

A Service of



Leibniz-Informationszentrum Wirtschaft Leibniz Information Centre

Elsobeihi, Mohammed M.; Abu Naser, Samy S.

Article — Published Version
Effects of Mobile Technology on Human Relationships

International Journal of Engineering and Information Systems (IJEAIS)

Suggested Citation: Elsobeihi, Mohammed M.; Abu Naser, Samy S. (2017): Effects of Mobile Technology on Human Relationships, International Journal of Engineering and Information Systems (IJEAIS), ISSN 2000-000X, IJEAIS, s.l., Vol. 1, Iss. 5, pp. 110-125, http://www.ijeais.org

This Version is available at: https://hdl.handle.net/10419/167579

## Standard-Nutzungsbedingungen:

Die Dokumente auf EconStor dürfen zu eigenen wissenschaftlichen Zwecken und zum Privatgebrauch gespeichert und kopiert werden.

Sie dürfen die Dokumente nicht für öffentliche oder kommerzielle Zwecke vervielfältigen, öffentlich ausstellen, öffentlich zugänglich machen, vertreiben oder anderweitig nutzen.

Sofern die Verfasser die Dokumente unter Open-Content-Lizenzen (insbesondere CC-Lizenzen) zur Verfügung gestellt haben sollten, gelten abweichend von diesen Nutzungsbedingungen die in der dort genannten Lizenz gewährten Nutzungsrechte.

## Terms of use:

Documents in EconStor may be saved and copied for your personal and scholarly purposes.

You are not to copy documents for public or commercial purposes, to exhibit the documents publicly, to make them publicly available on the internet, or to distribute or otherwise use the documents in public.

If the documents have been made available under an Open Content Licence (especially Creative Commons Licences), you may exercise further usage rights as specified in the indicated licence.



# Effects of Mobile Technology on Human Relationships

### Mohammed M. Elsobeihi, Samy S. Abu Naser

Department of Information Technology, Faculty of Engineering & Information Technology, Al-Azhar University, Gaza, Palestine abunaser@alazhar.edu.ps

Abstract: Technology plays an essential and important role in industrial and developing countries. Technology has affected almost all walk of human life such as education and social life. It has drastically changed the cultural norms and behavior of individuals. This study aims to find out the relation between mobile technology and its effects on face- to- face communications at Al-Azhar University in Gaza. The major objectives of this research are to examine the relationship between mobile technology use and the ability of people to communicate face- to- face and to find out whether mobile usage is weakening the quantity and quality of face- to- face interactions. This study found out that the use of mobile technology have negative impact on both the quality and the quantity of face- to- face communications. The study concludes that mobile use by individuals has reduced the time they spend engaging in face- to- face communications with each other because of the time spent on the mobile.

**Keywords:** Technology, impact, mobile, communications.

## 1. Introduction

Technology is going through a revolution while human beings evolve also. The recent years have witnessed a revolutionary development in mobile technologies. The development has involved the hardware, software, and network communications. Therefore, leaders of mobile technologies like mobile device manufacturers and mobile services/apps developers compete to attract the increasingly growing wide section of mobile users to fulfill their demands.

With a smartphone, a person can make calls, send e-mails, watch and share photos and videos, play video games and music, keep track of appointments and contacts, surf the Internet, use voice search, check news and weather, use chat applications for voice calls and texting (e.g., Whatsapp) and interact on social networks (e.g., Facebook). Samaha Maya (2016).

This research presents a no. of studies in developed and developing countries that will assist in finding out the effect of technology on communication between people and their relation with each other. The conducted studies addressed different points of view.

Digital technologies, such as mobile smartphones and laptop computers, allow users to access social media easily and frequently and have substantially increased the uptake of social media. Social media is a relatively recent phenomenon as ownership and access to computers, smart phones, tablets and the Internet has rapidly increased in Australia. Emma S. (2016)

The review of previous studies of mobile technology and its effect on human relations and face- to- face communications has identified that the use of mobile technology in conversation is less significant compared with those in the presence of a mobile device. Also, from literature review, the quality of conversations is degraded in the case of using mobile technology. Thus, in this study, it is important to analyze the previous studies to find out the level of engagement individuals have with their cell phones, other technologies and with each other in face- to- face communications.

# 2. PROBLEM STATEMENT

The mobile technology appears to have played an essential role in human communications. Several studies have being conducted on the impact of communications on face-to-face communications in America and Europe. Few of them were in developing countries. These studies includes: Abdullah O. et al, (2016) study on " the effects of mobile user knowledge of mobile platform on the utilization of mobile services", Emma (2016) on " Social media and digital technology use among Indigenous young people in Australia: a literature review " Lucas (2015) on " mobile technology: Its effects on face -to- face communication and interpersonal interaction", Emily (2015) on "The effect of Technology on Face -to- Face Communication" and Nuha Gapsiso (2014) who found that, The use of the Internet has substantially reduced the desire of teenagers for face to face communication with their family members and friends. Since they spend more time on the internet and hardly have time for face to face communication with the family due to the time spend engaging others on the internet. In spite of this, there appears to be a dearth of research in Palestine on

ISSN: 2000-000X

Vol. 1 Issue 5, July-2017, Pages: 110-125

the impact of the mobile technology on face- to- face communications. This study is therefore designed to investigate the impact of mobile technology on face- to- face communications on students at Al-Azhar University in Gaza as well as finding out whether the mobile technology usage decreases both the quality and quantity of face- to- face communications.

## 3. RESEARCH OBJECTIVES

The goal of this research is to investigate the impacts of the mobile technology on face- to- face communications on students at Al-Azhar University. The objectives of the study include:

- 1. To find out the relationship between the use of technology mobile and the ability of people to communicate face to face.
- 2. To determine whether the presence of technology affect the ability of people to communicate with individuals in a public place.
- 3. To find out whether the use of mobile technology decreases both the quantity and quality of face to face interaction.

#### 4. RESEARCH LIMITS AND SCOPE

- 1. **Subject (Academic) limitations**: The objective of the research was to examine Effects of Mobile Technology on Human Relationships
- 2. Place Limitations: The research was carried out on Al-Azhar University
- 3. **Human Limitations**: The search for on students at Al-Azhar University in Gaza was conducted.
- 4. **Time Limitations:** the study was conducted, preliminary data was collected, and statistical analysis was performed during the year (2017).

#### 5. STUDY AREA

The author conducted this study on students at Al-Azhar University in Gaza. Al-Azhar University was considered suitable for this research work-investigating the impacts of the mobile technology on students' face - to - face communication because it has access to internet facility owned by Al-Azhar University. There is also the availability of mobile internet services provided telecommunication companies such as Jawwal and Etisalat. Furthermore, most of the students at the senior level are already on the facebook and regularly connect to the internet through their mobile phone and thereby maintaining regular contact with their internet friends. After a day University, all students live with their parents and therefore have natural opportunity of engaging in face- to-face communication with their immediate family members and friends. The researcher intends to use the senior students at Al-Azhar University for this research to determine the level of engagement with their cell phone, other technologies, and each other in face to face situations.

#### 6. LITERATURE REVIEW

The growth and spread of digital media technologies as well as their changing capabilities seriously enables (or disables) interpersonal, community and individual communication, as well as significantly affecting what it means to be literate and to learn in the 21st-century.

In this field, a study for Vandana et al, (2016), showed that adolescent's is more inclined towards using mobile phones for activities other than communication than older generation because in adolescence stage, people are more susceptible to changing fashion trends and style, building them more Tech savvy which creates certain behavioral disorders. The fame of the mobile phones is followed by an alarm towards the detrimental effects of cell phone radiation, Fatigue, headache, decreased concentration and local irritation and burning are the major effects of excessive usage of mobile phones.

Also, in a study for Emily Drago (2015) on a survey of 100 Elon students, and an analysis of previously conducted studies, she concluded that field observations, provided evidence that the rapid expansion of technology is negatively affecting face-to-face communication. People are becoming more reliant on communicating with friends and family through technology and are neglecting to engage personally, uninhibited by phones and devices, even when actually in the presence of others. A majority of individuals felt the quality of their conversations degraded in the presence of technology, and many individuals were bothered when friends or family used technology while spending time together. Additionally, nearly half of survey respondents (46%) communicate more frequently with friends and family via technology than in person, indicating strongly that face-to-face interactions have decreased both in quality and in quantity.

In another study for the school community journal fall / winter (2016) regarding technology and its effect on the families, it showed that technology has always altered the nature of social interact ions, including those within the family. In its most recent forms, whether a public venue (e.g., chat rooms) or private media (e.g., instant messaging), a different type of social PARENTS,

ISSN: 2000-000X

Vol. 1 Issue 5, July-2017, Pages: 110-125

TECHNOLOGY, AND MEDIA 13 interaction has rapidly evolved. Staying up-to-date with the latest version of technological gadgets has become a sign of status that has begun having an impact on peer relationships and gaining peer acceptance.

Also, Brooks, S. (2015). in his research with respect to social media, indicated that personal social media usage leads to negative effects, both on efficiency and well-being. Specifically, social media usage is associated with lower task performance, increased techno stress, and lower happiness. These results, though negative, are encouraging for future research as the first step in solving any problem is understanding that it exists .Social media will continue to exist and grow in one form or another in the future. As more and more people spend increased amounts of time with the technologies, the potential for these negative effects grows. Having an understanding of what occurs and how to help remedy these effects will be vital for continued enjoyment of these dynamic platforms

In a study for Richardson, (2014) to see this impact on his classroom. He is a teacher who has experienced the impact of mobile phones in his classroom. He teaches theatre, and this is what he said, "the freedom of choice and control that students associate with their use of smartphones...shapes the way in which they experience and respond to live theatre" He is not only seeing a disruption but also a misusage of the responsibility giving to students by these devices.

In a study for Chan (2014) regarding using Facebook, it showed that when Facebook usage is low, the positive relationship between extraversion and empathic social skills is strong. As Facebook usage increases there is a decline on positive extraversion and empathic social skills. This may suggest the possible replacement of real-life relationships with digital ones. This replacement, that seems to be occurring decreases body-to-body sociability.

In another recent study, Abdullah O. et al, (2016) showed that there are increasing numbers of conferences and academic publications relating to the use of mobile and its hypothetical or actual effect on society, but there is little empirical evidence about the impact of the technological advances being made. It is important to be aware of how technology has affected social interaction, and to study the results of it. The author look at how new and emerging technologies are being utilized to promote understanding, build relationships, and facilitate cooperation throughout the life course between generations that are aging together in a range of community settings and family contexts. To produce effective, evidence-based policy, an assessment of the effect of technology on face to face communications and interpersonal interaction is required.

The mere presence of a cell phone can impact quality of interactions and perceptions of one's relational partner, as recent studies have revealed. In their study of observations in coffee shops, Misra, Cheng, Genevie, and Yuan (2014) found that "if either participant placed a mobile communication device (e.g., smartphone or a cell phone) on the table or held it in their hand during the course of the 10-minute conversation, the quality of the conversation was rated to be less fulfilling compared with conversations that took place in the absence of mobile devices" (p. 16). Participants reported lower empathetic concern from their partner, and this was especially true if the participants had a closer relationship.

Another research concerning technology and the families by Kral (2014), indicates that communication, increasingly mediated by technology, has disturbed traditional forms of interaction in the Western Desert community. Previously typically incorporating gesture, sign, and gaze, communication via written messages reduces the capacity for traditionally socially sanctioned forms of conflict resolution and social control by the older generation, Kral (2014). This means that cyber bullying can go on unaddressed and even result in severe outcomes such as suicide if family members are not aware of young people's activities on social media. Educational programs are needed to raise awareness of issues like cyber bullying and cyber racism in order to ensure that parents, adults, community leaders and Elders in remote locations have opportunities to learn about social media use and the potential negative effects it can have on individuals, families and communities (Cowling, 2014 & Vaarzon 2014).

In a study for examining the relationship between the presence of mobile devices and the quality of real life, in-person social interactions, in a naturalistic field experiment, Misra et al., (2014) found that conversations in the absence of mobile communication technologies were rated as significantly superior compared with those in the presence of a mobile device (Misra, Cheng, Genevie, & Yuan, 2014). People who had conversations in the absence of mobile devices reported higher levels of empathetic concern, while those conversing in the presence of a mobile device reported lower levels of empathy

Beside, School Community Journal, (2016) showed that on line interactions lack features that have been a crucial part of human relations, such as eye contact, body language, and voice inflections and, therefore, are often characterized as lacking the richness of face-to-face interactions. However, there have been both positive and negative features identified in on line interactions.

People are wasting so much time with their mobile phones and trying to interact on social media with people that they don't know, even going as far as trusting someone on the Internet over someone in real life. "The evolution of the Internet to include user-

Vol. 1 Issue 5, July–2017, Pages: 110-125

generated content, often referred to as Web 2.0, has altered our basic notions of privacy, connectivity, and communication" (Appelbaum, 2014).

Another negative effect of social media is the increased connectivity between people who live far away from each other, so that conflicts that previously remained local can spread as young people call, text or inform kin in other places about conflicts. A social networking site called Diva Chat has brought about substantial conflict among the Warlpiri population as well as in other Indigenous populations (Vaarzon, 2014) Diva Chat is a public and free to use social networking site that can be used anonymously and therefore provides a forum where some people partake in socially and culturally inappropriate behaviours because they are effectively invisible. These behaviors include, cyber bullying and posts that are meant to incite violence between feuding families. Both community and legal efforts have been made to prevent the further abuse of Diva Chat and its negative impacts. Negative experiences like this have led other communities which don't yet have mobile connectivity to consider the potential negative effects of digital technologies before adopting them in their communities (Vaarzon, 2014).

Tuck, (2014) illustrated in his study about the mobile and prople that mobile devices are everywhere we turn, they have for many people become an essential part of life, not only are they essential in communicating they are critical in the way one accesses the internet. It is seldom we find a cell phone where we cannot use its internet capabilities to shop, play, calculate, read, communicate, etc. We live in a time in which we are permanently visible and available at all times through our many internet outlets. One needs only look around at the average social setting and see the impact of this technology on society. We see silent tables at the café, quiet train commutes, and expressionless faces on walks. There seems to be "a disconnect with all this connection".

#### 7. RESEARCH METHODS

The participants of this study were selected from students of Al-Azhar University using a non-probability sample via Facebook and email because the university has access to internet facility. Most of students are present on the Facebook and Twitter regularly connect through their mobile phone and this leads to obtain regular contact with friends being at the university. After the university, all students live with their parents and therefore, have natural opportunity of engaging in face-to-face conversations with their friends and family. The survey was conducted in January 14, 2017 at 11: 11 pm 120 students were selected and the survey used a convenience sample and therefore, it cannot be generalized to a greater population. Also, only individuals with a Facebook account had access to the study, which excluded students who do not regularly check or use the social media platform. This sample is a good representation of how mobile technologies have affected face-to-face communications and social interaction since this generation is the first generation that has been saturated with technology exposure, (Refer to Appendix A)

Beside the survey, field observations were conducted at four populated areas inside Al-Azhar University inside scientific colleges building, including cafeteria, the yard, in front of student's affairs, and in front of admission & registration offices. Observations were conducted during heavy foot-traffic times and in between classes. The researcher recorded different interactions between other students and technology such as texting or talking on the phone, those interacting with others and those who did not have contact with devices (Refer to Appendix B) this study examine the impact of mobile technology on Face-to-Face communications at Al-Azhar University. The objectives include: to examine the relationship between mobile technology uses and people's ability to communicate face –to- face, to find out whether mobile usage is weakening the quantity and quality of face to face interactions.

# 8. DATA ANALYSIS AND RESULT PRESENTATION

All collected data from the entire questionnaire (120) administered were used for analysis as follows in the following tables:

#### 1. Gender

**Table 1**: Gender Results

	Response	Frequency	Percentage
Gender	Male	72	60 %
Gender	Female	48	40 %
	Total	120	100 %

Table 1 shows that 72 (60 %) were male, while 48 (40 %) were female. Therefore, the sample contains more male than female



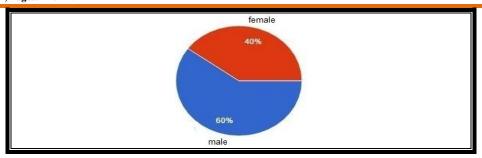


Figure 1: Gender Results

# 2. Year of Study

Table 2: Results of Year of Study at Al-azhar University

	Year of Study	Frequency	Percentage
	First	15	12.5 %
Vooref	Second	48	40 %
Year of Study	Third	43	35.8 %
Study	Fourth	6	5 %
	Fifth	8	6.7 %
r	Гotal	120	100 %

From the table above, the majority of respondents was in the second year 48 (40 %) and the third year 43 (35.8 %), in the 1st year 15 12.5 %), the 4th and 5th years 6(%) & 8 (6.7 %) respectively.

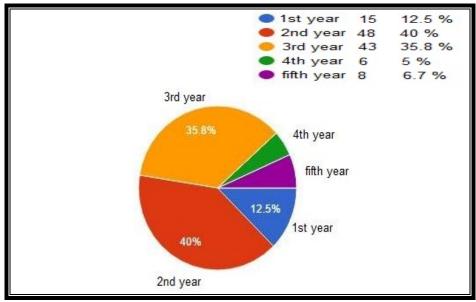


Figure 2: Results of Year of Study at Al-azhar University

## 3. Owing a mobile or tablet

Table 3: Results of owing a mobile or tablet

	Response	Frequency	Percentage
Owing a mabile or tablet	Yes	118	98.3 %
Owing a mobile or tablet	No	2	1.7 %
Total		120	100 %

Vol. 1 Issue 5, July–2017, Pages: 110-125

As shown in the above table, all respondents except two respondents owned mobile phone or tablet.

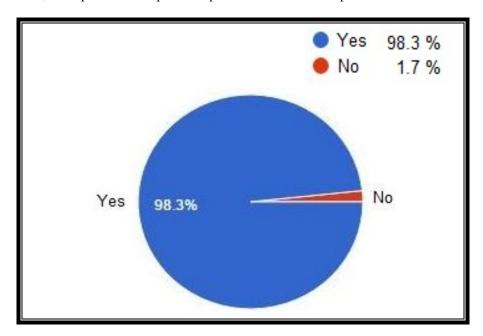


Figure 3: Results of owing a mobile or tablet

# 4. No. of times using mobile or tablet per day

Table 4: Results of No. of times using mobile or tablet per day

	Response	Frequency	Percentage
No of times	2  hrs - 3  hrs	26	21.7 %
No. of times	4 hrs – 6 hrs	49	40.8 %
using mobile or tablet per day	Less than 2 hrs	8	6.7 %
tablet per day	More than 6 hrs	37	30.8
,	Total	120	100 %

From the table above, 40.8 % of respondents said that they use their mobile or tablet 4 hours to 6 hours per day, 30.8 % of respondents use the mobile or tablet more than 6 hours, and 8 % use the mobile or tablet less than 2 hours.

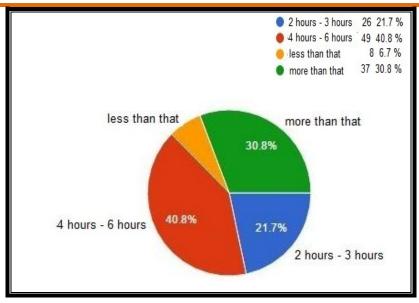


Figure 4: Results of No. Of times using mobile or tablet per day

## 5. No. of times to bring mobile or tablet when leaving the house

Table 5: Results of No. of times to bring mobile or tablet when leaving the house

	Response	Frequency	Percentage
	Always	100	83.3 %
No. of times to bring mobile or tablet	Sometimes	14	11.7 %
when leaving the house	Rarely	4	3.3 %
	Never	2	1.7 %
Total		120	100 %

From the table above, it has shown that almost all students (83.3 %) bring their mobile phones or tablets with them every day they leave the house, 11.7 % said sometimes, 3.3 % said rarely and 1.7 % said never.

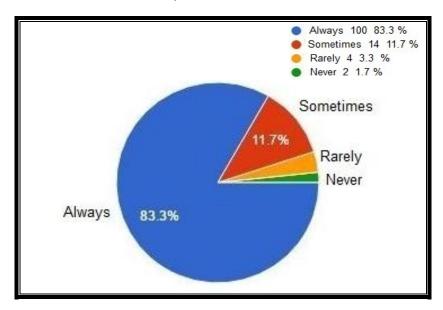


Figure 5: Results of No. of times to bring mobile or tablet when leaving the house

## 6. No. of times to use mobile or tablet while spending time with friends or family

**Table 6**: Results of No. of times to use mobile or tablet while spending time with friends or family

	Response	Frequency	Percentage
No of times to use mobile on tablet	Always	33	27.5 %
No. of times to use mobile or tablet	Sometimes	74	61.7 %
while spending time with friends or family	Rarely	9	7.5 %
lanniy	Never	4	3.3 %
Total		120	100 %

The above table indicates that the majority of students use their mobiles or tablets sometimes when they are with friends or family (61.7%), 27.5% of respondents said always, 7.5% said rarely and never 3.3%.

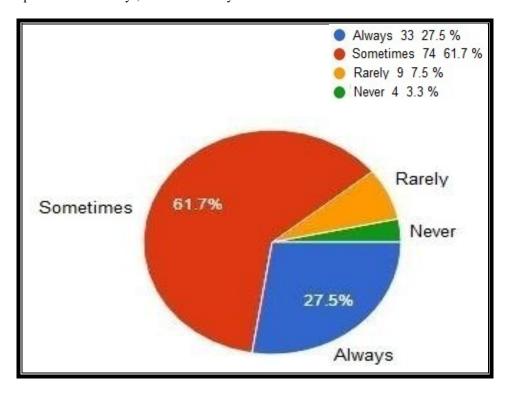


Figure 6: Results of No. of times to use mobile or tablet while spending time with friends or family

# 7. I communicate more frequently with family and friends via technology than I do in person (face to face communications)

**Table 7**: Results of I communicate more frequently with family and friends via technology than I do in person (face to face communications)

	Response	Frequency	Percentage
T	Strongly agree	10	8.3 %
I communicate more frequently with	Agree	37	30.8 %
family and friends via technology than I do in person (face to face	Strongly disagree	18	15 %
communications)	Disagree	39	32.5 %
communications)	Neither agree nor disagree	16	13.3 %
Total		120	100 %

The table above indicates 30.8 % of respondents said Agree, 32.5 % of respondents said disagree, 8.3 % of respondents said strongly agree, 15 % of respondents said strongly disagree and 13.3 % of respondents neither agree nor disagree.

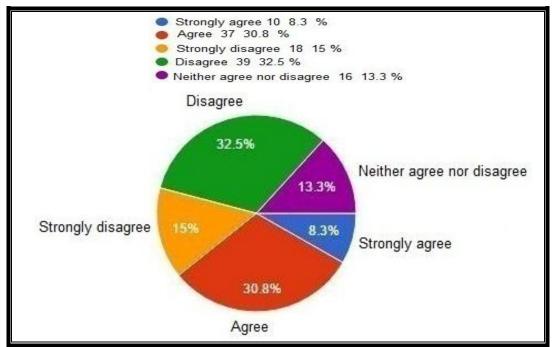


Figure 7: Results of I communicate more frequently with family and friends via technology than I do in person

## 8. It bothers me when my friends or family use technology while spending time with me

**Table 8:** Results of It bothers me when my friends or family use technology while spending time with me

	Response	Frequency	Percentage
It hathans me who were	Strongly agree	12	10 %
It bothers me when my friends or family use	Agree	46	38.3 %
technology while spending	Strongly disagree	9	7.5 %
time with me	Disagree	24	20 %
time with me	Neither agree nor disagree	29	24.2 %
T	otal	120	100 %

As shown in the above table, 38.3 % of respondents agree with this statement, 10 % of respondents strongly agree with the statement, 24.2 % of respondents neither agree nor disagree with the statement and 7.5 % of respondents strongly disagree.



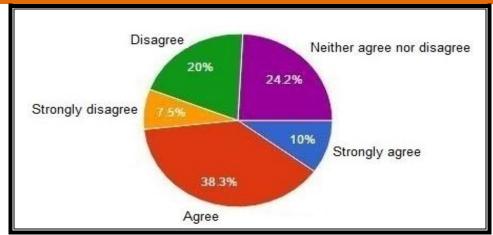


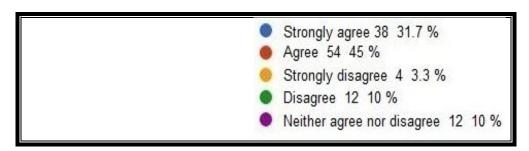
Figure 8: Results of It bothers me when my friends or family use technology while spending time with me

# 9. The presence of technology while spending time with others affects face to face communication negatively

Table 9: Results of The presence of technology while spending time with others affects face to face communication negatively

	Response	Frequency	Percentage
The	Strongly agree	38	31.7 %
The presence of technology while spending time with others affects	Agree	54	45 %
face to face communication	Strongly disagree	4	3.3 %
negatively	Disagree	12	10 %
negatively	Neither agree nor disagree	12	10 %
Tota	l	120	100 %

From the above table, 45 % of respondents agree with this statement, 31.7% of respondents strongly agree with the statement, 3.3 % of respondents strongly disagree, 10 % of respondents disagree and also 10 % of respondents neither agree nor disagree with this statement.



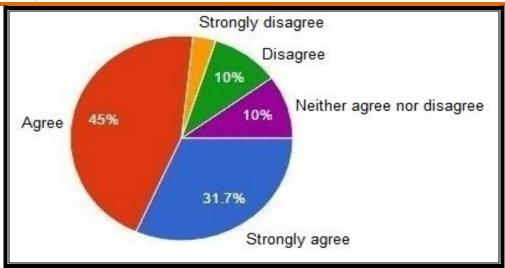


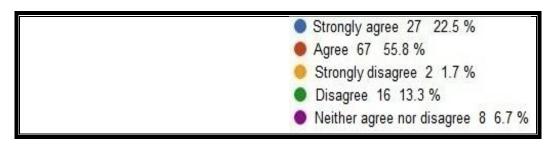
Figure 9: Results of The presence of technology while spending time with others affects face to face communication negatively

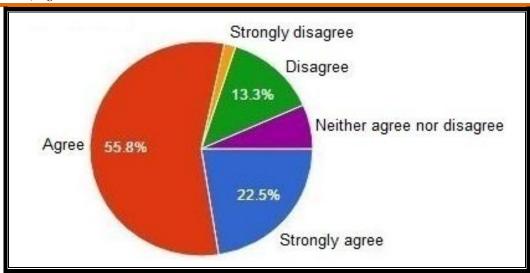
# 10. If the respondents noticed a degradation in the quality of their conversations with others when technology is present or used

Table 10: Results of if the respondents noticed a degradation in the quality of their conversations with others when technology is present or used

	Response	Frequency	Percentage
If the respondents noticed a	Strongly agree	27	22.5 %
degradation in the quality of	Agree	67	55.8 %
their conversations with others	Strongly disagree	2	1.7 %
when technology is present or	Disagree	16	13.3 %
used	Neither agree nor disagree	8	6.7 %
Tota	1	120	100 %

This table shows that 55.8 % of respondents said that they are agree, 22.5 % of them said that they are strongly agree, 13.3 % of the respondents disagree, 6.7 % of the respondents neither agree nor disagree, and 1.7 % of the respondents are strongly disagree.





**Figure 10**: Results of If the respondents noticed a degradation in the quality of their conversations with others when technology is present or used

# 11. Access to Internet at Al-Azhar University

**Table 11**: Results of Access to Internet at Al-Azhar University

	Response	Frequency	Percentage
Access to Internet at Al-Azhar University	Yes	52	43.3 %
Access to internet at Ai-Azirai University	No	68	56.7 %
Total		120	100 %

As shown in the above table, 43.3 % of respondents said that they access to internet of the university and 56.7 % of the respondents said no.

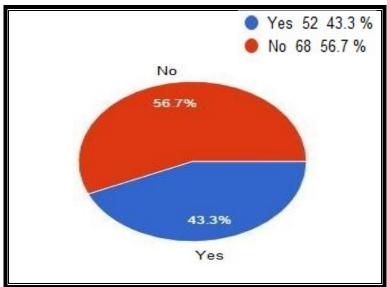


Figure 11: Results of Access to Internet at Al-Azhar University

# 12. The way you use the sites of social media

<b>Table 12</b> : Results of The way you use the sites of social media
--

	Response	Frequency	Percentage
	Personal computer		6.7 %
The way you use the sites of social media	Mobile or Tablet	16	13.3 %
	Both together	96	80 %
Total	120	100 %	

The survey asked the students about their ways in using the sites of social media and the majority of the students use computers and bobils together (80 %), 13.3 % of the students use mobile or tablet and 6.7 % of the students use personal computer.

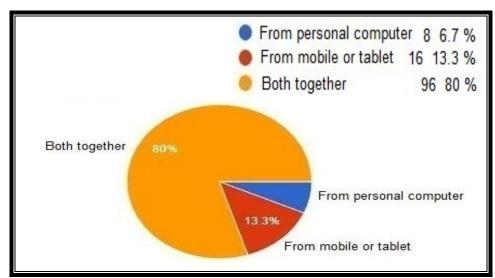


Figure 12: Results of The way you use the sites of social media

# 13. I think technology has a negative effect on my life

**Table 13**: Results of the statement I think technology has a negative effect on my life

	Response	Frequency	Percentage
I think technology has a	Yes	40	33.3 %
negative effect on my life	No	15	12.5 %
	Sometimes	65	54.2 %
Total		120	100 %

The survey asked respondents if technology has a negative effect on their lives. The majority of the respondents said sometimes (54.2 %), 33.3 % of the respondents said yes and 12.5 % of them said no.

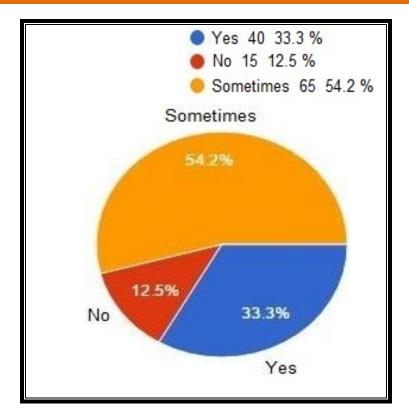


Figure 13: Results of the statement I think technology has a negative effect on my life

# The last question of the survey asked respondents if they have any comments regarding technology use and face to face communication

Only forty-0ne respondents answered the last question. All of them except three respondents said that technology has a negative effect on the relation between members of the family and between friends and it destroyed the face to face communications in the same family and society. Other respondents said that the user of technology has to balance between using technology and human relations.

#### 9. FIELD OBSERVATION

 Table 14: Results of field observations at Al-azhar University

	Al-Azhar University / Scientific Colleges building / Gaza					
	No. of	No. of students	No. of students	No. of students		
	students	observed in front	observed in	observed in front of		
Field Observation	observed in	of Students	front of	Admission &		
	the Yard	Affairs	Cafeteria	Registration		
Date	Dec. 11,2016	Dec. 11,2016	Dec. 12,2016	Dec. 12,2016		
Time	11:10 – 11:25	01:10 – 01:25 p.m.	11:10 – 11:25	01:10 – 01:25 p.m.	Total	Total
Time	a.m.	01.10 = 01.23 p.m.	a.m.	01.10 – 01.23 p.m.	Total	%
Holding or Texting by using mobile or						
computer ( student alone )	23	29	13	6	71	31%

Vol. 1 Issue 5, July–2017, Pages: 110-125

Listening or Talking using mobile or other technology ( student alone)	8	9	7	5	29	13%
No technology ( student alone )	13	18	6	1	38	17%
Using technology with others	17	13	14	7	51	22%
No technology with others	12	7	16	4	39	17%
Total	73	76	56	23	228	100%

#### 10. CONCLUSION

Based on the evidence of field observations, a survey of 120 Al-azhar students, and an analysis of previously conducted studies, face –to- face communication with their family members and friends has reduced as a result of the use of technology. People are neglecting to engage personally, uninhibited by phones and devices and even when actually in the presence of others. They are becoming more reliant on communicating with friends and family through technology. These are partly because they spend more time on the mobile and internet and therefore have little time for interaction with their friends and family, perhaps because the internet offers them the platform for personal interactions with many people of diverse background around the world. A majority of individuals felt the quality of their conversations degraded in the presence of technology. Also, the majority of respondents were bothered when family and friends used technology while spending time together. More than 78 % of students noticed a degradation in the quality of their conversations with others when technology is present or used. This indicated strongly that face –to-face communications have decreased both in quantity and quality.

#### 11. RECOMMENDATIONS

There are many solutions to restore humanity and at the same time to establish a better balance between human use of technology and his living contact that he needs to have with each other as follows:

- 1. Despite the wide progress of technology such as Internet, computer, mobile phones, ...etc. and all the machines for easy contact, one often feel socially isolated because most of contacts are by machines, not close warm living human contacts.
- 2. We need to observe what happened to our social interaction as technology appeared, developed and grew.
- 3. Before the technology evolved, people spent more time together and human relations were strong.
- 4. If people smile and have a friendly expression, they will converse with others. Conversation or Social Interaction cannot be invited by a cold, unfriendly facial expression.
- 5. Encourage whenever and however friendly facial expression, understanding, politeness and respect among human beings regardless of their age, nationality, color, language they speak, religious beliefs or points of view.
- 6. Attend, organize and encourage gathering such as meetings, conversations and dinners where people meets and greet one another to share experiences, resources and ideas. People do not forget events when they come together.
- 7. Make presentations about certain subjects such as friendship conversations and social interactions among human beings. Write articles and booklets on these subjects for publications in newspapers and magazines anywhere in the world.
- 8. Distribute information such as brochures and maps in our community, neighborhood, university, ...etc or in the city we live to encourage people to discover their surroundings and participate in interesting and exciting events.

### REFERENCES

- [1] Abdullah O. Al-Zaghameem, Omar M. Al-Qawabah and Wajedah H. Al-Gmool (2016) "On the Effects of Mobile User Knowledge of Mobile Platform on the Utilization of Mobile Services" Volume (2016), Article ID 526516, Journal of Mobile Technologies, Knowledge and Society, 13 pages, DOI: 10.5171/2016.526516.
- [2] Appelbaum, P. (2014) "Social media's challenges for psychiatry". Worldpsychiatry, 13(1), 21-23.doi:10.1002/wps.20085
- [3] Brooks, S. (2015) "Does personal social media usage affect efficiency and well-being?" Computers in Human Behavior, 46, 26–37.

# ${\bf International\ Journal\ of\ Engineering\ and\ Information\ Systems\ (IJEAIS)}$

ISSN: 2000-000X

Vol. 1 Issue 5, July-2017, Pages: 110-125

- [4] Chan, T. H. (2014) "Facebook and its effects on users' empathic social skills and life satisfaction: A double-edged sword effect." CyberPsychology, Behavior & SocialNetworking, 17(5),276-280.doi:10.1089/cyber.2013.0466.
- [5] Dyson, A.H. (ed). (2016) "Child Cultures, Schooling and Literacy: Global Perspectives on Composing Unique Lives." New York: Routledge
- [6] Cowling D. " Social Media Statistics" Australia September 2014: Social Media News; 2014 (Availablefrom: http://www.socialmedianews.com.au/social-media-statistics-australia-september-2014)
- [7] eMaketers (2014) " 2 Billion Consumers Worldwide to Get Smart(phones) by 2016" [Online], web address: http://www.emarketer.com/Article/2-Billion-Consumers-Worldwide-Smartphones-by-2016/1011694
- [8] Emily Drago (2015) "The Effect of Technology on Face-to-Face Communication" The Elon Journal of Undergraduate Research in Communications, Vol.6, No.1• Spring 2015.
- [9] Emma S. Rice, Emma Haynes, Paul Royce and Sandra C. Thompson (2016) "Social media and digital technology use among Indigenous young people in Australia": a literature review "International Journal for Equity in Health. The official journal of the International Society for Equity in Health 201615:81 DOI: 10.1186/s12939-016-0366-0
- [10] Goswami V, Singh DR (2016) Impact of mobile phone addiction on adolescent 's life. Aliterature review. Int J Home Sci 2:69-74.
- [11] Julian Sefton-Green, Jackie Marsh, Ola Erstad and Rosie Flewitt http://digilitey.eu2016
- [12] KralI.(2014)"Shifting perceptions, shifting identities: communication technologies and the altered social, cultural and linguistic ecology in a remote indigenous context." AusJAnthropol.2014;25(2):171–89.
- [13] Misra, S., Cheng, L., Genevie, J., & Yuan, M. (2014) "The iphone effect: The quality of in-person social interactions in the presence of mobile device" Environment&Behavior,1-24.
- [14] Nuhu Diraso Gapsiso (2015) " The Impact of the Internet on Teenagers' Face-to-Face Communication " Journal of Studies in Social Sciences ISSN 2201-4624 Volume 13, Number 2,2015,202-220
- [15] Richardson, J. (2014) "Powerful devices: How teen's smartphones disrupt power in the theatre, classroom, and beyond. Learning, Media and Technology" 39(3), 368-385. doi:10.1080/17439884.2013.867867.
- [16] Samaha M, Hawi NS (2016) Relationships among smartphone addiction , stress , academic performance , and satisfaction with life. Comput Human Behav 57: 321–325.
- [17] THE SCHOOL COMMUNITY JOURNAL, Fall/Winter 2016 Volume 26, Number 2.
- [18] Tuk,G.(2014,April15) "Look up" (Video file). Retrieved from http://www.youtube.com/watch?v=z7dlu6fk9oy.
- [19] Vaarzon- Morel P. (2014) " Pointing the phone: transforming technologies and social relations among Warlpiri." Aust J Anthropol. 2014;25(2):239–55
- [20] Vandana et al, (2016) " Impact of mobile phone addiction on adolescent's life: A literature review " International Journal of Home Science 2016.
- [21] Abu Naser, S. S., Dawoud, A. M., & Ali, K. M. A. S. (2016). Design and Development of Mobile University Student Guide. Journal of Multidisciplinary Engineering Science Studies (JMESS), 2(1), 193-197.
- [22] Abu Naser, S. S., Ghosh, M., & Atallah, R. (2016). Secure Mobile Cloud Computing for Sensitive Data: Teacher Services for Palestinian Higher Education Institutions. International Journal of Grid and Distributed Computing, 9(2), 17-22.
- [23] Abu Naser, S. S., Zaqout, I., & Abumughessib, R. K. (2016). Design and Development of Mobile Blood Donor Tracker. Journal of Multidisciplinary Engineering Science Studies (JMESS), 2(2), 294-300.
- [24] Prof. Samy S. Abu Naser, M. A. G., Rasha R. Atallah. (2015). Mobile Cloud Computing: Academic Services for Palestinian Higher Education Institutions (MCCAS). International Journal of Research in Engineering and Science (IJRES), 3(1), 22-27.