

## **Information Technology in the Business World: Its Advantages and**

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### **Disadvantages**

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Communication technology is one of the most important ~~facilities~~ aspects of information technology ~~(IT)~~ for the people around the world. It has changed ~~the~~ human life by ~~made~~ making it easier for us to communicate ~~between~~ with each other, which makes the world seem also it make the world look like a small village. People now communicate ~~between~~ with each other's ~~by~~ in different ways in comparison to the past. As a ~~result~~ result, businesses have also changed d and developed d ~~by~~ using communication technology. ~~The e~~ Companies using this technology experience ~~have many both~~ benefits and ~~many barriers~~ disadvantages ~~by using communication technology~~; The discussion will be limited to this area.

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~~This essay will argue that information technology has advantages and disadvantages when used in business.~~ One of the advantages is that ~~the Internet~~ Internet can help companies to communicate ~~ing~~ effectively with clients. ~~Also~~ In addition, companies can use ~~it~~ communication technology to build ~~a~~ good relationships s with their customers. Now, most companies ~~provide~~ use a website to market their ~~goods~~ products and services and ~~give~~ provide more detailed information about ~~company's~~ their business. Moreover, m Most companies ~~now~~ use a virtual communication to ~~deal~~ provide or exchange information. ~~In the other hand~~ Conversely, communication technologies have many disadvantages ~~that breakdown the business~~. The F first common disadvantage ~~among experienced~~ in companies ~~that is that~~ employees sometimes using company computers for dubious purposes. ~~Also~~ In addition, using ~~the internet~~ Internet in the workplace for an ~~extended period~~ long time could

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~~be~~ affect ~~body and brain~~ the health of employees. In addition, ~~e~~Further, employees mobile phones are not secure because of ~~the~~ digital criminals.

The Internet helps companies to communicate effectively with their customers. It will help the companies to save their time and money by completing while they finish their work online, such as online business deals and advertising their products. Researches show that companies who use the internet develop faster than others do. In addition, many clients use the internet to read about companies' products or services. According to Vallee (2002, p. 109): 'the whole world has access to your products, in proportion to the access people have individually to the internet'. The internet is very useful for companies and helps to them to communicate with their clients.

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The Internet can help companies to build a good relationships with their customers. It This can be achieved can be by sending emails to advertise the new products so the customer will find believes that the company is interested in him/ or her and this will strengthen the interaction between them. Most of the customers preferred to deal with that companies that give him/her attention. Kleindl (2002, p. 15) explains that 'Businesses must learn to gain customers trust'. Thus, it can be concluded that companies can make develop a good trusting relationships with customers by using the internet.

Due to the evolution of Information Technology, most companies design a website to displaying company information, and products and services. They have encouraged customers to visit their website to find information about the new products or services and to provide know the general idea about how the company works. Also, Most of these

websites ~~provides section that the~~allow customers ~~can to~~ buy ~~the~~ company products so the customer will save the time by ordering the products ~~from his place~~directly from the company. According to Vallee (1999, p. 74): 'the websites of most large businesses merely offer general information and job ads, with little else'. ~~On the whole~~Overall, ~~design a~~having a company website ~~for the company~~ can be very useful ~~to the work~~.

**Comment [EE1]:** There was no closing punctuation mark at the end of the quotation. I have inserted one where I think it belongs, but please check this. It is important that your punctuation marks appear in the correct location to indicate what is a direct quotation.

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~~Now days in~~Most of the big large international companies ~~found find~~that virtual communications ~~are to be~~ very useful. They can use it to hold a virtual conference between companies in different countries at any time ~~and any day~~. Most companies find virtual communication ~~it~~ helpful because it saves ~~their~~ money and time. For example, ~~the~~ companies who want to discuss a business deal ~~should would normally have to~~ asset a time and place to meet, but with a virtual communication, ~~there is no need to all of these~~ this is not necessary. Hurwitz (2009) considers that 'T~~he~~ reality is you can get away with a lot more in person than you can in a virtual meeting. In an in-person meeting there is enough going on and enough possibilities of interaction that it works'. Therefore, virtual conferencing ~~is~~ becomes more is useful for companies and businesses.

**Comment [EE2]:** This might not be the best quotation to demonstrate your point here. This quotation is not actually talking about the point you have just made, in regards to virtual communication saving time and money.

Despite the many advantages of information technology for businesses, there are also several significant disadvantages. The uncontrolled uUsage of computers in ~~work place~~workplaces has many disadvantages that impede the progress of work. Many employees use companies' computers for dubious purposes. ~~Also~~In addition, they may surf the ~~internet~~Internet during office hours. Therefore, ~~the~~ employees may not perform the work required of them in the limited time available. Caplan (2006, p. 64) explains that 'cyber loafing and personal web use may inhibit productivity'. ~~To summarise, t~~The use of a computer in the work-place sometimes leads to a downturn in employee performance and productivity.

Using ~~the internet~~Internet in ~~the~~ workplace for a long ~~time-periods~~ could affect ~~the workers'~~ health. It is a common problem among companies that employees use the ~~internet~~Internet for a long time. Many of them suffer from different health ~~problem~~ and neurological problems ~~that~~ caused by ~~the internet~~Internet, such as: ~~problems with~~ posture and tension, difficulty in breathing, ~~problems~~ in blood circulation and ~~decreased~~ eye health. In addition, if ~~the-an~~ employees ~~develops one of exposure these-this~~ problems he/ or she will ~~reduce-be less~~ ~~productive the level of work~~ (Mcdowell 2001). According to Mcdowell (2001): 'Those of us who sit at computer screens for long periods every day are already in danger of unsettling our health if this sort of activity is not balanced by a whole lot of contrasting activity. An addict is one who will concentrate their mind and body around one sort of activity to the exclusion of almost all others.' ~~In-Overall~~, employees who ~~sitting~~ in front of the computer screen for a long ~~time-periods could suffer adverse effects to their~~ could affect their health.

-Unsecure mobile phones ~~hasve~~ become a common problem for employees ~~by-due to~~ digital criminals. They target ~~the-employees'~~ mobile phones by using new~~ly and-developed~~ programs. These programs can ~~break-bypass the~~ mobile phone security to steal ~~the~~ important information and tampering with the contents of the phone. Moreover, ~~they-these digital~~ ~~criminals~~ can send the data to their computers or to other mobile phones. According to Dibben (2009, p. 27): 'If they responded, the criminals could then access phone users personal data and send it ~~elsewhere~~'. Thus, ~~it-can-be-concluded that~~ hackers attack ~~the~~ workers' mobile phones ~~by-using~~ new software to take ~~the~~ important information.

~~-In conclusion, the~~This essay has argued that information technology has brought ~~both~~ advantages and disadvantages to ~~communication in~~ businesses. Companies can communicate

**Comment [EE3]:** The quotation that you have used implies that the criminals contact the employees in some way and they have to respond before the criminals can access the information. This is not the same as the info you have provided in this paragraph, which implies that criminals can access data directly from phones without the owner of the phone doing anything. The first part of the quotation 'if they responded' is not explained in your paragraph. You need to either explain it or choose a different quotation.

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effectively with their customers ~~by using the internet~~Internet. ~~In addition,~~ Companies now try to ~~have build a~~ good relationships with their customers by using ~~the internet~~Internet. ~~What is more~~Moreover, companies now design a website to attract ~~ions~~ people's attention and sell ~~their and provide a~~ products ~~or services in it.~~ As well as that, ~~v~~Virtual communication is one of the ~~most~~ important things in the business ~~area~~arena today. ~~On the other hand~~Conversely, using information technology in business ~~also~~ has disadvantages that ~~imbed~~impede the work and progress. For instance, employees use ~~the~~ company computers for personal interests ~~in the official~~during working hours. Moreover, using ~~the internet~~Internet for a long ~~time periods~~ in the work could ~~affect~~cause health problems. ~~Thus~~Further, mobile phones could be attacked by professional ~~criminals~~.

**Comment [EE4]:** You might wish to consider inserting a concluding sentence. For example, you might wish to include that there more advantages than disadvantages, or the other way around, depending on what you think.

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## List of References

Caplan, S E 2006, 'Problematic ~~internet~~Internet use in the ~~W~~workplace', in M Anadarajan, T S H Teo & C A Simmers (eds), *The ~~internet~~Internet and ~~W~~workplace ~~T~~Transformation*, Armonk, New York, viewed 26 August 2009, <http://site.ebrary.com/lib/unisouthernqld/Doc?id=10178079&ppg=1>

Dibben, K 2009, 'Hi-tech ~~C~~erime: ~~P~~phones hit by ~~V~~irus', *The Sunday ~~M~~ail*, 28 June, p. 27.

Kleindl, B A 2002, *Strategic ~~e~~Electronic ~~m~~Marketing: ~~M~~managing ~~E~~e-business*, 2nd edn, Thomson South-Western, Cleveland, USA.

Vallee, D 1999, *Leading your ~~b~~Business into the future with the ~~internet~~Internet*, St. Lucie Press, Boca Raton.

Hurwitz, J 2009, <http://jshurwitz.wordpress.com/2009/06/11/whats-the-future-of-the-virtual-conference/>

Mcdowell, R 2001, <http://www.shvoong.com/medicine-and-health/1623667-bad-effects-health-work-long/>

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**Comment [EE5]:** I have corrected your references to adhere to the guidelines you specified.

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**Comment [EE6]:** This reference needs more info. What is the title of the article? When was it viewed?

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