Chapter 17 – Technology in the Workplace

I-Study

Technology is a big part of the workplace. Computers are the main tool of information technology. A computer is made up of hardware and software. The two main types of software are operating systems and application software. Information technology has made the workforce more mobile and has contributed to globalization, to the greater inclusion of workers with disabilities, the rise of online learning, and the need for lifelong learning. Today, career success requires technological literacy, which is knowledge about technology and the ability to use it.

Word-processing software creates text-based documents. Spreadsheet programs organize and calculate numbers. Database programs store and organize records. Presentation software creates presentations. Desktop publishing software lets you create printed documents. Telecommunications software enhances communication. The Internet is a network of computer networks and is the home of the World Wide Web. It offers quick communication and access to information, and enables e-commerce. Legal issues raised by the Internet include copyright protection, online privacy, identity theft, and spam.

I-Quiz

1. What is the trend toward a single global market crossing national borders called?
   A. nationalism
   B. global village
   C. globalization
   D. international relations

2. What is the term for your knowledge about technology and ability to use it effectively?
   A. technological literacy
   B. technological support
   C. troubleshooting
   D. informational technology

3. What is the term for the buying and selling of goods and services on the Internet?
   A. e-mail
   B. World Wide Web
   C. Internet provider
   D. e-commerce

Answer Key
1. C
2. A
3. D