Problematic Usage of Digital Technologies at Workplace: A Study on Job Stress and Cyberloafing Behaviour among Government Servants in Malaysia

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Abstract
Purpose: It cannot be denied that the problematic usage of digital technologies such as cyberloafing is a new threat for companies in today's digital world. A high percentage of cyberloafing among government servants was reported and studies revealed that many employees suffered high job stress. Therefore, this study was conducted with the aim to examine the relationship between job stress and cyberloafing behaviour at the workplace.
Design/methodology/approach: The research data was collected through questionnaires. The sample consisted of 120 government servants in Road Transport Department, Putrajaya.
Findings: The result from the study shows that job stress influenced government servants in Putrajaya to engage in cyberloafing activities.
Research limitations/implications: This research only focused on government servants in Road Transport Department, Putrajaya.
Practical implications: Based on the result, the employers, especially the government, should realise that they need to develop some insights or solutions to the problem of stress among their

employees in order to resolve or at least reduce cyberloafing activities at the workplace so that the employees' performance will not be disrupted.

Originality/value: There are an increasing number of researches on cyberloafing. However, there is a lack of researches regarding job stress and cyberloafing behaviour among government servants in Malaysia. Therefore, to fill in the gap, this research was carried out.

Keywords: Cyberloafing, Job Stress, Government Servants

Introduction
The Internet and computers or internet connected devices are famous as digital technologies and tools for evolution as well as advances in today's digital world. Many people use the power of the Internet in facilitating communication. It is clear that the sophistication and charm of this virtual world has led to the growth of the Internet among other communication media (Mahmoud Niaei1, 2014). At this time, the Internet has become part of organisations' operations and is valuable to organisations in terms of rapidity of workers, the development of productivity, and more advanced communication (Xu et al., 2017).

The advantages of the Internet cannot be denied; however, it also has bad effects on the organisations. Particularly among workers, they may stay away from their work duties to utilise this current digital technology. For example, workers surfing the Internet during working hours for unrelated purposes of work to avoid tasks. This attitude is known as "cyberloafing" (Lim, 2002).

Cyberloafing is also known as "personal Internet use" (Liberman, 2011) or "cyber slacking" (Sawitra andRunning (2012). Web-based shopping, web surfing, taking part in web-based social media networking (e.g., Facebook, Twitter, Instagram, downloading music, etc.), searching for jobs, sending and receiving emails that are not related to work, and transferring some unrelated materials are some examples of cyberloafing behaviours.

Besides, it is revealed that 53% of Malaysian employees reported had at least one dimension of work-related stress (The Star, 2017). Studies found that employees may suffer various mental health problems and physical health issues due to unnecessary job stress (National Institute for Occupational Safety and Health, 2004). It is found that workplace negative behaviour often associated with job stress (Yao et al., 2014). Employees who face work stress in any situation will try to get away from a stressful situation by engaging in cyberloafing (Sawitria and Runing, 2012).

According to the Malaysian Communications and Multimedia Commission (MCMC), the percentage of cyberloafing among Malaysian employees in the government sector shows the increasing number of cyberloafing at the workplace and Internet use while working. The data shows the number of Internet users by gender who accessed the Internet at the workplace; 41.5% females and 49.5% male users (Malaysian Communications and Multimedia Commission, 2016). There are an increasing number of researches on cyberloafing. Previous studies described cyberloafing from various settings. Samples for previous cyberloafing studies comprised mixed groups of working adults (Ahmad and Omar, 2017), educational institutions (Baturay, Toker, Blanchard, and Henle, 2017), ICT industry (Koay et. al., 2017) and Malaysian employees in general (Z. Ahmad and Business, 2015). There is a lack of research among public sector organisations especially on job stress and cyberloafing behaviour. Therefore, to fill in the gap, this research was carried out.

Literature Review
Job Stress
Pediwal (2011) defined job stress as a phenomenon at work that every employee or employer faces and treats differently according to their own methods. It initially did not match the capabilities of individuals and organisational demand.

Malek (2010) and Medi Bank Private Inc. (2008) argued that job stress is a state of unpleasant emotions that people experience when job requirements are counterbalanced with their ability to cope with the situation. It is a well-known phenomenon that puts itself differently in different working conditions and affects workers in different ways, such as dysfunction of individual experience in the organisation and the expectations of its own needs due to stress. It has now become a global issue that affects many countries, all types of workers, and the public (Hussain Naqvi et al., 2013). Stress issues in the workplace, which are also known as occupational stress, are considered as a big part in work-related problems in organisations for such a long time (Ruzanna, 2014).

Cyberloafing
Sawitria and Runing (2012) defined cyberloafing as a company's Internet use by workers to surf the Internet and send private emails during working hours with a purpose unrelated to work. Besides cyberloafing, other similar terms that describe the use of the Internet for private purposes are known as "cyber slacking" and "personal Internet use (PIU)".

Based on the above definitions, ccyberloafing can be describe: a) the use of the Internet voluntarily; b) used for private purposes; and c) the activities involved during working hours (Blanchard and Henle, 2008; Lim, 2002; Polzer-Debruyne, 2008). Cyberloafing is said to be a form of deviant actions at work, which is a voluntarily committed by members of the organisation to interfere with organisational norms (Lim, 2002). With the Internet, the decline of production by the workers took a new form.

Job Stress and Cyberloafing
Due to a number of personal reasons, individuals choose to get rid of their stress by surfing the Internet (Leung, 2007). According to Leung (2015), stress can be reduced by social and entertainment through computers. Studies on stress and cyberloafing have been a chosen in a range of work-related studies (Henle and Blanchard, 2008; Sawitra and Runing 2012). Cyberloafing has been used to reduce stress levels (Lim, 2012).

A number of research studies have been done to analyse this behaviour, and these studies have found that employees may engage in cyberloafing due to problems or stress experienced by them in the workplace. Workers who encounter job stress will attempt to adapt to the stressors. Thus, without proper management of pressure, workers may eventually lose their motivation to work and suffer from extreme fatigue and lower performance (Yu, 2015). Previous researches showed that to counter stress, employees can use cyberloafing to relax their minds (Oravec, 2002) and improve psychological wellness (Reinecke, 2009). However, cyberloafing is found to have a strong relationship with mental fatigue. Some types of cyberloafing activities may not be as suited for relaxation as they employ labour resources such as energy, time, and concentration (Lim and Chen, 2009).

Theoretical Framework and Hypothesis Development
In consistent with the findings in the Literature Review section, this research proposed a research framework as below:
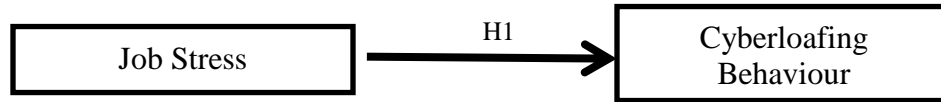
Figure 1: Research Framework

This research develops one research hypothesis as follow:

H1:   There is a positive relationship between job stress and cyberloafing behaviour.

Method
Quantitative approach is used in this research and data was gathered through questionnaires. The scales to measure the study variables ranged from 1 (strongly disagree) to 5 (strongly agree). Sources of scales are as follows:

Table 1: Scales to Measure Variables

Variable	Source of scales
Job stress	Created by Donald (1983)
Cyberloafing	Created by Lim (2002)

Statistical software i.e. Statistical Package for Social Sciences (SPSS) version 23 was utilised to analyse the data. The relationship between variables was examined by correlation analysis. After that regression analysis was applied in order to know the impact of job stress on cyberloafing behaviour.
This study used a convenience sampling method, a method that relies on collecting data from members of the population that can be easily found to participate in this study. The sample consisted of 120 government servants in Road Transport Department, Putrajaya.

Findings
Validation Process in Questionnaire Development
According to Crano and Brewer (2002), a more secure means of assuring validity content is using expert panels. In this research, content validity of the measurement instrument was assessed by seeking expert opinions. Thus, authors take the initiative to ask academic and human resource experts from industry.

Reliability Analysis
Based on table 2, the reliability value for job stress and cyberloafing are excellent because the range between 0.923 until 0.933 is above 0.8 of Cronbach's Alpha. After received an excellent reliability results, correlation analysis was used to test the relationship between of job stress and cyberloafing behavior. The results are shown in Table 3.

Table 2: Variable Reliability Results

Variable	Cronbach's Alpha	No. of Item
Job Stress	0.923	12
Cyberloafing	0.933	17

Correlation Analysis

The table 3 shows the value of the relationship between job stress and cyberloafing. The Pearson Correlation is 0.525. This correlation considered 0.5 represent strong relationship between variables. The hypothesis 1 is accepted.

Table 3: Summary of Correlation Analysis

		Job stress	**Cyberloafing**
Job stress	Pearson Correlation	1	.525[**]
	Sig. (1-tailed)		.000
	N	120	120
Cyberloafing	Pearson Correlation	.525[**]	1
	Sig. (1-tailed)	.000	
	N	120	120

**. Correlation is significant at the 0.01 level (1-tailed).

Regression Analysis

Table 4: Regression Analysis for Job Stress and Cyberloafing Behaviour

Model	R	R Square	Sig. F Change
1	.578[a]	.334	.000
2	.613[b]	.376	.006

Predictors: (Constant), V10a
Predictors: (Constant), V10, V14b

In table above shows the result of job stress and its impact on cyberloafing behaviour. The findings support the Hypothesis 1, p value less than 0.00. Out of twelve constructs, only two have great impact on the cyberloafing behaviour which are; i) workaholic (V10), and i) job demand (V14). It indicates that when workaholic is considered, it changes cyberloafing behaviour at 33%. Then when workaholic and job demands are considered, the changes are increased. Therefore, it is important to take care of these issues in order to reduce the cyberloafing behaviour.

Discussion and Conclusion

The importance of the Internet and computers or other internet connected devices in this new era digital world cannot be denied. Everyone its either individuals or organizations get benefits from the technologies. However, sometimes, there are some people who misused the technologies. For example, employees who tend to misused the technologies to cyberloaf during working hour for matters not related to work. Thus, the usage of the technologies become a concern to employers. From that, researches began to study about cyberloafing from various setting.

In this research authors focused on job stress cyberloafing behaviour. It is a sad and alarming fact that a high percentage of Malaysian employees experience job stress. Those who experience job stress will try to find a way to get rid of their stress, for example by cyberloafing.

From this research, authors can conclude that there is a positive relationship between job stress and cyberloafing behaviour among government servants in Road Transport Department,

Putrajaya. Furthermore this research also found out that job stress has impact on cyberloafing behaviour. However, out of twelve constructs, only two have great impact on the cyberloafing behaviour which are; i) workaholic, and ii) job demand.

This research agrees with Runing and Sawitria (2012). Cyberloafing is among the method to lessen their job stress. The result indicates that the more stress the employee has, the more they get involve with cyberloafing. Interesting note, job stress normally happen when there is multiple date lines to be followed (Awang et al., 2010).

Besides that, working beyond the regular working hours also contributes to the increase in work stress level. Employees are the assets of an organisation; if they are having problems like job stress, their work productivity will decrease and it will influence them to perform cyberloafing activities. Employees who face job stress in any form will try to avoid this stressed situation by engaging in cyberloafing (Runing and Sawitria, 2012).

Based on the result, the employers, especially the government, should realise that they need to develop some insights or solutions to the problem of stress among their employees in order to resolve or at least reduce cyberloafing activities at the workplace so that the employees' performance will not be disrupted.

The employers have to find solutions on how workaholics can get away from job stress and how to manage employees who are workaholics because from this research we know that workaholic is not necessarily a good thing. Besides, employers must also ensure that the given workload is appropriate and in line with the time given.

Since this research already found out which constructs of job stress have great impact on the cyberloafing behaviour, therefore for future research it is suggested that there is a need to do further investigation on what kind cyberloafing activities that employees tend to involve when they are stress.

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