

# International Journal of Advance Research in Computer Science and Management Studies

Research Article / Survey Paper / Case Study

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## *Technology Enabled Communication: BANE or BOON?*

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*Abstract: In present time, the increased diffusion of the Internet, extensive use of computer and smart mobiles has made technology enabled communication a popular tool for interaction. In addition to this, the development of mobile and information technology, the way human beings communicate has transformed significantly. Thus, latest technology works as a very powerful and useful tool to enable speedy and effective communication.*

*Technology enabled communication has fulfilled the innate human desire for speed. By using various technological tools, such as emails, fast paced communication has been made possible. Within minimum of time, data or information can be transferred from one place to another. And it cannot be denied that communication through email has a major role to play in the transformation of communication scenario of present time as well as of the future.*

*The present paper deals with an evaluation alongwith evidence of the fact that whether communicating via technology is a nuisance or an advantageous endeavour. Whether it is blessing to humanity or a curse? Technology enabled communication has, undoubtedly, become an integral part of all living in the present age and its usage and popularity is only going to increase in the days to come. The researcher wishes to examine both sides of the coin in an objective manner and put forth her findings in this paper.*

*Keywords: Technology enabled communication, internet, smart mobiles, emails.*

### I. INTRODUCTION

Communication is the principal mechanism through which human relations exist. Purposeful and meaningful communication in different forms (e.g. speech and writing) is the key factor that separates human beings from all other species... (Kennedy 1). Humans have always communicated with each other in a number of ways; and human communication was revolutionized formerly with speech, symbols, writing and in the recent times with telecommunications and technology.

With the advancement of technology, the scenario of communication has changed forever. Many activities which were considered impossible have become possible in present times: money can be transferred between banks and across oceans, an entire manufacturing facility can be monitored without the need of physical presence through tele-computing or software and data can be shared and distributed to innumerable people over long distances almost instantly.

### II. DEFINITIONS OF TERMS

#### Technology

*Oxford Dictionary and Thesaurus III* defines 'technology' as, "knowledge and use of mechanical arts and applied sciences" and "these subjects collectively" (792).

**Enabled**

The word 'enable' as per *Concise Oxford Dictionary* means to "provide with the ability or means to do something or make possible" (COD).

**Communication**

*Oxford Dictionary and Thesaurus III* defines 'communication' as, "science and practice of transmitting information" (140).

### III. WHAT IS TECHNOLOGY ENABLED COMMUNICATION? WHAT ARE THE VARIOUS TECHNOLOGICAL TOOLS AVAILABLE FOR COMMUNICATION?

The phrase 'technology enabled communication' has become very popular, in present time, and in the simplest sense it means communication that 'takes place' or 'is facilitated' by technology. 'Technology enabled communication' can, therefore, be defined as transfer of message or information with the help of various technological tools.

#### Various technological tools available for communication may broadly be classified into:

- Tools for composing data which include word processor, spreadsheet software, accounting software, presentation software etc.
- Tools for transmitting data. primarily include telephones, voice mails, cellphones and sms facility, facsimile, emails, blogs, sms sent through internet, various e-books and e-journals, communication through chatting and various social networking sites like Twitter, Orkut, Facebook etc. on the internet.

### IV. WHY IS TECHNOLOGY ENABLED COMMUNICATION CONSIDERED A BOON?

- Communication is no longer limited to personal contact; in present times, other options such as face-to-face via 'skype' or texting are also available making communication easier.
- Individuals can be contacted at almost any place and any time. This feeling of connectedness and accessibility has been possible only due to technology enabled communication.
- Any information or message can be accessed from any part of the world any at any time due to technology enabled communication. Be it familial, social or organizational communication: all have been transformed due to technology enabled communication.
- As far as organizational communication is concerned-it has become more streamlined as managers have increased direct access to subordinates. In business communication, clients and customers can be contacted both easily and instantly. Also, the range of marketing has not only been widened but also has been simplified as large number of people can be targeted via the medium of internet and telecommunications.
- Academic communication has also become faster and less tedious. With the help of group SMS services and email facility, students and faculty members can share news and information easily among each other and at a fraction of the cost.

### V. WHY IS TECHNOLOGY ENABLED COMMUNICATION A BANE?

- Technology enabled communication has diminished the lines between personal life and official life. Due to constant accessibility of data, the pressure to reply and provide solutions instantly has become inevitable for employees and all those involved in the business and organizational field. Lack of time constraint, has led to fatigue and stress and this can hamper one's personal life.
- Due to constant dependence on technology for communication, less importance is given to personal contact. With the increased popularity of social networking sites, chatting, twitting, virtual gaming, personal or one on one interaction is slowly losing its eminence.

- The constant use of technology enabled communication has resulted in psychological disturbances like ‘technophobia’ that is ‘fear of technology’. There are many individuals who find themselves unable to adapt to the latest technology and therefore either resist learning it or live in fear that they will be left out if they will not update themselves. Also, excessive use of technology can cause addiction to it.
- Due to security lapses, there have been many instances when various sites, email-ids have been hacked and personal or confidential data has been leaked or made public without consent of the person owning it.
- Also, many unwanted people can have access to information not necessarily meant for them via various social networking sites. Blogging irresponsibly can have dire consequences- to the extent that legal action can be taken against a person if found guilty of any sort of crime. Unwanted and spam mails can prove to be a nuisance and a waste of time.

#### **VI. HOW IT CAN BE CONVERTED FROM BECOMING A BANE TO BOON?**

Fraud via the technological mode, though common, can easily be recognized and avoided by educating oneself about it and taking few simple precautionary measures:

- Not giving to greed or replying to unknown emails.
- If the offer stated in the email is unbelievable, then there greater chances of it being fake.
- Deleting unknown or suspicious emails.
- Keeping one’s email account as confidential as possible.
- Not communicating with strangers or suspicious groups

#### **VII. CONCLUSION**

Twenty years ago, the internet was virtually unknown and only a few people had mobile phones. But at present, technology has been one of the main drivers of business change and globalization. It has also become an increasingly integral part of our daily lives, both at work and at home (Standage).

The present world is, undoubtedly, technology driven. In present time, technological gadgets like personal computers, internet connection, mobile phones are no longer a luxury. In addition to this, any information or message can be accessed from any part of the world any at any time due to e- communication. Be it familial, social or organizational communication: all have been transformed and revolutionized by e-communication. Finally, technology enabled communication is, “a double-edged sword.” If used with discretion and a reasonable amount of caution and common sense, it can prove to be a boon, undoubtedly providing immense benefits to individuals and at the same time be instrumental in progress of humanity as a whole.

#### **Acknowledgement**

I would like to thank to Dr. Jagdish Joshi, my Ph,D Guide, for guiding me to write paper and for introducing me to research. I am also grateful to Dr. Kavita Dave for unravelling the opportunity to write the paper. I am also thankful to my colleagues at SMPIC, especially Ms. Bhumika Ansodaria and Ms. Jinali Patel for her encouragement.

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She has been working as Assistant Professor of English and Communication Skills. She has experience of working in Arts, Science, Engineering and Commerce colleges. She is Goldmedalist at Undergraduate level and has procured first class at both Undergraduate and Post-Graduate level. She holds M.Phil degree and has procured distinction in it. She also holds Diploma in Information Systems Management and Diploma in Export Import Management from Indian Institute of Shipping and Foreign Trade. She has done her M.Phil. in English with specialization in Communication. She is presently pursuing her Ph. D. from Hemchandracharya North University, Patan on the topic, 'A Study of the Effects of E-communication on the English Language'. Her areas of interest in research are communication skills, ELT(English Language Teaching), literature and e-communication and has published articles and presented several papers at National and International Seminars. She has served as an expert at the 'Module Framing Workshop' for the teachers of 8th, 9th and 10th standard students organized by Gujarat Textbook Board. She has worked as Resource person for Teacher's Training Workshop. She has also taken lectures at teleproject-BISAG, Govt. of Gujarat Initiative.