

DIGITAL SKILLS AND RESEARCH METHODS

Student's Name: Md Zahirul Islam

Student's ID: 1706502

Lecturer's Name: Renuga Jayakumar

Executive summary

In any organisation, competency skills and skilful employees are considered to be the backbone in every sector. Furthermore, it can also be said that, with the advancement of technology, the organisational development has also been formulated with the implementation of several workplace tools. These digital tools have initiated the overall improvement of the organisations and their business growth has been facilitated largely. Therefore, the primary objective of this report is to locate and identify the key facets and features of the digital tools that are extensively used by the organisations in order to improve their workplace efficiency.

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Introduction

It is to be noted that, in the modern workplace scenario, the digital skills acquired by the organisations are highly valued in the global competitive market. In the near future, it can be predicted that, the digital skills will be considered as vital elements to conduct organisational development. With the advancement in technology, the organisational sectors and their premises have attained huge scale success and the technological tools that are used in the organisations have equally facilitated the business growth and business expansion in the global market, which is age long competitive in its approach.

Therefore, the primary aim of this report is to demonstrate and denote the key fundamental aspects that are extensively associated with the use of technological tools and equipments used in workplace, in order to increase their efficiency towards work. Furthermore, the report will also locate the key competencies that these tools are capable of in attaining the effectiveness of workplace scenarios.

Research informed literature

Evaluation of the appropriation of technology to improve workplace efficiency and employability

Web based Emails

Web based Emails or webmail are usually web based email accounts. They are free email accounts, which are substantially operated from a definite website. The predominant examples of webmail include Gmail, Hotmail and Yahoo Mail. It is to be noted that a webmail allows a definite user to access their emails as long as they have the optimistic access to a strong internet connection along with a web browser. It also implies the fact that, the user cannot read an old email or draft a new email offline. Furthermore, in the viewpoint of Khoo (20107), it is to be noted that, although the emails that are stored in a webmail are stored as unencrypted on that definite service provider can read any of the servers of a service providers. It tends to automatically analyse the contents of the emails of the users' regarding the webmail services for the sole purpose of targeted advertising. Thus, it can be obtained that, a webmail helps in the attainment of the implications that are essential for the formulation of effective terms and

practices. In a workplace scenario, it can be obtained that, the use of webmail in order to get an access to clients will also help in the promulgation of workplace efficiency (Wang *et al.* 2013).

Tablets and Smartphones

Mobile devices, which include tablets and Smartphones, can be considered as a terrific way to access the resources of the company. It is significant to use tablets and Smartphones in order to have a necessary access to the essential terms and conditions that are propagated by the organisations. The employees, with the help of tablets and Smartphones can effectively take their office engagements with them at home and can conveniently work. It also allows the employees of an organisation to balance their professional and personal life. In the context of workplace scenario, it can be evidently said that, with this tool of technology, the organisations will have a mobile access to their employees and clients at any part of the world. Furthermore, with the use of social media, the organisations will also be able to communicate with their clients on a global perspective. Thus, with a proper and sufficient internet service provider, the organisations will be able to have an easy access to the tablets and Smartphones and will be able to initiate the essential facets of workplace efficiency (Lugtig and Toepoel, 2016).

Knowledge and understanding of the subject

Tablets and Smartphones used in workplace

A recent survey has stated the fact that, most of the corporate workforce prefers the usage of tablets and Smartphones in their workplace scenario. It helps them to seek, share and communicate with social media platforms, which are namely LinkedIn, Gmail and many more. Furthermore, it can also be said that, majority of the workforce of an organisation echoes in the similar ideology of projecting the use of Smartphones within the premises of an organisation. The aspect of productivity with these Smartphones that has helped them to acquire an access to the colleagues regardless of their own location. Therefore, in the viewpoint of Nozal *et al.*(2017), it can be propagated by stating the fact that, tablets and Smartphones play an important role in the promulgation of the effective terms and policies that are essential for the formulation of business practices.

Web based Emails used in workplace

It is to be noted that, webmail plays an optimistically significant role in the workplace since the advent of technology. Some of the predominant effects of email communication at work is often considered to be positive but some of the other organisations have refrained from using webmail to continue business processes. On the other hand, it can also be said that, a webmail tends to serve an effective way to send messages, which are characteristically one-way message and can be engaged into a two way interaction. When an organisation sends an email to their clients or colleagues, it has been found that, the recipients have the access to respond to them with the help of a steady internet connection (Brendryen *et al.*2017).

Analysis

Comparing and contrasting the two options to improve workplace efficiency

The two most important criteria that is to be considered in order to increase the workplace efficiency are communication and motivation

Communication: it is seen that the use of proper communication skill among the team members in the workplace and the employees in the workplace will help in inviting proper workplace ethics and environment. Communication will allow the employees to share their views regarding various ideas and information that is meant to share among the employees.

Motivation: on the other hand motivation is the process that will allow the employees to gain confidence in the work that they have been performing in the workplace. This will ensure that more productivity is given to the company from the employees, thus effective in improving the efficiency in the workplace.

Implications of using tablet and Smartphone at workplace

The use of appropriate technologies will not only allow the employees to enhance their working capability but will also increase the effectiveness in the production of the workplace. There are two technologies that can be used in order to increase the efficiency in the workplace. They are:

Tablet: the use of tablets in the workplace will allow the employees to get valuable information from the employees, thus acting as a medium of sharing information among the employees. The

use of tablet will allow the employees to maintain work and personal life balance as it will allow them to communicate with their families and be in contact with them.

Smartphone: Smartphone are more effective in improving the working efficiency as it will allow the employees to easily communicate with any individual related to the organization. These individuals can be stakeholders, the resource providers, customers, clients, employees and the higher authorities of the organization (Page, 2014).

Implications of using Web based Email at workplace

Web based Email is a platform that allows the employees to communicate with other employees and the individuals who are related to the organisation. It is a technique of sending information or communication with the help of internet and the generation of written information that is sent via internet. In the modern world the use of Web based Email is more effective as most of the customers and the population are in use of the internet. It is possible to use such platforms in the organisation by the use of technologies and systems that will allow the use of internet. These systems can be computers, smart phones, tablets, and other electronic Medias. The use of Web based Email will help the employees and the organisation to maintain relations with the customers.

Practical application and development

Significance of application of tablets and Smartphone in workplace

It is important to use tablets and smart phones in the workplace as it will allow the company to improve the processing in the workplace. As there will be faster communication among the employees and the other individuals related to the workplace. The use of the tablets in the Smartphone in the workplace might be effective in improving the working efficiency of the employees but it may also create problems in the workplace. The excessive use of the tablet and the Smartphone sin the workplace will create a chance of reducing the concentration of the employees towards their work (Mobasheri *et al*, 2015).

Significance of application of Web based Email in workplace

The use of Web based Email will ensure that the employees in the workplace are effectively communicating with the fellow employees. There are various other significance of the use of Web based Emails as it will allow the company to promote their company to the potential customers via emails. There will be the facility to conduct advertisement through mails. This will be more effective in increasing the customer range of the company and will allow the company to retain the already existing customers. This is because the company will be able to provide a constant update of the products is being launched by the company and the products that are available in the company (Hines *et al*, 2017).

Skills for professional practice

Tablets and Smartphones in increasing employability

Employability is the skill that is to be attained by the employees in an organization. It is seen that the use of tablet and Smartphone will allow the company to increase the rate of employability in the organization. It is seen that the use of tablet and Smartphone will be helping the employees in conducting effective communication. This will allow more employability in the organization and the employees will be able to gain such skills in their organizations. With the use of tablets and Smartphone there will more productivity and efficiency in the workplace (France *et al*, 2016).

Web based Emails in increasing employability

After an extensive assessment of the technological tools and equipments that are used in workplace, it can be stated that, these tools act as an epitome of increasing workplace efficiency within the premises of the organisation. There are certain strategies that can be implemented in order to attain an effective use of webmail within organisational premises. They are as follows:

- With the help of a proper webmail access to the organisations, they will be able to evaluate the processes and procedures, which are necessary for the implementation of the effective practices required within the workplace scenario.
- The employees of the organisation can send their feedback to their managerial authority and can state their problems and issues that are being faced by them.

- The clients can also have an access to the webmail and can send their feedback to the organisation as well. If they have any query regarding the necessities of work, they can easily do so with the help of a webmail (Khoo, 2017).

Conclusion

Therefore, it can be concluded by stating the fact that, the use of digital tools and equipments play a significant role in the promulgation of effective terms and practices that are associated with the workplace scenarios. Furthermore, it can also be said that, with the use and implementation of digital equipments at workplace, it equally helps in the building up of workplace efficiency. This is because, with the implementation of these technological tools, it helps the employees as well as the managerial authority to undertake definite strategies, which will be beneficial for their business expansion and growth.

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