



**THE RELATIONSHIP BETWEEN CYBERFLOAFING AND JOB
PERFORMANCE AMONG THE SUPPORT STAFF AT
LIMKOKWING INSTITUTE OF CREATIVE
TECHNOLOGY,BORNEO CAMPUS**

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ABSTRACT

This study examines the relationship between cyberloafing and job performance among support staff in Limkokwing Institute of Creative Technology, Borneo Campus. The research objective is to determine the relationship between cyberloafing and job performance among support staff Limkokwing Institute of Creative Technology, Borneo Campus. Furthermore, the Statistical Package Social Science Software version 23 (SPSS) was used to analysed the data. Thus, the technique used to collect the data was by distributing questionnaire by which a number of 73 respondents from the support staff in Limkokwing were involved. One of the methods used in this research is correlation analysis as to determine the relationship between two variables. According to the results, there is a medium and positive relationship ($r = .393$, $p > 0.01$) between organizational factor and job performance in Limkokwing Institute of Creative Technology, Borneo Campus which indicates it is significant. This can be implied that technology, also krefer to organizational policies in the organization provides a safe environment for the support staff as cyberloafing behaviours are more difficult to engage in non-work related activities.

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CHAPTER 1

INTRODUCTION

Background of the Study

In this 21st century, the internet has made irrevocable changes in our life. It has becoming an undeniably vital tool in workplaces where many work-related activities are automated. Apparently, most clerical duties are strictly dependent upon internet since the cost and duration of them are considerably reduced, and total efficiency of clerks is noticeably improved (Hosseini, 2014). However, this phenomenally useful tool is often reported to be abused in most workplaces. The Internet has brought about many benefits to organizations; however despite the benefits of the Internet, its negative effects have also been discussed (Ergun, 2012).

Furthermore, Lim (2012) stated that using the internet for personal purposes during working hours is known as cyberloafing. According to Karcioğlu (2015), cyberloafing refers to the act of employees using their companies' internet access for personal purposes during work hours. Examples of cyberloafing include browsing non-job related websites (e.g. social networking, sports, news and entertainment), checking and sending personal e-mails and other activities such as online shopping and online gaming. According to Hassan (2015), employees' cyber-loafing by participating in non-work related activities such as online shopping, personal investment, social networking, emailing, viewing online media, and viewing pornography.