IMPLEMENTATION OF ICT SKILLS FOR THE STUDENTS OF THEIR EMPLOYMENT IN SKILL BASED JOBS

Volume 2

Publisher:

SDR INNOWAYS INDIA PVT. LTD.
667, Rajaward, Kulpahar/Bhopal/Delhi

Imprint:
KAVYA PUBLICATIONS
Abhinav R.H.4, Awadhpuri, Bhopal-462002, M.P.

Centre
2097/22, Balaji Market, Chah Indara
Bhagirath Place, Delhi-110006

Mob. : 7905266820, 9918801353
Website: www.kavyapublications.com
E-Mail: editor@kavyapublications.com

ISBN : 978-93-95482-16-5
Price : 300/-
Year : 2022

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ROLE OF ICT IN ORGANISATION AND IN EDUCATION

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ABSTRACT

ICT is a set of technological methods used to communicate, create and manage information. Information Technology plays a vital role in everything from multinational corporations to small businesses and the role of ICTs in education is becoming increasingly significant as the world quickly moves towards digital information. The use of ICTs in education makes learning more student-centred. This paper discusses the role of ICTs in organisations as well as in education. Students must understand this is a learning tool, not a game and teachers work on responsibility and keeping in mind time management. Students must limit their time spent online, whether on a laptop, tablet, smartphone, or other similar devices, and make use of ICT tools to enhance their knowledge as per the requirements of an organisation.

Keywords: Information technology, Education, Organisation

Introduction

ICT refers to the technologies that are used to collect, store, edit, and communicate information in several formats. It refers to the use of computer-based technology and the Internet to provide information and communication services to several group of users.

Some of the ICT and digital technologies are as follows

- Multimedia PCs, Laptop and Notebook with Internet connectivity in PCs and laptops
- Digital camera/video connected with PCs and laptop
- LAN and WAN which includes Internet and Intranet, WWW (World Wide Web), Online Databases, Video conferences, E-mail, discussion lists, newsgroup and chat, Digital Libraries, E-books / E-journals/ E-databases , DELNET ,N-List, CDs, DVDs Offline databases, E- Thesis , Cell Phones with Internet connection, digital camera and moving pictures, Video conferencing , Telecommunication satellites , Interactive TV and Radio.

ICT has evolved into an essential tool for always providing students with a comprehensive education, allowing them to develop their digital skills and abilities, thereby empowering the teaching-learning process in a dynamic and creative manner. During the pandemic, it was impossible for us to go to class and work normally, so teleworking and virtual learning were encouraged. At the time, ICT tools played a much larger role in education.

Objective of the Study

The objective of the present study is to understand the roles of ICT in Organisation and in Education.

Methodology

This present study is based on secondary sources such as books, Articles, Journals, Newsletters, and websites.

Role of Information Technology in Organisation

Information technology (IT) has become a critical component of every business strategy. Information Technology plays a vital role in everything from multinational corporations to small businesses that own a single computer.

- **Improving Communication**

Email is the primary means of communication between employees, suppliers, and customers in many businesses. The E- mail was an early driver of the Internet, providing a simple and low-cost means of communication. A variety of other tools have evolved over time, allowing employees to communicate using web chat systems, virtual meeting tools, and video-conferencing systems. Employees can communicate in even more high-tech ways with voice over internet protocol (VOIP) phones and smartphones.

- **Inventory Management System**

Every organization must manage its inventory so that they keep enough on hand to meet demand without buying more than they need. Inventory management systems track the quantity of each item that a company keeps on hand, automatically ordering more stock when the quantities fall below a certain threshold. When the inventory management system is linked to the point-of-sale (POS) system, these systems work best. The POS system makes sure that one of each item sold is deducted from the inventory count each time it is sold, ensuring a closed information loop between all departments.

- **Data Management System**

Most businesses of today are keeping digital copies of documents on servers and storage devices. These documents are instantly accessible to everyone in the company, regardless of location. Companies can economically store and support a huge amount of historical data, and employees benefit from quick access to the documents they require.

- **Management Information system**

Data storage is only useful if the data can be used effectively. Progressive businesses incorporate that data into both their strategic planning and tactical execution processes. Companies can use Management Information Systems (MIS) to track sales data, expenses, and productivity levels. The data can be used to track profitability over time, maximize ROI, and identify areas for improvement. Daily sales tracking by managers enables them to respond quickly to lower-than-anticipated figures by increasing worker productivity or lowering the price of an item.

- **Customer Relationship Management**

Businesses are utilizing IT to enhance the way they plan and handle customer relationships. Customer Relationship Management (CRM) systems record every interaction a company has with a customer to provide a more enriching experience. When a customer calls a call centre with a problem, the customer support representative will be able to see what the customer purchased, view shipping information, access the training manual for that item, and effectively respond to the problem. The entire conversation is saved in the CRM system and can be retrieved if the customer calls again. The customer has a more focused experience and the business benefits from increased productivity.

Role of ICT in Education

ICT in education is the mode of education that use information and communications technology to support, enhance, and optimize the delivery of information.

ICT has also become integral to the teaching-learning interaction which replaces chalkboards with interactive digital whiteboards and the students' own smartphones or other devices for learning during class time, and the adopting "flipped classroom" model where students watch lectures at home on the computer and use classroom time for more interactive exercises.

Technology is advancing every day, so education must be able to keep up with technological advancement by effectively reaching students and assisting them in becoming future-ready. Today's students are expected to be tomorrow's leaders, businesspeople, teachers, and investors, so technology should be used to prepare them. It includes the use of technology in the classroom, such as computers, mobile phones, and tablets, as well as the use of the internet as a learning medium.

Numerous unprecedented events are occurring in our lives, and e-learning or online learning is growing popular. It gives an opportunity for educational institutions to make sure the students have access to curriculum materials outside of the classroom i.e at their homes, or even in hospitals, in addition to ensuring that students can learn while they are inside the classroom.

The use of educational games and activities that are adapted by teachers with the student's interests in mind helps ICT play a significant role in educational institutions by encouraging students to learn rather than visiting unfavourable websites. However apart from that, with teacher assistance, students can create or write something such as stories, experiences, articles, and so on, and share it with the world in online forums such as Word Press.

ICT enables students to keep track of and manage their learning, think critically and creatively, work collaboratively to solve simulated real-world problems, make ethical decisions, and adopt a global perspective on problems and ideas. It also provides remote students with access to expert teachers and learning resources, as well as providing administrators and policymakers with the data and expertise they need to work more efficiently.

Conclusion

Working remotely has been critical to maintaining students' academic levels and several ICT tools are made it possible to continue working at the same pace, holding online courses, posting deliveries to several educational platforms, and even passing exams from residence with quizzes. Students must understand that this is a learning tool, not a game and teachers work on responsibility and keeping in mind time management. Students must limit their time spent online, whether on a laptop, tablet, smartphone, or other similar devices.

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