THE RELATIONSHIP BETWEEN CYBERLOAFING AND JOB
PERFOMANCE AMONG SUPPORT STAFF AT PUSAT PEMBANGUNAN
KEMAHIRAN SARAWAK (PPKS)

Prepared for:
MRS. SITI FATIMAH BINTI ABDUL LATIFF

Prepared by:
NUR AZILAH BINTI MAT SALLEH
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS AND MANAGEMNT

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ABSTRACT

Ergun (2012) states that cyberloafing can lead to negative impact for organization. It is important for organization to understand which is related in cyberloafing in the workplace and understand the factors that contribute to this behaviour. The Internet has brought about many benefits to organizations however despite the benefits of the Internet; its negative impacts have also been discussed. The factors that used to examine the relationship between cyberloafing and job performance among the support staff at Federal Agricultural Marketing Authority are organization, personal and work factors. The aim of the study was to determine the factors that lead to cyberloafing toward job performance among the office support staff. The place that used for this study is at Federal Agricultural Marketing Authority. Unit of analysis that were used is the employees form FAMA, specifically support staff. The population of the study is 120 employees. The method was used to collection the data for this study is quantitative which using questionnaire. The finding of study revealed the data that the factors that include organization, personal and work give negative effect on job performance. The correlation analysis shows that work factor have moderate and significant result toward cyberloafing and job performance. Hence, organizational have a small relationship and not significant toward cyberloafing and job performance. For recommendation, as for the respondent the future research it can focus on other organizations that have more employees to have a better result of correlation.

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Nur Husnaa binti Mohammed Kassim

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Faculty of Business Management
University Teknologi Mara

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CHAPTER 1

INTRODUCTION

Background of the Study

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

Meanwhile, Lim (2012) stated that using the internet for personal aim during working hours is known as cyberloafing. According to Karcıoğlu (2015), cyber loafing refers to the act of employees using their company's internet access for personal purposes during work hours. Examples of cyber loafing includes browsing non-job related websites. For example, 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' cyberloafing by participating in non-work