



EMPLOYEE MONITORING IS THERE PRIVACY IN WORKPLACE

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Abstract

The tremendous growth in software industry over past ten years which caused so many challenges in work environment. One such challenge is employee privacy. There are numerous notions regarding this issue as employee's feel that their privacy is violated and simultaneously employer care for the control of the work efficiency, employee productivity in order to provide a safe work environment. Employee monitoring is done through different ways such as computer monitoring, video surveillance, etc.

Employer collect the information regarding employees in order to have a safe business, necessary to avoid liability, internal company use, legal issues involved in workplace privacy. The primary law applies to this subject is Electronic Communications Privacy Act of 1986 (ECPA) makes it illegal for any person to intentionally access, or disclose oral or electronic communication and also prohibits third parties, the government, police or individuals from accessing or disclosing e-mail without proper authorization, such as obtaining a search warrant or prior consent from the user or recipient.

Why this monitoring is done? Is there no trust on their employees? here trust is not a problem, employer is considering about subjects like legal, obligation, productivity and there are other issues like security concerns, Tele computing etc. Here we have list of laws used by some of countries like America (1986 ECPA), Canada (PIP&EDA) for both public and private sectors, European (DPD 95/46/EC), Australia too follows (ECPA 1988). This article provides a brief outline of this subject and the opinions of employee regarding this issue as it is one of the enormous challenge faced in various sectors.

Keywords: ECPA Act, Employee Monitoring, Video Surveillance, Data Protection.

Introduction

Employee monitoring is nothing but utilizing the devices and equipment in order to retrieve data about how the individual exercise on work. Organizations A workplace environment study from International Data Corp (IDC) stated that 30-40 percent of employee internet access time isn't related to work purpose. 21-31 percent of employees even revealed the information regarding projects and other legal concern issues by sending messages to other parties. Even online purchases are made by employees in work hours.

However even employees are against this monitoring in certain areas. Holland (2012) performed a survey on employee behaviour and attitude in regard with employee monitoring and surveillance in a workplace in Australia and found that 60% people were against Electronic monitoring, 56% against video monitoring. The trust between the employees and organization may broke due to this excessive methods conducting on employees may create some psychological effect on the employees in order to maintain information private or even haunt them by doing so, this issue is one of the major debate going on in present meetings in organization in order to solve the conflict regarding the employer and employee.

Employees who monitor must be reasonable and also be responsible for the work they are doing and even lack of understanding in employees that how technology works and its capabilities by maintaining some ethics in workplace by this employees may understand the importance of monitoring leads to well developed organization with no flaws regarding work activities and privacy issues.

Amount Spent by Various Organizations on Security

S. No	Sector	Year(2014)	Year(2015)
1	Manufacturing	\$496995	\$476546
2	Banking	\$496377	\$486278
3	Government	\$447114	\$424660
4	Communication	\$444639	\$428675
5	Insurance	\$187958	\$182572
6	Retail	\$179538	\$176916
7	Utilities	\$149379	\$143479
8	Transportation	\$133785	\$129696



9	HealthCare	\$107934	\$104902
10	Whole Sale	\$87707	\$82,011
11	Education	\$66584	\$64182

Source: www.sans.org

Various sectors spending their amount under section security in the year 2014 and 2015. We can observe that organizations are very much concerned with the privacy issues regarding information and certain security concerns.

Objectives of Study

The main aim of the paper is to study

- All the practices, policies and programs undertaken by organizations for the growth and development of company regarding work ethics and how do employees react over this surveillance.
- Amount allocated by each sector which implemented on security in the year 2015-2016.
- Importance of Privacy and how best organization in its implementation, by analysing the data using SPSS.

Research Methodology

Employee Monitoring is about how the system needs to be evaluated on whom and how does this effect the employee, what results are expected in this activity and what measures need to be taken in order to safe guard the system.

Examine their employees regarding performance and also their corporate assets. The main aim of the company is to prevent any negative affects that cause business loss in certain terms like laws regarding clients' information, or to business itself in any other form.

Median Budget and Percentage Allocated Security By Year By Organization Size

Table 4. Median Budget and Percentage Allocated to Security by Year by Organization Size			
Classification	IT Budget		
	FY 2014	FY 2015	FY 2016 (Projected)
Large	\$ 1M-\$ 10M	\$ 1M-\$ 10M	\$ 10M-\$ 50M
Medium	\$ 500K-\$ 1M	\$ 1M	\$ 1M-\$ 10M
Small	\$ 100K-\$ 500K	\$ 100K-\$ 500K	\$ 100K-\$ 500K
Classification	% Budget for Security		
	FY 2014	FY 2015	FY 2016 (Projected)
Large	4%-6%	4%-5%	7%-9%
Medium	4%-6%	4%-6%	7%-9%
Small	3%-4%	4%-5%	6%-7%

Source: www.sans.org; Expenses on security 2014, 2015, 2016

There are various methods in order to implement the monitoring and surveillance in today world. Here are some of the descriptions of the methods given below.

Computer Monitoring

In computer monitoring there are certain types in which a computer can check various elements regarding the behaviour of the employee such as performance and data entry jobs and also word processing of the text, the accuracy and the speed maintained by the employee in transactions .This implementation helps the organization to record the performance of the employee ,and illegal aspects in order to appraise him or punish him according to his actions .It also helps to compute number of idle hours that are being spend by employee in work hours.

Video Surveillance

It is one of the easiest ways to detect the actions done by the employee in working hours and also creates a psychological fear in doing the illegal issues regarding business and also any other matter which are non ethical to do so. Even employees feel safe in this way of monitoring and also it cause a lot of advantage regarding monitoring. This method do not require any supervision of managers which causes advantage to organization.

Team of Investigators

This is also one of the most important methods in implementing security .they act as if normal employee working with them but check their performance and how do work under working conditions .A group of peers are involved for particular sections and helps us to identify the true loyal employees to the company.



Monitoring Telephone Calls

Organization provides a telephone for individuals to use for business purpose and also private for little is accepted but organization strictly mention not to use for private purpose .Even the number of dialled numbers and their duration can be observed .Whether the dialled numbers are used for the purpose of work or for private purpose .It is one of the method used for monitoring through the communication means in form of telecommunication.

Monitoring Internet Use

It is one of means in which companies most of time use to monitor through various software installed in the systems. Even the browsing of net is monitored and certain companies even restrict all sites that are not useful to the work purpose and surfing such sites may cause certain attacks to the system like phishing, hacking, viruses, worms entering in to the system and also may cause the system to crash. So organization in order to protect devices put this restriction to employees and also using external devices like pen drive or usb and connecting external devices to the system device may also cause entering the harmful or malware functioning into the devices which ultimately lead to crash as the systems are connected which may also lead the whole network to crash. Employees must be careful in surfing the net in the system devices provided by the organisation

Education and Skill Development

Education is very important for the employees which helps them to understand the need of the organizations in all aspects and even the skills required for the employee should developed to meet the current requirements according to the updated systems .Training and coaching must be given to employee to perform better and also understand the purpose being conducted.

Health and Sanitation

Organization must create a bond with the employees and for that they need to provide good working conditions which automatically leads the employees to work with balanced mind and sound body. They need to conduct certain medical camps and also regarding those medical insurance which make employee in return to do favour for the company and to create a trust or bond with the company.

Company Environment

A company must maintain a clean environment regarding its surroundings and even in the employees. There must a good employee engagement means employees should have positive attitude towards organization and are committed to the job not only intellectually but also emotionally attached to the company. It is mutual relationship between the company and the employees to support each other to fulfil their expectations.

Safe Drinking Water

Pure water for drinking is must and should and also it is the right for every common man living on the earth. So organization identified this basic need and provided for employees.

Conclusion

In order to maintain a safe environment organizations maintain certain securities policy and methods .Employees must be given a deep understanding about the lack of privacy at work and working implementations of technology and its capabilities.

Organization should give training about the misconception and problems concerned to the current usage of employee with computers. The procedures of employee monitoring may change in future and also employees should understand the work ethics and maintain them well. Even the monitoring should be maintained to a certain level so that employees may not loose trust or bond with the organization which may lead to negativity for business.

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Data Analysis Using SPSS Software

Null Hypothesis: There is no significant difference between Year(2014) and Year(2015) amounts spent on security by various sectors.

Data view in SPSS

S.No	Sector	Year	Amount
1	manufacturing &natural resources	1	496995
2	banking & Services	1	496377
3	Government	1	447114
4	Communication Media Services	1	444639
5	insurance	1	187958
6	manufacturing &natural resources	2	476516
7	banking & Services	2	486278
8	Government	2	424650
9	Communication Media Services	2	428675
10	insurance	2	182572

1-Year(2014) 2-Year(2015) amount in "\$"

Variable view in SPSS

Level of significance-95%-0.05

Output in SPSS

Name	Type	Width	Decimals	Label	Values	Missing	Columns	Align	Measure	Role
S.No	Numeric	12	0		None	None	12	Right	Nominal	Input
Sector	String	76	0		None	None	35	Left	Nominal	Input
Year	Numeric	12	0		None	None	12	Right	Nominal	Input
Amount	Numeric	12	0		None	None	12	Right	Scale	Input

[DataSet2]

Group Statistics

	Year	N	Mean	Std. Deviation	Std. Error Mean
Amount	1	5	414818.800	129230.908	57793.819
	2	5	399746.200	124507.198	55681.311

Group Statistics here gives the information about number of observations taken in allocated and expenditure, mean of those observations, standard deviation and standard error mean of those observations.

Independent Samples Test

		Levene's Test for Equality of Variances		t-Test for Equality of Means			95% Confidence Interval for Difference	
		F	Sig.	t	Sig. (2-tailed)	Mean Difference	Lower	Upper
Amount	Equal variances assumed	.005	.941	.105	.921	140740.000	-10151.205	199970.205
	Equal variances not assumed			.105	.909	140740.000	-10221.040	199970.340

- To know whether equal variances to be assumed or equal variances to be not assumed we make use of Levene's Test for Equality of variances.

As a rule of thumb, if Sig. > .05, we use the first line of t-test results.

Reversely, if its p-value Sig. < .05 we reject the null hypothesis of equal variances and thus use the second line of t-test results.

Here sig. Value is 0.941 which is greater than 0.05 so here we consider first line of T-test results.

- If the Sig. (2-Tailed) value is greater than 0.05 in the result...



We can conclude that there is no statistically significant difference between year(2014) and year(2015) on amount spend in security by various sectors.

If the Sig. (2-Tailed) value is less than or equal to 0.05 in the result...

We can conclude that there is a statistically significant difference between the amount spent in two years on security.

Here Sig. (2-Tailed) value is 0.941 which is greater than 0.05 so there is no statistically significant difference between allocated and expenditure amounts.

Result: Here there by we can conclude by T test that there is no significant difference between amount spend in the year 2014 and 2015 in various sectors.

Theoretical Calculations:

Null Hypothesis: There is no significant difference between allocated and expenditure amounts.

X_1 = amount spent in year (2014)

X_2 =amount spent in year(2015)

S. No	X_1	X_2	X_1-x_1	X_2-x_2	$(X_1-x_1)^2$	$(X_2-x_2)^2$
1	496.995	476.546	82.3784	76.7998	6724	5929
2	496.377	486.278	81.7604	86.5318	6561	7569
3	447.114	424.660	32.4974	24.9138	1089	625
4	444.639	428.675	30.0224	28.9288	900	841
5	187.958	182.572	-226.6586	-217.1742	51529	47089
Total	$\sum X_1=2073.08$ 3	$\sum X_2=1998.73$ 1			$\sum(X_1-x_1)^2$ =66803	$\sum(X_2-x_2)^2$ =62053

$$x_1 = \frac{\sum X_1}{n_1} = 414.6166$$

$$x_2 = \frac{\sum X_2}{n_2} = 399.7462$$

Formulae for calculating the value of t is

$$t = \frac{(x_1 - x_2)}{s} \left(\frac{n_1 n_2}{n_1 + n_2} \right)$$

where x_1 =Mean of first set of observations

x_2 =Mean of second set of observations

n_1 = No. of observations in first set

n_2 =No. of observations in second set

$$s = \text{Combined Standard Deviation} = \sqrt{\frac{\sum(X_1-x_1)^2 + \sum(X_2-x_2)^2}{n_1+n_2-2}}$$

$$s = \left(\frac{66803 + 62053}{5+5-2} \right)^{0.5} = 126.9133563$$

$$t = \left(\frac{414.6166 - 399.7462}{126.9133563} \right) \left(\frac{5 \cdot 5}{5+5} \right) = 0.295$$

But table value of t at 95% level of significance and (n_1+n_2-2) i.e., 8 degrees of freedom is 1.86. As calculated value of t is less than table value of t accept the null hypothesis.

So there is no significant difference between means of amount spend on security in year (2014) and year(2015).