

Word Count: 609

The inexpensive computing and inexpensive telecommunications have brought many advances and conveniences for the humanity. Meanwhile, they also have brought many disadvantages, creating dilemmas that have not been seen or dealt with the digital age.

One of the first dilemmas in the digital age would be many dilemmas brought to us by teleworkers. [1] The internet has brought our whole world together, linking everybody that has access to it and also providing the opportunity for workers to be working at any given places instead of coming into the actual company. The concept and carry out of teleworkers provides many dilemmas for the company. For example, the telework will impact the authority of the manager by having more autonomy and providing difficulties for the manager to manage. If the person working has the authority to shut down the computer he/she is using at any given time, it would be hard to manage such type of person, yet because the person is working online, it would be impossible for the company to forbid or punish them for doing so because of the chances of accident happening. For another example, the teleworkers will less often to get in contact with sensitive information. If the worker is working at another place of their choosing, it would be impossible to monitor or regulate their personal or working computers, thus such type of workers has less chance to be working with trade secrets etc. simply because they cannot be trusted at this level. For another example, teleworkers are usually less likely to be considered a raise since they often get forgotten because of the lack of physical presence, even though most of the times teleworkers exhibit higher productivity. This will raise inequality in the workplace and it's very hard to deal with.

As a computer professional, one of the responsibilities regarding the problem of teleworkers can be trying our best to ensure communications quality and response time for the teleworkers, as such qualities are often considered the most important ones for them. Even though teleworkers present many problems for a company, it is our best interest to provide them with the best working environment. Another responsibility would be regulating what would be sent out towards these teleworkers, as sensitive information might not be of the company's best interest to be sent out.

Another dilemma in the digital age would be monitoring the employees in a workplace. [2] While monitoring the employees' computers might do more good than harm because it would usually spot improper use of company resource but not otherwise since not a lot of employees expect privacy on a workplace computer, the use of home tracking of technicians would present ethical dilemmas for the company. Tracking technicians' places to live gets certain advantages like providing the fastest response time when the company is facing a technical disaster. However, the tracking technicians also show the company's lack of respect for personal privacy.

As a computer professional, one of the responsibilities regarding the problem of human tracking would be making sure the privacy of individual gets invaded the least or only during the time of an emergency. We can achieve this by restricting the information disclosure as well as securing database in the event of hacking. Another responsibility could make sure employees information would get recorded regardless of their will. Such event often happens during the course of a harmless company questionnaire. As a computer professional, we need to state clearly what would be recorded and what would not be.

REF:

[1] Aliah Wright, 'Study: Teleworkers more production', online, accessible,  
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[2] Kaveh Waddell, 'Why bosses can track their employees', online, accessible,  
<https://www.theatlantic.com/technology/archive/2017/01/employer-gps-tracking/512294/>