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CSCE 590

Homework 3

IS and the Design of Work

CASE STUDY 4‐1 Trash and Waste Pickup Services, Inc.

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1. Tradition is why a worker might resist the implementation of a new technology. For example, in insurance there are claims adjusters working on applications and technology that has been the same since they have started working in the company. This means their work process has never differed, and adding new technology will change their work process that they have never strayed from. This would mean the workers are not technologically savvy nor are they experienced in learning about technology, and both are reasons for them to resist technology. Another example, as an insurance adjuster you are operating almost 100% on a computer, other than making calls out to claimants. This means future technology could replace them entirely. Though workers are not technologically savvy, they do know the progression of technology and the more of their job is automated with technology the less job security they have. In this example, resisting technology would theoretically help keep their job security.
2. I believe a lot of offices will be digitized by 2030. Today’s companies have already progressed passed the need of offices, especially technology companies that have the capability to be managed and run by people from home and built by outsourcing to other countries. In 2030, we may see new collaborative technology and information systems that changes the way businesses communicate with themselves. Information Technology Applications that are active constantly collect information from companies, which at some point was another person’s job. Information systems already allow people to have mass synchronicity and communication between parts of companies. My idea for how 2030 looks is that Information systems will develop passed the need offices.
3. Machine Learning and Artificial Intelligence show future capabilities of running companies on their own accord. The progression of these technologies could make a start-up company run by few people have the workforce of a multibillion dollar company, as long as the start-up has the resources for it. 2030 is too far to tell the progression of these new major technologies, but technology being explored today such as collaborative-repository apps and robotic process automation will be fully fleshed out and will reach its full potential in 2030. Both of these technologies if used in full potential would decrease the requirement of offices. Robotic process automation(RPA) controls computer processes and does the job of someone sitting in front of a computer; RPA opens doors to fully automated data entry work done with the speed and efficiency of a computer rather than a human. This not only saves time for the company, but money as well since you are paying for bots at a sold price instead of at least minimum wage for all human workers.

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1. Anderson’s use of the GPS system is only positive for those who are not driving. Also, Anderson’s use of the GPS system is only negative for those who are driving. There is a give and take once it comes to privacy and information systems. Anderson’s benefits are so strong there is no reason to get rid of the GPS system; people work more for less time, and there is no exploitation of the position as a driver. The accountability of drivers is very important, and it is the responsibility of the company to make sure nobody speeds using their truck. This being said, when being watched so closely certain drivers are unhappy. Privacy is valued, and when you take away privacy it lessens the trust between the driver and the company. When drivers that get their job done on time and do not abuse the overtime are watched just as closely as drivers who slack off and abuse overtime, you may lose some of your best drivers in the workforce due to a feeling of disrespect.
2. Anderson should have used the GPS without any punishment at first, but warnings. This way when someone is out of line they get a strike or something else to mark their fault. Pay should not change, but there should be a rank of which workers have the least marks and they should get an extra benefit of choice on hours, routes, and trucks. This way GPS’s positively helps all workers in the company. If you were to go from no GPS and no problem with management to having a new GPS and no privacy from management, there is a hard shift in the worker’s mentality. A solution to this difficult shift would be giving a year with the GPS activated, and a year of using this technology would prevent any excuses of inability to use or understand the technology when you act on something alerted by the GPS.
3. Once new forms of information can be tracked and written, it will be stored. There is truly not a way to protect privacy once certain gates of technology are opened. Say if someone 20-30 years ago did not want to be on any camera ever, they would be terrified of walking outside because almost everywhere is covered with security cameras. The more information systems develop the less private information goes unseen. The only way to prevent privacy within a company is for limited information to have an option/priority of high-level access. Meaning only few know this private information and it is their job and their job only to protect the private information but still translate to the company to act on it.