

Use of the Cellular phone at Work

The wide use of cellular phones across the globe is simply amazing. The use of the technology has now been embraced within the business world. The cell phone is now a part of the toolkit of every management executive, businessman and in some cases workers in general. The need to maintain communication for the purposes of transacting business, makes the cellular phone an important tool. In the context of the globalization, the use of the technology invariably forms part of the reform process, which lends to the promotion of productivity and efficiency.

Whereas the use of the cellular phone has notable advantages, there is a downside to its use. Management would be quick to complain of the abuse of that comes with the use of the cellular phone by senior or other employees whose data usage can be exceedingly high, and this is an added expenditure to the company. This is where there is an expectation that management officials and other employees whom are given cellular phone to use as part of their daily routine, exercise some discipline and responsible behaviour in their usage. They should be aware that excessive use will only mean that the company will incur financial losses, and as a cost recovery measure, it is likely that the cost will be passed on to the consumer.

With the rapid changing technology where smart phones now dominate, one can understand the temptation of users to explore all the features that they offer, as they undertake to explore the world on social media. The greatest concern for management has to be the loss of production. This is as a consequence of the abuse of the work time by those who preoccupy themselves with social media. It would seem that many employees can be victims of spending much time on receiving and sending messages, texts, e-mails and /or just surfing the web. Employers and management are certainly challenged to deal with the fallout where deadlines are missed and targets not met.

On the other side of the coin, there is the discourteous that customers and clients experienced, often as a result of an employee spending time on the cellular phone taking what presumably is a personal call. The charge can be made that there is often the indiscriminate use of the mobile device by some employees. Whereas there are grounds for genuine complaints against frontline service employees, some customers and clients are as equally guilty of the same indiscriminate behaviour. As a matter of fact, they contribute to the time loss and the promptness in the delivery of service, as they too engage in lengthy telephone conversations while they are being served. Their action delays the interaction between them and the agent. The lack of courtesy and respect shown by both the customer and the service agent, is indeed bothersome. It

would appear that they seemingly don't take those waiting customers into consideration.

Within most environments, the level of disruption caused by loud cell phone ringing and personal conversations which are conducted, are undesirable acts that are now extremely commonplace. As a solution to the problem, many may be quick to say that a ban should be imposed on the use of cellular phones in the workplace or business place. In some instances, this may only be practical if and where the use of the mobile device is not an important fact in the conducting of business by employees. As far as the customers and clients are concern, it may be a bold move to deny them the right to use their mobile devices. To demand the use of earphones will only go as far as eliminating the various annoying ringtones; and therefore only touch the tip of the iceberg.

With the graduation from landline to mobile services, it may be that the problem is likely to get worse, rather than to get any better in short order.