



better work, better life

## Use of MSN @ Work

Instant Messaging (IM) has grown rapidly in corporations over the past five years. For many, it has become the preferred means of communication among co-workers and colleagues for its quick-paced, back-and-forth communication.

A recent survey conducted by the Adecco team showed that 73 percent of the respondents use IM at work. 82 percent said they use IM to chat, while 61 percent are for work-related matters.

According to the survey, more than half of the respondents felt that the use of IM at work is both beneficial and distracting. 43 percent felt it was definitely beneficial.

Before, many used to think that IM was only used by students, but now it is really something that is used by anyone of all ages. IM is something that not only helps you communicate socially but also makes your work life efficient. It's something that helps you increase your productivity every day in the office.

In terms of efficiency, the majority agreed that messaging gives a quicker response than e-mail, as well as speedier problem-solving. Many liked the ability to see if someone is online and available. It has also helped to lower the cost of the monthly phone bill due to less long-distance calling.

In addition, using IM at work can free employees from having to work in the same location in order to be effective. For time sensitive matters such as sourcing for a candidate to fill a job, IM offers the ability to get information much faster through your online contacts. It also allows file transfer when your company email system is down.

Although IM can be a valuable tool for real-time communication and collaboration, it can also have a viral effect when not regulated. 80 percent of the companies surveyed did not have a set of guidelines or a system in place to prevent the use of IM at work. Most employers felt that as long as the work is done, there is no issue with using IM at work. They trust their employees to be mature enough to not chat excessively on personal matters at work.

While only 5 percent of the respondents felt it was distracting to use IM at work, it is still important for the management to be more aware of how many employees actually use IM and take steps to make sure viruses are not unwittingly spread through these programs.

For employees who decide to use IM at work, they should be aware of a few guidelines. Do not share personal information or sensitive business information through messenger as it is easy for others to hack into these systems and take that data. People need to exercise caution on what they say over messenger. Rumours have a way of getting spread quickly and it can cause your company's reputation to be damaged.