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Technology Malfunctioning

When a technological device fails to perform the way it should, I usually handle the situation pretty well. I don't always trust complex technology, so I usually have some sort of back up plan to deal with a situation temporarily. Most problems that occur are related with computers, because computers are becoming more in control of everything.

I tend to get frustrated when other people expect technology to always work. The world is going so fast that people lose patience.

I feel that businesses don't always prepare for malfunctions, and employees are only trained on the procedures that the businesses want performed. I work in retail, where sales, inventory, credit and checking transactions, money orders, car washes, fuel pumps, price changes and employee information is all done on the same computer. We are told how to use the equipment, but we are not told how to arrange for payment if the system locks up or the internet and/or phone line is down. A great deal of money could be lost if someone doesn't have a back up plan. It scares me to think that there are people that are not ready with a backup plan. It scares me even more to think that there are people that don't want any other plan used other than the initial one that malfunctioned.

My attitude is that technology has backed people into a corner with dependency, and I find life to be more enjoyable using technology as a convenient tool that is expected to fail from time to time.