A STUDY ON IMPACT OF TECHNOLOGY IN WORKPLACE

Supriya (SFS COLLEGE)

INTRODUCTION

The present generation cannot imagine their life without technology. They are so dependent on technology where the works are so easily executed through the finger tip. It has made people's life luxurious and lazy. Technology has changed the lives of people, their needs, taste and preferences etc.

Technology is a wide term and people have their own way of understanding. We use technology as our basic need to accomplish our routines. It is used to simplify our daily life at the same time we are becoming lazy without knowing the meaning of hardships. People are becoming the crucial part of technology.

Technology can be use as an application to solve problems in different fields. We use technology in different fields- work place, communication, learning, manufacturing, banking, transportation, business, home etc.

In the business world technology plays a vital role by making the business to be competitive, create new products and services, satisfaction of customers etc.

IMPACT OF TECHNOLOGY IN WORKPLACE

Today's work force has a major impact by technology. The complete process of work is influenced by technology. Understanding completely about technology becomes a crucial part in today's work force.

The effectiveness and efficiency of work has been increased due to technology. Even a simple task is executed using technology. Think of running a business 30 years ago, it was fully manual work, still had unemployment problem; now it is use of technology but still facing unemployment problem. But the current scenario of business is developed in a long way when compared to centuries before. It has improved the way of doing work, quality of work, efficiency and speed of doing things. It all happens in touch of a finger.

Even the interaction between the employee and management has been impacted by technology. For instance, meetings can be attended from any part of the world at a proper time and can be interacted face to face without any distraction. Technology has also allowed being in number of places without any delay via internet.

Not only the interaction with people, now employees are monitored and managed by supervisors using technology. It does not mandate that the supervisor has to be physically present in the work place; he even can manage them without physical presence through internet.

Technology has not only helped the management level, but also the employees or workers who do the tasks for management in order achieve goal. Automated machines, computers, artificial intelligence, ATM's etc. are some of the examples for use technology in business world.

REVIEW OF LITERATURE

The article written by John Celestand in "the goodwill blog" marks that the technology has major impact on today's work force. The way we work and the end result of the work is influenced by the technology. He says that understanding the advantages, complexity, challenges of technology is one of the important aspects of any job seeker, management, and employee.

The speed and efficiency of work has been increased because of technology. He remarks that even the basic tasks like note taking and brain storming have become more innovative with the establishment of technology. He quotes an example saying that; "think of a meeting 20 years ago between three or four colleagues taking place in an office, where someone was responsible for taking notes and record the result of the meeting. But now in the era of Google doc, multiple individuals can update notes in the same document in the real time."

He also says that the interaction between employees and management has been enhanced a lot. Although personal meeting is very important for any business, technology has made it easy to attend meeting from anywhere. Video conferencing with platforms such as Skype, Google chat, red booth etc. has given a way to attend face to face meeting with team members.

At last he quotes that, evening hiring of employees has been dramatically. A team manager can control and manage his team residing anywhere in the organisation. And talking about "Gig- economy", many chooses to work as free- lancers or work multiple jobs virtually. This is one of the attractive parts that many company notices.

Finally he concludes that technology not only has positive impact but negative impact, where information is shared instantly (security issues), technology burnout at important situations is also a crucial element to be observed.

RESEARCH DESIGN

> INTRODUCTION

A research design is a basic plan that guides the data collection and analysis phases of the research project. It provides the frame work that specifies the type of information to be collected, its sources and collection procedure.

Kinnear and Taylor define research design as "it is the blue print that is followed to complete the study" and "it ensures that the study is relevant to the problem and will use economical procedure."

There are many frame works of research design which is categorised into:

- Exploratory research.
- Conclusive research.

> NEED FOR THE STUDY

India is rapidly growing in the field of technology. It has a great impact on human beings lives, it has emerged as one of the important factor of business. Business cannot run without the technology. The impact is both positive and negative.

This study helps us to understand this impact.

➢ STATEMENT OF PROBLEM
- Lack of literacy to understand technology.
- Lack of knowledge and interest to learn technology.

➢ OBJECTIVE OF THE STUDY
- To understand the positive impact of technology
- To understand the negative impact of technology.

➢ SCOPE OF THE STUDY

The study is restricted to Adcock Ingram ltd., situated in Bommasandra industrial area, Bengaluru.

➢ RESEARCH MODEL

The research is conducted by framing questionnaire, given to the sample size of 396. The questionnaire consists of 25 questions with 4 scaling/ options.
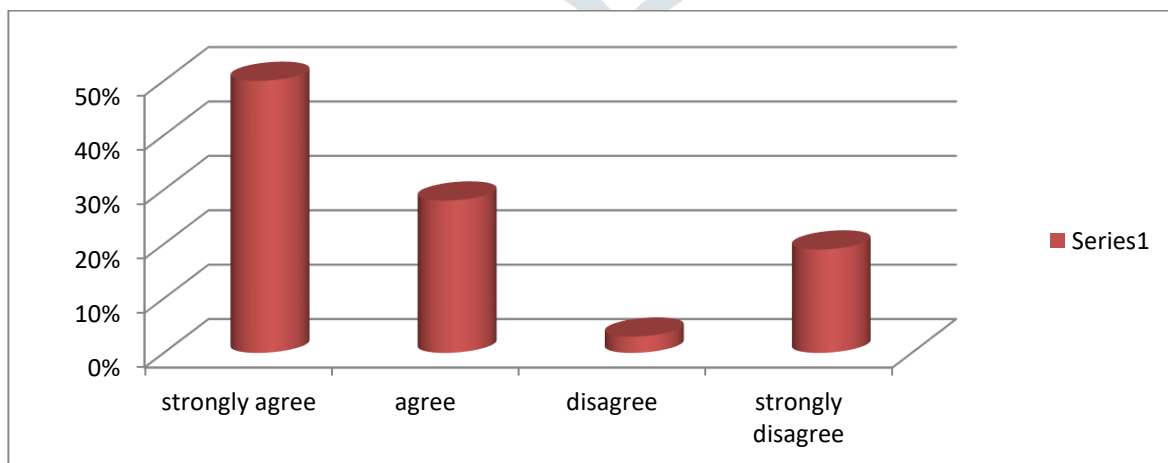
ANALYSIS AND INTERPRETATION

1. A generational difference is one of the main factors to be considered while adapting technology.

Table 1.1

Scaling	No. Of respondents	Percentage
Strongly agree	196	50%
Agree	112	28%
Disagree	12	3%
Strongly disagree	76	19%
Total	396	100%

Graph 1.1:1 depicts table 1.1

Analysis

From the above table we can analyse that around 50% of employees feel that generational factor to be consider while implementing technology where as 19% of them said that it is not necessary to consider.
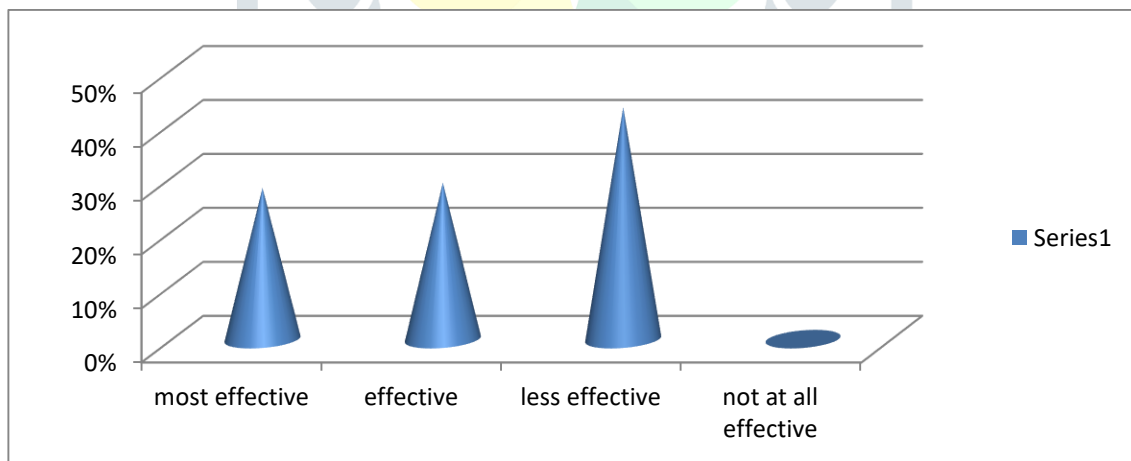
Interpretation

From the above analysis we can interpret that it is necessary for companies to consider the age factor before introducing the technology.

2. Technology contributes to increase productivity in workplace.

Table 2.1

Scaling	No. Of respondents	Percentage
Most effective	109	28%
Effectively	114	29%
Less effective	173	43%
Not at all effective	0	0
Total	396	100%

Graph 2.1:1 depicts table 2.1

Analysis

From the above table we can analyse that 28% of them say that technology has increased productivity but 43% of them has said it has increased a bit in productivity.
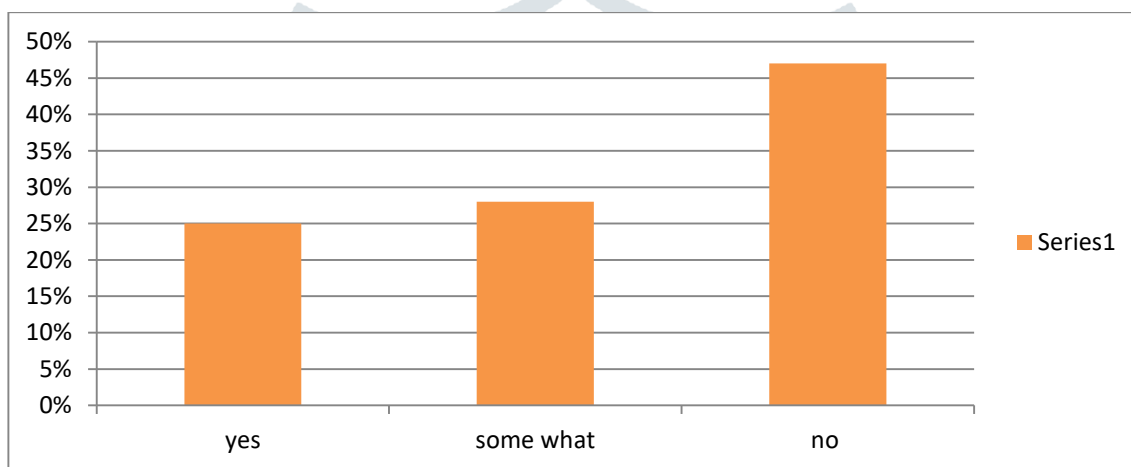
Interpretation

From the above analysis we can interpret that it has increased productivity but not up to the mark as expected.

3. Do you find easy in handling or cope up with the development of technology in your organisation?

Table 3.1

Scaling	No. Of respondents	Percentage
Yes	98	25%
Some what	110	28%
No	188	47%
Total	396	100%

Graph 3.1:1 depicts table 3.1

Analysis

From the above table we can interpret that 28% of employees are manageable to adapt to the new technology when introduced where as 47% are finding it difficult to adapt.
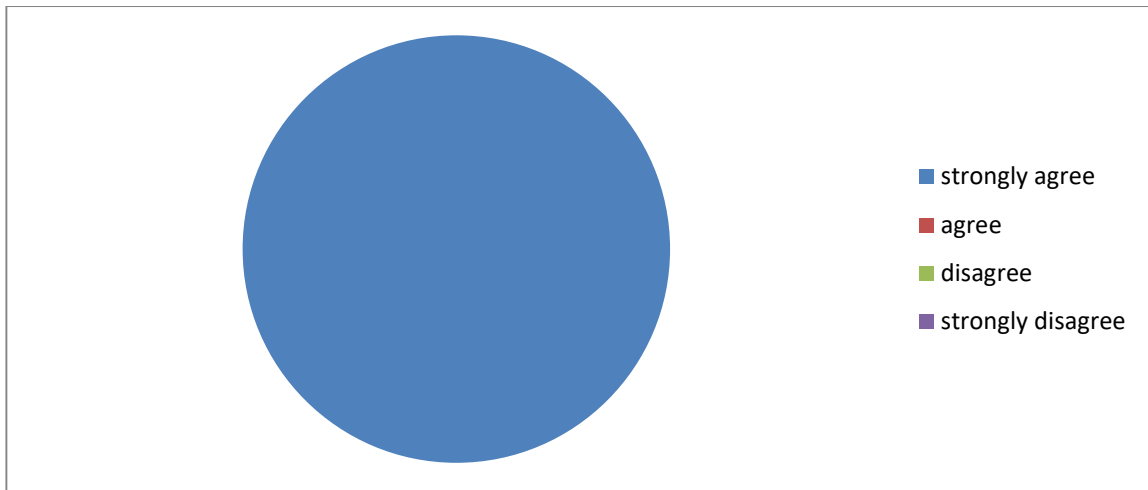
Interpretation

From the above analysis we can interpret that people are finding it difficult to adapt to the technology.

4. Does the company provide sufficient training towards technological development?

Table 4.1

Scaling	No. Of respondents	Percentage
Strongly agree	396	100%
Agree	0	0
Disagree	0	0
Strongly disagree	0	0
Total	396	100%

Graph 4.1:1 depicts table 4.1

Analysis

From the above table we can analyse that 100% of employees say that their company provides training.
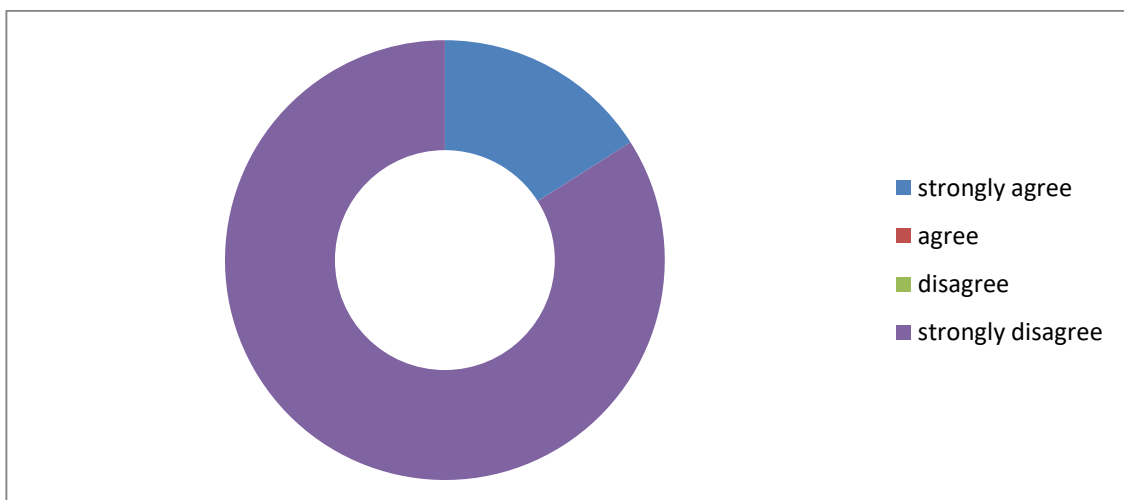
Interpretation

From the above analysis we can interpret that the company is providing training facilities to its employees.

5. Do you feel that the technological development has increased job opportunities?

Table 5.1

Scaling	No. Of respondents	Percentage
Strongly agree	63	16%
Agree	0	0
Disagree	0	0
Strongly disagree	333	84%
Total	396	100%

Graph 5.1:1 depicts table 5.1

Analysis

From the above table we can analyse that 16% of employees say that job opportunities have increased where as 84% of them say that it is reduced.

Interpretation

From the above analysis we can interpret that job opportunities is gradually decreasing with the development of technology.

FINDINGS AND SUGGESTIONS

FINDINGS

- ➢ It is observed that people of different age groups find it difficult to use technology.
- ➢ Even though training is provided employees are still finding difficult to handle technology.
- ➢ It has increased productivity up to the mark.
- ➢ It has a great impact on small scale industries as they find difficult to implement.
- ➢ It has reduced the job opportunities.

SUGGESTIONS

- ➢ Before implementing technology it is better to study the employee's attitude towards technology.
- ➢ Employees who are still lagging in learning new technology should be trained up.
- ➢ Technology should suit the nature business.
- ➢ It is better to implement technology without neglecting unemployment.
- ➢ Fear of losing job must be reduced.

BIBLIOGRAPHY

- ➢ https://essayforum.com/essays/introduction-technology-48784/
- ➢ http://www.goodwill.org/blog/news-updates/the-impact-of-technology-in-the-workplace/