THE RELATIONSHIP BETWEEN CYBERLOAFING AND JOB
PERFORMANCE AMONG SUPPORT STAFF AT CMS CEMENT SDN. BHD

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ABSTRACT

The aim of the present study was to investigate the relationship between cyberloafing and job performance among support staff in CMS Cement Sdn. Bhd. A total of 80 respondents answered the questionnaires. The data was analysed using Statistical Package Social Science (SPSS) Version 23. The results show that there was a relationship between personal factor and job performance with a significant and positive but weak correlation between organizational factor and job performance ($r=0.237$ $p<0.01$). There was a higher and positive relationship between work factor ($r=0.698$ $p<0.01$) and job performance. This study recommends several issues to future researchers and stakeholders such as employees, organization and private sectors.

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LITERATURE REVIEW

Introduction

This study proposed to determine the relationship between cyberloafing and job performance among the support staff in CMS Cement Sdn. Bhd. This chapter reviews literature on main issues of Cyberloafing in the office.

Cyberloafing

According to Askew (2012), cyberloafing occurs when the non-telecommuting employee uses any types of computers at work for non-destructive activities that his or her primary supervisor would not consider job related. Besides that, it also has been found by Jandaghi (2015) cyberloafing could potentially have extremely negative on productivity. It also result in lower task performance through lost work time. It could have a negative relationship between cyberloafing and job performance, Vitak and La Rose (2011). Hence, types of cyberloafing attitudes, are either harmful to productivity than others cyberloafing behaviors. Doorn (2011), stated that cyberloafing is distinguished in four behaviors; these derived from several literature fields. The four behaviors are development behaviors, recovery behavior, deviant behaviour and addiction behaviour. There are four activities of cyberloafing consists of social activity, informational activity,