

# **Technologies Affect on Communication**

CSCI 289 01 Social Implications of Computer Technology

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**Abstract** In this report we will explore how technology affected communication. In order to do so we will first establish the motivation of the presentation at hand. Then we will provide the history and how communication first began to set the foundation of this topic, afterwards sharing the benefits and disadvantages that technology has placed on communication. In addition to these facts and opinions being shared, we will then analyze the social implication on these given topics on how it has affected and impact society and also on myself personally. Lastly, concluding with ideas that were learnt, what was useful and what was not along with things and ideas that could be improved and ending with a statement of the future.

## **1. Introduction**

Communication has been affected by the advancements of technology allowing for many to have easier access to family, friends and even businesses and banks. However, with these advancements have caused the introduction of cyberbullying, cyber-hacking, telecommuting and the world to generally lose touch with face-to-face communication. The motivation I had for this paper is that communication is one of the most important things in my life because I have never lived very close to any family other than my immediate family. With that being said, if it were not for these advancements in technology and the loops holes for long distance messaging and not having to pay for the international fees I would have not been able to connect with my family all over this country and spread out around this world. This paper will include the benefits and disadvantages that have come from advancements of communication because of technology.

## **2. Topic Description**

In the beginning, all forms of communication began with language and verbally speaking to each other because there was no such thing as letter, phones, email, etc. With verbal, began the separation of languages. Having many people wanting to communication, many are unable to because of the language barrier which brought about translators like Sacagawea who went along with Lewis and Clark on their expedition. Handwritten letters came quickly after dating back to 500 BC thanks to Persian Queen Atossa. However, the letter that we now recognize today that is sent out with the stamp began in 1840. They became more important when the colonist came over the America to settle and in order let their families know they made it safely the letter was the only form of communication. Great thanks to Alexander Graham Bell, the phone was invented 37 years after the stamped letter in 1877. With his invention people were now able to communicate over distances in shorted amounts of time in comparison to the letters. In 1971 first network email was sent by Ray Tomlinson who simply sent himself a message to a separate computer via its network.

With the advancements of technologies and its affects on communication has brought about many pros including the introduction of social media, easier long distance conversations and the ability to work from home. In the twenty-first century social media became very prominent in the culture of communication. With the start of Facebook in 2005, people, specifically designed for Harvard students to discover each other, were able to get in contact with one another and become friends. Not shortly after the invention of Facebook came MySpace, Instagram, Snapchat, and other different social media platforms. With these platforms came many more opportunities for people and ways of easier communication. Communication became quick and easy because people were not forced to call or send a letter in order to get in contact with another person. By using Instagram, one could post a picture and hundreds or thousands of people could see it within seconds whether they lived in the United States to the Philippines. By having communication spread much quicker than it used too, it allows for information to spread to many different people in a quick amount of time. For instance, one can find out about hurricanes or earthquakes that are happening on the other side of the world by just going on social media and people in that specific area being affected are writing or posting about it. Not only is technology allowing for a more easier way of communication to more people, it has allowed for businesses to have more advertisements and a potential way for them to communicate personally with their customers. Places like McDonald's, The Today Show, and Target all have social media platforms that they are able to use in order to promote their products or share information directly to their consumers.

Longer distances have now been given the deception of being closer than they really are because people are now more able to communicate easier. iPhone invented the iMessage where all messages sent that pop up blue on their iPhone are sent over wifi or cellular so when in contact with someone out of the country they would not have to pay extra. According to an article in the NY Times, the median distance that Americans live from their mothers is 18 miles, approximately 20 minutes. Although that is a short distance, with phones one is able to call their families or friends making the distance shorter than it really is. However, there is still a

percentage of people that live more than a couple of hours from their parents, in which cell phones, social media, and video calls, make it seem like they are closer than the miles that separate them.

The introduction of telecommuting has open doors for the ability for more people to be able to work from home instead of going to their office each morning. Some employers can now opt to give their employees their own laptop and cell phone to give them the option to complete the tasks they would be doing in their office at their home with then reduces the amount of offices companies need for their employees. By having laptops and the ability to connect to wireless, those who are working at home are now able to use their companies databases at home. On the other hand, people are now more able to open their own companies and purchases subscriptions to access databases of people, numbers, addresses and resumes, like PCRecruiter and LinkedIn. The introduction of Skype and video calls now allows for people to communicate with other people who are not in the same office to speak face-to-face.

With all the advancements of technology not all of its affects on communication are good. Some believe that because of all the advancements of technology it has allowed for many actions to become easier, for instance, cyberbullying, hacking, and the convenience of never having to be in social awkwardness by just using your phone to get out of any situation.

In the recent years cyberbullying has become more and more common on social media sites because people are able to either hide behind a screen and say what they want or they can make anonymous accounts and no one would know who the are. With the convenience of continuously being connected to the internet more and more people are having access they are able to send, post, or share negative, harmful, false, or mean content about someone else wherever they go and whenever they want to. Over the more recent years more and more companies are coming out and attempting to put a prevention on cyberbullying and making it harder to get away with. For instance, [dosomething.org](http://dosomething.org) has shared more statistics on cyberbullying including that 43% of kids have been bullied online, and 1 in 4 have had it happen

on more than one occasion. Of those students interviewed 81% of young people think bullying online is easier to get away with than bullying in person. It has been shown that there is a correlation between bullying offline and online and that because it is easier to make fake, anonymous accounts people are able to say what they want without the consequences.

The growth of the internet has brought more and more companies to inputting their data and private information online which has then brought about easier access for their client along with easier access for those who are attempting at hacking sites. These people no longer have to leave their home in order to steal someone's identity or take money from others. In addition to placing more data online, security cameras and systems have allowed for companies to double up on the security and ensure that their companies are safe, however, outsiders, with the right knowledge and background, can still find ways into getting into these sites and cameras and damage the companies.

Sherry Turkle, a Professor of Social Psychology at MIT, presented a TEDTalk about technologies affect on communication and questioning her audience "as a community what are we becoming." Stressing that as a community we are "alone together" because we may all feel as if we are close, we are not having face-to-face communication and we are only sharing filtered versions of ourselves. Referencing to her theory of "the Goldilocks effect: not too close, not too far, just right." People are no longer forced into verbal conversations but we are not sharing our true versions of ourselves because we are wanting to "perfect" for everyone else. More importantly she shared that, "if we're not able to be alone, we're going to be more lonely. And if we don't teach our children to be alone, they're only going to know how to be lonely." With this being said, it shows that although it seems as if we have everything at our fingertips, we don't because if we are unable to sit with ourselves without having to be dependent on our devices we are not going to know how to just sit with ourselves.

### **3. Social Implication**

This topic has benefited and caused disadvantages on society by introducing solutions or problems that we never thought were possible 20 year ago. The ability of conversing over long distances or being able to work from home and do all the same things at home that one would be doing at work. However, with good comes bad, the ability to talk amongst people easier and being able to be anonymous and hiding your identity has brought about cyberbullying, hacking of personal and business data, along with relationships seeming to be more intimate than they really are.

This topic has affected my life because I have become dependent on my phone and when I am placed in awkward situations or want to just leave, I can use my phone as an excuse to get away. Also, just like the 43% of kids that have been bullied online, so have I. It is so much easier for those to reach you online and also have an audience when they make comments. On the other hand, this topic has impacted my life because without these forms of communication, I probably would not have attended the University of North Dakota or continued to remain friends with the people I left after the few times my family moved. My Family lives all across the United States, along with the Philippines, Europe and other places I am not so sure about but because of Facebook, my family and I are able to remain in contact with them even though we are miles away.

#### **4. Conclusion**

Over the course of studying this topic, one can see that although there are now many more ways of communication, it does not always mean one should take the easier route. Sherry Turtle shared many important points that people should remember and use when they are deciding what they want to do or how they should face a decision. Yet, saying that our conversations should not be based upon solely over devices, sometimes there is no other way. Improvements that should be made should include that the younger children should be exposed to more face-to-face conversations and less online tasks. In addition, the young adults, college aged, should be more forced into face-to-face conversions because many employers and business owners

share than this group of people do not always interview as well because they are more used to speaking over the phone or using a device rather than in person. In conclusion, communication is very important in everyday life for allowing relationships to thrive, however, even though there is a whole lot of more ways to communicate with other people does not mean that's always the better way.

## 5. References

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## 6. Appendix

# The Effect Technology has on Communication

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## History of Communication

### History of Communication

- Verbal
  - Barriers included different languages
- Handwritten Letters
  - Usually sent from Colonist to Family and Friends back in Europe
  - Average Delivery Time : 3 - 4 weeks



### History of Communication

- Phone Invented in 1876
- Email in 1972
- Cell Phone in 1973
  - Motorola
- First Text Message sent in 1992



## Pros of Technology Allowing Easier Communication

### Social Media

- Easy, Quick Conversations
- No distance Interference
- Information can spread to many people in a quick amount of time
- Potentially Free Advertising







Long Distance

## Working From Home

- Online Access to Databases
- Phone / Skype Conversations
- Employees that work from home
  - Kentucky
  - Minnesota
- Capable of helping more than just a specific radius of people/companies



## Cons to Technology Allowing for Easier Communication

## Bullying

- Anonymous Accounts
- Correlation between bullying offline and online
- 43% of young people suffer from online bullying
  - 25% of those young people claimed on more than one occasion

## Privacy Issues

- More things capable of accessing
  - Security Cameras / systems
  - Databases

## As a Community What are We Becoming ?

- Staying Home vs Going Out
- Texting vs Talking on the Phone
- We are only showing a filtered version of ourselves

<https://youtu.be/rv0g8TsnA6c?t=1035>