Kingsley Ibezim

ISC 496 (Information Science Capstone)

Professor Odendahl

December 11, 2018

Final Project

As we move forward in this society, we must face some of the nuances that are upon us. As you know, living in the digital age, everything is moving to automation in order to make the flow of work smoother and cutting costs, many large firms and corporations are looking heavily into products in which their customers can use on their own in order to achieve the same goals. In this paper, I will discuss products and companies that have since changed the way we function as a society and what can potentially take this society to the next step.

Now as well all know, there are always complaints about the pay wage for those who work for fast food companies versus those who do not. In some instances, these employees have families, dropped out of high school, or is in a position in which they are unable to find another position that suits their particular acumen. Due to this, they have stated their peace and have requested for more money from these companies or have threatened to leave the organization. These companies have obliged in the employees request and have gave their employees a higher wage, yet what employees did not expect was for their jobs to taken and automated. Companies like McDonalds have replaced employees with automated machines in order to cut costs. These machines have helped improve society

as it has paved a way for innovation and other companies to follow suit. For example, as you would enter McDonald's, there would normally be about four kiosks for each location yet only about two people would be working those kiosks. When a line would form it would make the order processing really difficult in which would cause customers to be angry. With the implementation of automated of kiosks, it has moved the process of taking orders into the hands of the consumers and has streamlined the industry. This has helped to making the quality of their life so much easier as for the corporation they get to process orders and pull them off the line faster which make customers happy due to the fact that they don't have to wait in line as long anymore. Waiting in lines would make the cashiers take orders one by one but now with the automated kiosks, about 8 orders can be placed simultaneously as per the picture shown above.

With the improvement that these automated kiosks have brought to life of many individuals, it has hurt the quality of life for those former employees who were replaced by these machines. Those who once the cashiers have now lost their jobs and have become temporarily unable to provide for themselves or their family that they may or may not have. To find out that an employee was replaced by a machine would hurt their morale because they were unfit to do the job a computer can do. This has also hurt how customers and cashiers interact with each other because the kiosk has now ceased all forms of communication between the two parties. Communication between these two parties for years has always been the norm, there sometimes can be things in common or who knows the cashier holds all the information and may even give you items for free. Yet, since this form of communication is becoming extinct, it will soon get to point where all cashiers will become obsolete and replaced with machines.

Now with this next idea, I feel that this can launch us into the next step of society. One of the biggest tasks and possible biggest issue within the education system is tracking attendance of who is your class. Keeping track of attendance is one of the most important skills as it reflects on the

performance of an educator, the performance of the school, and most importantly the performance of the student. Thus, a solution to this issue is to implement the use of automated attendance. The instructor does not have take any form of attendance on their end whatsoever. In order to complete this, there will be assigned seats per course that every professor instructs. When a student sits in the respective assigned seat when the instructor clicks "record attendance" the system will automatically mark those who are present in the course at the time. Those who are in the course will be notified through email that they are not in the course. This can help improve the quality of life because those who are in the course can learn the information earlier and wouldn't have to wait for the instructor to go one by one to track attendance.

There are forms of automated tracking of attendance which is done on both parties by the student and the professor. For instance, on the blackboard system there is a software called *Qwickly Attendance* in which the instructor can place a code on the board and students can log in and input the code to mark that they have attended the course. Although, this is a detriment in this society since there are many forms of social media and this code can be spread around to a mass amount of people in the matter of seconds. Thus, if you have a class of 20 and only 10 showed up but 16 marked that they were present in the course, then clearly you have the code being spread around.

Many can say that this implementing automated attendance can be a positive thing and potentially increase a form of parental involvement, but there is also a slew of negatives that can arise. For instance, having automated attendance will make it harder for professors to get to know who their students are and where they come from. Getting some background information on who your students are is a very big thing for instructors to know because it helps to build a foundation from the beginning

of class until the end. Another negative of this form of attendance is the fact that in many cases if this is the only way that an educational institution would like to submit attendance, what are they going to do when the system fails or has issues. Remember as a piece of technology, there will always be instances where the product that you have fails and must be fixed. If a physical roster is nowhere to be found, you will result in wasting more of precious class time in order to have attendance be marked by the students. This is also another detriment because the numbers may not always be accurate as there may be some students who will mark people that they are friends with as present when they were not actually in class.

Overall, we have a long way to go as a society. New versions of technology are always being updated and modified and can always be changed. McDonald's and their automated kiosks have their positives and negatives, but it is a significant representation of where we as a society are beginning to move. We focus heavily on making things easier for us by using technology to streamline the things that we do, yet we never truly look at the negatives that can arise in the near future. Every year, more and more students are attending school and colleges and there will be a point where attendance cannot always be done by paper or by punching a code into a device, automation is the next phase that we are moving into as a society and we must embrace how fast we are moving and be excited for what is next to come in the near future.