

**SOS POLITICAL SCIENCE AND PUBLIC ADMINISTRATION**

**MBA HRD 402**

**SUBJECT NAME: MANPOWER POLICY AND PLANNING**

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**UNIT-V**

**TOPIC NAME: EMPLOYEE MONITORING**

**EMPLOYEE MONITORING**

Employee monitoring is the use of various methods of workplace surveillance to gather information about the activities and locations of staff members. Employee monitoring helps the company in understanding the employee behaviour, characteristics, traits etc in a better way, which helps in improving the productivity. The biggest intention of monitoring the employees for unacceptable behaviour at work place or outside in some cases, which can have a negative effect on the company.

Monitoring is a business methodology of analyzing employee tasks to improve the way core business processes are being run within a company, helping organizations to become more efficient.

Monitoring enables the effective management of employee's tasks using accurate working time recording, monitoring and analysis. Only through monitoring of the

data that you can begin to understand employee behavior, identify working trends and discover where work can be made more efficient. Together these enable to accurately model and predict future employee behavior and lay a foundation for improving business performance.

**Monitoring** measures task-related performance using key performance indicators to monitor how the strategy is performing. Monitoring uses three main parameters; Time, Priority and Cost. Understanding where the inefficiencies in the process are key for future improvement.

## **EMPLOYEE MONITORING**

Employee monitoring is the use of various methods of workplace surveillance to gather information about the activities and locations of staff members.

Businesses monitor employees to improve productivity and protect corporate resources. The main intention is to prevent unacceptable behavior in the first place and, should that effort fail, to curtail the behavior before it can have a negative effect on the business.

## **TYPES OF EMPLOYEE MONITORING SYSTEMS**

Employee monitoring comes in all shapes and sizes. Check out the most common forms (including some you might not expect).

## **Internet usage**

Around two-thirds of businesses monitor their employees' Internet use, so if you adopt this system, you'll be in good company.

Obviously, it can be helpful to use an internet monitor to see which URLs your team members or freelancers open; for example, if they're spending most of their time browsing online shopping sites, you can be reasonably certain they're not doing their work.

But some jobs make this type of monitoring problematic. Say you've hired a social media manager—if you see she's always visiting Facebook, Instagram, and Pinterest, that shouldn't raise any red flags. But you'll still have no idea whether she's being productive.

With an app like Hubstaff, you can tie employee tasks or projects to their Internet time, which gives you a much better sense of what someone's doing online.

URL-blocking also falls under this category. Many employers will restrict their employees from visiting websites with unquestionably inappropriate content (think: pornography), while others may allow certain “questionable” sites, like Twitter or YouTube, but only for a limited period of time.

## **Email**

You might be surprised to learn 43% of employers monitor employee email. Not only can this help companies anticipate problems before they come up, but it can also be important when settling disputes. To give you an idea, a Massachusetts judge ruled an employer who'd gotten two sexual harassment claims was required to search his employees' email.

Almost three-fourths of the companies that monitor email use software, while 40% have an individual open and review messages.

## **Phone**

If you've ever dialed customer service and heard "This message may be recorded for quality assurance," you've been on the other end of an employee-monitored phone call.

Recording your staff's interactions with clients, users, prospects, or suppliers is helpful for a variety of reasons. Say you look at the latest customer support statistics, and you notice two representatives are getting much higher scores than everyone else. If you can listen to their phone conversations from the past month, you can quickly figure out what they're doing right so you can ask your other team

members to do the same. On the flip side, if someone is getting really poor feedback, listening to his or her old calls will uncover the issue.

However, companies who are solely concerned about phone misuse—rather than quality control—only monitor which numbers employees are calling and how much time they're spending on the phone.

### **Voicemail**

Only 9% of companies monitor employee voicemails. In the past, before email and chat were so ubiquitous, leaving someone a voicemail was a pretty standard way to communicate. These days, the practice has almost disappeared: Less than one-tenth of the entire American population uses it.

### **Location**

Tracking the location of mobile employees (whether by vehicle, smartphone, or both) has gone way up lately. According to the latest study, which was conducted in 2012, 62% of organizations that have "roaming" workforces keep records of their movement. That's up from 30% in 2008. Although we don't have exact numbers, the percentage has no doubt risen in even more in the past four years.

## **Other**

Wait, there's more? Yup. Any time you're keeping track of employee activity, you're conducting "employee monitoring."

That applies to companies like Buffer, who give their team members activity trackers. Every Buffer hire receives a Jawbone UP wristband. Sleep, exercise, nutritional choices—the wristband tracks it all, and each individual's results are open to the entire company. **This counts as employee monitoring.**

Due to the use of company computers, telephones, workspaces, and software, employers can have access to the daily activities of their employees. These devices are used to monitor the organizations' employees. Common methods of monitoring include software monitoring, telephone tapping, video surveillance, email monitoring, and location monitoring.

### **Software monitoring**

Software monitoring can occur if employees use company computers for their work, companies often utilize employee monitoring software that allows them to track what their employees are doing on the computers. Such as, what the speed of typing is, what mistakes are made, what applications were used, and what specific keys were pressed.

## **Telephone tapping**

Telephone tapping can be used to recover employees' phone call details and conversations. These can be recorded during monitoring. The number of calls, the duration of each call, and the idle time between calls, can all go into an automatic log for analysis by the company

## **Video surveillance**

Video surveillance can provide video feed of employee activities that are passed through to a central location where they are monitored live by another person. These can be recorded and stored for future reference which some believe is the most accurate way to monitor employees. "This is a benefit because it provides an unbiased method of performance evaluation and prevents the interference of a manager's feelings in an employee's review (Mishra and Crampton, 1998)." Management can review the performance of an employee by checking the surveillance to detect and potentially prevent problems.

## **Email monitoring**

Email monitoring gives employers the ability to look at email messages sent or received by their employees. Emails can be viewed and recovered even if they had been previously deleted. In the United States, the Electronic Communications

Privacy Act provides some privacy protections regarding monitoring of employees' email messages and other electronic communications.

### **Location monitoring**

Location monitoring can occur and be used for employees that do not work in a static location. Supervisors may choose to track their location. Common examples of companies that use location monitoring are delivery and transportation industries. In some of these cases, the employee monitoring is incidental as the location is tracked for other purposes, that can help improve customer satisfaction. Employees' phone call details and conversations can be recorded during monitoring. The number of calls, the duration of each call, and the idle time between calls, can all go into an automatic log for analysis by the company.