

Instant Messaging: The Next Best Knowledge Sharing Tools In A Workplace After E-Mail?

Abstract

In the recent past, television and radio has contributed most to creating McLuhan's 'global village' but their virtually impersonal makes them incapable for users to combine the dialogic aspects of postal communication with the instantaneous features of electronic media. Schafermeyer M.J (1998). Hence after the introduction of e-mail since has been a form of focal information dissemination tools in all organisations that understand the value of most recent information to its business. As well as for personal use to socialize, e-mail has become a part of peoples' way of life replacing the traditional snail mail. At present conveniently available is Instant Messaging (IM) that incorporates all e-mail features added with more advance characteristics compared to e-mail. One unique capability that surpasses e-mail is its ability to communicate real-time via voice, typed messages, and via video conferences. Due to its advance competencies in facilitating communication and disseminating valuable information hence this paper intention is to promote IM as an alternative device to e-mail for the purpose of knowledge sharing in a workplace.

Author Keywords

Communication; E-mail; Information; Instant messaging; Knowledge sharing; Real-time