



TenStep Supplemental Paper

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Communication Technology

Information technology has twisted today's world into a wired one. There is no area that is left untouched. Organizations are finding the developments in IT of great value in managing their operations. Thanks to global connectivity and communication facilities, employees and managers are able to keep in touch with each other, regardless of distance. This influence of IT has led to the evolution of the Management Information System (MIS), Telecommunications and Telecommuting.

What's MIS?

- It is the usage of computers in the processing of information. It generates, processes and transmits information and plays a vital role in the strategy and decision-making of today's organization.
- Apart from hardware and software, it is comprised of information, knowledge and people (MIS personnel and users at all levels of organization)
- It is used as part of the interpersonal and organizational communication system. Managers can access their company's intranet or the Internet for information about problem solving or to monitor the literature on particular technical developments.
- It is usually associated with integrated networks of information that support management decision-making. It is also used for strategic planning, improved customer service, and customers.

Telecommunications

- This is known as the second communication revolution.
- Using digital electronics, it is capable of sending data, images and video to various computing devices such as electronic notepads, pagers, or laptops.
- They serve as a potentially powerful user-friendly communication system.
- Some of the telecommunications techniques widely used for communication in today's organizations are telephone caller ID, e-mail, voice messaging and the electronic bulletin board.

Telecommuting

- This is an outgrowth of the communication technology explosion.
- It includes both flexible scheduling and the use of advanced technology.
- A typical telecommuter would never have to leave home for work. He could stay back at home with his computer, a modem and a phone line provided by the employer. He logs onto his computer network, dials into his phone system and receives calls from his clients. Using his computer terminal, he can make the necessary arrangements for the client from home.



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- Though it has the advantages of being family friendly, reducing absenteeism and sick time, and increasing productivity and job satisfaction, disadvantages include decreased face-to-face communication and flexibility, greater demand for coordination and reduced involvement in organizational culture.

The contributions of IT towards organizational communication have been enormous. It is now in the hands of organizations to make the best use of it.