

THE RELATIONSHIP BETWEEN CYBERLOAFING AND TASK
PERFORMANCE AT LEMBAGA KENAF DAN TEMBAKAU NEGARA,
KUBANG KERIAN, KELANTAN

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ABSTRACT

Research has found that cyberloafing have the relationship with the task performance. Contributing to significant business opportunities and the enhancement of employee's productivity, the Internet has changed how work is done. These benefits, including cost reductions, decreased product cycle time, and easier access to information are not without a downside. The use of the Internet in the workplace has also raised concerns regarding privacy, organizational liability and a new workplace threat to productivity— CYBERLOAFING, as a result of employees' non-work related Internet activities. This study reports the relationship between Cyberloafing and Task Performance among employees at Lembaga Kenaf dan Tembakau Negara, Kelantan. The purpose of this investigation was; to identify what are the factors that lead to employees' cyberloafing at Lembaga Kenaf dan Tembakau Negara, Kelantan and to identify the consequences of cyberloafing to task performance. The total population of employees in the organization is 150 and there was only hundred and eight (108) employees participated in the research that had been made refer to (Krejcie and Morgan, 1970) table. Data are gathered through surveys among employees in the organization. There are several factors that lead to employees' cyberloaf such as attitude, organization policy, and social norms. Researcher had been used stratified sampling technique to contribute the questionnaires. A finding from this study has proved that, among the three factors of cybeloafing, attitude is the highest factor that leads to employees' cyberloaf during an office hour.

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CHAPTER I

INTRODUCTION

Background of the Study

Nowadays, computer had been widely used in organizations to produce product and services. It also has been automating certain activities in organization for increasing performance of the company. The internet has played an important role in helping businesses to reduce costs, conducting their process and procedure effectively and efficiently, using internet for marketing their product and also utilize use of internet to build network with other companies. Even though the increasing of the computer and internet can increase employee performance but the use of computer and internet also lead employees for doing their personal interest instead of focusing in accomplishing their work. Internet has changed the ways work can be carried out, it has also increased the opportunities for people to cyberloaf, while under the guise of doing work (Vivien & Thompson, 2005). Anandarajan, M., Devine, P., & Simmers, C. researcher argue that cyberloafing such as sending and receiving personal email is similar to taking personal phone calls at work and thus may be considered a perk (Anita & Christina, 2008). Anardarajan and M.,Devine argue that cyberloafing may harm employers while P.& Simmers argue that it may enhance employee productivity (Anita & Christina, 2008). The impacts of internet abuse can be devastating as example about 25 employees of the Automobile Club of South California delayed