

UNIVERSITI TEKNOLOGI MARA

**FACTORS CONTRIBUTING TO
INTERNET ABUSE IN THE WORKPLACE:
A CASE STUDY OF ICT SMEs**

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ABSTRACT

Internet is indispensable in the current working environment; in fact it has become a standard office facility. Using the internet for personal use during working hour beyond the acceptable usage levels either using office computer or personal smartphones is still an account of internet abuse. Internet abuse may lead to productivity loss, security incidents, liability and network congestion which therefore a serious concern by the employers. Since there is lack of emphasize for research on this area, therefore the aims of this study are statistically prove existence of internet abuse and gain better understanding of the phenomenon. This research adopted modified TPB (Theory of Planned Behaviour) as the research model. There are three objectives of the research, (1) to investigate the employees' internet abuse activities, (2) to investigate the relationship between demographic, personality and external factors with the intention to abuse the internet and (3) to recommend countermeasure to overcome internet abuse during working hours. Research was conducted by distributing questionnaires to employees in three small-medium sized organization in ICT sector located in Kuala Lumpur and Selangor. Further to that, interviews conducted with higher management, HR, IT, and an employee to get more information on the subject. This study would give insight into factors contributing to internet abuse in the workplace and the internet abuse activities that the employees engaged in which can then be used to plan adequately and manage the issue. It also can help employees to increase the awareness and possibility of change in behaviour with regards to internet abuse through sharing the result of this study by the employers in monthly bulletin or incorporating the countermeasure in office policy.

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