Effects of Cyberloafing on Employees’ Productivity (A Study of Selected Agencies in Lagos State Public Service)

Abstract: The use of electronic devices and internet facilities has become greatly unavoidable, this can be seen from people in accessing the internet for online business transactions such as online trading, learning and shopping amongst others. The study examines the effect of cyber-loafing on employees’ productivity in the public service of Lagos state. A survey research design was used and data were collected by using instruments adopted from previous studies. Population of the study is 264 and a sample size of 250 was taken using Krajcie and Morgan sample size table. 189 staff of Lagos state public service was taken representing 75.6%. The study utilized regression analysis as data analytical method. Two hypotheses were formulated. The result established that there is significant negative effect of cyber-loafing on service delivery and worker’ assigned duties in selected MDAs of Lagos State public service. The study therefore recommended that government should pay more attention in improving employees’ productivity towards service delivery and assigned responsibilities by equipping and regulating its entirety staff with the information and communication technology.

Keywords: Cyber-loafing, Job Content, Service Delivery, Work-Related Activities, Productivity.

INTRODUCTION

The use of the internet has increasingly become a necessity for human activities around the global working environment. Norms of electronic devices and internet facilities has become greatly unavoidable, this can be seen from people in accessing the internet for online business transactions such as online trading, learning and shopping amongst others. The activity of exploring various sites online is not a tiring thing to do because it is simply with a click of a mouse and a few touches of a finger on the smartphone screen. Indeed, in this rapid technological era, it inevitably shows that the internet is most often used to do businesses, chatting, modelling and surfing social media that individual who uses internet at work more than specified work hours engages in excessive cyber-loafing (Fadhli, 2018). Cyber-loafing is coined as Internet misuse at the workplace (Lim, Peidai & Nasirpour, 2014).

In Nigeria, internet usage became prominent after the Federal Government broke the monopoly of its telecommunication sector, launched the private individual to venture into the handling of the Country communication mobility in the year 2001. The reformation was geared towards reducing inability to have access to the global world and making the emerging internet business more innovative, stronger and reliable (Yogun, 2015). The telecommunication sector reform compelled Nigeria to be among the globalized economy since 2002. This has made business organizations strived for improved customer service delivery through technology adoption strategy. The attempt for improved customer’s service delivery could be traced to increasing demand for better services by the customers who would like to transact their businesses online at any time and at a convenient location (Oladejo, 2016). With this, it is imperative to learn what cyber-loafing is, since it is a deliberate deed of employees’ in a common work place.

E-business is the focal point that recently enhanced organizations to thrive and have edge over its competitors in the global village. This is because organization workers are seriously under pressure against cyber-loafing thereby using the organization website for personal usage which might affect its effectiveness and efficiency in the discharge of sole responsibility to achieve its establishment purposes, (Oladije, Abdu & Abdul-Qadir, 2018). Cyber loafing is a type of production deviance of personal internet use in which organizations wills to recognize and tolerate to a certain level whereas others developed organizational policies consisting various degree of disciplinary action.
Lim (2002) provides a broad definition of cyber-loafing as employees’ voluntary use of company’s internet facility during official hours to surf non-job related for personal purposes, including checking personal e-mails. Blau and Kahn (2006) classified cyber-loafing into three separate categories, namely; browsing-related, non-work related email and interactive cyber-loafing. Mangkunegara (2017) mentioned that an organization will not develop when its employees’ were not well coordinated against wastage and thus, her human resources will not have a sense of belonging and desire to advance the organization within themselves if not properly managed. Therefore, the management must pay adequate attention to job specification and content of its employees’ in order to achieve the organization predetermined targets. However, the purpose of this paper is to explore the cyber-loafing behaviour and its effect on employees’ productivity in selected agencies in Lagos State public service. In addition, this research will also investigate employees’ activities when they are cyber-loafing and analyze these activities to determine whether they are work-related.

The Problem

Nations across the world have witnessed success stories as a result of using improved technology for service delivery in organizations’, such as internet banking, shopping and trading (buying and selling) etc., Technologies like local area network (LAN), wider area network (WAN), and online web portal are essentials for such businesses. Moreover, the information filling system and client information filling (CIF) systems are now electronically done and being routinely used by many organizations to ensure efficient and effective operations (Okoro, 2014). Electronic business such as e-payment system is being noted as vital part of e-commerce, imperatively, the wider patronage of e-commerce is being said to pivot upon the availability of a guaranteed and trusted e-business system (Baddedley, 2004; Sumanjeet, 2009).

Many researchers have investigated the effect of cyber-loafing on service delivery (Vivien, Lim, don & Chen, 2012; Manuel, Kindangen & Saerang, 2018). The outcomes of their study have shown positive effects between cyber-loafing and employees productivity, while others in related research have given a negative report (Ahmad & Jamaluddin, 2015; Hussein & Parida, 2017). The findings seem inconclusive; because such study has not been carried out in the public sector hence, this study tends to empirically investigate effect of cyber-loafing on employees’ productivity in selected Ministry, Departments and Agencies of Lagos State public service. The Ministry of Science and Technology saddled with the responsibility of overseeing the usage of government internet facilities among the MDAs. Thus, the usage of the adoptive Ministry of Science and Technology apparatus for personal obligation over the years have been given mixed outcome, hence the need for this study.

To provide answer to the relevant questions highlighted above, the following hypotheses were formulated.

- Cyber-deviance does not significantly influence service delivery of Lagos State public service.
- cyber-slacking has not significantly affect obligation of Lagos State public service workers’

Literature and Conceptual Review

Cyber-loafing

Lim (2002) defines cyber loafing as the act of employees using their organizations’ internet access for personal purposes during work hours this could include browsing non-job related websites like social networking, sports, news and entertainment, checking and sending personal e-mails and other activities such as online shopping and online gaming. Cyber-loafing concept was described by terms such as “cyber-slacking” (Levoie & Pychyl, 2001; Blanchard & Henle, 2008) “cyber deviance” (Vitak, Crouse & Larose, 2011), and “cyber-loafing” (Lim, 2002) “cyber-budging”. In developed economics such as Turkey, cyber-slacking and cyber-loafing equivalents were used (Mills, Hu, Beldona & Clay, 2001).

Cyber-loafing is a personal decision to utilize work time in a non-productive manner and therefore can be considered as deviant workplace behaviour. Employee deviance is defined by Robinson and Bennett (1995) as, voluntary behaviour that violates significant organizational norms and in so doing threatens the well-being of an organization, its members or both. Potential negative impacts of cyber-loafing include losses of intellectual property, sexual harassment law suits, security threats, and network bandwidth overload (Bock, Park, & Zhang, 2017).

Jandaghi (2015) stated that cyber-loafing impacts the organizations financially and it appears to happen when the workload on the employee is low, thus, system control and audit check of organization human resource alone cannot prevent cyber-loafing; managers must make policies to raise the awareness among employees of internet usage. Regina (2018) declared that employees’ cyber-loafing the organization’s internet can cost the organizations not to break-even rather accrued deficit. This translates to damages to employees’ productivity, problems in broadband, legal issues, and other associated costs and problems.

Blanchard and Henle (2008) described cyber-loafing as use of e-mail and internet for non-work related purposes. Ugrin, Pearson and Odom (2008) pronounced cyber-loafing as spending time on internet unproductively. Kalayci (2010) defined cyber-loafing in educational perspectives as tendencies or behaviours’ to use internet for things unrelated to studies during the class time. Yasar (2013) stated that there are four different types of cyber-loafing activities. These are individual (shopping, travel, job search, carrier, online banking), social (social networking sites, discussion...
boards, instant messaging, e-mail), search (searching, pictures, video etc. on search engines) and news.

Ahmad and Omar (2017) categorized cyber-loafing into two dimensions: Minor and serious. Minor is relating to the use of personal emails, i.e., viewing other sites that are not work-related. On the other hand, serious cyber-loafing behaviours’ are the use of unsecured sites that might damage the organization system. The researchers stated further that male employees engage in cyber-loafing than female employees and lack of self-control could play a factor in deviant behaviour.

Employee Productivity

Littere 1883 cited in Onuorah & Ugochukwu (2020) defined employees’ productivity as knowledge and technology of production. It was stated further that employees’ Productivity is maximization of utilizing the resources, human force and schemes scientifically to decrease expenses and increase employees, managers and consumers' satisfaction.

In the organizational context, employee productivity is usually defined as the extent to which an organizational member contributes to achieving the set goals of the organization (Greenberg, 1996). Mathias and John (2018) defined employee productivity as a measure of the quantity and quality of work done, considering the cost of the resources used to carry out the task. McNamara, (2017) stated that employee productivity is being determined by the final and specific outputs anticipated from the employee. Consequences of employees’ productivity are often expressed as products or services for an organization internal or external consistency. These may be in terms of financial accomplishments, impact on a service delivery whose results are expressed in terms of cost, quality, quantity or time (Banerjee & Thakur, 2016).

Moreover, human force productivity is considered as appropriate maximized utilization of human force towards goals of the organization with the lowest time and minimum expense.

Job Obligation

Job obligation is the main duty or key performance expanse of workers in an organization. Cushway (2013) defines job obligation as the state description of any particular assignment derived from job analysis. Employee duty is a clear and concise depiction of job duties (Murder-Clark, 2015). Silverstein (2017) affirmed that job specification is both a hiring blueprint and performance management tools in an organization. Obligation can be referred to as factors controlled by the individual in work place such as requirement, commitment and responsibility.

The distinct description between worker’s obligation and specification/ profile is a product of job analysis and statement of the employee’s skills, knowledge and other attributes needed for effective performance in the job (Rodman, 2003).

Arthur (2018) mentioned that obligation make it incumbent clear about the duties and responsibilities expected to perform by employees in organizations. However, major element of obligation differs from organizations but its basic functions are job identification, duties and responsibilities, delegation of attributes, working relationship and working condition of employees by the employer.

Service Delivery

Service delivery has been defined as the extent to which an organization meets or exceeds expectations of customers or beneficiaries. Every organization is made up of people and thus acquiring their services and skills to high levels of performances ensuring that they continue to maintain their commitment to the organization to achieve aimed goals (Parasuraman, 1998). Perceived service quality is derived from comparisons by customers, of expectations with what they perceive of service delivery by the suppliers (Zeithaml, 1990).

The standard of service delivery in the public sector, no doubt, plays an increasingly significant role in a given economy. Nwekaku & Obiora (2019) stated that, delivering quality service in all sectors is considered as an essential strategy for success and survival in today’s global competitive and technological environment. Many organizations embark on improving customer satisfaction by getting the latest technology to improve their organization performance with the aim that acquisition of latest technology will improve operating practices and the quality and quantity of their goods and services (Dauda & Akingbade, 2011). Customers’ expectations, according to Bittner, Booms and Mohr (1994), are their perceptions of service that serve as standards against which service performance is judged. The attempt for improved service delivery by organization employees’ could be traced to increasing demand for better services by the customers who would like to transact their businesses at any time and at a convenient location (Oladejo, 2016).

Cyber-Slacking

Cyber-slacking refers to employees’ use of work computers and other resources during work hours for non-work-related purposes. When an employee is cyber-slacking, they will be using the employer's devices, internet connection, or other resources for personal affairs and even entertainment (Kento, 2020). Employees’ cyber-slack by means of engaging employer's devices, internet connection, or and other resources for personal affairs and even entertainment. (Seabury, 2020) Cyber-slacking is also referred to as “cyber-loafing,” and is an update of the term “goldbricking,” which referred to employees who tried to look busy while doing less work than they were truly capable of.
Cyber-slacking is more rampant as internet-connected computers and devices are a necessity for the normal functioning of most of today’s businesses. As most businesses require the internet for communications and transaction, it becomes more difficult to differentiate between cyber-slacking and carrying out the tasks they are being remunerated on. In most cases, cyber-slackers are surfiNG the web rather than working.

**Cyber-Deviance**

Researchers in criminology, sociology, and management have recently focused on deviant behaviors with technology termed cyberdeviance. This term refers to inappropriate or criminal behavior in a digital context (Holt et al. 2010). Weatherbee (2010) stated that cyber-deviance is the misuse of technology and violation of the organizational norms regarding minimal quantity of production; it occurs when employees waste time using company resources.

Social media publicizes cyber-deviant behaviour, like doxing and cyber-smearing, by increasing an audience’s access to misinformation (Douglas, 2016; Workman, 2012). Problematic perpetration of anonymity and indiscriminate spread of misinformation across international borders were as a result of deviation information received through technology. The degree of publicity of the cyber-deviance, and viewers’ inclination to tune into the misinformation, increase the audience impacted by doxing and cyber-smearing. Perpetrators may also add inappropriate activity to a coworker’s Internet usage (Douglas, 2016; Hemsley & Mason, 2013; Workman, 2012). The outcomes of personal cyber-aggression for targets are also relevant for targets of cyber-deviance as many of these behaviors may fit adverse categories such as flaming, cyber-stalking. Shifting to broader considerations, subjective and social norms and the extent to which an employee can hide the behavior also contribute to cyber-deviance. An employee’s perceptions of supervisor and coworkers’ lack of support for cyber-loafing can deter employee’s computer misuse (Liberman, Seidman, McKenna & Buffardi, 2011).

**Work Related Activity**

Work related activity refers to other task employees’ engaged upon that is in relation with assigned responsibility but not part of schedule of duty. Employees’ associated with an unsolicited activities explores opportunities through underline development and acknowledge opportunities to cyber engagements (Hussein and parida 2017). Derin & Guravsat (2016) asserted that employees’ innovativeness to cyber-loaf has positive effect on work behaviour as lack of research attention to the role of personality is astonishing such that individuals’ dispositions significantly predict job attitudes over a time span. It was observed that cyber-loafing does not only depend on the psychological factors but also on the work environment and personal needs of the employees’ (Kim, Triana, Chung & Oh, 2016). In managing the reality of constructive way of cyber-loafing, YOgun (2015) examined the role cyber-loafing plays in inventive work behaviour of employees, the result of the study concluded other related activities such as informative functions, social functions and leisure functions of an employee improves organization activities in given environment.

However, Banerjee and Thakur (2016) opined that other work related jobs not only enhance relationship between employee productivity and organization profitability, it rather improves customers’ patronage and organizations’ goodwill. It is observed that employees who feel redundant in their work environment are more likely to engage in other work related forms which may have effect on the job performance.

**Internet Addiction**

Internet addiction is a definition for uncontrolled harmful internet use (Sahin & Korkmaz, 2011). Several studies about the personality dimensions related to internet addiction concluded that age, gender, parents age, parents education level, sibling number, internet access at home, school and grade levels. Also, psycho-social variables such as loneliness, perceived social support, life satisfaction, romantic relationship with opposite gender determines addiction with internet (Ayas & Tas, 2018). In addition, employees occupying themselves with other activities such as browsing on social media sites, checking email, reading news, instant messaging, photo sharing etc. beside the assigned work with mobile tools and internet facilities to facilitate delivery of assigned responsibilities is a common occurrence of cyber-loafing. Besides, employees use internet at an addiction level at any environment or context. For these reasons, determining the relationship between cyber-loafing and internet addiction deemed to be important.

**Theoretical Review**

The underpinning theory central to this study is the theory of Interpersonal Behaviour (TIB). The theory examined that research relating to TIB include perceived consequences, social factors and facilitating conditions, as well as affect for cyber-loafing, intent to cyber-loaf and habit. It examines how interpersonal and informational justice can lead to employees’ justifying the decision to cyber-loaf through merger of the ledger. The merger of the ledger is a neutralization technique through which the employee posits that their positive actions outweigh their negative actions and therefore may feel that he/she may misbehave without feeling guilty (Minor, 2016).

**Empirical Review**

Numerous empirical studies have been conducted regarding to cyber-loafing around the world. Çınara and Karcoglug (2015) carried out research study about the

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relationship between cyber-loaﬁng and organizational citizenship behaviour (OCB): A survey study in Erzurum/Turkey, the result showed the level of cyber-loaﬁng was found as low and the level of OCB was found as high. It was observed that there were statistically signiﬁcant differences between the levels of cyber -loaﬁng and OCB according to the demographic characteristics of workers.

Lim (2013) examined browsing and e-mailing: impact of cyber-loaﬁng on work attitudes, the result showed data obtained from 191 working professionals, the researcher found that browsing activities were associated with work facilitation and emailing activities were associated with work depletion. Work facilitation and depletion in turn affect work productivity and organizational commitment.

Arshad, Aftab and Bukhari (2016) conducted study about the impact of job characteristics and employees attitude on cyber-loaﬁng: the case of Pakistan. Data was gathered on ﬁve core values of job characteristics (skill variety, task identity, task signiﬁcance, job autonomy, and feedback) only skill variety and job autonomy have impact. Furthermore, out of three types of role stressors which is role ambiguity and role conﬂict were found to have impact on cyber-loaﬁng whereas role work overload does not show signiﬁcant impact on cyber-loaﬁng.

Hussain and Parida (2017) discovers cyber-loaﬁng in Madda Walabu University, situated in South-central Ethiopia. The research was conducted aiming at employees’ attitudes, opportunities and addictions to cyber-loaﬁng and how it has changed their life style. It determines the employees’ attitude, opportunities, developments and to specify the addiction of cyber-loaﬁng. The participants of this research are females working as secretaries of 11 different departments of Madda Walabu University and having internet connection on their ofﬁce computer. The study is qualitative with interview (n=20) as a tool and snowball sampling as a sampling technique. The ﬁndings suggest that most of the cyber-loaﬁers showed positive attitude, acknowledged opportunities; conﬁrmed development and addiction into their lives due to cyber engagements. Sawitri (2012) conducted study about the effect of work stressor on cyber-loaﬁng moderated by employee internet experience. The results indicated a positive signiﬁcant relationship between role ambiguity, role conﬂict and cyber-loaﬁng. Ideally, employees with a role overload will not use cyber-loaﬁng because of business to perform many tasks.

Review of several studies above however showed that cyber-loaﬁng has signiﬁcant inﬂuence on employees’ productivity and work related activities. Accordingly, the ﬁndings are able to attest that cyber-loaﬁng in a given organization determines the employees’ attitude, opportunities and developments, and thus affects their productivity.

Conceptual Models of Cyber-Loaﬁng

Source: Adapted from Olajide et al (2018)

RESEARCH METHODS

Survey research design was adopted in the study. This is because it gives accurate explanation of the characteristics of the target population such as view, ability and opinion of a particular situation. The population for the study covers employee of selected ministries, departments and agencies (MDAs) of Lagos State government such as Ministry of Establishments, training and pensions (ETP), Ofﬁce of Creativity Technology and Innovation (OCTI) and Lagos State emergency management agency (LASEMA). There is 264 staff working in the selected MDAs. The study was carried out in Lagos State because the state represents one of the most urbanized states in Nigeria where technological advancement has been revolutionized. Lagos is Nigeria commercial nerve Centre and serves as a pace setter for technological advancement in Nigeria where creativity, innovation and technology progression has been advanced and thus, cyber-loaﬁng could be experienced hence; it was purposively nominated for the study.

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Employees’ of the Lagos State government were purposively selected for this study to look at the effect of cyber-loafing on employees’ productivity. The table below showed the respective population of each agency selected and proportionate questionnaire that were administered on the respondents.

<table>
<thead>
<tr>
<th>S/N</th>
<th>Name</th>
<th>Population</th>
<th>Apportionment questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ETP</td>
<td>115</td>
<td>109</td>
</tr>
<tr>
<td>2</td>
<td>OCTI</td>
<td>97</td>
<td>92</td>
</tr>
<tr>
<td>3</td>
<td>LASEMA</td>
<td>52</td>
<td>49</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>264</td>
<td>250</td>
</tr>
</tbody>
</table>

The study using Krejcie and Morgan (1970) sample size table at 5% confident interval arrived at 250 employees as sample size. The sample technique used was convenient sampling technique to distribute the questionnaire to management staff of the selected MDAs.

The research instrument designed by Olajide et al (2018) was adopted in this study. The instrument was modified to include other aspects of cyber-loafing in the public sector of Nigeria economy. The research instrument was structured into two sections. The first section of the questionnaire contains general questions relating to the respondents’ bio-data information while the second segment concentrated on information relating to cyber-loafing and its subsets for the employees of selected MDAs of Lagos State government through the Ministry of Science and Technology that oversees the usage of the State government internet facility. The questionnaire was designed in such a way that alternatives were provided for the respondents to choose from and options were expected to expressed. The research instrument was structured in four (4) Likert scale measurement of 4 represent strongly agreed (SA), 3 - agreed (A), 2 - disagreed (D), and 1 - strongly disagreed (SD).

The study used primary data and the questionnaire administered was used to gather primary data. Two hundred and fifty (250) copies of the questionnaires were administered to management staff of Lagos state government that was allowed to attend to special duty assignments. Out of the total number of the copies of the questionnaire administered, one hundred and eighty nine (189) copies of the questionnaire were retrieved representing 75.6% and were used for the analysis in this study. The lower size of the questionnaire retrieved was not unconnected with the COVID-19 pandemic that ravaged the world and the social distance directives by the state government.

Content validity was adopted in this study. Cronbach Alpha was employed to ascertain the reliability of the research instrument. In order to measure the cyber-loaf in the Lagos state public sector, this study adopted research instrument designed by Olajide et al (2018). The instrument was modified by the researcher to include other aspects of cyber-loaf in public sector of the state economy. The result of coefficient Alpha is presented below.

<table>
<thead>
<tr>
<th>S/N</th>
<th>Variable</th>
<th>No. of Items</th>
<th>Coefficient Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cyber-deviance and Service delivery</td>
<td>5</td>
<td>0.713</td>
</tr>
<tr>
<td>2</td>
<td>Cyber-slacking and workers’ obligation</td>
<td>5</td>
<td>0.748</td>
</tr>
</tbody>
</table>

Sources: Researcher’s Computation 2020

The test of reliability measures the internal consistency of the measurement scales of the items of each of the variables for primary data analysis. Table 1 above presents the Cronbach’s alpha result. The coefficients of the Cronbach’s alpha of the variables; cyber-deviance and service delivery is (0.713) and cyber-slack and workers’ obligation is (0.748) respectively. Since each of the coefficients stands between 0.7 and 1.00, this is an indicator of consistency that the responses measure the same characteristics of the same construct (service delivery and job content of cyber-deviance). Consequently, there is consistency in the measurement scales given by responses. This indicates that 71.3%, and 74.8% of variance in these scores of the variables respectively is reliable. The remaining percentage out of 100% represents error variance. The study adopts descriptive statistics and regression analysis using SPSS version 24.

Data Analyses and Interpretation
Test of Hypothesis I

H0: Cyber-deviance does not significantly influence service delivery of Lagos State Public service.

<table>
<thead>
<tr>
<th>Beta</th>
<th>Std Err</th>
<th>T-statistic</th>
<th>P-value</th>
<th>Decision</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyber-Loafing</td>
<td>-0.522</td>
<td>0.041</td>
<td>-12.632</td>
<td>0.000</td>
<td>Rejected 189</td>
</tr>
</tbody>
</table>

Dependent Variable: Service Delivery

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Table 2 presents regression analysis of cyber-deviance and service delivery by Lagos State government workers. The results depict that there is a negative effect of cyber-deviance on the service delivery of civil servants in Lagos State as the beta value indicates negative sign. The result is significant since the p-value (0.000) is less than 5% (0.05) indicating the rejection of the null hypothesis. This implies that there is a significant influence of cyber-deviance on workers service delivery in Lagos State public service.

Test of Hypothesis II

**Ho:** Cyber-slacking has not significantly affect workers’ obligation of Lagos State Public Service

**Table 3:** Result of the Regression Analysis between Cyber-Slapping and Workers’ Obligation

<table>
<thead>
<tr>
<th>Dependent Variable: Workers’ Obligation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beta</td>
</tr>
<tr>
<td>Cyber-Loaing</td>
</tr>
</tbody>
</table>

**DISCUSSION OF FINDINGS**

The main purpose of this study was to stare at the effects of cyber-loaing on employees’ productivity in Lagos State government, Nigeria. The findings show that there is significant effect of cyber-loaing on workers’ productivity in Lagos State public service. The result of hypothesis one shows that there is negative effect of cyber-deviance on service delivery amongst employees’ of Lagos State government. This implies that employees’ of Lagos State government use the office internet for their own personal browsing objectives which affects the way and manner which they discharge their official duties. The finding of hypothesis one is aligned with the study of Arshad, Aftab and Bukhari (2016).

Hypothesis two revealed that there is significant effect of cyber-slacking on workers duty in Lagos State public service. Also, a negative effect of cyber-slacking revealed on workers’ assigned responsibilities. This is evidenced that assigned responsibilities of employees’ of Lagos State government was not tasking enough which gives room for cyber-slacking. This finding collaborates with the study of Hussain and Parida (2017).

**CONCLUSION AND RECOMMENDATIONS**

**Conclusion**

After examining the findings and discussing the result, the researcher concluded that cyber- loafing does significantly affect employees’ productivity because employees’ use the time for official duties for their own personal browsing objectives. It was also asserted that internet was always used frequently for personal needs such as reading online news to quench boredom and refresh minds.

**Recommendation**

The following recommendations were made

Lagos State government should regulate the accessibility of internet facilities by the employees’ in order to avoid abuse of the internet facilities and to make the staff focus on their daily task. It is important for the government to pay more attention in improving employees’ productivity towards service delivery and work related activities by equipping its entirety staff with the usage of information and communication technology to ease prompt delivery of assigned responsibilities. It is advisable for future researchers to involve more informants in this research kind and use other research tools to find out more about cyber-loaing and employee productivity in the public sector.

**REFERENCE**


QUESTIONNAIRE
GENERAL QUESTIONS (SECTION A)
Please complete the following section to ticks one choice from the options giving. The information provided in this section will help in categorizing and interpreting the data you provided in section B. All information on this section of the questionnaire will be completely confidential.

1. Gender:
   A. Male [ ]
   B. Female [ ]

2. Marital Status:
   A. Single [ ]
   B. Married [ ]

3. Age:
   A. 21 – 30 years [ ]
   B. 31 – 40 years [ ]
   C. 41 – 50 years [ ]
   D. 50 years and above [ ]

4. Educational Qualification:
   A. SSCE [ ]
   B. OND/NCE [ ]
   C. BSc/B.A/B. TECH/HND [ ]
   D. MBA/MSc [ ]
   E. Others [ ]

5. Religion:
   A. Christianity [ ]
   B. Islam [ ]
SECTION B
Please tick (□) appropriately.

<table>
<thead>
<tr>
<th>S/N</th>
<th>ITEMS</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
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<tbody>
<tr>
<td></td>
<td><strong>Cyber-loafing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>The use of internet for personal assignment helps employees’ timely delivery of assigned duty.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Cyber-loaf has significantly reduced pressure on staff members work load</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Workers are relieved of undue pressure due to internet facility in government establishments.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The use of internet has improved Lagos state government service delivery to its populace</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The Lagos state public service allows her employees’ to cyber-loaf to enhanced service delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Employee Productivity</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Provision of internet facility to Lagos state government Staff enhances their services delivery.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The use internet has largely reduced monotony of staffs in government establishments.</td>
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<td>3</td>
<td>Internet Out-look provision to MDAs to tremendously reduced paper wastage on given assignment.</td>
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<td>4</td>
<td>The use of internet for payment of government expenses improved security of spending.</td>
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<td>5</td>
<td>Provision of e- service delivery has transformed the State innovation and creativity.</td>
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<td></td>
<td><strong>Service Delivery</strong></td>
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<tr>
<td>1</td>
<td>The use of internet facility has made assigned duty timely deliverable.</td>
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<tr>
<td>2</td>
<td>Internet has not exposed Lagos state employees’ to high danger of cyber-loaf</td>
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<td>3</td>
<td>Government Employees’ are adequately educated on the appropriate usage of internet facilities.</td>
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<td>4</td>
<td>The use of electronic device has reduced waiting time of government workers.</td>
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<td>5</td>
<td>Lagos state workers are technological inclined</td>
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<td></td>
<td><strong>Job Content</strong></td>
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<td>1</td>
<td>Addiction of workers on the internet increases as result of job assigned</td>
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<td>2</td>
<td>Adequate usage of electronic devices exposes workers duties assigned.</td>
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<td>3</td>
<td>Internet addiction reduces redundancy</td>
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<td>4</td>
<td>Specified job content increases employees internet usage</td>
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<td>5</td>
<td>The use internet reduces psycho-social and loneliness of workers due to job specification.</td>
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