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DIGITAL SKILLS AND RESEARCH METHODS

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WHY IS DIGITAL TECHNOLOGY IMPORTANT WHEN WORKING WITH PEOPLE?

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Introduction

At school and at work, digital technology enhances the effectiveness of communication and teaching methods. People can communicate with each other in real time regardless of where they are in the world thanks to tools like video conferencing and email. Working on school or job projects while away from a physical place is now possible thanks to digital solutions that allow people to work across time zones and locales (Afrianty et al., 2022). For example, market data can be collected and analysed on the field by a marketer, then e-mailed to the marketing manager at the corporate office for use in decision-making. Additionally, students no longer need to travel to a real library to conduct research for their assignments instead they use online libraries. Employees and learning methodologies have become more efficient thanks to new technology. Since most technologies are also user-friendly, any team or employee within the company can use them to rapidly address any problems that arise. Even when some employees are not in the office, video or videoconferencing enables for staff meetings to be held instantly, so speeding up decision-making.

Overview of the Types of Digital Technology Used in the Workplace

The following are some of the most essential digital workplace tools for most businesses. This is not a new phenomenon; many have been in the market for many years now, and the innovation curve has flattened. Others are considerably more recent and will necessitate a great deal of forethought before they can be fully integrated throughout the company.

Keeping track of documents

Every day, more and more data are being generated. Daily, an organization may create tens of thousands of additional documents, files, applications, and videos, depending on its size. Keeping track of important data regarding employees, companies, clients, operations, and marketing should be a priority if company want quick access and actionable insights (Saura et al., 2022).

A cloud-based database management system may be the most effective method for keeping track of data. They are used for more than just data management. Employees can use them as adaptable learning platforms to get the information they demand, when they need it. These platforms' powerful search capabilities have made it simple to locate any file in the business. All types of data can be easily shared and collaborated on by employees.

Management of the workplace

An organization's agility can only be achieved if it automates its procedures. Identifying and streamlining regular operations in each area can save a company a lot of money and time. In order to enable companies, create workflows, automation technology companies should provide maximum freedom while limiting visibility privileges (Fox et al., 2022). The second criterion for a workflow tool is the flexibility to customize workflows based on the needs of individual users. Every department has its own unique set of routines that need to be monitored. A wide range of departments can benefit from case and project management systems that can be tailored to their specific needs.

The importance of communication and cooperation

A company's long-term success depends greatly on its ability to use the power of corporate social networking. In addition to allowing employees to communicate news and other relevant data, it can be a useful tool for examining how teams and individuals are participating in the digital workspace. Well-designed social networks for the workplace can assist reduce interruptions by displaying appropriate messages based on an algorithm rather than constantly sounding alarms (Soga et al., 2022). In order to cultivate a healthy digital culture, people must be aware of and respect their own digital talents and restrictions.

Building solutions without writing any code

Increasingly, workers are being granted the ability and control to carry out their own tasks and job assignments. For true digital empowerment, employees and mid-level executives should be able to create solutions to their own needs.

It takes longer for IT teams to design tools if they're required to do so. Before they begin to construct the tools and applications, they need to investigate and understand the needs of the business. It is possible to lessen the amount of skill reliance if both the business knowledge and the power to create solutions are held by the same person. Every division of the company can design their particular applications using low-code platforms that can be rolled out across the entire enterprise.

Cybersecurity

It has been a constant battle for information security and employee freedom since data breaches became a major worry for IT professionals. All cloud-based applications have built-in security measures. Cloud storage has now surpassed on-premises storage in terms of security.

Data Analytics

Most application providers now offer analytics features as an add-on. On an individual level (workers and consumers), data analytics would provide valuable information. End consumers don't need to know anything about data science in order to benefit from analytics.

Ways Covid-19 Has Increased the Use of Technology in the Workplace

Due to the COVID-19 epidemic, companies are resorting to AI, machine learning, and virtual reality to save money and reduce face-to-face contact (Jiménez González, 2022). It's possible to use these technologies to hire, educate, and assess personnel, as well as to create good connections throughout periods of seclusion. To ensure that their use of technology conforms with relevant employment and labour regulations, employers are on the hook.

Artificial Intelligence

"The guy behind the curtain" from "The Wizard of Oz" was equated by Goldberg to artificial intelligence. Google Assistant, Amazon's Alexa, and Apple's Siri are just a few examples of popular personal assistants powered by artificial intelligence (AI) (Strengers et al., 2022). With this technology, we may have dialogues with computers that make us believe they are thinking and making decisions, but in reality, the computers are relying on dictionaries to give us clever responses.

Learning with the Aid of a Computer Program

An algorithm or statistical model can make conclusions about a system's behaviour without being explicitly programmed. Using chatbots to answer queries is a nice illustration. Using a chatbot, company may find out how much paid time off company have left. It is possible to utilize chatbots to initiate interactions with potential employees, schedule interviews, provide job applications, and aid with the integration process of new employees.

VR (Virtual Reality) usage

With the aid of headgear and controls, virtual reality technology allows the user to immerse himself in a simulated world. Workplace virtual reality use has surged since the COVID-19 outbreak, because individuals are unable to communicate in person. Virtual reality can be used to increase business efficiency and save costs.

Benefits of Using Digital Technology

Almost every area of modern life has been affected by digital technology. When it comes to everything from transportation to shopping to entertainment, the world has changed dramatically in the last several decades. Most electronic devices and machinery now incorporate some form of digital technology.

Fishbone Diagram on the benefits of Digital Technology

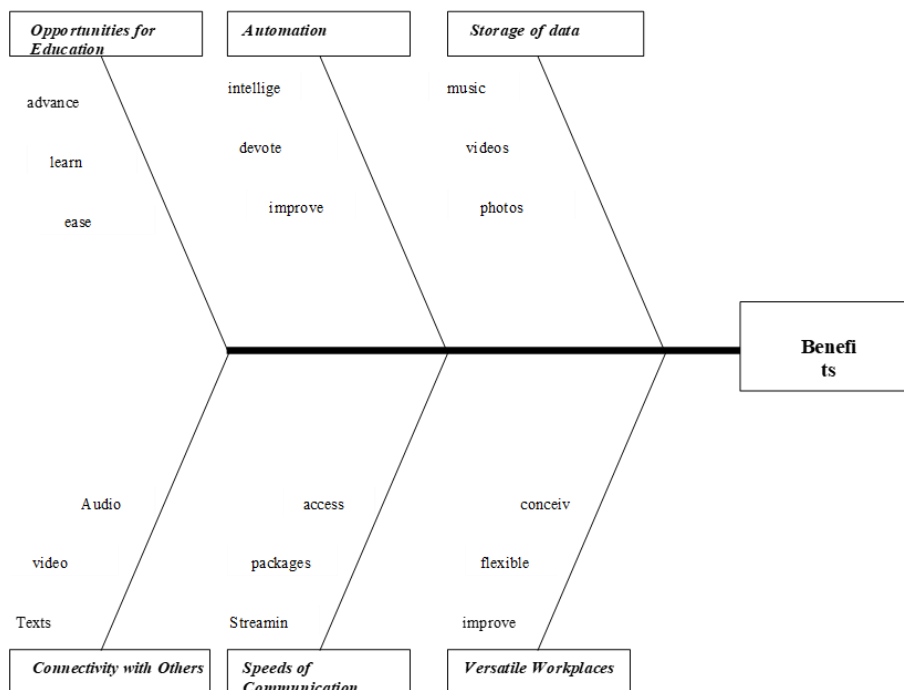


Figure 1 A fishbone diagram

Connectivity with Others

There are many ways to communicate with loved ones and work from anywhere in the globe, thanks to modern technology and the Internet. Texts, video, audio, and other forms of media can be used to express one's thoughts and feelings.

Users can now connect with one another through a variety of mediums, including websites, mobile apps, and desktop software. There is no need to feel lonely in the digital world thanks to social networking, emailing, messaging, computers, smartphones, and mobile phones. Users are continually re-energised by current events and local news.

Speeds of Communication

Since the days of dial-up, internet speeds have grown at an exponential rate. Streaming video and audio in real time, sending big data packages, and accessing data from nearly anywhere in the world are all now available thanks towards ever broadband connections. A lot of time and effort is required to maintain traditional media.

Versatile Workplaces

Digital technology has altered the nature of labour. Many people are now able to work from home as remote working becomes more widespread thanks to improved internet. From hundreds to thousands of miles away, many tasks can now be completed successfully (Dwivedi et al., 2022). Many additional types of flexible working arrangements are now conceivable, such as those that do not require all employees to be at the same location at the same time.

Opportunities for Education

Anyone with a computer and a connection to the internet gets quick access to the vast majority of the world's information. Virtual classes and courses are possible nowadays, thanks to technological advancements in communication. Nearly everyone on the planet, can communicate with each other and learn from each other, whether it's registering international events or learning a new language. Availability of digital technology can be more frequent and easier for people with impairments.

Automation

Machines are becoming increasingly intelligent thanks to digital technologies. As a result, workers may now devote their time to more exciting hobbies rather than drudgery-inducing tasks. More intelligent devices can also mean better levels of safety or an improved user experience. As technology progresses and becomes more common, the cost of goods and services falls. Clients no longer need to go through an intermediary to arrange a holiday; instead, they can do it by themselves.

Storage of data

Digital technology makes it possible to store enormous amounts of data in a little amount of space. These small devices may hold enormous amounts of data, such as photographs, music and videos as well as contact information (Gupta, 2022). If

company have an internet connection, company can save their data online, making it accessible from any computer with an internet connection.

Editing

Digital technology has the benefit over traditional media in that data can be edited or manipulated more easily. Text editing has undergone a sea change as a result of the invention of word processing software. Previously expensive studios and equipment were required for video editing, which can now days be done at home on a laptop. All kinds of photographic effects, as well as the capacity to creatively edit photographs, are now at company fingertips.

Disadvantages of Using Digital Technology

Digital technology has transformed practically every aspect of human life in the last several decades. In addition to work, trade, music, movies, entertainment, images, travel, transportation, and long-distance communication, these are only a few of the areas that have changed.

It has drawbacks, such as:

Confidentiality of Personal Information

Massive amounts of data may be collected and stored using digital technologies. It is possible that sensitive data belonging to individuals or organizations falls into this category. The security of this data may be a problem. Even a single error can lead to the exposure of massive volumes of confidential information to thieves, terrorists, commercial rivals, foreign opponents, and other bad actors.

Terrorism and crime

Because of its global reach, immense size, and the relative anonymity it affords its users, the internet is a fertile ground for malicious influences. Terrorists, drug dealers, paedophiles, and totalitarian regimes are just a few examples of those who are utilizing social media and the dark web to advertise themselves and inspire others, as well as to share images, videos, and other data (Holland et al., 2022).

Complexity

Machines and gadgets that we engage with on a daily basis are beyond our comprehension now. It's no longer merely mechanical when it comes to fixing a modern car. Using a phone can necessitate dealing with a slew of complex options. A laptop's little hiccups can cost both time and money.

Concerns Regarding Personal Data Protection

Personal privacy has become increasingly difficult to maintain in the digital age, and this is without mentioning the risk of company information can be stolen or sold in the process. For example, anyone with a smartphone can record video and photo content and share it with the world. Employers can look up potential employees' names and see whether they've posted any unattractive photos or expressed unpopular thoughts on social media or blogs.

Isolation from others

People are increasingly preferring to communicate and socialize online rather than in person. This might lead to feelings of loneliness and disconnection. A lack of face-to-face interaction has profound consequences for human beings, and we're only just beginning to grasp how this impacts them. According to study, a lack of facial expression interaction is a contributing factor to many people's sadness and other mental health issues.

Overwhelmed at work

They receive a lot of messages each week, all of which they must read, react to, or otherwise act upon. As a result of this constant barrage of information, many modern professionals spend their days battling to stay up. Text messages from co-workers at night or on the weekends might keep people from entirely escaping their jobs. When

it comes to some occupations, such as those that require a great deal of digital data to do, organizing that data can be a real challenge (Kolotouchkina et al., 2022).

Conclusion

The use of digital technology is at risk for mental health issues that could affect their ability to perform either at work, school and other institutions. While social media can be a distraction, it is also making people more isolated, which makes them more susceptible to worry, stress, depression and anxieties.

Digital links addiction at home might cause children to feel lonely, it can also affect their skills of communication and dejected in school, which can have a severe influence on their academic achievements hence leading to them dropping out of school without any qualifications consequently, creating high tides of unemployment in the society. As a result, children's negative thoughts or attitudes towards education can be exacerbated by technology.

In this sense, parents and teachers should promote healthy and balanced use of technology among school-age children rather than imposing a total prohibition on the use of technology.

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