A Review of Instant Messaging

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ABSTRACT

Instant Messaging is a popular medium for both social and work related communication. This paper evaluates the use IM tools on facilitating Knowledge transfer and knowledge generation at work, and their subsequent influence on work performance and why we are using instant messaging. The advantages and disadvantages of instant messaging along with the literature review are briefed in this paper.

I.   INTRODUCTION

Over the past few years, the use of Instant Messaging, or *IM*, has been growing rapidly. IM programs is created to facilitate one-on-one communication between a user and their list of contacts, commonly referred to as a 'Friend-list', by allowing them to easily send and receive short textual messages (*instantmessages*). As more and more people use IM for their social as well as their work-related communication. Wepredict the relationship between a user and their friend based on basic Communication characteristics. One of these models is able to predict, with accuracy of nearly 80%, whether a user and a

Friends in a work or social relationship. IM multi-tasking, as well as improving working efficiency. For example, managers and employees often communicate with each other in multiple social networksand friends, relatives are connected to each other using IM.

II.   WHAT IS INSTANT MESSAGING

With Instant Messaging you can connect with someone who is geographically distant using your computer. We can create a list of people with whom you would like to communicate. When peoples are connected in the social media they will added in your "friend list" and you "call" them and begin chatting. Typically, you will send only a line or two, wait for a response, and send another line or two, similar to face-to-face communication. It's also possible to create separate chat rooms for different groups or purpose as needed.

Once viewed primarily as a secret language used by teenagers, instant messaging (IM) is maturing into a communication. Tool for a small business.For ex. Many IM services are now offering video conferencing in addition to messaging.IM is useful in the workplace.

Use of IM:

The use of IM tools as work-related contact andCommunication tools to raise questions and performWork-related socialization and also use IM for to connect the friends and relatives who are lives in different cities.

Knowledge Transfer:

The employee can explain their key ideas, concepts and theories in their area of expertise. They can share their ideas with their co-workers and if ideas or concepts are good then organization can use these concepts in the organizations.

Knowledge Generation:

The employee is able to generatenew solutions, ideas and ways of working as well asfacilitate organizational learning. Knowledge can be increases using the IM or we can learn more things.

Teamwork Performance:

The employeescan share their ideas with their co-workers in the team to increase the performance of their work and quality of their product.

Advantages of Instant Messaging:

- Ability to keep in contact with family and friends when not in the same city, state, or country.

- Ability to make new friends from all around the world.

- Sending messages to co-workers or employees as short messages in the workplace.

- Ability to speak to multiple people online at the same time either through several IM windows or inviting people to a chat room.

- Talk to more than one person at a time.

- Most services are completely free.

- We can make the groups on social media for the purpose of work related to share the ideas or any work related things or we can make a family or the friends groups to attach with them.

- Video calling or voice conversations are provided.

Disadvantages of Instant Messaging:

- Security risks, Along with everyone else, IM is growing in popularity with hackers and criminals.

- Decreased Productivity: When used improperly. IM users engage in personal chat at work.

- This can be dangerous, especially for teens, as there's no guarantee of knowing who are the person

- Possibility of getting viruses from people you don't know.

- Lack of face-to-face communication.

III.   LITERATURE REVIEW

This exploratory study of authors examine how children deal with this form of communication , how they personalize their settings, what they like and dislike and Which usability problem interface with or frustrate them as they chat using instant messaging application.

Further, author also discuss some main aspects of instant messaging found in the research such as Linguistic implications, social implications, use of instant messaging on the workplace and by college student, etc. The authors also discussed about whom reasons are there also

discussed about which reasons are there which interacts the children's to use Instant Messaging. [4]

Elaborated on instant messaging effects on the students within a collage. This paper contains all the record of student in which it specified how many time student are expending there time on instant messaging tools.

The presented paper by author will investigation of the different aspects of the instant messaging that contribute to its effects on socialization. By further more study author get know more actually it is a unique tool of communication that effect everyone differently depending on their personality and social nature.[3]

These research paper focus groups to learn about college students and their use of text message. In this research they found text messaging does displace face to face communication. Technology displacing began with the radio, newspaper and television. Most college students are unaware they are displacing face to face communication when they are using text messaging. This research state or reached to because of new iterative, creative or attractiveness of Instant Messaging technology this technology gaining altercation of all people and they are using it. [6]

Developed in the 1990s for personal chat and entertainment, instant messaging (IM) is rapidly becoming a de-facto standard for instantaneous communications within the workplace. Recent research indicates that more than 85 percent of all businesses and organization now make use of IM. Additionally, one in three IM users now utilize IM as much or more than e-mail, and many predict that IM usage will outstrip e-mail usage within the next few years (Quest Software Inc, 2008). Instant messaging, or IM as it's commonly referred to, is a form of text-based, real-time communication, carried out between two or more people over a digital network. Most people use their personal computers for instant messaging conversations over the Internet, but these chats are also becoming more and frequent on mobile devices over cellular networks. [1]

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According to Jones, instant messaging now allows co-workers to get their ideas across in real time. This ability to communicate quickly, privately, and on the fly makes instant messaging one of the best new tools available in the workplace. Instant messaging is great when communicating with clients and colleagues. Succeeding in the workplace now often involves being able to use instant messaging to its full advantage. Use of the technology, which allows for synchronous, virtual communication, has been steadily rising over the past five years.

In order to fully utilize instant messaging in the workplace it is important to be brief, appropriate and understandable. Brief messages are easy to understand and can be read quickly. By creating brief messages the conversation can flow easily between clients and colleagues. This allows business to be settled quickly and efficiently. It's also important to be appropriate while instant messaging at the workplace, especially when messaging other workers. Keep messages limited to business or to small talk. Avoid any messages that may be considered unprofessional.[2]

IV.   CONCLUSION

By connecting people with various social networking tools, such as IM, blogs, Face book, and Twitter, the organization can become an effective web of interaction.. The technology related to social networking tools is evolving.

Organizations increases toimprove their performance of communication efficiency and effectiveness hence, it is important to understand the impacts of workplace applications of IM technology, both positive and negative.

IM is most popular or mostly use in the students, social and in the organization. Students or we can say that teenagers are useIM to chatting or making a fun with their friends. They can make new friends around the world using Face book, twitter, Instagram, etc., or connecting with the family who are lives in different cities, state or countries.

V.   REFERENCES

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