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ITSE 1450

Module 8 Projects 3

Addressing Privacy Concerns:

Advice: Emphasize to the client the importance of transparent communication with employees about the software's purpose and the type of data being collected. Ensure that the data collection aligns with privacy laws and company policies.

Reason: Building trust is essential. If employees understand the tool is for improving systems and not for performance appraisal, they may be more receptive. However, it's important to consider if the perceived benefits justify the potential impact on employee morale.

Considering the Hawthorne Effect:

Advice: Advise the client to conduct a pilot program with the software, while openly communicating with the participants about being observed. Compare the data to a control period where monitoring is not disclosed.

Reason: This can help in understanding the extent to which behavior changes under observation (the Hawthorne effect) and whether the data collected during the monitoring phase reflects genuine usage patterns.

Ethical Use of Data:

Advice: Ensure that the client has clear policies in place regarding the ethical use of the data collected. This includes strict guidelines on who can access the data and for what purposes.

Reason: Even if employees consent to monitoring, ethical mishandling of data can lead to mistrust, decreased morale, and potential legal challenges.

Long-Term Implications:

Advice: Recommend that the client considers the long-term implications of monitoring, such as the potential for creating a culture of surveillance that might inhibit creativity or lead to increased stress among employees.

Reason: The adverse effects on company culture could outweigh the benefits gained from monitoring, leading to increased turnover or decreased job satisfaction.

Alternative Solutions:

Advice: Encourage the client to explore alternative methods for improving productivity and understanding employee computer use, such as voluntary feedback sessions, self-reporting, or anonymized productivity metrics that do not involve invasive monitoring.

Reason: These alternatives could provide valuable insights without the negative connotations of surveillance, fostering a more open and cooperative workplace environment.

In conclusion, while monitoring software like that of Casual Observer Software could provide insights into employee computer usage, the potential benefits must be carefully balanced against the ethical considerations and the possible negative impact on employee behavior and workplace culture. Transparency, ethical data handling, respect for privacy, and open communication are key factors that should shape the final advice to the client.