

# **The Impact of ICT on an adult in employment, including the effect on her working style**

During my time at Wincanton Logistics I conducted a interview with Linda Bridgwood, my supervisor whilst working there and head of her department at Aldermeads, her department deals in a wide range of different needs from wages to milk intake figures which makes it important to have a wide range of technologies at hand to be able to carry out her tasks successfully. In this report I aim to find out the technology she has and how it has affected her working styles.

## **E-mail**

In this growing world e-mail has become a major tool in communications recently, everyone working at Wincanton Logistics has been given an E-mail account to enable Wincanton to allow employees to send information quickly and to receive information This is very useful as it cuts the cost of postage and is a lot quicker post would take a couple of days with e-mail it will take a matter of minutes the disadvantages of e-mail is that they can be checked and there maybe misuse at work.

Linda uses her e-mail account at home to receive work she may have sent home and to respond to personal e-mails they may have received This can be useful as you can work at home as well as using this for a personal use emailing friends and family Linda can use the e-mail for personal reasons one of her friends who lives abroad can be able to contact her via e-mail which makes this a handy tool in keeping employees happy.

Obviously some people may abuse the email by using the account for personal reasons at work which will obviously slow down productivity and consequently cost the company money think that the use of E-mail is a very handy tool in the modern world and is very useful as it cuts the cost of postage and is a lot quicker post would take a couple of days with e-mail it will take a matter of minutes but if misused can not help the company in the future.

## **Internet**

Internet is very useful tool, but as a tool in Wincanton Logistics it may not be as important as some of the other tools that Wincanton logistics use once again though just like e-mails each employee is given a user name and password to access the internet . The internet is monitored though and so employees cannot use the internet within working hours unless they are using

it for research etc. Linda though tells us that the internet maybe used in lunchtimes for personal reasons.

The internet use for work purposes is minimal but the company has built a website to attract new employment and as a way of informing people about the company but Linda will sometimes use the Internet for research purposes. The company has a "wiz" Directory that it uses this is where the company has built a directory on to the computer which has the contact number e-mail address and address and where they are situated of every employee this is a very useful tool as it allows employees to find out very easily where anyone person is at any time making post and e-mailing very simple. Obviously the Internet can be misused but as the correct restrictions are in place(through the monitoring) I think there are the right precautions in place.

Obviously the personal and social aspects of the internet that Linda uses at home has no bearing on the company at all although Linda may use her internet at home to research or it may be used for personal reasons.

In my opinion I think that the Internet is not the most useful asset but it definitely is useful as a research tool the problem with the internet at work is the fact that that it may be misused and used as a luxury to find out things that should be found out at home e.g. looking at holidays.

### **Mobile Phones**

Mobile Phones are an obvious advantage for the company to have as it allows communication to be there at any time and can allow the company to make quick decisions with a minimum of ease

The company will give out mobile phones for work purposes if they believe it is necessary to do so for example if they believe that the person needs it if they are out of the office a lot. All drivers are supplied with mobile phones and also radio system to be able to contact them at all times. This is a very helpful asset for the company as it means they can be in contact with employees at all times which is important when decisions are necessary in the company's continued growth.

Mobile phones can be used at home to get in contact with someone if there is a query or a problem that needs to be solved mobile phones are for work use only and for personal use employees are expected to use their own phones Obviously the company does not want their employees to use their phones for personal reasons but it can be useful to gather information from other employees and is a useful tool

Obviously the company does not worry about mobile phones for personal and social reasons but can still be useful to get in contact with them but Wincanton Logistics believe that as long as the employees use their own

personal phones. For contacting people out of the office and the drivers this is an extremely useful tool to keep in contact with these people. And is a helpful tool in the success of the company and gives them another form of communication.

### **Fax**

Fax is a very important part of the company the milk take figures and other information is transferred using fax As it plays an important part of the company and probably is the most used way of communication behind post Wincanton relies on fax to get messages across fast and can be useful to get in contact with people I think it is especially important at Aldermeads as if we posted everything to calf house it would be stupid faxing is a much better solution.

This is also a key factor at home as it can send and receive a lot of information with a minimum of ease. This means that information can be transferred easily from work to home or vice versa this is a very helpful tool in the success of the company and gives them another form of communication

Obviously Linda does not use fax at home for personal/social reasons.