

MONITORING AT WORKPLACE



From the Editor's Desk by:
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Dear Readers,

Monitoring involves the ongoing surveillance and observation of activities, processes, or systems to track their performance, progress, or compliance. It typically involves the collection and analysis of data and information to assess whether operations are functioning as intended and meeting predetermined objectives. Monitoring can be conducted through various means such as regular assessments, automated systems, or real-time tracking.

**READ UP TO CHECK
OUT THE FURTHER
INFORMATION ON
MONITORING**

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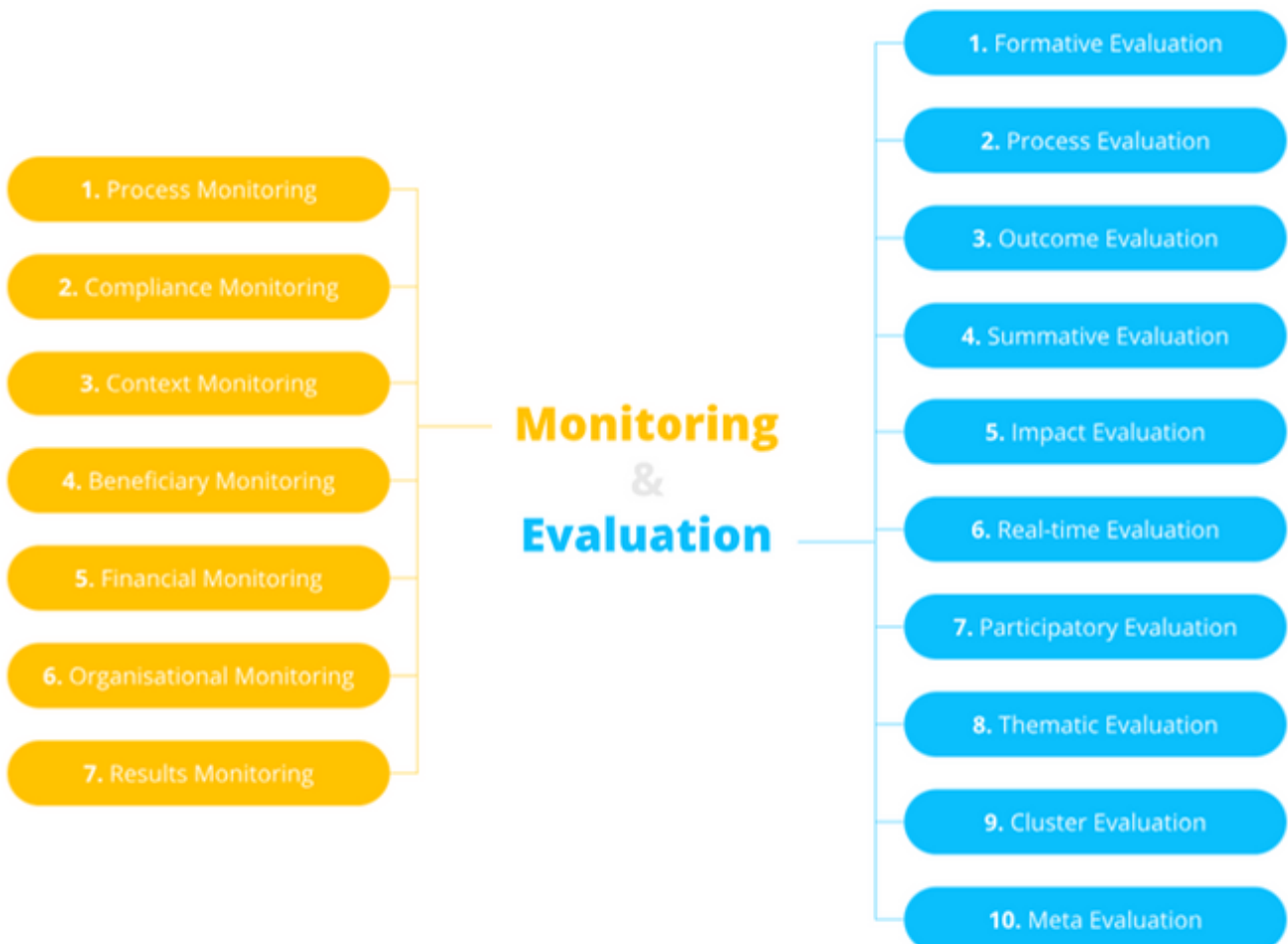
WHAT IS MONITORING

PURPOSE OF MONITORING

TYPES OF MONITORING

THE PROS AND THE CONS OF MONITORING

7 MONITORING AND 10 EVALUATION types to boost your monitoring and evaluation strategy



WHAT IS MONITORING

- **OBSERVE AND CHECK THE PROGRESS OR QUALITY OF SOMETHING OVER A PERIOD OF TIME: KEEP UNDER SYSTEMATIC REVIEW**
- **EMPLOYEE MONITORING IS THE USE OF VARIOUS METHODS OF WORKPLACE SURVEILLANCE TO GATHER INFORMATION ABOUT THE ACTIVITIES AND LOCATIONS OF STAFF MEMEBERS AND ALSO TO MONITOR EMPLOYEES TO IMPROVE PRODUCTIVITY.**

Difference Between Traditional Monitoring and Results-Based Monitoring



Traditional Monitoring

Focuses on the monitoring of inputs, activities, and outputs; that is, on project or programme implementation.



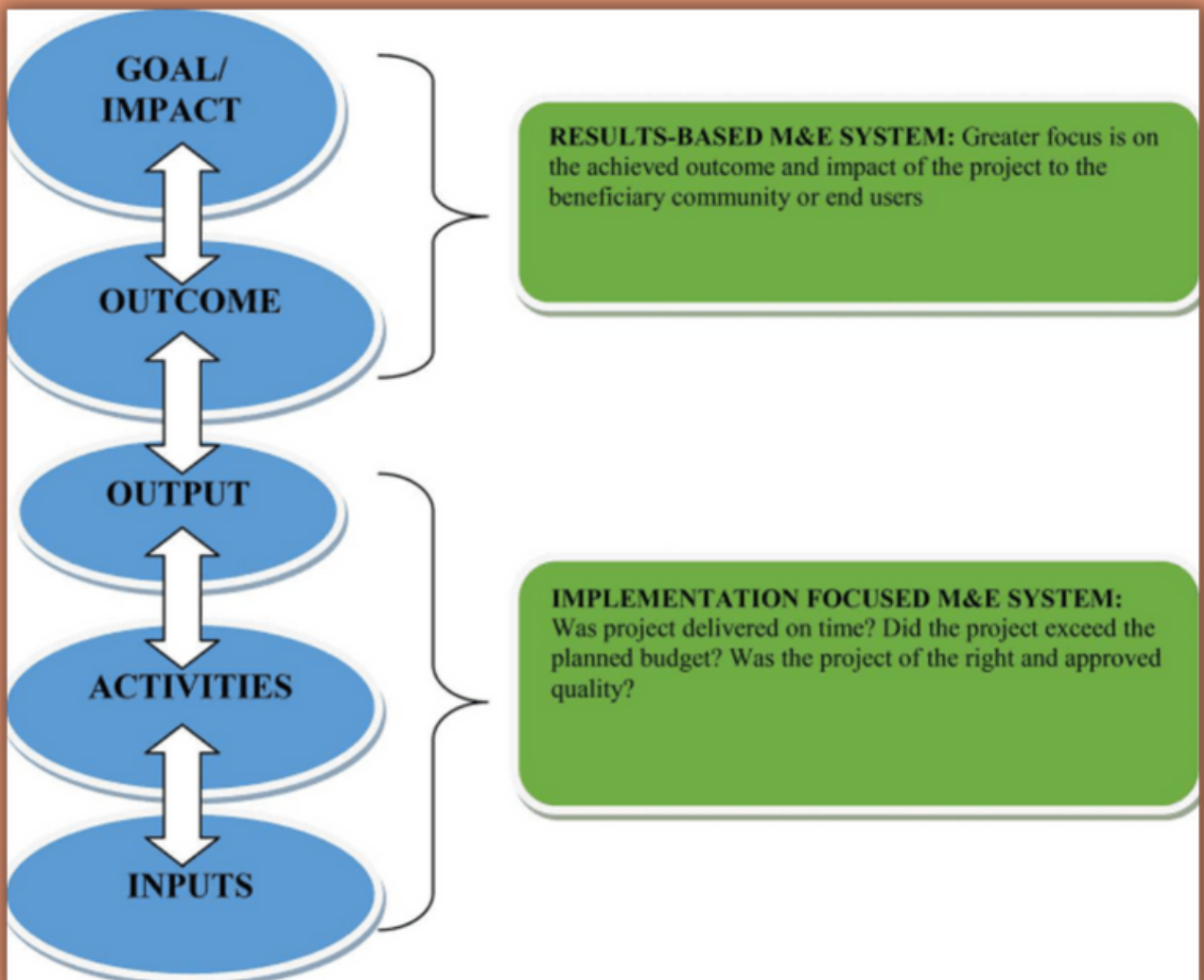
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Results-Based Monitoring

Combines the traditional approach of monitoring implementation with the assessment of outcomes and impact. It is concerned with collecting information on key indicators to measure progress towards results.

PURPOSE OF MONITORING

1. ENSURING SENSITIVE OR CONFIDENTIAL DATA DOES NOT GET SPREAD
2. MAINTAINING A SAFE WORK ENVIRONMENT TO ENSURE NO HARASSMENT OCCURS VIA COMPANY ELECTRONIC COMMUNICATIONS
3. INVESTIGATING COMPLAINTS BY REVIEWING EMPLOYEE E-MAILS, PHONE CALLS, AND DOCUMENTS
4. ENSURING HIGH LEVELS OF CUSTOMER SERVICE, SUCH AS WITH CALL MONITORING
5. REDUCING THEFT THROUGH VIDEO SURVEILLANCE
6. REDUCING THE CHANCE OF VIOLENCE AT THE WORK SITE



TYPES OF MONITORING

- **VIDEO AND/OR AUDIO SURVEILLANCE OF THE COMPANY PREMISES**
- **ACCESS TO ALL COMMUNICATIONS SENT VIA THE COMPANY PROVIDED PHONE, INCLUDING TEXT MESSAGES AND COMMUNICATIONS THROUGH THIRD-PARTY APPS**
- **ACCESS TO ALL COMPANY E-MAIL COMMUNICATIONS, INCLUDING MESSAGES THAT WERE DELETED**
- **GPS TRACKING ON COMPANY VEHICLES, WHICH CAN ACCESS A VEHICLE'S LOCATION AT ANY TIME**
- **OBSERVING EMPLOYEES IN PERSON, OFTEN WITHOUT DIRECT EMPLOYEE KNOWLEDGE. THE PERSON WHO OBSERVES WOULD THEN REPORT BACK ON EMPLOYEE ACTIVITY**

Key steps in the monitoring and measurement procedure

1) Identify where monitoring and measurement are needed.



2) Identify what type of monitoring or measurement you need to use.



3) Identify the monitoring and measurement equipment for each instance.



4) Ensure necessary calibration or verification of monitoring and measurement equipment.



5) Identify who will collect the monitoring and measurement data and how it will be collected.



6) Identify who will review the monitoring and measurement data, and how it will be reviewed.



7) Identify how monitoring and measurement information will be escalated to senior management.

THE PROS OF MONITORING

- A TOOL FOR INCREASING PRODUCTIVITY
- EMPLOYER WILL BE AWARE OF THE PROBLEM AREAS, JUDGE AND BETTER DECISION
- RELATIONSHIPS AMONG THE EMPLOYEES
- MONITOR COMPANY'S PERFORMANCE FOR BETTER SUPERVISE
- PREVENTING MISCONDUCT
- MONITOR AND EVALUATE THE PERFORMANCE

THE CONS OF MONITORING

- INCREASING STRESS
- LACK OF JOB SATISFACTION
- LACK OF TRUST ON THE HIGHER MANAGEMENT
- AFFECT THE EMPLOYEE'S CREATIVITY
- DISCOMFORT AT WORK PLACE

Difference b/w Reactive and Active Monitoring

Reactive monitoring

(taking action after a problem occurs)

- Review of accidents and ill-health reports – often to check that remedial advice has been actioned or ascertain trends and hot spots.
 - Review of procedures following dangerous occurrences, other property damage and near misses.
 - Review of compensation claims
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- Review of complaints from the workforce and members of the public.
 - Review of procedures following enforcement report and notices.
 - Review of risk assessments following the discovery of additional hazards.

Active monitoring

(taking action before problems occur) involves

- The active monitoring of the workplace for unsafe conditions.
 - The direct observation of workers for unsafe acts .
 - Meeting with management and workers to discover any problems.
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- Checking documents, such as maintenance records, near miss reports, insurance reports .
 - Undertaking workplace inspections, sampling, surveys, tours and audits.

QUOTES OF THE MONTH

AN INTERVENTION CANNOT BE CALLED INTERVENTION IF IT IS NOT PROGRESS MONITORED.

AN INTERVENTION WITHOUT PROGRESS MONITORING IS JUST AN ACTIVITY.



Workspace safety



Personal things safety



Time savings



High productivity



Network use logs benefits



Flexible work arrangements

Workplace Behaviors

R L Y E Z I H T A P M E P I A U B A W F R R Y S
W U R B D L P R P D P G K S S K Z N L Y E U T S
Q E O Y V C K Z X X W H P D L S P P M D S D C A
Y T I L A I T N E D I F N O C X W A C G P C A K
D I V W D G E A J L A C I H T E T Y N W O O T F
Y P A U I L E M J N B T N H C T T Q W S N M P D
P C H R E S O L U T I O N B I I C L W D S P E Q
Y I E S U O E T R U O C K T S C X W L K I R E L
V J B K I Y E W B I G S U R G F T D W L B O E W
Q J C D K L T L M B F D E E S H R C X W L M J C
Z E T P M M I A S F E V Q U S V T D Q Z E I Z G
F T T J D V Q N N O I V L T U C Q S H P E S C Q
T A Q H T T U N Y D E U H S L P Y Y F Y F E Q N
M C G L E T E P H T K K E W R Y E T A D B K C H
E I T V U X T B U P S O X E O T B T R W S L H K
C N E C Q F T T F N Z P J I C Z T U J A R A X T
I U P U I W E Z W S C U Y U I E P K A O M Y L X
E M Y S N L Z X A Z D T L X N W O R K P L A C E
J M T I O C F X P I C T U D C S J Y Q F U D A X
J O O J E G Q N C R U P A A Q P U O V P I R M V
D C R O U D G E O R R N L M L L E O N Y Z Z V Y
F H E F R D P J E C C U E Z Q H M O S W E M D X
L P T U L U U S B E D X M V R G L W Q Q M I Z I
Q U S E K Y T I R U T A M D H L D F M Z J I W I

punctual
behavior
etiquette
compromise
Stereotype
Confidentiality

attendance
workplace
Conflict
ethical
Maturity

responsible
cultures
resolution
Attitude
Tact

courteous
prejudice
Communicate
Diversity
empathize

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RM1,288

MINIMUM QUALIFICATIONS

- Malaysian
- Academic qualifications are not required
- Work experience is not required

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- STPM, DIPLOMA, DEGREE

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FHS INDUSTRIAL ADVISOR

MR OMAR

FHS LECTURER

MS ZUAILLINE

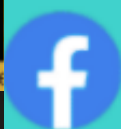
MS ALIZA

MS VANITHA

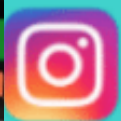
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