

Forms of Monitoring Devices Used in Banks: Employee Awareness and View of Being Monitored

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Abstract- Background:

Organisations need some sort of supervision, control and monitoring systems to direct and ensure that the behaviour, attitude and perception of their employees are in line with the organisational culture and goals to enhance performance and productivity. The study examined various forms of electronic monitoring devices used in the commercial banks, employees' awareness and the nexus with employees' privacy.

Methods:

Survey research design was deployed in the study. Structured questionnaire was used to access information from the 262 respondents. Data collected were analyzed descriptively.

Results:

Findings revealed that various forms of electronic devices or monitoring tools were used in the selected banks to monitor the activities of the employees as well as their environments. CCTV was the mostly deployed followed by the use of computer monitoring, internet monitoring, and email monitoring software, key logger, GPS tracking, clock-in device and video / camera surveillance. CCTV systems were strong probing tools for dictating any unethical behaviour. 85.9% says electronic monitoring intrudes on their privacy very much and majority of the employees (80.5%) feel very bad being monitored and agreed that permission should be sought from employees before an electronic monitoring gadget can be used to monitor their activities.

Conclusion:

Electronic monitoring intrudes very much on the privacy of employees of banks and majority of them

feel very bad being monitored. Therefore, permission should be sought from employees before an electronic monitoring gadget can be used to monitor their activities at workplace, even at remote areas.

I. INTRODUCTION

Organisations depend on human capital which consists of knowledge, skills and competencies held by their employees through whom processes and procedures are effectively implemented [1]. Therefore, human capital is crucial and is needed in organisations to attain competitive advantage over their rival in the industry [1] locally and internationally. More so, successful organisations believe that their successes, partly, are as a result of the way they handle their employees [2; 3] and also with the way they handle their environments, host community and the way they relate to government constituted authorities overseeing their operation in a given country/nation. This is especially true within the service sector such as public organisations [4] oil companies and banks.

For organisations to achieve their goals and objectives, employee's work attitude and functions are consistently examined and placed under various types of monitoring and control to ensure compliance to the rules and regulations of the organisations. Therefore, organisations need some sort of supervision, control and monitoring systems to direct and ensure that the behaviour, attitude and perception of their employees are in line with the organisational culture and goals to enhance performance and

productivity. As such, the evaluation and careful examination of employees' attitude, conduct and performance occur in many organisations on a regular basis [5; 6]. Employee monitoring has been an important element and is constant in business organisations. Employee' surveillance is the act of employers (management/supervisor) examining and recording workers' activities and behaviours through different methods. Employees monitoring at times involves having access to the privacy of employees' which affects commitment and job satisfaction thereby influencing employees' performance negatively or positively [7]. Employee monitoring before now took different dimensions like record keeping, filing of employees' work profile, supervision of employees' work schedules (time of reporting to duty, time spend on leisure/brake) and activities like speed of work, accuracy of work. But in this digital era, establishments use modern technologies like computer, Closed-circuit television (CCTV), global positioning system (GPS) tracking and so forth to surviel or track employee activities and performance. This has made workplace to be solely dependent on technology consisting of internet usage and email for actualizing critical business operations. Considering this, electronic monitoring method is increasingly being implemented by various organisations in order to shape the workers' behaviour and to evaluate the performance of their staff at the work place [7] as well as their collective productivity.

However, there are objections to monitoring employees while in the workplace performing duties [8]; but it is a known fact that workers are constantly reading and sending unofficial mails, playing games and web-browsing for personal use during office hours [8]. Therefore, employers and management team are continuously looking for means to curtail abnormal behaviour, control and monitor employees for efficiency, security, survival, enhancement of performance and organisational growth.

The application of advanced and recent gadgets to monitor individual employee behaviour and output has raised questions about the validity and accuracy of the surveillance methods used; how well they represent employees' contributions to the organisational growth and output, the violation of

employee' privacy and the health implications on the employees [9]. Furthermore, there are controversies about computer automation and employees unethical work attitude and behaviours which affects their output. Hence, the need for this study to ascertain forms of monitoring used in banks and the employee awareness of electronic monitoring at work place.

II. LITERATURE REVIEW

There are evidences from various literatures that show that employees exhibit dysfunctional behaviours at the workplace [10; 11; 12]. Dysfunctional behaviours within organisational context are deviant behaviour exhibited either by the employer or employee [13; 14] which is not in conformity with the organisational/institutional policies, ethics, conducts, values and norms. Such behaviours cut short of organisational core values, mission and vision statements and are capable of reducing the organisational competitive advantage over its rivalries thereby decreasing organisational performance and productivity [15; 14]. Dysfunctional behaviours tarnish the organisational image and bring shame to either the employer or employee depending on the offender of the crime.

Employee's dysfunctional behaviour is also called deviant /antisocial behaviour. It affects the team spirit of an organisation negatively [16; 17]. They are conducts or behaviours which mitigate acceptable organizational ethics at the workplace, thereby affecting organizational efficiency and performance [10; 14]; it reduces organizational out, affects organiastantial prosperity and needs serious attention at grass root level [16] by using appropriate technologies and procedures to avoid its negative impact on the organisation [18; 19].

Globally, monitoring in the workplace is a common practice which is deployed by about eighty percent (80%) of the majority of employers [20; 21]; meaning that a large number of managers and employers take part in employee monitoring using various types and means of monitoring. This level of control by management over the workplace and the employee has added a new dimension to the employer-employee relationship [22]. This control can impact either negatively or positively on the

management or the employee. The manager's ability to monitor and exert control over employees in different ways enhances managerial prerogatives. Thus, the following are the reasons for monitoring the activities of employees: to fortify security; observe the application of health and safety rules; to trace workers' productivity; to prevent legal burden; to solve security concern problems; to protect organisational resources; to curtail employee abnormal behaviour; to protect organisational interest; to protect the secrets of trade and agreement with the constitution and ethical demands of establishments [23; 24; 25].

Furthermore, the advancement and adoption of modern technologies and the streamlining of modern technologies [26; 25] to track workers in the workplace has revolutionized the way by which employees' monitoring is done. Not only that, telecommuting has also paved way for the adoption of modern electronic surveillance system and equally made it relevant. These forms of recent advanced surveillances (electronic monitoring with internet of things) are cheaper and more effective when compared with other types of surveillance [7] and also, the flexibility of work schedules in recent times has made the traditional types of monitoring unsuitable [27] at workplace and elsewhere. Therefore, the reason for surveillance in the workplace cannot be overstated because it is the main factor that control employees' activities and attitudes in the organisation, and workers being aware that they are under comprehensive monitoring and careful examination will adhere to the organisational goals and policy [7].

III. METHODOLOGY

Research Design

This work adopted a survey research pattern which has to do with the investigation of activity, programme(s), opinion and other manifestations of a group of people, the institutions' environment and getting information and facts from them. It is also a plan or strategy or way of answering research question using empirical data [28].

Selection Of Data

This research employed two types of data; primary data and secondary data. The researcher sourced the primary data from suggestions, opinions and responses from the respondents while the secondary data used were all relevant information in established reports, journals, periodicals and materials already existing in Bank A of Nigeria Plc, Bank B of Nigeria Plc and Bank C Plc.

Collection Of Data

In this study, the researcher used questionnaire as tool for data collection. For the fact that the respondents that were involved in this study were not geographically located in one area and they were many in number, the use of questionnaire became appropriate. Also, the use of questionnaire helped in assuring them of their privacy and confidentiality.

Population Of the Study

The research covered all the staff of Bank A Nigeria Plc, Bank C Nigeria Plc and Bank C Nigeria Plc located in the state's capital and commercial cities of South-East Nigeria.

Table 1: Population of the Study

State	Banks					
	Bank A		Bank B		Bank C	
	Number of branches	Number of Staff	Number of branches	Number of Staff	Number of branches	Number of Staff
Abia	18	205	7	91	9	86
Anambra	27	324	17	135	15	180
Ebonyi	5	60	1	14	1	16
Enugu	17	221	11	154	4	52
Imo	12	168	6	108	5	75
Total	79	978	42	502	34	409

Source: From Bank A Plc Record, Bank B Plc Record and Bank C Plc December, 2022

Table 1 shows the population of the study by number of branches. Bank A with the highest number of branches also has the highest number of staff participants, while Bank C has the least value.

IV. RESULTS AND DISCUSSION

RESULTS

Table 2: Distribution and return of questionnaire

BANKS	STATES	No distributed	No returned	No unreturned
A	ABIA	36(10.9%)	28(8.5%)	8(2.4%)
	ANAMBRA	57(17.3%)	44(13.3%)	13(3.9%)
	EBONYI	10(3%)	8(2.4%)	2(0.6%)
	ENUGU	39(11.8%)	30(9.1%)	9(2.7%)
	IMO	29(8.8%)	22(7%)	7(2.1%)
SUB TOTAL		171(51.8%)	131(40%)	39(11.7%)
B	ABIA	16(4.8%)	13(3.9%)	3(0.9%)
	ANAMBRA	24(7.3%)	19(5.8%)	5(1.5%)
	EBONYI	2(0.6%)	2(0.6%)	-
	ENUGU	27(8.2%)	22(6.7%)	5(1.5%)
	IMO	19(5.8%)	15(4.5%)	4(1.2%)
SUB TOTAL		88(26.7%)	71(21.5%)	17(5.1%)
C	ABIA	15(4.5%)	12(3.6%)	3(0.9%)
	ANAMBRA	31(9.4%)	26(7.9%)	5(1.5%)
	EBONYI	3(0.9%)	3(0.9%)	--
	ENUGU	9(2.7%)	8(2.4%)	1(0.3%)
	IMO	13(3.9%)	11(3.3%)	2(0.6%)
SUB TOTAL		71(21.4%)	60(18.1%)	11(3.3%)
TOTAL		Distributed; 171+88+71=330(100%) Returned; 131+71+60 =262(79.4%) Unreturned; 39+17+11= 67 (20.3%)		

Source: Field survey, 2023.

Table 2 shows the distribution and return of questionnaire; out of 330 copies of the questionnaire administered to the studied participants, 262 were duly completed and returned while 67 copies were

not returned. Hence, the returned rate of the administered questionnaire was 79.4%

Analysis of Responses

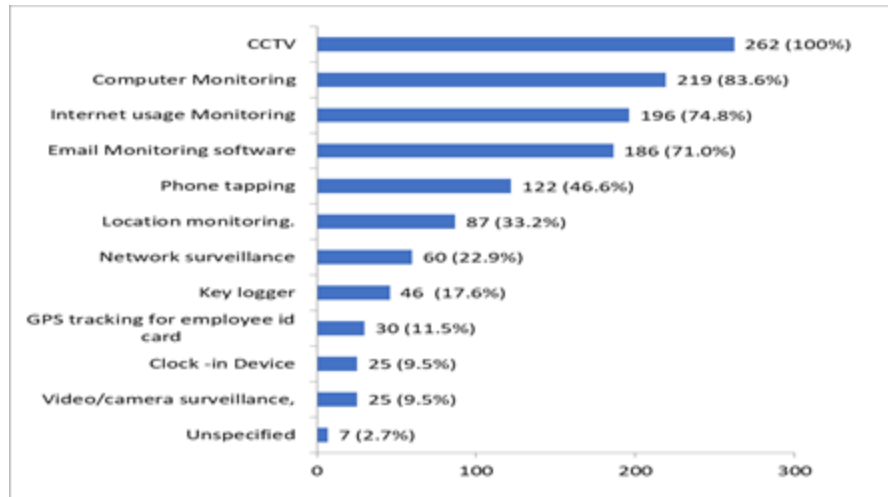


Figure 1: Forms of Monitoring Devices Used in the study Organisations (Note that multiple responses were allowed).

Source: Field survey, 2023

Figure 1: Represents different forms of monitoring devices being used in the study organisations. It shows that all the respondents studied indicated that their organisations use CCTV (262:100%), followed by the use of computer monitoring by 219 (83.6%) and the internet monitoring and email monitoring software at 196 (74.8%) and 186 (71.0%)

respectively. Others include key logger (46: 17.6%), GPS tracking for employee ID card (30:11.5%), clock-in device (25:9.5%) and video/ camera surveillance (25:9.5%). A total of 7 (2.7%) monitoring devices were not specified by the respondents.

Table 3: Distribution of Respondent awareness and feeling of being monitored at work place

Monitoring Situation at Work Place	Frequency (n=262)	Percent (%)
Are you aware of being monitored?		
Yes	262	100.0
No	0	0
Total	262	100.0
How do you see or feel about electronic monitoring?		
Bad	32	12.2
Good	13	5.0
Neutral	2	.8
Very bad	211	80.5
Very good	4	1.5
Total	262	100.0
Electronic monitoring intrudes on my privacy		
Much	24	9.2
No idea	5	1.9
Partial	8	3.1
Very much	225	85.9
Total	262	100.0
Permission should be sought from employees before electronic monitoring is used		

Agreed	240	91.6
Disagreed	3	1.1
Neutral	4	1.5
Strongly agreed	15	5.7
Total	262	100.0
The electronic monitoring policy in my organisation is well planned and implemented		
Agreed	230	87.8
Disagreed	6	2.3
Neutral	7	2.7
Strongly agreed	19	7.3
Total	262	100.0
Electronic monitoring is effective in my organisation		
Agreed	24	9.2
Disagreed	5	1.9
Neutral	7	2.7
Strongly agreed	226	86.3
Total	262	100.0

Table 3 shows that all the studied participants are aware that they are being monitored at work with an electronic device, as all of them responded positively that they are aware of being monitored. However, majority 211 (80.6%) indicated that they feel very bad being monitored, additional 32 (12.2%) equally indicated that they feel bad about it. Only 13 (5%) and 4 (1.5%) respectively responded that they feel good and very good being monitored. The result clearly revealed that majority of the studied group have strong feeling that the use of electronic monitoring in their respective workplaces intrudes on their privacy (so much =225:85.9%; much =24: 9.2%). Only 8 (3.3%) believe that it partially intrudes on their privacy and 5 (1.9%) have no idea on whether or not electronic monitoring intrudes on their privacy.

In all, 240 (91.6%) agreed that permission should be sought from employees before an electronic monitoring gadget is used, while just 3 persons (1.1%) disagreed. Notwithstanding, majority 230 (87.8%) agreed that the electronic monitoring policy in their respective organisations is well planned and implemented. Furthermore, majority (226: 86.3%) strongly agreed and agreed (24: 9.2%) that electronic monitoring is effective in their organisations compared to 5 (1.9%) that disagreed.

V. DISCUSSION

The study showed that different forms of monitoring devices were being used in the selected banks to monitor the activities of their employees as well as their environments. CCTV was the mostly deployed followed by the use of computer monitoring, the internet monitoring, email monitoring software, key logger, GPS tracking, clock-in device and video/ camera surveillance. The foregoing is in agreement with some authors that CCTV has the potential for monitoring various crimes geared to reduce or control their occurrence effectively [29; 30; 31; 32]. CCTV systems are strong probing tools for many kinds of unlawful behaviours [33] in the society or corporate organisations and even in security armory [34]. This agrees with others researchers that various forms of electronic devices or monitoring methods like computer monitoring [35; 36], email monitoring [37; 38; 39; 40; 41], tracking surveillance/ location monitoring [42], video surveillance [43], customer monitoring [44], key loggers [45; 46], software monitoring [23] are now being deployed by organisations to either monitor their employees or their environments to safe guide the establishment, enhance productivity, enhance service delivery and for appraisal standards.

All the study participants were aware that they were being monitored at work with electronic devices. Majority indicated that they feel very bad being monitored. This implies that majority of the studied group have strong feeling that the use of electronic monitoring in their respective workplaces intrudes on their privacy. This is in agreement with the findings of [47; 48; 49; 50]; that employees feel that their privacy could be invaded with electronic monitoring at their work place. Monitoring signals lack of trust, this leads to resentment, decreases employee morale and productivity; it hurts employee's feelings [51]. In some other studies [52; 53; 54; 55], negative association of monitoring revealed that employee monitoring leads to health and psychosocial issues (illness, fear, depression, stress, anxiety, burnout). It also decreases employee's entanglement, social relationship with one another and with their supervisors and fears of job disengagement [56; 57]. This very study revealed that permission should be sought from employees before an electronic monitoring gadget is used; notwithstanding, majority agreed that the electronic monitoring policy in their respective organisations is well planned and implemented. This agrees with the study which sees electronic monitoring as a strategic tool for holding firms [58]. This is also in line with the early advocates of scientific management whereby employers in a bit to ensure that their workers are doing good on job, scrutinize employee performance in details using electronic monitoring devices [59], despite the pros of monitoring, workers do not want their privacy to be intruded. However, workplace surveillance creates frictions between organisational goals and employee privacy rights; these are ethical and legal issues [60; 56; 61; 62] that must be considered and addressed in organisations and future research.

VI. CONCLUSION

Electronic monitoring intrudes very much on the privacy of employees of banks and majority of them feel very bad being monitored. Therefore, permission should be sought from employees before an electronic monitoring gadget can be used to monitor their activities at workplace, even at remote areas.

VII. RECOMMENDATIONS

Since workplace surveillance creates frictions between organisational goals and employee privacy rights- these are ethical and legal issues and as such, employees must be aware that such surveillance exist in an organisation and take appropriation whether to engage in job or not.

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