CSE312/ISE312

Gift of Fire, Fourth edition by Sara Baase

Read: Section 6.1-6.2

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

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?

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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 patters?

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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

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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

Do you want to telecommute?

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

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)

Corresponding page number: 298-299   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?

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