FEEDBACK TUTORIAL LETTER

2\textsuperscript{nd} SEMESTER 2019

ASSIGNMENT 2

ORGANISATIONAL COMMUNICATION

(OCO521S)
QUESTION 1

Examine the use of Communication Technologies in modern organisations. Give relevant examples to support your answer. 50 marks

Answer

Following are the points:

- Sound definitions of ICTs which showcase their use in organisations to facilitate communication and production processes.
- That ICT facilitates global oral, written and electronic communication

In the body, you could have explained the following points in detail giving relevant supporting examples from various organisations.

Oral communication

**Telephones**

Most widely used means of oral communication

Additional oral communication tools: call waiting, three-way calling, call forwarding, speed calling, return call, voice mail and call ID.

**Cellular phones**

Can call from outside the working environment.

**Teleconferencing**

Links conference participants via telephone speaker systems.

**Videoconferencing**

Seeing each other from far away places.

Written communication

**Fax machines**

Have speed and convenience

You can send docs. with charts, graphs, photographs and illustrations.

**Computers**

Unmatched

Two categories: mainframes & microcomputers
Electronic communication

Pagers
Personal Digital Assistant (PDA)

ICT: can break down
Can be damaged
Can be stolen
Information filtering etc.

Candidates should situate their discussion within the realm of globalization.

Conclusion

In conclusion, you were expected to highlight the importance of ICTs in organisations in general and in Namibia in particular.

Other helpful information
EDITORIAL

Organizational Information and Communication Technologies for Development

Francis Kofi Andoh-Baidoo

Guest Editor

1. Introduction

This special issue examines organizational issues with the design, implementation, and use of information and communication technologies (ICTs) in relation to development. The concept of development entails progress or growth in parts of the world where people are faced with unique challenges of limited resources and capabilities (Kamal, Good, & Qureshi, 2009). The World Bank uses gross national income (GNI) per capita to classify nations as low income, lower middle income, upper middle income, and high income economies (World Bank, 2014). All nations except those in the high income bracket are generally referred to as developing nations. Using 2014 data places all nations with less than $44,272 GNI per capita into the developing nations category (World Bank, 2014). Some scholars find this broad distinction between developed and developing nations misleading and propose the use of business environment criteria such as laws and regulations, governmental control, workforce characteristics, management style, customer characteristics, economic conditions to distinguish three different economies within the developing nation category prescribed by the World Bank. These are developing, transition, and emerging economies. A brief description of the three economies is discussed in a later section. (For more comprehensive discussions of these economies see Roztocki & Weistroffer, 2008, 2009, 2011, 2015.) The scholars refer to the three economies as less-developed nations. In this editorial, the term less-developed economies will be used in reference to the three economies.

The less-developed economies generally lack resources and capabilities (Kamal et al., 2009). Organizations in these economies can benefit from innovative use of ICT and diffusion of mobile technologies within their customer base. However, research focusing on ICT within an organizational context in these economies is still scarce and the few studies that have studied organizations have ignored microenterprises and small- and medium-sized enterprises (SMEs) or discount how they contribute to development (Hecks, 2008, 2009; Kamal & Qureshi, 2009; Qureshi, 2011). Moreover, most of the existing studies on microenterprise organizations are atheoretic (e.g., Hecks 2010).

Based on extant literature, this editorial presents a framework for researching on information and communications technologies for development (ICT4D) in organizations in less-developed economies marked by limited resources and capabilities toward development. The framework is used to highlight the specific contributions of the articles presented in this special issue toward ICT4D. The papers offer insightful contributions in the context of development by employing theories such as actor-network theory, affordance theory, resource-based view theory, and

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Based on extant literature, this editorial presents a framework for researching on information and communications technologies for development (ICT4D) in organizations in less-developed economies marked by limited resources and capabilities toward development. The framework is used to highlight the specific contributions of the articles presented in this special issue toward ICT4D. The papers offer insightful contributions in the context of development by employing theories such as actor-network theory, affordance theory, resource-based view theory, and new institutional theory to study ICT implementation and use within organizations in developing, transition, and emerging economies. The papers present theoretical models on e-commerce, mobile commerce, enterprise systems, electronic government, and self-developed technologies in less-developed nations with particular focus on microenterprises and SMEs.
The framework presented here is useful for several reasons. First, the framework is used to highlight the theoretical contributions that the papers in the special issue made toward ICT4D in less-developed economies. Second, it provides a roadmap for researchers interested in contributing to theory development in ICT4D at the organizational level in less-developed nations in particular and regions of the world where people are characterized as having limited resources and capabilities (Kamal et al., 2009). Development outcomes from IT adoption in micro-enterprises. In System Sciences, 2009. HICSS’09. 42nd Hawaii International Conference on (pp. 1–10). IEEE. [Google Scholar]). Third, since the framework is more generic, it offers opportunities for extension in specific contexts toward expanding research on ICT4D. For instance there is a call to use existing theories to explain relationships and behaviors in transition economies (Roztocki & Weistroffer, 2015). Information and communication technology in transition economies: An assessment of research trends. Information Technology for Development, 21(3), 330–364. [Taylor & Francis Online], [Web of Science ®], [Google Scholar]). Finally, the studies in the special issue advance our understanding on existing theoretical models by incorporating contextual variables.

What I want you to tap from the above is the use of ICTs to facilitate development. So, do not be swayed by detail.

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