

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

I. INTRODUCTION

In order to adapt to market changes more quickly, logistics service providers execute the responsibility of coordinating the flow of movement of both physical products and information along the supply chain. For the logistics industry, training new employees is more crucial. Because it requires a lot of labourers and has few training facilities, the industry struggles to manage operations effectively. India's logistics sector suffers from a lack of IT standards and integration. The industry has undergone significant innovation and growth during the past few years. Social media is being used by logistics companies to create communities around their core services in an effort to connect customers and staff and improve productivity. The industry structure has evolved as a result of ICT, which also gives businesses new tools to assist them compete with one another. Employees today engage with clients and other stakeholders through social media technologies like Whatsapp and Skype to better perform their business. ICT, or more specifically, communication technology, is an extension of IT. According to UNESCO's definition of ICT from 2009, "It refers to all forms of technologies that are used to transmit, store, create, display, share, or exchange information by electronic means." Communication technologies have an impact on how information is shared across stakeholders in the value chain, including a logistics company. Information is now needed at a faster pace than in the past due to changes in the workplace environment. Businesses rely on ICT to support their organisational structures, business processes, and means of communication across time and location. The logistics company depends on shared decision-making, which is only possible with ICT. The use of ICT, including Intranet, email, video conferencing, etc., allows for the flow of a significant volume of information via numerous channels. Additionally, it offers a better approach to provide the appropriate information to the appropriate individual at the appropriate moment. The goal of this study is to identify the most widely utilised communication technology that enhances employee productivity and assess the impact of ICT on employee productivity and business operations.

II. LITERATURE REVIEW

ICT makes it possible for physical products to move quickly and at high speed. ICT allows effective commercial information sharing between organisations. ICT has a pervasive impact on the value chain and is involved in every aspect of logistics, including the processing and transfer of information. Value chain refers to the collection of processes used to produce and distribute services to end users. ICT is divided into data communication technologies

(EDI, fax, Internet), identification technologies (RFID, Bar coding), data acquisition technologies (Voice recognition, robotics), and data communication technologies (RFID, Bar coding). Internet enables the linking of related activities and makes the data accessible to stakeholders inside and outside the company, including the suppliers, customers, etc. According to, ICT has many advantages for logistics companies. ICT is one of the important elements in logistics and is seen to be a major source for enhancing productivity. More than any other element, ICT has a significant impact on logistics operations. According to, the organisation can coordinate internal actions when information is timely and correct. That information must first flow in order for a product to move undoubtedly explains the crucial function of ICT. The logistics market was impacted by the ICT innovations, which shifted the emphasis from physical to more electronic.

The logistics market was impacted by ICT improvements since they shifted the emphasis from physical to more electronic. The development of the economy has been facilitated by new ICT and e-business technologies, and information technology improvements have been able to meet the demand for speed and safety. The introduction of contemporary technologies has caused the transportation and logistics industries to advance dramatically during the previous few years. Information technology has been utilised by logistics companies to increase operation efficiency. IT has been included into all business processes at logistical companies. ICT has improved corporate process efficiency and effectiveness, allowing for speedier information sharing as well as the removal of linguistic and geographic barriers. Information technology also improves communication, lowers costs, which boosts production and spans cultural divides.

Information technology is being used by businesses to boost profitability and customer satisfaction. The technologies employed in the creation, processing, retrieval, and distribution of information are referred to as ICTs. It offers its customers advantages on a personal and professional level. The working environment and standard of living have significantly improved as a result of the use of ICT.

Focusing on the concerns of learning time, reducing relearning time, and motivating the work environment is necessary to comprehend the rise in productivity. According to, who investigated how ICTs affect company value, they could cause a "Productivity Paradox." Furthermore, according to, productivity can be increased by directly altering the production process or by implementing ICTs. The existence of an ICT stimulation that affects workforce productivity and economic growth has been demonstrated. According to, increasing knowledge, ICTs, and quality through education and training would increase employee productivity.

III. CONCLUSION

The study has shown that ICT is crucial to the logistics company. Emails, Whatsapp, and Skype are just a few of the communication technologies that are crucial to the logistics industry, from gaining a client to completing an operation. The time it takes to conduct a task with quality, flexibility, and speed is reduced because to these technologies. The ICT resources offered by the company have an impact on both employee and operational efficiency. The tracking and tracing capability makes it possible to give the consumer frequent updates about their goods. The study has shown that ICT positively effects both employee and operational efficiency, which certainly enhances corporate processes and logistics operations.

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