

Study on Employee's Perspective on Role of ICT in the Field of Logistics

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Abstract: *By replacing the manual procedure with electronic exchange, this ICT infrastructure has improved the flow of information and documents between the service provider and the client. The adoption of ICT in the logistics sector has advanced quickly in recent years. Social media, VoIP, Internet telephony, and email are just a few of the communication platforms that are helping to secure businesses and deliver services effectively. Additionally, intelligent transportation systems are essential for route planning and for facilitating quicker delivery of commodities from one location to another. One of the main factors influencing the use of ICT is the intensifying competitiveness. This study focuses on how using internet-based communication tools can improve employee and operational efficiency. This would make it possible for us to comprehend how ICT is being used by businesses and the logistics sector.*

Keywords: logistics, ICT, worker effectiveness, business effectiveness, and social networking