed to conflict with the workplace expectations, but those who participated in the study seemed willing to adapt to workplace norms. For example, not one of the participants selected email as a preferred way to communicate with friends, but over 90% reported using email in the workplace. This behavior shows that while Generation Z is used to communicating in a certain way, they are also able and ready to adapt to current workplace expectations.

The most surprising discovery of the research was the self-regulation of the Generation Z respondents in the study. Even though smartphone usage was generally allowed in the workplace, the participants reported limiting their usage based on what was happening in the workplace, such as working with people or focusing on important work assignments. This indicates that Generation Z can control their technology usage and that many of the concerns expressed by the business world regarding overuse or inappropriate usage of smartphones may be unfounded.

Generation Z respondents who participated in the study seem acutely aware of the negatives of constantly being online and are deeply concerned about the total integration of technology in their lives. While the Generation Z participants appreciated the flexibility and opportunities that technology brings to their careers, they also worried

about the lack of boundaries, and the impact that being constantly online and available will have long-term work-life balance.

Generation Z is unique in the fact that they do not know a world without personal smart technology, but they are self-aware of both the challenges and opportunities facing their generation. Generation Z will bring their particular expectations and experiences to the workplace that will ultimately shape the future of work. Generation Z's ability to adapt to current workplace norms may slow the progress of changing workplace communication, but once their numbers and experience in the workforce increase, they will make some positive changes to workplace communication. These changes may include more immediate communication with more texting and instant messaging vs. email communications. This may indicate the decline in email in the future. Their frustrations around inappropriate usage may actually indicate a return to more personal and focused interaction but in a different way, such as video conferencing and live chat meetings. Their concerns around the overlap of personal and professional lives may benefit both areas of their lives as they work to define what work-life balance means in the current reality of being always-on and always available — the only reality that Generation Z has ever known.

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APPENDIX A
SURVEY QUESTIONS

Start of Block: Block 1

Q1 Thank you for your participation in this survey. This research is exploring the ways that young adults are using technology in the workplace. This short survey should take less than 15 minutes. Your responses will help us determine current trends in workplace technology usage. At the end of the questionnaire, you will have the opportunity to enter your contact information for the drawing for one of two \$50 Amazon gift cards.

Study Details

This study is under the direction of Dr. Stephen Carradini, Assistant Professor in the College of Integrative Sciences and Arts (CISA) at Arizona State University. Your voluntary participation will involve a series of multiple-choice and open-ended questions. Completion of the survey should take approximately 10-15 minutes. You have the right not to answer any question and to stop participation at any time. If you choose not to participate or to withdraw from the study at any time, there will be no penalty. You must be 18 or older to participate in the study. Your responses will be anonymous. The results of this study may be used in reports, presentations, or publications, but your name will not be used.

At the end of the questionnaire, you will have the opportunity to enter your contact information for the drawing for one of two \$50 Amazon gift cards. Your entry information will not be connected to your survey questions, and your answers will remain anonymous. If you are receiving other research compensation and the combined amount of this compensation and other compensation meets or exceeds \$600, you may be subject to taxes and additional information will be required to meet government reporting obligations. If you feel that you the \$50 may cause you to cross the \$600 threshold, [please consult this link for more information](#). Otherwise, no action is needed. This information will not be connected to your survey questions, and your answers will remain anonymous. If you have questions concerning the research study, please contact Dawn.Janssen@asu.edu or Stephen.Carradini@asu.edu. If you have any questions about your rights as a subject/participant in this research, or if you feel you have been placed at risk, you can contact the Chair of the Human Subjects Institutional Review Board through the ASU Office of Research Integrity and Assurance at (480) 965-6788. By checking below, you agree to be part of the study.

Yes, I consent to complete the survey (4)

Skip To: End of Survey If Thank you for your participation in this survey. This research is exploring the ways that young... != Yes, I consent to complete the survey

End of Block: Block 1

Start of Block: Block 2

Q63 Are you between 18 and 24 years old?

Yes (1)

No (4)

End of Block: Block 2

Start of Block: Block 4



Q3 Please list year of birth:

Q4 Are you currently working part-time or full-time?

Yes (4)

No, I am not currently working (5)

End of Block: Block 4

Start of Block: Block 3

Q5 Current job title

Q6 College or university attended



Q7 Year of graduation (list expected graduation or N/A if not attending)

Q8 What type of smartphone do you use?

iPhone (1)

Android (2)

Other (3) _____

Q9 How do you most often communicate with friends from your phone?

Text (direct from phone) (1)

Email (2)

Instant messaging (Slack, WhatsApp, Facebook Messenger) (3)

Snapchat (4)

Facebook (5)

Voice call (6)

Video call (FaceTime, Skype, Google Duo). Please list preferred app: (7)

Instagram (8)

Other. Please list: (9)



Q11 What activities do you do most on your smartphone? Please select the top 4 answers.

- Voice call (1)
 - Text (direct from phone) (2)
 - Video call (4)
 - Email (5)
 - Instant messaging (Snapchat, Slack, Instagram, Facebook Messenger, Skype, other), Please list apps used: (6)
-

- Play games (7)
 - Watch videos (8)
 - Visit websites (going directly to website) (9)
 - Visit apps (Snapchat, YouTube, Instagram) Please list favorite apps: (10)
-

Q17 What tools does your work provide to do your job? Check all that apply:

- Computer/laptop (1)
 - Work landline/desk phone (2)
 - Work smartphone (3)
 - Other. Please list: (4)
-

Q10 Are there times during the workday when you do not have access to your phone?

Yes (1)

No (2)

Display This Question:

If Are there times during the workday when you do not have access to your phone? = Yes

Q12 Can you describe when you do not have access to your phone? Include details the time of day (morning, afternoon) and what activities are you doing.

Display This Question:

If Are there times during the workday when you do not have access to your phone? = Yes

Q13 How do you feel when you do not have access to your phone?

Q14 Are there times during the workday when you decide not to use your phone?

Yes (1)

No (3)

Display This Question:

If Are there times during the workday when you decide not to use your phone? = Yes

Q14 Explain why you choose not to use your personal phone during the workday.

Display This Question:

If Are there times during the workday when you decide not to use your phone? = Yes

Q16 What activities are happening at work when you choose not to use your phone?

Q18 What communication platforms do you use for your job? Check all that apply:

Email (1)

Instant messaging (Skype, Slack, Chatter) Please list. (2)

Texting (9)

Smartphone (3)

Work landline/desk phone (4)

External social media. Please list: (5)

Video conferencing (Zoom, WebEx etc.) (6)

Organization intranet/network (8)

Other. Please list: (7)

Q19 Do you use your personal smartphone during the day for work activities?

Yes (1)

No (3)

Display This Question:

If Do you use your personal smartphone during the day for work activities? = Yes

Q20 What work activities do you use your personal smartphone for? Check all that apply:

- Texting co-workers/clients (4)
- Emailing co-workers/client (15)
- Instant messaging co-workers/clients (slack, Skype, other IM) (5)
- Video conferencing coworkers/clients (6)
- Voice calling coworkers/clients (7)
- Taking photos for work related duties (8)
- Video or voice recording for work related duties (9)
- Note taking for work related duties (10)
- Watching videos or podcasts that are work related (training, job related support, for job related duties) (13)
- Other work related duties. Please list: (11)

- I never use my personal phone for work related activities (12)

Display This Question:

If Do you use your personal smartphone during the day for work activities? = Yes

Q21 Does your work pay or reimburse you for the use of your personal phone?

- Yes (1)
 - No (3)
-

Q22 Are there times at work where you use your smartphone for things that are not work-related?

- Yes (1)
- No (3)

Display This Question:

If Are there times at work where you use your smartphone for things that are not work-related? = Yes

Q23 Describe what activities you are using your personal phone for at work that are not work-related?

- Texting (4)
 - Instant messaging (5)
 - Social media (without instant messaging) (6)
 - Phone calls (7)
 - Video calls (8)
 - Playing games (9)
 - Watching videos (10)
 - Listening to music (11)
 - Other. Please list: (12)
-

Q24 Does your workplace view the personal use phone as acceptable?

Yes (1)

No (3)

Display This Question:

If Does your workplace view the personal use phone as acceptable? = Yes

Q25 How do you know it is acceptable to use your personal phone at work?

Display This Question:

If Does your workplace view the personal use phone as acceptable? = No

Q26 How do you feel about using you phone at work for personal things knowing it is not acceptable?

Q27 What has surprised you most about technology usage in the workplace?

Q28 Are there things that frustrate you about technology use in the workplace?

Q51 Would you like to enter your information for a raffle to win one of two \$50 Amazon gift cards?

Yes (5)

No (6)

End of Block: Block 3

APPENDIX B

TECHNOLOGY IN THE WORKPLACE SURVEY DATA ANALYSIS

TECHNOLOGY IN THE WORKPLACE SURVEY DATA ANALYSIS

Data Collection

Survey was administered between January 28, 2020 and February 28, 2020. There was a raffle survey for two \$50 Amazon gift cards that was offered for successful completion of the survey. The total full and partial (uncompleted) survey responses totaled 377. The total number entries into the raffles survey were 187 responses. There were 29 questions in the survey with survey logic to eliminate or include certain questions based on previous responses.

Data Demographic Filtering

After the survey closed, the survey responses were filtered to eliminate those that did not offer consent (42 responded no). For a starting total of 335 responses.

The responses were when further filtered to eliminate those not in the target age demographic. This was determined by filtering for both age and year of birth. The target demographics for the respondents is currently between 18 and 24 years of age and born between 1995 to 2002. The total with the target demographics was 249.

Please List Year of Birth

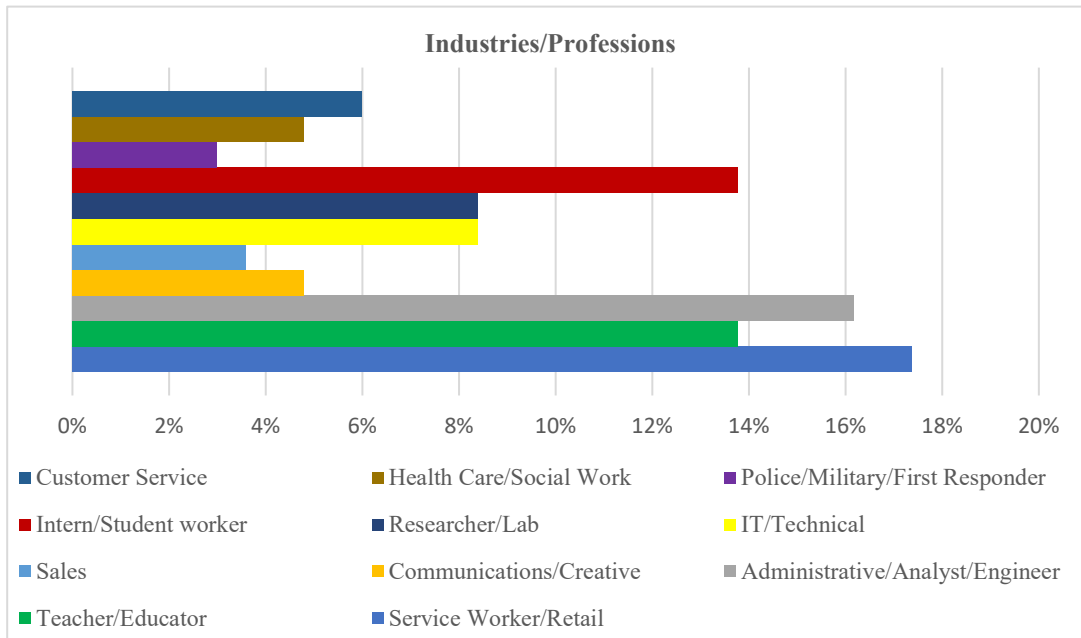
#	Question	Total
1995	1995	29
1996	1996	35
1997	1997	38
1998	1998	46
1999	1999	38
2000	2000	36
2001	2001	26
2002	2002	1
Total		249

The next filter was to determine if the respondent was currently working either part-time of full-time. This questioned further filtered the valid responses to 207. Due to the survey logic and the fact that some of the questions did not force a response, the response count for each question varies.

Industries Represented

The respondents were then asked their current job and the job titles were coded into the following categories:

Service Worker/Retail	29	17%
Teacher/Educator	23	14%
Administrative/Program Manager/Analyst/Engineer	27	16%
Communications/Creative/Marketing	8	5%
Sales	6	4%
IT/Technical	14	8%
Researcher/Lab	14	8%
Intern/Student worker	23	14%
Police/Military/First Responder	5	3%
Health Care/Social Work	8	5%
Customer Service	10	6%
Total	167	



Universities Represented

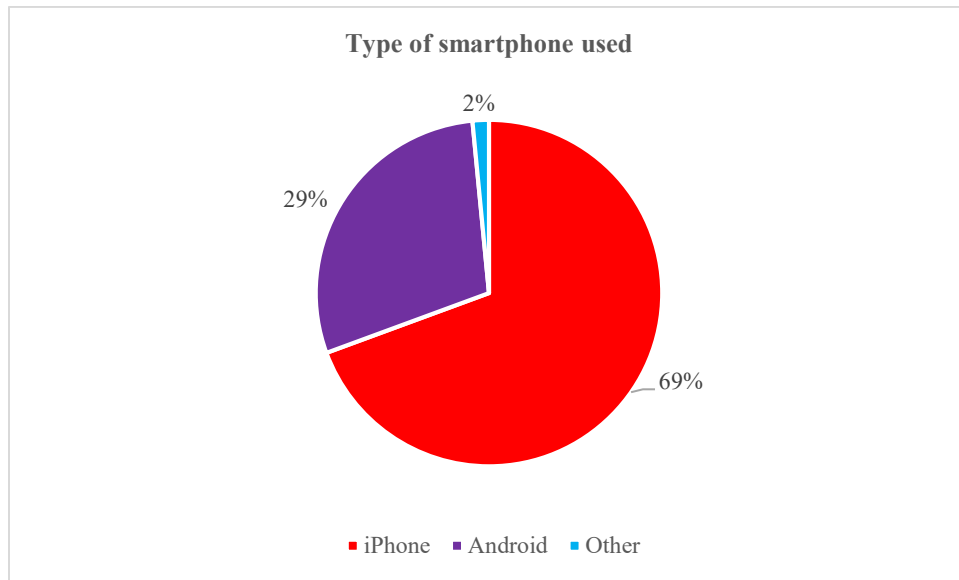
University alumni and students were represented from 37 different universities. These include:

- | | |
|---------------------------------------|---|
| Arizona State University | Temple University |
| American University | The Art Institute of California — Orange County |
| University of Maryland | The College of Wooster |
| Brigham Young University-Idaho | UC Irvine, |
| Chico State University | UC Santa Cruz (BA) & ASU (MS) |
| Columbia University | Union College |
| Connecticut College | University of Dayton |
| DIT (Dublin Institute of Technology) | University of Northern Colorado |
| Ferris State University | University of Tennessee at Chattanooga |
| Franciscan University of Steubenville | University of Texas |
| Glendale Community College | University of Washington |
| Kansas City Kansas Community College | University of Wyoming |
| Northern Arizona University | West Lothian College |
| Occidental College | Yavapai College |
| Ohio University | |
| Portland Community College | |
| Santa Ana community college | |
| Southwest University of Visual Arts | |

Main Survey Questions

Q: What type of Smartphone do you use?

More than 69% of respondents reported using an iPhone, 29% reported using Android and 2% reported using another type of smartphone.



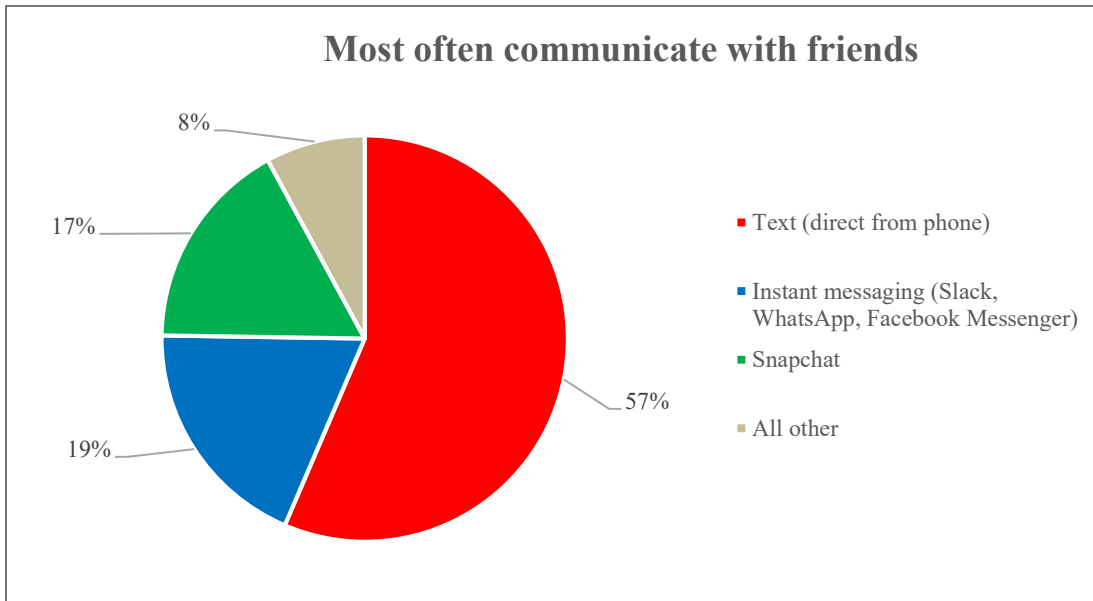
Answer	%	Count
iPhone	69.39%	136
Android	29.08%	57
Other	1.53%	3
Total	100%	196

Other Listed:

Nokia -1

I don't use a smartphone -1

Q: How do you most often communicate with friends from your phone?



Question		Responses
Text (direct from phone)	57%	114
Instant messaging (Slack, WhatsApp, Facebook Messenger)	19%	38
Snapchat	17%	33
Instagram	4%	7
Voice call	2%	3
Other. Please list: (Sub-Question 2)	2%	3
Video call (FaceTime, Skype, Google Duo). Please list preferred app: (Sub-Question 1)	1%	1
Facebook	1%	1
Email	0%	0
Total	Total 100%	200

Q: How do you most often communicate with friends from your phone?

Sub-Question 1: Video call (FaceTime, Skype, Google Duo). Please list preferred app:

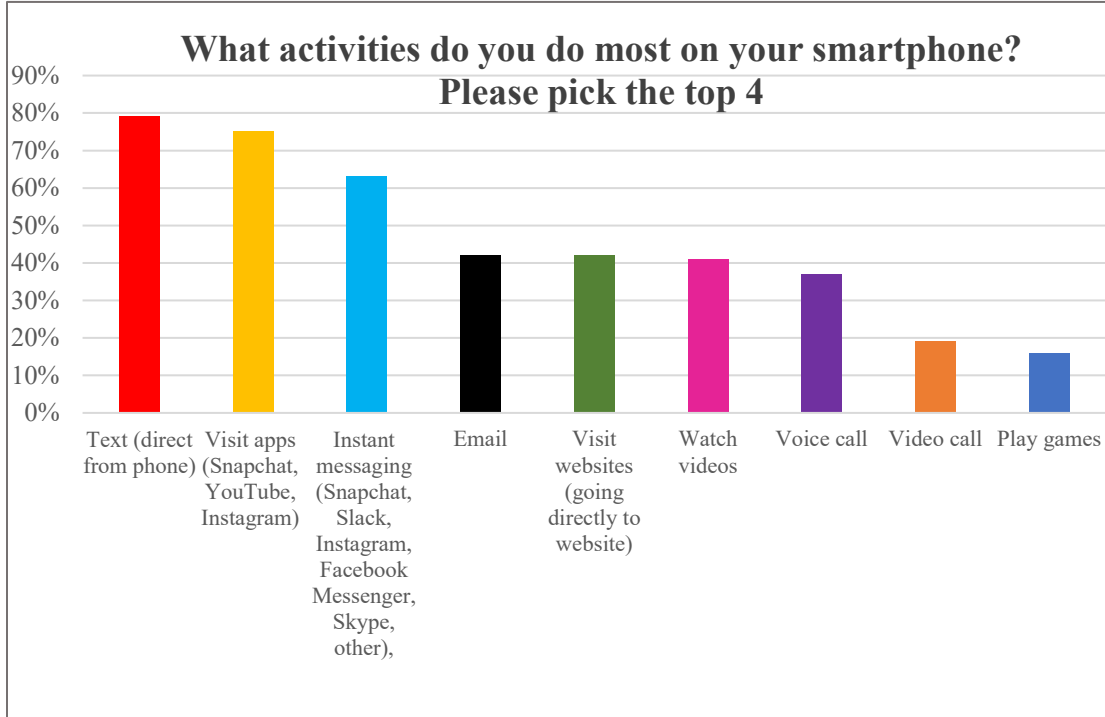
Facetime – 1

Sub-Question 2: Other. Please List:

WeChat – 1

Discord – 2

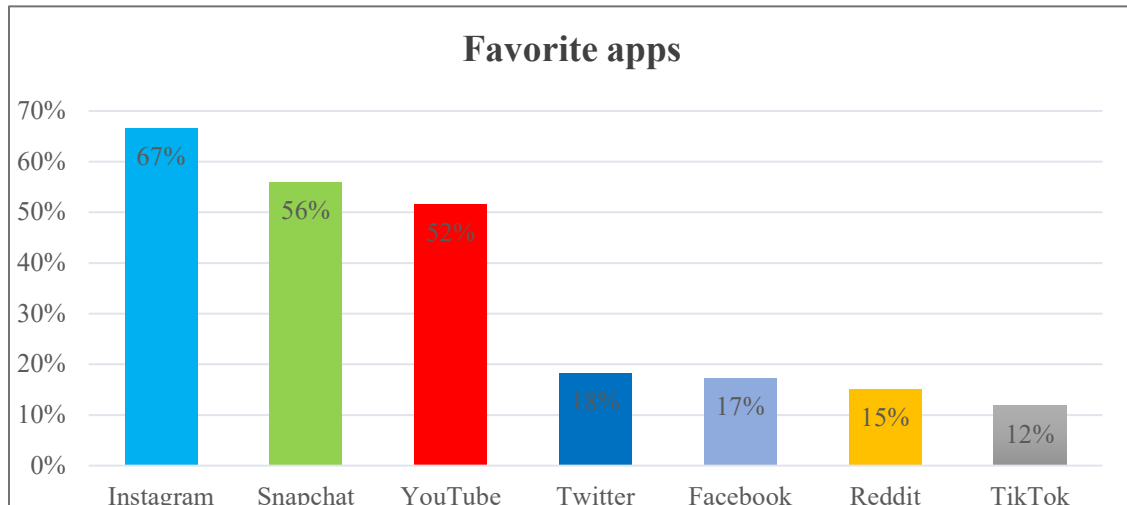
Q: What activities do you do most on your smartphone? Please pick the top 4



Answer	Percent of total responses%	Percent of total respondents (people) 178	Response Count
Text (direct from phone)	19%	79%	140
Visit apps (Snapchat, YouTube, Instagram) Please list favorite apps: (sub question 1)	18%	75%	133
Instant messaging (Snapchat, Slack, Instagram, Facebook Messenger, Skype, other), Please list apps used:(sub question 2)	15%	63%	113
Email	10%	42%	74
Visit websites (going directly to website)	10%	42%	74
Watch videos	10%	41%	73
Voice call	9%	37%	65
Video call	5%	19%	34
Play games	4%	16%	28
Total	100%		734

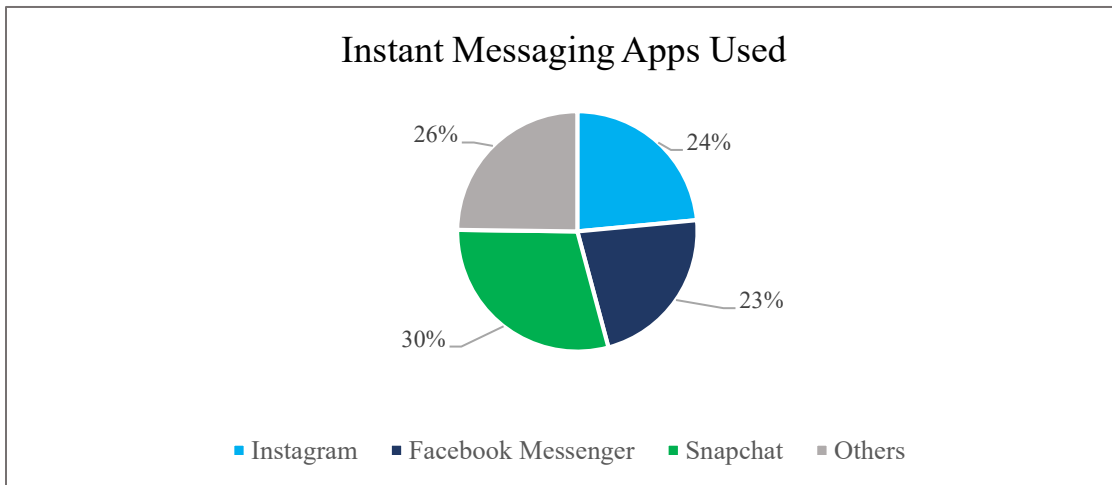
Q: What activities do you do most on your smartphone? Please pick the top 4

Sub-question 1: If visit apps was selected. Please list favorite Apps:



Favorite Apps	Percent of total respondents (people) 93	Response Count (some respondents listed multiple answers)
Instagram	67%	62
Snapchat	56%	52
YouTube	52%	48
Twitter	18%	17
Facebook	17%	16
Reddit	15%	14
TikTok	12%	11
News app	Less than 6%	6
Creative/Productive (Procreate, Banking App, Venmo, Amazon, tumblr)	Less than 6%	6
Music/Netflix (Spotify/apple/iheart)	Less than 5%	5
Other messaging apps (WhatsApp, Discord,	Less than 5%	4
Kindle/Apple Books	Less than 5%	3
Pinterest	Less than 5%	3
LinkedIn	Less than 5%	1
Total		248

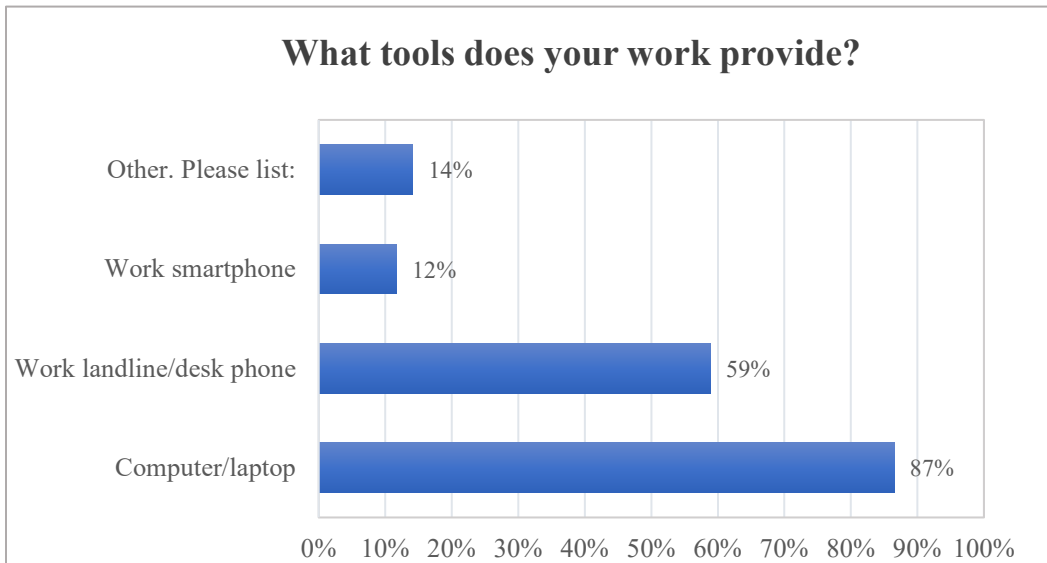
Q: What activities do you do most on your smartphone? Please pick the top 4
 Sub-question 2: If Instant Messaging was selected. Please list the apps used:



All additional instant messaging apps listed combined to a 26% usage among the respondents. WhatsApp was the largest mentioned with 7% all other apps were under 5%. These included:

Slack	4%
Viber	1%
Skype	1%
Reddit	3%
GroupMe	2%
Discord	2%
Signal	1%
Telegram	1%

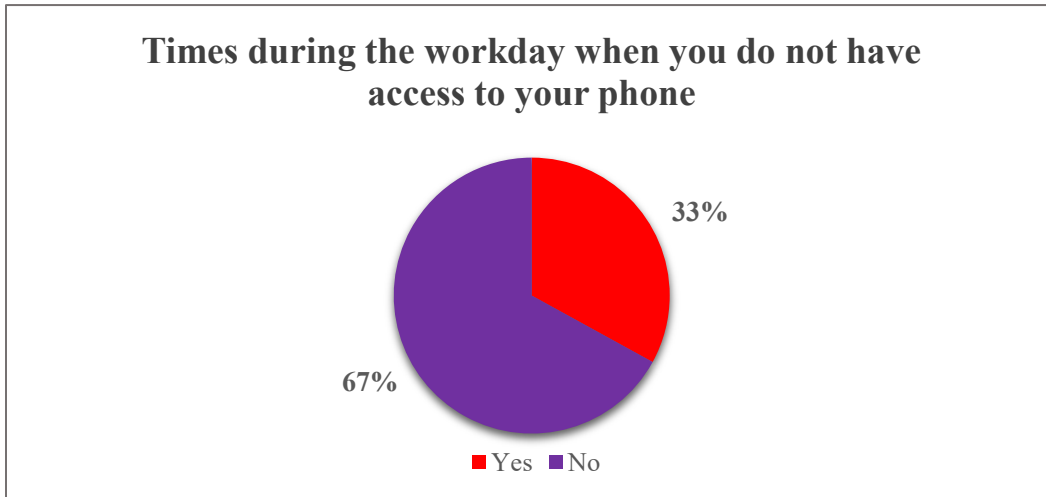
Q: What tools does your work provide?



Answer	% of respondents (163)	Count
Computer/laptop	87%	141
Work landline/desk phone	59%	96
Work smartphone	12%	19
Other. Please list:	14%	23
Total		279

Other included: Oven/Microwave, two-way radios, copier/printer, pager, iPad/tablet, Point of Sales (POS)/scanners, and basic office supplies.

Q: Are there times during the workday when you do not have access to your phone



Q. Describe when you do not have access to you phone? What times of day? What activities are you doing?

The response for this question were coded into two themes. The first theme is assisting or completing job task. Responses that did not indicate that a phone was specifically prohibited by policy during working hours but was indicated by the respondent that they would not use their phone while completing a specific task. There was a slight majority with 53% of the respondents falling into this category.

Theme 1: Assisting or completing job task - 53% of respondents

“Afternoon, I’m usually serving food or helping my team in the preparation of food.”

“I don’t have a consistent schedule, but I work in customer service and our labor is very tight. I could technically access my phone but there is no time and customers staring at me”

“Whenever I am instructing but not always when I’m on the clock. Only when I’m around the kids I’m instructing.”

“rounding throughout the hospital delivering medications. This is at various times throughout the day, never the same times each day”

As these examples illustrate, while there is not an official policy to not use a personal phone, the types of jobs that are more in service, educational or healthcare setting, expect

a level of service that discourages personal smartphone use while interacting with other people in the workplace.

Theme 2: Phone use is not allowed by policy -

The second theme was that smartphone usage was not allowed in the workplace by a specific policy of the employer. Example of the responses in this theme include:

“During my shift hours I cannot have access to my phone.”

“During shift phones are not allowed because of FERPA violation possibilities and to motivate us to pay attention to calling donors.”

“I am not allowed access on my phone anytime I am clocked in. I take care of customers who come in and order food and drinks, so there's very little time to use my phone to begin with.”

“I do not have access to my phone during field work in areas with sensitive equipment. The time of day varies due to variation in need of my assistance. I generally measure locations of fixtures or equipment during these walks.”

Q: How do you feel during the workday when you do not have access to your phone?

There were a number of themes for this response ranging from feeling “nothing”, “fine” to “focused or busy”. When asking a question on feelings many of the respondents mentioned multiple feelings or different feeling in different situations so each feeling was recorded.

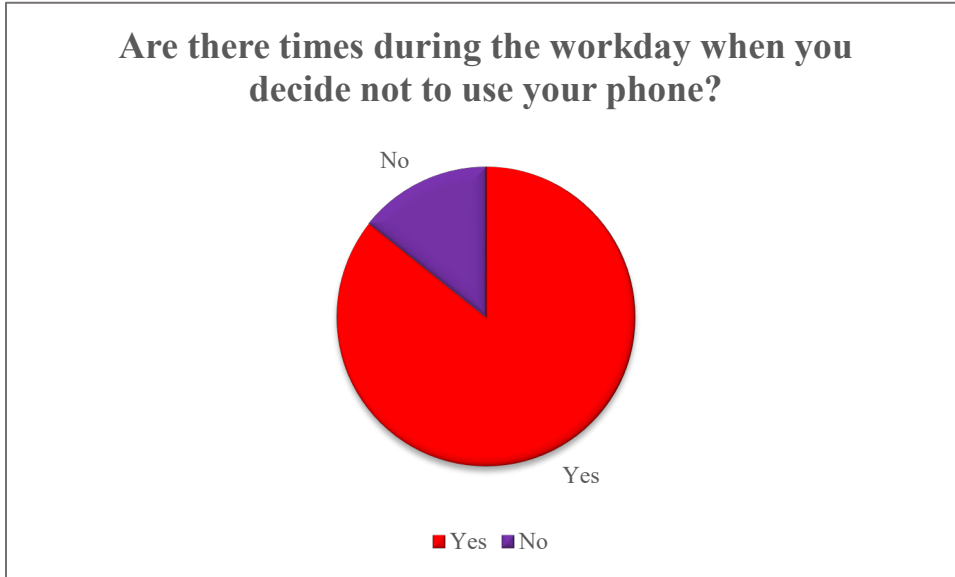
The recurring themes, the key words included and responses for each theme are outlined below:

Theme	Key words	Examples
Nothing	“nothing”, “Don’t feel anything”, “unaffected”	“Nothing much as I am busy doing my work” “I don't really feel anything when I am not at my phone.”
Freedom/Don’t Need	“Freedom” “Don’t need” “less anxious”, “relaxed”	“I don't particularly need to have constant access to my phone.” “I feel some sense of freedom and tranquility. I have no worries about constant notifications.”

Fine (highest response)	“Fine”, “ok”, “normal”	“I feel fine. Often forget I have it on me. It’s always on vibrate/silent.” “Normal, doesn’t make a difference”
Anxious	“concerned”, “nervous”, “worried”, “anxious”, “sad”	“I feel nervous if I know that I am expecting a message or call” “At work, not nervous, but when I am out and about very anxious”
Bored	“bored”	“Most of the time, I feel bored without it. Especially when in social situations, I use my phone as a crutch to either avoid talking to people or make conversation with some people.”
Fear of Missing Out (FOMO)	“missing out”, “expecting”, “wondering”, “unable to connect”, “missing emergency”, “left out”	“I feel fine because I am distracted by work. However, I do get thoughts about whether anyone has messaged or called me” “I feel left out (my friends or SO are usually talking to me).”
Focused/Busy (2 nd highest response)	“busy”, “focused”, “more productive”	“I feel fine, it is more productive that way” “As long as I'm busy with work, I don't normally notice”

Uncomfortable	“uncomfortable”, “annoyed”, “frustrated”	“I am usually ok with it, we are given an extra computer screen to look up information, which I also use for homework. Occasionally however I do need to contact someone and I end up taking out my phone briefly in private, which makes me feel uncomfortable that I need to hide it.” “It can be frustrating if I am needing to take care of something”
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Q: Are there times during the workday when you decide not to use your phone?



Answer	%	Count
Yes	85.71%	162
No	14.29%	27
Total	100%	189

Q. Describe why you choose not to use your phone at work?

There were two main themes for why the respondents choose on to use their phone during the workday; 1) To focus on work and not be distracted (61%) and 2) they felt that being on their phone during work was not professional (23%). Other reasons noted in the responses included; low battery or technology issues, using other technology such as a laptop; and needing time away from technology to relax.

Theme 1: Focus on work and not be distracted

Examples for the theme focus on work and not be distracted include:

“Focus on work. Get things done efficiently. Limit distractions.”

“To avoid distraction and stay productive on the task at hand”

“I'm in a meeting or I am having a conversation with someone that does not require me having my phone to take notes/ record, or if it is in an environment that is considered rude to use my phone (i.e. meeting, conversation, etc.)”

Theme 2: Using a phone at work is unprofessional or against the rules

Examples for the theme using a phone at work is unprofessional or against the rules.

“I feel that it is unprofessional to use your phone during the workday for activities that are unrelated to work. Those activities may be using social media or texting friends. It is easy to become distracted on a smartphone and lose focus during the workday.”

“It is not professional to use your cellphone while customers are present.”

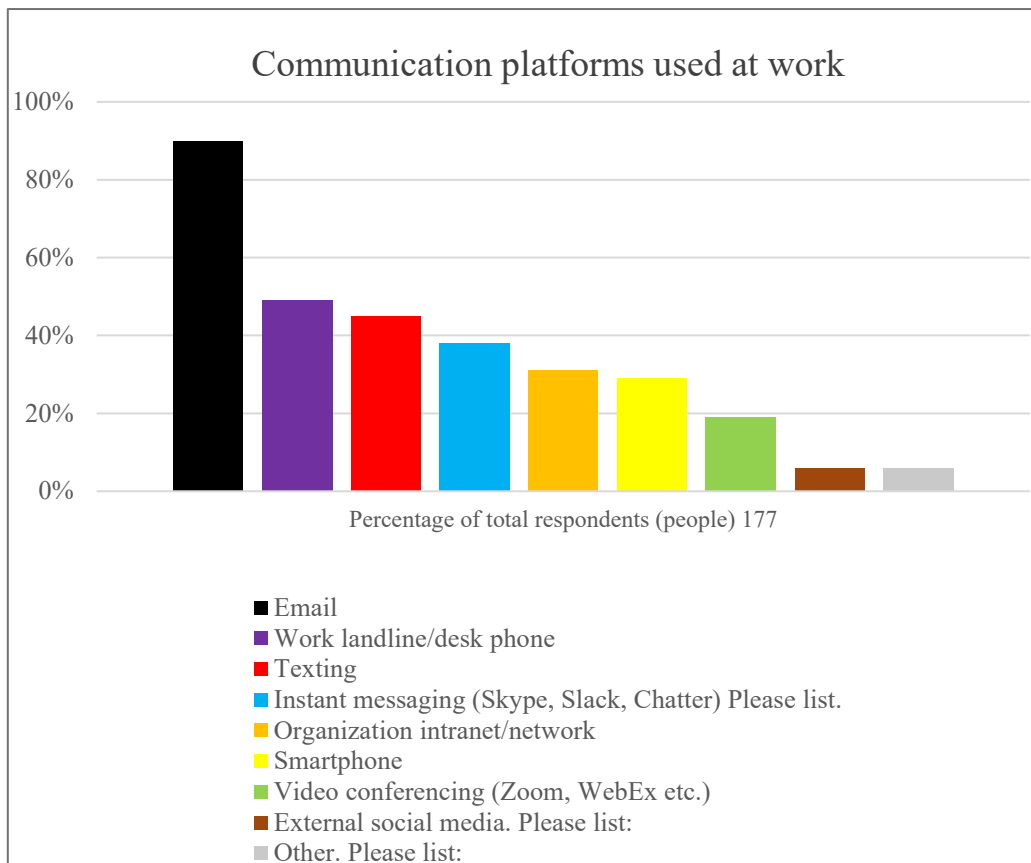
“Because it's not professional”

Q. Describe the activities happening at work when you choose not to use your phone?

Category/Theme	Definition	Examples	Percentage of responses
None/Nothing/N/A	Response included “none”, “nothing or some variation.	“literally nothing”, “N/a”	4%
Job activities or tasks (non-people)	Respondents indicated that they were “working”, “busy”, or focusing on a work task	“Often working to meet a deadline for a deliverable for a client.” “when I’m doing research” “times that I really just need to get something done”	43%
Job activities with people	Respondents indicated they were interacting with others such as clients or co-workers	“projects, meetings, leading groups” “Direct work related things, such as person-to-person interaction with either faculty or participants” “I am taking nurses phone calls and filling medication and making IVs”	39%
Other activities	Things that did not fall into other categories	“Everyone is doing homework” “break” “lunch”	2%

Using other technology	Using Computer, making/receiving phone calls, answering emails. When a participant specifically noted that they were working with another technology to achieve a work related task.	<p>“I’m using the computer.”</p> <p>“When I’m answering calls or writing emails”</p> <p>“When I need to concentrate on programming work”</p>	12%
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Q. What communications platforms do you use for your job? Check all that apply



Answer	Percent of total responses	Percentage of total respondents (people) 177	Count
Email	28.88%	90%	160
Work landline/desk phone	15.52%	49%	86
Texting	14.26%	45%	79
Instant messaging (Skype, Slack, Chatter) Please list.	12.27%	38%	68
Organization intranet/network	9.75%	31%	54
Smartphone	9.21%	29%	51
Video conferencing (Zoom, WebEx etc.)	6.14%	19%	34
External social media. Please list:	1.99%	6%	11
Other. Please list:	1.99%	6%	11
Total	100%		554

Other platforms used:

Website via contact us/forum function
When to Work (Online Scheduling)
Face to Face
Handwritten notes
Tiger Connect
Mailchimp
Asana, ASU website
Wrike Project Management Software
messaging inside the hospital wide epic platform
Shyft

Q: What communications platforms do you use for your job? Check all that apply

Sub-question 1: Instant messaging (Skype, Slack, Chatter). Please list

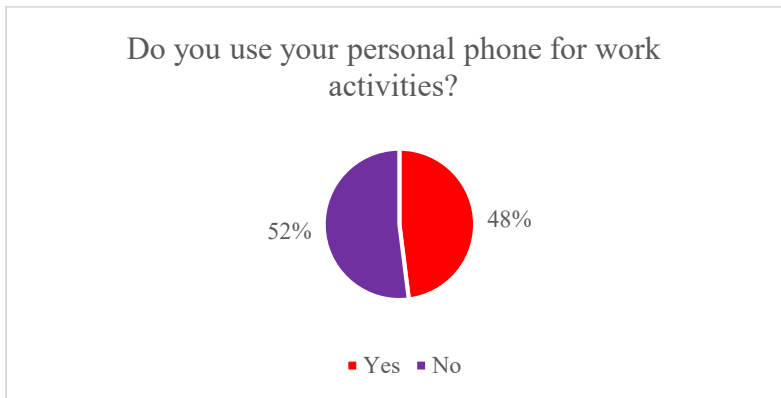
Most used instant messaging was Slack (20), with Skype the next popular (10) and Facebook and Microsoft Teams both with greater than three responses. Others listed included: Crew, Whatsapp, GroupMe, Outlook, WeChat, XMPP, and Signal.

Sub-question 2: External social media: Please list

Social media is used as a workplace communication platform was mentioned by less than 2% of the respondents. Most of these respondents reported working in communications, marketing or sales roles. The most popular platform was Facebook (6 responses), followed by Instagram and Twitter (both at 3 responses) and LinkedIn (2 responses). Other social media platforms mentioned included Yammer, Snapchat and YouTube.

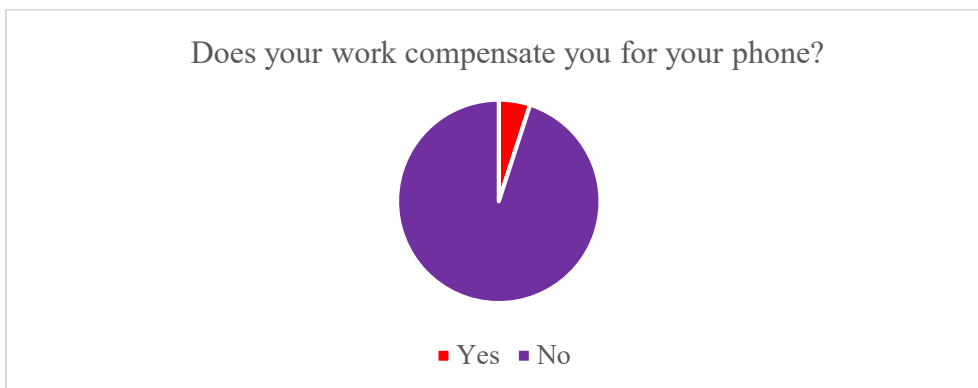
Q: Do you use your personal smartphone during the day for work activities?

A little less than half of the respondents reported using their personal phone for work activities.



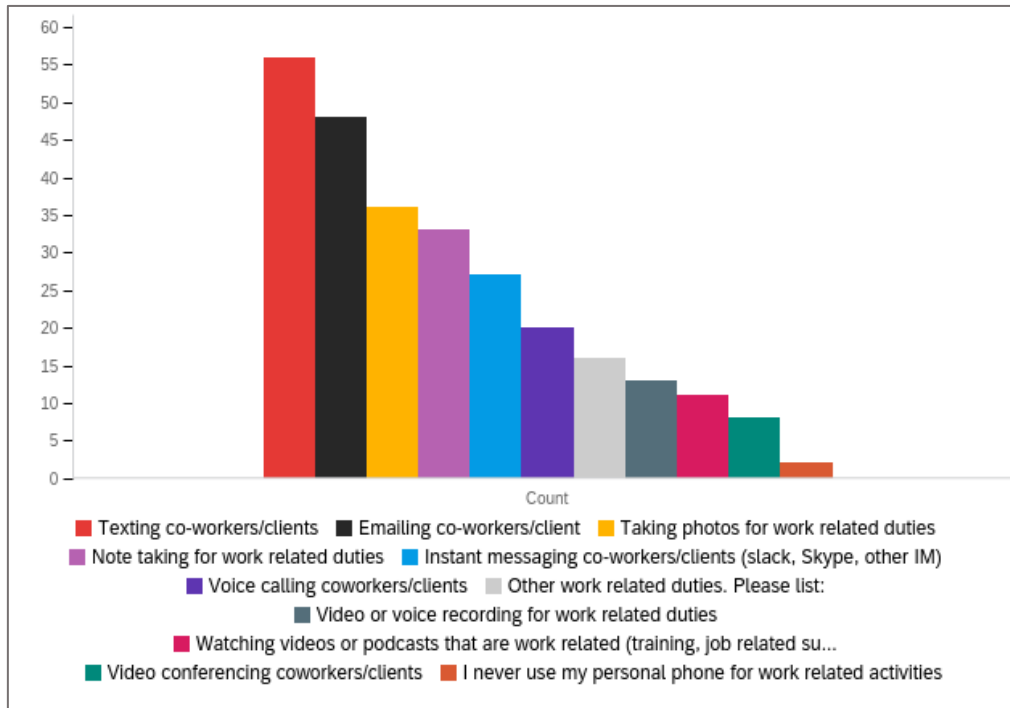
Yes	88	48%
No	94	52%
Total	182	

Q. Does your work compensate you for use of your personal phone? (Was only asked of respondents that reported using personal phone for work activities.)



Yes	4	5%
No	84	95%
Total	88	88

Q. What work activities do you use your personal smartphone for? Check all that apply:

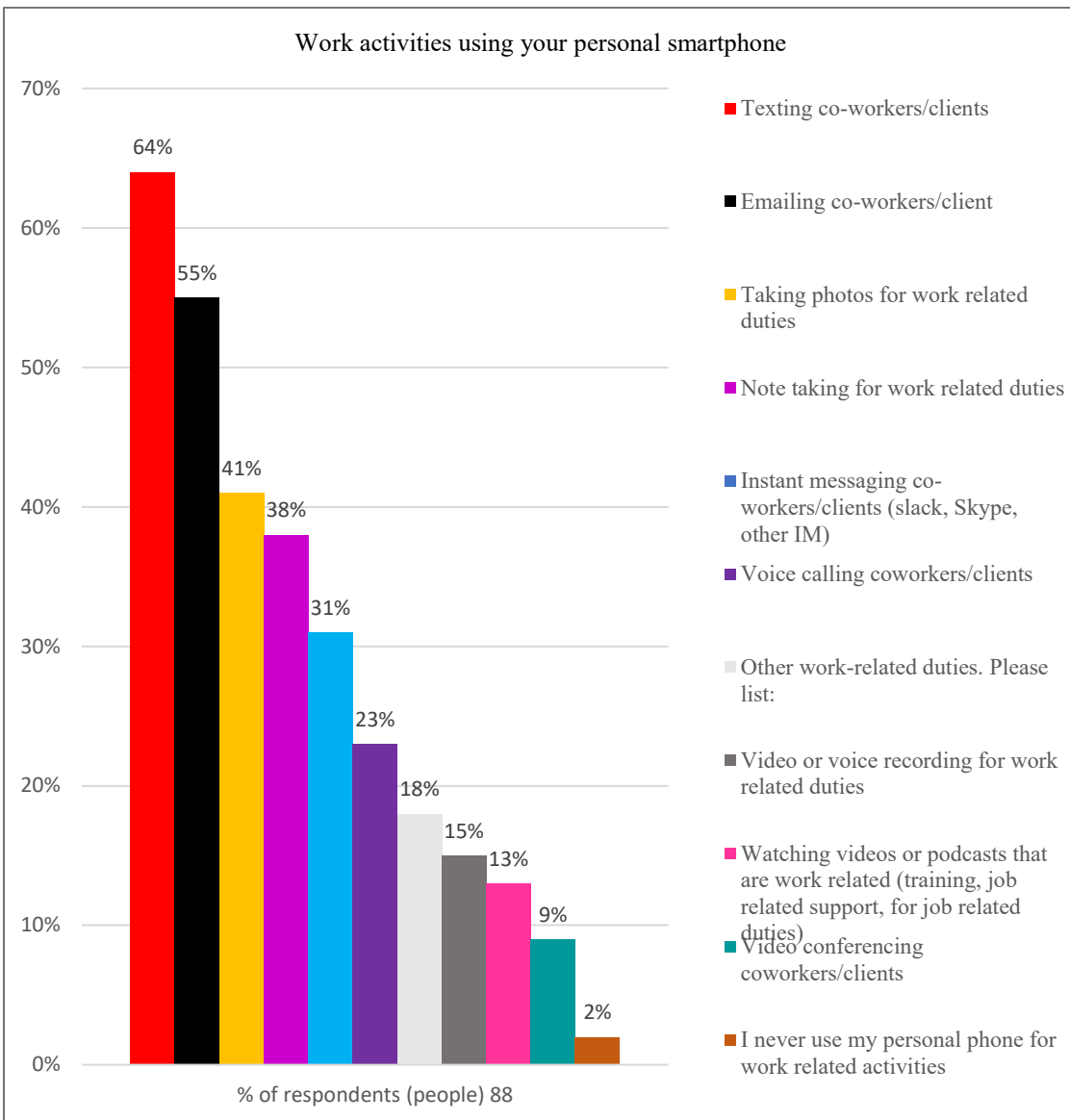


By Total count selected:

Answer	% of responses	% of respondents (people) 88	Count
Texting co-workers/clients	20.74%	64%	56
Emailing co-workers/client	17.78%	55%	48
Taking photos for work related duties	13.33%	41%	36
Note taking for work related duties	12.22%	38%	33
Instant messaging co-workers/clients (slack, Skype, other IM)	10.00%	31%	27
Voice calling coworkers/clients	7.41%	23%	20
Other work-related duties. Please list:	5.93%	18%	16
Video or voice recording for work related duties	4.81%	15%	13
Watching videos or podcasts that are work related (training, job related support, for job related duties)	4.07%	13%	11

Video conferencing coworkers/clients	2.96%	9%	8
I never use my personal phone for work related activities	0.74%	2%	2
Total	100%		270

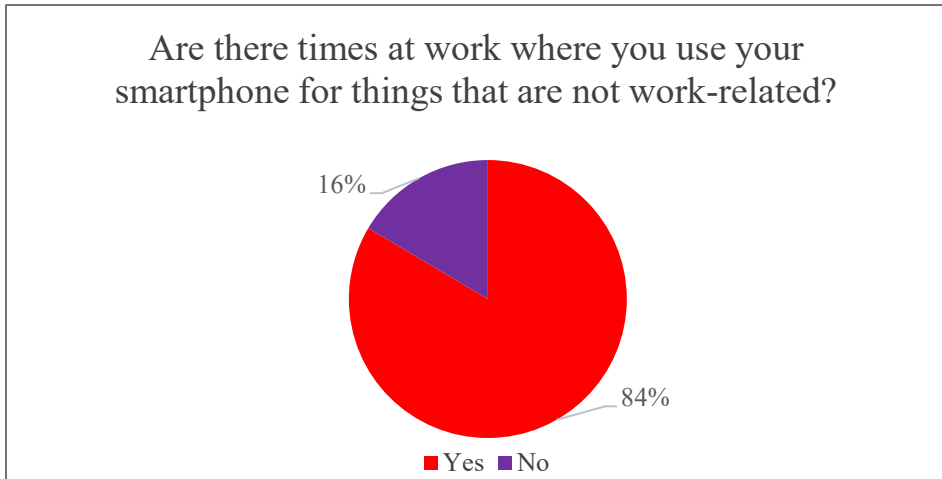
Responses by percentage of respondents (people)



Others work related activities on smartphone:

- Music
- Deciding to take on extra shifts via their phone app
- navigation
- Using the GoodRX app to find discounts for patients
- Alarms for lunch time and dinner
- Researching things when I do not have immediate access to a computer
- Usually trying to find an item a customer wants in order to type it into work phone
- Looking up things
- Playing music for fundraisers
- trying to search for an unfamiliar product a customer is looking for
- Calculator (2)
- Granting participants credit
- Posting social media content.

Q. Are there times at work where you use your smartphone for things that are not work-related?



Answer	%	Count
Yes	83.52%	152
No	16.48%	30
Total	100%	182

Q: Describe the activities you are using your personal phone for at work that are not work-related?

Chart by number of response

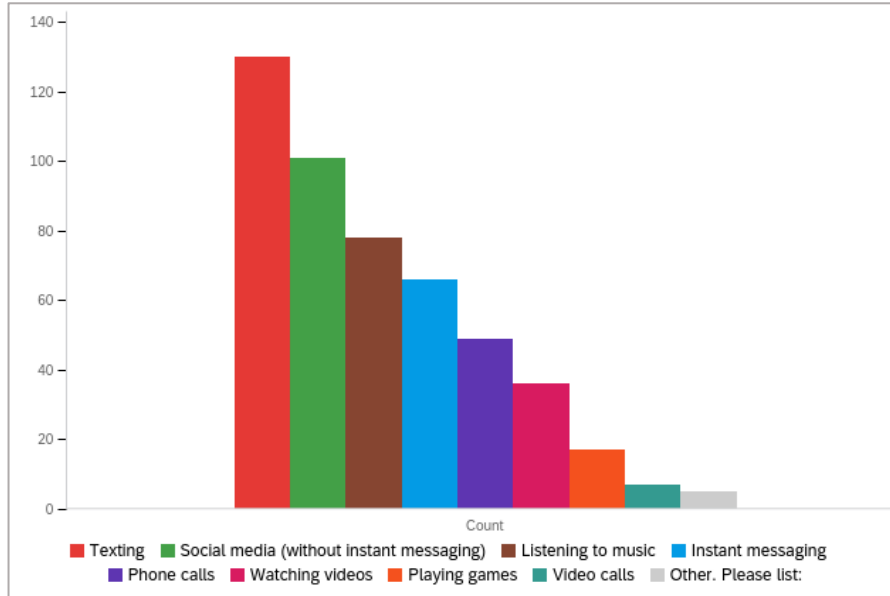
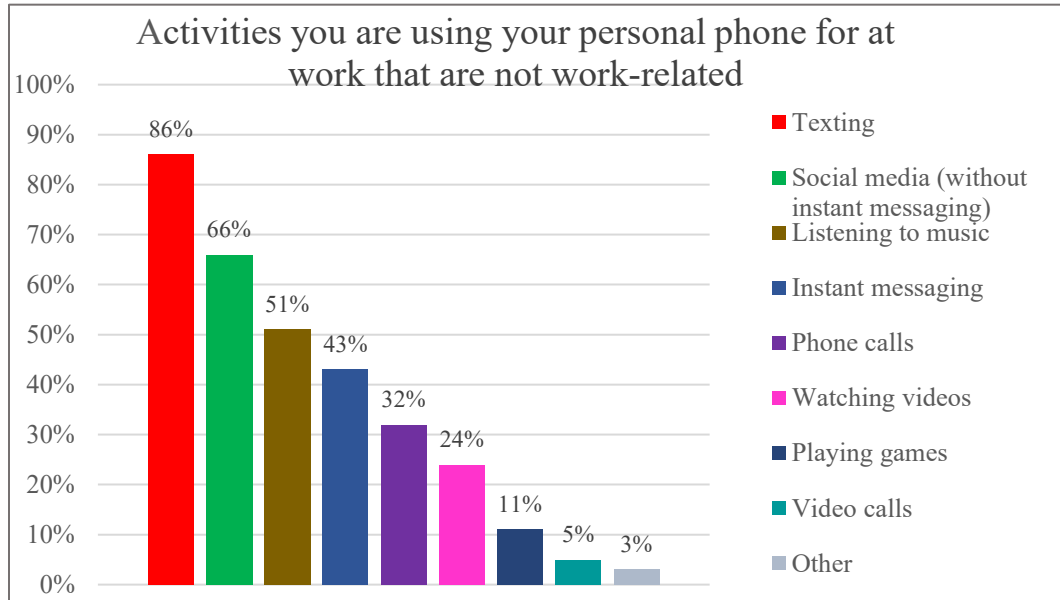


Chart by percentage of respondents

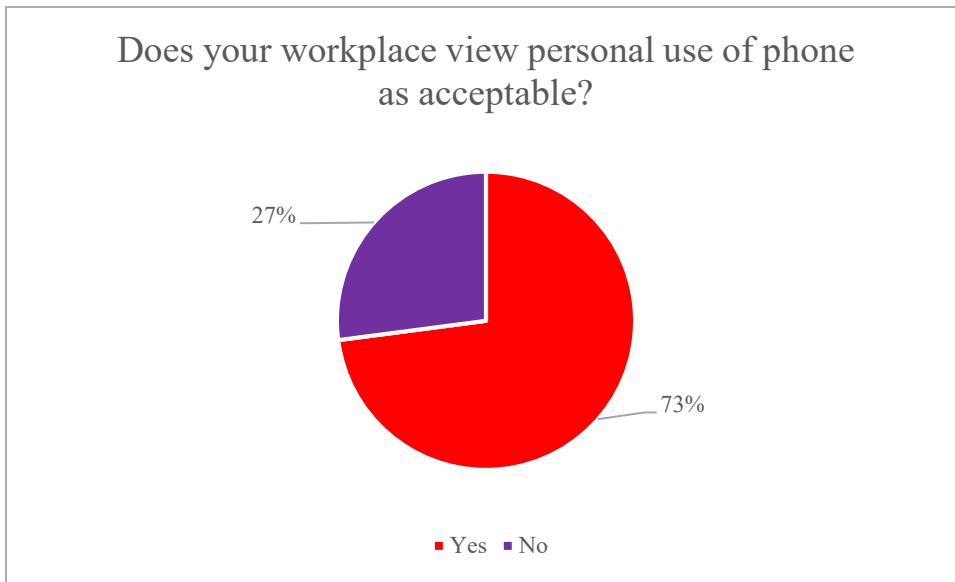


Answer	% of responses	% of respondents (people) 152	Count
Texting	26.58%	86%	130
Social media (without instant messaging)	20.65%	66%	101
Listening to music	15.95%	51%	78
Instant messaging	13.50%	43%	66
Phone calls	10.02%	32%	49
Watching videos	7.36%	24%	36
Playing games	3.48%	11%	17
Video calls	1.43%	5%	7
Other. Please list:	1.02%	3%	5
Total	100%		489

Other Listed:

- Visiting websites
- Reddit
- Homework
- Looking something up
- Checking email

Q: Does your workplace view the personal use of phone as acceptable?



Answer	%	Count
Yes	72.93%	132
No	27.07%	49
Total	100%	181

Q: How do you know it is acceptable to use your personal phone at work?

Category/Theme	Definition	Examples	Percentage of responses
Explicit rule/Manager verbal ok	Respondent specifically states it is in the employee handbook or that the manager has approved use of home during work.	<p>“Explicit verbal permission”</p> <p>“Because I was told that it was acceptable.”</p> <p>“My manager has stated that reasonable personal use of company time and equipment is acceptable”</p>	40%
Position	Respondent state that personal phone use is expected for role.	<p>“My work is from home and I choose my own hours”</p> <p>“My job functions through an app which requires phone use”</p> <p>“As I am a broker, am allowed to use my phone to communicate with my clients and co-workers. Am also allowed to use the phone to market the company in social media and other platforms.”</p>	6%
Culture	Respondent notes social cues from work environment that personal phone use appears to be acceptable	<p>“I don't have reliable information on whether or not it is acceptable, but I see other interns use their phones during work hours so it seems while it may not be encouraged it is construed by many as the norm.”</p> <p>“I feel that my workplace trusts employees to use personal devices and</p>	52%

		make a judgement call as to whether or not the amount of time spent on it is putting a damper on productivity.”	
Not acceptable/Only on breaks	Notes that only uses phone during breaks	“when you are on break” “Lunch break and mini breaks. Depends on the manager”	2%

Q: How do you feel about using your phone at work for personal things knowing it is not acceptable?

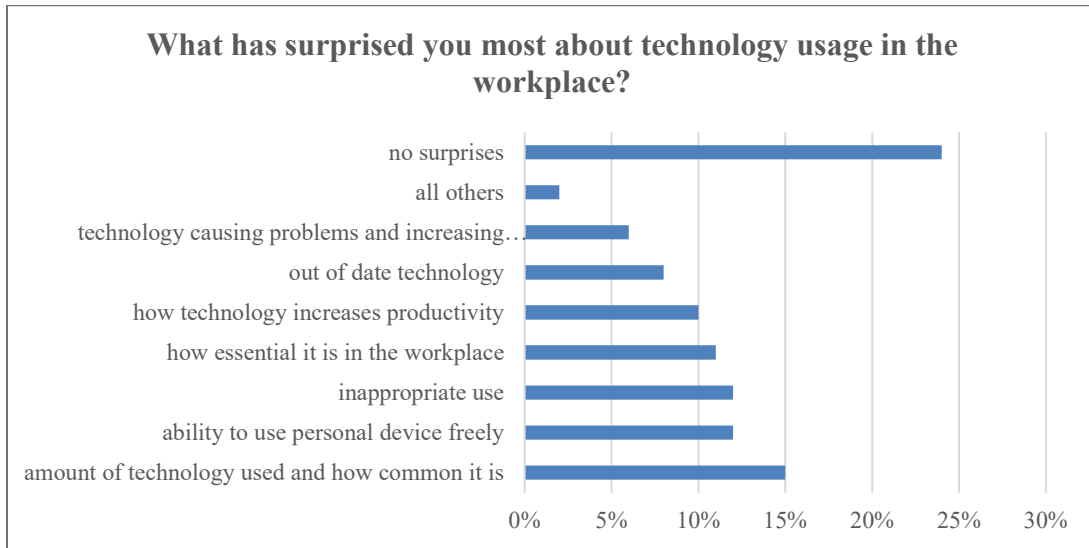
This was coded into three categories of emotions, first was negative feelings, second was indifference or not thinking anything was wrong with using phone at work, and third was those that stated they don't use their phone. These categories were about evenly split.

Category/Theme	Definition	Examples	Percentage of responses
Negative	Explained negative emotions such as feeling bad, weird, disrespectful, sneaky, anxious, frustrated and feeling that it was unfair. The biggest negative feeling was that of guilt.	“I usually feel quite guilty if I am not on a break. If it is a quick text for something important though i.e.: family, significant other, friends that need a response, then I do not feel bad handling it very quickly.” “I feel uncomfortable because I'm scared I'll get caught.” “I feel like I am committing a crime of sort.”	36% total negative feelings 16% guilty

<p>Don't think it's wrong or indifferent</p>	<p>Explained as not feeling bad, unbothered, and not caring about company policy</p>	<p>"I don't get paid enough to not use my phone in the workplace. At times the store is very slow and I can be standing behind the register for 30 minutes and not have anyone walk by. I'm not allowed to leave my register no matter what so I might as well relax a bit while no one is around. "</p> <p>"The official policy states we are not allowed to but it is common practice that gets looked over as long as we do it when there is down time and not work that needs to be done"</p> <p>I don't care because I still get all my work done plus more</p>	<p>39%</p>
<p>Don't use phone at work</p>	<p>Specifically stated that they do not use phone at work or are afraid of consequences so do not use phone outside of breaks.</p>	<p>"I don't use my phone at work ever"</p> <p>"I don't do it. The risk outweighs the reward. Sometimes I'll check it if something important is happening, but usually I silence it and leave it alone."</p> <p>"I don't do it - I don't want to lose my job!"</p>	<p>25%</p>

Q: What has surprised you most about technology usage in the workplace?

This question had the widest variety of answers and was coded into eight themes or categories with about 98% of responses being able to fit into common categories. It was surprising that 24% of the respondent answered N/A, no, or some variation of not being surprised by technology usage in the workplace.



Category/Theme	Definition	Examples	Percentage of responses
Amount of usage or how common usage of technology/smartphone was in workplace	Responses noting the amount of time spent on phones in the workplace or how “common” the use of technology is in the workplace.	<p>“How prevalent it is. I used to work in an office and I was a little surprised how common it is”</p> <p>“Mostly everyone is always in their phone.”</p> <p>“Almost every employee is constantly hiding in the back of the restaurant to sneak onto their phone. Every customer is always on their phone too.”</p>	15%

		“People use it way to much”	
Ability to use personal device freely	Responses that note the surprise at the freedom and accessibility to use a personal device in the workplace.	<p>“I was surprised that my coworkers were so open about using their devices for non-work activities. I would say that my team is exceptionally good at getting things done and are generally very busy, but it is not uncommon for others to check house listings or do personal work on business computers.”</p> <p>“How lax work environments are about using phones. They always say don't use their phone....but even your own supervisors use their phones.”</p> <p>“The ability to use personal devices for non-work related activities during down time at work.”</p> <p>“At my particular workplace, just how relaxed the usage of it is, as opposed to it being used in classes at university, or even going back to high-school where it was practically banned.”</p>	12%

<p>Inappropriate usage and frustration over inappropriate usage</p>		<p>how frequent people are on their phones not working</p> <p>The amount of people that still use their phones, even though it is prohibited.</p> <p>How careless the other employees are when it comes to personal phone usage</p> <p>How invasive it is when a student is getting loud notifications during the tutoring session</p>	<p>12%</p>
<p>How essential technology is in workplace</p>	<p>Direct mentions of technology being essential and/or responses about work coming to a stand-still if technology is not available.</p>	<p>We are extremely reliant on technology. We are constantly communicatively with one another, using google sheets to track outreach and interactions, PowerPoint, files, myASU, and making outreach calls. If systems are down, it greatly limits our productivity and what we are able to do.</p> <p>We rely 100% on our labs technology to work. If we do not have a computer, we simply cannot work. We have printers, scanners, cameras, label printers, computers, barcode scanners, centrifuges, an automation system to sort specimens, x-rays,</p>	<p>11%</p>

		<p>box cutters. The list goes on, and if one of our machines is inoperable, our work day can get out of hand and can sometimes shut us down.</p> <p>It is very essential for my sales role. Once I had phone issues, and my business came to a rapid halt!</p> <p>One thing that shocks me is how little I can do at my job if our network goes down or we have a power outage. The first time that happened at my current job, I realized there essentially isn't anything or any part of my job I can do without a computer</p>	
Technology increases productivity	Positive responses that technology makes work easier or more efficient.	<p>The immediate access to information and able to track things easier with less waste of paper</p> <p>How efficient it has made things.</p> <p>how technology helps to keep everything organized and everyone up to date</p> <p>how technology helps to keep everything organized and everyone up to date</p>	10%

<p>Technology that is out of date or lack of needed technology</p>	<p>Responses that mention technology being old or outdated or that they are lacking technology that would help their work.</p>	<p>That despite technology moving forward and advancing consistently, my workplace "cannot afford" replacing items that are old or do not work as designed.</p> <p>It's slow and old.</p> <p>Despite working at a company priding itself on technological advancement, a lot of my job functions are manual when they should probably be automated.</p> <p>it is very archaic, they need to update their technology</p>	<p>8%</p>
<p>Technology hinders instead of helps, causes problems and increases distractions.</p>	<p>Negative responses on how technology negatively impacts workplace productivity or causes distractions from work tasks.</p>	<p>“Sometimes it hinders employees from doing their basic duties.”</p> <p>“It increased speed of communication but increased distractions”</p> <p>“How much people let it distract them from their actual job.”</p> <p>“We are dependent on technology”</p>	<p>6%</p>
<p>No Surprises/N/A</p>	<p>Respondents answered N/A, nothing or specifically mentioned that</p>	<p>Nothing has really surprised me. The use of a landline phone and a desktop computer are exactly what I pictured I</p>	<p>24%</p>

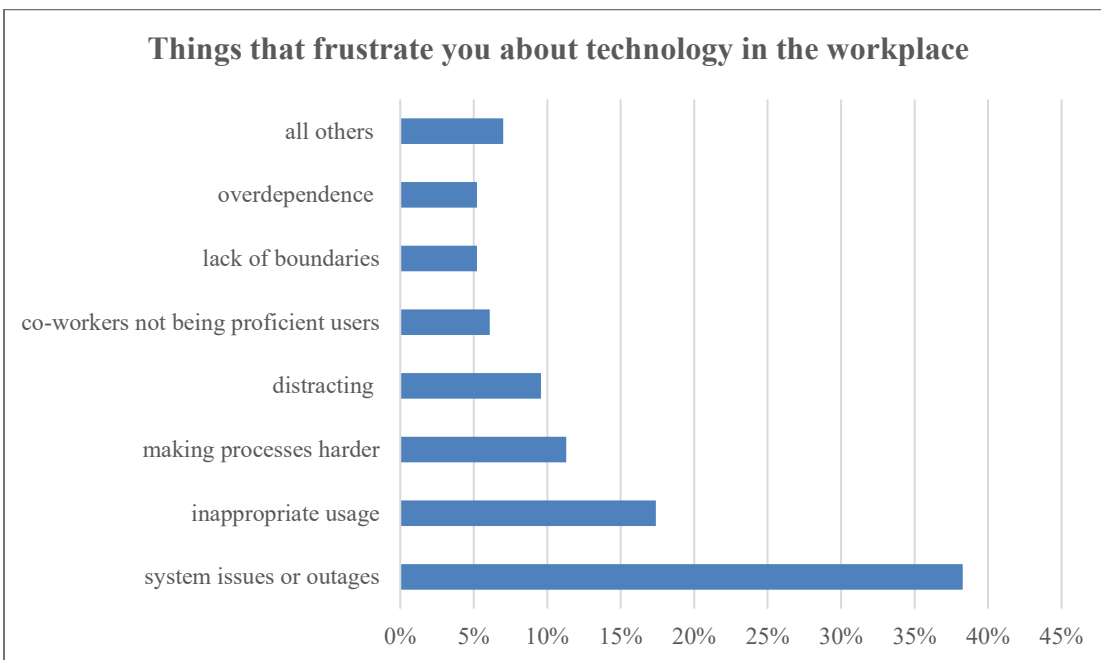
	they were not surprised	would be doing at a law office. Nothing is actually surprising. I have seen all of this grow slowly so it is not surprising at all! It seems standard	
Total coded			98%

Interesting outliers that did not fall into any of the theme:

- We email and do not use a service like Slack
- How similar it is to personal technology
- I was surprised to see that we use Skype to IM and as a general phone. My "phone" is a headset and the Skype app.
- that people aren't allowed to use it and they actually listen to the rule

Q: Are there things that frustrate you about technology use in the workplace?

There were 174 responses to frustrations at the workplace, 59 or 34% of the respondents answered no or N/A. These responses were filtered out of the total and 115 remained. The remaining responses were coded into 12 categories and the top categories/themes that contained a higher than 5% response are listed.



Category/Theme	Definition	Examples	Percentage of responses
System issues including Outages, System Performance and Outdated Technology	Respondents reported issues with technology such as computers malfunctioning, slow internet and systems not working properly.	<p>Yes, technology is not always reliable and can make it difficult to do my job when it's malfunctioning.</p> <p>The computer can be super slow at times. And won't connect to the printer that close to my cubby.</p> <p>The constant degradation of the internet on the computers and how heckin slow they are....</p> <p>Not particularly. I usually only experience frustrations when technology isn't working properly and I'm on a deadline for a project.</p>	38%
Inappropriate usage (time and/or purpose)	Noted that people in the workplace are using technology inappropriate by using phones when they should be working. Also noted frustration with phrases such as "taking advantage", "not paying attention", "disruptive"	<p>When people use it at inappropriate times</p> <p>When some people don't know when to put their phones away</p> <p>Sometimes people abuse it and while they are getting paid to do work, they are on apps such as social media or other non-work-related sites.</p>	17%

<p>Makes processes harder</p>	<p>Description of process becoming “cumbersome”, “making life harder”</p>	<p>sometimes new technology or systems are put in place to improve efficiency, but it can result in the process just being more cumbersome.</p> <p>When new technologies are implemented, it is often cumbersome and does not solve a problem that originally existed.</p> <p>Sometimes the technology that is supposed to make your life easier just makes it harder.</p>	<p>11%</p>
<p>Distracting</p>	<p>Being described as distracting</p>	<p>It is extremely distracting and addictive</p> <p>Yes. When people use technology in a way that is distracting OR in a way that distracts them so they are not performing at the level they should be.</p> <p>How distracting it can be from keeping on task</p>	<p>10%</p>
<p>Complaints about co-workers not using technology or not using it properly</p>	<p>Includes complaints about co-workers refusing to use technology or using it improperly</p>	<p>“Older people refusing to use the technology at work frustrates me.”</p> <p>“Not everyone knows how to use it properly or effectively”</p> <p>“users”</p>	<p>6%</p>

Constant Availability/Lack of boundaries	Reporting having expectations of being available outside of work hours “always available”. Feeling of never being able to leave work.	<p>The requirement of the use of my own personal smartphone in the workplace after being given a smartphone specifically for work use is frustrating because it leads to individuals having my private number and calling me after hours.</p> <p>Expectation of 24/7 accessibility.</p> <p>Having texting available as a line of communication for work can be frustrating. I never can fully leave work</p>	5%
Over dependence	Respondents noted feeling that they relied too heavily on technology or that everyone was on technology constantly.	<p>How much I have to rely on it.</p> <p>Sometimes technology overpowers our life.</p> <p>Some people are on it all the time</p>	5%
All other			7%
			100%

APPENDIX C
INTERVIEW PROTOCOL

INTERVIEW PROTOCOL

The interview will be structured to gather information for each of the three research objectives:

1. To understand how this demographic is currently using technology and social media in their personal life, we will ask:
 1. How do you use technology, including your phone, computer, laptop, or tablet in your daily routine?
 2. Please walk me through a typical day using technology.
 3. You mentioned you use the following (insert mentioned platforms here). Please give me some examples of how you use (platform).
 4. Are there apps that you formerly used but no longer use?
 5. Are there apps that your friends and family are using that you don't use?

2. To understand how they have used technology and social media in the workplace, we will ask:
 1. Tell me about your past or current work experiences.
 2. Were you able to use your phone/technology during your work? Please explain.
 3. If you were not able to use your phone/technology during your work, what technology (if any) did you use at your job? Please explain.
 4. What frustrations or challenges did you have (if any) around using or not using your personal devices at work?
 5. What surprised you most about the use of technology/social media in the workplace?
 6. What effect do you think social media/technology has had on your ability to communicate in a professional capacity? Has this been positive, negative, or neutral?
 7. Has your personal use of technology in the workplace directly conflicted with your professional use of technology? Please give a few examples.

3. To understand their viewpoints on how they expect technology and social media to be used in the future workplace, we will ask:
 1. Based on your personal experience, how do you think the workplace usage of technology will be different in a few years?
 2. Do you feel that the use of social media and other technology increases workplace productivity? Please give a few examples.

APPENDIX D

TECHNOLOGY IN THE WORKPLACE INTERVIEW CODING AND ANALYSIS

TECHNOLOGY IN THE WORKPLACE INTERVIEW CODING AND ANALYSIS

Data Collection

Interviews were administered between February 15 and March 3, 2020. Participants were compensated for their time with a \$25 Amazon gift card. There were six interviews which lasted approximately 45 minutes each completed over Zoom, video conferencing. The sessions were recorded then transcribed. The data from the transcribed content was analyzed and coded into common themes applicable to each interview question.

Participant Demographics

Year Born and Age

Year born	Count
1995	1
1996	2
1997	1
1998	1
1999	1
Total	6

Age	Count
20	1
21	1
22	1
23	2
24	1
Total	6

Profession	
Communication/Marketing	2
Account Manager/Sales	2
Administrative	1
Service/Trade	1
Total	6

Student (full or part-time)

Student	5
Non-Student	1

Narratives of Themes that were consistently mentioned during the interviews.

Q. What are the current Communication habits using smart technology, social media and voice communications of Generation Z in personal communications?

Category/Theme	Description	Examples	Analysis
Online constantly	Specific mentions of being “constantly” or “always” online. Gave examples of always having mobile device within reach and described using it.	<p>“I use technology like every day, pretty much almost every second, for sure. Definitely. I have like my alarm clock on my phone. So that's usually like my first brush with technology”</p> <p>“Pretty much the only time I really do get a true break and like what I'm in the shower or like I'm sleeping”</p> <p>“Okay, so when I wake up and I usually have an alarm from my phone. So that's how I wake up in the morning .And so I get up and I usually try to meditate in the morning. So I have an app that I used to meditate .And then I get ready. I usually like to listen to a podcast or music when I'm getting ready”.</p>	Generation Z is generally online from the moment they wake up, most using their phone as an alarm, then describing a routine of checking schedule, checking social media, texting throughout the day.

<p>Embedding in daily life/Dependence/</p>	<p>Mentions of how technology including mobile and computers were integrated in their daily life. Also, mentions of feeling of dependence on technology were noted.</p>	<p>“I feel like I'm dependent on it. I've talked about this a lot, but I feel like I'm very dependent on it and it's something that I have to have in this day and age”</p> <p>“Even outside of work like it's in my life like integrated like even like if I go to the gym and I'm doing something very physical like I'm still listening to music I'm still using it. (technology)”</p>	<p>It is extremely integrated in their daily routine with most of the interviewees expressing that they use their phone throughout the day for most tasks. For example, working and going to the gym, almost all of the six Gen Z interviewed expressed that they listen to music or pod casts during that time.</p>
<p>Social Media Usage</p>	<p>Type of social media platforms used and how they are used. Mentions of Snapchat, Twitter, and Instagram</p>	<p>“I have a lot of followers (on Snapchat) I but I mean they're just my followers and not really my friends. Yeah, same thing with Instagram and Something followers or so, but there're not really my friends”</p> <p>“Oh I don't really communicate on snapchat but they do like highlights. So, I tend to like go through</p>	<p>Snapchat, Instagram and Twitter are common social media used among Gen Z. most of those interviewed mentioned using some of type of social media on a daily basis. The level of involvement varied from passively checking posts to actively posting a few times a day.</p>

		<p>(highlights) those just to see like weird articles are worth looking at.”</p> <p>“Twitter. I'm just following people that I know personally I mean I don't I don't follow any like social media influencers or anything like that. It's mainly just people that I actually know”</p> <p>“Instagram. I post maybe about a couple times a week”</p>	
Texting /IM Habits	<p>Mentions of how they are using texting or IM to communicate with friends and family. Noted any preferences of text over voice calls.</p>	<p>I'd say I'm texting like probably 40% of the time. And then I'm probably on like Reddit or like Snapchat or Instagram</p> <p>“mostly use I text, sometimes I use a phone call. Occasionally, an email.”</p> <p>“Um, so with a lot of my friends, I mostly like stick to like texting and like FaceTime”</p> <p>“Oh, I'm probably use the phone for calls about 25% of the time. I don't</p>	<p>There was a preference to using text or instant messaging to communicate with friends.</p>

		<p>really use it so much. I don't really answer calls from numbers that I don't recognize because to me it's like if it's really that important to leave a voicemail or like they will text me. So it's not something I really use because I think it's a little.... I feel like there's this kind of, it's just a little bit more outdated. So I don't really go out of my way to answer calls”</p>	
<p>Decreasing usage/taking a break</p>	<p>Noted mentions of deleting apps off of phone, wanting to take a break from social media, using mobile device or technology in general. Also, mentions of wanting to be disconnected.</p>	<p>“I use to use Twitter a lot, but I deleted it off my phone.”</p> <p>“I used to have more games on my phone, but I just deleted those because I found that I spent more time on those than what I wanted to. So I stopped doing that.”</p> <p>“I tried to get like disconnected from the whole thing”</p> <p>“(on checking technology) I mean, if you need it for work, you know, work but</p>	<p>Most of the Gen Z interviewed expressed a desire to be online less and wanting to take a break from it at times.</p>

		<p>other than that, if you don't really need it. I don't think you should be stuck on technology 24 seven. I don't think that's healthy”</p> <p>“I am trying to take a break from social media. So I my notifications for Instagram turned off and I use to use Twitter a lot, but I deleted it off my phone.”</p>	
<p>Feeling the need to respond or FOMO (Fear of Missing out)</p>	<p>Expressing need to check phone at inappropriate times such as work or social setting. Expressing anxiety or curiosity to check phone to make sure they are not missing anything important.</p>	<p>. "I'll respond if it's important like if it's from someone I value. Otherwise, you know, it was like a stupid like notification from Instagram. I don't care, Or phone calls, I'll usually answer because you never know.”</p> <p>“Personally, I think like sometimes I'll be working on something, I'll be working on homework or at work. And then my phone will vibrate and then it's like, Oh, I should text I</p>	<p>Gen Z seems to have mild anxiety or fear of missing out and feel a constant need to monitor or check their phone. During the interviews it was expressed that they are have self-awareness of these feelings and are trying to actively to decrease those feelings.</p>

		<p>should look at my phone and see what notification I had”</p> <p>“I’ve noticed that I’m even in social settings when I when my phone vibrates, like I want to check it.”</p> <p>“checking it more than what I would want to are looking at my phone, more than I would want to that something that I’m trying to be more conscious”</p> <p>“Yeah, we all tend to put it away sometimes like I’m totally guilty of this all like check occasionally to make sure I’m not missing any like emails or talks, just because like I do get really paranoid that like oh miss something.”</p>	
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<p>Negative Feeling on Technology</p>	<p>Mentions of negative feeling around technology usage</p>	<p>“Like you're not listening to me when you have your phone out.”</p> <p>“Probably it probably has affected my attention span. I think more like It's made it shorter, if anything,”</p> <p>“I think in some ways to it's had a negative effect because they feel like a lot of times we spend so much time using technology and it can be very distracting.”</p> <p>“Spending a lot of time on it and like the comparison thing”</p> <p>“You feel guilty” – when asked about amount of time on mobile device”</p>	<p>Most of those interviewed expressed at least one instance of frustration on the use of technology. Mentions of believing that it has shortened attention spaces and that using technology was distracting were mentioned as negatives of Gen Z's technology usage. There was also mentions of frustration in social setting of friends “not listening”.</p>
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Q. How does the current workplace communication environment appear via the lens of Gen Z?

Category/Theme	Description	Examples	Analysis
Blending of work/personal – Mixed feelings	Descriptions of time when work and personal technology activates overlap or even conflict.	<p>I do have them (work & school) all on the same phone which gets a little confusing sometimes. Because I'll get a call thinking it's for work and it's actually for school. And it's just, it's all over the place. But no, it's one device.</p> <p>“I'd say like technology has been a really big part of my life and also a really positive one just because I actually moved to out of the country for my last part of high school when I lived here in the US for most of my life so honestly without technology. I wouldn't have been able to bridge the gap and keep those like lifelong connections that I did make here. And I also wouldn't have been able to have a remote internship”</p>	

		<p>“Just thinking about it. I think realizing, like how integrated. It is like completely into my life. Like, I don't think I could ever really like live without it.”</p>	
constant availability	Mentions of feeling the need to respond or needing be constantly available	<p>“I've definitely noticed myself and like (a sense of urgency) I feel like the sense of, like, Oh, crap. Like, I can't reply, like in the next two minutes to my boss or I can't make this like meeting right away. Even though I'm literally on the way there and like maybe there was traffic or the bus was late.”</p> <p>“It was really hard. Just because like I don't like know how to explain like I'm not like even though, like there is this technology where I should be available all the time. “</p> <p>With new technology feel like, oh, if you send this text message. Like, you should be able to respond right away</p>	Gen Z has a sense of needed to response to requests immediately and that they should be constantly available. In the interviews there has an underlying expression of a constant sense of urgency express by such statements as: “I feel like... I can't reply in two minutes”; I should be available all the time; and “I should be able to respond right away.
Technology usage BYOD(Bring your own device)	Expressed examples of using personal technology in the	I (use my personal phone) I think, quite a lot. To be honest, just because a lot of	Gen Z is does not express separation between personal technology and

	workplace for work purposes.	<p>the leads that we do get are on offer up and I use that app on my phone.</p> <p>“so there are desktops,(at work) I can use but I tend to use (my personal laptop) because I'm more comfortable with it in terms of like design and stuff”</p> <p>“Prefer to have (use) my personal phone number (for work) that way, just in case a (work) lead does come, it comes to my personal phone rather than my desk when I'm not there.”</p>	work technology. None of those interviewed had a phone provided by their employer but almost all used their phones at work for work tasks. One of the interviewee responded that they use their personal laptop on the job because they are more comfortable with the features than the desktops provided at work.
Constantly online/Dependence	Personal feeling on needed to be online or always connected to workplace. A feeling of dependence on technology to work.	<p>“anything I do is really connected to technology even writing ; I'm writing for online or like even when I do make graphics, like it's to be posted online.”</p> <p>“I think, again, just how much we use it and then how dependent we are on it. Because if I wasn't able to use technology. I wanted to be able to do my work, essential.”</p>	Gen Z accepts that technology is essential for their future career and realizes a sense of dependence on technology.

Email	Perceptions on email usages in the workplace	<p>(Email) only for work purposes. Or for like formal like you know like emailing my advisor to figure out, like, oh one classes. Can I take or for course overrides But I definitely I think the last time I used it personally and was one of my boyfriend's that his resume to music and send it to My boss.</p> <p>Usually I just use email if I have to communicate with coworkers.</p> <p>I usually communicate with my boss on texts or sometimes email if I can't come to work so</p>	<p>Gen Z does use email in the work environment, but it is not a preferred method of communication. Most of those interviewed stated using email at work or to communicate with their work such as getting a schedule for the week or communicating with their supervisor that they would be out of the office.</p>
Negatives of Technology	Mentions of negative feelings or perceived negative observations of current uses of technology in the workplace	<p>I think I think in some ways it's both positive and negative, I would say mostly negative because, um, there's just been a lot of times, or maybe I'm in class and every I just Something that I've noticed is that whenever I'm standing in line, or I'm in class. People are always have their phones</p>	<p>Gen Z sees many negative impacts from technology. On that was mentioned multiple time in the interviews was seeing lack of communications skills with their peers including noticing that their peers were uncomfortable or not proficient with face-to-face communication.</p>

		<p>Like a lot of times people feel lonely and they feel anxious talking to other people. So I don't know if that is because of technology, but I've noticed that's an issue.</p> <p>My generation. We're a lot more lazy, to be honest. In my peer group at least. So definitely a lot more lazy. Just because I don't want to blame it on all on technology...People are getting so used to communicating via text or Snapchat. And then when You know, when they try to speak to that same person in person, they can't even communicate properly</p>	
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Q. Do the personal communication habits of Gen Z conflict with the current workplace?

Category/Theme	Description	Examples	Analysis
Getting Distracted by personal smartphone	Mentions of getting distracted by using phone for personal during work.	<p>I think maybe sometimes because I really like to listen to podcasts or music and sometimes I get caught up in like, Well, what am I want to listen to her. Oh, this podcast isn't very interesting so Let's try to find something else. So I think sometimes they can take kind of with that too.</p> <p>(work was) definitely get very monotonous and I found myself getting bored very easily so I would use my phone and text my friends or my boyfriend usually, very frequently, very short, messages</p>	Gen Z interviewed mention times that they got distracted by the phone and would use it to do personal things just as text or listen to music. There was no mention of this being negative, just a general observation of being off task or distracted.

<p>Blending /blurring boundaries personal/professional</p>	<p>Responses that mention using technology for both personal and professional purposes. Describing times when personal and professional tasks overlap. When boundaries between work and personal are blurred.</p>	<p>“I’m hoping that we’ll be able to separate more of our work life and home life because I feel like a lot of times that can spill over. And so I think having more boundaries between that I’m hoping that we’ll be able to see more changes with that”.</p> <p>“I think that with the way things are going, how it’s just going to be more and more integrated, for sure. I’m speaking from someone Who’s in an industry that completely like relies on technology.”</p> <p>“Well overall issue. It’s very challenging to balance the two. To be honest, I mean”</p>	<p>Gen Z describes the boundaries between work and personal as not being much defined.</p>
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<p>Future</p>	<p>Mentions of how the future of the workplace might look like.</p>	<p>“But I think in terms of like trends and like with a lot of industries, especially in the digital industry is there's a lot more acceptance of remote work or like working from home.”</p> <p>“I think in the tech industry like it's really important. (Remote work)'it's like high pay like more work flexibility. That's how you get really motivated candidates.”</p> <p>“I think it's going to (technology) tie in with my future goals, considering I mean everything nowadays technology for a lot of things, you know, just to keep the business running just a start.”</p> <p>“I think in the next coming years, maybe like even simple tasks are going to be even more automated so like for example, social media posting, I can now like you post off for like months and months and months, I think</p>	<p>Gen Z has an interest in working remotely and becoming entrepreneurs. They view technology as helping them achieve those goals. They do not see the role of technology decreasing but increasing and are optimistic that it will be helpful in advancing their future career goals.</p>
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		there might be even more like In terms of like Software and technology like things might be more automated like things are just going to be easier. So I definitely think technology is just going to be a bigger part of my workplace, but I think everyone else's to for sure.	
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APPENDIX E
IRB APPROVAL

IRB APPROVAL



APPROVAL: MODIFICATION

[Stephen Carradini](#)
[CISA: Interdisciplinary Humanities and Communications](#)
480/727-3687
Stephen.Carradini@asu.edu

Dear [Stephen Carradini](#):

On 1/29/2020 the ASU IRB reviewed the following protocol:

Type of Review:	Modification / Update
Title:	Generation Z Communication Habits and Expectation for Workplace Communications
Investigator:	Stephen Carradini
IRB ID:	STUDY00011215
Funding:	Name: Graduate College (GRAD)
Grant Title:	None
Grant ID:	None
Documents Reviewed:	<ul style="list-style-type: none">• Arizona State University Consent Forms.pdf, Category: Consent Form;• DJanssen IRB updated 1.27.19.docx, Category: IRB Protocol;• Interview Questions, Category: Measures (Survey questions/Interview questions /interview guides/focus group questions);• Recruitment Materials 12-13-2019. update.pdf, Category: Recruitment Materials;• Technology_in_the_Workplace_Survey_-_1282020.pdf, Category: Measures (Survey questions/Interview questions /interview guides/focus group questions);

The IRB approved the modification.

When consent is appropriate, you must use final, watermarked versions available under

In conducting this protocol you are required to follow the requirements listed in the INVESTIGATOR MANUAL (IRP-103).

Sincerely,

IRB Administrator

cc: Dawn Janssen