Turkish Online Journal of Qualitative Inquiry (TOJQI)
Volume 12, Issue4, July , 1833- 1842

Research Article

# Social Credit System Improvement Via Technology Mediation

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**Abstract**

In the west, amazon inc. Has been criticized for introducing a mass surveillance system in its warehouses that monitors employees' productivity, time off task, and is capable of dismissing employees without input from a human supervisor. This study seeks to find out how governments and corporations can implement a democratic technologically mediated social credit system to maintain the trust relationship between themselves and citizens or employees, including the consequences of implementing surveillance systems in the workplace. This will be conducted using an interpretivist research philosophy to capture an in-depth explanation of the social credit phenomenon and to form an understanding of the meanings that are created by the implicated entities. Through a deductive reasoning process and a qualitative research approach, the author will determine eleven (11) entities that are crucial for the successful implementation of a democratic technologically mediated social credit system that will enhance the trust relationship between a state and its citizens, and between a corporation and its employees.

## Introduction

The aim of this research study is to determine how the trust relationship between the state and its citizens will be affected by the implementation of a social credit system, including how a technologically mediated social credit system can be implemented, by governments and corporations, in a democratic manner that does not violate human rights and data privacy laws. The focus of this study will also be to understand the consequences that come with the introduction of employee surveillance systems in the workplace. Research questions:

- What effect does a social credit system have on the trust relationship between the state and its citizens?
- How can the proposed chinese social credit system be implemented in a democratic society?
- What are the contemporary consequences of implementing surveillance technology in the workplace?

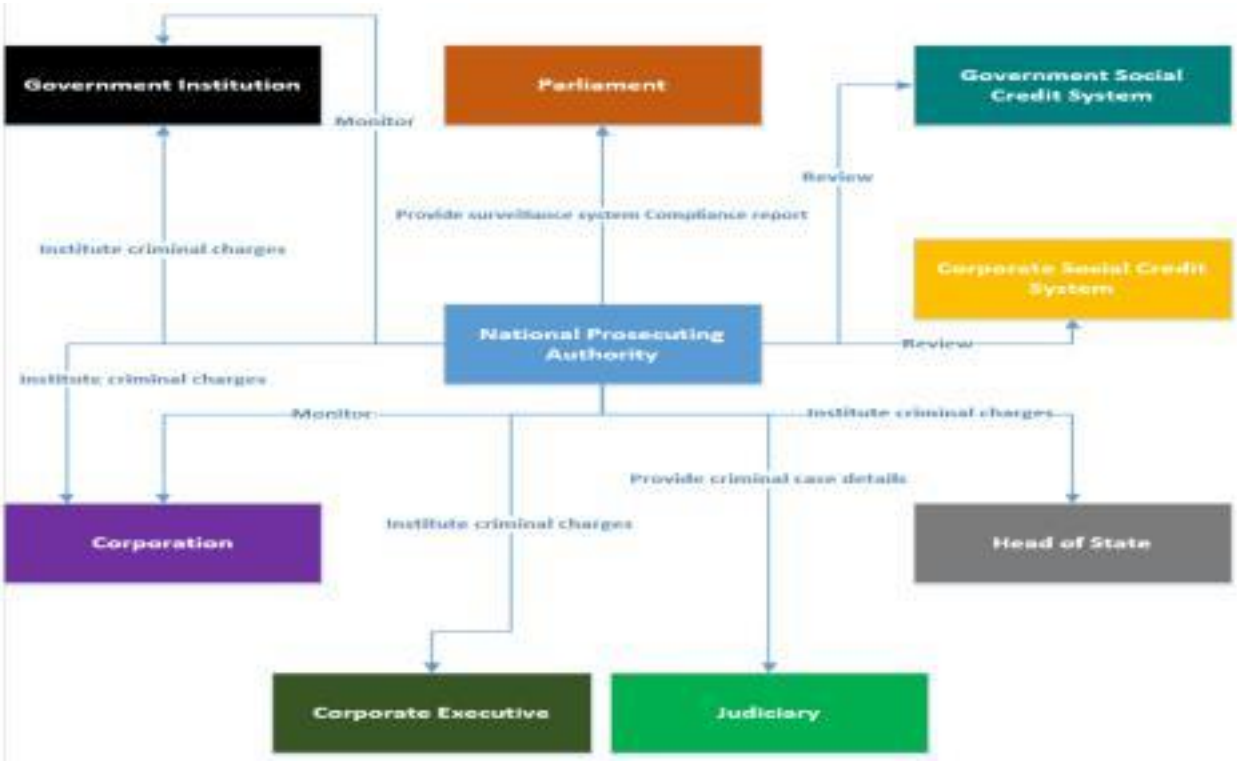
## Methodology

This research study employs a qualitative research approach and an interpretivist research philosophy to establish the research goals and answer the main research questions. A research approach has been defined by [1] to be an organised and systematic perspective employed for the collection and analysis of research

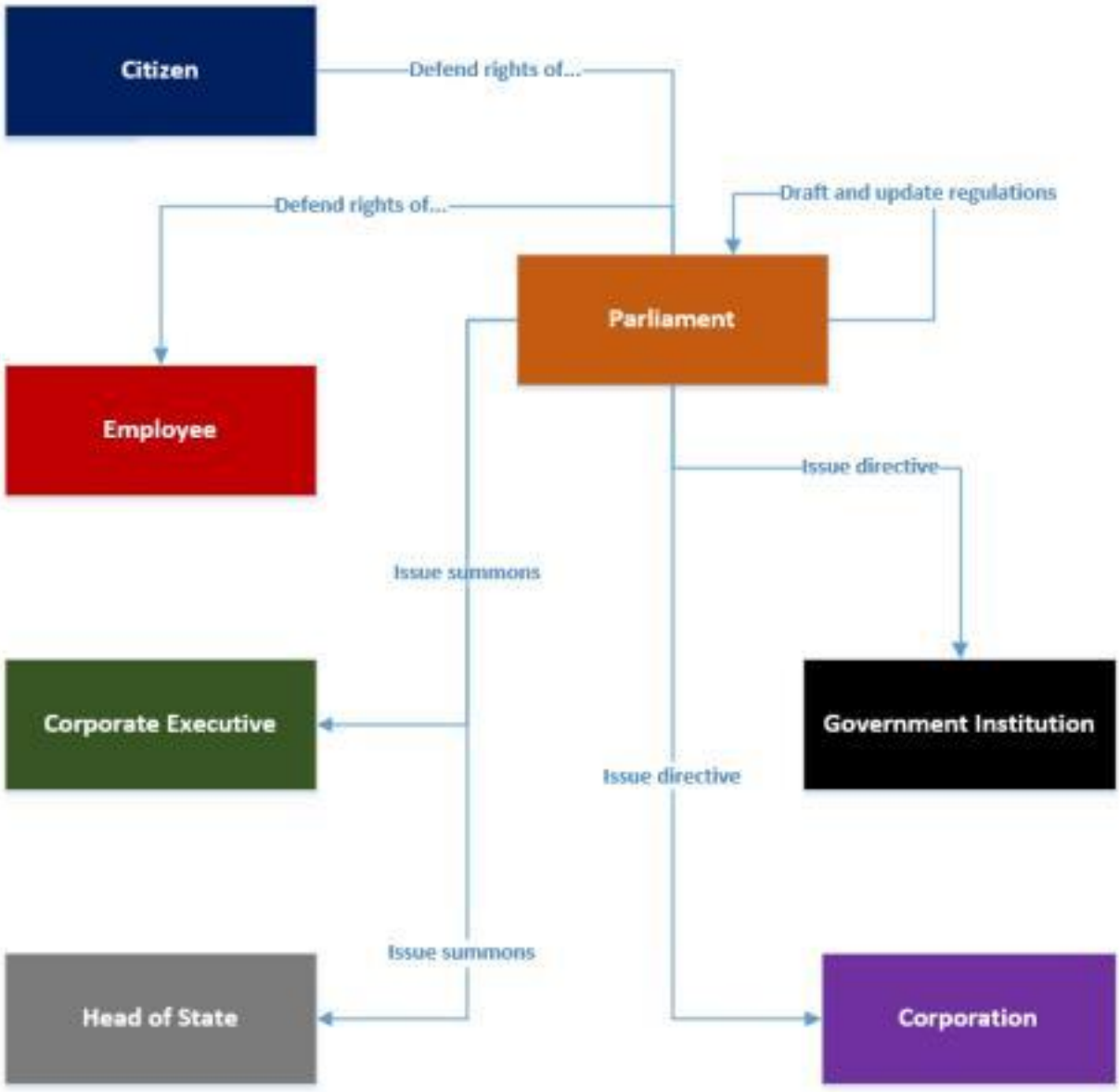
Data to enable crucial information to be acquired from those data. Qualitative research investigates how individuals study and comprehend themselves and other people as well, including how they organise, structure and attach meaning to their everyday lives [2]. This research study uses secondary data, documentation in particular, as a data collection method. According to [3], secondary data is data that was initially collected for a different purpose other than research. These data can be further explored to reveal additional or alternative knowledge, insights or conclusions [4]. The reason for employing this collection method is because the social credit and mass surveillance phenomenon that is taking place in the people's republic of china and in the workplace can be better understood at an intimate level when it is investigated by looking through chinese government documentation; subject matter experts who have already done a significant amount of research on public trust, the social credit system in china and surveillance technologies in the workplace. This research study employs the document analysis method to analyse the research data collected. Findings in [5] define document analysis as "a research technique for the objective, systematic and quantitative description of the manifest content of communication."

## 3 Results And Discussion

In the results chapter of the research study, the author identified a total of eleven (11) entities necessary for the successful implementation of a technologically mediated social credit system. The identified entities included a national prosecuting authority, the judiciary, parliament, citizens, labour, government institutions, and corporations, heads of state, corporate executives, corporate social credit systems and government social credit systems. Each of these entities were assigned roles and responsibilities that must be fulfilled if the implementation of a fair and ethical social credit system is to be realised. Accompanying each entity will be a responsibility diagram depicting a summary of the responsibilities that each entity will have to perform to maintain the government and corporate social credit systems. Every aspect requires efficient management (Abdul Jalil et al., 2021; Mohd Noh et al., 2021; Mustafa et al., 2021; Roszi et al., 2021; Tumisah et al., 2021). If it is managed well, various problems can be avoided (Irma et al., 2021; Suzana et al., 2021; Rohanida et al., 2021; Nazrah et al., 2021; Shahrulliza et al., 2021).

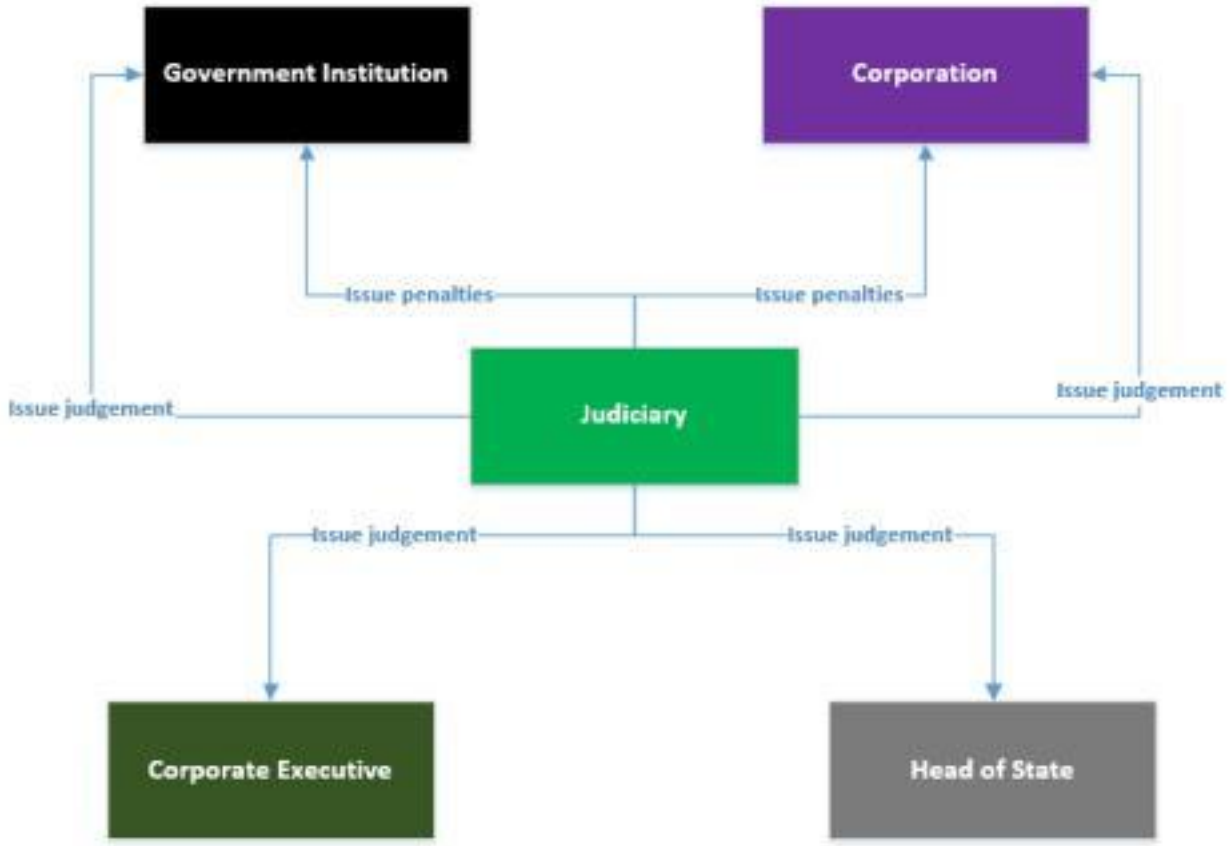


Contrary to what is stated in the people's republic of china's social credit planning report [6], the proposed social credit systems will be optional with data subjects being able to opt-in or opt-out of a system whenever they want. Similarly to what is being done in china, the proposed government social credit system will be defined mostly as a social integrity system and its objectives would be to create a culture of sincerity, transparency, loyalty, obedience, and accountability between the citizens and the government [7]. The corporate social credit systems will be defined as employee productivity and efficiency systems and its objectives will be to create a culture of work ethic, loyalty, efficiency and honesty within corporations. All aspects require effective leadership and management (Mohd Arafat et al., 2021; Sumaiyah et al., 2021; Hifzan et al., 2021; Shahrul et al., 2021; Helme et al., 2021). Every organization values perfect management in ensuring success (Farah et al., 2021; Syahrul et al., 2021; Quah et al., 2021; Ahmad Syarifuddin et al., 2021; Jumiah et al., 2021).




The main goal of the government social credit system would be to reward citizens who are patriotic, obedient, and accountable to the state and fellow citizens, while the main objective of the corporate social credit system would be to reward employees who have a good work ethic, honesty, and promote the

Values of the corporation. Parliament will have to debate whether corporations are legally able to terminate employees based on evidence collected by corporate surveillance systems and whether the state can incriminate a citizen based on evidence gathered from the government surveillance system. This is because the main objectives of the government and corporate social credit systems will not include law enforcement. The success of something depends on good and efficient management (Mohd Ali et al., 2021; Parimala et al., 2021; Siti Jamilah et al., 2021; Nor Fauziyana et al., 2021; Noel et al., 2021).




Under the government social credit system, citizens will be measured and monitored in three (3) main areas – administrative affairs, social behaviour, and law compliance [8]. The government social credit system will collect big data on the citizens and store that data in a central government database in order to build quantitative profiles of the citizens that will be employed by the government to assign social credit scores based on their social and legal beliefs and activities [2]. The corporate social credit systems will measure and monitor employees in three (3) main areas – work ethic, productivity and compliance with organisation regulations. Unlike the state social credit system, corporate social credit systems will not be linked to a central database to store employee data, instead, each corporation that chooses to implement a social credit system will have it store employee data in a local database that should be protected and used according to the data regulations of the country. It is this local database that each corporation will use to build a quantitative profile of its employees and allocate social credit scores based on their productivity, work ethic and regulation compliance. The best way is to do efficient management (Ahmad Shafarin et al., 2021; Junaidah et al., 2021; Farah Adibah et al., 2021; Ahmad Shakani et al., 2021; Muhamad Amin et al., 2021).

Corporate social credit systems, similar to the government social credit system, will also add or subtract Social credit points based on an employee's conduct and a deduction in points will occur when a violation of productivity, ethics, or regulatory standards takes place. Similar to the government's implementation of the social credit system, corporate surveillance systems will allocate 1000 points to every employee who enrols for the first time and the social credit scores will also be classified into categories from Ato D.

Employees will be able to use their corporate social credit scores to get company benefits, and increase the chances of being promoted up the organizational ladder. Parliament will dictate to corporations what kind of activities should negatively affect the corporate social credit score of employees and what should be the consequences of having a low corporate social credit score. This is to prevent the use of corporate social credit systems by corporations to mistreat their employees. This demonstrates that the importance of something being managed well (Santibuana et al., 2021; Nor Diana et al., 2021; Zarina et al., 2021; Khairul et al., 2021; Rohani et al., 2021; Badaruddin et al. , 2021, Abdul Rasid et al., 2021).

Cybersecurity refers to a state in which systems are protected against electronic data use by unauthorized individuals, groups, or criminals. For the case of the software industry, it constitutes businesses for the publication, maintenance, and development of software via various business frameworks, including cloud-based systems (such as aaas, maas, iaas, paas, and saas) and maintenance or license-based systems (such as on-premise platforms). Technical components of cybersecurity include secure email gateway (SEG), end-point protection (EPP), generation firewall (NGFW), wireless intrusion detection, intrusion detection, and intrusion prevention systems, data loss prevention (DLP), and the secure web gateway (SWG). For the software industry, its history stretches from the period before the 1960s up to the recent times that have witnessed the evolution of saas (software-as-a-service), whose aim has been to minimize unauthorized copying. Regarding cybersecurity usage in the software industry, findings demonstrate that around the world, many companies are at the starting and developing stages. Some of the benefits that have been felt through the usage of this technology include minimized computer crashes and freezing, and protection of company computer systems against unwanted programs such as spyware, worms, and viruses. Challenges have also been felt. These challenges revolve around issues of management support, the business or industry environment, and the nature of the awareness culture. In the future, some of the projected trends include the use of the cloud, the incorporation of artificial intelligence (AI), and the role of the 5g technology in shaping the interplay between software industry vulnerability and the ability to counter cyber threats.

Another component involves end-point protection (EPP). As avowed by Haus, Orsag, Nunez, Bogdan and Lofaro (2019), epp offers mobile device management to ensure that laptops, tablets, and cell phones in a given network of a corporation are protected. Similarly, through the provision of personal workstation firewalls and personal workstation antivirus, epp aids in the protection of users from harmful software downloading, as well as websites infected by malware (hasan, hussain, nizamuddin and mahmood, 2018). Regarding the case of next-generation firewall (NGFW) as a cybersecurity component, it is worth indicating that stretch beyond the work of traditional firewalls, which involves the control of outgoing and incoming network traffic, to perform traffic decryption, anti-virus inspection, and intrusion prevention (Laaki, Miche and Tammi, 2019).

Other cybersecurity components constitute cases of wireless intrusion detection, intrusion detection, and intrusion prevention systems. According to Liu, Shen, Cheng, Cai, Li, Zhou and Niu (2018), these systems are responsible for computer network monitoring to detect any malicious activities before logging, blocking, or stopping them and, in turn, alerting relevant it staffs in the firms. The implication is that the aforementioned cybersecurity components' ability lies in the sending of alarms, resetting connections, blocking unwanted traffic, and dropping any malicious packets (Uddin, Hossain, Rabbi, Hasan and Zishan, 2019).

Regarding the future of the usage of cybersecurity in the software industry, mixed outcomes can be observed. For example, it can be seen that there will be increased sophistication on the part of hackers, whereby they are likely to resort to new tools and methods to gain access to private data in the software industry's players' systems. Similarly, it is projected that there will be a significant evolution in the software industry and that this growth will allow hackers to gain more vulnerabilities to exploit, having experienced a larger attack surface. The situation might be exacerbated by trends in which the majority of software

Industry operators, due to the increasing number of online users and interactions, will resort to popular third-party companies, suppliers, and tools. However, on their part, it is projected that software firms will seek to counter the perceived cyberattacks by embracing more effective security solutions based on innovative techniques. For example, many firms in the software industry might approach the problem by using the viewpoint of hackers to assess their cybersecurity usage, ensuring that cyber intelligence is not only increased internally but also in the remainder of the firms' supply chains.

## 4 Conclusion

This research study investigated the concept of trust between a government and its citizens, including the purpose and implementation of a government-backed social credit system in the people's republic of china. The study also assessed the consequences that come with implementing surveillance systems in the workplace, and the limitations of artificial intelligence surveillance technologies were discussed in detail. In the methodology chapter, the author defined the research context and the rationale for the research approach employed for the purposes of this study. The author further described the data collection and data analysis methods used to handle the research data. Lastly, the author defined the limitations and delimitations of the study. In the results chapter, the author identified a total of eleven (11) entities whose participation is necessary for the successful implementation of a social credit system. Each entity was accompanied by a set of obligations that must be fulfilled in order for a fair and ethical social credit system to be realised. These entities and their corresponding responsibilities were adopted from the current debate around data privacy laws.

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