Collaborative Discussion 1

Initial Post

Initial post:Case Study: Abusive Workplace Behaviour

by Nithya Kanakavelu - Monday, 14 August 2023, 12:16 AM

I have chosen to discuss about the case study abusive workplace behaviour (ACM, 2018). This case study highlights multiple violations of the BCS Code of Conduct (BCS, 2021). Max's abusive behaviour, discriminatory actions, dishonesty, and lack of professional communication directly contradict the principles of professionalism, competence, and maintaining a safe and respectful work environment. Jean's failure to address the issues effectively and provide psychological support to team members further worsens the ethical concerns in this situation. The BCS Code of Conduct highlights the importance of upholding ethical standards, fostering a positive work environment, and promoting fairness and respect in all professional interactions.

Additionally, this leads to a toxic environment which can cause anxiety, stress, depression, health problems, absenteeism, job burnout, counterproductive work behavior, and ultimately degrade productivity of business (Chaun, 2014).

Also this case study has wide-ranging implications. It not only raises legal concerns related to workplace harassment and intellectual property but also highlights social issues like gender discrimination and workplace culture. Professionally, the behavior of both Max and Jean runs counter to the expected standards of computing professionals, impacting their integrity, the image of the computing profession, and the well-being of team members. Adhering to ethical principles and promoting a respectful and inclusive work environment is crucial for maintaining professionalism in the field of computing (Stahl et al, 2016).

References:

Association for Computing Machinery. (2018) Case Study: Abusive Workplace Behavior. Available from: https://ethics.acm.org/code-of-ethics/using-the-code/case-abusive-workplace-behavior/ [Accessed on: 13 August 2023]

BCS The Chartered Institute for IT. (2021) The Code of Conduct.

Chuan, C.L. (2014) Mediating Toxic emotions in the workplace-the impact of abusive supervision. *J. Nurs. Manag.* 22, 953–963.

Stahl, B., Timmermans, J. & Mittelstadt, B. (2016) *The Ethics of Computing. ACM Computing Surveys* 48(4):1-38. DOI: 10.1145/2871196

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Summary Post

Summary Post::Case Study: Abusive Workplace Behaviour

by Nithya Kanakavelu - Monday, 28 August 2023, 12:08 AM

In the initial post, Kanakavelu (2023) discussed a case study about abusive workplace behavior (ACM, 2018). Diane, a new member of the interactive technologies team, faces abuse from Max, the technical leader, known for his expertise in augmented reality. Max's abusive behaviour includes verbal attacks, personal criticising, and removal of women team members' names from journal submissions. Diane's complaint to Jean, the team manager, receives an unsupportive response. The post highlights how Max and Jean's actions violate the ACM Code of Ethics and Professional Conduct, affecting the work environment and professional integrity.

Dervishev (2023), in response acknowledged the examination of the abusive workplace behaviour case study and emphasised the serious ethical concerns and consequences. Also stressed the importance of creating a secure and supportive work environment to safeguard employees' physical and mental health. The response also pointed out the external implications of workplace abuse on organisations and stakeholders. The response seeks input on effective ways to address abusive behavior in the workplace. The practical way to address is to raise this issue to the next hierarchical level manager. When there is no attention to ethical issues at higher management level, employees with high moral and ethical values would choose to leave the company which would affect the business (Long, 2019).

Biswas (2023) response agreed with the assessment of the case study, highlighting Max's violations of the BCS Code of Conduct (BCS, 2021), particularly in terms of abusive behavior, discrimination, dishonesty, and poor communication. It underscored the significance of ethical standards, professionalism, and fostering a positive work environment. The response mentioned the broader implications of the case, including legal concerns, harassment, and societal issues. Also emphasised the importance of upholding ethical principles to maintain the integrity and success of the computing profession.

As the case study has legal and ethical violations, with enough evidence and having recorded the communication with the managers, Diane could sue the company by seeking legal action (Forester & Morrison, 1994)

References:

Association for Computing Machinery. (2018) Case Study: Abusive Workplace Behavior. Available from: https://ethics.acm.org/code-of-ethics/using-the-code/case-abusive-workplace-behavior/ [Accessed on: 25 August 2023]

BCS The Chartered Institute for IT. (2021) The Code of Conduct.

Biswas, S. (2023) Response to Initial Post: Abusive Workplace Behaviour; Collaborative Learning Discussion 1

Dervishev, O. (2023) Response to Initial Post: Abusive Workplace Behaviour; Collaborative Learning Discussion 1

Forester, T. & Morrison, P. (1994). Computer Ethics: Cautionary Tales and Ethical Dilemmas in Computing. United Kingdom: MIT Press.

Kanakavelu, N. (2023) Initial Post: Abusive Workplace Behaviour; Collaborative Learning Discussion 1

Long, J. M. (2019). Management and Leadership Skills that Affect Small Business Survival: A Resource Guide for Small Businesses Everywhere. United Kingdom: Anthem Press.

Collaborative Discussion 1

Response to Peer 1

Re: Initial Post: Dark UX

by Nithya Kanakavelu - Sunday, 20 August 2023, 6:03 PM

In the initial post, Biswas (2023) had provided a comprehensive overview of the concept of "Dark UX Patterns" (ACM, 2018) and their potential negative impact on users' autonomy and trust. It highlighted various common examples of these patterns that have the potential to manipulate users' decisions in ways that are not in their best interests. The examples provided, such as hidden opt-outs for subscriptions, sneaky defaults, roach motel, bait and switch, and fear of missing out (FOMO), illustrated how these patterns exploit cognitive biases and lead to unintended or unfavorable outcomes for users.

The author had emphasised the ethical concerns raised by dark UX patterns and underscores the importance of design professionals adhering to ethical guidelines that prioritise honesty, fairness, and privacy. It also noted the regulatory actions taken against companies that employ such tactics, indicating a growing recognition of the negative impact of dark UX patterns in the industry.

In addition, I would recommend the author could further discuss about practical actions computer professionals could contribute to when the managers fail to adhere with the principles of the BCS code of conduct (BCS, 2021)

The design professionals should consider users and engage them when designing systems for e-commerce. Gray et al. (2021) had explored user engagement with data privacy and security through consent banners in internet services and concluded by advocating for transdisciplinary dialogue across various fields to address ethical concerns through public policy.

References

Biswas, S. (2023) Initial Post: Dark UX; Collaborative Learning Discussion 1

Association for Computing Machinery. (2018) Case Study: Malicious Inputs to Content Filters Available from: https://ethics.acm.org/code-of-ethics/using-the-code/case-malicious-inputs-to-content-filters/ [Accessed on: 18 August 2023]

BCS The Chartered Institute for IT. (2021) The Code of Conduct

Gray, C., Santos, C., Bielova, N., Toth, M., & Clifford, D. (2021). Dark Patterns and the Legal Requirements of Consent Banners: An Interaction Criticism Perspective. In Proceedings of the 2021 CHI Conference on Human Factors in Computing Systems (CHI '21). 172: 1–18. DOI: https://doi.org/10.1145/3411764.3445779

Collaborative Discussion 1

Response to Peer 2

Re: Initial Post

by Nithya Kanakavelu - Sunday, 20 August 2023, 4:41 PM

In the initial post Koilakos (2023) provided a thorough analysis of the case study "Malicious Inputs to Content Filters" (ACM, 2018) in terms of the ACM Code of Conduct, the BCS Code of Conduct, and the revised Children's Internet Protection Act (CIPA). The analysis is comprehensive and highlights various ethical, legal, and social issues that arise from the actions and omissions of the company, "Blocker Plus".

The author had suggested that Blocker Plus should have conducted thorough testing, utilised experts, and had fallback plans in place before deploying the machine learning models. Also the author had emphasised the importance of avoiding discrimination, ensuring system integrity, and complying with regulations and ethical codes. Additionally, the company's lack of responsiveness to identified issues is criticised.

In addition to the author's suggestion, I would recommend to have a transparent machine learning algorithm design to clearly communicate the principles and criteria for content filtering (Sokol & Flach, 2020), to implement a mechanism for human oversight and manual review of flagged content, to maintain open communication with users about how the system works on filtering the content and how their feedback and issues reporting helps them (Ullmann & Tomalin, 2020), to provide training for the development team on the ethical implications of their work, to conduct thorough risk assessments before deploying significant changes and to periodically review the system through reviews and audits.

Overall, the initial post provides a detailed assessment of how the actions and omissions of Blocker Plus align with the ACM and BCS Codes of Conduct, as well as the implications of their decisions in legal, ethical, and societal contexts.

References:

Koilakos, P. (2023) Initial Post; Collaborative Learning Discussion 1

Association for Computing Machinery. (2018) Case Study: Malicious Inputs to Content Filters Available from: https://ethics.acm.org/code-of-ethics/using-the-code/case-malicious-inputs-to-content-filters/ [Accessed on: 18 August 2023]

Sokol, K. & Flach, P. (2020) One Explanation Does Not Fit All. Künstl Intell 34: 235–250. DOI: https://doi.org/10.1007/s13218-020-00637-y

Ullmann, S. & Tomalin, M. (2020). Quarantining online hate speech: technical and ethical perspectives. Ethics Inf Technol 22: 69–80. DOI: https://doi.org/10.1007/s10676-019-09516-z

Collaborative Discussion 1

Response from Peer 2

Re: Initial Post

by Panagiotis Koilakos - Saturday, 26 August 2023, 4:14 PM

Hi Nithya,

Many thanks for your valuable input. I find really interesting the transparency part. I am wondering, how can a company achieve transparency while not providing the algorithm in open-source way and at the same time avoiding further exploitation by tech-savvy persons that can further manipulate that said transparency? It would be great to hear your thoughts.

Panos

Collaborative Discussion 1

Response to Peer 2

Re: Initial Post

by Nithya Kanakavelu - Monday, 28 August 2023, 12:38 AM

Hi Panos,

You've raised an important and complex question about achieving transparency in algorithms without exposing them to potential exploitation. Balancing transparency and protection of proprietary information is indeed a challenge.

One approach could involve providing a detailed explanation of the algorithm's principles and objectives without divulging the exact code or implementation. This way, stakeholders can understand the logic behind the algorithm's decisions without having the technical specifics to manipulate it. This might involve sharing high-level insights, flowcharts, and documentation that outline the decision-making process.

Additionally, companies could establish third-party audits or certifications. Independent experts or organisations could assess the algorithm's behaviour and confirm its adherence to certain ethical and transparency standards. This provides a level of accountability and reassurance to users without exposing the algorithm's inner workings.

Regularly updated transparency reports could also be beneficial. These reports could highlight the outcomes of the algorithm's decision-making, its impact, and any changes made over time. This helps users track the algorithm's behaviour and holds the company accountable for any updates or modifications.

However, it's important to acknowledge that achieving the right balance is a continuous process. Companies must remain vigilant in monitoring and addressing potential exploitation or manipulation, adjusting their transparency measures accordingly. It's a dynamic landscape that requires a combination of technology, policy, and user engagement.

Ultimately, striking a balance between transparency and protection will require collaboration among various stakeholders, including industry experts, regulators, and the general public, to establish guidelines and best practices that work for everyone involved.

Best regards,
Nithya

Reference:
Smith, M., Patil, D., & Muñoz C. (2016). Big Data: A Report on Algorithmic Systems, Opportunity, and Civil Rights. White House Report. Available from: https://goo.gl/WbgMnK

Collaborative Discussion 1

Tutor Feedback

Collaborative Learning Question 1 formative feedback

by Karen Outram - Thursday, 31 August 2023, 12:58 PM

Thank you for completing Collaborative Question 1 formative.

Please see my comments below – this is constructive criticism designed to be supportive

If you know you didn't complete all the formative requirements here, ensure you engage and complete any formative you may need to use for your e-portfolio artefact summative, which is submitted in unit 12.

As follows:

There are some full responses to the formative in some instances and this is a positive

When listing references, just do this alphabetically and don't apply numbers/bullet points next to the list

Ensure that critical discussion is engaged with fully – look at the pros and cons of research and develop debate through submissions. This is a cornerstone approach to any academic writing

Reference lists must be in alphabetical order in all instances

Good to see citation occurring in most instances. For all your posts/formative and summative in this module use regular citation and a list of references to support. Where there is fact/research cite. You should not be writing content without any citation or reference lists in this module. Make sure basic academic conventions are followed, as when grading the e-portfolio at the end of this Module, citation and referencing must occur in your formative content that you then chose to become artefacts for the e-portfolio. We also discuss this in live seminars and so do bear this important point in mind.

When laying out academic content ensure there are clear gaps between paragraphs and double line spacing within paragraphs. This is particularly important for summative submissions

When using speech marks you are denoting a quote, '...' don't use speech marks to just highlight text, use speech marks for quotes only and then if you are denoting a quote, cite after

Don't bullet point or 'list' facts in your content, use your critical academic voice and debate points. Listing research findings is descriptive writing and does not align with academic writing

Avoid using (n.d) citations, there is plenty of research out there with identified and dated authors

Citation should be applied in every paragraph

Set your spell check to English and not American

Ensure paragraphs are evenly weighted and even in size, [there shouldn't be long and then short paragraphs]

Do not use contractions in academic writing, example, 'I'd' should be 'I would'

Don't use informal tones or terms in your content, keep all completely academic regarding writing tone

With best wishes

Karen Outram