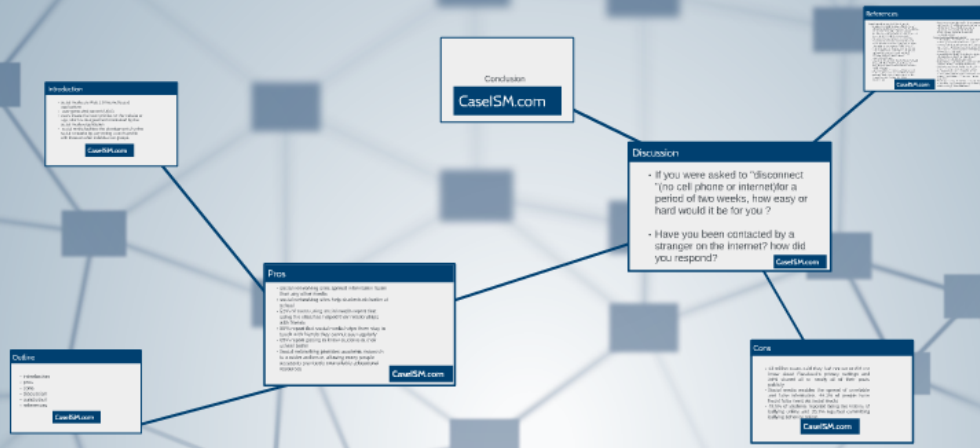


# Managing Closing Time to Enhance Manager, Employee, and Customer Satisfaction

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# Outline

- introduction
- pros
- cons
- discussion
- conclusion
- references

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# Introduction

- social media are Web 2.0 Internet-based applications
- user-generated content (UGC)
- users create their own profiles for the website or app, which is designed and maintained by the social media organization
- social media facilitate the development of online social networks by connecting a user's profile with those of other individuals or groups.

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# Pros

- social networking sites spread information faster than any other media
- social networking sites help students do better at school
- 52% of teens using social media report that using the sites has helped their relationships with friends
- 88% report that social media helps them stay in touch with friends they cannot see regularly
- 69% report getting to know students at their school better
- Social networking provides academic research to a wider audience, allowing many people access to previously unavailable educational resources

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# Cons

- 13 million users said they had not set or did not know about Facebook's privacy settings and 28% shared all or nearly all of their posts publicly
- Social media enables the spread of unreliable and false information. 49.1% of people have heard false news via social media
- 49.5% of students reported being the victims of bullying online and 33.7% reported committing bullying behavior online.

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# Discussion

- If you were asked to "disconnect" (no cell phone or internet) for a period of two weeks, how easy or hard would it be for you ?
- Have you been contacted by a stranger on the internet? how did you respond?

Conclusion

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