Self-Efficacy as a Predictor of Cyberloafing: The Role of Mastery Experience, Vicarious Experience, Verbal Persuasion, and Physiological States

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A B S T R A C T

Cyberloafing, which is defined as employees using the internet at work for non-job-related activities on a voluntary basis, is one of the most prevalent unproductive behaviors in today's computer-dependent business environment. This research aims to ascertain whether the four categories of self-efficacy-mastery experience, vicarious experience, verbal persuasion, and physiological/affective states influence cyberloafing. The survey, which included 26 items in addition to the demographic questions, was completed by 150 service sector workers in Bangladesh. The results were assessed using factor, correlation, and regression analysis. These findings indicate that verbal persuasion and physiological/affective states have a positive relationship with cyberloafing. Even though research on cyberloafing is expanding, it has mainly been descriptive and hasn't shown a link with self-efficacy. The factors influencing self-efficacy in cyberloafing have not been thoroughly studied. This research could offer new insight for future studies on cyberloafing

Keywords: Cyberloafing, self-efficacy, mastery experience, vicarious experience, verbal persuasion, physiological/affective state

1. Introduction

As a result of technological improvements, employees are more productive in a variety of ways, such as by having easier access to crucial information, finishing tasks faster, and working together more effectively. However, jobs that provide easy and regular access to information technology also allow employees the chance to take advantage of that technology. Employee misuse of a company's internet services has received a lot of attention recently from organizational scholars. Cyberloafing, according to Lim (2002), is the practice of employees using the internet for personal or unrelated activities while they are at work. While some studies focus on specific types of cyberloafing, including the usage of social media, that have become more prevalent recently (Charoensukmongkol, 2014), much research now defines and quantify cyberloafing more broadly to cover behaviors that use information technology for reasons other than internet activity (Bock and Ho, 2009). Previous experimental research in this field has further broadened the scope of the concept to encompass a wider range of computing platforms (including tablets and smartphones) that employees can use for cyberloafing, eliminating the requirement that the company supply all the necessary equipment. However, the most common cyberloafing prevention strategies focus on specific behaviors rather than revealing how employees obtained access to technology. Despite minor differences, many definitions of "cyberloafing" and related terms focus on how employees might use technology to take a break from work or "escape" and engage in non-work-related activities. Therefore, these behaviors can be seen as a sort of withdrawal that technology facilitates. Although employers worry about the productivity loss caused by employees' cyberloafing, some researchers have noticed that it can be used as a palliative coping method against stressful situations at work. This is crucial since modern workers work longer hours and are more likely to experience the adverse impacts of stress and burnout (Maslach and Leiter 2008).

This paper's main objective is to examine how the four aspects of self-efficacy affect cyberloafing at work- how much one's experiences from successfully taking on a task can affect cyberloafing at work (mastery experience), how much watching someone else do something effectively can influence cyberloafing at work (vicarious experience), the degree to which receiving supportive verbal feedback while working induces confidence in one's capacity to achieve can have an impact on cyberloafing at work(verbal persuasion) and how much a person's mental and emotional health can influence what they think about their abilities in a particular circumstance can have an impact on cyberloafing at work (physiological states).

1.1 Research Objective

General Objective

To conduct a preliminary analysis of how self-efficacy affects workplace cyberloafing.

Specific Objectives

- To determine whether the ability based on the outcomes of previous performances (mastery experience) affects the use of cyberloafing at work

- To determine whether seeing others succeed by doing the required actions (vicarious experience) can lead to cyberloafing

- To determine whether the support and criticism of a person's performance (verbal persuasion) have an impact on cyberloafing

- To determine whether emotional reactions (emotional states) are seen to be a reason of involving in cyberloafing

1.2 The rationale of the Study

This study aims to investigate several self-efficacy antecedents that affect cyberloafing. The current study will look at four categories of self-efficacy, including mastery experiences, vicarious experiences, verbal persuasion, and emotional and physiological states, that influence the frequency of cyberloafing activities. Employee self-efficacy has often not been examined in research as a predictor of cyberloafing. We look at these factors and offer more evidence from the literature to show whether employee views about self-efficacy led to cyberloafing or not.

1.3 Research Questions

- How do individual views about their ability based on the outcomes of previous performances affect the use of cyberloafing at work?

- How seeing others succeed by doing the required actions can lead to the belief that we can learn to do the same?

- How support and criticism of a person's performance to perform have an impact on cyberloafing?

- How emotional reactions are seen to be a reason of involving or not involving in cyberloafing?

2. Literature Review

Cyberloafing

An employee who engages in activities that his or her immediate supervisor would not deem work-related while utilizing electronic media, notably the internet, is said to be "cyberloafing" (Lim, 2002). Cyberloafing involves behaviors like visiting social networking websites (like Facebook and Twitter), watching videos online (like YouTube), browsing websites unrelated to work, and doing online shopping. It can be divided into two categories: (a) minor cyberloafing, which consists of sending and receiving personal email while at work, browsing popular news and finance websites, and online shopping; and (b) serious cyberloafing, which entails maintaining a personal website, interacting with others online through chat rooms, blogs, and personal ads, gambling online, and downloading music. The less serious forms of cyberloafing appear to be more popular among employees than the major forms (Henle and Blanchard, 2008).

There are a variety of factors that make people choose to engage in non-work-related internet activity rather than actively working at their professions. Individuals who are uninterested or bored at work are more inclined to use the internet for fun. Employees may use cyberloaf for leisure if they are under a lot of stress or burnout at work. The practice of cyberloafing may also be a contributing factor. Because cyberloafing has been done so regularly in the past, employees may do it without realizing it. When there was more role ambiguity or conflict, employees were more likely to participate in cyberloafing. They were less prone to cyberloaf, nevertheless, in response to role overload. Employees were more likely to cyberloaf in reaction to these Stressors when they thought organizational penalties for doing so were unlikely (Blanchard and Henle,2008). However, attitudes toward and chances for cyberloafing were also important predictors of cyberloafing, as were boredom, involvement, and self-control. Age and other demographic factors had a minor influence, contrary to popular belief. Cyberloafing was found to be unrelated to employment characteristics such as tenure, organizational level, and income. Self-control had a high negative link with cyberloafing, but emotional stability, conscientiousness, and agreeableness had just a little negative relationship (Mercado, Giordano and Dilchert, 2017).

It was discovered that employee job attitudes—such as lack of job involvement and intrinsic involvement—organizational characteristics—such as manager support for Internet use and perceptions of coworkers' cyberloafing—participation in non-internet loafing activities, and employee attitudes toward cyberloafing—were all related to employees' propensity to use the internet for non-job-related activities like receiving and sending e-mail, browsing the web, and instant messaging (Liberman et al.,2011). Because cyberloafing is a retraction-based activity, the three predictors — subjective descriptive norms, cyberloafing attitudes, and perceived ability to disguise cyberloafing — each separately predicts cyberloafing (Askew et al.,2014). The threat of being fired influenced participants' willingness to engage in various forms of cyberloafing. Social media use and personal emailing were discouraged when the prospect of losing your job was coupled with a detection system and a prior knowledge of proactive regulation (Urgin and Pearson,2013). People engage in organizational citizenship behavior or neutralization as recompense for cyberloafing at work (OCB). Cyberloafers adopt behavioral (OCB) and cognitive (neutralization) compensatory mechanisms to rationalize their actions (Rajah and Lim,2011). Normative conflict, which fully mediates the connection between procedural justice and cyberloafing, is a predecessor to procedural justice (Lara,2009).

There is a correlation between the amount of time employees spend on social media at work and job performance (Charoensukmongkol,2014). Employees' job performance declines as their time spent cyberloafing increases, demonstrating that a long period of cyberloafing can result in employees completing tasks in less time (Bock and Ho,2009).

But cyberloafing isn't necessarily a terrible thing. Cyberloafing can assist people in reducing stress and burnout at work. Employees are not robots, they require rest. Higher productivity is the outcome of happier, more motivated employees who are more likely to put their all into their work. However, employees should limit their online time as the drawbacks could outweigh the benefits. Employees can also utilize their breaks to gain new and innovative insights or ideas (cyberloafing), which they can then put to use on tasks relevant to their jobs. Sadly, many companies are not aware of the advantages of cyberloafing (Koay and Soh,2018). Cyberloafing and productivity go hand in hand. Workplace Internet Leisure Browsing (WILB) is a nice term that many authors use in place of the negative term "cyberloafing". According to Coker (2011), those who are involved in WILB are more productive than those who are not. Employers should allow occasional cyberloafing to help employees cope with work stress. Managers should also combat stressful workplace conditions (for example, aggression) that encourage cyberloafing. Through cyberloafing, employees can take a mental break from their jobs (Andel et al.,2019). According to Lim and Chen (2012), 75% of respondents concurred that "cyberloafing makes work more fascinating" and 57% claimed that it helped them overcome both practical and individualized challenges. Additionally, 52% of respondents concurred that "cyberloafing makes them a more productive and intriguing worker," and 49% claimed it aids in problem-solving at the office.

Self-efficacy and Cyberloafing

An individual's self-efficacy is their confidence in their capacity to achieve in a certain circumstance (Bandura, 1995). The ability to believe in one's own abilities, particularly the capacity to solve issues and effectively accomplish a task, is known as self-efficacy (Akhtar, 2008).

Surfing and other recreational activities are associated with creative performance to a certain extent, depending on self-efficacy. Self-assured individuals who produce creative work may reject external control (Harrison and Wagner, 2015), even hobbies like surfing, as a source of creativity. In accordance with this study, Madjar et al., (2002) discovered that individuals with low creative quotients are more likely to react favorably to encouragement from family or friends than individuals with high creative quotients. Internal workplace assistance, on the other hand, gives a greater reaction for highly creative people. People are more prone to rely on internal rather than external assistance if they believe they are innovative (Sawitri and Mayasari,2017). The phrases self and efficacy make up self-efficacy. Self is a person's identity, whereas efficacy is their capacity to have an impact (Zulkosky,2009). According to Baron and Byrne (2000), self-efficacy is a person's opinion of his or her own competence to finish a task, accomplish a goal, or produce something. Self-efficacy, according to Feist and Feist (2002), is people's perception that they can manage their job in a given situation (In Astrid, 2009).

The four primary sources of self-efficacy beliefs, according to Bandura (1997), are as follows:

1. Mastery experience

2. Vicarious experience

3. Verbal persuasion

4. Emotional and physiological states

Mastery Experience

Mastery experiences are the main source of efficacy information because they provide the most accurate assessment of a person's capacity for success. Success increases a positive feeling about one's own abilities. Failures threaten to destroy it, especially if they occur before a strong sense of efficacy has been developed (Bandura, 1997).

Individuals build views about their abilities based on the outcomes of previous performances, which might be interpreted either way. As a result, mastery experiences are a good indicator of future success (Chen, 2007). The most essential source of efficacy knowledge is mastery experience, also known as enactive experience. The successful completion of one's tasks gives one mastery experience (Kwarteng, 2021). The process through which an individual acquires confidence from previous achievements is called Mastery Experience or Enactive Attainment. The more goals one achieves, the more confident he becomes, especially if the work ahead appears to be one, he has already completed (Zimmerman, 2000).

Our first hypothesis is built upon this concept that whether the outcomes of previous performance (using the internet for non-job-related activities at work) have an impact on cyberloafing or not.

H1: Mastery experience is positively related to the involvement of cyberloafing at work

Vicarious Experience

Observing people who are similar to oneself succeed via perseverance, by Bandura (1977), strengthens observers' beliefs that they are also capable of mastering the same activities to be successful.

Seeing others succeed by doing the required actions can lead to the belief that we can learn to do the same. It is the person's perception that he can achieve a goal based on what others have accomplished. When a person has a role model to look up to, his self-efficacy rises, especially if the admirer and the role model share similar characteristics. (Zimmerman, 2000). A person's self-worth might be influenced by the vicarious experiences provided by friends or social figures they view as equally capable and intellectual as themselves. They may think they are capable of doing the same things if they see others who resemble them succeeding at them.

Our second hypothesis aims to find out whether seeing others' successfully using the internet at work for non-work purposes has an impact on the involvement of cyberloafing or not.

H2: Vicarious experience is positively related to the involvement of cyberloafing at work

Verbal Persuasion

A person's sense of self-worth is affected by both encouragement and criticism of their abilities or performances (Redmond, 2010). People also form efficacy beliefs as a result of social influence or verbal judgments of their talents. Additional methods of improving someone's belief in their ability to succeed may be available through social/verbal persuasion. The beneficial influence that other people can have on a person's self-efficacy is referred to as verbal persuasion. Direct encouragement is one type of verbal persuasion. When a person receives encouragement from another, it motivates them to strive for mastery, partly out of a desire to please the encourager (Zimmerman, 2000). Positive feedback from influential members is a reliable source of increasing and reinforcing confidence (Usher and Pajares, 2006).

Our third hypothesis is based on the concept of whether direct encouragement from peers/colleagues has an impact on cyberloafing-related activities or not.

H3 Verbal persuasion is positively related to the involvement of cyberloafing at work

Physiological and Emotional States

According to Bandura (1977), the perception and interpretation of emotional and physical reactions are more significant than the actual intensity of the emotional and physical reactions themselves. People with high self-efficacy are more likely to view emotional stimulation as an energy facilitator of performance than people with low self-efficacy, who view it as a debilitating factor. One's self-efficacy is influenced by physiology, and how a person feels throughout an activity can have a positive or negative impact. If a person does a new task but has negative physical responses such as anxiety or shame as a result, those feelings may affect the person's motivation to try the task again. Self-efficacy is influenced by how a person analyzes those physical responses (Zimmerman, 2000). If a person trembles as a result of nervousness before doing a task but can overcome the trembling and complete the work effectively, the trembling will be seen as a normal non-debilitating response. Self-efficacy is developed through positive physical experiences related to an activity (Zimmerman, 2000). Our fourth hypothesis is built to analyze the relationship between an individual's emotional/physiological reactions and cyberloafing.

H4: Physiological/affective states are positively related to the involvement of cyberloafing at work

Figure 1: Types of self-efficacy

(Source: Bandura 1997)
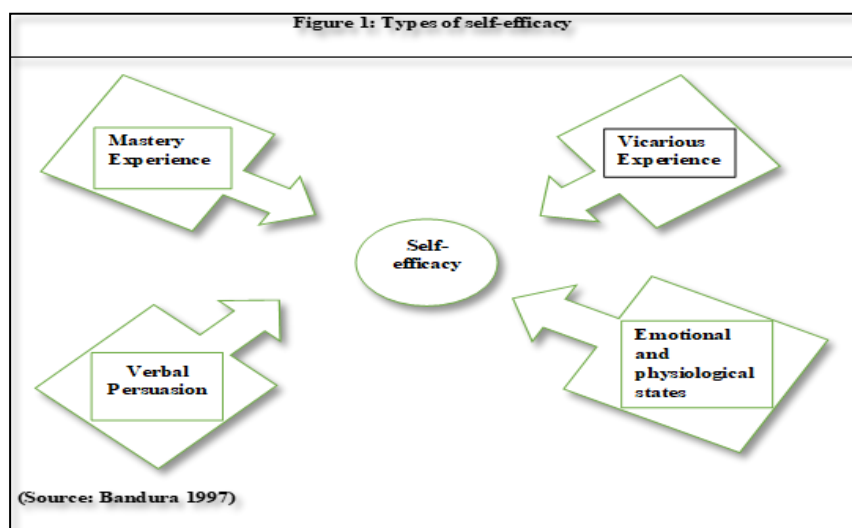
3. Conceptual and Theoretical Framework

In 1977, Stanford University professor and Canadian-American psychologist Albert Bandura developed the term "self-efficacy." The concept was initially presented by him as a personal evaluation of "how well one can execute the essential courses of action to deal with future events." The belief in one's capacity to complete particular activities successfully is known as self-efficacy. Albert Bandura's notion of self-efficacy has a big impact on motivation. The psychological notion of self-efficacy was developed from Albert Bandura's work. He mentioned a process that had a substantial impact on people's lives but had not been thoroughly characterized or explored up to that point. People's confidence in their capacity to shape the course of their own life served as this mechanism. According to Bandura, an individual's perceived self-efficacy impacts their coping strategy, the amount of effort they will put out to reach their goals, and the length of time they will continue in doing so when faced with stress and obstacles.

Self-efficacy is a certain set of beliefs held by an individual that determines how successfully they can carry out a plan of action in potential situations (Bandura, 1977). In simpler terms, self-efficacy is the belief that one can succeed in a particular situation. According to Albert Bandura (1977), people interpret data from four major sources of influence to construct their self-efficacy beliefs. Self-efficacy theory by Bandura states that people are more likely to participate in activities if they feel competent in them. It is expected that people's beliefs about their abilities influence both the kinds of settings

they enter and the coping mechanisms they employ if any. People tend to avoid situations they see as being outside of their control, but they engage in and carry out activities they believe they are capable of handling with assurance, according to Bandura (1981). The quantity of effort put forth and the degree of perseverance shown in the face of challenges are both indicators of how effectively expectations influence motivation. In situations that seem dangerous, strongly self-assured individuals are more likely to persist and work harder. Contrarily, those who struggle with self-doubt tend to reduce their efforts or give up completely, settling for mediocre or compromised results. The way that people perceive their skills affects both the way they think and feel as they anticipate and interact with the world.

The self-efficacy theory of Bandura and the concept of motivation go hand in hand since a person's beliefs serve as the foundation for his goals. Thus, a person's journey in many domains, including their professional, interpersonal, intellectual, and other relationships, can be explained by their level of self-efficacy. Self-efficacy correlates with higher intrinsic drive, more goal-oriented actions, increased confidence, and perseverance in finishing tasks. A certain amount of optimism about future success is supported by the self-efficacy theory of motivation. Beliefs about one's abilities might be high or low, negative or positive. Low self-efficacy makes a person more likely to doubt their skills, perceive failure in setbacks, and show unwillingness to persevere in difficult activities. A person with high self-efficacy, on the other hand, has faith in their abilities, views setbacks as opportunities for improvement, and perseveres in completing difficult tasks.
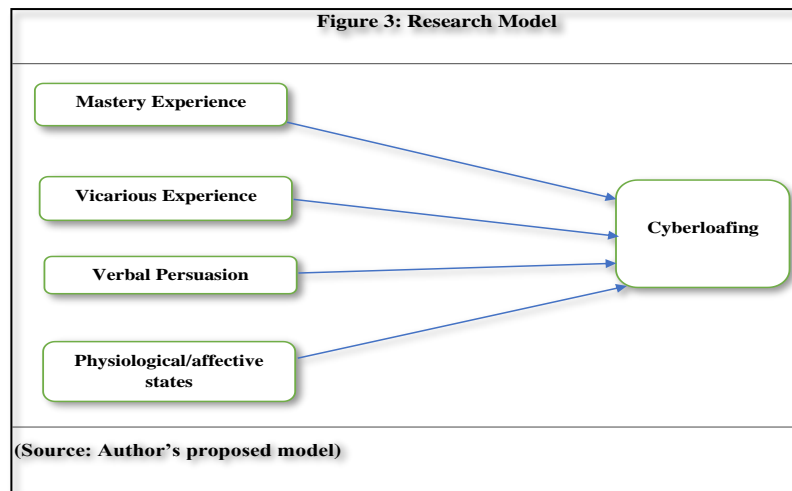
According to Bandura, the four primary sources of self-efficacy views are as follows:

- Mastery experiences

- Vicarious experiences

- Verbal persuasion

- Motional and physiological states

Figure 2: Sources of self-efficacy

(Source: Bandura 1997)
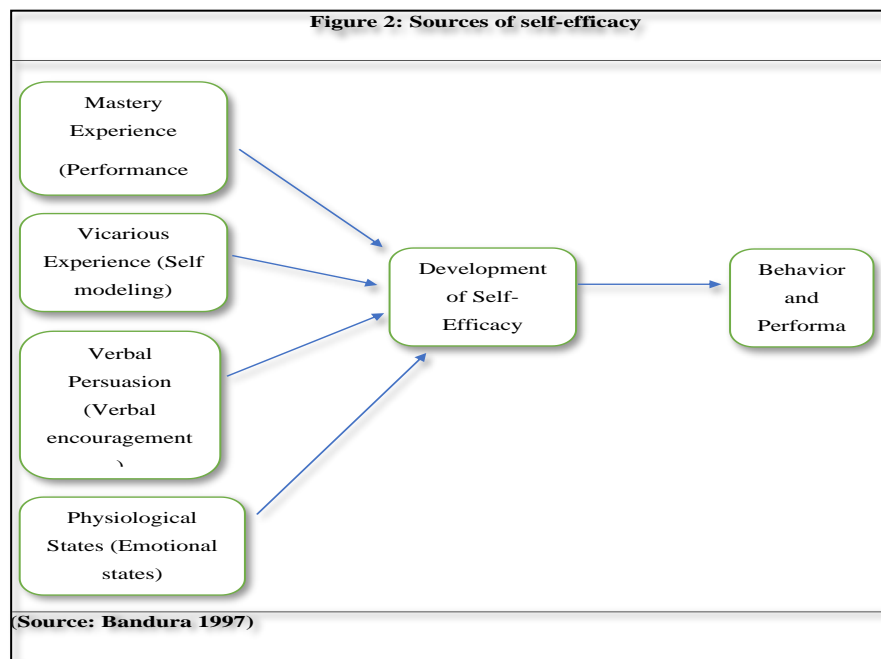
The experiences we get after overcoming a new difficulty are referred to as mastery experiences. Having a role model to follow and aspire to is, quite simply, having a vicarious experience. When we are exposed to positive role models who possess a healthy level of self-efficacy, we are more likely to internalize some of those optimistic beliefs about ourselves. The verbal persuasion element explains how our words might increase someone's sense of self-efficacy. It is also examined in terms of emotional and physiological states as to how context and overall well-being affect the development and maintenance of self-efficacy.

The main focus of this research is how self-efficacy and cyberloafing relate to one another. "Using company-provided email and the internet for purposes other than work while employed" is referred to as "cyberloafing" (Blanchard and Henle, 2008). The major goal of this paper is to examine how cyberloafing is impacted by the four components of self-efficacy-

Figure 3: Research Model

Mastery Experience

Vicarious Experience

Verbal Persuasion

Physiological/affective states

Cyberloafing

(Source: Author's proposed model)

4. Material and Methods

Participants

A total of 150 employees selected randomly from Bangladesh's service sector were given questionnaires to take part in the survey.

Research Method

I have used the quantitative research method for the study which helped to populate statistics from sample size to gain statistically valid results.

Data Collection Method

Primary data were the source of the information required for this quantitative analysis. With the aid of a Google Form, a survey method was used to collect the majority of the data. To collect data from 150 respondents in the Bangladeshi service industry, a self-administered survey was used. It seemed logical to choose the service industry because cyberloafing is commonly observed in jobs requiring long computer work hours. The research questionnaire had closed-ended questions utilizing the Likert scale approach with the options of strongly disagree, disagree, neutral, agree, and strongly agree. The independent variables in this study were the four types of self-efficacy: Mastery experiences, Vicarious experiences, Verbal persuasion, Emotional and physiological states, and the, dependent variable was cyberloafing.

Research design

A research design is a strategy on how to gather and interpret pertinent data, including techniques, sources, and ethical considerations. We could think of research design as a study's general direction.

Correlational Research Design

A correlational research design explores correlations between the variables while requiring the researcher not to alter or affect any of the variables. Research on correlation reveals the intensity and/or direction of a relationship between two or more variables. This study explores the connection between cyberloafing and the four types of self-efficacy.

Experimental Research Design

The relationship between a situation's cause and effect is established through experimental investigation. One can see how the independent variable impacts the dependent variable in a causal design like this. This study, for instance, looked at how four different types of self-efficacy affected cyberloafing.

Exploratory Research Design

Explanatory research is a method developed to look at events that have not been fully understood or previously explored. The factors that affect self-efficacy in cyberloafing have rarely been studied before.

Data Analysis

The demographic characteristics in this study were first investigated using frequency analysis. The descriptive-correlation approach was used to examine the relationships between the study's variables. Regression analysis was performed to validate the link between the dependent and independent variables using the cause-and-effect method.

Research Instrument

In addition to demographic information, a scale made up of 26 closed-ended and structured questionnaires based on numerous previous literature studies was used to conduct the research. The validity and reliability of the survey are examined using SPSS software.

Data analyzing tools, procedures

Google doc. form, Google Spreadsheet, SPSS software, and software from Microsoft Office such as Word for recording, analyzing, and editing the data were used to analyze the findings of this paper.

Ethical Procedures

In light of the situation during the pandemic, restrictions were put in place to ensure everyone's safety in collecting data. The respondents were allowed to give their approval before filling out the survey form. The Google form is also being updated to ensure that the phrasing is correct. The language and wording of the questionnaire were made as simple as possible for the respondents to grasp.

5. Results

Demographic Factors

Table 1 provides an examination of demographic factor frequency. These statistics show that 42.7% of participants are female, 57.3% are male, 51.3% are between the ages of 25 and 34, 48% are graduates, and 40% have experience ranging from 3-5 years.

Table 1: Descriptive statistics based on Demographic Factors

Gender	n	%
Male	86	57.3
Female	64	42.7
Total	150	100.0
Age	**n**	**%**
Less than 25	29	19.4
25-34	77	51.3
35-44	38	25.3
45-54	5	3.3
55 and above	1	0.7
Total	150	100.0
Years of experience	**n**	**%**
0-2	59	39.3
3-5	60	40
6-10	18	12
10 or more	13	8.7
Total	150	100.0
Education	**n**	**%**
Graduate	72	48
Undergraduate	13	8.7
Masters	65	43.3
Total	150	100.0

(Source: The study's data analysis)

Correlation Matrix

Here, the correlation analysis is performed to test the relationship between dependent and independent variables. The results are displayed in the table below:

Table 2: Correlation Matrix

		1	2	3	4	5
1.	**Cyberloafing**	-				
2.	**Mastery Experience**	.06	-			
3.	**Vicarious Experience**	.13	.57[**]	-		
4.	**Verbal Persuasion**	.25[**]	.51[**]	.44[**]	-	
5.	**Physiological/affective States**	.29[**]	.59[**]	.40[**]	.67[**]	-

Note: **. Correlation is significant at the 0.01 level (2-tailed).   **(Source: The study's data analysis)**

This correlation table shows that Cyberloafing is significantly correlated with verbal persuasion and physiological/affective states by 25% and 29%.

Regression Analysis

The use of regression analysis here is to determine the impact of mastery experience, vicarious experience, verbal persuasion, and physiological/affective states on cyberloafing. The results are shown in Table 3-

Table 3: Regression Analysis

Hypothesis	Regression Weights	Beta Coefficient	R^2	F	p-value	Hypothesis Supported
H1	ME→CL	.057	.004	.554	.458	Rejected
H2	VC→CL	.120	.016	2.453	.119	Rejected
H3	VP→CL	.220	.063	9.898	.002	Accepted
H4	PAS→CL	.317	.083	13.336	0.000	Accepted

Note: ME=Mastery Experience, VC=Vicarious Experience, SP=Verbal Persuasion, PAS=Physiological/affective States, CL=Cyberloafing

(Source: The study's data analysis)

H1, the first hypothesis investigates whether mastery experience has a substantial effect on cyberloafing. For testing hypothesis H1, the dependent variable CL(Cyberloafing) was regressed on the predictive variable ME (Mastery Experience). $F_{(1,148)} = .554$, $p>0.01$ in this case, indicating ME cannot significantly influence CL (b=.057, p>0.01). These findings refute the theory and reject the hypothesis.

H2, the second hypothesis investigates if CL (Cyberloafing) is positively correlated with VE (Vicarious Experience). With a value of $F_{(1,148)} = 2.453$, $p>0.01$, b=.120, the second hypothesis is also disproved in this situation.

H3, the third hypothesis examines if social influence has a favorable relationship to cyberloafing. CL (Cyberloafing) was regressed on VP (Verbal Persuasion), the predictive variable, to test the H3 hypothesis. $F_{(1,148)} = 9.898$, $p< 0.01$, indicating that VP strongly predicted CL and that VP can have a considerable influence on CL (b=.220, p<0.01). These findings point to the VP's beneficial association. In addition, $R^2=.063$ shows that the model accounts for 6.3% of the variance in CL.

H4, the fourth hypothesis examines whether PAS (Physiological/affective States) have a beneficial effect on CL. In this instance, the hypothesis is accepted with b=.317, p<0.01, and $f_{(1,148)} = 13.336$, p<.0.01. Additionally, $R^2=.083$ shows that the model accounts for 8.3% of the variance in CL.

6. Discussion

Given that cyberloafing is becoming more pervasive in the workplace, reduces employee productivity, and drives up costs for companies, organizational academics are more interested in understanding its roots (Conlin, 2000). Since the majority of the pertinent literature focuses on cyberloafing's detrimental impacts, managers should make efforts to minimize these effects by implementing procedures with regular monitoring (Henle et al., 2009). Numerous research has revealed a beneficial correlation between social and informational cyberloafing and creative behavior (Yogun, 2015; Van Doorn, 2011). According to these studies, cyberloafing should be viewed by managers as a break for workers to engage in creative thinking. According to Farooq and Tufail's 2019 study, cyberloafing and self-efficacy are directly related. Prasad et al. (2010) discovered a beneficial relationship between cyberloafing and self-efficacy. According to Askew (2012), people with low self-efficacy frequently have unreasonable beliefs about their capacity to be successful at work. Bandura, Barbaranelli, Caprara, and Pastorelli (1996) previously discussed how they have a lack of confidence and a fear of failing, which causes them to spend more time adjourning than focusing their energies on the necessary work. Few studies, however, have examined how different self-efficacy models Bandura presented have affected cyberloafing. The present study aimed to investigate how the four forms of self-efficacy affect cyberloafing in the service industry, including mastery experience, vicarious experience, verbal persuasion, and physiological/affective states. In that case, 150 participants responded. The participants in the questionnaire may underreport their cyberloafing activities because it is recognized as an unacceptable workplace behavior, but survey methodology is still one of the most reliable ways to quantify these variables.

The findings indicated that cyberloafing is not associated with mastery experience or vicarious experience. The tendency to use the internet for purposes other than work, such as e-mail sending and receiving and browsing the internet, looking at websites that aren't about jobs, perusing websites with general news, browsing websites that deal with amusement, visiting websites connected to sports, download material not connected to your job, seek employment, instant messaging, shop online and so on are not related to mastery experience or vicarious experience. A person may not necessarily engage in cyberloafing shortly even if they did it successfully before without any repercussion from senior management. Furthermore, observing that others successfully use the internet for non-job-related purposes at work does not compel one to follow the same path. Therefore, the current study finds no connection between cyberloafing and mastery experience or vicarious experience.

Support was obtained for Hypotheses 3 and 4, demonstrating that verbal persuasion and physiological/affective states are positively related to workplace cyberloafing practices. In the case of our H3, peer acceptance or disapproval directly affects whether or not employees use the internet at work for non-work-related purposes. There was a statement in the questionnaire "I don't use my organization's internet at work for purposes other than work since I heard from my peers that doing so has a negative effect on task performance"- with which the majority of the respondents agreed. Physiological/affective states were considered as a cyberloafing predictor in H4. The degree to which someone engages in cyberloafing at work might be significantly influenced by their mental and physiological states. If someone believes accessing a company's internet for personal use is unethical, they will refrain from doing so. Additionally, self-assured people who are creative may reject extraneous influences at work, such as engaging in recreational internet browsing.

4. Conclusion and Future Studies

Conclusion

This study looked into the connection between self-efficacy and cyberloafing. During the investigation into four different self-efficacy types, it was discovered that verbal persuasion and physiological/affective states resulted to be positively affected cyberloafing. Direct encouragement from peers, coworkers, or colleagues makes an individual involved in using the internet for nonwork-related work during working hours. An individual's use of the internet at work will also be influenced by his or her beliefs and/or affective states. This study's understanding of the self-efficacy elements influencing cyberloafing behavior favorably and adversely may be helpful to employees wanting to boost their performance and productivity. According to these results, top managers can benefit from our findings as well since they can use them to develop policies about internet access in the company that is much more precise and well-informed.

Research Limitations and Future Study

Adding more qualitative methodologies and modes of data inquiry can improve the validity and dependability of future research. If focus group discussions and one-on-one interviews were used along with quantitative methodologies, more insights would have likely emerged. The differences and complexity of cyberloafing attitudes and antecedents among private, and non-profit enterprises appear to be a study subject deserving of further research. Further study may focus on the effects of organizational structures, ownership, and/or management style on cyberloafing intents. To benchmark the results, the sample might be expanded. Future research can concentrate on the effects of smart mobile phones on cyberloafing, also known as mobile cyberloafing or M-loafing, in contrast to conventional forms of cyberloafing (laptops and desktop computers).

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