

THE RELATIONSHIP BETWEEN CYBERLOAFING AND  
TASK PERFORMANCE AT MAJLIS PERBANDARAN  
TELUK INTAN, TELUK INTAN, PERAK, MALAYSIA

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## ABSTRACT

Misusing the Internet at work for non-work related purposes or cyberloafing has become a worrisome phenomenon in organizations (Faridahwati, 2013). This is because cyberloafing at workplace may become destructive towards employee task performance. This study is to identify factors of cyberloafing at Majlis Perbandaran Teluk Intan (MPTI). Throughout the study, it involves with three factors that are Attitudes, Organization Policy and Social Norms. Data are gained through survey which conducted about four months with 104 samples using Krejcie and Morgan Sampling Size. Objective of this study is to identify factors contribute to employee's cyberloafing at Majlis Perbandaran Teluk Intan, Perak, therefore the Pearson product-moment correlation analysis is used. Based on the analysis, Attitudes and Social Norms showed strong relationship towards employee task performance except for Organization Policy that presented weak or low relationship with Task Performance. Based on this study, MPTI should changes organizations norms that perceive cyberloafing attitude at organization and also need to take an action instead of only monitoring employees visited website at organizations.

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## CHAPTER 1

### 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, Devine, Simmers researchers 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 Devine argue that cyberloafing may harm employers while Simmers argue that it may enhance employee productivity (Anita & Christina,