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## The Effect of Cyberloafing of Remote Working Employees on Noncompliance Behavior

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## The Effect of Cyberloafing of Remote Working Employees on Noncompliance Behavior

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In recent years, there has been a significant focus among organizational scholars on the issue of employees misusing their company's internet resources. This behavior, commonly known as cyberslacking or cyberloafing, refers to the voluntary act of employees utilizing their organization's internet access for non-work-related activities during their designated working hours (Lim, 2002). The increasing security risk posed by individuals within organizations, known as the "insider threat," has been highlighted in a recent Business Crime Survey (Taylor, 2002). This finding corresponds with the recognition within the information security community that the human end user represents the most vulnerable aspect of the cybersecurity chain (Anwar et al., 2017). Previous research has also emphasized the importance of enhancing employees' information security awareness (ISA) as a means to safeguard organizations (Sohrabi Safa et al., 2016). Therefore, it is crucial to gain a comprehensive understanding of the individual factors that influence ISA. This study aims to investigate the degree of cyberloafing (Moderate, Intense) and how it can affect the intention to maladaptive behavior, namely, avoidance and ISP noncompliance, among working-from-home employees. We attempt to find the answer to the research questions of 1- How would cyberloafing behavior among employees affect maladaptive behavior, namely ISP noncompliance? And 2- Would this effect be different for Work-from-Home (WFH) employees in comparison to those working on site. Cyberloafing involves the use of the Internet for non-work-related purposes during working hours, which can affect productivity of the employees and subsequently affect the organizational outcome. The literature on cyberloafing presents contradictory views regarding its impact on employee well-being and productivity. Some studies have highlighted the positive aspects of cyberloafing, suggesting that small breaks spent engaging in non-work-related online activities can actually aid in refocusing and increasing productivity. Researchers argue that these brief mental diversions allow employees to recharge and alleviate technostress, leading to improved concentration and performance. Gugerçin (2020) further supports this notion, suggesting that cyberloafing can serve as a mechanism for psychological detachment from work demands, enabling individuals to restore their energy and well-being. These positive views of cyberloafing emphasize the potential benefits of allowing employees to engage in controlled and limited online activities during work hours.

However, the literature also presents negative views regarding cyberloafing and its impact on employee productivity and efficiency. Several studies have shown that excessive and uncontrolled cyberloafing can lead to a decrease in overall work productivity. Andreassen et al. (2014) found that employees who engage in high levels of cyberloafing experience reduced productivity levels due to distractions and time wasted on non-work-related online activities. Farivar and Richardson (2021) and Khansa et al. (2018) further support these findings, highlighting the negative association between cyberloafing and work efficiency. They argue that

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frequent interruptions and extended periods spent on personal online activities can disrupt workflow, delay task completion, and compromise overall work quality. These negative views of cyberloafing emphasize the importance of establishing guidelines and policies to regulate internet usage in the workplace, aiming to minimize its detrimental effects on employee performance.

In this study, we aim to explore different conceptualizations of cyberloafing, specifically examining high and low intensity engagement. Given the prevalent work-from-home arrangements, we also investigate the impact of cyberloafing on counterproductive behavior, focusing specifically on ISP noncompliance. By examining the relationship between cyberloafing and counterproductive behavior, our study aims to provide insights into the potential risks and consequences associated with excessive and inappropriate internet use, both in traditional workplace settings and remote work environments.

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