

## **RESTRICTED**

### **ABSTRACT**

With the globalisation, the technological innovations are continually involving to day to day tasks of the people. Among those innovations smartphone plays a significant role in the society, and most probability of people have some ability to use a smartphone to do some activities easily. Aside from the positive side of the smartphones, there are some negative impacts too. In the present, those negative impacts are creating some social and behavioural effects among the people.

This study mainly focused on analysing the Behavioural Conflicts due to the use of Smartphones. This study has been narrowed down to a specific group who are handling significant responsibility in national defence: soldiers in the Sri Lanka Army. In order to reach the primary objective of the study, uses of a smartphone has been identified as the independent factors: as a communication device, for the job-related activities, as a search engine and to connect to the social media. The dependent variable is the behavioural conflicts of soldiers in the Sri Lanka Army. The target population of the study is soldiers of the 4<sup>th</sup> Battalion of the Gemunu Watch in Sri Lanka Army, and the sample size is 99. The sample was collected using a simple random sampling method. Data was analysed using SPSS 23.0 package; graphical representation, descriptive statistics, reliability and validity analysis, correlation analysis and regression analysis were used as the data analysis techniques.

The findings of the study emphasized that all the usage types such as a communication device, for job-related activities, as a search engine and to connect to the social media has a significant and moderate impact on the behavioural conflicts of the soldiers. Furthermore, smartphone usages as a search engine and to connect to the social media have significant influence on the behavioural conflicts of the soldiers in Sri Lanka Army than usages as a communication device and for the job-related activities. In order to prevent the behavioural conflicts, Sri Lanka Army should make soldiers aware about the use of smartphone ethically and introduce a new policy to prevent unwanted uses of smartphones.

**Key Words:**