**CERTIFICATE**

This is to certify that NISHA SAINI is a bonafide student of Master of Business Administration course of the Institute 2023-25, affiliated with Rajasthan Technical University,Kota.

Project work report on ‘’cyberlaofing at workplace’’ is prepared by her under the guidance of Dr.Shikha Dugar, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Rajasthan Technical University,Kota,Rajasthan.

Signature of HOD

**DECLARATION**

I Nisha Saini hereby declare that the project work report ‘’Cyberloafing at Workplace’’ prepared by me under the guidance of (Dr.Shikha Dugar) HOD of MBA department, ( BIYANI INSTITUTE OF SCIENCE AND MANAGEMENT).

I also declare that this project work is towards the partial fulfillment of the university regulations for the award of degree of Master of Business Administration by Rajasthan Technical university, Kota.

I further declare that this report on the original study undertaken by me and has not been submitted for

the award of any degree / diploma from any other university/institution.

Place: Jaipur

Date:

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I express my sincere thanks to my project guide, Dr.Shikha Dugar ( HOD of commerce and management).For guiding me right from the inception till the successful completion of the project. I sincerely acknowledge her for extending their valuable guideline,support for literature, critical reviews of the project and report, and above all the moral support he had provided to me during all stages of this project.I would like to thank the supporting staff for their help and cooperation throughout my project.

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NISHA SAINI

**PREFACE**

Project work is done to get practical knowledge. It is done by the management students to get a professional outlook in the world of business. Its aimed at understanding the difference between theortical and practical knowledge.

This report is a part of curriculum of the Rajasthan Technical University,Kota.

It is aimed to provide the student a tremendous knowledge and exposure.Students are explained to learn the technical aspects of theortical studies applied in the organization. This contemporary issue report on ‘’Cyberloafing at workplace’’ is a task of academic session of MBA 1st semester,under the guidance of Dr.Pawan Kumar Patodiya study was undertaken.

**Table of content**

1. ABSTRACT

2.Background history of cyberloafing at workplace

3.Introduction

4.Review of

literature

5.Critical analysis

\*Types of cyberloafing.

\*causes of cyberloafing.

\*motives and factors of cyberloafing.

\*Ethical and legal consideration.

\*preventing and managing of cyberloafing.

\*consequences of cyberloafing.

6.SWOT Analysis

7.conclusion and suggestion

8.My learnings

9.Reference

**ABSTRACT**

Cyberloafing refers to the act of employees using their work computers for non-work related activities during work hours. This behavior can have negative effects on productivity, morale, and security within the workplace. Studies have shown that cyberloafing is a common occurrence in many organizations and can be caused by various factors such as boredom, lack of job satisfaction, and easy access to the internet. Employers can take steps to prevent cyberloafing by implementing clear policies, monitoring employee internet usage, and providing engaging work tasks.

**CHAPTER-1**

**BACKGROUND HISTORY OF CYBERLOAFING**

The term "cyberloafing" was first coined in the late 1990s, as the internet became more widely available in workplaces. Initially, it referred to employees using company computers for personal tasks, such as shopping or checking personal email. However, as technology has advanced, cyberloafing has become more complex and widespread.

Studies have shown that cyberloafing is a common behavior in many workplaces. In a survey conducted by Salary.com, 64% of respondents admitted to visiting non-work related websites during work hours. Another study found that employees spend an average of 2.09 hours per week on non-work related internet activities.

The reasons for cyberloafing are varied, but boredom and lack of job satisfaction are often cited as contributing factors. Employees may also engage in cyberloafing as a way to cope with stress or to take a break from demanding work tasks.

Cyberloafing can have negative effects on productivity and morale in the workplace. It can also pose security risks, as employees may inadvertently download malware or viruses while browsing non-work related websites.

Employers can take steps to prevent cyberloafing by implementing clear policies regarding internet usage during work hours. They can also monitor employee internet usage and provide engaging work tasks to reduce boredom and increase job satisfaction.

**CHAPTER-2**

**INTRODUCTION**

Cyberloafing refers to the actions of employees who take advantage of their corporate Internet access for personal use while pretending to do work. It commonly occurs in all offices. Cyberloafing includes sending personal emails, watching YouTube videos, spending a lot of time on social media, and even job hunting. Two forms of cyberloafing were identified: one composed of minor cyberloafing behaviors and one composed of the more serious cyberloafing behaviors. As predicted, employees' perceptions of their coworkers' and supervisor's norms were positively related to minor cyberloafing, but not related to serious cyberloafing.

Cyberloafing is also known as “cyberslacking.” The term is also related to goldbricking, which means doing less work than one can. You can compare cyberloafing to lounging at home instead of doing necessary chores.

The term was coined in 1995 but grew in popularity in 2002 after a research paper was published in the Organizational Behavior Journal on the topic. Initially, early research focused on the unproductive and harmful effects a company faced when its employees engaged in cyberloafing. But as study into this area matured, researchers began exploring other fringe areas of cyberloafing and the discovery of potential benefits began to emerge, Frimpong said.

**Theoretical Basics**

Cyberloafing is a new term introduced by the emergence of cybersciences and the World Wide Web in particular. The term‘cyberloafing’ was coined by Tony Cummins (1995) and in NewYork’s daily news. The term grew notoriety when it was used in a2002 paper by Lim (National Singapore University) which waspublished in the Organizational Behavior Journal (Selwyn, 2008).Cyberloafing consists of two parts. Firstly, ‘loafing’ is extractedfrom ‘loafer’ which means a person who wastes his/her time. In 1995,‘cyber’ was used as a prefix for phrases based on computer sciences inwhich computers were used as tools. Thus, cyberloafing is when aperson wastes his/her time engaging in an act which initially basedon the computer and Internet. It means that someone wastes his/her

time or he/she conducts personal affairs rather than business affair through the space provided by the Internet (Gregory, 2011).

**DEFINITION OF CYBERLOAFING:**

According to Lim,Teo and Loo ‘’cyberloading is any voluntary act of employees using their companies’ Internet access during office hours to surf nonwork related Web sites for nonwork purposes, and access (including receiving andsending) nonworkrelated email”.

According to Whitty & car ‘’cyberloafing is a extensive personal use of the Internet at work”Cyberslacking “the overuse of the Internet in the workplace for purposes other than work”.

**CHAPTER-3**

**REVIEW OF LITERATURE**

Cyberloafing is a growing concern for organizations worldwide. It refers to the act of employees using the internet for non-work-related activities during work hours. Research suggests that cyberloafing can have a significant impact on employee productivity, job satisfaction, and overall organizational performance.

Studies have identified various factors that contribute to cyberloafing, including boredom, lack of motivation, job dissatisfaction, and poor time management skills. While some employees engage in cyberloafing intentionally, others may do so unintentionally due to a lack of awareness or guidance on acceptable internet usage.

To address the issue of cyberloafing, organizations have implemented various strategies, including clear policies on internet usage, training on time management and productivity, monitoring internet usage, and using technology to block access to non-work-related websites. Additionally, some organizations have addressed underlying issues by providing opportunities for employee engagement and job satisfaction.

Overall, the literature suggests that addressing cyberloafing can lead to increased employee productivity and job satisfaction. However, it is essential to strike a balance between monitoring internet usage and respecting employee privacy and autonomy. Organizations must also consider the potential impact of cyberloafing on employee well-being and mental health.

**CHAPTER-4**

**CRITICAL ANALYSIS**

**4.1 TYPES OF CYBERLOAFING:**

Cyberloafing refers to the act of using the internet for non-work-related activities during work hours. There are several types, including:

**1. Social Media Usage:** Employees may spend excessive time on social media platforms like Facebook, Instagram, or Twitter, checking notifications, updating statuses, or watching videos.

**2. Personal Internet Use:** This includes activities like online shopping, browsing news websites, watching non-work-related videos, or engaging in hobbies during work hours.

**3. Instant Messaging and Personal Emails:** Employees may spend time sending personal messages via instant messaging platforms or personal emails, distracting them from work-related tasks.

**4. Online Gaming:** Some employees may engage in online gaming activities, either on their computers or smartphones, during work hours, causing a significant decline in productivity.

**5. Excessive Breaks:** Cyberloafing can also involve taking longer or more frequent breaks than allowed, where employees use their devices for non-work-related purposes during that time.

**Causes of cyberloafing**

Cyberloafing refers to the actions of employees who take advantage of their corporate Internet access for personal use while pretending to do work. The causes of cyberloafing at workplace are given below:

**1. Poor Work Attitude**

An early study found that employees who are pessimistic about their jobs are highly likely to cyberloaf to show their defiance to their boss or colleagues. This deviant behavior often occurs when employees:

* Feel some sort of injustice at work or within their organization
* Believe their job is not mentally engaging
* Do not feel committed to their work or company

**2. Lack of Differentiation between Work and Personal**

Some employees cyberloaf because they are unaware that what they are doing is outside the bounds of their job description. Cyberloafing often occurs because their managers encourage Internet use even if such is meant for work-related purposes only. Many cyberloafers interpret this as an approval for Internet use in general. Cyberloafing is further reinforced when employees see others engaging in the same activity.

**3. Lack of Sleep**

Another study revealed that cyberloafing could be due to inadequate sleep. The researchers found that employees who lack sleep find it hard to regulate their personal use of the Internet.

**MOTIVES OF CYBERLOAFING**

Motives of cyberloafing includes:

**1. Weariness:** Representatives might participate in cyberloafing as a method for reducing fatigue or fill the holes of tiresome or repetitive work errands.

**2. Absence of Undertaking Assortment:** When representatives feel caught in dull or unchallenging errands, they might go to cyberloafing as a method for looking for mental excitement or curiosity.

**3. Low Work Fulfillment:** Disappointment with work can prompt expanded cyberloafing as representatives search for ways of getting away or participate in exercises that bring them more fulfillment.

**4. Absence of Observing:** Representatives are bound to participate in cyberloafing in the event that they accept they can pull off it because of lacking or conflicting checking by the board.

**5. Absence of Outcomes: I**n the event that there are no repercussions or punishments for participating in cyberloafing, representatives might feel more leaned to participate in these exercises.

**ANTECEDENTS OF CYBERLOAFING**

There are many of cyberloafing at workplace .They are as follows:

**Organizational Factors**

**Organizational Policies:** These factor are taken into account because it is important to know whether a policy positively or negatively influences cyberloafing. Policies that are included are politics that describe the use of the Internet .

**Organizational justice:** literature suggests that if employees feelthey are being unfairly treated by the organizations, they experience feelings of displeasure, rage and are more likely to seek retaliation against the organization. Studies show that employees seek to engage in deviant behaviours by working less or performing low quality work. One sign of this is cyberloafing.

**Work Factors**

**Job demands**: cyberloafing activities studies show that when employees are confronted with low work demands, the possibility of engaging in cyberloafing is higher. This is caused by the spare time of the employees. When employees do not have enough work to do, he or she will engage in cyberloafing activities to pass the time.

**Role conflict:** Defined as irreconcilable demands in the workplace. These include conflicts in work duties and organizational polices, as well as conflicts between an employee’s personal values and work duties.

**Personal Factors**

**Personality traits:** The relationship between personality traits and the Internet are important when studying cyberloafing. This is because personality traits are characteristics of a person and also predict a person’s behaviour in relation to the Internet.

**Extraversion:** iImplies an energetic approach to the social and material world. It includes traits such as sociability, activity, assertiveness and positive emotionality.

**Agreeableness:** contrasts a prosocial and communal orientation towards others with antagonism. It includes traits such as altruism, tender-mindedness, trust and modesty.

**Conscientiousness:** describes socially prescribed impulse control which facilitates task and goal-directed behaviour. For example,thinking before acting, delaying gratification, following norms and rules and experiential life, as well as planning, organizing, and prioritizing tasks.

**Neuroticism**: contrasts emotional stability and even-temperednesswith negative emotionality such as feeling anxious, nervous, sad and tense.

**Openness to experience:** (versus closed-mindedness) describes the breadth, depth, originality and complexity of an individual’s mental ability. They found no relationship between Internet usage .

**Locus of control:** locus of control is the degree to which individuals believe they have the ability to control a situation. Specifically, individuals who have a high external locus of control believe that external forces have a greater control over a situation .

**ETHICAL AND LEGAL CONSIDERATION OF CYBERLOAFING**

There are moral and legitimate contemplations with regards to cyberloafing. Managers reserve an option to anticipate that their representatives should involve work hours for business related exercises, and workers have an obligation to live up to those assumptions. Cyberloafing can prompt diminished efficiency, which can at last influence the organization's primary concern.

Managers might have to consider executing approaches that plainly characterize what is cyberloafing and the results of participating in such exercises. They may likewise have to give preparing and backing to assist representatives with grasping the significance of utilizing work hours actually.

According to a legitimate viewpoint, businesses might have to consider issues, for example, security and information insurance while checking representatives' web use. They may likewise have to guarantee that their strategies and practices agree with pertinent regulations and guidelines.

Generally, bosses need to adjust their requirement for efficiency with their workers' privileges and prosperity. By adopting a proactive strategy to cyberloafing, organizations can establish a workplace that encourages efficiency and supports their representatives' psychological wellness and prosperity.

**MANAGING OF CYBERLOAFING**

Organizations can manage the occurrence of cyber-loafing through three methods: acceptable use policies, monitoring and filtering software, and organizational sanctions. First, acceptable use policies for Internet and e-mail can be established. These policies should outline who can access the Internet and use e-mail, acceptable uses (e.g., business-related purposes), and sanctions for violations. Companies should also include a statement reserving the right to monitor Internet and e-mail use, which will remove employee expectations of privacy and, in turn, reduce lawsuits alleging invasion of privacy. This policy should be clearly communicated and explained to supervisors and employees, and employees should sign an acknowledgment that they have received, read, and understand the policy. Employers may want to consider allowing some personal use (e.g., before or after work, during breaks) because limited Internet and e-mail use for nonwork purposes may foster learning or creative problem solving, provide a break from stressful or boring work, and help employees balance work and their personal lives.

Next, monitoring and filtering software may be used to track and deter cyberloafing. Monitoring software compiles a report of each Web site visited by an employee, and filtering software blocks access to particular Web pages by keeping a list of inappropriate sites or content. Employers should tell employees why, when, and how they will be monitored. In addition, companies should share Internet usage reports produced by software programs to give feedback on policy compliance and inappropriate Web sites.

**PREVENTION OF CYBERLOAFING**

THE WAYS TO PREVENT CYBERLOAFING

• Set expectations on when non-work-related internet activities are allowed, and on which devices.

• Clearly note websites and social media that are prohibited.

• Identify triggers for employees who might be engaging in non-work-related internet activities to reduce emotional or physical issues.

• Have open conversations with employees to understand why they may be resorting to cyberloafing.

“Managers need to be more understanding of why someone might go to their phone or use the internet during a time they should be productive at work,” Mason told Built In. “There should be open communication between you and your employees to understand why they are doing these actions.”

For employees who turn to cyberloafing to improve their well-being or to reduce emotional or physical discomfort, it comes down to identifying the triggers for those behaviors and then addressing them through conversations with the employee in question.

**Consequences of cyberloafing**

Cyberloafing can have several negative consequences for both employees and employers, including:

**1. Reduced productivity:** When employees spend time on non-work-related activities, they are not completing their work tasks, which can lead to decreased productivity.

**2. Decreased morale:** If some employees are engaging in cyberloafing while others are working, it can create resentment and lower morale among the team.

**3. Security risks:** If employees are using company devices or networks to access non-work-related websites, it can create security risks for the company.

**Advantages of cyberloafing at workplace**

Completely restricting internet use during hours is not the best solution to cyberloafing. In fact, internet access can be beneficial to the employee and the organization in various ways. For example, sending a message to a friend inviting them for an evening party is not a bad thing. It could also be a good idea to pay personal bills through office internet before you forget. Generally, the pros of cyberloafing may include:

1) Promoting flexibility in the workplace

2) Taking a break from routine duties

3) Relieving work pressure

4) Achieving work-family balance

5) Improving employees’ morale and motivation

6) Retention of valuable talent

7) Encouraging innovation and creativity

8) Improved work efficiency and personal growth

9) Reduces boredom

10) Building trust between employees and management

**CHAPTER-5**

**SWOT ANALYSIS OF CYBERLOAFING**

**Strengths:**

1. Employers can monitor internet usage to ensure that employees are not engaging in excessive cyberloafing.
2. Clear internet usage policies can be established to prevent cyberloafing.
3. Engaging work tasks and opportunities can be provided to reduce boredom and increase motivation.

**Weaknesses**:

1. Monitoring internet usage may create a sense of mistrust among employees.
2. Providing engaging work tasks may not always be feasible or practical.
3. Some employees may still engage in cyberloafing despite clear policies and monitoring.

**OPPORTUNITIES**

1. New technologies and software can be developed to better monitor and manage cyberloafing.
2. Training programs can be offered to educate employees on the negative consequences of cyberloafing and how to avoid it.
3. Flexible work arrangements, such as remote work, can reduce the temptation to engage in cyberloafing.

**Threats:**

1. Employees may feel that their privacy is being invaded if their internet usage is constantly monitored.
2. Some employees may become resentful if they feel that they are not trusted by their employer.
3. Legal issues may arise if employers are not careful when monitoring internet usage and infringe on employee rights.

**DISADVANTGES OF CYBERLOAFING**

Cyberloafers can use the internet for entertainment and personal use; but if they are not properly regulated, they can cause negative consequences for the company. The internet can be a gateway to distraction at the workplace because it opens up several opportunities for employees to swerve from their formal tasks. We provide a list of costs and cons of cyberloafing below:

1) Loss of productivity

2) Security risks and legal risks

3) Loss of network bandwidth

4) Waste of time

5) Exposure to computer viruses and identity theft.

6) Tarnishing the company’s image.

7) It may cause conflicts in the workplace.

8) Waste of company resources.

9) Distracts employees from focusing on customer requests.

**CHAPTER-6**

**CONCLUSION AND SUGGESTION**

conclusion, we came to known that cyberloafing is a developing worry in the working environment. Managers can do whatever it may take to resolve this issue by checking web utilization, laying out clear arrangements, and giving connecting with work assignments. Nonetheless, it is essential to know about the likely unfortunate results, like a deficiency of trust among workers and legitimate issues. To additional location cyberloafing, new innovations and preparing projects can be created, and adaptable work game plans can be advertised. Businesses ought to move toward this issue cautiously and with thought for representative freedoms and security. Furthermore, it is vital to establish a positive workplace that elevates efficiency and inspiration to diminish the compulsion to participate in cyberloafing.

**Chapter-7**

**My learning**

In the present advanced age, the web has turned into an essential piece of our lives. It has changed the manner in which we work, convey, and access data. In any case, the web has likewise led to another peculiarity called cyberloafing, which alludes to the demonstration of involving the web for individual purposes during work hours. Cyberloafing can take many structures, for example, perusing web-based entertainment locales, shopping internet, real time recordings, or messing around. While it might appear to be innocuous, cyberloafing can have adverse results for the two workers and managers.

One of the essential worries with cyberloafing is the deficiency of efficiency. At the point when representatives invest energy on non-business related exercises, they are not adding to the association's objectives and targets. This can prompt missed cutoff times, diminished effectiveness, and lower nature of work. Besides, cyberloafing can make a cascading type of influence where one worker's way of behaving can impact others to take part in comparative exercises, prompting a boundless reduction in efficiency.

One more issue with cyberloafing is the potential for security breaks and lawful issues. At the point when representatives use organization assets for individual purposes, they may accidentally download malware, infections, or other unsafe programming. This can think twice about association's information and seriously endangered delicate data. Also, on the off chance that workers participate in improper web-based conduct, for example, getting to unlawful substance or bugging others, the association could be expected to take responsibility for their activities.

To additional location cyberloafing, new advances and preparing projects can be created to teach representatives on the dangers and results of improper web use. Bosses can likewise offer adaptable work game plans, for example, working from home or adaptable timetables, that permit representatives to adjust work and individual obligations.

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A CONTEMPORARY REPORT ON

**‘’CYBERLOAFING AT WORKPLACE’’**

BY

NISHA SAINI

SUBMITTED TO

RAJASTHAN TECHNICAL UNIVERSITY,KOTA

****

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****

BIYANI INSTITUTE OF SCIENCE AND MANAGEMENT,JAIPUR

**How long do employees spend on cyberloafing?**

Cyberloafing has become a growing problem in the workplace, as more and more employees spend time surfing the internet, shopping online, or engaging in other personal activities during work hours, beyond their break times.

survey of 3,200 Americans pegs their average loss per day due to non-work related online activity at over two hours and on the high side costs bosses $4,500 annually per employee. The actual behavior could be costing you hundreds of thousands of dollars per year.

While those numbers may not appear dramatic, they understate damages because cyberloaﬁng is particularly disruptive of network performance in a busy office and can also lead to lost productivity as employees struggle with slower connections and system crashes.

Another study of 1,000 workers found that the average employee spends nearly two hours each workday engaged in these counterproductive work behaviors.

The findings suggest that cyberloafing is a significant problem in the workplace and that employers need to take steps to address these types of actions of employees.

In addition, the study highlights the importance of monitoring employee internet use and implementing policies to limit personal use of world.

**How much does cyberloafing cost companies?**

There are a number of reasons why employees engage in cyberloafing.In some cases, it may be due to simple boredom or a case of ‘work underloaded'.In other cases, it may be a way to procrastinate or avoid a heavy employee workload.

Whatever the reason, cyberloafing is a serious problem forbusinesses.Cyberloafing can cost companies a lot of money in lost productivity. It is estimated that employees who engage in different forms of cyberloafing spend an average of 2.5 hours per week on personal activities such as shopping, checking personal email, or playing games.

This can add up to a significant cost for companies, especially if they have a large workforce. In addition, cyberloafing can lead to security risks for companies if employees access sensitive information or download harmful software.

According to a report from the American Management Association, the average cost of lost productivity due to internet surfing at work is $588 per year per employee. That means for a company with 1,000 employees, cyberloafing could cost them almost $600,000 per year!

**There are a few ways to combat different types of cyberloafing in work-based settings.**

* First, businesses can create a policy that prohibits personal internet use during work hours. For example, they can introduce time tracking so that each minute of employees’ time is accounted for.
* Second, businesses can monitor employee internet usage and block sites that are not work-related.
* Finally, businesses can provide employees with more interesting and engaging work to do.

**DISCIPLINARY ACTIONS OF CYBERLOAFING IN WORKPLACE**

For employees, cyberloafing can lead to decreased productivity and may even get them into trouble with their bosses. In some cases, it can even lead to disciplinary action or termination.

For employers, cyberloafing can lead to lost productivity and decreased morale in work-based settings. It can also put the company at risk if sensitive information is accessed or shared without proper security measures in place.

Cyberloafing can also lead to disciplinary action from employers.

* Employers may view cyberloafing as a form of theft, as the employee is essentially stealing time from the company.
* As smartphone and tablet sales have increased, companies have noticed that some employees might be abusing their device ownership with the ability to access unregulated Internet use at will during business hours.
* It is not a practically viable strategy, however, to track an employee on his or her personal Internet-enabled device since it would amount to an illegal invasion of privacy and can get costly to try and keep up with.

•In such cases, it is left to team leaders to use their skills of persuasion to control cyberloafing and increase work performance.

•While it may be tempting to kill time by checking Facebook or reading the latest news, employees would do well to understand that they are being paid to work, not surf the web. If caught cyberloafing, they could face disciplinary action that could jeopardize their jobs.

Whatever method a company chooses, it's important to try to reduce this amount of uncontrolled cyberloafing that takes place. Not only will it save the company money, but it will also make employees more productive and efficient.

