CSE312/ISE312
Gift of Fire, Fourth edition by Sara Baase

Read: Section 6.1-6.2

What We Will Cover

- Fears and Questions
- The Impact on Employment
- The Work Environment
- Employee Crime
- Employee Monitoring
Job Creation and Destruction

- A successful technology eliminates or reduces some jobs but creates others
  - Reduced the need for telephone operators, meter readers, mid-level managers
- New industries arise
  - Internet
  - Cellular communications
- Lower prices increase demand and create jobs
  - Music industry changed from serving the wealthy to serving the masses, employing more than just musicians

Have you seen any changes in skills needed in the IT workplace?

What does this say about your own plans for a career (will you be in the same profession for 40+ years)?

Alternate View of Work

- Change in the structure of work
  - Importance of location
  - Shift of work to low wage areas
  - Shift to 1099 work
  - Shift to greater numbers of low-skilled jobs
  - Declining real wages
- Decline of industries
  - Coal mining
  - Manufacturing
  - Architecture

How do you guard against working in a declining industry?
Change in Permanence of Employment

- Past pattern - work for a company for 20-30 years
- Current pattern – transient employment

What changes in social support are needed to accommodate changes in work patterns?

The Global Workforce

- Outsourcing - a company pays another company to build parts for its products or services instead of performing those tasks itself
- Offshoring - the practice of moving business processes or services to another country, especially overseas, to reduce costs
- Inshoring - when another company employs thousands of people in the U.S.
- Almost 5% of U.S. workers are employed by foreign companies

What plans do you have to adapt to the global economy?
Technology Impact on Work

- Technology
  - Computers
  - Mobile devices
  - Low cost communications
  - Robotics
- Impact
  - Lower skill level (e.g., surgeons)
  - Reduced demand for skill (e.g., architect, mathematician, musician)
  - 24/7 work

Getting a Job

- Learning about jobs and companies
  - Online company histories and annual reports
  - IRS filings
  - General searches
  - Friends already employed there
- Learning about applicants and employees
  - Search online newsgroups and social networks
  - Prospective employees may craft an online profile and presence geared towards the job they want

What is your strategy for starting a career?
Job Dispersal and Telecommuting

- Working at home using a computer electronically linked to one's place of employment
- Mobile office using a laptop, working out of your car or at customer locations
- Fulltime and part-time telecommuting
- Can be productive and can save the company some money, but it has its risks

Telecommuting Issues

Benefits
- Reduces employer overhead
- Reduces need for large offices
- Employees are more productive, satisfied, and loyal
- Reduces traffic congestion, pollution, gasoline use, and stress
- Reduces expenses for commuting and money spent on work clothes
- Allows work to continue after blizzards, hurricanes, etc.

Problems
- Employers see resentment from those who have to work at the office
- For some telecommuting employees, corporation loyalty weakens
- Odd work hours
- Cost for office space has shifted to the employee
- Security risks when work and personal activities reside on the same computer

Do you want to telecommute?
Impacts on Employment

A Global Workforce

- Outsourcing - phenomenon where a company pays another company for services instead of performing those tasks itself
- Offshoring - the practice of moving business processes or services to another country, especially overseas, to reduce costs
- Inshoring - when another company employs thousands of people in the U.S. (e.g. offshoring for a German company means inshoring for U.S.)
- Almost 5% of U.S. workers are employed by foreign companies

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Impacts on Employment

A Global Workforce

- Problems and side effects of offshoring
  - Consumers complain about customer service representatives, because accents are difficult to understand
  - Employees in U.S. companies need new job skills (e.g., managing, working with foreign colleagues)
  - Increased demand for high-skill workers in other countries forces salaries up

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Learning About Job Applicants

- The Web and social media provide new means of information collection on job applicants. Employers:
  - search online newsgroups and social networks
  - hire data-collection agencies
  - use a variety of screening methods to efficiently reduce a large pool of applicants to a reasonable number
- Some job-seekers attempt to clean up their online persona.

Should E-Verify be used for all hiring in all companies?

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Work and Personal Communications

- Employee monitoring is not new
  - Employers have always monitored their employees.
  - Degree of detail and frequency of monitoring has varied depending upon kind of work, economic factors, and available technology. (Time-clocks and logs.)
  - Early monitoring was mostly ‘blue-collar’ (factory) and ‘pink-collar’ (telephone and clerical) jobs
  - Bosses patrolled the aisles watching workers
  - Output counts at the end of the day

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Separating Personal Communications

- Employers often prohibit employees from using their work email, computers, and other devices for personal use.
- What about employees using personal email accounts, social media, laptops, smartphones, and other devices for work?
  - Overhead of managing and maintaining systems to work with variety of brands and operating systems
  - Security of company information and operations

What will your approach be to managing personal communications at work?

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Location Monitoring

- Cards and badges used as electronic keys increase security but track employee movements
- GPS tracks an employee's location
  - Used in some hospitals to track nurse locations for emergency purposes, also shows where they are at lunch or when they use the bathroom
  - Used to track long-haul trucks to reduce theft and optimize delivery schedules, also detects driving speeds and duration of rest breaks
- Employees often complain of loss of privacy

How would you respond if you were informed that your location was being monitored by employer?
Monitoring Employer Systems

- Roughly half of major companies in U.S. sometimes monitor the email or voice mail of their employees
- Most companies monitor infrequently, some routinely intercept all email
- Many major companies use software tools that provide reports on employee Web use
- Some companies block specific sites (e.g., adult content, sports sites, job search sites, social-network sites)
- Some positive purposes of monitoring - training, measuring productivity, checking compliance with rules for communication
- Concerns over security threats (malware)
- Concerns about inappropriate activities by employees (e.g., harassment, unprofessional comment)

Be aware!

E-Mail, Blogging, and Web Use

- Some companies block specific sites (e.g., adult content, sports sites, job search sites, social-network sites)
- Employees spend time on non-work activities on the Web
- Concerns over security threats such as viruses and other malicious software
- Concerns about inappropriate activities by employees (e.g., harassment, unprofessional comment)
Non-Work Social Media

- Do employer restrictions on non-work social media violate an employee's freedom of speech?