AN EMPIRICAL ASSESSMENT OF EMPLOYEES’ CYBERSLACKING IN THE SERVICE SECTOR

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**Research Problem**

The research problem that this proposed study would address is cyberslacking in public sector organizations (Whitty & Carr, 2006). Slacking in the workplace during the introduction of new technologies is not new. As additional technology is incorporated to the workplace, new problems arise; the advent of the telephone in 1876 brought new communication channels to the workplace but it also originates new issues (Katz, 2004). Manross and Rice (1986) showed that the introduction of the telephone in the workplace also invited an increase of the use of telephone technology for personal use, which result in slacking and in consequence loss of productivity.

**Research Goals**

The main goal of this proposed research study is to measure the extent to which government employees are engaged in cyberslacking activities in their workplace and to test if there are any differences based on gender, age, level of education, and years working for government. Companies need to identify the cyberslacking problem and the results of financial loss from this activity (Mills et al., 2001) The specific goal of this proposed research study is to measure the quantity and the frequency of government employees that admit their co-workers engage in cyberslacking activities (Akman & Mishra, 2009; Blanchard & Henle, 2008; Magklaras & Furnell, 2005; Whitty & Carr, 2006).

With the increase of Internet use at the workplace, the need of studies the misuse of Internet also increase (Kim & Byrne, 2011). Jia (2008) in his thesis presents the necessity to develop new research of cyberloafing to know “if cyberloafing replaces other traditional forms of loafing” (p. 93). New IT policies and procedures with an educational strategic plan are necessary to combat the problems that hinder productivity in the workplace (Levy & Ramim, 2006).

**Study Measures**

The proposed research study will use a survey instrument with four sections: demographic information, cyberslacking activities, cyberslacking frequency, and unethical severity of job cyberslacking. The last three sections of the survey will contain four categories of cyberslacking activities (Johnson & Indvik, 2003; Kidwell, 2010; Lara, Tacoronte, & Ding, 2006; Lim & Teo, 2005). Each section will be divided into levels of characteristics and types of selection that present the cyberslacking activities of the participant’s co-workers.

**Next Steps**

- Approval of the Idea Paper and addressing advisor feedback
- Expansion of the literature review
- Complete Institutional Review Board (IRB) training and documentation needed for IRB approval
- Research proposal

**Reference List**


