

How Technology Influences Communication

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Abstract— This paper will discuss the methods of communication and how it is influential. Moreover, when it is appropriate to use communication and when it is not.

1 INTRODUCTION

Communication is one of the most significant aspects of the life of all living organisms, especially human beings.

There is always a constant need for people to generate, organize and pass information from one party to the next. Be it business communication or regular social interactions, transfer of information among different sources ensures harmony and understanding of the expectations, as well the appropriate course of action. Today, all communicating entities employ technology for their communicating needs. Technology comes in handy in facilitating smooth communication among individuals or businesses; as it provides alternatives that lead to effective communication. Through smartphones and computers, people can pass messages and receive feedbacks through calls, messages and emails respectively. Such advanced technologies have had significant influences on communication in its entirety. Having picked the focus of the paper, the brief write up will explore the influences of technology on communication, by examining the methods of communication via technology. The methods include blogs, email, cell phone, online chats and video calls. The influence of technology on communication will also be examined. Included in the list of influences are speed and cost, quality, nature of communication and accessibility to others. Further, the write up will point out the appropriate instances when technology should be employed to communicate including when evading barriers, and retaining old contacts among others. Avoiding technology to build interpersonal skills and remain relevant to people who cannot perceive technology-aided communication will round the paper up.

2 METHODS OF COMMUNICATING VIA TECHNOLOGY

Over the past period, technology has altered the methods that human beings use to communicate. Initially, the telegraph paved the way for the telephone. Currently, the internet cell phones and emails are at the summit of the most preferred methods of communication. Following the widespread use of technology in communication, the society and businesses have embraced the methods of passing information, which has emerged in line with technology.

2.1 Cellphone

The introduction of portable cellular phones in the realm of communication have enabled people to remain connected with each other from any location. Besides receiving voice calls and placing of the same, cell phones allow users a chance to send and receive text messages from the communicating parties. Further, people can access their emails through

smartphones that have provisions for internet applications. The same smartphones support access to social networking sites where people exchange instant messages. Technological advancement has resulted in the improvement of cellphones that support video calls. Possibly, cell phones are the most widespread way of communication owing to the ease of accessibility and availability of phones to many people. Almost everyone in the world owns a phone, which is basically used for communication.

2.2 Blogs

Blogs have gained popularity as effective methods of communication, especially in the business context. Business organizations utilize blogs for their advertising purposes, and great success has been realized in this area. On the same note, individuals have also embraced blogging to share their ideas with other people. For instance, people use blogs to offer instructional information, share family adventures communicate anything that they need to pass to others. Though communication through blogs is not popular with many regular people, blogging claims a fair share of the communication cake. All tables and figures will be processed as images. You need to embed the images in the paper itself. Please don't send the images as separate files.

2.3 Email

Handwritten correspondence in personal and business interactions are gradually paving the way for email messages. In the business sphere, email messages are utilized to communicate ideas with clients and employees. Email messages are also used by learning institutions to communicate to parents and students on issues of interest to the parties. Email messages have captured the interests of many users, especially due to the ability to get prompt and immediate feedback among communicating parties. Notably, using other written correspondence take time for the message to reach the intended recipient and the response from the latter takes the time to reach the other party. Email messages are also cost friendly to the users; as most providers offer free accounts.

2.4 Social Networking

The recent past has witnessed the emergence of social networking sites that are internet-based. The social networking sites as facebook and twitter allow individuals to communicate with total strangers, family, colleagues and friends in a forum that is online. Orth (n.d) observed that Networking sites overcome geographical barriers that would otherwise bar

people from communicating; thus allowing people to exchange photos and messages with lots of ease. For instances, parents can send photos of their children to whoever they want, and the parties on the other side can view the photos instantly. Notably, the recipients skip the anxious period of waiting for the photos to be mailed to them. Further, social networking sites grant people a chance to reconnect with their lost friends and relatives, and lots of businesses currently exploit social networks to drum up their business. This method of communication via technology is extremely popular, especially among young people with access to the internet.

2.5 Online Chat

Today, people can use online chats to communicate with their peers in real time without using a cell phone. Online chats are normally granted by email providers as a bonus capability similar to networking sites. The same chats allow people to contribute to a topic of interest to strangers; thus providing a learning opportunity and exchange of ideas. People can also exchange other personal details with people they meet and chat with in the online chats.

2.6 Video Calls

According to Orth (n.d), it is now possible to make video calls using the internet through providers as yahoo messenger and skype. Video calls have revolutionized communication; as individuals can see each other in actual time while communicating in a computer screen. When people place video calls, they enjoy seeing the facial expression of the person they are talking to, and this overcomes the geographical barriers of distance between the communicating parties. For instance, parents can talk to and see their kids while they are away on business trips.

2 INFLUENCES OF TECHNOLOGY ON COMMUNICATION

Communication and technological development have gone hand-in-hand in the entire history, and the emergence of mobile and internet services have propelled communication to exceptionally high levels (Harankhedkar, 2011). Drawing from the ancient immobile stones that bore written communication, the art advanced to invention and use of paper, which led to the discovery of printing press. The printing press allowed individuals to transfer and duplicate documents uniformly from location to the next. Following the application and development of electronic technology, signals, and electronic wave have found extensive use in creating and transferring documents in the entire globe (Burg, 2013). In this respect, technology influences communication in the following manners.

3.1 Speed and Cost

The introduction of internet and the option of chatting and sending emails are probably the most noteworthy influence of technology on communication. In the days that preceded the advancement of technology, it was extremely difficult to reproduce or produce a document; as it required retyping to obtain a fair copy (Burg, 2013). On the same note, posting a letter to an individual required traveling to the post

office, as well as purchasing the postage stamps. The alternative that emerged to edge out sending of letters were telegrams, which were marred by text limitations and cost (Harankhedkar, 2011). However, the internet and computers have simplified the process of designing, editing and producing documents with minimum shortcomings. The created documents can then be sent to their respective destinations almost instantaneously, irrespective of the distance between the sender and the recipient. In a nutshell, technology has greatly improved the speed of communication, as well as contributing to the drastic reduction of the communicating cost.

3.2 Quality

Communication quality has significantly improved due to availability and accessibility of helpful knowledge in various websites. Storm (n.d) pointed out most of the knowledge can effortlessly be accessed by a simple search on the internet using computers. Additionally, it is currently possible and easy to get the meaning of unfamiliar terminologies or obtain a translation of a manuscript from unknown to known language using computer applications and the internet. Further, technology has enhanced storage and recovery of communication when the need arises, chiefly verbal communication whose storage posed real challenges in pre-technology times (Harankhedkar, 2011). It has now become quite easy to clear doubts or misconceptions by contacting all parties who are involved in a communication misunderstanding, and this improves the quality of communication.

3.3 Accessibility

It is probably inadequate to mention the influence of technology on communication, without focusing on the democratization of systems of communication. Technology has considerably diminished communication cost and this has translated to increased accessibility. Media related initiatives as news that have been captured live and online forums have introduced global participation, and access to information and news for lots of people (Harankhedkar, 2011). Furthermore, access to privilege information in the business realm have been evidenced by giving business firms a competitive advantage; thus holistic organizational success. Therefore, technology has played a central role in promoting widespread access to knowledge and information.

3.4 Nature of Communication

Technology has contributed to the alteration of topics into different communications; as people seek to pass on breaking news within the shortest time possible. Advancement in technology has simplified communication allowing voluminous messages to be sent at minimum cost. In this respect, people can change the nature of communication to adopt the form that will be easy to comprehend.

3.5 Change in Style

The invention of cell phones simplified communication and allowed more and more people to communicate from any location. Storm (n.d) argued that communication cost was drastically diminished by the new gadgets, and this has contributed to the alteration of communication nature. Notably,

exceptional quality communication obtained from cell phones from any location on the globe, which is accompanied by minimum cost have promoted written and verbal communication at the expense of face-to-face communication (Burg, 2013). Furthermore, communication has embraced short and concise texts as words are shortened due to typing difficulties in cases of mobile phones. The typing hardships have resulted to widespread use shortcuts and symbols that defile the rules of grammar.

3 WHEN TO USE TECHNOLOGY TO COMMUNICATE

The use of technology in communication should be encouraged as long as the positive outcomes are desirable. Many times, the utilization of technology in for communication purposes is beneficial, especially in saving cost and time for bulk messages. In situations where communicating is made difficult by barriers, technology come in handy to minimize or eliminate the challenges by making communication. In this cases when faced with barriers, one should seek solace in technology.

Secondly, one should run for technology when in of retaining old contacts and keep in touch with them. Without technology, it would be difficult to keep in touch with old friends or relatives, but technology offers range ways that can be utilized communicate with people interest, and this strengthens relationships.

Technology should also be utilized when there is a need to store information or record verbal communication for future reference. Unlike written communication, verbal communication can easily be lost. Therefore, conversations should be recorded when there is a need to retrieve the spoken words in future (Burg, 2013). Technology is credited with the development and invention of recording gadgets, which can store lots of information. Such gadgets are also fitted in planes, trains, and ships to record data on everything that happens in the named means of transport.

Finally, sending of urgent messages that require urgent response leaves technology the vital role of ensuring that happens successfully. In such a circumstance, one should not hesitate using the provisions of technology to communicate.

4 WHEN TO AVOID TECHNOLOGY IN COMMUNICATION

With all its benefits, the use of technology has taken almost the entire aspects of human communication. At some point, people should strive to avoid using technology in their communication; as it has replaced vital features of communication that should be ignored.

Essentially, it is not advisable for people who want to boost their interpersonal skills to use technology for their entire communication needs. Face-to-face communication is dearly important in helping individuals develop vital communication and interpersonal skills, which are come to play in resolving conflicts (Mekawi, 2013). For this reason, people should minimize communicating with each other using chats and text and seek face-to-to-face communication whenever possible.

Further, technological communication might not be best for non-verbal communication situations. The ability of individu-

als to grasp non-verbal signs of communication have been diminished by technology and minimum face-to-face interactions.

Finally, one should refrain from using technology while communicating to people who do not understand how the technology works. For instance, there are people who cannot operate a phone or a computer, leave alone using the internet for communication. For effective communication to be achieved, the recipient of the sent message should understand the contents of the text and give a viable response in return (Mekawi, 2013). Any sense that using technology might break the process of communication should call for the immediate dropping of the latter and focus on anything else that can work. Further, there are cases of disabled individuals who cannot perceive advanced communication gadgets, but simple visual signs.

APPENDIX

High quality and meaningful communication have developed almost simultaneously in the wake of technological popularity. Besides understanding the meaning of different terminologies and how to use the same in communication, it is possible to search for sample reports, which give individuals a gist of what to write or say. For instance, it is now possible to view or listen to speeches made by the great orator. The speeches are rich in ideas that can be employed in day to day communication. as the world continue to encounter generations and generations of great writers and brilliant people who share their ideas in blogs and websites, the quality of communication will continue to improve and become effective.

CONCLUSION

Technology has influenced communication through improved quality, diminished communicating cost, altered nature and style of communication. There are various ways of communication the utilize technology and they include email, blogs, video calls, cellular phones and online chats. It has also become apparent that one should seek to use technology when faced with the challenge of barriers in their communication. Technology also helps in facilitating recording and storage of verbal communication and retaining old contacts, as well. Notably, technology has a negative impact on the development of interpersonal skills and should be avoided in cases where such skills require being nurtured. On the same note, the same rule should apply when communicating with people who do not understand how certain communication gadgets operate.

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