

The Effect Of Music Listening On Work Performance: A Case Study Of Sri Lanka

M. K. D. Padmasiri, Dr. K. A. S. Dhammika

Abstract: Effective utilization of human resource is the main focus of human resource management (HRM) of organizations irrespective of their nature. Creating a working environment that ease the mind of worker reducing their work related stresses is one the strategy in HRM. Playing background music is take in to consideration in by most of the organizations specially service organizations with the expectation that it will reduce the work place stresses and improves the performance. However, the effect of music on employees' performance is least attended by the researchers particularly in manufacturing organizations. This study was aimed at examine the effect of background music on performance of the employees of garment manufacturing firms in Sri Lanka. The hypothesis has been developed to fulfill the major objective of identifying effect of music listening to the work performance. The sample size of this study was 50 machine operators out of 64 in the selected garment and data was collected by distributing well-structured questionnaire for same sample of employees in two times as before & after music listening. So that sample listened to the relaxation music for two weeks. Mean comparison test and regression analysis was used for the analysis of the data. It was found that background music has a profound effect on the work performance of the respondents (Correlation before music listening work performance: 0.796, after music listening work performance: 0.590 & Mean before music listening work performance: 34.945 after music listening work performance: 28.742). Final recommendations for the study are to use of fast rhythm songs, first discuss with employees, use more music, consider preference of employees and change the music based on the situation. This study proved the fact that employee performance can be improved further by creating a worker friendly environment by using of back ground music.

Index Terms: Work environment, Music listening, and Work performance

1 INTRODUCTION

Human Resource Management includes conducting job analyses, planning personnel needs, recruiting the right people for the job, orienting and training, managing wages and salaries, providing benefits and incentives, evaluating performance, resolving disputes, and communicating with all employees at all levels. Organizations consist with people and because of their talents organizations gain competitive advantages. Therefore HR is the key to determining organizational success. Hence organizations' success can judge through the quality and quantity of employee performance. This study focused on the effect of music listening on work performance. Human resource management (HRM or simply HR) is the management of an organization's workforce, or human resources. HR is the key to determining organizational success. Hence organizations' success can judge through the quality and quantity of employee performance. There are many factors affect to employee performance such as pay scale, experience, sound labor management relationship, job satisfaction, etc. [14] (Newman, Hunt, & Rhodes, 1966). Music listening is take in to consideration in today by most of the organizations, for improve work performance of employees while relaxing them or reducing stress [4] (Bradely, 1997). Therefore took the research under this new concept for find further details. This study is focus on effect of music listening to the work performance of employees who are working in apparel sector.

Every organization hopes to achieve their goals and objectives by conducting their best practices of management to survive in the industry for a long time. As a result, today's HR managers evaluate personnel practices to meet those needs with the hope of increasing employee performance towards the organization because employee work performance influences overall organization success. From the common factors which impact to the work performance identify uncommon, unique topic such as music listening.

2 RESEARCH PROBLEM

Work performance or job performance or task performance mentioned same definitions. Work performance is the work related activities expected of an employee and how well those activities were executed [16] (business dictionary.com). A beneficial effect of music on task performance may be explained by increases in state positive affect [10] (Isen, 1999; Schellenberg, 2001; Thompson et al., 2001). Therefore the current study examined, "Is there significant effect of music listening on work performance?"

3 RESEARCH OBJECTIVES

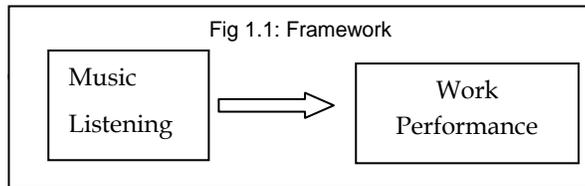
The main objective of the study is to identify the effect of music listening on work performance. The other objectives are as follows (1) Identify the importance of music listening (2) Provide recommendation to the selected organization (3) Build new evidence about music therapy under psychotherapy field.

3.1 HYPOTHESIS OF THE STUDY

The hypothesis has been developed to fulfill the major objective of identifying effect of music listening to the work performance. To conduct the research, following hypothesis has been developed: H0:- There is no significant effect of music listening on work performance & H1: - There is significant effect of music listening on work performance.

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3.2 CONCEPTUAL FRAMEWORK



3.2.1 MUSIC LISTENING

Shared cultural knowledge of emotions suggests that music communicates knowledge across groups of listeners, but cultural knowledge does not take account of an individual's personal experiences. But music listening can also have a negative impact on task performance of complex tasks in particular [8] (Furnham & Strbac & Furnham) and can be perceived as unprofessional. In other words, listening to music at work can be viewed as beneficial, but also as inappropriate. Music evokes a mind as: pleasant mood and an increased arousal state and problem solving [11] (Lesiuk, 2000). Mild positive feelings can influence the way cognitive material is organized, thus influencing creativity (Ashby et al). Music is an important part of most people's lives. Based on the archeological record, music has been with our species for a very long time—as long as anything else for which we have evidence (Cross, 2001). Mothers in every known culture sing songs to their infants, making music one of the newborn's first experiences [18] (Trehub, 2003). Music represents a dynamic form of emotion [7] (Etaugh & Ptasnik, 1982) and the conveying of emotion is considered to be the essence of music (Meyer & Nietzsche, 1956) and the reason that most people report spending large amounts of time listening to music [15] (P. Juslin, 2001).

3.2.2 WORK PERFORMANCE

Machine operators held significant part of a Garment sector, an industry that is competitive, continually facing challenges and one that constantly requires creative approaches in gain competitive advantages. Work performance reach goals such as, Leadership potential, Communication & Participation is Essential: socializing, coworkers updated), As the view of [6] (Dowling, 1986 & Harwood, 1951) there are several key features of job performance which help clarify what job performance means. First, Dowling defines performance as behavior. It is something done by the employee. This concept differentiates performance from outcomes. Outcomes are the result of an individual's performance, but they are also the result of other influences. In other words, there are more factors that determine outcomes than just an employee's behaviors and actions. Dowling allows for exceptions when defining performance as behavior.

4 METHODOLOGY

4.1 SAMPLING METHOD

In Here, the target population of this study compromised all the workers within the Garment, Sri Lanka. It is included more than 70 workers in all levels. Sample of the study compromise with randomly selected 50 machine operators out of 64.

4.2 DATA COLLECTION METHOD

This research is purely based on primary data which were collected from the Garment. The data were collected through questionnaires in order to capture the dimensions of this research. Data was collected through distributing questionnaire in two times to machine operators who works in the selected company. In the first investigation machine operators are answered the questionnaire within normal working environment without any changes in variables but in the second round the researcher distributed the questionnaire to workers after two weeks of period after provided the chance to employees for listen to the relaxation music while they are performing.

4.3 DATA ANALYSIS TOOLS

Questionnaire was designed to fit the objectives of the study and the conceptual framework of the study. The questionnaire is structured in to three sections & questionnaire consists of a three series. A - Personal details of the respondents, B - Instrument of music listening & C - Instrument of work performance. The responses were measured by using the five point Likert scales as scale measure Strongly Agree (SA) - 5, Agree (A) - 4, Neither Agree nor Disagree (NA) - 3, Disagree (D) - 2, Strongly Disagree (SD) - 1. (Sekaran U. , 2006) Basically primary questionnaire statistical data was analyzed through SPSS. The regression analysis is used to find the equation of relationship between variables. Through that equation can predict the independent values used by dependent (Interpersonal Relationship) Devotion to the Company: hard working, flexible, Work Well with others: respectful, friendly [12] (www.manilla.com). values. The correlation coefficient, denoted by r , is a measure of the strength of the straight-line or linear relationship between two variables. And mean comparison was used to compare the mean values of before music listening work performance & the after music listening work performance.

5 DATA ANALYSIS

5.1 REGRESSION ANALYSIS

Coefficient value of the research before music listening under independent variable music listening & dependent variable work performance is .796. It indicates work performance and music listening has strong positive relationship before listening to the music. In after music listening linear regression calculated value under dependent variable work performance & music listening is .590. Base on the results in after music listening work performance & music listening has positive relationship but not the strong. Therefore music listening & work performance generated low relationship than the work performance without music listening. Hence music listening & work performance hasn't favorable relationship with each other. R square is a proportion of variance of work performance, which can be explain by the music listening. This is an overall measure of the state of association & it is .633 in before music listening & in after music listening it is .348. In this indications that without music listening responsible 63.3% of the work performance & music listening responsible for 34.8% of the work performance.

TABLE 1.1:- BEFORE MUSIC LISTENING COEFFICIENT

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error			
1 (Constant)	.980	.341		2.878	.006
Before Music Listening Scale	.743	.082	.796	9.097	.000

a. Dependent Variable: Before Music Listening Work Performance Scale

TABLE 1.2:- AFTER MUSIC LISTENING COEFFICIENT

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error			
1 (Constant)	1.200	.592		2.026	.048
After Music Listening Scale	.701	.138	.590	5.065	.000

a. Dependent Variable: After Music Listening Work Performance Scale

Regression analysis used to get the value of music listening and intercept. According to the table values can get the equation to work performance in two situations. Before music listening work performance = 0.980 + 0.796without listening music & after music listening work performance = 1.200 + 0.590listening music.

5.2 MEAN COMPARISON

TABLE 1.3 :- MEAN COMPARISON (ONE-SAMPLE TEST)

	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Before Music Listening Work Performance Scale After Music Listening Work Performance Scale	34.945	49	.000	3.98000	3.7017	4.2583
	28.742	49	.000	4.16000	3.9208	4.3992

Source: survey data

Mean value of before music listening on work performance is 34.945& after music listening work performance has 28.742. When comparing that mean value results there is a difference between means in two states of before & after music listening. That is the reason for explain work performance may effected by the music listening comparing to working without music.

5.3 CORRELATION

The correlation coefficient value gives a strong positive value (0.796) without music listening & with music listening shows moderate positive relationship. That means when the music listening (independent variable), work performance (dependent variable) are not increase comparing to the without music listening. Overall interpretation H1: According to the results researcher can say, there is significant effect on music listening on work performance.

6 CONCLUSIONS & RECOMMENDATION

As per the findings of this study, it could be found out that, there is significant effect of music listening on work performance. But it showed that work performance decrease after music listening because research used the relaxation music but it is not suitable for working environment, working environment always need to been with productive not the relaxing. As indicated by the empirical data, [4] (Bradely, 1997) results indicate that although the level of immediate recall is no different between the introverts and the extraverts, performance is marginally lowered in the presence of music. Danish musicologists [19] (Th orsén, 1989). [1] (Adorno, 1976)

viewed listening to music at work as a source of negative distraction, as it did not fulfill music's potential to raise critical consciousness. A number of studies suggest that music experiences produce felt peak experiences (Goldstein A., 1980; Panksepp, 1995; Knight, 2001) explored the effect of sedative music on participants' subjective and physiological stress levels following a cognitive stressor involving preparation of an oral presentation. And this research found music listening has effect to the work performance, but base on research it proved that there is an effect but it is negative. Hence without music listening work performance is in favorable manner. But most of research findings of previous researchers indicated there is a positive effect of music listening in work performance. Therefore relate to the research findings the research recommends are

(1) Use of fast rhythm songs – fast rhythm music was found to be beneficial for monotonous work, and increases in output were often recorded [2] (Antrim, 1943; Fox J. G., 1971; Kaplan & Nettel, 1948; Uhrbrock, 1961; Wokun, 1969). But researcher used relaxation music for the research therefore it may be not effective, and use of fast rhythm songs may be effective for enhance work performance. People working pattern change with the rhythm which they can hear. Because music touch peoples' mind & when using slow rhythm music which was used in this research directly affected to the rhythm of work performance & ultimately it showed low results due to use of relaxation music. It is best to use fast rhythm music which fully match to the working environment or the working premises then working rhythm also being high or the fast as the music rhythm.

(2) First discuss with employees - Before implement the decision like playing music while those employees are working need to discuss with employees & implement the action.

(3) Use more music - Here researcher used only few music tracks for play in the garment but it may not effective hence it creates dull mind to employees. It is better of using more music tracks for play in working premise.

(4) Consider preference of employees - When playing music management can give the chance for employees for select the song based on the preference or get their suggestions for select the type of music.

(5) Change the music based on the situation - Management can change the music based on the situations. E.g.:- For New Year season/ For Christmas. As the above examples management can use different kind of music which matches with the seasons.

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