Assessment of Cyberloafing, Job Satisfaction and Job Productivity of National Youth Service Corps Members in Bayelsa State, Nigeria

Onivehu Adams Ogirima

University of Ilorin, Department of Social Sciences Education, Ilorin, NIGERIA

Sulaimon Jamiu Temitope

University of Ilorin, Ilorin, NIGERIA
Department of Adult and Primary Education Studies

James Joy Tolulope

University of Ilorin, Department of Counsellor Education, Ilorin, NIGERIA

Abstract

This study assessed the levels of cyberloafing, job satisfaction and job productivity of National Youth Corps members in Bayelsa State, Nigeria. The ex-post facto design (correlation method) was employed for the study. The respondents were 400 who were drawn using simple random sampling technique from Bayelsa State, Nigeria. Four research questions were generated while one hypothesis was tested at 0.05 level of significance. A researcher-constructed questionnaire tagged "Cyberloafing, Job Satisfaction and Job Productivity Questionnaire (CJSJPQ)" was used for data collection. The instrument was administered on 30 selected corps members outside the sample location through test-retest method; it yielded a reliability coefficient of 0.89 that was obtained through the Cronbach's Alpha formula. Data were analyzed with percentage, Pearson Product Moment Correlation and multiple regression statistical tools. The findings revealed that corps members have a moderate level of cyberloafing, job satisfaction and a high level of job productivity. The results also indicated that there is a significant relationship among cyberloafing, job satisfaction and job productivity of the respondents, with job satisfaction being the most significant predictor. Hence, it was recommended that corps members should be encouraged to exercise self-regulation in the utilization of the internet for non-work purposes in the workplace.

Keywords: cyberloafing, job satisfaction, job productivity, National Youth Corps members.

1. Introduction

Globally, the diverse potentials of Information Communication Technology have been harnessed for various purposes in the world of work by several workers for decades For instance, it is common for various categories of Nigerian workers in the government sector or private sector as well as those who are self-employed or owners of Small and Medium-Sized Enterprises (SMEs) to utilize a broad spectrum of ICT tools such as computers, laptops, tablet PCs, smart phones for the purpose of work. Given the affordability and accessibility of the internet in Nigeria, there is no gainsaying that the internet is increasingly being utilized to perform a plethora of tasks in the workplace by Nigerian workers. On the one hand, workers and indeed the organization stand to

Correspondence: Onivehu Adams Ogirima, University of Ilorin, Faculty of Education, Department of Social Sciences Education, Ilorin, Kwara State, NIGERIA. E-mail: adamsonivehu@gmail.com.

gain immensely from the productive application of the internet in the workplace. In other words, the appropriate application of the internet to carry out tasks that are beneficial to the attainment of the goals of the organization could improve the level of performance, productivity and output of workers in particular and the generality of the organization (Onivehu, Ohawuiro & Oyeniran, 2017; Yıldırım & Karabey, 2017; Onivehu, Adegunju & Ohawuiro, 2018). But, on the other hand, the inappropriate use of the internet by workers in the workplace is a contemporary workplace behaviour, which is often called cyberloafing.

- Corps members have a moderate level of cyberloafing, job satisfaction and a high level of job productivity in Bayelsa State, Nigeria

- There is a significant relationship among cyberloafing, job satisfaction and job productivity of the corps members, Bayelsa State, Nigeria

- Job satisfaction is the most significant predictor of cyberloafing among corps members in Bayelsa State, Nigeria.

Cyberloafing has become a recurring counterproductive or deviant behavior in the 21st century workplace. Nonetheless, there is no consensus among scholars on the exact meaning of the phenomenon of cyberloafing. Lim (2002) posited that cyberloafing is a deliberate utilization of a company's internet facilities and connection for non-work oriented purposes during working hours. Similarly, cyberloafing could also be viewed as a deviant work behavior which consists of the utilization of a broad spectrum of Information Communication Technologies for non-work based tasks, such as searching for information on news sites, sending and receiving non-work related e-mails, conducting online transactions, social networking, blogging, online gambling, downloading music and videos (Zoghbi-Manrique-de-Lara, 2011; Lim & Chen, 2012; O'Neill et al., 2014). Cyberloafing also consists of any form of aberrant work behavior, which involves the use of technology and the internet for personal rather than for work-related purposes in the workplace (Karataş &Avci, 2017).

Substantiating the foregoing, Blanchard and Henle (2008) averred that cyberloafing could be broadly categorized into minor cyberloafing, which includes e-mailing and reading news and major cyberloafing, which includes gambling, engaging in social media platforms, browsing adult websites, downloading music and blogging. Tan and Demir (2018) also posited that cyberloafing is the use of using the Internet for non-organizational related purposes such as visiting social media accounts, listening to music, playing games, watching of movies, checking/sending e-mails and conducting online transactions during working hours. On the whole, it could be inferred from the foregoing that cyberloafing is the use of technological devices and applications for informational, social, leisure and commercial activities that are not related to job tasks or organizational goals in the work environment.

Irrespective of the fact that cyberloafing is generally viewed as a new form of deviant behavior in the workplace, extant literature has indicated that cyberloafing could have some advantages and disadvantages in the 21st century workplace. Thus, one strand of findings indicates that cyberloafing could promote the degree of collaboration, organizational learning capacity, participatory decision making, efficiency and creativity among workers (Coker, 2011; Lim & Chen, 2012; Tan & Demir, 2018). In a like manner, cyberloafing behavior has been found to be related to increased levels of job satisfaction and reduced levels of stress, boredom and burnout (Konig & Canar de la Guardia, 2014). In some other studies, cyberloafing has been found to be related to increased levels of employee morale, which could also lead to increased levels of job satisfaction (Lim & Chen, 2012; Coker, 2013).

Conversely, some studies have indicated that cyberloafing negatively affects employees' productivity, concentration, organizational citizenship behavior (Lim & Chen, 2012; Hartanto & Yang, 2016). Likewise, some studies have indicated that cyberloafing impacts

negatively on organizations in terms of legal issues, network security, strained organizational bandwidth, procrastination, attitude of employees towards their job, and wastage of labor and work time (Candan & İnce, 2016; Karatepe & Güngör, 2017). Furthermore, some findings indicate that cyberloafing has negative effects for organizations, especially in terms of missed deadlines, loss of goodwill and poor customer service relationship, thereby reducing the level of job productivity of employees (Johnson & Rawlins; 2008; Doorn, 2011). In a similar vein, several studies have indicated that cyberloafing has a negative impact on the job satisfaction and job productivity of employees (Weatherbee, 2010)

Given the inconclusive findings on the role being played by the phenomenon of cyberloafing in literature, there is a need for more studies to explore the various variables that could be related to cyberloafing in organizations. Towards this end, it is germane for stakeholders in the Nigerian labor market to gain an insight into the predictors of cyberloafing among Nigerian workers, especially among the National Youth Service Corps members who constitute an integral part of the Nigerian labor force. Essentially, the National Youth Service is a mandatory one-year service for Nigerian graduates from various Nigerian polytechnics, universities and other degree awarding institutions as well as for Nigerian youths who have acquired a degree from a foreign university. Thus, corps members are generally called up in batches to serve Nigeria in different capacities in various locations that might be different from their state or origin or abode. Typically, the service year typically commences by a three weeks orientation camp, which is designed to equip corps members with the required information, skills, knowledge, resources, kits and competence for a successful service year. Upon the successful completion of the orientation camp, corps members are posted to a place of primary assignment or a workplace, which would be prospective place of work for such corps members till the completion of the service year. In view of the foregoing, this study assessed the extent to which the variables of job satisfaction and job productivity could predict the level of cyberloafing among National Youth Corps members in Bayelsa State, Nigeria.

2. Method

The study adopted the correlational research design. The study population for the study comprised all corps members in Bayelsa State, Nigeria while the target population was all 3900 Batch B and C corps members. The sample included 400 corps members, selected by simple random sampling in Yenagoa, Bayelsa State, Nigeria. The instrument used in this study was a self-developed questionnaire which consisted of three sections (A, B, C and D). Section A elicited student's biographic information. Section B elicited information on the level of cyberloafing of the respondents. Section C elicited information on the job satisfaction of the respondents while section D elicited information on the job productivity of the respondents. The items in sections B, C and D were 30 items with each section having 10 items each. The validity of the scale was determined by using face and content validity where five experts in the Faculty of Education were required to assess the items on the scale before their application to this study. To ascertain the reliability of the scale, a pilot study was carried out on a random sample of 30 corps members from Kwara State. This sample was not included in the main study. Thus, the reliability of the instrument was ascertained using test re-test method. Specifically, the internal consistency for each of the scales was: cyberloafing (0.87); job satisfaction (0.80) and job productivity (0.83). Finally, the Cronbach's Alpha reliability coefficient of 0.89 was obtained for all dimensions, which is above the threshold of 0.70, which is considered as a limit of acceptable reliability. Thus, the scale was found to be moderately reliable to be used for the present study. Data were subjected to frequency counts, percentage, correlation analysis and multiple regression.

3. Results

Table 1. Demographic data of respondents

Variables	Frequency	Percentage (%)
Gender		
Male	208	52.0
Female	192	48.0
Total	**400**	**100.0**
Place of Work		28.0
School	112	
Government Ministry	208	52.0
Others	80	20.0
Total	**400**	**100.0**
Ownership of Mobile Device		
Smartphone	304	76.0
Laptop	72	18.0
Tablet Pc	8	2.0
Others	16	4.0
Total	**400**	**100.0**
Accessibility of Internet in the workplace		
Yes	112	28.0
No	288	72.0
Total	**400**	**100.0**

Table 1 shows respondents' gender, out of 400 respondents that were sampled, 208 (52.0%) of the respondents were males while 192 (48.0%) were females. Table 1 also indicates that 112 (28.0%) of the respondents were employed in a school, 208(52.0%) of the respondents were employed in a government ministry while 80(20.0%) of the respondents were employed in other places of work or places of primary assignment. From Table 1, it could be deduced that 304(76.0%) of the respondents had a smartphone while 72(18.0%) of the respondents had a laptop computer. Furthermore, Table 1 indicates that 112(28.0%) of the respondents had access to the internet in the workplace while 288(72.0%) of the respondents do not have access to the internet in the workplace.

Research Question One: What is the level of cyberloafing among National Youth Corps members in Bayelsa, State, Nigeria?

Table 2. Distribution of Respondents by Levels of Cyberloafing

Levels of Cyberloafing	Frequency	Percentage (%)
High	88	22.0
Moderate	244	61.0
Low	68	17.0
Total	**400**	**100.0**

Table 2 shows that 88 (22.0%) of the respondents rated themselves within the high level of cyberloafing, 244 (61.0%) of the respondents had moderate levels of cyberloafing while 68(17.0%) of the respondents had low levels of cyberloafing. Thus, it could be inferred from Table 2, that about 83.0 % of the respondents had a moderate level of cyberloafing. This finding might be attributed to the fact that corps members have various mobile devices such as Smartphones,

_____

Laptops and Tablet PCs that could be leveraged to access the internet for non-work related purposes such as visiting general news sites, engaging in social networking with friends and family members, visiting banking/financial related sites and downloading music/video contents from the internet. Furthermore, the respondents might use the internet to browse employment-related sites or to hunt for job opportunities.

Research Question Two: What is the level of job satisfaction among National Youth Corps members in Bayelsa, State, Nigeria?

Table 3. Distribution of respondents by levels of job satisfaction

Levels of Job Satisfaction	Frequency	Percentage (%)
High	68	17.0
Moderate	212	53.0
Low	120	30.0
Total	**400**	**100.0**

Table 3 shows that 68 (17.0%) of the respondents had a high level of job satisfaction, 212 (53.0%) of the respondents had moderate levels of job satisfaction while 120(30.0%) of the respondents had low levels of job satisfaction. Thus, it is deducible from Table 2, that about 70% of the respondents had a moderate level of job satisfaction. Given the importance of the service year to the future career aspirations of Nigerian youths, it is possible that the respondents have incentives in the workplace. For instance, the remuneration of the National Youth Corps members was significantly increased by the Federal Government. In a like manner, the Bayelsa State Government pays corps members in government organizations are being paid a remuneration that is meant to augment what is being paid by the Federal government. The finding in Table 3 could also be attributed to the conducive work environment provided by employers of labor and the good working relationship among corps members in Bayelsa State.

Research Question Three: What is the level of job productivity among National Youth Corps members in Bayelsa State, Nigeria?

Table 4. Distribution of respondents by levels of job productivity

Levels of Job Productivity	Frequency	Percentage (%)
High	264	66.0
Moderate	116	29.0
Low	20	5.0
Total	**400**	**100.0**

Table 4 shows that 264 (66.0%) of the respondents had a high level of job productivity, 116 (29.0%) of the respondents had moderate levels of job productivity while 20(5.0%) of the respondents had a low level of job productivity. This finding implies that corps members in Bayelsa State are highly productive in the workplace. The reason for this finding might be related to the fact that corps members have to take a monthly clearance from the employer. The same clearance form has to be tendered by corps members at the zonal or local office of the National Youth Service Corps in order to receive the monthly remuneration from the Federal Government or State Government. More so, this finding might be due to fact that corps members are generally encouraged to be highly productive during the service year, especially in terms of service to the employer, host community and the nation at large.

4. Hypothesis testing

Table 5. Regression analysis showing relationship among cyberloafing, job satisfaction and job productivity of National Youth Corps members in Bayelsa State

Model	Sum of squares	Df	Mean squares	Calculated F-value	Sig	Decision
Regression	30.412	2	15.206			
Residual	124.588	397	.314	48.45*	0.000	Rejected
Total	155.000	399				

a.   Critical level of sig = 0.05
b.   Independent variables: Job Satisfaction and Job Productivity
c.   Dependent variable: Cyberloafing

Table 5 indicates that the calculated F-value is 48.45 with significant probability value of 0.000 which is less than alpha value of 0.05. Since the probability value is lesser than the alpha value, the null hypothesis was rejected. By implication, job satisfaction and job productivity can predict the level of cyberloafing among National Youth Corps members in Bayelsa State. To examine the contributions of the independent variables (job satisfaction and job productivity) to the model (cyberloafing), R-square was computed and the output reveals thus:

Table 6. Contributions of the independent variables on the dependent variable

Model summary Multiple R= .443 Multiple R²= .196 Multiple R² (adjusted) =.192 Standard error estimate =.560	Unstandardized Coefficients		Standardized Coefficients	t-value	Sig.
	B	Std. Error	Beta		
(Constant)	0.732	.171		4.275	.000
Job Satisfaction	0.409	.042	.442	9.676	.000
Job Productivity	0.171	.049	.160	3.497	.000

Table 6 revealed that the independent variables (job satisfaction and job productivity) together explain R-square 0.196 representing 19.6 % of the variance in the cyberloafing of social work students, which is highly significant as also indicated by the F-value (48.45). By implication, about 80.4 % of the total variance of the dependent variable (cyberloafing) was not accounted for by the combination of the two independent variables (job satisfaction and job productivity). In order to examine the contributions of each of the independent variables, Beta weight were computed and output revealed that job satisfaction contributed beta weight of .442 and t-value of 9.676. It is followed by job productivity which contributed Beta weight of .160 and t-value of 3.497. This implies that job satisfaction is the most significant of all the independent variables that contributed more to dependent variable (cyberloafing). This finding is also supported by the percentages in Table 3 which indicates that about 70% of the respondents had a moderate level of job satisfaction. In a like manner, job productivity contributed less to the dependent variable (cyberloafing).

5. Discussion

There is growing body of studies on the predictors or antecedents of cyberloafing in a broad spectrum of developed and developing countries in view of the impact of technology in the 21st century workplace. Nonetheless, there is a paucity of such studies in the Nigerian context, especially among the corps members population, who form a sizeable percentage of the work force

in Bayelsa State, Nigeria. Consequently, the research aimed to assess the job satisfaction, job productivity and cyberloafing among National Youth Corps members in Bayelsa State, Nigeria. Based on the research questions answered and hypothesis tested, it was revealed that the level of cyberloafing among corps members in Bayelsa State was moderate. This could be attributed to the data obtained from the field that the corps members sampled had 88% high cyberloafing. In the same vein, they had 70% moderate level of job satisfaction while about 95% of the respondents had a moderate level of job productivity. Furthermore, the findings indicated that job satisfaction is the most significant predictor of cyberloafing among corps members in Bayelsa State, Nigeria. This finding corroborates the findings of extant studies which indicates that job satisfaction and job productivity could influence the level of cyberloafing among employees (Sharabi, Sade & Margalit, 2016). However, job productivity is the least significant predictor of cyberloafing among the respondents. This finding suggests that some corps members might be engaged with other non-work related uses of the internet in the workplace, which might significantly reduce or increase their levels of cyberloafing (Weatherbee, 2010; Gouveia, 2014; Coker, 2013).

6. Conclusion

Based on the data collected, analyzed and interpreted, it could be concluded that National Youth Corps members in Bayelsa State had 88% high cyberloafing, 70% had moderate level of job satisfaction while 95% of the respondents had a moderate level of job productivity. Based on these findings, it could be concluded that job satisfaction and job productivity are good predictors of cyberloafing among National Youth Corps members in Bayelsa State, Nigeria. It was also concluded that job satisfaction influenced the level of cyberloafing among the respondents by contributing significantly to the cyberloafing of National Youth Corps members in Bayelsa State, Nigeria.

7. Recommendations

Based on the findings of the study, the following recommendations are proffered:

(1) Corps members in Bayelsa State should be encouraged and trained on how to apply self-regulation techniques in the use of the internet in the workplace.

(2) Employers of labor in Bayelsa should endeavor to increase the level of job satisfaction and job productivity among corps members in Bayelsa State by properly supervising the behavior of corps members in the workplace.

(3) Newly posted corps members should be given orientation on how to deal with the negative effects of cyberloafing on their job productivity in the workplace.

References

Blanchard, A., & Henle, C. (2008). Correlates of different forms of cyberloafing: The role of norms and external locus of control. *Computers in Human Behavior*, *24*, 1067-1084.

Candan, H., & İnce, M. (2016). Research on the relationship between cyberloafing and organizational commitment of police department personnel. *Niğde Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, *9*(1), 229-235.

Coker, B. L. S. (2011). Freedom to surf: the positive effects of workplace internet leisure browsing. *New technology, work and employment*, *26*(3), 238-247.

Doorn, O. N. V. (2011). *Cyberloafing: A multi-dimensional construct placed in a theoretical framework*. Master Thesis, Eindhoven University of Technology.

Gouveia, A. (2014). Wasting Time at Work Survey. From http://www.salary.com/2014-wasting-time-at-work.

Hartanto, A., &Yang, H. (2016). Is the smartphone a smart choice? The effect of smartphone separation on executiv functions. *Computers in human behavior*, *64*, 329-336.

Henle, C. A., & Blanchard, A. L. (2008). The interaction of work stressors and organizational sanctions on cyberloafing. *Journal of managerial issues*, *20*(3), 383-400.

Johnson, R., & Rawlins, C. (2008). Employee internet management: Getting people back to work. *Journal of Organizational Culture, Communications and Conflict*, *12*(1), 43-48.

Karataş, A., & Avci, S. B. (2017). Evaluation of cyberloafing phenomenon in public institutions. *Süleyman Demirel University journal of faculty of Economics and Administrative Sciences*, *22*(15), 2321-2346.

Karatepe, S., & Güngör, M. (2017). Organizational identification and cyberloafing: A research on public employees. *ASSAM International Refereed Journal*, *4*(9), 79-93.

König, C., & E. Caner de la Guardia, M. (2014). Exploring the positive side of personal internet use at work: does it help in managing the border between work and non-work? *Computers in Human Behavior*, *30*, 355-360.

Lim, V. K. G. (2002). The IT way of loafing on the job: Cyberloafing, neutralizing and organizational justice. *Journal of Organizational Behavior*, *23*, 675-694.

Lim, V. K. G., & Chen, D. J. (2012). Cyberloafing at the workplace: gain or drain on Work? *Behaviour and Information Technology*, *31*(4), 343-353.

Messarra, L. C., Karkoulian, S., & McCarthy, R. (2011). To restrict or not to restrict personal internet usage on the job. *Education, Business and Society: Contemporary Middle Eastern Issues*, *4*(4), 253-266. http://doi.org/10.1108/17537981111190042

O'Neill, T. A., Hambley, L. H., & Bercovich, A. (2014). Prediction of cyberslackingwhen employees are working away from the office. *Computers in Human Behavior*, *34*, 291–298.

Onivehu, A. O., Adegunju, K. A., Ohawuiro, O. E., & Oyeniran, K. A. (2018). The relationship among information communication technology utilization, self-regulated learning and academic performance of prospective teachers. *Acta Didactica Napocensia, 10*(4), 21-32.

Onivehu, A. O., Ohawuiro, O. E., & Oyeniran, B. J. (2017). Teachers' attitude and competence in the use of assistive technologies in Special Needs Schools. *Acta Didactica Napocensia*, *10*(4), 21-32.

Tan, M., & Demir, M. (2018). The effects of personality traits of employees on cyberloafing behaviour. *International Journal of Social Sciences and Education Research*, *4*(1), 49-60. http://doi.org/10.24289/ijsser.37465

_____

Weatherbee, T. (2010). Counterproductive use of technology at work: Information & communications technologies and cyberdeviancy. *Human Resource Management Review*, *20*(1), 35-44.

Zoghbi-Manrique-de-Lara, P. (2011). Reconsidering the boundaries of the cyberloafing activity: The case of a university. *Behaviour & Information Technology*, *31*(5), 469-479.

Yıldırım, S. K., & Karabey, C. N. (2017). The mediating role of organizational cynicism on the effects of ethical climate and organizational control mechanisms on cyberloafing. *Gazi University Journal of Social Sciences*, *4*(11), 556-594.