

Social Networking in the Workplace

An examination of the use and attitudes of social networking sites (SNSs) in the workplace

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2 ABSTRACT

This research project looks at the motivations and specific uses of social networking sites (SNSs) in the workplace. The report finds that many employees are using SNSs for a combination of work-related and external purposes on a daily basis. While many use SNSs as part of their work there are also those who see them as a distraction. The aim of this is to show that the pervasiveness of SNSs is something that needs to be further studied, and that the research presented provides a starting point to look at the benefits and problems that may arise from such activity.

3 INTRODUCTION

Social networks sites (SNSs) have exploded in popularity recently. Since the first social network launched in 1997 these online applications have changed the way we interact with not only our friends, but family, co-workers and even strangers. With the likes of Facebook and Twitter becoming entrenched in the modern zeitgeist the digital word has bled into daily life. The boom of digital communication and connectivity has seen a change in the way we interact and SNSs are becoming one of the primary mediums for interaction.

As social networking develops into a more integrated tool for communication there are implications for the workplace. A recent study showed that 6.8% of all business web traffic was going to Facebook (Groves, n.d.). This growing interest in social networking in the workplace is not only indicative of the popularity of such applications but also the growing concern for employers. With other statistics lending more to this concern, it was estimated that Twitter costs UK businesses £1.38 billion annually (Wee, 2010). Amongst this monetary 'waste' there are also concerns that social networking can be used to harm a businesses' brand identity through negative commentary. One document by the Trade Unions Congress (TUC) in the UK identifies the growing importance of social networking and urges that an outright ban is not the answer.¹

3.1 CURRENT LITERATURE

There has been a lot of research in to the use of SNSs particular in terms of the workplace. One article by Wang and Kobsa (2009) raises particular concern being the implications for privacy, and another study by DiMicco *et al.* which looks at the efficacy of an internal SNS Beehive for IBM (2008). Bennett *et al.* looks at the benefits of social networking in the workplace finding it largely undervalued, and that SNSs are a crucial application for changing business needs (2009). A large research study in to social networking habits of Microsoft employees and has valuable findings on the nature of their SNS use (Wang & Kobsa, 2009). This study raised some key issues related to SNSs in the workplace such as privacy, professionalism and the viability of such applications. These are just some recent examples of literature of the subject, one which is booming not only in the media but within academic circles

Social networking has always been a subject of interest to me. I am also an avid user of such technology. As SNSs becomes pervasive applications in our lives we have to be aware of the consequences this may have. The workplace is an interesting environment for SNSs because there are always unexplored ways that new technologies can be used. I also believe that the

¹The briefing document for this is found at <http://www.tuc.org.uk/extras/facinguptofacebook.pdf>.

pervasiveness of SNSs such as Facebook has reached a point where its role in the workplace needs to be understood and addressed. Employees are not going to stop using SNSs, and I found out some of the reasons why and how they are using them.

For many in the workplace social networking provides an important connection to customers and to others it is a waste of time. With social networking becoming ubiquitous in our personal lives its role in the workplace is something of growing interest. My intention is that this research will bring focus to the motivations behind social networking in the workplace and the ways that it can be used to augment as well as distract from work.

3.2 RESEARCH QUESTION

My research question is how is social networking being used in the workplace? Focusing on the types of social networking activities, the content (i.e. is it work-related?) and how workers use social networking to augment their day. The overarching question is not are they using social networks but what, how and why are they using SNSs in the workplace. The goal of this was to ascertain the ways social networking is being used currently and the potential emerging patterns from the data collected.

4 RESEARCH DESIGN

To gather the data for my analysis I chose to use a questionnaire to find out from employees about their usage and opinions about SNSs in their workplace. The survey was created using Google Docs which made it easy to fill out and disseminate. The questionnaire in full can be found in section 8.1. While the aim was to gather information about SNS use, I also asked respondents to specify their gender and age range to see if there was any correlation between these and SNS use. In order to find respondents I used social networking websites to help out, I posted the link on my own Facebook and Twitter to garner response and also personally asked friends to fill out the survey to guarantee I got some responses. I felt that this method was adequate for a cursory look and also ensured that those responding to the survey were familiar with social networking as the assumption was made that all respondents do use social networking and have a job.

The choice to use a questionnaire as the basis of my research was due to the impracticality of observation and/or interviewing people. I wanted the research to have a level of anonymity because the issue of using SNSs on work time can be sensitive to some people. I initially thought that having a select group of participants keep a log of SNSs use would provide valuable

information on the time spent, however this sort of analysis was beyond the scope of what I was trying to achieve and would be something to look in to in future research endeavours. The questions asked varied from open-ended responses to more rigid selection-based questions. Upon completion of the questionnaire the results were automatically collated in to a spreadsheet upon which I performed my analysis of the responses.

The questionnaire was structured in five different sections with each one relating to a more specific line of questioning. The first was general participant information which is elaborated on in section 5.1. The second was related to work-specific use of SNSs with questioning ranging from yes/no questions such as “do you use SNSs for work-related purposes” to more specific scale-like questions which participants rated the frequency of specific actions. There were also a few open-ended questions to round out any omitted activities/SNSs. The third section was about the use of SNSs at work but other purposes, these questions somewhat mirrored the previous line of questioning and aimed to get an idea of the reasons why users were using SNSs for non-work-related reasons. The fourth section asked about attitudes towards social networking in the workplace, questions included “Do you think that SNSs should be allowed in the workplace” as well as fields for free response to the issues raised by this. The final section of the survey dealt with specific information about the usage of social networking such as updating status, chatting, and whether SNSs are allowed in the workplace.

4.1 APPROACH TO ANALYSIS

Taking the approach of a survey has some limitations but also some benefits, I was not present while the participants respond to the questionnaire since it was done electronically. The pilot run helped ensure that the questioning was not confusing and did not require any additional explanation on my behalf. One of the major concerns is that this style of research relies on after-the-fact recall for the collection of data which will rely on respondent’s guesses rather than their actual opinions at the time. This method also does not allow for a more in-depth look at any issues raised, however I am happy with the information collected from the responses I received.

The aim of this research is more about the attitudes and content of SNSs use so the questions focused largely on this. Also the electronic questionnaire will allowed me to collect information from a larger group since it was transmitted digitally. The questionnaire approach was also easier to standardize my results as everyone was asked the same questions with little room for tangential discussion. I received a total of 16 responses to the survey, which while not enough for a statistical analysis of any great meaning, gave me a starting point to work from when looking at the issue of SNSs in the workplace.

5 FINDINGS

5.1 DEMOGRAPHICS

There was a somewhat varying sample of respondents to the questionnaire. Twelve of them were female, and four male making for a total of 16 respondents. Of these the age ranged varied from 18-55 with the 18-25 bracket making up 41%. This was consistent with my expectation since I was largely surveying people around my age. The second biggest age group was 31-35 with 24% of respondents being in this group. This meant that the results gathered were not just representative of one group. Of these 16 participants 10 were in fulltime employment, 2 part-time, 3 casual and 2 selected other as their employment type. This sample was not big enough to neither gain any particularly valuable statistical data or patterns about a certain age group nor make any valid generalisations.

Of those surveyed all 16 used Facebook at work. Figure 1 show the different SNSs used with 'other' including Yammer, an enterprise social network, and G-mail Chat.

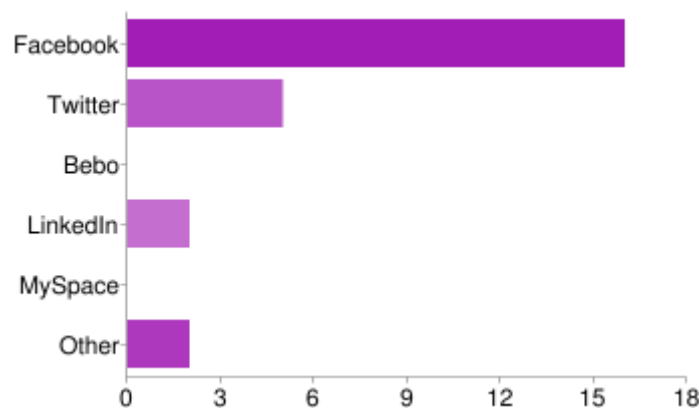


Figure 1 - SNS Usage

The access to these sites was split, with 7 using computer exclusively, 2 on mobile and 7 using both to access their SNSs of choice. This reinforces the marketplace trend towards smart phones and mobile access.

Interestingly, the time spent on SNSs daily was not great, with 59% spending less than one hour social networking and the rest only 1-2hours. Respondents were then asked to break down their usage of multiple SNSs, responses varied from "30-40 mins on each" to only checking websites when something happens and not updating them. They were then asked, on a scale of 1 to 5 how important social networking was to them during the workday, the results once again varied across the scale but the majority 41% marking 1 (Not Important). Participants were then asked about the frequency of SNS use which is summarised in Figure 2

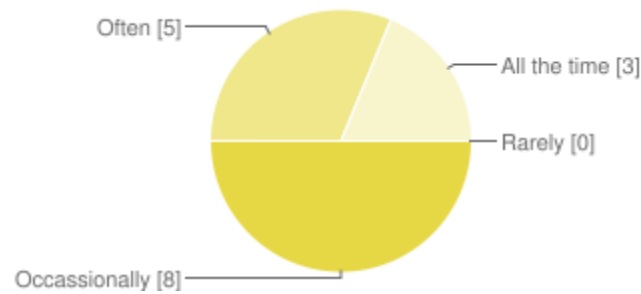


Figure 2 - Frequency of SNS use

The survey also asked about the use of instant messaging (IM), however I believe that this falls beyond the scope of a social networking site and will omit that question from this report.

5.2 USAGE

5.2.1 WORK-RELATED USAGE

The questionnaire asked users about their work-related and other social networking habits. They were asked if they used SNSs for work-related purposes, the split was even with 8 of the 16 respondents using SNSs for work purposes. Participants were then asked a variety of questions on how frequently they use SNSs for various work-related tasks, the table below summarises these results (the numbers represent how many people selected each response).

I use SNSs to...	Never	Rarely	Sometimes	Often	Regularly
Build relationships with unfamiliar co-workers	3	3	2	1	1
Communicate with immediate co-workers	4	1	2	0	3
Create relationships with others in my field	3	3	2	1	1
Find potential employees	6	2	1	0	0
Market to customers	6	1	0	1	0
Interact with customers/clients	6	2	1	1	0
Screen employees	6	1	0	1	0

From these questions it was revealed that the reasons for using SNSs were inconsistent in their frequency with the participants not as likely to use SNSs to build relationships with unfamiliar co-workers, but to communicate with them; however a few respondents were using SNSs to do that and to create relationships with others. The majority never use SNSs to find employees or market to customers or even to interact with customers and similarly not to screen employees either. These questions indicated that SNSs use was being used for more internal purposes for work-related activities.

Participants were asked which SNSs they used for work-related purposes, the responses varied in specificity and subject. LinkedIn was one that was used exclusively for work. Yammer was used for one participant's internal communication. One respondent noted that a Twitter feed was used to communicate with external people and Facebook was used as an unofficial internal chat. They were asked to rate on a scale the importance of SNSs in facilitating their work, 47% rated it at 1 (unimportant), with 24% voting 3, the middle. Responses to the question "how does social networking facilitate your work?" were interesting as the overwhelming written responses were to do with communication, these included "immediate communication on important issues" and "allows me to contact people more easily/quickly than email". One respondent also mentioned that they used Twitter and SNSs to gauge company perception and become aware of problems that users might be mentioning on social media.

5.2.2 NON-WORK-RELATED USAGE

The questionnaire also asked about non-work-related SNS usage in the workplace. This was to give an idea of the types of activities that may be detracting from work and if there should be any concern or if this type of behaviour is just a characteristic of the changing times.

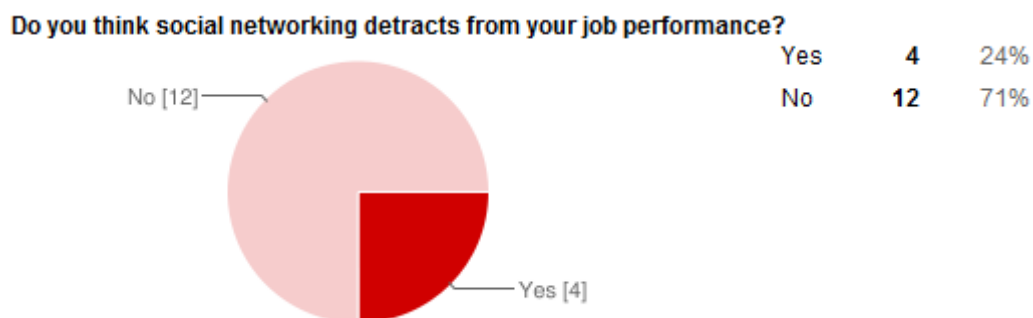


Figure 3 - Social Networking and Job Performance

Respondents were asked to elaborate on their responses to the question above, those that said yes the general reason was that it was used as a distraction when they could have been doing work, one respondent even stated "I much prefer to be on Facebook than working... But my job isn't very important anyway so probably not a big deal." Those that said no said this was because their usage was limited to or equivalent to taking breaks and that their usage was not extensive enough that it affected their work. One respondent wrote that social networking supports their workplace and that non-work-related usage enabled them to take a "quick break from a stressful task" without leaving their desk.

The questionnaire then asked participants to check which activities they were usually doing, this allowed them to select more than one answer as appropriate.

What are you usually doing?	#
Chatting to out of work friends	9
Chatting to co-workers non-work related	7
Uploading photographs	1
Updating your "status"	8
Playing games	2
Keeping up to date on friends	11
Remaining Idle/Keeping open in background	7
Other	4

The majority of respondents checked more than one answer for this, with most of them doing at least four social networking activities regularly. Some of the other answers included “refreshing repetitively” and not-specified. Similarly to the previous section respondents were asked to rank the importance of SNS usage in their workday, this time the spread was more even with 29% marking it as a 2 (1 being least, Five being super important) and 2 marking it as 5, however the spread was more skewed to the end of less importance. The questionnaire then asked users to select the reasons why they used SNSs and to select their responses, this question seemed a little redundant during analysis. Respondents were then asked the frequency with which they used SNSs as a distraction:

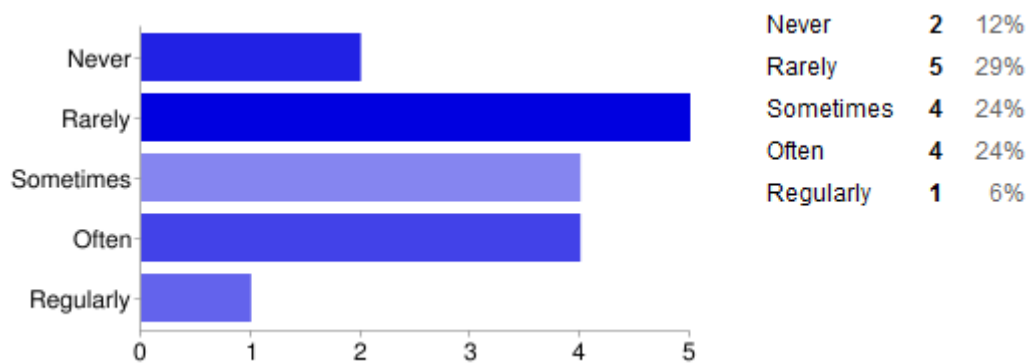
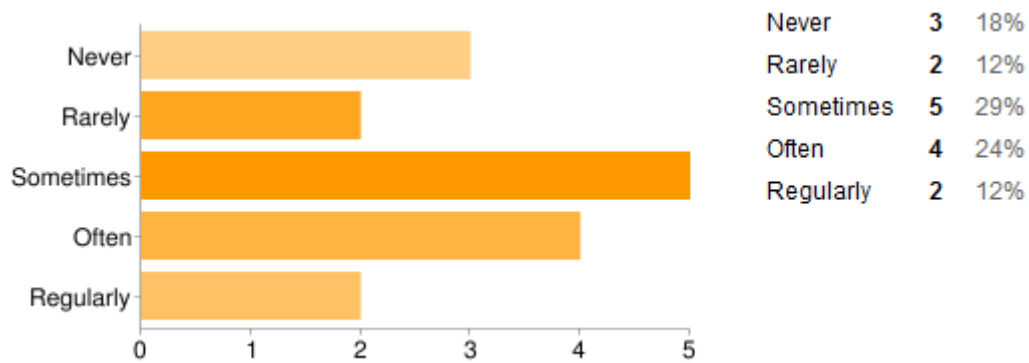


Figure 4 - Use of SNSs as a work distraction

The spread is rather even in how SNSs are used as a distraction, similarly they were asked if SNS use was a result of a lack of work:



As you can see for both of these questions the results were largely the same across the sample however the individuals replied quite differently. One respondent indicated that they “never” used SNSs as a distraction from work but “sometimes” used them as a lack of work, similarly another replied “often” to the first but “rarely” to the second. This is indicative that there are other factors influencing the use of SNSs

5.3 OPINIONS/ATTITUDES

This brief section of the questionnaire aimed to find out how workers felt about SNSs use in their workplace and to see if they separated their personal social networking life from work.

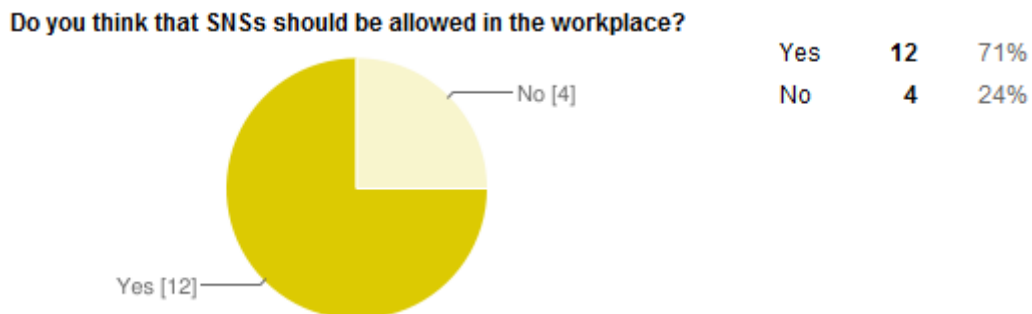


Figure 5 - Should SNSs be allowed?

Those that responded no had two main reasons, that SNSs are a distraction and that they waste company resources. However one said that they should not be blocked because using them on breaks is perfectly acceptable. Those that responded yes had varied reasons why they believe that SNSs should be allowed in the workplace one stated “Not allowing Facebook would make about as much sense as not allowing email”, and another that there are legitimate work-based reasons for the use of SNSs. Another more dramatic response was “I cannot live without Facebook, without Facebook I would die.” The implications of SNSs being life-sustaining are not being looked at in this research. Many also felt that it should be allowed on breaks, or as one respondent put it using SNSs was a “microbreaks ... [no different than] talking about non work related topics to colleagues in the office”. There were no overwhelmingly negative responses by respondents about the use of SNSs in the workplace.

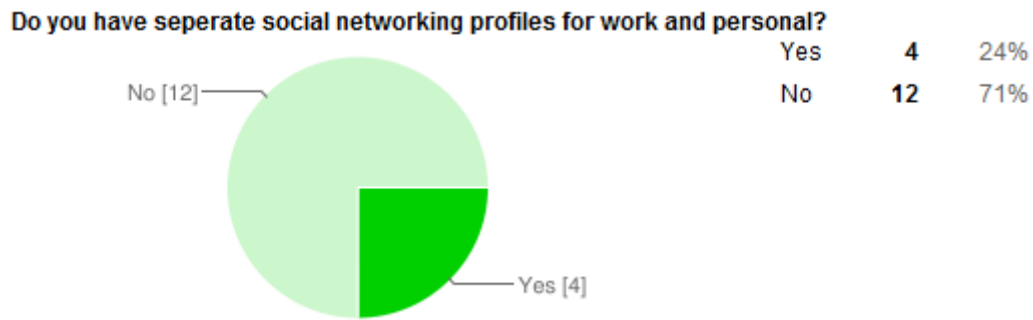


Figure 6 - Seperate Profiles

The above graph shows that only four people are using separate profiles for work and personal networking. Of these two were using social networking as part of their job and had separate profiles for that and another kept a professional one to use when networking with students in order to maintain boundaries. Due to the question being worded “if yes, please elaborate on why?” there were no specific reasons why people didn’t; this was an oversight in the questionnaire.

5.4 SPECIFIC USAGE

The questionnaire also asked frequency questions about different types of social networking activities to get an idea of what exactly users are doing.

	Never	Rarely	Sometimes	Often	Regularly
I update my “status”	3	5	3	2	3
I chat about non work-related topics	1	3	5	4	3
I check for updates	0	2	6	5	3
I play games	11	3	1	0	1
I add new friends	2	9	4	0	1
I add/look at photos	2	8	1	4	1
I make plans for later	2	4	5	2	2

The above table shows that while responses varied an activity like playing games is apparently not something that users do at work. In general most respondents seem to be using social networking for checking for updates and chatting.

Of 16 respondents, 11 stated that SNSs are allowed at their workplace, the other 5 were asked to explain how they circumvent social networking bans. One respondent did not know if they were allowed or not but used their mobile anyway. Mobile usage accounted for a few responses in how a ban was circumvented. One response was “only use for a very short periods of time.

Never let a work mate see that you are on [Facebook]". So some people do go to lengths to keep their social networking at work hidden. They were then asked if there were any policies about SNSs use, many stated that they were not aware of any. On one they were explicitly blocked, and others had a more informal acceptance of them, with one responding that there was a written policy for "use in moderation." The questionnaire also asked if anyone had been reprimanded for SNSs use while at work one responded yes but there was no question for extra information.

Finally users were asked if they talked about their workplace in the social networking environment. Six answered "Yes, but nothing bad", answered "Yes, sometimes negatively" and 5 "No".

6 DISCUSSION AND ANALYSIS

The aim of this research as identified in section 3.2 was to find out the specifics regarding the use of SNSs in the workplace and this was successful to a degree. The results of the questionnaire indicated that there was a consistency to the way social networking was being used over even a small sample. I found that although many people do not consider social networking strictly important to their working day it can help facilitate and augment their work and is also a welcome distraction. One interesting result was that all of the respondents use Facebook, and for the majority this was the only SNS they that used in the workplace.

The way that people are using SNSs to augment their work was not what I expected. Only two respondents are using social networking to screen potential employees, which I thought interesting given the perception that a bad social networking profile can cost one a job. The research I conducted before undertaking this project also indicated that SNS were being used to facilitate connection with unfamiliar co-workers and my findings supported this to an extent, although the regularity of such activity was not great.

I cannot safely say from this research whether social networking sites are beneficial or malicious to the aims of a business but I can however say that there is strong evidence towards the former. Many of the people who responded to the survey used SNSs to not only augment and improve their work efficiency but view it as a way to take an unobtrusive break throughout the day. I found that some of my results were different to what I had expected, with less people using Facebook as a distraction and more to facilitate their work rather than detract from it.

6.1 LIMITATIONS

Obvious flaws in the questioning in terms of scope, I did not ask what industry those responding were in and one can assume that those in the technology industry may be more inclined to use SNSs internally. I think that narrowing the focus to a specific sector, or a larger sample that is a more representative cross-section of society would have provided me with a better idea on the bigger picture.

While the focus of this research was qualitative I do not think from a questionnaire I have delved deeply enough in to the motivations of SNS usage in the workplace. By giving my participants a limited range of answers I am also restricting their responses to what I perceived as activities and motivation. Despite this there was a lot of consistency between the questions and answers without a lot of “other” responses. The research that I have completed is a solid foundation for further study.

Another limitation of the questionnaire approach is that the open-response questions are difficult to analyse. Individual opinions and motivations are important and I feel that it would have been beneficial to have some sort of follow-up interviews with select participants to delve deeper in to their different reasons for using SNSs in the workplace. There were definitely some oversights on my behalf in terms of the questions as during analysis I found myself wanting to know more about specific questions particular related to the attitudes of different types of use. This could have been remedied by a more extensive pilot run; however this was not appropriate given the time limit of my research.

I made the decision not to make any of the questions required for filling out the questionnaire nor were there any restrictions on what to answer. Therefore I got more than 8 respondents filling out questions about work-related SNSs when only 8 responded that they used it for that. I don't think this affected my results greatly but raises the issue that perhaps my questioning was not as clear as it could have been.

During the analysis I also found a level of redundancy in some of the questions, particularly the final usage section which, in retrospect, was covered by the previous sections and could have been divided in to them to make a more coherent overall picture of my aims of the questionnaire. The construction of the survey should have followed a stricter methodology that would have allowed for easier analysis of the data.

7 FUTURE WORK

One respondent raised the idea of "microbreaks" and I think that this is something that should be looked in to further, how social networking can facilitate extra peace of mind through stressful situations. As many respondents indicated that their use of social networking was for personal reasons but not obstructive to their jobs. One way to look in to this would be to look at the motivations behind every instance of SNS use throughout a working day.

As mentioned Facebook was the one SNS that all of the respondents used and I think that this leaves room for a more in-depth look. With Facebook being the most popular SNS in the world a future study could focus on how users are specifically using the function and feature of Facebook to help their work and also as a distraction. While many social networking sites share similar features a look in to how a specific site is used and why would provide a deeper understanding in the motivations, particular as compared to twitter Facebook provides a more extensive range of activities and features.

There are also interesting implications for a small study on productivity and SNSs, in perhaps a comparative way. A study that looked at a week of normal productivity followed by a week without any use of SNSs could be interesting as many indicated that social networking wasn't important to their workday the consistency in which they are using indicates otherwise.

8 APPENDIX

8.1 QUESTIONNAIRE

Social Networking in the Workplace

You have been invited to take part in a small project that I am conducting as part of the Research Methods 1 paper that is part of the Masters in Computing and Information Sciences degree at the Auckland University of Technology.

What is the purpose of this research?

The aim of this research is to identify habits, usage and attitudes about the use of social networking sites (SNSs) in the workplace. The assumption is made that you are using SNSs in the workplace, so if you don't then don't answer the questionnaire. None of the responses are required, however answering the questions as fully as possible would be appreciated.

The final results will be written up as a student report and submitted to the Auckland University of Technology.

How was I chosen for this invitation?

You have been chosen because you use social networking sites and have a job.

What will happen in this research?

You may be asked to complete a questionnaire. Participation is fully voluntary. You may withdraw yourself at any time during data collection and all data will be destroyed.

What are the benefits?

It is anticipated that the results from this research will assist the understanding towards user's experience and attitude in using social networking sites in the workplace.

How will my privacy be protected?

The researcher and lecturer will assure the confidentiality of the participants. When writing up the report, real names will not be used. All the data collected will be securely stored and is only accessible for the researcher and his supervisor. You do not have to provide your real name.

How do I agree to participate in this research?

Please complete the consent form and return it within a week.

Will I receive feedback on the results of this research?

The results and discussion sections will be sent to you either electronically or by post upon request.

What do I do if I have concerns about this research?

Any concerns regarding the nature of this project should be notified to the Project Supervisor, Philip Carter, pcarter@aut.ac.nz, 921 9999 ext 5300.

Whom do I contact for further information about this research?

Researcher: Richard Mager email: richard.m.mager@gmail.com

Supervisor: Phil Carter email: pcarter@aut.ac.nz (921 999 ext 5300)

All answers in this questionnaire will be anonymous, please answer the questions as honestly as possible. If you have any questions/feedback feel free to email me at richard.m.mager@gmail.com.

Participant Consent

Social Networking Sites in the Workplace Course Coordinator: Dr Philip Carter Student: Richard Mager

- I have read and understood the information provided about this research project as outlined in the information sheet.
- I have had an opportunity to ask questions and to have them answered.
- I understand and agree I will be asked to answer an electronic questionnaire.
- I understand that I may withdraw myself or any information that I have provided for this project at any time prior to completion of data collection, without being disadvantaged in any way. If I withdraw, I understand that all relevant transcripts, or parts thereof, will be destroyed.
- I grant permission for any information collected to be used for purposes as outlined in the information sheet.
- I agree to take part in this research.

I wish to receive a copy of the report from the research

- ☐ Yes
- ☐ No

If Yes, please enter your email address

Do you agree with the above points and give your consent?

- ☐ Yes
- ☐ No

Questionnaire

Please select your age range

- ☐ Under 18
- ☐ 18-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-45
- ☐ 45-55
- ☐ 55+
- ☐ Other: _____

Your sex

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

What is your type of employment?

- ☐ Full-time
- ☐ Part-time
- ☐ Casual
- ☐ Other: _____

Which of the following social networking sites do you use at work? Please write all of the SNSs you use in the other box if necessary.

- ☐ Facebook
- ☐ Twitter
- ☐ Bebo
- ☐ LinkedIn
- ☐ MySpace
- ☐ Other: _____

How do you primarily access social networking sites?

- ☐ Computer
- ☐ Mobile
- ☐ Both

If both, which SNSs do you use on each device?

How often do you estimate you spend on SNSs on an average work day?

- ☐ Less than 1 hour
- ☐ 1-2 hours
- ☐ 2-3 hours
- ☐ 3-4 hours
- ☐ 5+ hours

If you use multiple SNSs at work, how long do you spend on each? (An estimate is fine, if something like Twitter how many updates do you make a day etc.)

How important is using SNSs to your workday?

	1	2	3	4	5	
Not Important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Important

How often do you check your SNSs?

- ☐ Rarely
- ☐ Occassionally
- ☐ Often
- ☐ All the time

Do you use instant messaging (IM) in the workplace?

- ☐ Yes, for work reasons.
- ☐ Yes, not for work.
- ☐ No

Work-related social networking

Do you use SNSs for work-related purposes? (If you use it for not work-related purposes also please check yes. If no skip to the next section.)

- ☐ Yes
- ☐ No

I use SNSs to...

	Never	Rarely	Sometimes	Often	Regularly
build relationships with unfamiliar co-workers	0	0	0	0	0
communicate with immediate co-workers/employees	0	0	0	0	0
create relationships with others in my field	0	0	0	0	0
find potential employees	0	0	0	0	0
market to customers	0	0	0	0	0
interact with customers/clients	0	0	0	0	0
screen employees	0	0	0	0	0

Which SNSs do you use for work-related purposes?

On a scale of 1 to 5 how important are SNSs in facilitating your work?

	1	2	3	4	5	
Unimportant	0	0	0	0	0	Extremely Important

How does social networking facilitate your work?

Other social networking

Do you think social networking detracts from your job performance?

- ☐ Yes
- ☐ No

Please explain your above response

What are you usually doing? Please check as many that apply.

- ☐ Chatting to out of work friends
- ☐ Chatting to co-workers non-work related
- ☐ Uploading photographs
- ☐ Updating your "status"
- ☐ Playing games
- ☐ Keeping up to date on friends
- ☐ Remaining Idle/Keeping open in background
- ☐ Other: _____

How important is using SNSs to your work day? (Not related to your work performance, but for your own entertainment etc)

	1	2	3	4	5	
Not Important	o	o	o	o	o	Super Important

Why do you use SNSs?

- ☐ Because I don't do work
- ☐ To make plans for later
- ☐ As part of my job
- ☐ On my break
- ☐ Other: _____

Please complete the following statements as accurately as possible

	Never	Rarely	Sometimes	Often	Regularly
I use SNSs as a distraction from work	o	o	o	o	o
When I don't have enough work I use SNSs	o	o	o	o	o
I use SNSs as part of my job	o	o	o	o	o

Attitudes

How you feel about SNSs in the workplace.

Do you think that SNSs should be allowed in the workplace?

- ☐ Yes
- ☐ No

Please explain your above response

Do you have separate social networking profiles for work and personal?

- ☐ Yes
- ☐ No

If yes, please elaborate on this. Do you find it helpful? Why do you have separate profiles?

Usage

How you are using SNSs in the workplace.

Please complete the following statements as accurately as possible

	Never	Rarely	Sometimes	Often	Regularly
I update my "status"	o	o	o	o	o
I chat about non work-related topics	o	o	o	o	o
I check for updates	o	o	o	o	o
I play games	o	o	o	o	o
I add new friends	o	o	o	o	o
I prioritize SNSs before work	o	o	o	o	o
I add/look at photos	o	o	o	o	o
I make plans for later	o	o	o	o	o

Are SNSs allowed to be accessed in your workplace?

- ☐ Yes
- ☐ No

If _____ No, _____ how _____ to _____ you _____ circumvent _____ this?

Have you ever been reprimanded for using SNSs at work?

- ☐ Yes
- ☐ No

Do you talk about your workplace on SNSs?

- ☐ Yes, I disparage them constantly
- ☐ Yes, but nothing bad
- ☐ Yes, sometimes negatively
- ☐ No, never

Are there any policies in place regarding SNSs?

Comments

If you have any extra to write that has not been covered please include it below

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