**Literature Review**

**Topic -**

***“Are technology companies responsible for the health, safety and wellbeing of users?”***

**Introduction to the Topic**

This is a literature review which will summarise all the data search and evaluation of the available literature in your given subject or chosen topic area about technology companies' responsibilities towards health and safety. It will also give brief arguments, for and against how technology companies are responsible for health, safety and digital wellbeing of their users.

Based on the topic I have selected, I will be comparing recent research and draw conclusions based on the strength and weaknesses of the topic regarding **“Are technology companies responsible for the health, safety and wellbeing of users?”** In addition, I will elaborate more on the impact on how it affected the health and safety of users and the future of society.

**Summarise Strengths (arguments for)**

#### In this section, I will be summarising the strengths for the topic using articles which prove each statement according to respected authors and specialists in their given fields to back up their statements.

#### **1. Minimises Digital addiction : It will help improve the health and safety for users**

The benefits for companies to take responsibility for their users can help improve their health, safety and wellbeing in the technological dependencies.

According to the **UK’s communications regulator Ofcom**, 34% of users have tried “digital detox“ after being offline 33% of users have increased performance in everyday life. 27% of people felt a sense of freedom and 25% enjoyed their life more than before. The rest of them have a fear on in social media which is 16%. 15% of them felt really lost and did not know how to cope but on the other hand, 14% of them cut . These results show that people want to reduce time spent online and would need some help in doing so.

#### **2. Gives users more control : They would have control over technologies and have control over their health**

Users will have more control over their health if technology companies take responsibility over the technologies they provide. The users will decide what is good and harmful for themselves and will make the most out of it without affecting their wellbeing.

According to **Sheizaf Rafaeli**, a professor at the University of Haifa in Israel, wrote, “He speaks about how people are responsible for themselves and how they have control over how they behave.They can adapt according to the situation, bt in order to overcome these people have to take the first step in a march towards progression, only then will they live happier lives and more supportive environments by communicating with others which is a good start towards a better living. With this it is not always easy-going towards achieving your goals, there will be obstacles that will need to be overtaken..”

#### **3. More flexibility for technology companies : Companies can display over which content they put out and what gets received by users**

According to **Susan Price**, lead experience strategist at USAA, commented, “She speaks about how the technologies that are used for human necessities can make it better for everyone’s wellbeing and improve their experience which helps us move forwards with technology innovation. has a vision that helps balance what humans store in their mind and what affects our attention. She has given rules which are guided by the user with a framework gives priority what content users are given to minimise the uncontrollability and give users to give in what goals and objectives they wish to achieve instead which gives them a better control over their decisions.”

**Pew Research Center: Internet, Science & Tech. (2019). *The Future of Well-Being in a Tech-Saturated World*. [online] Available at: https://www.pewresearch.org/internet/2018/04/17/the-future-of-well-being-in-a-tech-saturated-world/ [Accessed 20 Dec. 2019].**

**Summarise Weaknesses (arguments against)**

#### In this section, weaknesses or arguments against the topic will be discussed in articles which prove each statement according to respected authors and specialists in their given fields to back up their statements.

#### **1. Digital addiction: Internet companies were structured around methods of dopamine dosing to link up the public**

A number of respondents said the cognitive abilities of people seem to experience shifts that are detrimental to human success. Because these shortcomings are most commonly found among those living in a highly digital life, they are attributed to online connectivity that is almost constant.

According to **Douglas Rushkoff,** author, film and culture instructor at New York City University, said, "The real reason why digital technology would continue to threaten human cognition and well-being is that space-dominating corporations (Facebook, Google, Amazon) are operated by people who have no knowledge of human society or background. They fell under the spell of venture capitalists who push capital growth above all other values by leaving college at an early age or running companies immediately after graduation. The platforms are therefore necessarily going to compromise humanity, democracy and other essential values. The larger businesses are growing, the more desperate and extractive they will have to grow further.

#### **2. Digital deficits: People's cognitive abilities will be tested in many areas, including their ability to analyse, recall, concentration, imagination, thought, and mental resilience.**

Some of the most interested respondents referred to the monetization of publicity as the driving force behind many health concerns – the cornerstone of the digital economy.

According to **Steven Polunsky,** a Texas A&M University research scientist, wrote, "The OODA cycle is one way to describe how we act–when something happens, we observe it, orient it to our personal context, decide what to do and act on that decision. To short-circuit that process, the internet is easily armed, so we receive minimal information and are urged to act on it immediately.

This trend will lead to increased dissatisfaction among internet users and those affected by their actions, which may be a wide audience, unless behaviour changes and adapts.

According to **Nikki Graves,** an associate professor at the Goizueta Business School at Emory , "We are currently living in a culture that promotes attention-deficit disorder due to hyperconnectivity. Since 1993, I have been teaching at the college level and I can see a definite decline in the ability of students to focus on details and more generally.

#### **3. Digital distrust/divisiveness: Personal authority will be diminished and emotions such as surprise, panic, anger and outrage will be trained digitally, differences and doubts will be further equipped**

According to **Fay Niker**, a postdoctoral fellow at Stanford University's Center for Ethics in Society, said, "It seems obvious to me that the continuing structuring of our lives by digital technologies will only continue to harm human well-being, including the practise of autonomous control and the performance of human relationships. This is both a mental and a moral claim. Unless we are able to regulate our online worlds politically and socially, the consequences of the late-capitalist system dominated by the attention-extracting global digital media companies would likely harm our psychological and moral well being.

**The Conversation. (2019). *Digital addiction: how technology keeps us hooked*. [online] Available at: http://theconversation.com/digital-addiction-how-technology-keeps-us-hooked-97499 [Accessed 20 Dec. 2019].**

**Talk about recent research**

***“Well-being on demand? How technology is shaping mental health in the workplace”***

According to **Bevan Rees,** Dr Tang, the typical business approach to mental health is too reactive. She argues for a preemptive strategy that cultivates the vital skills employees will need when, not if, they are confronted with stress and overwhelm.

“Attending to wellbeing while the waters are calm can help reinforce and maintain a healthy positivity at work – which in turn supports performance.”

Rees, B. (2019). *Well-being on demand? How technology is shaping mental health in the workplace*. [online] Headspring Executive Development by Financial Times and IE Business School. Available at: https://www.headspringexecutive.com/users/264236-bevan-rees/posts/50400-well-being-on-demand-how-technology-is-shaping-mental-health-in-the-workplace [Accessed 10 Dec. 2019].

***“How company culture affects employee health and wellbeing”***

According to **Olly Goodall**, “He speaks about how employers are being more aware about what affects the health of their employees and safety. They are also beginning to realise how much it has become an issue in a modern working environment.

The company “Breathe” a specialist HR software has been created to balance and moderate how people spend and manage their work and reduce paper. By this people have worked harder and more effectively and improving their communication skills with the company, which they believe puts their business and their people forwards

and wellbeing are impacted by many different causes, it includes how a person's social status, physical health and financial status,etc. The employer has only control over so of these factors. The way the company operates also affects the employees health and safety which is in their control.

A Chaotic working environment will have a negative impact on an employees mental and physical health, It has been reported that in 2018 a modern family over 72% of workers work or bring work at home and work on it during or on weekends, and 47% of workers found that their work has an impact on their personal and time spent with their families “

Goodall, O. (2019). *How company culture affects employee health and wellbeing*. [online] How company culture affects employee health and wellbeing : Real Business. Available at: https://realbusiness.co.uk/company-culture-employee-health-and-wellbeing/ [Accessed 15 Dec. 2019].

***“Social media companies need ‘legal duty of care’ to protect young users, MPs say”***

***``Self-regulation will no longer suffice,' Science and Technology Committee says in calling for strict new legislation***

According to **INDEPENDENT NEWS**, Facebook, Youtube and other social media giants should have a “legal duty of care” to ensure they act to protect the mental health and well-being of younger users, MPs have concluded.

The government has also been told to examine legislation which would ensure firms share data which can help identify and protect those at risk from the negative impact of such sites.

NEWS, I. (2019). *Social media companies need ‘legal duty of care’ to protect young users, MPs say*. [online] The Independent. Available at: https://www.independent.co.uk/news/health/social-media-children-facebook-twitter-youtube-mental-health-body-image-sleep-cyberbullying-a8755331.html [Accessed 15 Dec. 2019].

**State objectives of your research**

Carrying out secondary research using -

* Other population demographics collected by municipal,
* Provincial or federal government agencies,
* Reports issued by research institutions,
* News reports,
* Academic journals,
* Newsletters,
* Magazines and newspapers,
* Pamphlets.

2. Carry out primary research using -

* Interviews (telephone or face-to-face)
* Surveys (online or mail)
* Questionnaires (online or mail)
* Focus groups.
* Visits to competitors' locations.

3. Compare the two researches together and take points from each other.

4. Draw conclusions and make recommendations,

**Conclusion**

This literature review covers how Technology Companies are responsible for the health, safety and wellbeing of their users and summarises all the data which evaluate the strengths and weaknesses of the research done. It will also give brief arguments, for and against on how technology companies are responsible for health, safety and digital wellbeing.

This review has given me an overview about technology towards the health and wellbeing of their users. It has also given me the knowledge to move forward with other research and use the skills I’ve acquired in this literature review.

Notes - provide at least five references from various resources including websites, journals, books, newspaper articles.

* **Open Access Government. (2019). *Workplace technology – How has it impacted health and safety?*. [online] Available at: https://www.openaccessgovernment.org/workplace-technology-how-has-it-impacted-health-and-safety/47540/ [Accessed 29 Oct. 2019]. [ Accessed on - 8 / 10 / 2019 ]**

(This article talks about how technology has impacted the workplace health and safety wise, where employers are risks when working in a business in Britain)

* **Startups.co.uk. (2019). *Health and safety for small businesses 2019 | Learn more here*. [online] Available at: https://startups.co.uk/health-safety-guide/ [Accessed 29 Oct. 2019].[ Accessed on - 8 / 10 / 2019]**

(This article talks about the health and safety of small businesses which may be at risk of sharing information to unknown sources, which could be used to steal data from unsuspecting users.

* **Business Up North. (2019). *How technology has changed health and safety in the workplace | Business Up North*. [online] Available at: https://www.businessupnorth.co.uk/technology-changed-health-safety-workplace/ [Accessed 29 Oct. 2019]. [ Accessed on - 8 / 10 / 2019 ]**

(This article talks about the health and safety of work that has changed in Britain since 1974)

* **UK Parliament. (2019). *Social media companies must be subject to legal ‘duty of care' - News from Parliament*. [online] Available at: https://www.parliament.uk/business/committees/committees-a-z/commons-select/science-and-technology-committee/news-parliament-2017/impact-of-social-media-young-people-report-published-17-19/ [Accessed 29 Oct. 2019].**

**[ Accessed on - 8 / 10 / 2019 ]**

(This article talks about the social media companies must be subject to legal ‘duty of care’)

* **Technology, M. (2019). *The Risks and Responsibilities of Tech Innovation*. [online] MIT Sloan Management Review. Available at: https://sloanreview.mit.edu/article/the-risks-and-responsibilities-of-tech-innovation/ [Accessed 29 Oct. 2019]. [ Accessed on - 8 / 10 / 2019 ]**

(This article talks about the risk and responsibilities of technology innovations which redefine the boundaries of companies' risk).

* **Afifi-Sabet, K. (2019). *The UK's digital regulator will fine tech giants for spreading ‘harmful content’ online*. [online] IT PRO. Available at: https://www.itpro.co.uk/policy-legislation/33408/uk-s-digital-regulator-will-fine-tech-giants-for-spreading-harmful-content [Accessed 29 Oct. 2019].**

**[ Accessed on - 8 / 10 / 2019 ]**

(This article talks about the UK’s digital regulator will fine tech giants for spreading ‘harmful content’ online, Draft proposals will see senior managers face criminal liability, while ISPs could block some services entirely).

* **Pew Research Center: Internet, Science & Tech. (2019). *Concerns about the future of people’s well-being and digital life*. [online] Available at: https://www.pewresearch.org/internet/2018/04/17/concerns-about-the-future-of-peoples-well-being/ [Accessed 12 Nov. 2019]. [ Accessed on - 12 / 11 / 2019 ]**

(This article talks about how About half of the people responding in this study were in substantial agreement that the positives of digital life will continue to outweigh the negatives. However, as in all great technological revolutions, digital life has and will continue to have a dark side.)

* **Elon.edu. (2019). *The 2018 Survey: Digital Life and Well-Being*. [online] Available at: http://www.elon.edu/e-web/imagining/surveys/2018\_survey/Digital\_Life\_And\_Well-Being\_Home.xhtml [Accessed 12 Nov. 2019]. [Accessed on - 12 / 11 / 2019 ]**

(This article talks about the current attitudes about the potential impacts of digital life on individuals' well-being in the next decade and assess what interventions might possibly emerge to help resolve challenges,)

* **GOV.UK. (2019). *Online Harms White Paper*. [online] Available at: https://www.gov.uk/government/consultations/online-harms-white-paper/online-harms-white-paper [Accessed 12 Nov. 2019]. [Accessed on - 12 / 11 / 2019 ]**

(This article talks about the Illegal and unacceptable content and activity is widespread online, and UK users are frequently concerned about what they have seen or experienced.)

* **Hern, A. (2019). *Why the UK is taking on social networks over child safety*. [online] the Guardian. Available at: https://www.theguardian.com/technology/2019/feb/06/why-uk-is-taking-on-social-networks-child-safety [Accessed 12 Nov. 2019].**

**[Accessed on - 12 / 11 / 2019 ]**

(This article talks about the Why the UK is taking on social networks over child safety, this article is more than 9 months old worries are growing about the destructive effects of algorithms on the young.)