

## Chapter 4

### THE ENVIRONMENT AND BUSINESS: TECHNOLOGY AND LABOUR LEARNING OBJECTIVES

At the end of this chapter you should be able to:

- Define technology and its associated concepts and explain its role in organizations.
- Assess the extent to which managers have a choice in the selection and use of technology.
- Assess the significance of technology to strategy and the extent to which technology can contribute to competitive advantage.
- Define and assess the effect of information and communications technology and e-commerce on business.
- Assess the impact of technical change on jobs and people.
- Identify employment trends globally and assess the influence of globalization on labour mobility.
- Assess the role of education and training in altering the profile of the labour market.
- Define the changing role of trade unions and identify the changing patterns of trade union membership.