

CPSC 2910

Lesson 11



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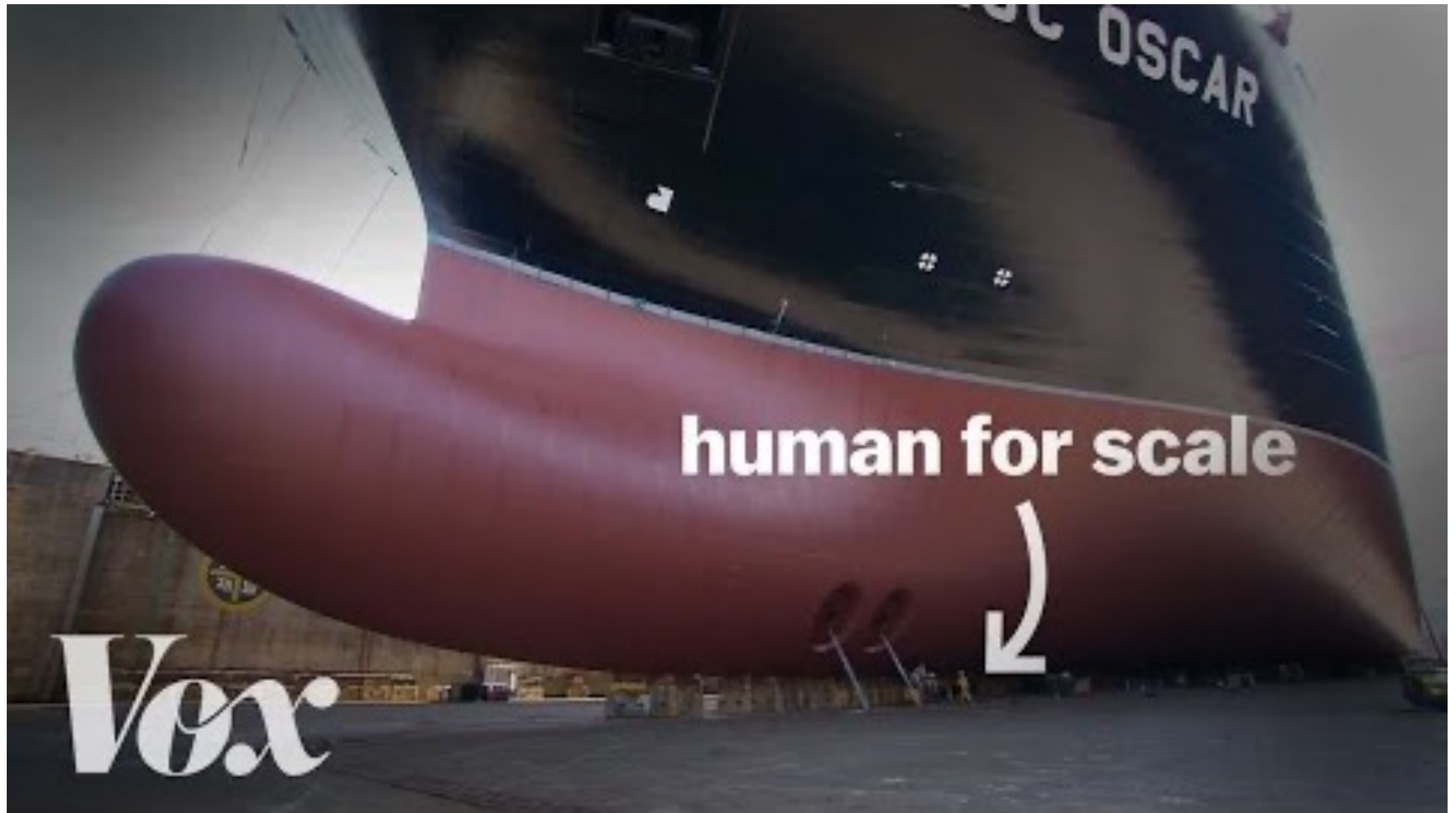


School of
COMPUTING

Work Topics

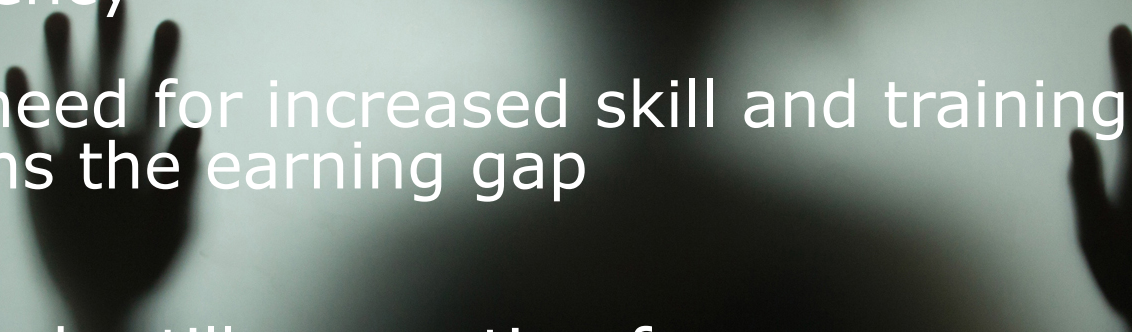
- ❖ Progress and Fears
- ❖ Employment Impacts
- ❖ Global Workforce
- ❖ Change in Employment Practices

The Box that Changed the World



<https://youtu.be/FN3VFgG922A>

Progress and Fears

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- ❖ The introduction of computers in the workplace generated many fears:
 - ❖ Mass unemployment due to increased efficiency
 - ❖ The need for increased skill and training widens the earning gap
 - ❖ New trends still generating fears:
 - ❖ Offshoring of jobs will lead to mass unemployment
 - ❖ Employers use of technology to monitor their employees

Change and Employment Impact

- ❖ A successful technology eliminates or reduces some jobs but creates others
- ❖ New industries arise
- ❖ Lower prices increase demand and create jobs

Discussion

In your teams, discuss a new industry/innovation that has arisen in the last 20 years. What have you seen change due to this innovation and what are the pros and cons of this change?

Telecommuting

❖ Benefits

- ❖ Save time on commuting
- ❖ Reduced overhead cost – office costs
- ❖ Work more efficiently; more at own pace and timing
- ❖ Good for employees with children
- ❖ Reduced environment impact of cars
- ❖ People move to new areas – property values rise there and lower elsewhere

❖ Problems

- ❖ Easier to get distracted
- ❖ Dependent on internet stability/service
- ❖ Too much sitting at the desk at home
- ❖ Real estate impact
- ❖ Impact camaraderie

Telecommuting

❖ Benefits

- ❖ Reduces overhead for employers
- ❖ Reduces need for large offices
- ❖ Employees are more productive, satisfied, and loyal
- ❖ Reduces traffic congestion, pollution, gasoline use, and stress
- ❖ Reduces expenses for commuting and money spent on work clothes
- ❖ Allows work to continue after blizzards, hurricanes, etc.

❖ Problems

- ❖ Employers see resentment from those who have to work at the office
- ❖ For some telecommuting employees, corporation loyalty weakens
- ❖ Odd work hours
- ❖ Cost for office space has shifted to the employee
- ❖ Security risks when work and personal activities reside on the same computer

Telecommuting

Would you want to telecommute?

A Global Workforce

- ❖ Outsourcing - where a company pays another company for services instead of performing those tasks itself
- ❖ Offshoring - the practice of moving business processes or services to another country, especially overseas, to reduce costs
- ❖ Inshoring - when another company employs thousands of people in the U.S. (e.g. offshoring for a German company means inshoring for U.S.)
- ❖ Almost 5% of U.S. workers are employed by foreign companies
- ❖ Others – Nearshoring and Insourcing

Ethical Dilemma

Suppose you are a manager at a software company in the U.S. and are about to begin a large software project. You will need to hire dozens of programmers. Using the Internet for communication and software delivery, you can hire programmers in another country at a lower salary than programmers in your country. Should you do this?

Corporate Monitoring

- ❖ Before you get the job, many employers will review your social presence
- ❖ When you get the job, there are rules about use of your corporate computers, phones, etc.
 - ❖ Over half of major companies in U.S. sometimes monitor the email or voice mail of their employees on company systems
 - ❖ Some companies block certain website, etc.
 - ❖ Some monitor your time spent on nonwork activities.
 - ❖ Some monitor your location (i.e. truck drivers, nurses, badges)
- ❖ Justification
 - ❖ Training, measuring or increasing productivity, checking compliance with rules for communication, and detecting behavior that threatens the employer in some way.
 - ❖ Concerns over security threats such as viruses and other malicious software
 - ❖ Concerns about inappropriate activities by employees (e.g., harassment, unprofessional comment)

Discussions Topics

It is reasonable for employers to fire employees for content of their blogs, tweets, or posts on social networks?

Are there good reasons for employers to be concerned about what their employees post in such places?

How much privacy is reasonable for an employee to expect in the workplace?

Under what circumstances is it appropriate for an employer to read an employee's email?