

Middle Graded Offices of an Organization and Internet Use

Dr Irfan Zafar

Effects on Social Behavior, Professional Skills and Official Assignments

Abstract—This research project is a longitudinal field study designed to examine the antecedents and consequences of Office Internet use in middle graded employees of a government organization related to the research and development field of work. Does using the Internet affect Professional's development? Do employees become efficient in their work? Does professional skills and performance suffer or improve? Does it help them to complete their official assignments? In this research study, a wealth of opinions and anecdotal evidence has attempted to answer these basic questions. At one extreme are the Internet enthusiasts who view Internet use as the panacea for all that plagues society, including inadequacies in the organizational system. At the other extreme are the Internet alarmists who view Internet use as undermining the very fabric of society, including the healthy development of its workmanship. Most people fall somewhere between these extremes. Most are waiting for research to answer these questions. This research is primarily aimed at finding the solution to the issues agitating their minds pragmatically and in the light of detailed research undertaken.

Index Terms— Middle Graded officers, Internet Use, Social behavior, Professional skills, Official assignments.

1 INTRODUCTION

Does the use of Internet affect the Professional development, efficiency; skills, output and performance of the employees in an organization are some of the pertinent questions which this research study will attempt to determine.

A group of 50 officers of an organization were selected to participate in the study of the social, professional and working effects of internet use during office hours. The said people have been provided with the facility of internet at their offices during the office timings.

The major effects under study are (a) how frequently people use the internet during their working hours, (b) social behavior of the people using the internet; with their colleagues and staff, (c) improvement of the professional skills and knowledge and (d) the effect of the internet use on their work and tasks assigned by the organization/superiors.

2 MATERIALS AND METHODS

The selected participants in the project were all the medium-income middle graded officers (grade 17-19) containing male (80%) and female (20%), married (34%) and unmarried (66%). More than 90% of the selected people having age between 25-35 years and 10% having 35-45 years

How frequently do People use the Internet during working hours?

Numerous surveys have attempted to measure how frequently people use the Internet at offices. Estimates vary from as high as several hours a day to as low as 1 hour daily, depending on how Internet use is measured (e.g., self-report, automatically recorded). It depends also on the following factors e.g., age of person, type of assignments and tasks. Despite high variability in the empirical estimates, general perception is that children spend a great deal of time online. Mostly people use the internet as a research tool while nearly every person uses E-mail daily.

This research observed multiple measures of Internet use to permit a more fine-grained analysis of how people are spending their time online. Analysis was carried out of the internet usage of the selected persons in the following dimensions; Email, Chatting, Research, Office assignments solutions, Entertainments, E-shopping.

3 DOES INTERNET USE AFFECT PEOPLE'S SOCIAL BEHAVIOR?

Few studies and inconsistent findings render uncertain whether using the Internet has any influence on people's behavior with their colleagues and staff. On the one hand, time spent online isolates the people from each other. On the other hand, the Internet facilitates communication with geographically distant workmates and friends, and makes it easier to communicate frequently with those nearby. Two independent reviews of this research have concluded that there are few documented social effects, either positive or negative. We examined two types of social outcomes that may be influenced by Official's Internet use: the behavior and links of the officers with their colleagues and workmates and secondly their management and behavior with staff persons.

Internet's social impact may depend on using of tools to build new relationships and/or strengthen existing ones. Social impact may also depend on personal and situational factors which have yet to be identified. Alternatively, it may be that Internet use has no social impact. Like media that have preceded it (e.g., books), the Internet may be seamlessly integrated into people's ongoing lives.

4 DOES INTERNET USE AFFECT PEOPLE'S OFFICIAL ASSIGNMENTS?

As was the case for social outcomes, few studies have examined the relationship between person's Internet use and its effect on the official assignments of the related person.

The efficiency of the workers (officer or staff) of an organization depends in the field of work of the related person, types of its assignments assigned to him, nature and competency of the person to extract the solution from the resources.

5 DOES INTERNET USE AFFECT PEOPLE'S PROFESSIONAL SKILLS?

A considerable research has examined the effects of computer and internet use on professional skills. However, reviews of this literature typically conclude that the results are inconclusive. Although benefits of computer and internet use have been observed, they typically depend on a variety of factors (e.g., subject matter). The only cognitive outcome for which benefits have been consistently observed is technical knowledge and skills. Internet research papers and other information web sites contribute to improve the scientific and engineering practical skills and methodologies.

6 RESULTS

The findings indicated that 50% of the selected persons spent 0-20% of their internet time using E-mail and about 50% spent more than 30% of their net time for the Email use daily. A few use up to 80% of the net for the E-mail. 55% of the peoples do not use the chatting during office hours. About half the number of users use more than 50% net for research work, 18% users take help from net for the solution of their official assignments and about 48% do not take any help regarding their office work from the net.

It was found that there was no social change in the behavior of the 80% of the people under study. 18% showed the positive effect in their behavior and of the staff working under them. 2% were found showing negative effects due to the use of internet.

It was found in the study that 34% people have no effect on their official assignments, 56% people take the help of internet to solve their official assignments and achieve 20-40% positive effects on average. 12% showed some negative effects perhaps due to the wastage of time by the use of other internet activities. All these outcomes were also dependent on the type of the assignments given by the organization to their employees because some topics/areas have practically no help available on the internet, thus rendering it useless for the users.

In the project it is also observed that 64% of the people show the improvement of their technical and professional skills. Most of them improved their skills up to 60%. Most of the people selected were young and unmarried; this fact also affects the improvement of the manpower skills.

These results show an enormous advantage of the internet facility to the workforce power of an organization. The results very clearly show that the use of Internet will definitely increase the overall organizational efficiency; ultimately enhance the technical growth of the departments and boost up the speed of projects within the organization.

7 CONCLUSIONS

Overall, findings from the project indicate that office Internet use has no adverse effects on people's social or official outcomes and has positive effects on their professional and technical outcomes. More research is needed to examine the generalization of these findings to identify mediating mechanisms by which Internet use influences professional skills outcomes, and to develop and evaluate interventions designed to maximize the benefits of Internet use for officials.

Although internet has some bad effects of its misuse but it can be controlled and restricted by developing a check and monitoring system and by limiting the access to all internet sites. Internet facility is very beneficial for the employees of an organization if it is provided according to their project needs and the nature of works being undertaken. It improves the knowledge and broadens the vision of the manpower of the organization resulting in its growth.