

# Workplace surveillance

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# Is employee monitoring a good management practice?

Employee monitoring benefits employers, and has limited, if any, benefits to employees. However, without some form of employee monitoring companies might pay heavy costs ranging from employees misusing workplace technologies to less productivity.

# Reasons for Monitoring and Surveillance

- Employee or Customer Safety
- Confidentiality and Trade Secret Concerns
- Workplace Liability and Investigations
- Network and Systems Performance
- Employee Productivity

# Monitoring Technologies

- Telephones
- Surveillance and Monitoring Software
  - Keystroke Monitoring
  - Internet Connection
  - Application Usage
  - Screenshot Capture
  - Content Filtering and Blocking
  - E-mail Forwarding
- Closed Circuit Monitoring
- Real-Time Surveillance

# Effects of Monitoring on Employees

- Stress
- Lack of trust among workers, supervisors, and management
- Lack of communication
- Lack of individual creativity
- Reduced or no peer social support
- Worker alienation

# Is workplace monitoring illegal?



# Guarding Against Employer Monitoring

- The first and most fundamental thing an employee can do to avoid being frequently monitored is to refrain from those activities that are prime candidates for monitoring.
- Never use company equipment for illegal and unauthorized activities. This is important because, if employees keep within the law, they limit employer power to monitor them.

# Look for the signs





# If no signs, you can still find them



# Employee monitoring and ethics

- Social contract theory

“Morality consist in the set of rules, governing how people are to treat one another, that rational people will agree to accept, for their mutual benefit, on the condition that others follow those rules as well”

# Covert monitoring and ethics

- Using monitoring as a mean to enforce assets protection and stop espionage
- Resolve liability issues

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