PS300: Research Method I - QUALITATIVE TEMPLATE

Please fill in the following information about your observation using the table below.

Location	At work in a busy call center
Target Population	Employees on phones
Research Question	Do employees work more when a manager is visible?
Hypothesis	If a management is visible, employees will become more involved with work.

Observation Data

This observation begins on the floor of a busy call center. There are many distractions or other activities that employees can engage in besides their work; there is the water cooler, the break room, the copy room, along with just chatting to the employee next to them. There are also computer related, non-work activities that employees can become involved in; for example, instant messaging, surfing the internet, and playing online games. Manager does do periodic walkthroughs, thus this presents a perfect opportunity to observe whether the presence of Manager affects employees' attention levels to work. The three behaviors I have listed as part of my research are busy at work, playing on the computer, and talking to other employees. The time interval observation is as follows:

Time	Subjects	Observations
5 min	14 f, 8m	It is morning and twenty-two employees are making their way to their work areas. Ten employees turn their computers on, eight employees just log right into their computers, and four employees make pit stops at the break room for coffee. Once those 4 employees have coffee, they also make their way to their desks. Generally, most employees are not that talkative, other than the normal good morning greeting. A manager has not made it in yet.
10 min	2f, 2m	Four employees head to the break room for coffee. Note, these employees had turned the computers on, logged in, and then went to get coffee. One employee strikes up a conversation with another employee in the break room. A manager has not arrived.
15 min	9f, 8m	Most employees' computers are up and running now and the employees that wanted coffee have gotten it. Three female and 2 male employees begin playing on the computer (mostly general internet surfing). Four females and three males begin working on computer. One male and one female employee are talking over by the water cooler.

		Two males and one female are chatting in the break room.
		A manager still has not arrived.
20 min	1f, 1m	A manager arrives. Manager stops one employee in the hall to talk.
25 min	1f, 3m	Manager steps into the break room. One female and two males immediately clear out and head to their desks.
		A manager goes to office located in front of employees.
30 min	4f, 4m	A manager walks down the isle where employees are working. Three females and two males all quit playing on their computers, and open work before the manager passes their desks.
		One female and one male that were at the water cooler also make their way back to their desks.
35 min	14f, 8m	Fourteen females and eight males are all busy making phone calls and do other work related activities.
		Note: A manager only made it to his office 10 minutes ago, however all employees are now busy at work due to his presence.

In review of the observation of the call center, employees can get distracted from their regular work. A few common ways in which employee may become distracted are playing on the computer, break rooms, and chatting to other employees. In analyzing our data, we were able to determine that once a manager arrived on site and became visible to the employees, the employees that were in the break room, playing on their computers, and chatting with one another, all began focusing on work related tasks; thus, the hypothesis stated in this observation has been proven correct; employees do indeed become more involved with work when management is visible.