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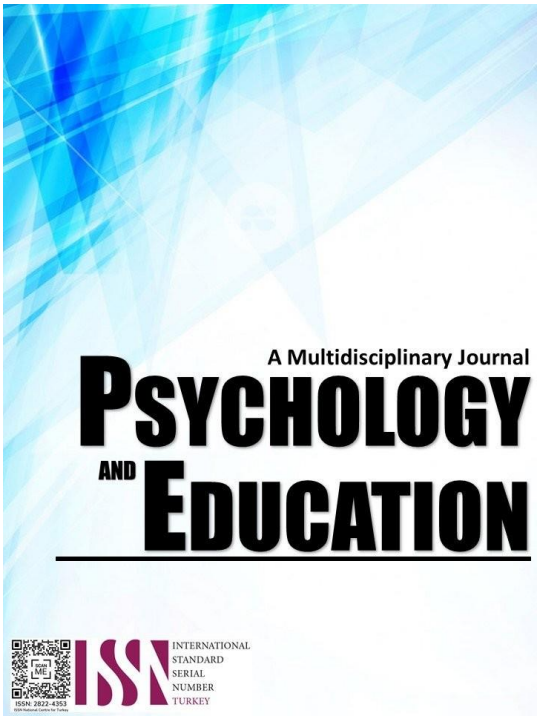

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Research Article

Quantifying the Effect of Cyber-loafing on Employees' Job Performance of Emilio Aguinaldo College-Cavite

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Abstract

The study wants to explore the concept of cyber-loafing as well as its effects on employees' job performance and whether it has beneficial or detrimental outcomes. The objectives of the study are (1) to determine the level of cyber-loafing towards job performance; (2) to assess the significant difference in job performance among the levels of cyber-loafing; (3) to assess the significant relationship between cyber-loafing and the job performance of EAC employees; and (4) to offer recommendations based on the study's conclusions. For this study, a survey questionnaire was utilized to elicit information from (86) eighty-six respondents with the help of SPSS as its statistical tool. In contrast to previous studies indicating the detrimental effects of cyber-loafing, like preventing employees from concentrating properly and efficiently on a particular activity, thus affecting their work productivity and efficacy, cyber-loafing has a moderate effect on employees' ability to accomplish their job, which is good for their personal growth as well as for their productivity. As a result, the employee's job performance was judged to be good. Therefore, there is a significant difference between cyber-loafing and job performance. Furthermore, there is a significant relationship between cyber-loafing and job performance.

Keywords: *cyber-loafing, job performance*

Introduction

The development of technology has resulted in several inventions, including gadgets, cellphones, and tablets, which have evolved into fundamental necessities. It is now very normal for individuals of all ages, but particularly young people, to observe people using any technical item. The internet of things has made these devices considerably more important today. These goods have, in a sense, successfully entered the market due to their usefulness and worth. These tools are now widely used, which has reduced workloads, improved quality of life, increased access to education, and saved money and resources. In addition to these advantages, improper use of technological devices during one's legal working or studying hours may result in cyber-loafing (Knapp, 2020).

The term "cyber-loafing" refers to when employees engage in activities such as online shopping, Facebook use, or other social media during work hours that interfere with their ability to execute their jobs effectively, efficiently, and productively (Khan et al., 2022). According to Khairy Zein El Din (2019), cyber-loafing involves wasting time at work and diverting employees from their responsibilities and duties. Additionally, cyber-loafing is described as using the internet for personal reasons while at work (Huma et al., 2017). People who engage in cyber-loafing tend to postpone and put off getting things done, which prevents them from concentrating properly and efficiently on a particular activity. People get intensely engaged with any social media platforms while they are having fun because of the experiences they have with technology devices that are extremely engaging, interactive, and pleasant (AKKUŞ ÇUTUK, 2021). This can result in addiction. Additional research studies clarified and listed the notion of cyber-loafing, which is crucial in persuading others to accept an employee's intense participation in any social media platforms that may affect his performance at work (Hartanto & Franksiska, 2021).

This study employs the concept of cyber-loafing in an organizational setting, with respondents being Emilio Aguinaldo College-Cavite employees who actively use the internet during work hours. This practice has been shown to have serious negative effects on an employee's ability to perform their job duties (Varol & Yıldırım, 2019). The study will consider the five dimensions of cyber-loafing, namely sharing, shopping, real-time updating, access to online content, and gambling or gaming (K. Y. Koay et al., 2022). These cover the act of cyber-loafing an employee does during working hours. The phenomenon of cyberloafing is an unexplored research area in the case of Emilio Aguinaldo College-Cavite. Therefore, the study aims at looking at the impact of cyber-loafing and determining whether it has an effect on employees' capacity to carry out the required connected work activities. Additionally, to better comprehend how cyber-loafing affects an employee's ability to execute their job, whether positively or negatively. The study will offer some recommendations on how to handle the problem of workplace cyber-loafing.

Literature Review

Cyber-loafing and Job Performance

The development of ICT and accessibility to the internet have been named as the primary causes of cyber-loafing at the workplace, and the behavior has been found to be detrimental to organizational productivity. This is seen as an organizational vice that can negatively affect the work performance of an employee (Francisca et al., 2018). The development of information technology, particularly the rise in internet usage, has a variety of effects on enterprises. Because it enables businesses to lower production costs, enhance internal and external communication, broaden their market reach internationally, and handle goods and services more effectively, effective use of technology is advantageous. However, employees' excessive use of the internet for personal purposes may actually have a negative impact on their work performance and the productivity of their organization. The rise of technology and the need to employ it in many sectors and organizations have aided many people to work well and make the task much easier. However, numerous studies have demonstrated the negative effects of cyber-loafing in the workplace, including how it can reduce employees' work performance.

Consequently, cyber-loafing is viewed as disruptive to an organization's productivity. The excessive unethical use of the internet was found to have adverse effects on job performance (Syed, 2020). Employees who are used to or addicted to using the internet are more likely to misuse it, and internet habits and addictions also include the causes of cyber-loafing in individual variables (Hartanto & Franksiska, 2021; K.-Y. Koay & Soh, 2019). K. Y. Koay et al. (2022) cited Bock and Ho's study (2009) confirming the relationship of cyber-loafing towards work performance. Their study confirms that cyber-loafing has a substantial association with job performance since the more time individuals spend cyber-loafing, the worse their job performance, suggesting that a long period of cyber-loafing can result in employees having less time to finish their responsibilities.

On the other hand, cyber-loafing is not always negative, as it implies. The act of cyber-loafing depends on some variables (education, age, position, working year, internet use skill, and frequency of use) (Kaytarma et al., 2022). Therefore, this act depends on an individual's educational background, years of experience, digital literacy and skills, and frequency of using the internet. According to research, employees who work in abusive or stressful environments or who face unrealistic demands or disrespectful treatment may turn to cyber-loafing as a coping mechanism (Andel et al., 2019). A study conducted by Yağcı and Yüceler (2016) and cited by Kaytarma et al. (2022) stated that the use of the internet in the workplace facilitates communication between employees, reduces the workload, and enables employees to be more productive, as well as bringing up the concept of cyber-loafing, which is the tendency of the employee to use the internet opportunities offered in the workplace for non-work and personal purposes in order to avoid work during working hours. In contrast to other findings, Kaytarma et al. (2022), highlighted research by Sen et al. (2016) that suggested cyber-loafing could have positive effects on an individual's personal development and increase an employee's productivity and performance at work. He emphasized research by Keklik et al. (2015) that cyber-loafing can positively affect employees' organizational learning capacity resulting from participatory decision-making and interaction with the external environment, and it is quite helpful in different ways to add to employees' quality of work (Syed, 2020).

Therefore, in contrast to previous studies, cyber-loafing not only produces negative outputs but also positive outputs towards achieving a certain goal or task because it may become a source of learning and may increase an employee's ICT m-learning and e-learning skills, which may be assets in the future. This act happens when an employee is bored or anxious and engages in cyber-loafing, which allows them to unwind, think clearly, and function better. However, as mentioned by Nwogbo and Coleman, Lim and Chen (2009) revealed that both significant and mild instances of laziness had a detrimental impact on employees' employment results (2021), which is also supported by Ek and ŞİmŞek (2007), which further explained the negative as well as the positive impacts of cyber-loafing on employees' job performance.

Moreover, the study's objectives are to determine whether cyber-loafing and its dimensions have a beneficial or detrimental impact on employees' job performance at work; to determine the level of cyber-loafing towards job performance; to assess the significant difference in job performance among the levels of cyber-loafing; to assess the significant relationship between cyber-loafing and the job performance of EAC employees; and to offer recommendations based on the study's conclusions.

Methodology

The study is quantitative research, and data were gathered using a survey. The researchers had to secure a written approval from the Human Research Department before the researchers gathered the data through Google form. A survey questionnaire was utilized to elicit information from 86 respondents with the help of SPSS as its statistical tool. The adopted questionnaire has two parts: the first part collects basic data about respondents, including their age, gender, educational level, number of years of work experience, and

frequency of internet usage; the second part gauges the impact of cyber-loafing and its five dimensions on employees' performance at work.

Results and Discussion

The Effects of Cyber-loafing on Employees' job performance questionnaire is composed of 25 questions for cyber-loafing and five questions for job performance, and each response scale ranges from strongly agree to strongly disagree. The internal consistency of the questionnaire is assessed using Cronbach's alpha. Table 1 shows the reliability of each instrument.

Table 1: *Questionnaire's Reliability*

Factors	*No. of Items*	*Cronbach's Alpha*
Cyberloafing	25	0.93
Job Performance	6	0.7

Table 1 demonstrates the factors and the overall consistency of the factors. This also shows that each factor is highly reliable, thus indicating the accuracy and consistency of the constructs.

Table 2: *Demographic Characteristics of the Respondents*

Sex		
	Frequency	*Percentage*
Male	33.0	38.4
Female	53.0	61.6
Age		
	Frequency	*Percentage*
20-24	11.0	12.8
25-29	13.0	15.1
30-34	9	10.5
35-39	16	18.6
40 and above	37	43
Educational Attainment		
	Frequency	*Percentage*
Bachelor's Degree	41.0	47.7
Master's Degree	35.0	40,7
Doctorate Degree	10	11.6
Internet Skills		
	Frequency	*Percentage*
Beginner	1.0	1.2
Intermediate	30.0	34.9
Advance	48	55.8
Expert	7	8.1
Years of Work Experience		
	Frequency	*Percentage*
1-4	36.0	41.9
5-8	12.0	14.0
9-12	13	15.1
13-16	24	27.9
16 and above	1	1.2

Table 2. The respondents' ages range from 20 to 40 and above. 35- to 39-year-olds were the age group that participated in this to a greater extent. 38.4% of men and 61.6% of women are involved in this. It also showed that the study's participant group consisted of 11.6% PhD holders, 40.7% master's degree holders, and 47.7% bachelor's degree holders. Out of the population, 55.8% of respondents thought they had advanced internet skills, 34.9% thought they had intermediate skills, 1.2% thought they had beginner's skills, and just 8.1% thought they had expert-level skills. In addition, the group found that 14.0% of respondents have worked for the institution for 5-8 years, 15.1%

have worked for 9–12 years, and 27.9% have worked for the institution for 13–16 years. Of those, 41.9% have worked for the institution for 1–4 years.

Table 3. Level of Cyber-loafing towards Job Performance

	Mean	*Standard Deviation*	*Interpretation*
Cyber-loafing	2.98	0.71	Moderate
Job Performance	3.80	0.64	Good

As shown in Table 3, cyber-loafing has a moderate effect on an employee's ability to accomplish their job, which is good for their personal growth as well as for their productivity and job performance (K.-Y. Koay & Soh, 2019). As a result, the employee's job performance was judged to be good.

Table 4. *Significant Difference*

	t-value	*Sig. (2-tailed)*	*Decision*	*Remarks*
Cyber-loafing	38.932	0.000	Reject Ho	Significant
Job Performance	54.864	0.000	Reject Ho	Significant

As shown in Table 4, it rejects the null hypothesis; there is evidence against the null hypothesis. It concludes that there is statistical significance.

Table 5. *Relationship between Cyber-loafing and Job Performance*

	Pearson r	*Sig. (2-tailed)*	*Decision*	*Remarks*
Relationship between Cyber-loafing and Job Performance	0.713	0.000	Reject Ho	Significant

As shown in Table 5, the correlation is significant. The results indicate that cyber-loafing influences employees' job performance, which implies that it can affect employees' productivity and job performance.

Table 6. *Interval*

Interval	*Cyber-loafing*	*Work Performance*
1.01-1.80	Very low	Poor
1.81-2.60	low	Fair
2.61-3.40	Good	Satisfactory
3.41-4.20	High	Good
4.21-5.00	Very high	Excellent

Table 6 shows the average employee response to cyber-loafing is 2.98. It would imply that the majority of respondents saw cyber-loafing as a factor that has a moderate impact on an employee's capacity to perform their job, which is advantageous for both the employee's personal development and productivity and job performance. Furthermore, it reveals that the average employee response to job performance is 3.80, which indicates that it is good, which confirms that cyber-loafing has a substantial association with job performance (Saleh, 2018; Yeik, 2018).

Conclusion

Instruments for cyber-loafing and job performance are consistently highly reliable. The majority of the respondents are female, mostly 40 years old and older. In addition, respondents' mostly have a bachelor's degree and advanced internet skills with 1-4 years of work experience. Most of the respondents have a moderate or good level of cyber-loafing, which means their personal usage of the internet during working hours is average in nature. Most of the respondents have a good level of job performance, which indicates respondents'

above-satisfactory level of doing or performing their workload or task during their legitimate working hours. Therefore, there is a significant difference between cyber-loafing and job performance. Furthermore, there is a significant relationship between cyber-loafing and job performance.

Recommendations

Based on the above conclusions, the following recommendations were drawn

The researchers recommend participants continue to have moderate internet usage during working hours and mind their own business. Emilio Aguinaldo College-Cavite should establish clear general guidelines and policies on what constitutes acceptable internet use during work hours. This can help employees understand what is expected of them and reduce the likelihood of excessive cyber-loafing. Emilio Aguinaldo College-Cavite employees should have self-discipline in using the internet for personal usage during working hours so as not to decrease their job performances and have a possible positive coping mechanism beside cyber-loafing. Employers can provide training to employees on the negative effects of cyber-loafing and how to avoid it. This can help employees understand the importance of staying focused on work-related tasks and reduce the likelihood of excessive cyber-loafing. The researchers recommend the institutions have seminars and workshops to raise awareness about the possible detrimental as well as positive benefits of cyber-loafing to the employees to increase possible job performance and avoid too much personal internet usage during working hours. The researchers of this study recommend that future researchers explore other factors, such as job satisfaction, the longevity of stay, employees' coping mechanisms, working environment, employees' workloads, employee benefits, and compensations, or other research designs and instruments, or they could have a follow-up study to test the reliability and validity of the research.

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