The term technology

[Technology](#)

The term technology can simply mean the way in which an organization transfers its input to output. Today, every organization has at least one form of technology to help in the production of goods and services. Technology is a vital part of an organization as it can either help to increase or decrease productivity. Modern technology has enhanced organization efficiency by giving employees a secure access to information. When organizations are quick to possess vital information about competitors, it can quickly respond to any changes or threat from direct or indirect competitors.

At the same time, a company can lose this advantage if its network is poor, often down, or unsecured. But if a company possesses an intelligent router which helps with the transmission of information from one place to another, employees will be able to gather the necessary information they need to be proactive. It is the goal of every business organization to increase productivity by creating effective business processes with its partners. Large companies make productive, secure business process as a requirement in doing business with them. For companies to meet this demand, the needs of partners have to be met.

When all workers are involved in increasing customer service through the technology available to them in the company, sales will definitely increase. Mobile phones are a great tool for this because partners can be contacted at anytime, anywhere. In as much as every organization aims to ensure there is a constant growth in productivity, the organization is also aware that there is need for workers to complete task together in an easy way. Effective collaboration among staff, partners, suppliers, and customers is a way to boost efficiency while reducing cost.

Technology helps business take advantage of interactive calendaring videoconferencing and unified communication and other forms of technology for easy collaboration among employees. With this the company is also encouraging teamwork among staff. Phones at the work place have caused a tremendous increase in sales. It is known that missed calls create project delay, wasted opportunities and even lost revenue but however, when a company is provided with a networked voice data solution. Employees now have a single phone number that rings continuously on multiple devices.

With this, customers are able to reach the right person the first time. Employees in turn can access their emails, voice mails, and faxes from just one inbox which will increase flexibility among staff. Despite the fact that technologies like phones and computers can significantly improve productivity, organization need to take appropriate preventive measure in order not to abuse it. The preventive measure is a policy on the procedures to be applied to external and internal users of an organization's technology.

Humans are seen as the most vulnerable link to the security system. Therefore, policies should be organized on the " need to know" basis concerning what is going on in the business. Guidelines should also be established for all users. These guidelines will help employees focus on tasks rather than surf the internet or other personal purposes risking company time. The employees must be made aware of these guidelines and they have to know that they are bound by the rules and regulations of their employer as long as they are employed by the company.

There are third parties users known as customers, customers can serve as a threat to any business organization. A policy should be set clearly stating the

acceptable and prohibited behaviors by customers. Only staff members should have access to company computers with customer information. As such in the event of a customer's behavior that contradicts the policy the staff member responsible for that particular customer is supposed to point out the Customer Policy to the customer. This way employees; will practice extreme caution in preventing any information leaks and the proper use of company technology.

All employees are assumed to be following the rules and regulations of the company and are then responsible for any acts of carelessness. In as much as organizations are working hard to invest heavily on technology at the workplace to ensure that company information will not be exposed and to enhance productivity and efficiency; managers must ensure that these systems are not abused but rather used in achieving organizational goals. Companies have different rules guiding the frequency of using cell phones and laptops for other activities other than business ones.

Husky is one of the companies that have these guidelines. For example, when employees are given cell phones for work related issues, the company inserts a chip that monitors if the individual is actually using the cell phone for work related issues. Organizations can as well monitor their computers, taking into account how the employees use the company's technology and what they use the technology for. The idea of being watched by someone will make the employees conscious of what to do and what not to do.

The advancement of technology in the workplace has been a monumental transformation for different organizations around the world today. Technology draws heavily on scientific advances and the understanding

gained through research and development. Technology further leverages the information to improve employee performance and the usefulness of products and services. Technology also helps in the reduction of cost of operations. Some companies use technology to lower manufacturing and administrative cost thereby enabling them to market their products at a cheaper rate compared to their competitors.

There are many potential benefits of technology to an organization. However, industries are responsible to incorporate and take preventive measures to managing the use of these technologies. Technology revolution has had a dramatic impact on how business is done on daily basis. The online transaction has increase tremendously, e-commerce has become the mode of business activities, and emailing has enhanced global sharing of information between business partners who are far apart.

With all the benefits of technology, the drastic change has also accompanied significant risks to organizations and lives. Computer frauds such as theft or intellectual property, trade secret theft, software pirating and hacking are some illegal access that will cost organization a fortune to fix after the damage has been caused. Having a better understanding of technology and its application on companies is a critical process to managing and controlling companies.

Although the technology provides many benefits to us, such as convenience, save time, effective work and complex tasks, it also increases some problems in the workplace. There is no doubt that technology has an important growth function in the development of the company. However, if management does not control the use of these technologies by its

employees in the work place, the company is at a risk of a reduction in the production level. Otherwise, if a company can make the best out of technology effectively, it can develop its employees' performance and the production level.