A STUDY ON EMPLOYEES' PERCEPTION TOWARDS PRODUCTIVITY MONITORING SOFTWARE (PMS) AT SOFT TOUCH GRAPHICS

Dr Shetty Deepa Thangam Geeta M.Com., B.Ed.,Ph.D.,
Assistant professor, Sathyabama institute of Science and Technology Chennai,Tamilnadu, India

Mr. Akash.S BSc, MBA
School of management studies, Sathyabama institute of Science and Technology Chennai, Tamilnadu, India

ABSTRACT

Productivity Monitoring Software is a means of employee monitoring, and allows company administrators to monitor and supervise all their employee computers from a central location. It is normally deployed over a business network and allows for easy centralized log viewing via one central networked PC. Sometimes, companies opt to monitor their employees using remote desktop software instead. The main objective of this productivity monitoring software is to improve employee performance and productivity at Soft touch Graphics. However, it becomes a question of concern about employee privacy when this software track the day in and day out activities of the time spent by the employees on their working platform.

INTRODUCTION

Since the pandemic hit the world, most of the Printers and designers firms and few other firms where most of the work happens through computers, work from home option has been provided for employees to run the business. In work from home conditions, it becomes difficult or impossible for employers to track employees in person as to how effectively they spend their working hours. However, it becomes a question of concern about employee privacy when these software track the day in and day out activities of the time spent by the employees on their working platform (computers). It is therefore of utmost importance to carry out this study to understand employees' views towards the productivity monitoring software and to provide suggestions to employers regarding the amount of data that can be tracked without intruding into employee privacy.

REVIEW OF LITERATURE

1. V.W. Samaranayake (2010) Majority of the software development organizations in Sri Lanka use some means of electronic technology to monitor their employee activities. Most of the software professionals perceive this as a serious matter, because the mutual trust that should be there between the employer and the employee is in question.

2. G. Stoney Alder (2001) Organizations are naturally interested in monitoring their employees' performance. Employee performance monitoring permits organizations to assess whether or not the organization is getting what it is paying for. Monitoring also permits supervisors to obtain valuable performanceinformation that can be used for employee development.

OBJECTIVES OF THE STUDY

1. The primary objective of this study is to understand the effectiveness of Productivity Monitoring Software from employees' perspective at Soft touch Graphics.
2. To find the usefulness of productivity monitoring software in work life balance.
3. To identify the effect of productivity monitoring software on employees at Soft touch Graphics.
4. To determine the different features to be included in the productivity monitoring software from an employer perspective.

NEED FOR THE STUDY

Productivity Monitoring Software is a means of employee monitoring, and allows company administrators to monitor and supervise all their employee computers from a central location. It is normally deployed over a business network and allows for easy centralized log viewing via one central networked PC.

SCOPE OF THE STUDY

1. To determine the satisfaction level of the employees towards Productivity Monitoring Software features at Soft touch Graphics.
2. To analyze whether employees would self-introspect based on results or feel PMS to be intruding into their privacy.
3. To determine the role of PMS in helping employees to maintain a healthy worklife balance.

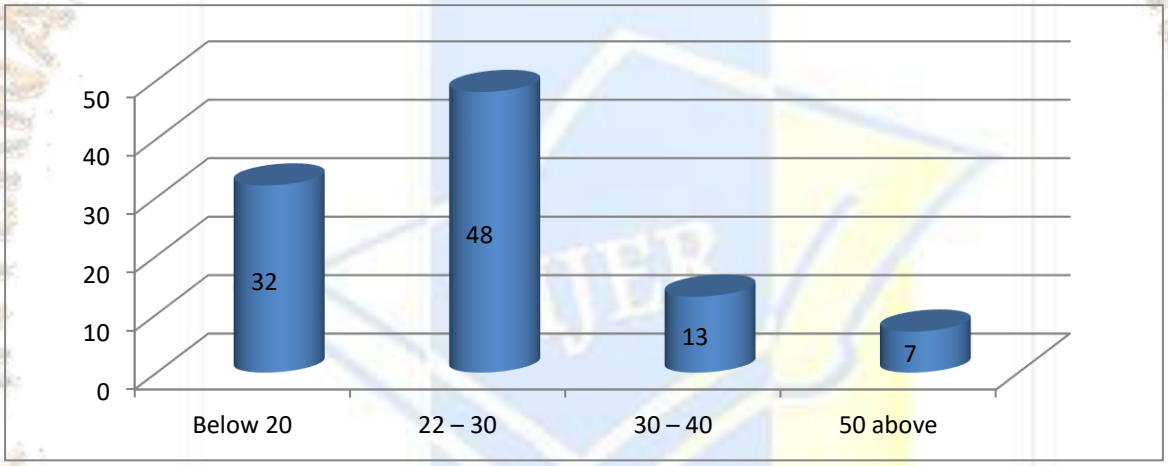
DATA ANALYSIS AND FINDING

TABLE: AGE WISE CLASSIFICATION OF THE RESPONDENTS

Particular	No. of Respondents	% of Respondents
Below 20	48	32
22 – 30	72	48
30 – 40	20	13
50 above	10	07
Total	**150**	**100**

SOURCE: PRIMARY DATA

CHART: AGE WISE CLASSIFICATION OF THE RESPONDENTS



INTERPRETATION

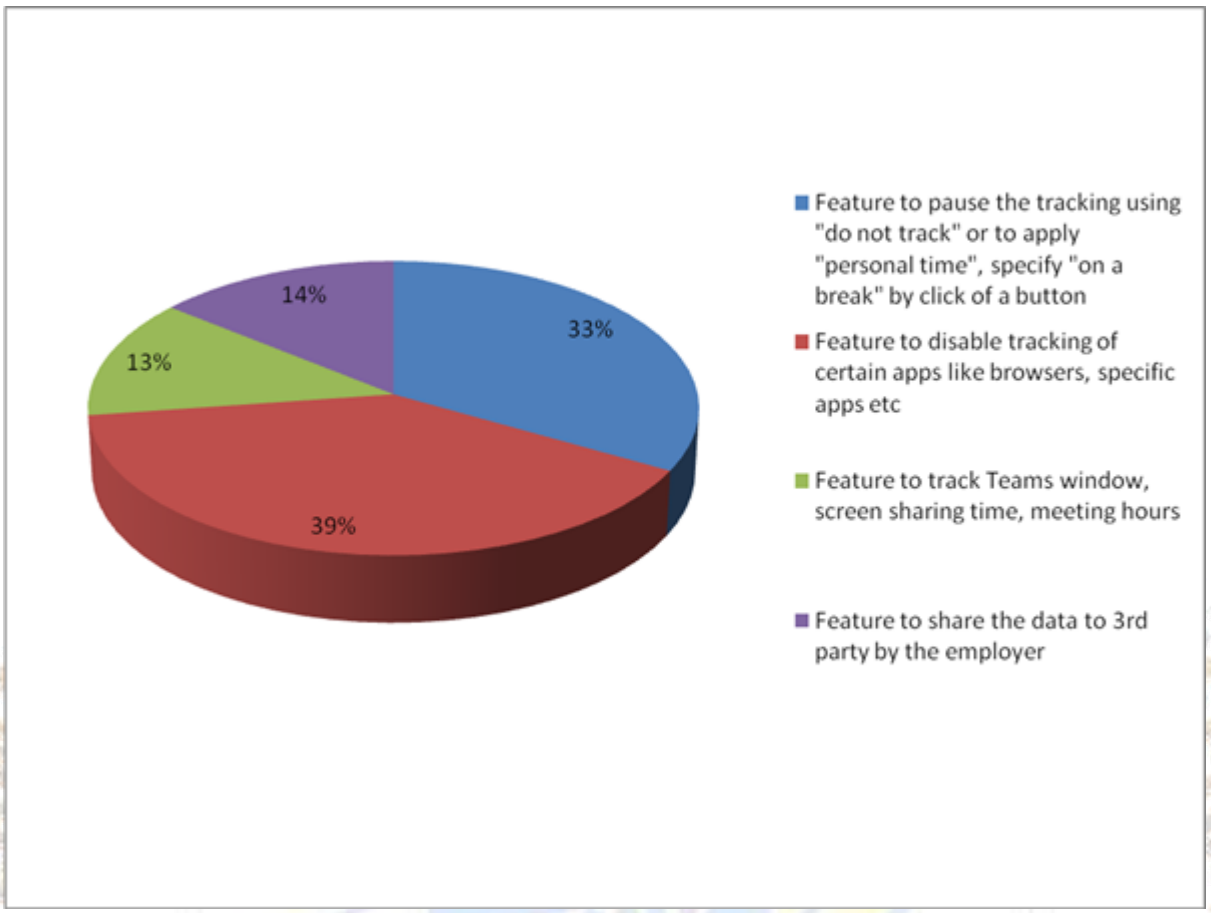
it is inferred that 48% of the respondents are in the age group of 22 to 30 years, and 32% of the respondents are in the age group of Below 20. Therefore most of the respondents are in the age group of 22 to 30 years.

TABLE: TYPE OF FEATURES WOULD YOU LIKE TO HAVE IN PRODUCTIVITY MONITORING SOFTWARE

Particular	**No. of Respondents**	**% of Respondents**
Feature to pause the tracking using "do not track" or to apply "personal time", specify "on a break" by click of a button	50	33%
Feature to disable tracking of certain apps like browsers, specific apps etc	59	39%
Feature to track Teams window, screen sharing time, meeting hours	20	13%
Feature to share the data to 3rd party by the employer	21	14%
Total	150	100%

SOURCE: PRIMARY DATA

CHART: TYPE OF FEATURES WOULD YOU LIKE TO HAVE IN PRODUCTIVITY MONITORING SOFTWARE



INTERPRETATION

The table shows that 39% of the respondents prefer the feature to disable tracking of certain apps like browsers, specific apps etc and 33% of the respondents prefer the feature to pause the tracking using "do not track" or to apply "personal time", specify "on a break" by click of a button . Therefore most of the respondents agree that they prefer the feature to disable tracking of certain apps like browsers, specificapps etc.

CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is no relationship between the gender and the most advanced Productivity Monitoring Software.

Alternate hypothesis (H1):

There is relationship between the gender and the most advanced ProductivityMonitoring Software.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * most advanced Productivity Monitoring Software	150	100.0%	0	0.0%	150	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	155.354[a]	6	.000
Likelihood Ratio	153.864	6	.000
Linear-by-Linear Association	100.634	1	.000
N of Valid Cases	150		

a. 5 cells (41.7%) have expected count less than 5.The minimum expected count is .52.

Gender * most advanced Productivity Monitoring Software Cross tabulation

			most advanced Productivity Monitoring Software				Total
			Hubstaff	Sentry PC	Teramind	InterGuard	
Gender	Male	Count	69	21	0	0	90
		% within Gender	76.7%	23.3%	0.0%	0.0%	100.0%
		% within most advanced Productivity Monitoring Software	100.0%	41.2%	0.0%	0.0%	60.0%
		% of Total	46.0%	14.0%	0.0%	0.0%	60.0%
	Female	Count	0	30	17	13	60
		% within Gender	0.0%	55.6%	31.5%	13.0%	100.0%
		% within most advanced Productivity Monitoring Software	0.0%	58.8%	100.0%	53.8%	40.0%
		% of Total	0.0%	20.0%	11.3%	4.7%	40.0%
	Total	% within most advanced Productivity Monitoring Software	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	46.0%	34.0%	11.3%	8.7%	100.0%

Degree of Freedom= (3-1) *(4-1)

= 2*3= 6

Calculated value = 155.354
abulated value = 12.592Z = Z cal >Z tab

Z== 155.354>12.592

Hence, the Alternate hypothesis [H1] is accepted

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between the gender and the most advanced Productivity Monitoring Software.

ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is a significance difference between age and type of features they like to have in Productivity Monitoring Software.

Alternate hypothesis (H1):

There is no significance difference between age and type of features they like to have in Productivity Monitoring Software.

Descriptives

age

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Do not Track feature	50	1.04	.198	.028	.98	1.10	1	2
Disable tracking of certain apps	59	2.00	.000	.000	2.00	2.00	2	2
Track Teams window, screen sharing time, meeting hours	20	2.45	.510	.114	2.21	2.69	2	3
Share the data to 3rd party	21	3.48	.512	.112	3.24	3.71	3	4
Total	150	1.95	.850	.069	1.81	2.08	1	4

Test of Homogeneity of Variances

age

Levene Statistic	df1	df2	Sig.
187.922	3	146	.000

ANOVA

age

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	95.465	3	31.822	383.708	.000
Within Groups	12.108	146	.083		
Total	107.573	149			

Tabulated value = 2.70 Calculated value = 383.708

F = F cal >F tab F= 383.708> 2.70

Hence, the alternative hypothesis [H1] is accepted.

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is no significance difference between age and type of features they like to have in Productivity Monitoring Software.

SUGGESTIONS

1. Role and importance of productivity monitoring software have to be discussed during the team meeting to create more understanding about its numerous benefits to the employees.
2. Upgrade the features of Productivity Monitoring Software based on the opinion of the employees on periodical basis.
3. Feature to pause the tracking using "do not track" or to apply "personal time", specify "on a break" by click of a button can be included in the Productivity Monitoring Software

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