



A STUDY ON CYBERLOAFING AND ITS EFFECTS

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Abstract: Studies that have been done in the past on cyberloafing tend to concentrate on individual and organisational variables, neglecting the role of employees. The current study is employed to identify current cyberloafing actions and their effects. In our investigation, we used a combination of primary and secondary sources to gather information. The collection of this information was made possible by the administration of self-assessment questionnaires to a representative sample of the population. The data were examined by integrating them with the findings of many other research projects. This resulted in trustworthy information that was used in arriving at a conclusion on the research. According to the findings of the empirical research, abusive supervision from peers was shown to have a positive correlation with cyberloafing. The development of the study is a constructive reaction to the demands made by earlier researchers for the investigation of the effects of cyberloafing. In the meanwhile, the present study studied the variable of cyberloafing from the viewpoint of employees. This offers a theoretical framework for follow-up-related research that might be carried out in the future.

Keywords: Cyberloafing, Internet Monitoring, Impact, Employees.

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1. INTRODUCTION

Several pieces of literature have been recommended as potential resources for future research that might aid in articulating the Internet's function and making sense of its users' online behaviours. Others have attempted to explain why bosses see employees who use the internet for personal purposes while on the job as slacking off. In the early days of the Internet, employers seldom acted against workers who were caught accessing the Internet for personal purposes while on the clock. The obvious conclusion is that too much time spent staring at a screen will reduce a person's productivity (Ahmad & Omar, 2017). One study even found that employees who spent more time online were more productive overall. According to the findings of this study, there may be benefits for both employers and employees if employees were allowed to utilise work time for internet-based amusement. Similar results were obtained in other investigations, lending credibility to this theory. The prevalence of Internet access at work was positively correlated with how employees felt about their access to and capacity to use the available information. In addition to its popularity as a stressbuster and approach to unstructured education, it's worth was also recognised by several experts in the academy (Anandarajan & Simmers, 2005). Having access to the Internet at work might also aid workers in striking a healthy work-life balance.

We want to get a better understanding of cyberloafing and its effects on productivity in the workplace by doing this research. We'll also assess the practicality of the activity's workers engage in when cyberloafing. Also analysed will be the activities of cyberloafers who are paid to be at work.

1.1 Background

Most people who like cyberloafing have jobs that require them to spend long amounts of time in front of a computer. It's often believed that only desktop computers are used for cyberloafing, but new evidence reveals that mobile devices like smartphones and tablets may be used as well. This is because many people associate being on the receiving end of calls and messages with laziness. A contemporary example of behaviour that creates barriers to productivity on the job may be drawn from this as well (Askew, 2012). This is since workers who engage in activities like cyberloafing during work hours are more likely to be distracted, waste time, and provide subpar results. However, several studies have shown that giving workers time to browse the web throughout the workday may boost adaptability, innovation, and employee engagement (Belanger & Slyke, 2002). Several studies have indicated that, due to the presence of such changes in modern offices and workplaces, employees may squander anywhere from an hour to three hours each day on personal internet activities.



2. LITERATURE REVIEW

Employees who used company time to engage in personal internet usage risked reprimand or even termination in the early days of the internet's use in organisations. It's difficult to resist cyberloafing when access to the internet is offered at work. It's a win-win when staff members take time off from their tasks to engage in some cyberloafing to de-stress from their workdays. Researchers have provided a wealth of information on the pervasive problem of Internet misuse in business. Studies have shown that cyberloafing is associated with slacking off on the job and raising security issues (Blanchard & Henle, 2008). We haven't put in a lot of time and energy to find out whether there are any benefits to this practice. There are some potential benefits to cyberloafing, whether you use it to unwind after a stressful day at the workplace or to get work done. Cyberloafing has been the focus of several research.

This is crucial since the need for longer hours increases the likelihood of burnout and stress for workers. It is, thus, vital to study the advantages of cyberloafing for one's career. Several studies have shown that occasional cyberloafing during work hours is tolerable. Men, in contrast to women, are more prone to claim that cyberloafing helps them get more done throughout the workday. Internet use is also positively correlated with how people are feeling at work (Blau, Yang & Ward-Cook, 2006). Unfortunately, both the sender and the recipient of an email have the potential to do damage. Many workers believed that it was acceptable to sneak in brief periods of Internet use during work hours. Cyberslacking has been demonstrated to be therapeutic for stress, anxiety, and exhaustion by researchers. Predictive cyberloafing has five basic elements of work. Statistical significance is only found for job ambiguity, role conflict, skill variety, and work autonomy among the potential causes of cyberloafing (Bock et al., 2010). With more and more devices in the hands of employees, there is growing concern on the part of businesses that workers may use company time to engage in personal online activities. When workers aren't focused on their tasks, they're more likely to procrastinate. When an employee spends less time on personal websites, they are better able to contribute to the company's bottom line.

Many companies now forbid employees to use their own devices (phones, computers, etc.) to access social media during working hours. It's possible that the employee's mind will be more inspired to seek out chances online to broaden their horizons because of this restriction. Therefore, if we want to boost productivity, it is essential to encourage workers to take part in a broad range of leisure tasks (Derina & Gökçeb, 2016). The extent to which different establishments are outfitted to host indoor leisure activities varies greatly. So long as it is done in a responsible manner, companies should not interfere with their employees' use of the internet for one's own individual purposes. When it comes to learning, socialising, and killing time online, men and women use the internet quite differently. When compared to their male colleagues, female bank managers are more productive, spend less time on social media, and less time cyberslacking. Personal email and website browsing are examples of minor cyberloafing, whereas watching online videos and playing computer games are examples of serious cyberloafing (the use of sites that might compromise a company's network) (Doorn & HPM, 2011). As a result, men are far more probable than women to engage in activities like cyberloafing, which is often blamed on a lack of self-control on the part of men.

2.1 Research Gap

Previous research on cyberloafing has mostly concentrated on identifying and assessing individual and organisational features, rather than from the viewpoint of employees as observers. The current research developed a conceptualization of the dynamics at play between cyberloafing and its effects.

2.2 Research Question

Why do employees partake in Cyberloafing Activities during working hours?

What Cyberloafing Activities do employees participate in during working hours?

How does the type of loafing activities undertaken by employees at work, affect their job?

2.3 Research Objectives

To identify the reason for employees to partake in cyberloafing activities during working hours.

To explore the cyberloafing activities that employees participate in during working hours.

To assess the effect of loafing activities on employees' work.

3. RESEARCH METHODOLOGY

For this study, we relied on a mix of primary and secondary sources. Distributing self-evaluation questionnaires to a cross-section of the population allowed for the collection of this information. The data was analysed by combining it with information from other studies. This produced credible information that was used to come to the study's conclusion.

3.1 Research Design

Throughout the questionnaire's design and validation phases, experts' feedback was considered. The purpose was to reduce the bias that comes with using a survey to gather data. Next, we used the qualitative method to back up the conclusions we got from the quantitative method. The qualitative method added another perspective to the findings of the investigation. The participants were given in-depth questionnaires to fill out as part of the qualitative data collection procedure.

3.2 Research Approach

The research article is mostly descriptive in tone, with some qualitative sections included, due to the wide range of online and offline sources from which the data was drawn. The questions for the email survey sent out to the workforce will be created utilising secondary sources including, Google, journals, and professional networking channels.

3.2.1 Collection of Primary Data

Primary data are collected using non-probabilistic convenience sampling, and descriptive analysis is then done on the collected data. We avoided making open-ended surveys since we needed to ask just yes/no questions and collect only definite replies from our participants. Workers from many different fields were invited to take part in the poll. By sharing the poll's URL on social media and the professional networking site LinkedIn, we were able to get a substantial number of responses.

3.2.2 Analysis of Primary Data

In this study, we will use a descriptive methodology to effectively collect and analyse data on qualitative variables. It is possible that the required data sets for the study cases will be compiled via non-probabilistic convenience sampling. Microsoft Excel's "Data add-in" was used to examine the information and draw conclusions. Excel is used for all the statistical analyses. Ratings will be given using a Likert scale, making it the main tool for collecting responses.

3.2.3 Sample

This study includes people from across the world. There were 169 total participants in the research. Forty-one of the respondents were salespeople, while the others came from a wide range of professions. There were several different methods utilised to gather information. Regression research demonstrated that cyberloafing has a substantial impact on worker output and conduct. It might be informative to look at how different variables affect the ultimate result.

3.2.4 Statistical Tools Employed

Likert Scale

We asked respondents to score several possibilities using a Likert Scale. It was hoped that by taking these measures, we might reduce the likelihood of bias in the information that was obtained. Participants may use this 5-point scale to indicate their level of agreement, disagreement, neutrality, or dissatisfaction with a question. As a result, the scale has the potential to give quantifiable data on the participants' opinions about the matter under study.

3.3 Ethical Consideration

Individuals were asked to take part in a semi-structured chat that would be recorded using Google forms. The company and its workers also agreed to uphold the confidentiality of customer information. For the most part, this would be done out of a desire to protect the organization's reputation by letting its members defend it against unfounded criticism.

4. ANALYSIS OF STUDY

Reliability analysis is used by statisticians to verify that the study's stated aims and hypotheses were really satisfied, and to ensure that the study's conclusions are anchored in the research itself and not in any other sources. As a result, only the study data, and not information from outside, will be utilised to develop conclusions. Statistical analysis was performed using SPSS. Cyberloafings' origins, behavioural aspects, and influencing variables are laid out in the following table. Trust the measurement scale if Cronbach's Alpha for the provided parameters is greater than 0.70.

Table: Reliability Statistics

Parameters	Cronbach's alpha	No of Items
Cyberloafing activities	0.937	16
Affecting factors	0.76	10

4.1 Survey variables on Cyberloafing

1: Utilizing office network. [I look up internet sources (Example: google) for new ideas]

Ans: Out of 169 respondents 14 respondents are strongly agreed, 14 respondents are agreed, 42 respondents are neutral, 63 respondents are disagreed, 36 respondents are strongly disagreed.

2: Utilizing office network. [I check personal emails during working hours.]

Ans: Out of 169 respondents 34 respondents are strongly agreed, 37 respondents are agreed, 50 respondents are neutral, 30 respondents are disagreed, 18 respondents are strongly disagreed.

3: Utilizing office network. [I look up shopping websites (Example: Myntra, Amazon, Ajio) during work hours]

Ans: Out of 169 respondents 53 respondents are strongly agreed, 45 respondents are agreed, 36 respondents are neutral, 27 respondents are disagreed, 8 respondents are strongly disagreed.

4: Utilizing office network. [I interact with my friends on social networking sites while I am at work]

Ans: Out of 169 respondents 44 respondents are strongly agreed, 43 respondents are agreed, 38 respondents are neutral, 32 respondents are disagreed, 12 respondents are strongly disagreed.

5: Utilizing office network. [I surf offline sites during work hours]

Ans: Out of 169 respondents 70 respondents are strongly agreed, 36 respondents are agreed, 33 respondents are neutral, 15 respondents are disagreed, 15 respondents are strongly disagreed.

6: Utilizing office network. [I Post messages about non-work-related items on teams, outlook and/or Gmail]

Ans: Out of 169 respondents 87 respondents are strongly agreed, 39 respondents are agreed, 24 respondents are neutral, 13 respondents are disagreed, 6 respondents are strongly disagreed.

7: Utilizing office network. [I browse sport-related websites]

Ans: Out of 169 respondents 57 respondents are strongly agreed, 33 respondents are agreed, 37 respondents are neutral, 30 respondents are disagreed, 12 respondents are strongly disagreed.

8: Utilizing office network. [I use the internet for additional income while I am at work]

Ans: Out of 169 respondents 113 respondents are strongly agreed, 17 respondents are agreed, 23 respondents are neutral, 10 respondents are disagreed, 6 respondents are strongly disagreed.

9: Utilizing office network. [I play online games when I am at work]

Ans: Out of 169 respondents 113 respondents are strongly agreed, 16 respondents are agreed, 21 respondents are neutral, 13 respondents are disagreed, 6 respondents are strongly disagreed.

10: Utilizing office network. [I download non-work-related information (books, movies, music)]

Ans: Out of 169 respondents 76 respondents are strongly agreed, 27 respondents are agreed, 30 respondents are neutral, 27 respondents are disagreed, 9 respondents are strongly disagreed.

11: Utilizing office network. [I visit online sites]

Ans: Out of 169 respondents 37 respondents are strongly agreed, 38 respondents are agreed, 41 respondents are neutral, 41 respondents are disagreed, 12 respondents are strongly disagreed.

12: Utilizing office network. [I read news-related websites when I am at work]

Ans: Out of 169 respondents 41 respondents are strongly agreed, 46 respondents are agreed, 31 respondents are neutral, 34 respondents are disagreed, 17 respondents are strongly disagreed.

13: Cyber loafing processes (Usage of office network for personal use during work hours) [Help me to handle personal issues at work]

Ans: Out of 169 respondents 95 respondents said yes, 74 said No.

14: Cyber loafing processes (Usage of office network for personal use during work hours) [Make me feel better]

Ans: Out of 169 respondents 113 respondents said yes, 56 said No.

15: Cyber loafing processes (Usage of office network for personal use during work hours) [Make work more interesting]

Ans: Out of 169 respondents 106 respondents said yes, 63 said No.

16: Cyber loafing processes (Usage of office network for personal use during work hours) [Distract me from work]

Ans: Out of 169 respondents 70 respondents said yes, 99 said No.

17: Cyber loafing processes (Usage of office network for personal use during work hours) [Make it harder for me to reach deadlines]

Ans: Out of 169 respondents 62 respondents said yes, 107 said No.

18: Cyber loafing processes (Usage of office network for personal use during work hours) [Make me extend deadlines]

Ans: Out of 169 respondents 61 respondents said yes, 108 said No.

19: Cyber loafing processes (Usage of office network for personal use during work hours) [Take up time I spend on work]

Ans: Out of 169 respondents 83 respondents said yes, 86 said No.

20: Does your company have any norms regarding the use of the internet?

Ans: Out of 169 respondents 74 respondents said yes, 95 said No.

21: Are they applicable to you?

Ans: Out of 169 respondents 76 respondents said yes, 56 said No and 37 said Maybe.

22: Do you think it is okay for you to use the company's internet for your personal work?

Ans: Out of 169 respondents 77 respondents said yes, 92 said No.

23: Do you think you are potential enough to get suspended if they find you cyberloafing?

Ans: Out of 169 respondents 78 respondents said yes, 91 said No.

24: Do you know anyone who has been suspended because of cyberloafing?

Ans: Out of 169 respondents 29 respondents said yes, 140 said No.

25: On average I spend _____ number of hours cyberloafing (per day).

Ans: Out of 169 respondents 79 spend 0-1 hr, 50 spend 1-2 hr, 26 spend 2-3 hr and 14 spend Above 3 hrs.

26: On average I spend _____ number of hours working (per day).

Ans: Out of 169 respondents 3 spend 4-5 hr, 17 spend 5-6 hr, 60 spend 6-7 hr and 89 spend Above 7 hrs.



5. FINDINGS

The data were put through a regression analysis to determine the influence that cyberloafing behaviours have on employee work performance while considering both behavioural and influencing variables.

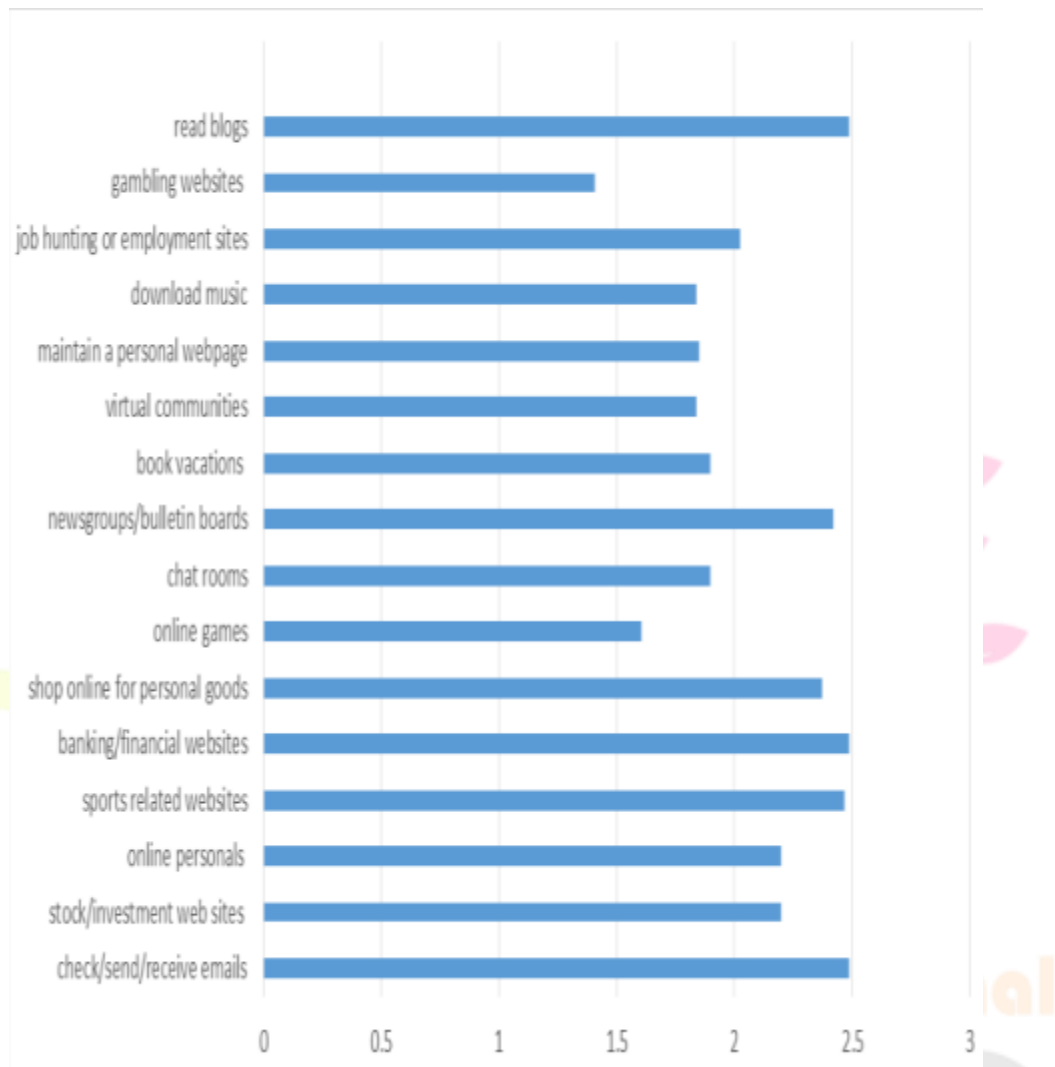


Figure 5.1. Sources of cyberloafing activities

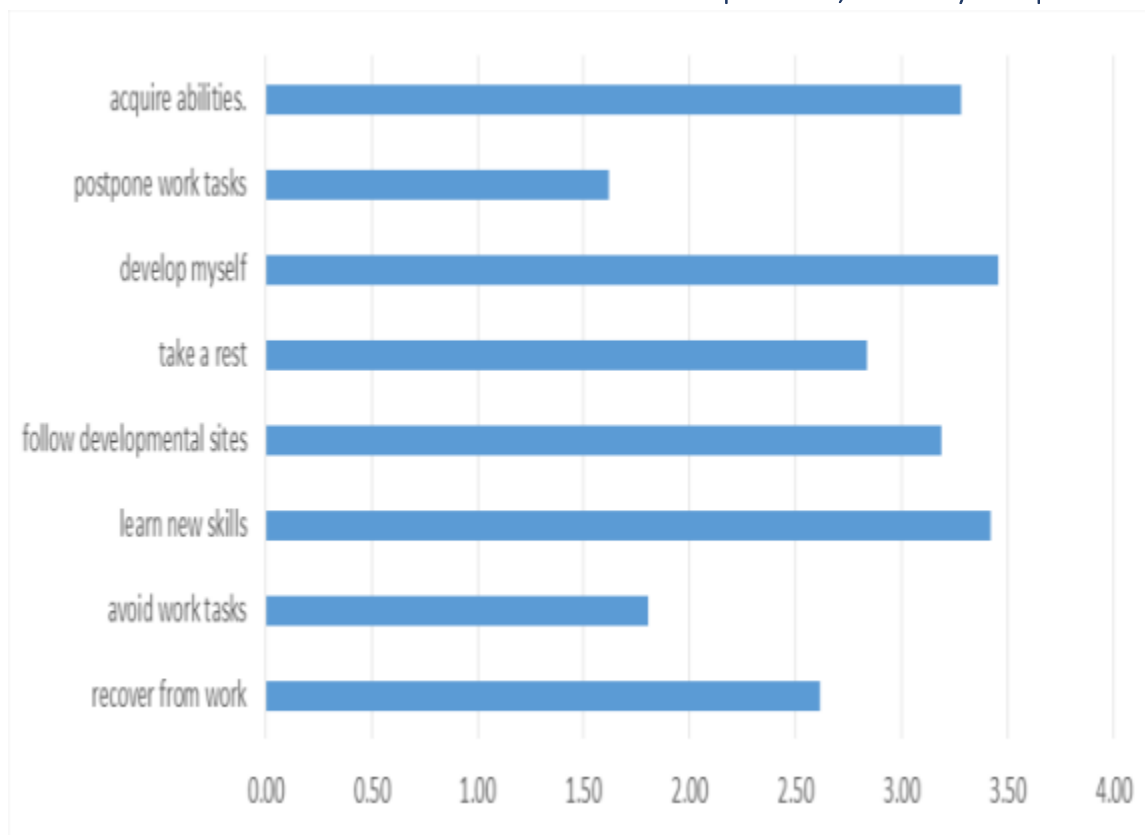


Figure 5.2. Behavioural Factors

According to the statistics provided, most workers assume that when they participate in cyberloafing activities, they are doing so with the goal of bettering themselves via the acquisition of new knowledge and the development of existing skills.

The fact that the significance value is lower than 0.05 demonstrates that engaging in activities related to cyberloafing has a substantial effect on behavioural and influencing variables. Tables 5.1 gives the detailed analysis that was performed.

	Factors	Significance Value
Behavioural factors	Recover from work	4.69E-05
	Avoid work tasks	1.44E-06
	Learn new skills	9.90E-05
	Follow development sites	6.40E-04
	Take a rest	2.49E-04
	Develop myself	3.92E-03
	Postpone work tasks	2.10E-09
	Acquire abilities	4.59E-04
	Distraction from work	0.260
Affecting factors	Unable to meet deadlines	0.073
	Generating new ideas	0.060
	Making a person more interesting at work	0.027
	Regaining span of attention	0.020
	Reducing work stress	0.123
	Difficult to fulfil work obligations	0.075

	Extension of working hours	0.068
	Dealing with practical/personal issues at work	0.063
	Feeling enthusiastic and excited	0.034
	Made productive at work	0.003

Table 5.1 Regression Analysis

Analysis: Among Behavioural factors, factors that has Positive significance are Recover from work, learn new skills, follow development sites, take a rest, develop me, Acquire abilities. Avoid work tasks, postpone work tasks has Negative significance. Distraction from work has No significance.

Among Affecting factors, factors that has Positive significance are Generating new ideas, making a person more interesting at work, regaining span of attention, feeling enthusiastic and excited, Made productive at work. Unable to meet deadlines, reducing work stress, Difficult to fulfil work obligations, Extension of working hours has No significance.

6. CONCLUSION

This study's findings suggest that cyberloafing has far-reaching effects on every aspect of behaviour. It has a substantial beneficial effect on all the other behavioural components outside the ones that cause people to avoid work commitments and put off job tasks. Elements that contribute to the production of new ideas, making a person more fascinating at work, recovering focus, feeling thrilled and enthusiastic, and producing work are all aspects that have a positive substantial influence on workers, in contrast to the other factors that have no impact. It has also been observed that the great majority of employees are doing something online other than working, such as reading blogs, going to job search or employment sites, reading newsgroups or bulletin boards, making online purchases, banking, shopping, chatting with friends, or investing. Moreover, most workers engage in cyberloafing activities as a means of improving their talents, gaining new knowledge and skills, de-stressing from their employment, and recharging. Since cyberloafing is becoming more common in the workplace, studies examining its effects on productivity, relationships at work, morale, and stress are warranted.

6.1 Limitations

Further research on cyberloafing might provide light on its effects on things like employee engagement, turnover, job satisfaction, feelings of isolation, and strategies for combating burnout and stress in the workplace. Almost little research has analysed how cyberloafing is perceived inside companies. It was discovered that most survey questions were directed towards the corporations rather than the workers themselves. It's possible that the perception of cyberloafing inside businesses may be the subject of future studies. More longitudinal studies are needed to understand the trends in employees' behaviours over time. There has been a plethora of research comparing worker output before and after cyberloafing control measures were put in place. A possibly better understanding of how to implement the proper policies might result from further study of the subject. Most research on cyberloafing has been conducted in academic settings like laboratories and offices. As a result, academics interested in cyberloafing in the future should look at how people use their cell phones to get information. Future studies should also focus on exploring the cultural consequences of cyberloafing, given the influential role that culture has in moulding an individual's behaviour patterns.

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