Textbook Questions

Name

Institution Affiliated

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**Question 1**

Technology has become a central part of the way that the world operates today. Technological advancements hit a fever pitch with the invention of the internet. Nowadays, there are new technologies that are being released on a near-daily basis that strive to improve an aspect of human life in one way or another. According to Papa et al. (2008), advances in information technology have facilitated communication. These technologies are revolutionizing the way that people and businesses operate and interact with each other. These technologies have given people access to a wide array of information and tools they might require to go about their day-to-day operations. Some of these technologies have been associated with freedom, which has democratized social life. Social media is a revolutionary technology as it has offered people a platform or platforms where they can exercise their right to free speech. People can interact freely and offer their opinions regarding various matters and issues affecting their daily lives.

On the other hand, technology is not all positive. There is a negative side to technology that most people do not want to acknowledge. There have been concerns that governments and other authorities rely on technology to abuse human rights without citizens knowing what is happening. As mentioned earlier, technology has become central to the day-to-day operations of human beings. Technology has permeated every aspect of human life. What this means is that technology has a wide reach, with most people having some form of technology. Governments can use these technologies to listen in on calls, spy on users, and track their whereabouts, among other human rights infringements that further hegemony. There have also been cases and concerns of communications being intercepted and the contents being changed while en route to the recipient. The amount of information that can be processed is enough for the government and other authorities to monitor the activities and interactions of every individual.

**Question 2**

Communication is an important part of human interactions. According to Papa et al. (2008), researchers have conducted a lot of research into communication to identify the skills and qualities that make one a great communicator. There are various ways or forms of communication that people can implement to pass information and messages from one person to another. The term communication refers to the passing of information from one person to another. As mentioned above, there are various forms of communication that people can implement as a way of transmitting information, more so within an organization. Written communication refers to any information people exchange in written form. This type of communication is more formal than other forms of communication, making it one of the options for organizational communication. This type of communication is explicit and more precise, making it the ideal choice for organizational communication. However, it is not as efficient as oral communication. Written communication influences what an organization is as it helps develop and enhance the image of the organization. The organization's image is important as that is what clients and customers see when they are conducting transactions or conducting business with the organization. Written communication gives an air of formality and expertise.

Writing facilitates or rather enhances effectiveness in both my work and educational life. As I am writing, I am able to gain a deeper understanding of the concepts that I am interacting with, helping me retain more information for longer and, in turn, utilize that information effectively to carry out my activities and responsibilities. Also, it helps me effectively communicate the desires or thoughts that I have to a colleague, manager, or instructor, as I can find the right combination of words, think them through, and use them to communicate what I want to say. While written communication might not necessarily be the most practical, it is certainly the most effective as it offers ready references and records.

Reference

Papa, M. J., Daniels, T. D., & Spiker, B. K. (2008). *Organizational communication: Perspectives and trends*. Los Angeles, CA: Sage Publications. ISBN-13: 9781412916844