UNIVERSITETET I AGDER

**Cyberloafing While Working From Home:
Exploring the Conceptualisation,
Drivers and Implications**

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Preface

The University of Agder (UiA) offers a unique education system where collaborative work is essential in a globalised world. It was a great opportunity to join-writing a master thesis with an international student who has a different culture and nationality. We are two students from Norway and Indonesia working together on a master thesis on the topic of cyberloafing, one kind of deviant behaviour in the workplace. As a student as well as an employee, we are familiar with cyberloafing activities, especially since the Coronavirus Disease 2019 (Covid-19) pandemic. Since then, this behaviour seems more intense when everyone has to study and work from home. For this reason, in our master's thesis, we are interested in exploring further cyberloafing behaviour by trying to find other aspects in the new context of working from home.

Sustaining collaborative work and interpersonal harmony is highly essential for us to deal with any obstacles during this task. However, of course, we have encountered some constructive disagreement along the way to finishing this master thesis. Fortunately, with intensive guidance and mentoring from our supervisor, we finally finished this master thesis right before the expected delivery time. Thus, we would like to thank Professor Amandeep Dhir for having us as his students. He was always available for offline and online meetings, not only on the weekdays but also on the weekends. We feel gratitude as we learned something new in every meeting we had.

Thank you to the lecturers and administration staff at UiA Business School and Law, who assist us with many academic and administrative concerns. Particularly we thank Liv Bente Hannevik Friestad, study programme manager, and Anne Line Omsland, who have made this master's program journey during Covid-19 easy to follow. Finally, we would like to thank our loving, supporting family for their consistent encouragement during this process, and thanks to all our fellow students, together, we will have a fantastic future ahead of us!

B. Buntarangin, Fredrik Frantzen

May 2022, Kristiansand, Norway

Abstract

The world has changed massively after the Covid-19 pandemic outbreaks. The situation has made a significant impact on how people work all over the world. Mandatory working from home is one kind of remote work that has become an everyday norm. In this paper, we provide an integrated cyberloafing conceptual framework based on qualitative research to identify the different aspects to better understand contemporary cyberloafing drivers and outcomes in the context of working from home. This master thesis describes cyberloafing in working from home as a multidimensional concept with external incentives and internal impulses as its drivers. We analysed 480 response statements derived from 48 participants in open-ended essays with employees from various sectors in the United Kingdom and the United States using the Gioia content analysis method. Based on our analyses, we conceptualise important aspects of cyberloafing behaviour in work from home settings. The essential element driving cyberloafing behaviour in working from home is the work tasks factors, followed by the working environment factors and monitoring and restriction factors. Psychological reasons and instant gratifications are identified as internal impulses in this study. In addition, the study proposes personal and professional implications that have both potentially negative and positive impacts. Finally, the master thesis discusses theoretical and practical implications and future research directions.

Oppsummering

Verden har endret seg kraftig etter utbruddet av Covid-19 pandemien. Spesielt gjelder dette hvordan mennesker over hele verden arbeider. Bruken av hjemmekontor er ikke lenger et fjernt begrep, men derimot normen for veldig mange arbeidstakere. I denne masteroppgaven, vil vi legge frem et integrert *cyberloafing* rammeverk basert på en kvalitativ undersøkelse. Dette for å bedre identifisere forskjellige aspekter ved cyberloafing, slik som pådrivere og utfall i konteksten av hjemmekontor. Denne oppgaven beskriver cyberloafing i konteksten av hjemmekontor som et multidimensjonelt konsept med eksterne insentiver og interne impulser som sentrale drivere for økt cyberloafing-aktivitet blant ansatte. Oppgaven analyserer 480 åpne svars-besvarelser fra 48 respondenter fra ansatte i et bredt spekter av sektorer i Storbrittania og USA. Gioa metoden blir brukt til å analysere besvarelsene. Basert på våre resultater konseptualiserer vi viktige aspekter av cyberloafing-aktivitet. Essensielle drivere av cyberloafing er faktorer som: arbeidsoppgaver, arbeidsmiljø og overvåkning & begrensninger. Psykologiske årsaker og umiddelbar tilfredsstillelse, blir identifisert som sentrale interne impulser. I tillegg, vil oppgaven foreslå personlige og profesjonelle utfall av cyberloafing som vil ha både negative og positive og konsekvenser for både arbeider og arbeidsgiver. Avslutningsvis, vil denne masteroppgaven diskutere potensielle teoretiske og praktiske konsekvenser av resultatene lagt frem i denne oppgaven for både arbeidere og arbeidsgivere. Oppgaven avsluttes ved å legge frem forslag for fremtidige forskningsretninger.

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1. Introduction

In the spring of 2020, workplaces worldwide mandated work from home strategy due to government-imposed lockdowns and restrictions to prevent the spread of the Coronavirus Disease 2019 (Covid 19). Since then, it has drastically transformed how people work (Brynjolfsson, Horton, Ozimek, Rock, Sharma & TuYe, 2020). As a result, working from home has become the new norm; for instance, meetings were held online instead of face-to-face. Although recent pandemic recovery enables companies to conduct their businesses as in the pre-pandemic environment, major companies worldwide were reported to continue their work from home strategy and offer permanent remote work to their employees (Vasel, 2022; BBC, 2020).

The transition from office working to working from home was made possible by the vast development of digital infrastructure during the last few decades (Cazan, 2020). Technology and digitalisation are crucial for businesses that wish to succeed in the modern work environment. The Covid-19 pandemic becomes a testament that businesses succeed in a digitalised working implementation. Despite its benefits, research suggests this technology may also bolster employees' deviant work behaviour (Tandon, Kaur, Ruparel, Ul Ismal & Dhir, 2021). This behaviour is often referred to as *cyberloafing*, defined as any internet activities that an employee freely engages in during working hours for non-work-related activities and personal needs (Lim, 2002). The term has gained traction in line with the digitalization of the working environment, thus raising concerns among organisations and scholars about the implications of cyberloafing to work productivity (Tandon et al., 2021).

With the onset of the Covid-19 pandemic, to the best of our knowledge, understanding important aspects of cyberloafing behaviour in a work-from-home setting has not been undertaken by prior research. We argue that investigating this behaviour is critical given the rise of permanent remote working. Cyberloafing in work from home context may be puzzling and manifest in two possible directions. On the one hand, cyberloafing behaviour may reduce employees' productivity (Andreassen et al., 2014) larger than in office work because of a lack of monitoring from employers to employees. Unprecedented pandemic engenders little experience by both employers and employees for being ill-prepared to implement the working from home practice (Wang, Liu, Qian, & Parker, 2021). Therefore, employees' cyberloafing behaviour may be more severe in this setting than prior research has found. This behaviour may provide more detrimental impacts on employees,

such as reducing employees' productivity and efficiency, and therefore, harmful to employers (Farivar & Richardson, 2020; Khansa et al., 2018; Andreassen et al., 2014).

On the other hand, cyberloafing activities can help employees' work-related tasks, particularly in the Covid-19 pandemic situation. Recent studies suggest that the Covid-19 pandemic negatively influences employees' mental health. In addition, the changes in the work environment can affect both social interactions and job satisfaction (Bulińska-Stangrecka & Bagieńska, 2021; Tronco Hernández, Parente, Faghy, Roscoe & Maratos, 2021). In this work situation, employees may need to *switch off mentally* during work hours (Sonnentag & Bayer, 2005). Compared to working from the office, employees can "switch off" and have some breaks from work by walking from meeting to meeting, going for lunch, or having small talks with colleagues. However, these activities cannot be done at work from a home setting. As such, cyberloafing activities can help employees take a quick switch off to refresh their work and provide a coping mechanism (Andel, Kessler, Pindek, Kleinman, & Spector, 2019), thus increasing their performance and productivity (Zhong, Chen, Yan & Luo, 2022).

Due to the unprecedented Covid-19 pandemic, in this master thesis, we conduct an exploratory study to investigate employees' cyberloafing behaviour in the work-from-home context. We asked two important research questions, *RQ1: How is cyberloafing conceptualised in work from home setting?* and *RQ2: What are important aspects of cyberloafing behaviour in the work-from-home situation?* To answer our research questions, we developed open-ended essay questions in an explorative way to understand employees' cyberloafing behaviours in this context. For instance, we asked about different drivers, impulses, and incentives that influence employees to engage in cyberloafing while working from home. We collected data through Prolific—an online crowdsourcing platform, to provide a wide range of perspectives on cyberloafing behaviours. Prior behavioural studies in the business and management field have reported the increased use of Prolific as one of the reliable online platforms for crowdsourcing (Eyal, David, Andrew, Zak, & Ekaterina, 2021; Palan & Schitter, 2018). Our data in Prolific suggests that participants are from 20 different industries with 40 job profiles. Accordingly, we gathered 480 responses from 48 participants for content analysis. As we collected qualitative data, we analysed the data using Gioia thematic method (Gioia, Corley, & Hamilton, 2013).

Based on our analyses with the Gioia method, we provide a framework for cyberloafing in work from home context. Our framework consists of three parts: the conceptualisation of cyberloafing behaviours, antecedents, and implications. In the first part, we conceptualise a typology of

cyberloafing behaviour in work from home: the mechanism of cyberloafing, the type of devices involved in cyberloafing, and the type of cyberloafing activities. The second part classifies antecedents of cyberloafing behaviour in work-from-home settings as external incentives and internal impulses. The third part provides two main implications of this behaviour: professional and personal. Because we use a qualitative approach, we are able to capture the detrimental and beneficial implications of cyberloafing behaviour in the work-from-home context. Prior research mainly suggests that cyberloafing activities are either productive or counterproductive workplace behaviours (e.g., Andel et al., 2019; Andreassen, Torsheim, & Pallesen, 2014). We, therefore, contribute to the literature by providing both of these implications and cataloguing them as professional and personal implications.

Despite similar cyberloafing aspects in the work-from-home setting to prior cyberloafing studies, the setting of this study contributes to cyberloafing literature by providing unique insights. Specifically, the working environment at home, such as feeling more freedom, relaxed, and more acceptable, facilitates employees engaging in cyberloafing activities. Although companies perform mitigating controls to reduce this behaviour, for instance, placing a technical mechanism to monitor employees' home Wi-Fi, less monitoring and restriction from supervisors, colleagues, and the company are one of the major antecedents for more cyberloafing when working from home. Besides these external drivers, our results suggest that cyberloafing activities act as instant gratifications because employees need a coping mechanism while working from home. Mundane activities and online meetings, boredom, monotonous and repetitive work, unpleasant tasks, and long work durations were cited as the cause of cyberloafing. Furthermore, findings indicate that employees engaging in cyberloafing activities in this setting involve more major activities and devices. For example, they play video games or watch streaming movies during working hours, which are usually difficult to do when working at the office.

Professional and personal implications are identified in our framework, where the impacts are both detrimental and beneficial for employees and employers. Nevertheless, drawing from the antecedents and cyberloafing behaviours, overall findings indicate that employees engaging in this activity are mainly derived from work-related tasks assigned to them, contributing to their motivation to engage in cyberloafing activities with detrimental impacts on employees, ultimately, employers. We argue that this circumstance is conformable to victim precipitation theory which explains that the offender's crime against the victim is influenced by the victim's behaviour or characteristics (Petherick, 2017). Victim precipitation theory originates from the criminology field

and has gained more popularity in organisational science recently (Zhang, Bolino, & Yin, 2022; Al-Atwi, Cai, & Amankwah-Amoah, 2021; Dhanani, Main, & Pueschel, 2020; Kluemper, Mossholder, Ispas, Bing, Iliescu, & Ilie, 2019). We, therefore, posit and propose that this theory may be utilised to understand the employee-employer relationship in cyberloafing activities, particularly in future quantitative research.

This master thesis is organised as follows. After the introduction, Section 2 reviews the literature related to cyberloafing and remote working. In Section 3, we discuss our research methodology using a qualitative approach by utilising the Gioia method. Based on this methodology, we present our cyberloafing framework in the work-from-home context in Section 4 and discuss our findings in Section 5. Finally, Section 6 concludes.

2. Background literature

This section reviews cyberloafing and working from home literature from prior research and provides various perspectives on cyberloafing in general. Two major issues emerge from our assessment of the cyberloafing literature. First, cyberloafing is perceived as detrimental, and second, cyberloafing is perceived as a beneficial activity.

2.1 Cyberloafing

Cyberloafing is described as any internet activities that an employee freely engages in during working hours for their personal needs, such as e-mailing and browsing (Lim, 2002). The other similar terminology of cyberloafing is cyberslacking (Lavoie & Pychyl, 2001). Garrett & Danziger (2008a) define cyberslacking as an action that reflects deliberate misbehaviour at work using personal internet. Cyberloafing has been conceptualised as a similar behaviour as cyberslacking but using an organisation's internet (Lim, 2002). Even though there is a subtle distinction between cyberloafing and cyberslacking, in this master thesis, we use the term "cyberloafing" to refer to both terminologies as the term has been widely used by prior research (Tandon et al., 2021).

Due to the rise of work-from-home settings since the beginning of the Covid-19 pandemic, non-work-related activities during working hours (Lim, 2002) in this setting can be considered a cyberloafing activity. Prior research categorises two cyberloafing activities: major and minor (Henle and Blanchard, 2008). Minor cyberloafing activities refer to withdrawal and procrastination behaviours in the workplace (Lowe-Calverley & Grieve, 2017; Askew et al., 2019), for instance,

browsing, e-mailing, and online shopping. In contrast, major cyberloafing activities can be considered serious workplace deviance, that includes blogging, gambling, and adult site surfing. In terms of devices used for cyberloafing, research shows varied combinations of devices to loaf around at workplaces, such as office computers, personal laptops, smartphones, wireless internet provided at the office, and personal mobile internet (Batabyal & Bhal, 2020).

Prior studies document working-environment antecedents which influence employees engaging in detrimental cyberloafing activities. Agarwal & Avey (2020) suggest that abusive supervisors drive employees to conduct cyberloafing. Zoghbi-Manrique-de-Lara & Viera-Armas (2017) further support this notion and find that ethical leaders negatively impact cyberloafing, and corporate culture mediates this relationship. However, contrary to these previous findings, Garrett & Danziger (2008) suggest that workplace disaffection factors, such as stress and dissatisfaction, have no significant influence on the extent of cyberloafing activities like web surfing or personal email use during work.

Besides external factors, another line of research suggests individuals' internal motivation and personal traits are also significant contributors to cyberloafing behaviours. Garrett & Danziger (2008) suggest that employees' positive perceptions of the utility of the internet, routine use of computers, and job commitment are significant predictors of cyberloafing behaviour. In addition, O'Neill, Hambley & Chatellier (2014) find that personality traits like honesty and procrastination are important predictors of this behaviour. However, research also finds that work effectiveness mechanisms such as regular upward communication, self-management tactics, conscious socialisation efforts, and role conflict moderate this relationship (Varghese & Barber, 2017; O'Neill et al., 2014).

Concerns about cyberloafing activities were raised because they are assumed as counterproductive workplace behaviour and may have detrimental implications on professional and personal levels. For instance, Andreassen, Torsheim & Pallesen (2014) find that a form of cyberloafing activities like using online social network sites for personal purposes during working hours negatively impacts employees' self-reported work performance. Nevertheless, Kaptangil, Asan & Kinay (2021) find contrary evidence and suggest that cyberloafing has partially and relatively low impacts on job motivation and organisational identification. Furthermore, at the personal level, Wu, Mei, Liu & Ugrin (2020) show that social cyberloafing has negative implications on employees' fatigue and mental health.

Despite this harmful effect, research also shows that employees use cyberloafing as a workplace coping mechanism. Cyberloafing gives the employee a room to *switch off mentally* during work hours (Sonnentag & Bayer, 2005) and handle the stress they experience (Reizer, Galperin, Chavan, Behl & Pereira, 2022). Wu et al. (2020) corroborate these findings and find a positive relationship between cyberloafing and psychological detachment. Overall, these findings suggest that managers may consider allowing some degree of cyberloafing so that employees can better cope with work stress. Moreover, managers should directly target stressful workplace conditions (e.g., aggression) that serve as the impetus for cyberloafing behaviours (Andel, Kessler, Pindek, Kleinman & Spector, 2019).

In sum, prior cyberloafing research informs work-related drivers or antecedents that influence employees engaging in cyberloafing activities. With the work environment transitioning from office work to working from home, it remains a question of how employees conduct cyberloafing activities and whether some important aspects of cyberloafing remain the same in this new setting. Due to the unprecedented Covid-19 pandemic, only a few studies have been performed with regard to the pandemic. Zhong, Chen, Yan & Luo (2021) show an increase in the innovation performance of employees engaging in informational cyberloafing. Nonetheless, informational cyberloafing is different from entertainment cyberloafing. Informational cyberloafing can lead to employees learning new relevant information they can utilise in their work tasks, while entertainment cyberloafing is there to simply ease employees' minds and give them a break from work tasks. Therefore, it is important to explore and understand significant aspects of cyberloafing behaviour in a work-from-home setting, given the rise of permanent remote work from home. The section below will further discuss the literature on work from home settings.

2.2 Work from home

Working from home, also known as remote work or telecommuting, refers to the phenomenon of working outside office premises, often from one's home (Barrero et al., 2021; Olson & Primps 1984). This phenomenon started in the 1980s with the offspring of computers and the internet. The phenomenon was subsequently referred to as telecommuting and defined as the substitution of telecommunications for physical travel to work (Olson & Primps, 1984). In the mid to late 90s, the internet became widely adopted in public homes. Because of this technology, the opportunity of working from home is available to a much bigger group of organisations and employees (Felstead & Jewson, 2002). Despite the technological opportunities of remote work, the trend of working from home never became institutionalised in the pre-pandemic environment. A survey in the United

States shows that only 5 percent of Americans work from home in the pre-pandemic period. However, after the pandemic, approximately 22 percent of Americans (or around four times higher) are estimated to work remotely from their homes (Barrero et al., 2021). Major organisations worldwide were also reported to continue their work-from-home strategy and offer permanent remote work to their employees in the post-pandemic environment (Vasel, 2022; BBC, 2020). One key reason for this trend is that employees and organisations have invested large amounts in equipment and infrastructure to facilitate working from home (Barerro et al., 2021), simultaneously citing cost efficiency in the long run. Together, this suggests that work from home setting became the new norm and will continue to rise going forward.

The transition from office work to working from home changes employees' working environment and conditions. For instance, employees can have more flexibility in terms of working location, working hours and schedule, and working devices (Rupietta & Beckmann, 2018). For instance, working from home gives employees greater autonomy and freedom to use personal digital devices such as TVs, computers, and smartphones (Tandon et al., 2021). Previous research shows that employees with higher autonomy in the workplace will experience a stronger intrinsic motivation (Rupietta & Beckmann, 2018), whereas higher intrinsic motivation will lead to higher work performance (Cerasoli, Nicklin & Ford, 2018). Nonetheless, physical monitoring and supervision from organisations, supervisors, or colleagues may also be less and lacking in work from home setting, leading to employees misusing these flexibilities. Furthermore, working from home reduces the physical distinction between work and home, making it more difficult for employees to "log off" from work. As a result, employees may perceive longer hours working at home than at the office, and it may be more difficult to keep a healthy work-life balance in this setting (Guest, 2002). These challenges can be stressful for employees and lead to poor individual well-being and increased health risks (Sonnentag and Bayer, 2005). Thus, there is a need for psychological detachment and to switch off mentally during work hours (Wu et al., 2020). Accordingly, based on the above discussions regarding cyberloafing and working from home, we ask two research questions in this master thesis:

RQ1: How is cyberloafing conceptualised in work from home setting?

RQ2: What are important aspects of cyberloafing behaviour in the work-from-home situation?

3. Methodology

3.1 Research design

We employed a qualitative research design with two overarching goals in mind: first is to conceptualise and define cyberloafing in the working from home context as a multifaceted phenomenon; second is to identify the drivers of cyberloafing behaviour in work from home setting and its potential implications. The nature of our study is exploratory because of the novel context of cyberloafing phenomena in this master thesis, that is, the work from home setting.

To serve the purposes of this study as mentioned above, we developed a list of open-ended essay questions. The list is presented in Table 1, consisting of ten questions as a reflection of prior cyberloafing studies (e.g., Tandon et al., 2021). Open-ended essay questions are a common qualitative tool researchers use to understand better people's experiences and perspectives about events or any problematic behaviour. This study employed open-ended essay questions to better comprehend the various possible reasons employees conduct cyberloafing behaviour. These questions focus on cyberloafing concerns employees faced while working from home during the Covid-19 outbreak. In addition, we consulted with a prominent professor on cyberloafing research when developing the questions to ensure their reliability.

Table 1. List of the open-ended essay questions

No	Group	Questions
1	A1	What is cyberloafing and how do you define cyberloafing in a work from the home (WFH) situation? Please discuss in detail using suitable examples?
2	A2	According to you, what does cyberloafing consist of? What kind of activities in a WFH situation, you will refer to as cyberloafing?
3	A3	What makes you do cyberloafing in a WFH situation? What kind of cyberloafing do you usually do in a WFH situation? Kindly discuss it using suitable examples.
4	B1	Do you see any differences between cyberloafing behaviour when you work in an office compared to cyberloafing in a WFH situation? Please elaborate your answers using suitable examples and discuss them in detail.
5	B2	What are the different negative outcomes/implications of engaging in cyberloafing in a WFH situation? Kindly discuss it using suitable examples
6	B3	What are the different positive outcomes/implications of engaging in cyberloafing in a WFH situation? Kindly discuss it using suitable examples
7	C1	Did you experience any changes in your cyberloafing behaviour in work situations when you compare the pre-COVID and post-COVID times? Please elaborate your answers using suitable examples and discuss them in detail.
8	C2	According to you, what kind of specific work-related tasks or work routines influence (positively or negatively) the degree of cyberloafing in a WFH situation? Please elaborate your answers using suitable examples and discuss them in detail.
9	C3	What are those factors or situations which motivate you to abstain from cyberloafing in a WFH situation? Kindly elaborate your answers using suitable examples and discuss them in detail.
10	D1	Are there any other relevant issues related to cyberloafing in a WFH situation that you would like to share or discuss here? Kindly elaborate and use suitable examples.

Prior to distributing these questions, we verified them to the Norwegian Centre for Research Data (*Norsk Senter for Forskningsdata*/NSD) to ensure participants' data privacy protection. Based on their criterion, none of the data collected relates to an identified or identifiable individual. Thus, we can ascertain that the data obtained was anonymous and guaranteed that none of the participants' personal information was collected. The anonymity is also relevant in this study because we can obtain participants' honest responses considering that the nature of this study is related to deviant workplace behaviour, which can be a sensitive issue for some participants.

There are several methodologies in the qualitative research design study. Denny Gioia, Kathy Eisenhardt, and Ann Langley are three prominent scholars who produced methodologies for analysing qualitative data (Gehman et al., 2018). Different research conditions necessitate the application of different instruments and techniques. The Gioia method (Gioia, Corley, & Hamilton, 2013) is kind of the place to start when wishing to comprehend research participants' lived experiences in a certain phenomenon or behaviour (Gehman et al., 2018), such as cyberloafing.

3.2 Data collection and demographics

We gathered data using Prolific, an online platform for crowdsourcing, to present a variety of viewpoints on cyberloafing practices. Prior behavioural research in business and management has shown the rising usage of Prolific as one of the dependable online crowdsourcing platforms (Eyal et al., 2021; Palan & Schitter, 2018). We gathered 48 participants as of March 2022 from various industries, monthly salaries, job profiles, working experiences, educational backgrounds, ages, and gender (Table 2). Accordingly, we have a total of 480 statements to be further analysed using the Gioia thematic content analysis method (Gioia et al., 2013).

We used a purposive sampling strategy to recruit only adults between the ages of 25 and 50 who are familiar with the term cyberloafing problems or issues. We did so because of twofold. First, they are representative of the productive workforce that must engage in cyberloafing activities at work. Second, we warned potential participants that they can only join the study if they understand the term cyberloafing because not everyone understands the terminology, even if they have ever engaged in this deviant behaviour. Due to these reasons, their responses to the given question likely have a deeper level of comprehension.

Table 2. Complete descriptive statistics of study participants

| Partici-pants No	Gender	Age	Education	Working experience	Job profile	Monthly salary (average)	Industry
1	Female	36-40	University Post Graduate	16	Pipeline analytics	4800	Pharmaceuticals
2	Female	25-29	University Graduate	8	Accounts Assistant	2000	BITD
3	Female	30-35	PhD/doctoral degree	10	Civil servant	3900	Government
4	Female	30-35	University Graduate	13	Behaviour support	1400	Education
5	Female	30-35	University Post Graduate	15	Teacher	2500	Education
6	Female	25-29	University Graduate	7	Graphic Designer	2200	Charity
7	Female	30-35	High School	19	Clinical coder	1800	Nhs
8	Male	30-35	High School	16	civil servant	3200	civil service
9	Female	41-45	University Post Graduate	13	Solicitor	3333	Legal
10	Female	25-29	University Graduate	10	HR administrator	1900	Human Resources
11	Male	46-50	University Graduate	32	Middle Manager	5000	IT/Web
12	Male	36-40	College degree	20	ATCO	11500	Aviation
13	Male	36-40	University Graduate	20	Paraeducator	2000	Education
14	Female	25-29	University Graduate	10	Administrative Officer	2100	Education
15	Male	36-40	University Graduate	11	sales manager	2800	retail
16	Female	25-29	University Graduate	8	Biomedical Scientist	1500	Healthcare
17	Female	30-35	University Post Graduate	17	CBT therapist	2500	NHS
18	Male	46-50	University Post Graduate	25	Planner	1800	Manufacturing
19	Female	41-45	University Graduate	25	Teacher	3500	Education
20	Female	41-45	University Graduate	20	Manager	3000	Education
21	Male	25-29	University Graduate	7	Trainee accountant	2200	International development
22	Male	46-50	College degree	25	Rev Assurance Spc	2000	Telecoms
23	Female	41-45	University Post Graduate	26	Teacher	3430	Education
24	Female	46-50	University Post Graduate	24	Mng Inf Analyst	2200	Local Government
25	Male	41-45	University Post Graduate	25	Sen Finance Manager	8000	Information Technology
26	Male	25-29	University Graduate	6	Pensions administrator	2000	Pensions administration
27	Male	46-50	University Post Graduate	26	InfoSec Manager	8000	Banking
28	Female	30-35	University Post Graduate	15	Speech Therapist	2700	Education
29	Female	46-50	High School	32	Office administration	1500	Finance
30	Male	41-45	High School	28	HGV driver	2917	Bakery
31	Male	41-45	University Post Graduate	15	Lawyer	25000	Law
32	Male	30-35	University Post Graduate	4	Government Officer	1850	Local Government
33	Male	41-45	PhD/doctoral degree	23	University lecturer	60000	Education & Teaching
34	Female	25-29	University Graduate	7	Marketing Assistant	2500	Marketing
35	Male	30-35	University Graduate	11	Procurement manager	4000	NHS
36	Male	30-35	University Graduate	14	Data Analyst	2700	IT
37	Male	25-29	College degree	3	Accountant assistant	2200	Finance
38	Male	30-35	University Graduate	15	HR assistant	2100	Transport
39	Male	41-45	University Graduate	23	Sales Director	14000	Advertising
40	Female	36-40	University Graduate	18	Head of quality	5000	Education
41	Male	30-35	University Graduate	12	Librarian, Teacher	1700	Libraries
42	Female	41-45	University Graduate	21	Assistant manager	2100	Financial services
43	Male	25-29	High School	11	Scheduler	2166	Electric Vehicles
44	Female	36-40	University Graduate	21	Cust service manager	1500	Retail
45	Female	25-29	College degree	10	Assessor	2100	Civil service
46	Male	41-45	University Graduate	19	Engineer	4000	Aerospace
47	Male	41-45	University Graduate	24	Paraplanner	2300	Financial Advisory
48	Male	41-45	University Graduate	19	Gov legal worker	2600	Government

We administered the open-ended essay questions to our participants. Based on our recruitment of 48 participants, they consist of 23 females and 25 males (48 per cent and 52 per cent, respectively). Figure 1 presents the gender demographic of our participants. Additionally, our participants' education backgrounds range from high school to doctoral degree-level (Figure 2). The majority of our participants are university graduates (n = 25), followed by university post-graduates (n = 12), suggesting that our participants are well-educated and hence may respond to our open-ended questions in a more reliable fashion.
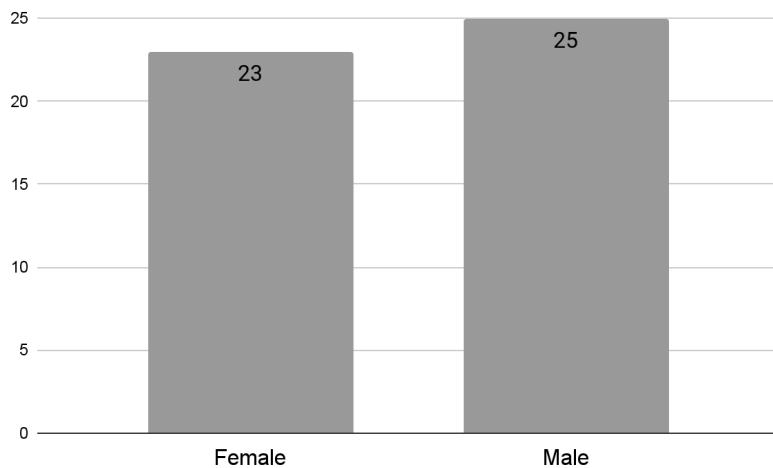
For gender balance equals 48 to 52 percent, 23 females and 25 males respectively

Figure 1. Sample characteristic: gender
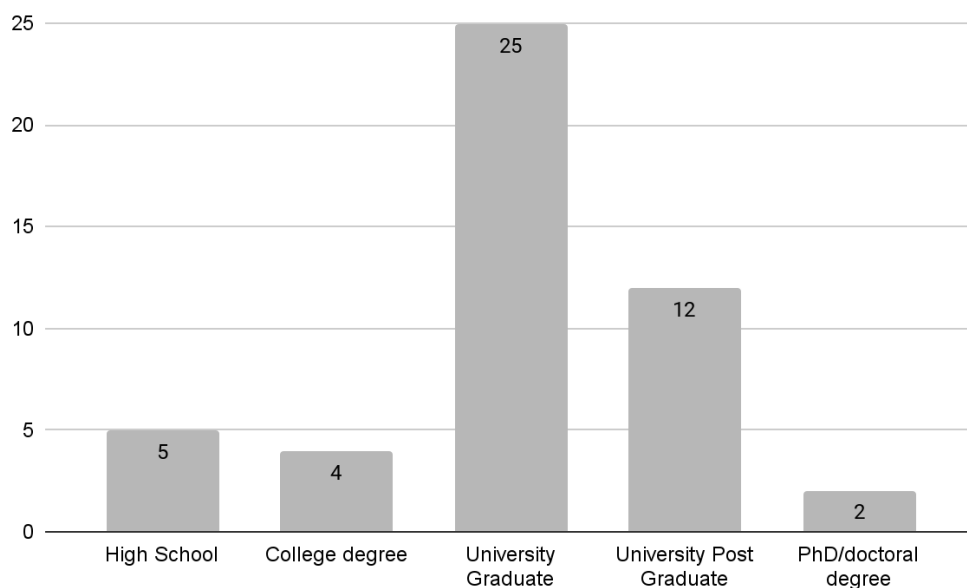
Figure 2. Sample characteristic: educational background

Figure 3 presents the demographic of our participants' industries we obtained from Prolific. Participants were from a wide range of around 20 different industries and 40 job profiles. This indicates that our data may be generalised in many sectors. We recruited participants from the United Kingdom and the United States with 16 years of average working experience. Most of them were in the education and teaching sector, followed by the governmental sector. Lastly, we subjectively classify age profiles, where 25-29 years are considered as young adults, 30-35 years as early adults, 36-40 as adults, 41-45 as middle age, and 46-50 years considered as a senior (see Figure 4).
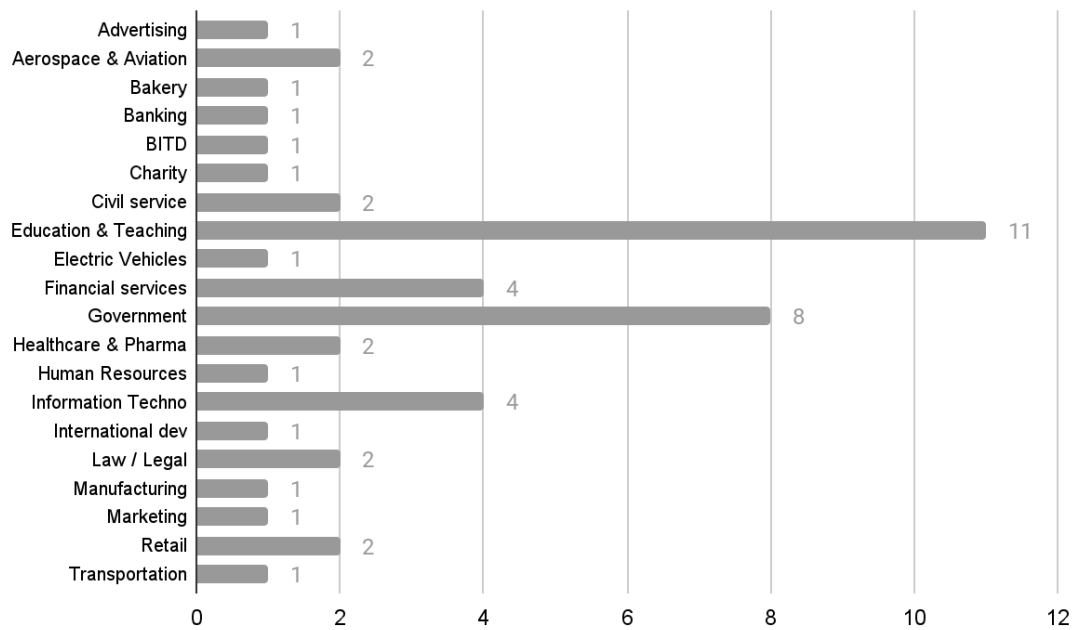
Figure 3. Sample characteristic: industry/sector
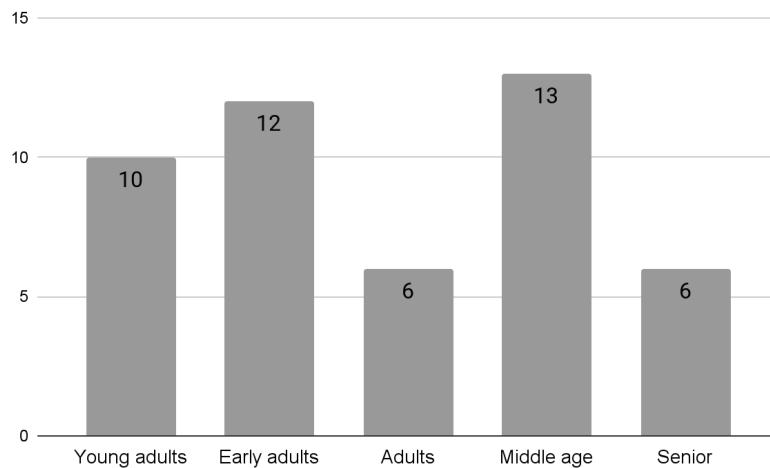
Age profile is based on a subjective classification, where 25-29 years = young adults, 30-35 years = early adults, 36-40 = adults, 41-45 = middle age, and 46-50 years = senior.

Figure 4. Sample characteristic: age

16

4. Results

4.1 Analysing the data

In this study, we manually analysed and codified each statement using the Gioia thematic content analysis method to conceptualise and characterise cyberloafing in work from home setting. We also comprehensively examined the findings from the previous study in an abductive fashion (Gioia et al., 2013). With this approach, we confidently analysed the topic of multiple back and forth feedback between what prior research said and the feedback answered by each participant in the open-ended essays. The intention was to discover the underlying dimensions and define cyberloafing specifically in working from home situations.

Every observation from every comment made by the participants from the open-ended questions was documented by two researchers (master students) and supervised by a prominent professor in cyberloafing research. With the Gioia method, the thematic analysis was carried out by extracting topics from the statements and categorising them according to acceptable parameters (Gioia et al., 2013). We used open coding to identify zero-order constructs, axial coding to identify first-order constructs, and selective coding from the axial code to identify the second-order constructs. And finally, we found our aggregate dimensions in the second-order constructs.

In the following section, we will discuss in detail examples of how we found our aggregate dimensions from the participants' statements by gradually analysing each statement and bringing it into zero-order and merging the similarities and separate differences into the first-order and the second-order (Gioia et al., 2013).

4.2 Open coding (zero-order)

In the zero-order analysis, we make an effort to stick as closely as possible to the terminology provided by the participants' essay responses. There was very little effort to condense categories, which is why the number of categories has a tendency to stay large at the beginning of the research. The 480 responses were accumulated from the 10 open-ended questions. Thus, every question contains 48 responses in accordance with the number of participants. We found ourselves experiencing what it is like to be lost at this point; as Corley and Gioia (2004) point out, "*You've got to be lost before you can get found*". However, after the first 48 responses, there might easily be anywhere from the second 48 to the third 48 zero-order categories that emerge. Here are some examples of how we codify the participant statement.

*'Cyberloafing to me is when someone works from home and uses forms of entertainment in the form of technology to **entertain themselves whilst they should be working**[1]. This could be in the form of **a tablet, mobile phone, pc or laptop**[2]. It would involve **watching media content, playing games, sending personal emails**[3] or perhaps watching a programme or film. Or using the internet for personal things, all in works time.'*

From the above response, we found at least three open codes for the zero-order as follows:

1. *...entertain themselves whilst they should be working.*
2. *...a tablet, mobile phone, pc or laptop.*
3. *...watching media content, playing games, sending personal emails...*

Similar responses we can also be found in the following participants:

*'When an person is cyberloafing, they are an employee that might work a normal office job that can work from home. But **while working from home they use the internet during working hours**[4] they're being paid for to do other things like **searching for non work related stuff**, **online shopping, watching videos online**[3] basically doing anything except working. They basically **pretend to do work while actually doing personal things in work time**[5].'*

From the above response, we can find open codes as follow:

3. *...searching for non-work related stuff, online shopping, watching videos online...*
4. *...while working from home they use the internet during working hours...*
5. *...pretend to do work while actually doing personal things in work time....*

At this point, the sheer number of term categories in the zero-order may still look very much. However, we had 1 similar aspect (number 3, type of activities) from 5 different aspects in those two participants' responses that can be merged. Furthermore, there was more detailed information about what type of activities and the devices involved we found in the group question A2 that can also be merged and subsequently reduce the term categories drastically.

'Cyberloafing can consist of any technology based non work related activity, such as browsing the Internet, going on social media sites or apps, online shopping, blogging, watching films, or playing games. Anything that can essentially be done on a smartphone, laptop or pc could be classed as cyberloafing.'

The above response is an example from a participant's statement in group question A2 that all responses are about cyberloafing activities employed during working from home. We then categorised more than a hundred terms in group questions A1 and A2 as well as the other similarity we found in the other group question into 4 major activities with what we found in Li and Chung (2006). For example, the participant's statement of *'...sending personal emails...'* categorised as informational activity type, '*...going on social media sites...'* as communicating with people (social)*, '...watching media content..'* meaning involve in leisure activity*,* and *'...playing games,...'* can be categorised into pursuing and satisfy the wants of the virtual-self (virtual) as our zero-code rather than type directly based the participant statement.

However, we tried to assign categories labels and kept the participant terminology as possible. For example, we kept '*computer system delay leads to cyberloaf', less cyberloafing because more busy in post-covid, stressful job no time for cyberloaf in pre-covid, have finished the task required (no other task to do), less pressures on projects much easier to abstain from cyberloafing* term phrases as participants stated as we found the other similar statements only in a different form of sentences. Table 3 demonstrates some comparison between the zero-code that we kept in the participant's original statements with our modified statement for simplification and better understanding of the emergent dimension we try to find.

Table 3. Open coding, finding the zero-order

Zero-order (kept in the participant original statement)	Modified statement	
	Original statements	New statements as the zero-order
zero-order D ● Computer system delay leads to cyberloaf ● Less cyberloafing because more busy in post-COVID ● Stressful job no time for cyberloaf in pre-COVID ● Have finished the task required (no other task to do) ● Less pressures on projects much easier to abstain from cyberloafing ● Enjoying the task, new projects, concerns about deadlines ● Doing interesting work and not too difficult to complete **zero-order E** ● More cyberloaf at WFH, more freedom. Need seen to be busy at WFO ● At home feels more acceptable environment, no one sees someone screen ● Longer working hours in WFH leads to do cyberloafing ● Home is not a usual working environment, more relax and personal time	● Doing online tasks that aren't to do with job in work time ● Act using other devices to do non work-related activities while work. Online meeting "look productive" by pretend working while mic/camera off ● Using a connected electronic device to use online services during working hours instead of working/whilst working ● Engaged using personal devices doing something else personally while working, pretend working ● Internet enabled work devices for personal things during work hours, pretending work but not relevant ● Using a connected electronic device to use online services during working hours instead of working/whilst working ● Use another tab while working or while unrelated conversation occur in online meeting ● Using different devices for non work related activities during working hours for personal reasons. ● Non work related tasks during work hours using personal device	**zero-order A** ● Involving online activities other than work activities ● Non-work activities without the knowledge of the employer ● Online network for personal online non-work activities ● Pretend working while engage in personal online non-work activities **zero-order B** ● Electronic devices for online personal non-work activities ● Other devices than work devices for online personal non-work activities ● Personal electronic devices for online personal non-work activities
zero-order F ● No colleagues or supervisors to monitor at WFH ● Less internet use in WFO because of restriction (use mobile instead) ● Fear of being seen inactive / appear offline ● Camera on and people can pay attention while WFHfear of being caught ● Organization have mechanisms in place to monitor your home Wi-Fi	Social media, sending personal emails, watching tv, playing games, browsing the internet, watching videos, gambling, cyber windows shopping, facebook, Snapchat, instagram, messenger, WhatsApp, watching tv online or videos, streaming, working on different business activity outside your usual job, talking to your family or friends online, youtube, Dailymotion, Reddit, read non-work related, playing online games, carrying out surveys that pay money, booking online MOT.	**zero-order C** ● Entertainment or leisure related activities ● Pursue and satisfy the wants of the virtual-self ● Information related activities ● Social related activities

4.3 Axial coding (first-order)

Analysing zero-order by creating open-code from 480 participants' responses was probably the most time-consuming in the coding process. However, we were then able to define our first-order much faster as we probably have accumulated our knowledge from the similarity and different terms we found in the zero-order and from the more literature we obtained. In this stage, when determining the first-order, we realised that we were in the domain of theory, examining if the developing patterns indicate ideas that may help us characterise and understand the definition of cyberloafing behaviour.

In continuation of what we discovered in Table 3, we accumulated six zero-order. Since each order has similarities, we then merge any likeness and form it into our first-order construct. For example, zero-order A constructs a mechanism, zero-order B draws up the type of devices used, and zero-order C is about the type of activities involved in cyberloafing behaviour in the work-from-home. Similarly, zero-order D assembles any work task factor that may initiate the behaviour, and zero-order E defines environmental factors in working space, as well as the zero-order F may refer to monitoring and restriction. Subsequently, 27 terms in zero-order A-F become six constructs in the first-order (see Table 4).

We tried to pay more attention to the emerging notions that lack suitable theoretical references in the literature, such as the working-from-home context. We also explore existing ideas that may stand out in the prior research, for example, from the working from office situation and brought up to the new area of working from home context, such as what and how the devices are used as well as what and how the activities performed differently. One of what we found was a tendency to shift behaviour from minor to major activities. We will discuss this finding further in the discussion section.

Table 4. List of possible first-order constructs derived from zero-order terms

Zero-order	First-order
A (4 terms)	Mechanism of cyberloafing
B (3 terms)	Type of device used
C (4 terms)	Type of activities
D (7 terms)	Work tasks factor
E (4 terms)	Working environment factor
F (5 terms)	Monitoring and restriction

4.4 Aggregate dimension (second-order) and the data structure

Finally, once a feasible collection of themes and concepts is available from the zero-order term and the first-order themes lead to saturation, we examine if the emerging first-order themes may be further distilled into second-order or what is called the aggregate dimensions (Gioia et al., 2013). At this stage, we may have a complete package foundation for constructing a data structure, as shown in Figure 5. The data structure not only enables us to construct our data into a comprehensible visualisation, but it also offers a graphical depiction of how we moved from raw data scattered in the participants' statements to keywords, topics, terms, themes, and dimensions we are looking for. As an illustration, Table 5 demonstrates six constructs that we have formed in the previous stage, and we can determine our second-order into two aggregate dimensions.

Table 5. List of possible first-order constructs derived from zero-order terms

Zero-order	First-order	Second-order (Aggregate dimension)
A	1 Mechanism of cyberloafing	Conceptualization of cyberloafing in working from home situation
B	2 Type of device used	
C	3 Type of activities	= Cyberloafing in WFH
D	4 Work tasks factor	Any external circumstance that encourages an individual to engage in cyberloafing.
E	5 Working environment factor	
F	6 Monitoring and restriction	= External incentive

This process as a whole is dynamic. If in this stage we discover a better configuration to enhance the constructs or the dimensions, we may still make revisions by removing or merging any similarities or differences within each order. Similarly, the data structure presented in Figure 5 may be still revised by input from external reviewers. However, in this master's thesis, we did not involve external reviewers that we acknowledged in our limitation of the study. We have made our best effort in coding and designing the data structure and framework for further discussion and a better understanding of the cyberloafing dimension in work from home settings. Finally, Table 6 presents the operational definition of the constructs derived from axial code (first-order) in Figure 5.
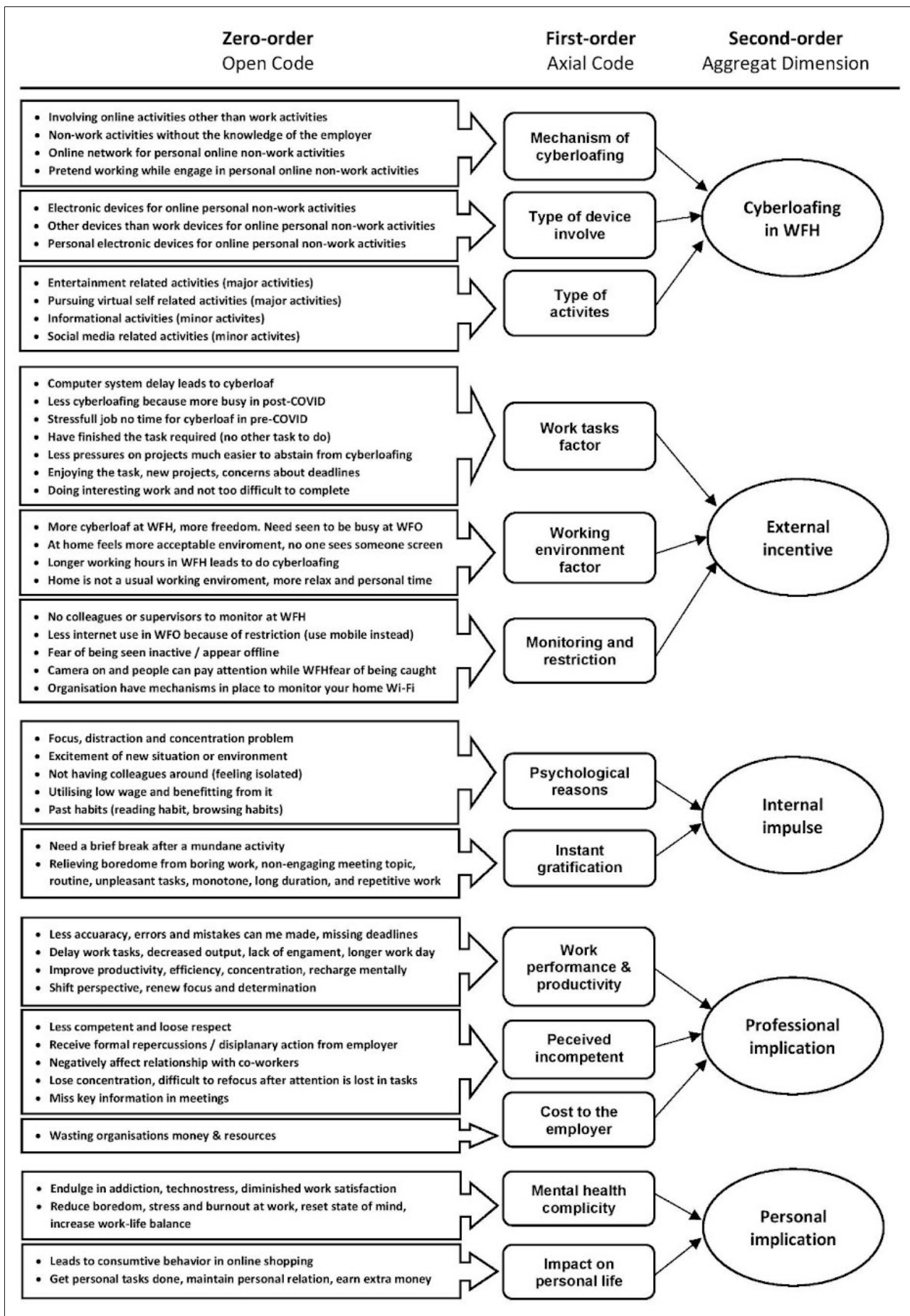
Figure 5. Data structure. The complete classification of zero-order, first-order, and second-order codes. Reproduced from Corley and Gioia (2004).

Table 6. Operational definition of the constructs derived from axial code (first order)

| Constructs	Operational definition	Literature
Mechanism of cyberloafing	Any online activities using electronic internet-enabled devices for personal intention during working hours normally done without the knowledge of the other stakeholder.	Lim, 2002
Type of devices	Involving the use of both employer-issued or personally owned devices.	Batabyal and Bhal, 2020
Type of activities	Social and informational purpose forms of activities are considered as minor activities, while leisure and virtual are reflected as major activities.	Henle and Blanchard, 2008; Li and Chung, 2006
Work tasks factor	How the different work and job characteristics, negative or positive, influence cyberloafing behaviour while working from home.	Alzghoul, 2021
Working environment factor	The work environment of working from home can be characterised as an environment with increased self-leadership and autonomy for the employer.	Galanti et. al. 2021; Barrero et. al. 2021
Monitoring and restriction	The use of electronic instruments or equipment such as radio, video, and computer systems to gather, store, analyse and report on the activities or performance of an individual or group.	Nebeker and Tatum, 1993
Psychological reasons	Including the big personality traits (extraversion, agreeableness, conscientiousness, neuroticism, and intellect/imagination) and other psychological variables (state of mind, workplace anomia, technostress, ability to hide, and deceive).	Andreassen et al., 2014; Kim et. al. 2016; O'Neill et.al. 2016; Becker et. al., 2022
Instant gratification	Employees may also participate in cyberloafing in order to obtain short-term gratifications, such as building a work-life balance, seeking amusement, enticements from social media, or alleviating boredom.	Jian, 2013; Lavoie and Pychyl, 2001; Batabyal and Bhal, 2020; Pindek et al., 2018
Work performance & productivity	Work performance can be explained as the performance level of her output on delegated work tasks. Performance can be high or low depending on numerous factors, including the degree and amount of cyberloafing being of them.	Askew, 2012; Andreassen, Torsheim and Pallesen, 2014; Sonnentag and Bayer, 200; Wu et.al., 2020
Perceived incompetent	Employees are expected by employers and co-workers to be working during working hours. Positive coworker relationships are built on trust and on the nation that employees work together as team players to reach a common goal.	Arciniega et.al. 2016; Simon, Judge, Halvorsen Ganepola, 2010; Hensel & Kacprzak, 2021
Cost to the employer	The fear of cyberloafing and its connection to the loss of productivity and lower employee work performance is because it can lead to economic losses for the company.	Andreassen et.al. 2014; Henle and Blanchard, 2008; Vivien and Thompson, 2005
Mental health complicity	Cyberloafing is a coping mechanism, for example, against boredom at work. However, it can also lead to employee mental fatigue.	Shani Pindek, Krajcevska and Spector, 2018; Wu et.al., 2020
Impact on personal life	Impact on personal life refers to the amount of effect cyberloafing has on an employee's personal life.	Guest, 2013; Vitak, Crouse and LaRose, 2011; Pindek et. al. 2018; Lim, 2002

4.5 Conceptual framework

The conceptual framework we presented demonstrates the dynamic relationships among the emergent concepts that describe or explain the cyberloafing phenomenon in the work from home setting, as well as all relevant data-to-theory connections. We then draw dynamic interrelationships among emergent 13 constructs and 5 aggregate dimensions we have prepared in the data structure (see Figure 6). By exploring the links between the emerging concepts and themes, our deep understanding of the data enables the potential of new relational discoveries that would not be obvious from just examining a data structure. This process is done to better determine that the dimensions included in the data structure are adequately represented in the framework and the relationship dynamics between these constructs are now made outspoken.
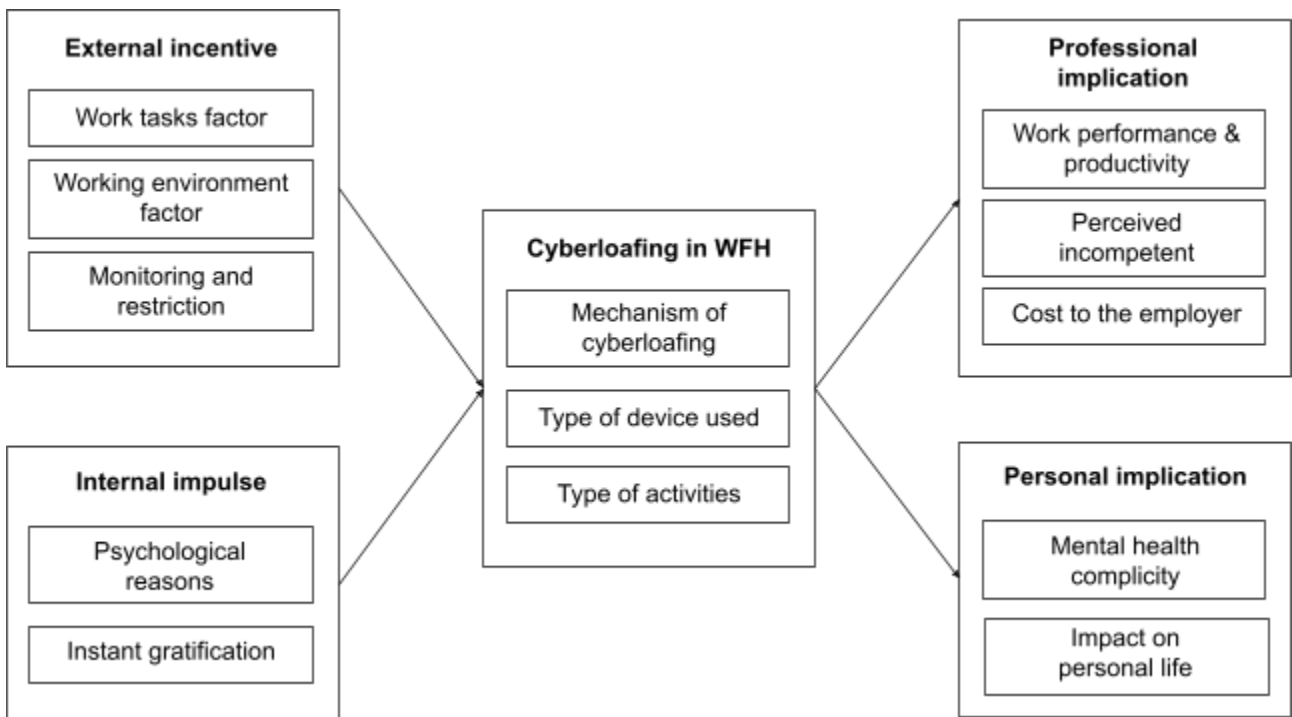
Figure 6. Conceptual framework. Cyberloafing in work from home context

Our framework consists of three components: conceptualization of cyberloafing, antecedents, and implications. We conceptualise a typology of cyberloafing behaviour in work from home, including the cyberloafing mechanism, the type of devices involved, and the types of cyberloafing activities. External incentives and internal impulses as the antecedents of cyberloafing behaviour in work-from-home settings. Finally, the professional and personal implications of this behaviour.

5. Discussion

5.1 Cyberloafing in WFH

The conceptualization of cyberloafing, especially in the context of working from home have three subcategories to consider: mechanism of cyberloafing, type of device involved, and type of activities.

5.1.1 Mechanism of cyberloafing

The mechanism of cyberloafing points to the implementation of how individuals do cyberloafing activities. The venture involves online activities (Lim, 2002), meaning it organises using an internet connection. Thus, any activities that do not use an internet network do not include cyberloafing, but merely ordinary loafing or termed non-internet loafing (Liberman et al., 2011). As mentioned in one of the open-ended essay responses, a government legal worker answered:

'Cyberloafing is the act of using internet through work or home use while working to engage in activities that do not contribute to the department, company or business and are a perceived drain on resources.'(Participant #48, male, age 41-45, government legal worker)

Additionally, most of the activities are done secretly or without the knowledge of the other stakeholder due to perceived negativity. The individual who does cyberloafing pretends working while, in reality, they do something else. Lastly, the type of activities they do is not related to their job as what they are assigned to based on the contract with their employer. Two of our participants mention these dimensions as follows:

'Cyberloafing is where an employee working from home and pretending to do work while either playing a game on a console or a game or browsing the web on another device.' (Participant #48, male, age 41-45, government legal worker)

'Essentially it is an employee taking advantage of working from home to undertake personal activities in work time knowing that they won't be spotted.' (Participant #36, male, age 30-35, data analyst)

5.1.2 Type of device involved

Batabyal & Bhal (2020) define cyberloafing as involving the use of both employer-issued and personal devices, in addition to other internet resources. One of our participants gave this definition of cyberloafing:

'Browsing the internet in a phone or laptop or electronic device whilst working'. (Participant #30, male, age 41-45, driver)

This definition involves both employer-issued and personal devices. In addition, another participant emphasises the use of employer-issued devices:

'Cyberloafing is the use by employees of internet and electronic resources provided by employers for non-work related purposes. This can be from online shopping to part-time jobs'. (Participant #33, male, age 41-45, university lecturer).

In the times of Covid-19 and home office environments, both personal and work devices are in close proximity to the employees' workstations. Physically removing personal devices from the work desk to help restrain cyberloafing is an observation remarked by one of our participants:

'...My phone being physically away from my desk - such as in my bed - meaning it is more effort to grab and check it for no reason. Plus my bed is behind me so my phone is 'out of sight, out of mind' compared it to being on my desk…'. (Participant #14, female, age 25-29, administrative Officer).

5.1.3 Type of Activities

Cyberloafing activities can be divided into two (Henle & Blanchard, 2008) and four categories (Li & Chung, 2006). Li & Chung (2006) classify cyberloafing activities based on their purpose: social, informational, leisure and to pursue and satisfy the desires of the virtual-self (virtual). As such, the classification given by Li & Chung (2006) overlaps with that proposed by Henle & Blanchard (2008). Social and informational purpose forms of activities are considered as minor activities by Henle & Blanchard's (2008) categorisation, while leisure and virtual are reflected as major activities. One of our participants put forward these examples of cyberloafing activities:

'I would categorise activities of cyberloafing as watching YouTube videos online, online shopping, googling anything that's not work related, Netflix and other videos, using social media to communicate with friends, using online communication tools or even WhatsApp and messaging tools that take the employee away from doing work, however cyberloafing is using the internet while working so maybe messaging doesn't come under it by terminology'. (Participant #10, female, age 25-29, HR administrator).

5.2 External incentive

External incentive is one kind of antecedent we propose in the qualitative method. We define it as any external factors mainly coming from the employers that have the potential to influence employee behaviour to engage in cyberloafing. External incentive comprises three elements: work tasks factor, working environment factor, and monitoring and restriction.

5.2.1 Work tasks factor

Work task factors refer to how the different work and job characteristics, negative or positive, influence cyberloafing behaviour while working from home. Elrehail, Rehman, Chadhry and Alzghoul (2021) look at this particular phenomenon; how job and work characteristics influence an employer's impulse to engage in cyberloafing. The findings show that job demands significantly increase work stress and cyberloafing behaviour. In addition, job stress increases cyberloafing behaviour, but work engagement reduces cyberloafing behaviour (Elrehail et al., 2021). One of our participants remarked when asked which situations or factors motivate to abstain from cyberloafing:

'For me it is when a deadline is up and coming. I will be driven by the fear of not meeting a deadline or upsetting someone. For example, recently I had a report with some analysis due to my manager and I did find that I was getting distracted with cyberloafing activities quite close up to the deadline. However, what kept me going was the thought of upsetting my manager or worse still facing some negative feedback in my up and coming annual performance review at the time.' (Participant #21, male, age 25-29, trainee accountant)

Regarding work engagement, an employee who feels strong ownership of his/her work task and output will be more likely to abstain from cyberloafing behaviour (Elrehail et al., 2021). This works as a strong motivating factor. One of our participants remarked:

'Definitely if I have tight deadlines it is very motivating. Also, if your salary depends on the amount and the quality of your performance, you are more likely to avoid any forms of cyberloafing. As an online teacher I have to be concentrated most of the time and lessons are really dynamic. Therefore, I do to have many chances to perform cyberloafing. However, during pandemic when I had to do some paper work I often spontaneously stopped work and started using internet for fun'. (Participant #41, male, age 30-35, librarian/teacher).

On the contrary, when an employee experiences the work task to be mundane and boring, and when they might even feel overqualified for the position they are in, they are more likely to induce in cyberloafing behaviour (Tandon et al., 2021). Being overqualified for a job can lead to the

employee feeling a mismatch between their time and effort and their work tasks (Tandon et al., 2021). This mismatch possibly decreases work engagement and work motivation. One of our Participants remarked:

'I would assume the more mundane of daily tasks would influence the majority of instances of cyberloafing throughout the United kingdom. things like work on spreadsheets or the return of non exciting forms to certain departments would influence a person in a WFH setting to do things other than work, on work devices. Alternatively, a person who has an intense piece of work to complete or something that is overly mentally stimulating may encourage an employee to take a break and use a work device to cyberloaf as a form of destress or relaxation'. (Participant #8, male, age 30-35, civil servant).

Pindek, Krajcevska & Spector (2018) investigate the relationship between employee boredom, work underload and the degree of cyberloafing behaviour. Work underload refers to the perceived amount of work in terms of volume, pace and difficulty (Pindek et al., 2018). Passive victim precipitation refers to the acknowledgement that the victim (employer) *behaves* in a way that tempts the perpetrator (employer) to commit harm against the victim (Petherick, 2017). It is the employer who is responsible for distributing work tasks, and if the employer fails to do this in the correct way, the employee can start to experience work underload. This in turn, can lead to employee boredom, which again leads to excessive cyberloafing (Pindek et al., 2018). One of our respondents refers to work underload as a reason for engaging in cyberloafing while working from home:
'Boredom. Having finished work and not wishing to start a new task or ask a superior for more work.' (Participant #36, male, age 30-35, procurement manager)

5.2.2 Work environment factor
The work environment, from working at the office to working from home, is very different. The Covid-19 pandemic drove an enormous amount of people to try out this new work environment. The work environment of working from home can be characterised as an environment with increased self-leadership and autonomy for the employer (Galanti et al., 2021). Recent research from Barrero, Bloom and Davis (2021) shows that Americans will increase the number of days spent at the home office after the pandemic ends. Subsequently, they put forward workers' self-reported findings that show them being more productive while working at home than on business premises. Despite these findings of an increase in productivity, most employers are not going all-in on letting workers work from home full time, and they mention concerns around innovation, culture and motivation as reasons to have employees come into the work premises most

days a week (Barrero et al., 2021). Previous findings show little about how the home environment affects the degree of cyberloafing compared to the workplace office. Most participants explain how the environment of the home office affects cyberloafing to a large extent. The most noticeable difference is the lack of direct and indirect surveillance while working from home. In addition, the work environment at home can tend to feel more relaxed than at business premises. One of our participants remarked:

'I think if a person was to cyberloaf in the work office, as opposed to WFH, they would be more inclined to try and be more discreet, they may turn a screen away from view, or dim the lighting on a work device so they can hide their activities. In contrast to this, A person who cyberloafs at home would be able to do as they wish, without fear of being physically caught in the act, so they would be more lax in what they do, when they do it and what they do'. (Participant #8, male, age 30-35, civil servant)

5.2.3 Monitoring and restriction

Working from home during the pandemic naturally led to physical meetings getting transitioned into online meetings. Online meetings can be done with or without video. Many of our participants refer to meeting characteristics as a decisive motivating factor when it comes to abstaining from cyberloafing. In accordance with Elrehail et al. (2021), low work engagement affects cyberloafing positively. One of our participants remarked how the engagement level of a meeting could influence the degree of cyberloafing:

'I am more likely to cyberloafing if I am in a meeting online with a lot of people where I am able to turn my camera off and don't have to fully engage in the conversation. I am less likely to cyberloaf in a one to one meeting. All cyberloafing has a negative impact on my work as I am not fully concentrating'. (Participant #40, female, age 36-40, head of quality).

Employees can also face monitoring and control strategies from their employer to restrict cyberloafing in the workplace (Tandon et al., 2021). Findings have shown that the presence of internet use policies and device monitoring can deter employees from engaging in cyberloafing (Tandon et al., 2021). However, strict monitoring and formal control policies can elicit negative consequences such as mistrusting and less motivated employees (Tandon et al., 2021). In the Indian context, Indiparambil (2017) finds that the negative effects of workplace monitoring often surpass the expected benefits of surveillance. When our participants were asked about the differences in

cyberloafing behaviour when working from home compared to working at the office, the subject of employer monitoring and control strategies was often mentioned.

The external factors of employee monitoring and restrictions can be suggested as related to the victim precipitation theory. Passive victim precipitation refers to the acknowledgement that the victim's (employer) characteristics are externalised in a way that tempts the perpetrator (employer) to commit harm against the victim (Petherick, 2017). If an employer has knowledge that employees might be engaging in excessive cyberloafing while working from home and does not use the technological opportunities they might have to supervise the employees, one could argue that the victim has the characteristics of being too soft and naive in a work from home situation.

 One of our participants remarked:

'The biggest difference is that it is easier to cyberloaf at home rather than in the office because at home no one can monitor what you are doing when you're using personal devices. In the office sometimes I can browse the internet/ do online shopping or listen to music but I can't do it very often because my boss would see me and sometimes I need to try and hide my screen and make sure no one is watching – so it's not very easy. At home, I can watch movies in the background whilst working, but I certainly would not be allowed to do this in the office'. (Participant #34, female, age 25-29, marketing assistant).

5.3 Internal impulse

Another antecedent is the expression of internal impulses. We determine this aggregate dimension as any factor of motivation that manifests itself from an internal impulse of the individual employee. This category includes two more sub-categories: psychological reasons and instant gratification.

5.3.1 Psychological reasons

There is a wide range of psychological and motivational factors found to influence employees' internal impulses to engage in cyberloafing. The temptation to cyberloafing at work can be demanding for workers, especially at the home office when there is no supervisor or coworker looking over your shoulder. Kim, Triana, Chung and Nahyon Oh (2016) explored how the personality trait of conscientiousness and emotional stability influence a worker's degree of cyberloafing. A conscientious employee is highly industrious and finds it important to keep things organised and in order. High emotional stability correlates negatively with the personality trait neuroticism (Kim et al., 2016). The findings of the study showed a negative correlation between

both conscientiousness and emotional stability to an employee's degree of cyberloafing (Kim et al., 2016). One of our participants remarked:

'I have some attention issues that may make me more susceptible to cyberloafing, as I cannot focus on a single thing for a long time, and maybe that aspect should be considered, too'. (Participant #9, female, age 41-45, solicitor).

This participant shares how his personality traits make it difficult not to cyberloafing during a work-from-home situation.

O'Neill et al. (2014) found a predictor of job satisfaction when working remotely in regards to the personality traits: conscientiousness, neuroticism and agreeableness. Adding to Kim et al.'s (2016) findings, O'Neill et al. (2014) found a negative relationship between high conscientiousness and agreeableness and job satisfaction while working from home. Neuroticism was found to have a negative relationship with job satisfaction while working from home (O'Neill et al., 2014). One of our participants elaborated his/her feelings toward cyberloafing during working from home. Internal impulses can be very hard to keep control of. The cyberloafing that comes as an effect of this can lead to guilt and negative psychological consequences for the employee:

'No I think I answered all my thoughts and feelings about cyberloafing and I answered honestly about what I've done in the last. I would say I'm not really proud of it and feel a bit of shame that cyberloafing is a thing really. I feel a tiny bit better knowing I used the time wisely in the end and progressed in my career because I did a good course'. (Participant #10, female, age 25-29, HR administrator).

Becker, Belkin, Tuskey and Controy (2022) define work-related loneliness as "...a negative feeling that arises when an employee perceives that there is a discrepancy between their desired and actual social connection with others from their workplace." Remote work and working from home lead to less direct social connection to one's employer and colleagues. Becker et al. (2022) found in their study that work-related loneliness had a detrimental relationship with emotional exhaustion and work-life-balance. Loneliness while working from home can be argued to be a direct effect of the mandates brought on to the employee by the employer. Victim precipitation theory can thus be said to be a way to describe the harm done to the employer by the employee. Without the mandatory work from home, the employee would feel less loneliness and less of a need to engage in

cyberloafing. One of our participants explained her relationship with loneliness while working from home and cyberloafing:

'I might get a bit bored or lonely or in need of a temporary distraction in order to regather my thoughts. I sometimes rearrange my working day to account for breaks like this and keep an eye on time 'wasted' in order to make it up in actually completing work tasks. To be honest, I very rarely do it, unless there's something I want to do at a particular time and that there is nothing urgent I have to attend to. I might take an online survey or pay particular attention to a news story'. (Participant #23, female, age 41-45, teacher).

Work from home situations during the Covid-19 pandemic provided employees from all over the world with completely new experiences. The new experiences and excitement of the new work situation can influence cyberloafing behaviour. Galanti, Guidetti, Mazzei, Zappala and Toscano (2021) investigated how the new experience of working from home impacted employees' productivity, work engagement and experience of stress. The results showed a positive relationship between a worker's increased self-leadership and autonomy to work-from-home productivity and engagement (Galanti et al., 2021). One of our participants elaborated how the new situation of work-from-home with increased autonomy and self-leadership affected their degree of cyberloafing:

'The working environment is more relaxed so you don't have someone from management watching over you and you can take little cyberloafing breaks as you often have more time to complete tasks when at home and you are responsible for managing workload so often have time between work tasks to check social media. I normally speak to friends on messenger and I browse Instagram and catch up on celebrity lives'. (Participant #5, female, age 30-35, teacher).

5.3.2 Instant gratification

Boredom during mundane and repetitive work-tasks is a common experience of employees in every sector of work. A way to get relief from negative feelings is to use the internet to look at entertainment and "time-wasting" sites. This type of cyberloafing is a way for employees to receive instant gratification during a boring moment (Lavoie & Pychyl, 2001). Social media has in recent times, become a great part of workers' professional lives. The enticement from social media to keep in contact with friends and family is always looming, especially so at the home office when a healthy work-life balance can be harder to maintain for employees (Batabyal & Bhal, 2020). Instant gratification from social media usage is very common, and one of our participants remarked:

'When I am working from home, sometimes I cyberloaf because I am bored when working or I am procrastinating because I don't feel like working and cyberloafing entertains me. I also cyberloaf because it is very easy, as no one can see what I am doing on my personal devices when I am at home. I cyberloaf by watching videos, movies, surfing the internet and online shopping on my mobile or personal laptop'. (Participant #34, female, age 25-29, marketing assistant).

5.4 Professional Implications

Professional implications of cyberloafing during work from home include three sub-categories: work performance and productivity, perceived incompetence and cost to the employer. Professional implications revolve around the direct consequences cyberloafing has to the workplace, employer, co-workers and work tasks.

5.4.1 Work performance & productivity

Work performance can be explained as the performance level of the workers' output on delegated work tasks. Performance can be high or low depending on numerous factors, including the degree and amount of cyberloafing being performed. Subsequently, worker productivity refers to the volume of output from a worker: Can a worker be able to sufficiently deliver on the output volume expected by the employer while cyberloafing during work hours? High performing employees are very important for a company. During the times of the Covid-19 pandemic, employers still needed to rely on their workers to perform at their best. Working at the office or working from home, employees should be expected to perform at satisfactory levels (Bloom Liang, Roberts & Ying, 2015).

The broad perspective of cyberloafing is that it is counterproductive behaviour in the workplace (Askew, 2012). Worker productivity and performance are some of the main reasons for concern amongst employers when it comes to the negative effects of cyberloafing (Andreassen, Torsheim & Pallesen, 2014). Time which is supposed to be used on work tasks gets instead used on non-related internet activities. Nevertheless, cyberloafing can also be seen to increase work performance in certain aspects. Workers who engage in cyberloafing in a constructive manner, can see an increase in performance and productivity because of increased creativity and gaining a refreshed mental state (Sonnentag & Bayer, 2005; Wu et al., 2020). A response received in our qualitative study was as follows:

'I think the main negative outcome of cyberloafing is that you are generally just less efficient. Whilst it may not massively impact a single piece of work, it will eventually add up that you have

accomplished much less work than you could have done. If you engage in things such as watching a movie whilst working, it can also massively hurt the quality of the work you do. Things such as typing are massively impacted and it is very common for people to type words that they hear whilst typing which can cause inaccuracies'. (Participant #26, male, age 25-29, pensions administrator)

Contrary to the negative effects raised by participant 26, participant #34 remarked cyberloafing as having a positive outcome on productivity and performance (Sonnentag & Bayer, 2005):

'The positive outcomes of cyberloafing in a WFH situation is that humans are not robots and cannot be productive constantly from 9-5. Especially because often we are dealing with things outside of our working lives, that can affect us mentally and physically and may affect our energy/ concentration/ motivation to work. Cyberloafing allows employees to take a break when they are feeling too tired to work where they can completely relax and take their mind of stresses at work. Once they have finished cyberloafing, employees will feel recharged and can get back to their work more efficiently'. (Participant #34, female, age 25-29, marketing assistant).

5.4.2 Perceived incompetence

The terms cyberloafing and cyberslacking refer to the activities of loafing or slacking. To be loafing and slacking around in the work environment can be described as unethical workplace behaviour (Arciniega et al., 2019). Employees are expected by employers and co-workers to be working during working hours. Positive coworker relationships are built on trust and on the nation that employees work together as team players to reach a common goal. Cyberloafing during online meetings can therefore hurt coworker relationships. (Simon, Judge, Halvorsen, & Ganepola, 2010). Perceived incompetence, in this case, cyberloafing, can also lead to formal reprimands from the employer (Hensel & Kacprzak, 2021).

Loss of concentration is a negative implication of cyberloafing. Restubog et al. (2011) found a negative relationship between an employee's degree of self-control and cyberloafing. O'Neill et al. (2014) explain that more employees may feel it less inappropriate to participate in non-work related activities when working from home because it can always be completed by making time in the evening. Even though this is likely to not happen as well. This means that the concentration lost from cyberloafing can be hard to regain after procrastination during work hours in the home office. One of our participants remarked:

'Cyberloafing often distracts the employee from completing work related tasks, which may mean that less work gets done and makes the department look bad. It has happened previously when a

colleague accidentally shared their screen during a call and you could see all the internet sites they were currently looking through while meant to be working. Also, an employer may be able to monitor internet usage and see that an employer is engaging in cyberloafing'. (Participant #35, male, age 30-35, procurement manager).

5.4.3 Cost to the employer

The fear of cyberloafing and its connection to the loss of productivity and lower employee work performance is because it can lead to economic losses for the company (Andreassen et al., 2014). Cyberloafing activities that are classified as major activities are less prevalent than minor activities. Major cyberloafing activities lead to higher economic costs to the company (Henle & Blanchard, 2008; Vivien & Thompson, 2005). Production deviance refers to the activity when employees actively depart from expected production/ work routines. Loafing that has costly consequences can also include non-internet activities like long-lunching and telephone chatting (Vivien & Thompson, 2005). This means that economic costs brought on by employee loafing are not a phenomenon that arrived in line with the spread of the personal internet. One of our participants refers to cyberloafing as bringing economic costs to his/her company by saying:

'The negative outcomes and implications of cyberloafing when working from home are that you're cheating your employer by not focusing on the task you are being paid to undertake. It means that you deliver less than you are capable of and could potentially face a disciplinary if your output is considered to be substandard. Ultimately you could be sacked. It also ingrains poor self-discipline'. (Participant #32, male, age 30-35, local government officer).

5.5 Personal implications

Personal implications of cyberloafing during work from home include two sub-categories: mental health implications and personal life implications. Personal implications involve both positive and negative implications that revolve around an employee's personal life outside the workplace.

5.5.1 Mental health complicity

Pindek et al. (2018) assert that cyberloafing is a coping mechanism against boredom at work. Boredom is a common consequence resulting from having a low workload. Boredom can also happen with monotone and uninteresting work tasks. Cyberloafing thus works as a temporary relief strategy for employees and can positively affect employees' mental health (van der Heijden, Schepers & Nijssen, 2012). One of our participants explained cyberloafing as a coping mechanism for boredom in this way:

'Well, it reduces the boredom, so there is some sort of positive as boredom would also make me rather unproductive. I have something that I have put off for a few days, and I busied myself with reading something and that helped me tackle it. No, it had nothing to do with work, but it reset my state of mind, and I thought, it's finally time to do it. It's almost like having a tea break'. (Participant #09, female, age 41-45, solicitor).

On the other hand, cyberloafing can also take its toll on an employee's mental health. (Wu et al., 2020) found that social cyberloafing leads to employee mental fatigue. Social interactions lead to fatigue by consuming employees' resources (Wu et al., 2020). One of our participants elaborated on how cyberloafing can lead to mental fatigue. In addition, the workday becomes unnecessarily longer:

'I find that I don't get my work done during office hours so it bleeds into my home life time. The working day can just spread out over the whole day and I feel like I achieve little both at home and at work'. (Participant #30, male, age 41-45, driver).

5.5.2 Impact on personal life

Personal life impacts refers to the amount of effect cyberloafing has on an employee's personal life. Work-life balance can be explained by the *spillover model.* This concept postulates that one world may either positively or negatively impact the other (Guest, 2013). Working from home can lead to work-life balance problems. Jian found that especially jobs with a high knowledge intensity could lead to problems regarding the use of the internet for personal online communication activities.

Cyberloafing while working from home gives employees the opportunity to maintain personal relationships and pursue personal tasks and opportunities (Tandon et al., 2022). Despite being a negative implication for the employer, the pursuit of doing personal tasks during work hours will be seen as a positive implication for the employee (Tandon et al., 2022). Online shopping is an example of a prevalent personal task done during work hours (Vitak, Crouse & LaRose, 2011).This is classified as a minor activity (Henle and Blanchard, 2008). One of our participants remarked:

'You feel more relaxed and are able to manage your workload from home. Cyberloafing can give you a brain break from working which might reduce stress if you have heavy projects to get through. You can get a chance to do some things during the day like check in on friends and family which you wouldn't do from work. You might be able to do some online shopping during the day and not on an evening'. (Participant #5, female, age 30-35, teacher).

Online shopping can turn into a compulsive and addictive behaviour (Rose & Dhandayudham, 2014). Boredom is a major cause of cyberloafing (Pindek et al., 2018), and online shopping is a common cyberloafing activity (Lim, 2002). One of our participants remarked:

'I think the only other related issue that I have already touched upon, is the fact that I am spending more money than I usually would. I find myself often browsing clothing websites, knowing that I can order things online and I will be home to receive deliveries, which I wouldn't have been if I'd been working in the office. I find that I spend a lot of time browsing different websites, and quite often see things which I decide to buy on the spur of the moment, and normally, had I been in the office, I wouldn't have had the time to spend so long browsing, and it is unlikely I would come across things to purchase'. (Participant #44, female, age 36-40, customer service manager).

6. Conclusion

This research adds to the cyberloafing literature by giving fresh insights on cyberloafing in the work-from-home scenario. To address the research questions posed by this master's thesis, we assimilated 480 statements from 48 participants through the Gioia method and developed a comprehensive data structure and framework. Our proposed framework is capable of capturing both the negative and positive implications of cyberloafing behaviour in the work-from-home context. Our results provide implications and future research direction for advancing the current body of knowledge. Employers and their representatives, such as managers, supervisors, and particularly the human resource department, may also utilise the findings to design ways to better manage employees' cyberloafing behaviour in working from home.

6.1 Theoretical implication

The findings of this study provide three important theoretical implications. Firstly, Tandon et al. (2021) remark that the majority of prior cyberloafing studies use quantitative survey methods. Although this method is important, especially for theory testing, the method cannot capture a comprehensive concept and aspects of cyberloafing behaviour that can be addressed with a qualitative approach. The current study, therefore, responds to this gap and uses a qualitative approach to understand important aspects of cyberloafing in a more comprehensive way. As such, this study provides a framework for cyberloafing in the work-from-home context that depicts comprehensively regarding antecedents, the conceptualisation of cyberloafing behaviour, and its implications. Secondly, using the qualitative approach, this study is able to apprehend both detrimental and beneficial implications of cyberloafing activities, in which prior quantitative research could only capture one-side implication. As a result, comprehenship understanding of both nature might offer new insights for future study.

Lastly, and simultaneously, this study contributes to the novel setting of work from home context. Prior to this research, the regular definition of cyberloafing described the activity as a behaviour using an organisation's internet and devices for personal needs (Lim, 2002). Prior research has predominantly been carried out in office environments and not in work from home settings. This master thesis puts the focus on the work from home setting, which leads us to redefine cyberloafing from a work from home setting. Cyberloafing while working from home seems to be different from regular cyberloafing in several aspects. The conceptualisation of cyberloafing is different. The type of devices seems to be more varied because private devices of all kinds are more easily available,

and the environment seems to be more exposed to the use of major cyberloafing activities. Lack of supervision and more autonomy while working from home seems to increase the temptation to engage in cyberloafing. The environment seems to promote more major types of cyberloafing with the employees using a broader range of devices. Lack of accountability to colleges and employers entices employees to engage in cyberloafing to a larger degree than in the office. Cyberloafing while working from home is a widespread activity among all types of workers, and employees see it as a normal workday activity and not such a serious deviant work activity as might previously be proposed. Working from home contexts is important because the change in the working environment influences employees' cyberloafing behaviour, and this setting will continue to be relevant in the post-pandemic environment.

6.2 Practical implication

Cyberloafing at home provides a number of different ways and mechanisms to engage in cyberloafing. The home environment includes both personal and work devices. The increased number of devices, in addition to increased autonomy, can make it harder for certain personality types to keep themselves from engaging in cyberloafing (Restuborg et al., 2014; Kim et al., 2016). Employers can thus beware of the case that not all personality types will handle and enjoy working from home and prepare accordingly. Our results show that the home environment makes major cyberloafing activities more within reach and easier to start engaging in. Certain employees have to be aware of trying not to indulge in major cyberloafing behaviour like heavy gambling and watching TV series, especially in working from home.

Employees who are experiencing work underload and boredom while working from home have a risk of engaging in increased amounts of cyberloafing (Pindek et al., 2018). A number of respondents remarked how having boring and mundane tasks led to increased cyberloafing. Being heavily engaged in interesting work, and having deadlines coming up, had the opposite effect. It will therefore be important for employers to keep employees engaged and stimulated if they wish to decrease the amount of cyberloafing among their employees.

Respondents remarks that the degree of monitoring and restrictions imposed on them by their employer affect their degree of cyberloafing while working from home. Work devices can be monitored in a way that restricts employees' access to certain websites, and they can also have the opportunity to record idle hours of workers (Tandon et al., 2021). If employers wish to reduce the amount of cyberloafing, this is a way to do it. Still, personal devices can not be monitored, and employees will, therefore, most likely find a way around the monitoring. Respondents also

mentioned that when cameras are turned off during video meetings and when they are included in low effort unrelated meetings, they will feel enticed to engage in cyberloafing. Employers and employees can take note of this and make a habit of keeping cameras on during meetings and being more restrictive in the meetings they accept.

Despite cyberloafing often being classified as a deviant work behaviour and that employees admit to engaging in this behaviour while working at home, our respondents remark that cyberloafing also can have positive effects. Cyberloafing can work as a way to relieve stress in a busy day-to-day life. The loneliness of working from home can be hard to handle for some employees. Minor cyberloafing can serve as a comfort mechanism to deal with this loneliness. Employers need to keep these positive implications in mind before thinking about imposing heavy restrictions.

The study results are not conclusive whether the professional and personal implications are positive or negative. While some might feel that a break from work with cyberloafing can make the worker recharge, refocus and then increase overall output, some are afraid that the time spent on cyberloafing will not lead to more efficient work. These results are in line with previous research. Some studies show how cyberloafing is detrimental to worker output (Tandon et al., 2021), while some show that a chance to zone out and refresh of mental state can lead to higher worker creativity and output (Sonnentag et al., 2020). As the findings in this study add to the uncertainty around this issue, it seems reasonable not to make any suggestions for practical implications regarding the issue of professional implications of cyberloafing.

We see from our survey results that our respondents feel personal guilt surrounding their cyberloafing behaviour. They feel guilt towards themselves, and they feel guilt and responsibility toward their coworkers and employer. As the consensus around the issue of cyberloafing is that it is deviant work behaviour, many workers will thus feel it is a way of cheating the company and coworkers they work with. Since cyberloafing is something nearly everyone does while working from home, employers can use this knowledge to work on implementing measures to take better care of their workers' mental health while working at the home office. Less monitoring and personal reliability, more worker autonomy, longer work hours and worse work-life balance are important antecedents found in this study to affect the relationship between working from home and cyberloafing. While there are practical measures employers can put in place to reduce excessive amounts of cyberloafing, it seems that cyberloafing must be said to be a natural part of working from home.

6.3 Limitations and future research directions

This research seeks to explore different cyberloafing elements in the setting of working from home by combining the scattered information presently available on cyberloafing behaviour among individual employees. This master's thesis attempts to redefine cyberloafing behaviour in working from home context as a multidimensional concept by identifying its drivers and impacts. Regardless of whether it has made significant contributions to contemporary issues, we acknowledge and discuss four limitations and recommend addressing these limitations in future research.

First, due to time limitations (approximately five months), we focus on merely one stakeholder, that is, employees, as our unit of analysis. Future studies are suggested to investigate a level-up degree of cyberloafing evaluation by including several organisational stakeholders, such as peer co-workers or subordinates (i.e. top management representatives and immediate supervisors); this is possibly conducted with dyadic studies (Tandon et al. 2022). The study can be done for example, first, between employees and peer co-workers, and second, between employees and their subordinates. Incorporating both employees and employers as the participants of the study can give rise to reconciling opposing perspectives on this research area.

Second, even though this study involved employees from various industries, the subject of this investigation were individual workers from merely two countries with similar cultures, the United Kingdom and the United States. Accordingly, interpreting the results of this study to different geographies and cultural situations should be made with care. Future research, therefore, can investigate cyberloafing behaviour in work from the home contexts in other country settings, such as in developing or Eastern countries, or other cultural settings such as collectivist societies.

Third, with the use of a qualitative methods approach, we captured dimensions which may not have been captured before in the literature. However, two master's students may be inadequate to produce a reliable analysis of a qualitative study even though validity may be still preserved through an abductive effort of back and forth from extended literature review and the participants' responses. Therefore, external examiners are necessitated in the study protocol to make the analyses and findings become more rigorous as we possibly missed capturing important aspects from the participants' statements.

Lastly, due to the nature of the qualitative approach, we are able to provide multiple aspects of cyberloafing behaviour in work from home settings. However, for generalizability purposes, the quantitative approach using the survey method may be more appropriate. Notably, our analyses

identify several possible behaviours of the employers that could affect the degree of cyberloafing amongst the employees while working from home. For instance, the degree of monitoring and restrictions put on the employees by the organisation can possibly affect the degree of cyberloafing. In addition, our results show that the characteristics of the work tasks imposed on the employees can affect the degree of cyberloafing. Boredom and immense workload have been shown to affect cyberloafing, and this is something that employees have direct influence over. In sum, participants of this study indicate that work-related tasks assigned to them by the employer contribute to their motivation to engage in cyberloafing activities with detrimental impacts on employees, ultimately, employers. As such, we argue that this echoes the victim precipitation theory which explains that the offender's crime against the victim is influenced by the victim's behaviour or characteristics. Figure 7 depicts the use of this theory in the cyberloafing context.
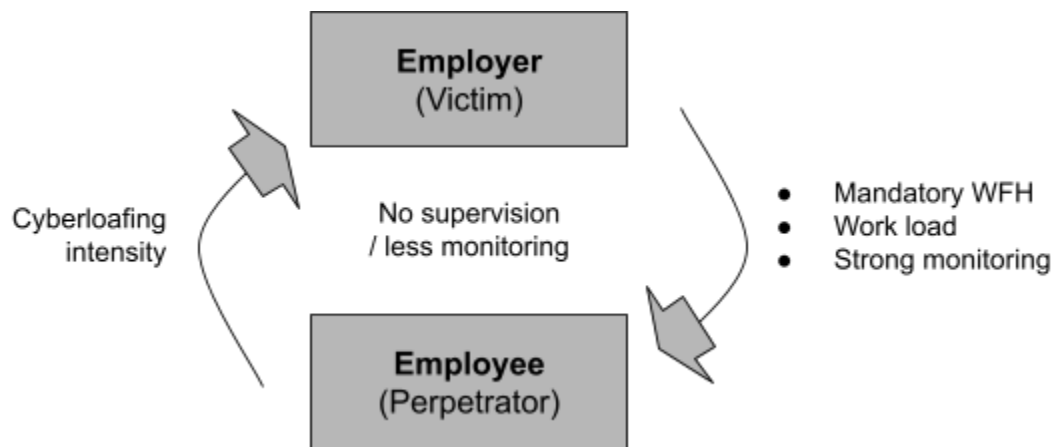
Figure 7. Victim precipitation theory in the relationship between employee and employer

Victim precipitation is a theory originating from the criminology field. It states that the victim's behaviour influences the offender's crime committed against the victim (Petherick, 2017). The theory is controversial because it discusses the victim's participation and tries to connect the victim's personality and actions to the wrongs done to them. The theory had grown a long way from its origins when Schafer in 1968 called it "functional responsibility" (Petherick, 2017). Functional responsibility sounds similar and is often misunderstood with the newer term called *victim blaming*. Victim blaming tends to put disproportionate responsibility on the victim and is often discussed in cases of rape (Van der Bruggen & Grubb, 2014). Victim blaming sounds more like the sentiment of the original ideas of victim precipitation theories which arose with Marvin Wolfgang over 60 years ago (Wolfgang, 1957). Victim precipitation theory today is not the same as victim-blaming because

it does not seek to put blame on the victim. Rather, the theory has evolved into a useful way of understanding the connection between the offender and victim so that preventive measures can be taken so that the harm can be prevented in the future.

As far as our understanding reaches, victim precipitation theory has yet to be discussed in the context of the theme of this master thesis. The most typical use case of victim precipitation theory is in the area of violent crime because violent aggression is often personal and targeted. (Petherick, 2017). If the crime is personal, it is natural to look at the acts and characteristics of the person being the victim. In the case of an organisation being the victim, it is not as personal as what a person-on-person crime would be, but the consensus of the research done on this phenomenon is clear that employees' cyberslacking is harming companies (Tandon et al., 2021). In this thesis, the employee working from home, therefore, becomes the aggressor, and the employer becomes the victim (Figure 7). In addition, victim precipitation theory can be helpful to use in this case because of how we understand the relationship between the employer and employee. Historically, the power dynamic between an employer and its employee has tilted strongly in favour of the employer. The employer has the role of the supervisor, and has the right to both command and reprimand its employees. The role of the employer acting as the supervisor over its employees has sometimes shown to be detrimental to the physiological well being of the workers being unfairly treated by their supervisors. (Tepper, Duffy, Henle & Lambert, 2006). With the shift from working at the office to working from home, this power dynamic has changed drastically at many companies. Employers cannot supervise the work habits of their employees to the same degree when they are working from home. After the start of the Covid-19 pandemic, this sudden worldwide equalisation of power between the employer and its employees makes this theory very relevant when discussing why employees engage in cyberloafing during office hours.

This thesis set forth to discuss a framework around cyberloafing while working from home during the Covid-19 pandemic. This framework discusses the antecedents and implications of cyberloafing in work from home situations. How do these themes relate to the theory of victim precipitation? This thesis classifies the employer as the victim and the employee as the perpetrator when engaging in cyberloafing (Figure 7). Cyberloafing is defined as deviant work behaviour; thus, the employee engaging in cyberloafing becomes the perpetrator (Tandon et al., 2021).

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Appendix

Table A. Response from participants regarding question A1

No	What is cyberloafing and how do you define cyberloafing in a work from the home (WFH) situation? Please discuss in detail using suitable examples?
1	Cyber loafing is using smart phone or other devices to do non work activities during working from home. Currently I am using my phone to answer this survey whilst in an online work meeting
2	Cyberloafing is using the internet during work time for reasons other than work related tasks such as for personal use. This could be personal online shopping or playing online games.
3	Cyber loafing is where you use a personal device to do non work related tasks during work hours eg watching films, browsing the internet, playing games.
4	Using other technology to go onto social media, shopping, watch videos whilst you are working from home or in an online work meeting.
5	Cuberloafing is using your mobile or another device to access content other that your work tasks during working hours. For example this could include browsing Facebook or talking with friends on Instagram or what's app instead of concentrating on work tasks.
6	Cyberloafing is doing online tasks that aren't to do with your job, during work time. It could be shopping, social media etc. It includes using the internet access and work resources and avoiding the work that needs to be done. This is without the knowledge of your employer knowing what you are doing.
7	Cyberloafing is when in a situation you are working from home, whilst working your are also on other devices ie a tablet, phone, laptop to watch videos, send personal emails or watch films and programmes, or play games.all done in work time.
8	it is a descriptive for people who use there internet enabled work devices to browse the internet for personal things or to pass time, during work hours. Essentially it is someone who is pretending to work or conducting searches that are not relevant to the job they are meant to be doing.
9	I define cyberloafing as doing stuff other than your work during work hours, that wouldn't really be quite acceptable to be done during your work hours. Booking an MOT online, browsing the internet, online shopping etc, when you feel that you are not being as productive at work.
10	When an person is cyberloafing, they are an employee that might work a normal office job that can work from home. But while working from home they use the internet during working hours they're being paid for to do other things like searching for non work related stuff, online shopping, watching videos online basically doing anything except working. They basically pretend to do work while actually doing personal things in work time
11	Cyberloafing is a modern term to define people skipping work tasks to use IT resources to to other things that are more to their interest. Examples could include watching youtube videos at work, or using non work websites, or even something as simple as chatting to people using chat applications. How much of this "personal activity" is frowned upon by the employer varies widely - I've seen use of things like telegram as a work chat app, which makes it remarkably easy to use for communicating with friends as well.
12	Utilising other means of interaction whilst occupied with primary task of WFH. This might be social media, or any other form of distraction which may or may not be covert.
13	I will often have another tab or two open while working, especially if I'm doing a Zoom meeting. If a conversation unrelated to my particular area is going on, I may be reading the news on the side. I must confess, I HAVE played video games in the background from time to time.
14	Doing something else on the internet whilst you are working, particularly if working from home. For example, browsing the internet/personal social media account on your mobile phone when working on a desktop or laptop.
15	using digital device to do unrelated activities than work responsibility while working from home.
16	Cyberloafing is the act of using other devices (mobile, laptop, tablet etc.) to do non work-related activities while on the clock for work and making it seem like you are carrying out work related activites. e.g. While working from home I can be in a meeting through teams, and be browsing the internet simultaneously without drawing suspicion because 1) I can have my mic/camera off so no one can see if I'm paying attention and 2) if required to have my camera on I can "look productive" by typing/browsing etc. under the guise of taking notes and finding clarifying details.
17	Cyberloafing is using different devices such as smartphones, laptops, tablets etc for non work related activities during working hours. This involves using the internet for personal reasons.
18	Using devices such as a phone, personal PC, tablet or gaming device to pass time whilst working from home. This practice would be frowned upon by employers as it is not a constructive use of paid employment time. Examples are watching films and tv shows, playing games and using social media sites.
19	When someone is using any form of technology to do activities which are not work related and whilst they are getting paid to work at their actual job.

20	Cyberloafing is being online but engaging in non work related activities. It is often done when procrastinating about starting work. Sometimes it is so it registers you are online so you look like you are working
21	I would define cyberloafing as using technology to periodically recharge and take breaks from working by doing things such as checking messages from friends, reading the news, watching or viewing some entertaining content online. maybe on Tik Tok for example. This would be during the working day. It can help recharge people but there is a fine line between recharging and dawdling.
22	Classic example is myself, whilst I have the laptop open and logged into all work related applications including MS Teams I find myself either engaged in using my phone to speak with someone or using the tablet to either watch TV or movies from time to time. I've a little script installed on my work device which will move the mouse every minute so that I appear online and available to assist anyone
23	Cyberloafing is when working from home an employee might, during working hours and working from home, be using different devices and technologies to engage in online activities during working hours. This might include being on social media or playing games or buying stuff online.
24	Letting manager/ colleagues believe that you are working when not doing so. Examples would be: use of social media during work time browsing internet for personal use. It may be hard to draw the line as to what constitutes cyber loafing - e.g. does a quick check of weather forecast or response to text message count?
25	This is where an employee would use different technologies (such as a smartphone or personal laptop) for personal activities. This could include (but is not limited to) doing online shopping, reacting to social media posts and to use it for activities such as online gambling.
26	Cyberloafing is the act of using a technology in a nonconductive manner to your job. Such as: answering a text on your mobile phone, checking football results, etc. It can also be doing things whilst working that inhibit your ability to work proplery whilst not necessarily distracting you from work entirely such as watching a television show.
27	Cyberloafing is using work equipment - laptops, tablets, smartphones, etc. - for personal use. For example, surfing the web, chatting with friends, installing apps and using them. Other examples might include doing online banking/managing finances, streaming videos, blogging, accessing social media, blogging and so on. Generally the person is doing something other than what they should do, but using internet-connected technology to do it. So, for example, going the garden when you should be working isn't cyberloafing,
28	Using the internet during paid working hours to do things unrelated to your job, for example using social media. When WFH, you might be accessing the internet on your phone or laptop while pretending to work remotely. I've seen examples of people moving their computer mouse regularly to make themselves appear 'online' to their colleagues/bosses, while they are really doing other things like online shopping.
29	Cyberloafing is using the internet and email in work hours for non work related activities. Examples of this include doing your food order, going on social media, gaming, sending personal emails, booking holidays, browsing around Christmas time for present ideas for friends and family, also searching for new jobs online
30	Browsing the internet in a phone or laptop or electronic device whilst working
31	It's where workers use work property to do things that are not work related, such as surfing the internet or calling friends, but pretending to work. Workplaces think it is a bad thing as it leads to lack of productivity, but I don't agree with this at all.
32	Cyberloafing is when employees who are working from home use IT technology for personal reasons when they are instead supposed to be working. An example of this is when an employee is logged on and is supposed to be focusing on work but they are busy on their mobile phone doing the weekly shopping order. Another example could be an employee who has dialled in to a conference call but who is actually browsing social media.
33	Cyberloafing is the use by employees of internet and electronic resources provided by employers for non-work related purposes. This can be from online shopping to part-time jobs.
34	Cyberloafing in WFH situation is when employees are working from home and use devices such as phones, personal laptops, etc to access the internet during working hours and use the internet for personal (i.e. non-work) use
35	Cyberloafing is when employees use the internet during work time to carry non work related tasks. For example, employees may read news websites, go on Facebook/Twitter or read forums. It is common when employees aren't busy and want to kill time while being online and giving the impression they are doing work tasks.
36	Cyberloafing refers to employees spending time doing non work activities during their work day, such as using their personal mobile phone, going on social media sites or apps, playing games etc. Essentially it is an employee taking advantage of working from home to undertake personal activities in work time knowing that they won't be spotted
37	When people / employees use The internet while they should be working from home I've done this on multiple occasions while on audio only phone calls etc I've been playing app games and shopping on Amazon
38	For me it's when I waste time on my phone doing things unrelated to work, but during my work time. I most often browse social media to waste time if I get bored at work. I also frequently use messaging apps during work time to message friends and family. Sometimes I also go shopping using my mobile.
39	Cyberloafing is basically using work time to undertake personal tasks and interests on the internet - e.g. shopping, social media, browsing websites etc. It is potentially costly for organisations as it takes employees away from core work activities and lowers productivity if it is excessive. It is very hard to track during work from home environments as there is nobody observing (apart from IT teams maybe tracking online behaviours)

40	Cyberloafing is carrying out personal online activities whilst working from home. Examples of this include personal admin like online banking, playing online games, online shopping or watching streaming content. This can often be as a multi-tasking activity alongside work. Other examples include checking personal emails, looking at social media and onl8ne gambling in slots or casino.
41	Cyberloafing is a term used for using internet at work for personal reasons. Basically, it means using the internet for personal reasons instead of doing work. It is especially tempting to perform 'cyberfloating' while working from home as often supervisors are not able to control us.
42	Cyber loafing is the use of internet or other forms of devices for personal use during work time. This may include internet shopping, looking at social media, surfing the internet, checking emails and gaming. As well as using the work laptop or desktop this may also be using the work mobile phone. This means that work is not carried out during this time
43	Using other devices whilst working from a laptop/desktop. E.g. browsing Daily Mail whilst also reading emails or on downtime on a call
44	Using personal devices for personal reasons during work hours while working from home. For example using a smartphone to go on social media, or a tablet to go on a shopping website
45	Using devices with internet access, spending time not working. Ie scrolling on social media, watching videos, online shipping. An example of this would be online clothes shopping on phone or tablet while in a virtual work meeting
46	Cyberloafing is using a connected electronic device to use online services during working hours instead of working/whilst working. I would categorise it as online behaviour which either prevents work or has a detrimental effect on productivity. Examples would be watching films/videos or internet shopping. I would not categorise streaming music or listening to a podcast whilst working as cyber loafing as it does not necessarily effect work performance. It is potentially easier to 'loaf' when working from home as no one is looking over a workers shoulder. However, if using a work computer connected remotely to a work network, internet traffic and productivity maybe monitored.
47	Cyberloafing is where an employee working from home and pretending to do work while either playing a game on a console or a game or browsing the web on another device
48	Cyber loafing is the act of using internet through work or home use while working to engage in activities that do not contribute to the department, company or business and are a precieved drain on resources. This could including posting on social media, shopping, watching YouTube or twitch streams. This could instead of call clients or chasing reports watching videos about Japanese culture on YouTube.

Table B. Response from participants regarding question A2

No	According to you, what does cyberloafing consists of? What kind of activities in a WFH situation, you will refer to as cyberloafing?
1	Non work activities. For example looking at social media platforms
2	Using the internet for unrelated work reasons, or sending personal emails
3	Cyber loafing is slacking off whilst working from home by playing games, watching tv, or browsing the internet whilst you should be working.
4	Social media, shopping, watching videos, playing games, gambling.
5	It consists of spending time on Facebook or Facebook messenger talking to friends, browsing videos and reels on Instagram, looking up other things such as clothes websites and offers on Facebook and using what's app to communicate with others. Using snap chat to send messages or photos.
6	Cyberloafing could include online shopping, gambling, talking to your family or friends online, working on different business activity outside your usual job, playing games, watching tv online or videos, streaming, using social media sites for example. It would be activities that are not allowed to be done during your work time. If this is for a few minutes or hours at a time.
7	Cyberloafing to me is when someone works from home and uses forms of entertainment in the form of technology to entertain themselves whilst they should be working. This could be in the form of a tablet, mobile phone, pc or laptop. It would involve watching media content, playing games, sending personal emails or perhaps watching a programme or film. Or using the internet for personal things, all in works time.
8	there are many ways a person can cyberloaf, ranging from sending personal emails during working hours, using sites such as youtube or dailymotion, or others like reddit to view videos or read non-work related things. other examples include playing online games using the works device, or updated the individuals social media status' or uploading photo's.
9	Any internet (cyber) activity that is not your work. Checking your social media. Ordering a new perfume. Booking an online MOT. Carrying out surveys that pay money.
10	I would categorise activities of cyberloafing as watching YouTube videos online, online shopping, googling anything that's not work related, Netflix and other videos, using social media to communicate with friends, using online communication tools or even WhatsApp and messaging tools that take the employee away from doing work, however cyberloafing is using the internet while working so maybe messaging doesn't come under it by terminology
11	It's a very broad and loose definition. WFH people can even have other devices (phones and computers) available that allow them to cyberloaf while not appearing to break company devices usage policy. Anything time waste-y I suppose - such as watching videos on youtube or netflix (or other streaming service) are likely to be the worst offenses. Though of course doing the same on a porn website is also possible.
12	Using Social Media, watching online content, gambling, online shopping, or anything else not limited to these things that is not the primary task intended.
13	Reading unrelated materials (online books, news), playing games, watching youtube videos on silent.
14	Browsing Facebook, Twitter or other social media on any electronic device whilst you are meant to be working; watching Youtube videos on another device that is not work related. Playing video games or another activity (if your work allows you to be away from a work computer; playing games on your mobile phone whilst you are meant to be working on your main device.
15	sending, receiving message, browsing web, watching movie
16	I would consider cyberloafing in a WFH situation a time where again, you are in a meeting/teams call etc and you are pretending that the things you are doing i.e. typing, browsing, etc. things that remove your attention from the call itself, are actually work related activites. I would also consider it cyberloafing if you logged on to your system, and began browsing/gaming/texting etc for a sustained amount of time at the expense of your work (as in, not during a set break time)
17	Looking at social media, online shopping, browsing the news, online gaming etc.
18	Watching TV online. Watching films. Playing games. Surfing social media sites.
19	When someone is not doing their pod emolument activities and using the internet for other activities such as online shopping, gaming or gambling
20	Reading the online news, scrolling social media, online shopping, playing games online
21	I would say that cyberloafing activities in a WFH situation could include a wide range of activities. For example, online shoppinig, consuming news content, consuming general / entertaining content, messaging friends on social media, posting on social media, gambling, making plans for non-work time e.g. booking restaurants. I believe social media is a large activity in terms of of cyberoafing for most people.
22	Watching TV/movies on a secondary device, gaming or just browsing the web when on company time either using provided devices or your own

23	Instead of or while being paid to engage only in work an employee might gamble, e-mail, watch films or tv programmes or go on social media instead. That is to say that they might be expected to be working but attention is instead on a game, an online auction or whatever else they might be doing.
24	Participation in an online chat which is not work related; Browsing a topic which is unrelated to work; Playing games on either a work or personal device; Use of social media such as Facebook for personal use; Watching online videos which are not relevant to work
25	I would think this includes personal online shopping, looking for jobs on social media sites such as LinkedIn, posts/reacting to posts on other social media sites, online gambling and browsing the internet for non-work related articles. Also, texting and calls on smartphones could be part of this.
26	Cyberloafing consists of anything where you are using technology for personal use, rather than for the benefit of your work. This includes things such as checking a sports result, reserving a table at a restaurant, making a personal phone call. Whilst it doesn't necessarily mean that you aren't getting work done, but rather inhibiting your own ability to work through the use of technology in a manner not intended by your work.
27	Using technology provided by your employee to undertake activities which you aren't paid for. For example. if you are researching something on the internet for work purposes (and it's something expected in your job) then this would NOT be cyberloafing. Whereas, if you were looking at the results of the match at the weekend (and there was no expectation that you would need to do this for work purposes) then this would be an example of cyberloafing. Anything which involves internet-connected technology used for non-work pupposes is likely to be classed as cyberloafing. exceptions may be illegal use (for example, for hacking, etc.)
28	Reading online articles for entertainment purposes or news, scrolling and posting on social media apps or sites, using the internet to play games, online shopping, chatting or communicating with friends about things outside of work, watching streaming services, running a business or doing a second online/at home job during your work hours. Doing these things outside of your allocated breaks would be considered cyberloafing.
29	It would be using my employers data so internet and email to do any non work related acitivity. Watching you tube videos not work related, playing on FIFA when you should be working, going on BBC news, catching up on my friends and family on instgram, looking on pinterest for ideas for my garden
30	Browsing Facebook, instagram, shopping, interacting online whilst working
31	Surfing the internet to look for clothes, reading twitter for fun, playing mobile games, using the work internet or mobile data to spend time on things that are not work related. you could be looking on facebook, the bbc website, forums etc.
32	Cyberloafing consists of browsing social media, shopping, listening to podcasts, watching a film, undertaking paid surveys, texting and emailing friends, and browsing news websites, all whilst an employee is supposed to be working. It consists of using IT equipment, such as mobile phone, tablets, laptops and desktop computers, for non-work purposes during working hours.
33	It is the use by employees of internet and electronic resources provided by their employer to things other than work. Examples could be online shopping or just internet browsing during work time, or, in my industry, use of research resources or data provided by univerisites for private gain, e.g. wiriting reports for external agencies.
34	Cyberloafing in a work from home situation can consist of using a phone, personal laptop, computer or other personal device to use the internet to watch videos, do online shopping, surf the web, watch movies or anything else on the internet that is done out of personal interest, i.e. not related in any way to work.
35	Cyberloafing consists on any non work related tasks. This includes reading forums, reading newspaper websites such as the Daily Mail, looking at social media websites, going on video websites such as YouTube or playing online games. Sending personal emails would also be an example of cyberloafing.
36	Cyberloafing can consist of any technology based non work related activity, such as browsing the Internet, going on social media sites or apps, online shopping, blogging, watching films, or playing games. Anything that can essentially be done on a smartphone, laptop or pc could be classed as cyberloafing
37	Playing any type of online video game mobile or console browsing social media or having a look at shopping sites like Amazon or eBay and even Tesco ect
38	For me, cyberloafing is anything done online that is not related to work, quite often it can be browsing social media, or shopping online. Also just general web browsing as well of stuff which is unrelated to work. Messaging using apps like whatsapp and facebook messenger during work time and for things not related to work would also count towards this.
39	Cyberloafing is the undertaking of non work-related online activity during work hours. WFH examples include personal emails, social media, personal online shopping, browsing internet sites for non work related activities, watching online movies, participating in online forums and so on. There will always be an element of people taking short breaks from work and inevitably spending that time online so cyberloafing can really be extrapolated to state that it is when these behaviours become excessive that it becomes a problem
40	I would refer to most online personal activity as cyberloafing. This includes online banking, checking personal emails, online gambling, watching videos or streaming content, online shopping, online auction sites and social media.
41	It is difficult to define it if we are working flexible hours as we often we are to decide when to take breaks. However, if our supervisor expects us to work from 9 am to 5 pm and take lunch break from 12 to 1 then using the internet for pleasure at e.g. 10 am should be

	considered as cyberfloating. It of course depends on the type of work we do and in specific agreements with our supervisors.
42	Cyber loafing means not carrying out work activities and instead doing personal activities during work time whilst working from home. These activities include reading and responding to personal emails, looking on social media such as Instagram and Facebook, playing online gaming and surfing or shopping on the internet. This is in place of working
43	Checking social media, browsing websites, online shopping
44	Using mobile phone to talk to friends, using a laptop or tablet to shop, go on social media, go in gambling sites, surf the Internet etc
45	Any internet use that is not for work purposes while be paid to work. This could vary from shopping to social media to filling out job applications for alternative employment. Can also be using games. Anything that uses internet and takes time or focus away from your work
46	As per my last detailed answer, it consists of online behaviour that is detrimental to completing work tasks. This includes, but is not limited to: online shopping, streaming films, streaming videos, using social media, online chat sites, internet dating/meet sites, online gaming, etc.
47	watching a video on youtube, sharing a meme with a friend or colleague, playing the playstation while pretending to work.
48	Doing non work related stuff on the internet that is no contributing to the health of the organisation or business. Checking the guardian website, reading Reddit posts, listening to music on YouTube. Ordering goods and services through Amazon. This could be done in the working hours on 9 to 5

Table C. Response from participants regarding question A3

No	What makes you do cyberloafing in a WFH situation? What kind of cyberloafing do you usually do in a WFH situation? Kindly discuss it using suitable examples.
1	I do surveys or social media watching. If I am bored with work
2	If I have finished the task required and there is no other task to do. Send personal emails - for example I run a volunteer group out of works time and this requires a lot of discussion and planning so I am sometimes discussing this. I may also browse for an outfit if it is nearly the weekend and I want something new to wear. Again this is when I have finished the task in work
3	I would play games during a boring meeting, or put the tv on whilst I'm working through something dull. I cyber loaf because I'm struggling to concentrate or work is boring.
4	When no work has been given to me or during a meeting where I can get away with it.
5	The working environment is more relaxed so you don't have someone from management watching over you and you can take little cyberloafing breaks as you often have more time to complete tasks when at home and you are responsible for managing workload so often have time between work tasks to check social media. I normally speak to friends on messenger and I browse Instagram and catch up on celebrity lives
6	I will sometimes take time away from tasks at work to go shopping including food shopping for things that I know I won't have time to do outside of work. I like to ensure I don't get too absorbed in tasks and take walks or go on social media and check personal emails. I Mainly shop, go on social media and watch videos.
7	I personally cyberloaf through boredom with my job. I also work from home on my own and it is nice to have the telly on in the background as company. I mainly watch tv series and look at Facebook, check my emails or watch a film. If I am really busy I will not do any of this. But in my current role I am rarely flat out or behind so I feel I have the time to do these things whilst ensuring I get my job done.
8	interestingly, i believe that when an individual starts to cyberloaf, it is because they have seen (or in the WFH scenario), had a colleague disclose to them that they have engaged in personal activity using a work device. Also, a prominent reason would probably be bordom, being that in the office a person would be expected to find work to do, at home, A person can do as they please as no one else can see them if they decide to cyberloaf. I think a person when WFH is also more inclined to mentally be distanced from work, as home is not a usual working enviroment, it is associated to relax and personal time, where a person does personal things!
9	Boredom, mainly. I do put in more hours than my contracted hours regularly, and I do not really work from home as often as I did in the previous months, so I guess I almost feel entitled to do it, as I do not get paid overtime. I do not have much time to sort out things like booking services etc, as I am working when those places are open, so if I'm wfh, I may make that booking or order something.
10	I would say doing a job that I don't really care about makes me make the most of the situation in hand. I've been allowed to work from home so my manager isn't looking at what I'm doing so I can get away with it. I don't enjoy my job so I don't really care as I don't get paid enough so it feels like I'm utilising my low wage and benefitting from it . I usually go on social media sites, watch loads of YouTube videos to learn new things, check my investments, read the news online
11	I tend to read the news regularly - particularly with the situation in Ukraine developing. Borderline cyberloafing is looking at tech news, which could technically be useful in my job. Confession: Right now i'm in a work meeting as I type.
12	Being bored, unengaged or part of a video call that has either too many participants or a non-engaging topic. The ability to do this increases if the call is not camera on...
13	I TRY to only do so when something unrelated to myself is going on; two other colleagues are having a conversation about, say, something related to administration, which doesn't effect me, and I'm not qualified to have an opinion on.
14	When I need a brief break when working on a mundane activity. For example, for a few minutes I will browse a website like wikipedia or tvtropes.com, before coming back to check my emails or continue said mundane task. If I am away from my desk, such as for lunch or boiling the kettle, I may look at my phone and check social media or browse websites.
15	being bored, lack of concentration, notification. checking social site, messenger app, surfing web
16	I am guilty of cyberloafing during meetings. Usually when it gets to a section of the meeting that isn't directly relevant to myself I will find myself absent-mindedly scrolling through instagram or playing one of my mobile games. It's not usually enough to get me full engrossed in, but enough to pull my attention from what I'm supposed to be doing/listening to. I am also guilty, if someone texts me, during a quiet time in the work I'll chose to reply, and because my phone is in my hand I will end up scrolling trough things etc. for 5-10minutes until I realise how long it's been and get back to work.
17	If I have a spare bit of time in between tasks then I will cyberloaf to give myself a break/distract myself. Sometimes I look at social media such as Reddit, sometimes I catch up on the news or do surveys.
18	Boredom. Having finished work and not wishing to start a new task or ask a superior for more work.
19	Because I can get through my work quicker at home than I can from my workplace as I don't have as many interruptions or because I can start earlier than i would when working at my workplace I sometimes have time during my contracted working hours to do things such as online shopping, texting friends or browsing social media.The quality my work doesn't change but I can get my work done quicker.

20	Sometimes I think I will just have a quick look at something and then an hour has passed and I have forgotten the task I was going to complete online in the first place. Cyberloafing is worse at home because I am away from others eyes spotting what is on my screen. I find any activity where I can just keep scrolling is the worst for starting work for me.
21	So I find myself cyberloafing when I feel my work is getting too intense or just in general if I feel I need a break, especially if the weather is not very nice outside. If the weather is pleasant outside I will try and make myself go out for a 2 minute walk around the block for some fresh air. However, the type of cyberloafing I will find myself doing 90% of the time is browsing Reddit or Tik Tok. Other times, I might find myself browsing Instagram or catching up with mates on WhatsApp.
22	Tend to browse the web on my phone when i'm on calls with my colleagues, other times when systems are running slow or my workflow is slow i'll just watch something on TV
23	I might get a bit bored or lonely or in need of a temporary distraction in order to regather my thoughts. I sometimes rearrange my working day to account for breaks like this and keep an eye on time 'wasted' in order to make it up in actually completing work tasks. To be honest, I very rarely do it, unless there's something I want to do at a particular time and that there is nothing urgent I have to attend to. I might take an online survey or pay particular attention to a news story.
24	I am careful not to get into cyberloafing but have been known to let my guard down. I sometimes check the weather forecast or news from my work laptop. I do not use it to access social media other than for work. I take regular breaks from the laptop for my mental and physical health. I do not consider quickly checking Facebook on my phone during this time to be cyberloafing. I have however been known to get caught up and spend longer away from work than intended.
25	I would occasionally browse the news for topical issues, such as the war in Ukraine and posts on developments relating to Covid. This would mostly occur when I have idle time. At other times I might shop for items from Amazon and Ebay where I need items ugently, eg. purchasing DIY items for home improvements. Also, I would WhatsApp my family if I receive messages from them. Sometimes I would use Teams to chat with my colleagues about non-work issues.
26	The main form of cyberloafing I do is browsing the internet in a non intended manner for my job. This is because I use it in place of situations where I would normally talk to a co-worker or get a drink in the office. It's not intended to actively harm my own work, rather it's to take a break to prevent myself burning out or making mistakes due to being tired.
27	Cyberloafing is rather a loaded term. I work in an organisation which expects you to deliver your objectives but allows reasonable personal use of technologies. However, I guess it's easier to 'get away' with cyberloafing as no-one can see your screen. It's unlikely that you would be monitored unless there was a specific policy in place to do so.
28	I think I'm more likely to do cyberloafing in a WFH situation because there is no one there watching you judging you, or keeping track of what you are doing. For example, none of your colleagues can see if you have a shopping page on your screen. There are also more distractions when working from home. So when you are in your home environment it's easy to slip into feeling comfortable and engaging in your usual home activities rather than switching to work mode in an office, for example scrolling social media. You also miss social interaction so are more likely to use social media to connect with others.
29	If I am feeling stressed and want some time away from the piece of work i will either go on social media and look on instagram to see what is going on with the friends and other people I follow. I will sort out arrangements for running with friends later
30	Whilst working, taking a break and going o. The internet to update a post, read news or interact with social media
31	I find I cyberloaf when WFH as I am bored and distracted by the news or my interests, such as sport or buying things from the internet, like a new phone or new clothes. I also use work property to search for holidays and things to do on the weekend.
32	I cyberloaf at home when I am bored with the task I am supposed to be working on or when I have just finished a difficult work task. For me, it mostly involves browsing social media, finding a piece of music to listen to or a good podcast. Sometimes I also watch the cricket in my tablet whilst I am at my desk and supposed to be working. I also text my family and friends when I am supposed to be working.
33	Boredom and routine with unpleasnat tasks. Also procrastrination. My job does nor require strict work-times (from 9 to 5) so in that sense, my cyberloafing is minor as I am not, in principle, using work time to my own benefit. However, if I were to use access to journals or books to write a book or a report not related to my job, that would be a type of cyberloafing which is common in my profession. I have not experienced it but after jobs became more precarious with COVID and there were threats of layoffs, many people in my industry started considering side-jobs or setting up start-ups. These people would typically use laptops or desktops (sometimes internet connections) provided by their employers to do that.
34	When I am working from home, sometimes I cyberloaf because I am bored when working or I am procrastinating because I don't feel like working and cyberloafing entertains me. I also cyberloaf because it is very easy, as no one can see what I am doing on my personal devices when I am at home. I cyberloaf by watching videos, movies, surfing the internet and online shopping on my mobile or personal laptop.
35	I take part in cyberloafing when I'm particularly bored or waiting for colleagues to respond to my emails. For example, I often carry out online surveys to kill time when I'm not very busy during the day. I also read news websites and read sports articles to give off the impression I'm still working so that my MS Teams still appears as active. It also gives off the impression to my wife that I'm busy at work.
36	I undertook some cyberloafing prior to working from home as the office I worked in was quite relaxed and I've continued to do the same since I started WFH. The most common examples are dealing with emails, browsing the Internet and reading tweets. Certain activities need to be done within work hours so communication has to be done at work, the use of twitter is largely based on tweet notifications which are periodically checked during the day

37	I get bored when I have no work to do or I'm in a call where I'm still paying attention to the call but also playing a game or looking on Amazon I did this when I was working from home last Friday I had a conference call with both my managers audio only
38	I mainly do cyberloafing when I get bored or have a lot of downtime at work, for me it's a way to kill time until I have some more tasks to do at work. I also sometimes feel it necessary to message family and friends to keep in touch even during work times. I think I've done it more often when WFH due to the lack of management watching my daily work, so I have a lot more freedom.
39	I do take frequent breaks during the day (often between online meetings) and at times may browse certain internet forums I am a member of or check news sites if some big developments are taking place. Also I browse online retail sites and buy things I need for the house etc. That being said I don't work set hours and am often working very late so this acts as a kind of counterbalance
40	I either do cyberloafing because my work task is boring or because I need to do some personal online activity. I do online banking, personal emails, check social media or online shopping.
41	I teach online. Sometimes I am tempted to secretly check the results of the sport events such as ice hockey or football. I should not really do that because an online teaching is quite dynamic and I should remain concentrated at all times. However, when my student is doing some task that does not require my supervision I quickly check the internet.
42	I have done cyber loafing when work has been quiet and have made purchases online that I have needed urgently. Or if I have urgent personal matters then I will make personal phone calls or read and respond to emails. When there has specific circumstances such as my husband has been ill I have popped to the supermarket to get medicine given the urgency.
43	I do it as a way to procrastinate and kill time, sometimes it is for a genuine break that I would have in the office and less likely to take at home. I regularly look at Daily Mail or flick through my social media to just fill my time
44	I sometimes browse the Internet, using my phone, looking on shopping websites, talking to friends, ordering grocery shopping online. I only tend to do this from my mobile, not another device
45	It's easier to lose focus. In meetings that aren't relevant to me or require minimal participation I get bored and my mind wanders. In an office situation I would doodle and fidget whereas WFH I can do an online food shop, order Christmas presents and scroll social media. It's also not being monitored constantly makes it easier to do.
46	I have done this in the past, but have managed to stop. In the present tense I may check the online news channels, check my personal email and check my messaging applications. It is generally when I have reached a natural break with a piece of work or have got 'stuck' and need to take 10 minutes to focus on something else.
47	i would do it sometimes to take a break from work where i am uploading a document or waiting on the phone while im calling an insurance company. sometimes i will cyberloaf for 10 minutes to take a break before i proof read a report
48	When there has been a difficult contact with clients that have result in a strong emotional response that brings bad memories. Usual check Reddit or the guardian to reset the mind to distract from the situation. Also if the is a period of lull in work as in the past heavy work loads have been too much and have not been managed so using YouTube to calm the mind.

Table D. Response from participants regarding question B1

No	Do you see any differences between cyberloafing behaviour when you work in an office compared to cyberloafing in a WFH situation? Please elaborate your answers using suitable examples and discuss them in detail.
1	Yes I don't do it as much when in office. Although I probably would chat to people face to face about non work
2	No I don't think there is a difference between working in the office and working from home in terms of cyberloafing. If the task is finished and there is not much time left in the day, cyberloafing will occur in both settings WFH or in the office. The personal emails will still get sent regardless of setting, they may just happen at a different time of day depending on how busy the day is
3	Yes, whilst you are in the office people can see you so I spend less time playing games during meetings or doing visible stuff.
4	In a work from home situation, I can get away with it easier. There is no need to be sneaky and hide what you are doing whereas in an office there is.
5	I am not able to spend much time cyberloafing when working in the office as I'm only allowed my phone during break times. When at home, I check my phone a lot between work tasks but in the office I work without having my phone to hand
6	Yes it is much easier to do whilst working from home because you don't have anyone watching. But, also in an office there is more procrastination but this isn't online this is more in person. I also think you can work much harder from home and do overtime so taking more frequent is more important and sometimes that takes the form of online activities. I think it is more acceptable when you are at home as no one is watching, and would be less acceptable in an office environment.
7	No I do not, I think back to when I was working in an office environment my colleagues were constantly on their mobile phones or accessing the internet on works pcs whilst supposedly working. ALthough that being said I would never have sat and watched telly while in the office but I know people would watch videos on the internet at work.
8	I think if a person was to cyberloaf in the work office, as opposed to WFH, they would be more inclined to try and be more discreet, they may turn a screen away from view, or dim the lighting on a work device so they can hide their activities. In contrast to this, A person who cyberloafs at home would be able to do as they wish, without fear of being physically caught in the act, so they would be more lax in what they do, when they do it and what they do.
9	I think at home, it feels a bit more acceptable. There is no one to see your screen, even though the IT could track your online movements (unlikely but possible) and my boss sits next to me so I can't really do it even if I want to. Maybe the lack of the risk at home makes you do more of it, so I think maybe the difference is how often you feel comfortable with engaging in cyberloafing in each place.
10	Absolutely, working in the office I feel like everyone is more accountable for their time and you don't feel like you can go online just in case my manager comes over and looks over peoples shoulders. I also wonder whether the desktops at the office have trackers on them where IT can access the desktop and see what you're doing. When I'm at home I feel more free to do as I please mostly because my manager isn't there though
11	Certainly more blatant at home. People are sharing things they found online, for example, which suggests to me that more of it is taking place. Nobody is looking over your shoulder at home.
12	Yes - easier to cyberloaf when WFH as less oversight. Still possible to do so in the office but far easier to be 'caught'. I can cyberloaf too easily when WFH so makes me less productive.
13	I find I do more Cyberloafing at home; I guess it just comes down to it feeling like I"m less likely to get caught. Suppose that doesn't reflect that well on me. Though, at home, I CAN be running a Netflix show on my TV in the background, while maintaining focus on a zoom call on my laptop.
14	I tend to cyberloaf more at home because I am not going to be watched/judged by other colleagues in the office and it is easier to get distracted by things at home - doorbell, my sister coming in my room, etc. Wheras in the office, cyberloafing when other colleagues are working comes across as rude or lazy even if you are taking a break.
15	differences are cyberloafing can be done more confidently while working from home. no snooping colleagues or boss
16	I find myself trying to hide my cyberloafing more at work than I do at home, and because of that I end up doing it for longer. At home I'll freely scroll/game etc for about 5 mins before realising and putting my phone down and getting back to work. At work, I'm aware I'm cyberloafing, and concious of being perceived as lazy, so when I hear someone approaching I'll put my phone down and look busy, when they leave I'll pick my phone up and continute. So a 5 min scroll at home turns into 5x3 minute scrolls at work because each one is a "new" one so it doesn't feel as long
17	There are more clearly defined break times when working in an office compared to at home. A lot of the time at home I just take snatches of breaks here and there when convenient. If I'm in an office intended to take a set break at a planned time. I also would feel guilty in an office if I was taking a break and colleagues were working but at home I have nobody to compare myself to.
18	Yes, clear differences. Employers can watch over employees when they are in the office and prevent them from wasting time. This is not possible when employees are working from home. Employees are trusted not to waste time when WFH and to have the self discipline to be working at all times, not doing other activities.
19	I don't have the same opportunity to cyberloaf at my workplace because the demands on my time are far greater. Also , whilst I know that I get all of my required work completed I know that colleagues would not see that and would judge me negatively

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20	As I said, at work other people are about and you feel like you could get caught wasting time. At home I have no one watching and no one to motivate me. The start and end of the day timings are blurred.
21	Well, I have worked at my organisation for close to five years now and the culture is very much as long as you get your work done then people don't watch over you which is something I love about working there. So with this in mind, there is almost no difference at all between my cyberloafing behaviour when I work in the office compared to WFH. Whenever I am messaged via a work channel whether that be email or Microsoft Teams, or if I have a deadline that needs achieving, I will put my focus onto that whether I am at home or in the office. I find myself cyberloafing more during time of independent work or downtimes.
22	Yes. At home as I have no one round I do it more, my boss isn't there to ask ot see what i'm doing at any given time, whereas in the office it's very difficult and it's frowned upon to watch TV. there i'll normally have spotify on with my headphones which is easy to hide, can't exactly hide something you are watching on Youtube without anyone walking past noticing
23	At home I use my own equipment even for work tasks and therefore I am not subject to the filters at work. I can glance at social media or have tv, a podcast or an audiobook on while I work as long as there isn't a meeting. At work, I might distract myself for a quick game of duolingo or wordle but mainly during breaks or when I have no meetings. If I do this, I will add time on. I quite often start work two hours before 'expected' and stay late too.
24	It may be easier to get distracted when WFH compared to in an office. Home is an environment where I am used to relaxing and using social media. There is also the incentive when in the office to not cyberloaf because it could be seen by manager or colleagues. However, things could potentially work the other way if colleagues in office keep asking people to look at interesting posts or videos.
25	In a way, I do see a difference. When people are in the office, idle chit-chat seems to happen frequently and employees have various non-productive times filled up with non-work related chats. When you're in a WFH situation, you feel a sense of guilt for doing non-work activities and feel that you need to spend your time more productively.
26	When I'm in the office I would probably still google some things, such as if it came up in a conversation with my colleagues, which is not conductive to work. However, I am much less likely to get sidetracked, such as seeing an interesting related topic, and would go back to working once that topic has been resolved with my colleagues.
27	I think I've already covered this, but I can see that not having your screen overlooked is likely to increase 'cyberloafing'. At the same time I think that personal and work time blurs, and it may be quite reasonable to 'cyberloaf' if at other times you are still working. However, I'm not convinced that cyberloafing is any different to, e.g watching TV or gardening or cleaning rather than working.
28	Yes. As stated in the previous examples, I think I am more likely to do cyberloafing when working from home rather than working in the office - for example spend more time on social media or getting distracted with other things online when WFH than when working in an office surrounded by colleagues. I find it harder to focus on work and find myself prioritising communication/socialising on social media apps or getting distracted by looking at unrelated websites. There is less peer pressure to focus on work and it requires more self discipline which can be difficult.
29	I think the people that will cyberloaf will do it whether working from home or not but it is probably less visible to people when staff are working at home as other people in the office won't see your screen working from home unless you are sharing your screen on a teams call or something. I can imagine that the amount of people doing it has increased.
30	Whilst at home it is much easier as there are no colleagues or supervisors to monitor your activity and to check you are i. Task and working. In an office, you have more interactive conversations with other colleagues and can easily be seen completing tasks
31	cyberloafing at home is probably more prevalent as there is nobody there looking over your shoulder to see if you are actually working, so you can do it more freely. You could also be on a zoom call and pretend you are looking at work but actually looking at a new site or twitter or facebook. you can also talk to your partner at home and listen to music which you could not do at work.
32	I cyberloaf an awful lot less when I am working in an office compared to when I am working from home. When I am in the office, my cyberloafing is limited to texting family or catching up on the news but it is for a much shorter during and less frequent than when I am working from home. When I am working from home I cyberloaf in many more ways than I do when I am in the office. For example, when I am at home I also watch sport, listen to music and browse podcasts.
33	Working hours are more flexible in a WFH environment so the boundaries between work and free-time are blurred. In an office environment, cyberloafing detracts from work time. During WFH that is not the case. That only means I go to bed later than usual as I have to finish tasks and cyberloafing meant I might not have finished them by evening.
34	The biggest difference is that it is easier to cyberloaf at home rather than in the office because at home no one can monitor what you are doing when you're using personal devices. In the office sometimes I can browse the internet/ do online shopping or listen to music but I can't do it very often because my boss would see me and sometimes I need to try and hide my screen and make sure no one is watching – so it's not very easy. At home, I can watch movies in the background whilst working, but I certainly would not be allowed to do this in the office.
35	Definitely. When in the office employees have to at least give off the impression that they are busy with work in case colleagues can see their screen or other employees walk past as it wouldn't look good to be seen cyberloafing. Whereas when working from home, there is no one around that could check, so you can read the internet without anyone seeing. When in the office I often cut and paste articles in to word so it looks like I'm doing work.
36	For my particular situation, I don't think there is much of a difference, it is however something that can be done in a more relaxed way when

	at home. When in the office it can feel like you can't cyberloaf for too long in case others start to judge. For example if you were browsing the Internet, you would have feel the need to finish browsing ASAP if your screen is visible while in an office vs at home when you can take your time knowing that others can't see what you're doing
37	When working in the office people tend to be more sneaky about it or they just stair at the computer screen and (day dream/zone out) but at home they cyberfloat instead
38	Yes for sure, I think at home I get away with and do a lot more cyberloafing of things because I know I have more freedoms, in the office I feel like I need to be seen to be working and look busy at times, so I often don't do it as often there. I also feel more privacy at home so I'm doing shopping and browsing holidays for example, which I wouldn't do in the physical office as I like to keep that private.
39	I would say that it is much easier to get away with excessive cyberloafing in a WFH situation as there is nobody to observe whereas in an office other employees may be able to see what you are looking at on your computer screen. So whilst the types of sites being browsed are likely to be similar the chances that cyberloafing becomes excessive in a WFH situation are higher
40	There is a difference because when I am working from home people can't see what else I am doing. I would not cyberloaf in the office because my meetings would be in a room with other people.
41	I definitely see the differences. First of all, in the office we are rarely alone. A supervisor or our colleagues are present. They may object if we procrastinate. However in home situation we are often alone or among family members. We may also be easily distracted by our family e.g. a daughter or a wife. Also, at home the working hours are more flexible - we may feel less obliged to perform work. However, it depends on the kind of job we do.
42	I don't see that there are differences between cyber loafing behaviours when working in the office compared to WFH. When in the office there are times when I would be loafing such as talking or gossiping to colleagues for some time, going to get a Costa coffee from the canteen or doing shopping online. Therefore I still carry out personal things whilst being at work regardless of whether I'm in the office or WFH
43	I'm less likely to do it in an office or at least more discreetly, whereas at home, nobody is necessarily able to easily monitor what I'm doing so I'm more likely to do it.
44	Yes I do. I wouldn't generally use the Internet other than for work while working in the office, as the computers at work are restricted, and I wouldn't generally use my mobile much in the office, as I have a desk phone. I would still use my mobile to respond to messages from friends, but probably would not chat as much as I would working from home
45	I would not be able to do it to the same extent in the office as I would not have access to my personal phone or tablet. These are the two devices I mainly use to cyberloaf. Ar home I have constant accesses to the devices and less monitoring around engagement and attainment. Such as virtual meetings. If cameras are off I can be scrolling however this would be noticed in an office setting
46	Cyberloafing in an office environment tends to revolve around mobile phone use. It is rare for someone to loaf on their screen as this can be seen. In a WFH setting, it is more likely to use a screen unless someone believes their internet activity may be tracked or monitored.
47	cyberloafing in an office would be very much frowned upon and i dont think you would get away with it when your colleagues can see what you are doing. it gives the wrong impression and doesnt look good. at home its more relaxed and flexible.
48	Cyber loafing is more difficult in the office as more managers are present and could mis construed the situation. Working from home has less monitoring at present however this may change in the future. Would only listen to music when working in an office as can focus when writing reports. At home more checking news sites and shopping

Table E. Response from participants regarding question B2

No	What are the different negative outcomes/implications of engaging in cyberloafing in a WFH situation? Kindly discuss it using suitable examples
1	Not paying attention in work meetings. Getting a headache from using multiple devices
2	If the tasks aren't finished then this can delay them getting finished. Also, it is breaking rules of work and the contract. If found out then disciplinary could be taken, as you are not meant to cyberloaf during works time. However, if you have worked over or started earlier, there is the argument that the time back is made up.
3	You switch off and lose your thread, and then are less competent and less respected at work.
4	Missing deadlines/emails/calls, becoming too used to working from home, being lazy, not contributing to suggestions.
5	Implications are that you won't get work done as quickly and won't be as productive as you would if you didn't have your phone to hand. Outcomes might be that you need to work later to finish your tasks or you may not get something finished on time/miss a deadline
6	I think if you are doing it too much it can take up time from work and means that deadlines can get missed. Also it may be contractually that you cannot do it and then you will receive formal repercussions. It could even possibly lead to being let go from the company. Disciplines based upon your company's rules and regulations. It could also mean they start tracking your working hours and everything you are working on during that day.
7	Perhaps decreased output, lack of attention to detail, procrastination, increase in human errors. Loss of concentration, things could be missed? Team leaders/bosses may notice more mistakes in a workers output? Lack of trust for solo workers? People may also take the piss and laze about all day when should be working blaming a slow internet connection or programmes going down?
8	a person who engages in cyberloafing whilst WFH will likely not be caught.This would encourage a person to continue to cyberloaf at times they feel is appropriate. As this behaviour develops, the person would become more accustomed to the WFH scenario, being able to do as they please without fear of repercussion, leading to a less productive employee & a lazier approach to there daily work, as they will actively factor in more time to do what they enjoy during work hours via cyberloafing.
9	Obviously you lose your focus, and there is lost time. I have to say though, I never start at 9, or finish at 5, wherever I am, and that makes me feel a bit better about it.... but still, I know that it is difficult for me to refocus once my attention is shot, so I know that I would be more productive if I didn't interrupt my work to do that stuff.
10	My workload is definitely less and it probably affects the team if I really think about it. I don't doubt for a second other people do it too though so I think collectively it's probably pretty bad. However, if my work paid me better then maybe I'd actually work harder and not feel like I need to make the most of cyberloafing. I don't feel great when I think about it and really it's quite shameful that I'm at home basically doing everything I'd do in my out of work home time so that's not great.
11	Obviously office or home there are issues with distraction. Employers get less work time from their workers if they are distracted. It can lead to employers putting spy software onto their users to track activity. As a rule that sort of big brother effect is taken by employees very badly indeed.
12	Less productivity, less accuracy in work completed, less engagement around the task at hand. Less stringent quality control of work completed.
13	I honestly keep it to a minimum; I was once caught as not paying attention when I, rather than answering the question that was asked, I answered the question I THOUGHT they'd asked. Quite embarrassing.
14	It means your level of working isn't as efficient as if you were in the office, especially if you are not being monitored by senior management when working from home. This means that there is less self-discipline involved in stopping yourself from cyberloafing so much. For example, I tend to browse more internet websites when I am working so get distracted more easily as I am spending more time on the sites than doing actual work, or using it as an excuse for downtime when it isn't as busy.
15	i don't think of any as long as job responsibilies are discharged in a timely manner.
16	At home no one catches me cyberloafing, and I don't find that I do it as often as when I'm at work, despite the fact that being caught cyberloafing at work has more detrimental outcomes due to there being my co-workers and managers present and able to pick me up on it.
17	It can be distracting and hard to get back to work. The lines between work time and personal time can be really blurry which means you never fully feel switched off from work. I previously associated cyberloafing activities with my personal time and valued it more but now it just feels like a standard part of any day.
18	It is easy to lose concentration on the work you should be doing. Errors and mistakes can be made if you are not fully focussed on your work. Also, an employer would be rightfully annoyed if they were paying you to watch tv and films, play games and surf social media sites.
19	If you are the sort of person who gets distracted easily then cyberloafing when working from home could mean that you are negligent in your responsibilities at work. If you have any kind of addiction such as gambling, it could mean that you become more addicted as you have more opportunities to indulge in your addiction. This in turn means that you will probably perform poorly in your job- eventually loosing it.
20	I find that I don't get my work done during office hours so it bleeds into my home life time. The working day can just spread out over the whole day and I feel like I achieve little both at home and at work.

21	So particularly with a platform such as Tik Tok, of which I'm sure you might be familiair with, it can be super difficult to put your phone down as the algorithm is so good at finding the next good bit of content to put in front of me and it keeps me hooked. So the downside is that if I am cyberloafing when it's quiet, I may get absolutely nothing done for quite some time instead of getting into a pro-active zone of focus with work to catch up on some things. I would say this is the main negative outcome.
22	On any given day this could and does result in low performance, I find my perfomance drastically drops at the beginning of the week whilst I am catching up on tv and shows I will have missed over the past week and then rushing towards the end of the week to catch up. In the office it's a completely different story
23	You have to be disciplined or productivity will suffer. If you do not set reminders for when different meetings take place or when deadlines have to be met, work will be negatively impacted at some point. Even if work is not affected, this might come at the expense of more time added on to the working day.
24	Greater workload for colleagues due to cyberloafer not pulling weight Lack of sense of satisfaction . Cyberloafing may be fun in short term but does not carry same sense of satisfaction as a good day's work. Disciplinary action from workplace
25	Deadlines could slip if you spend too much time on personal activities, for example you were to miss a key activity as part of your job role. Also, you can be side-tracked and lose concentration at key input moments during online calls when your attention is diverted by the cyberloafing activities. If your company has online activity monitoring tools, you could potentially be reprimanded for spending too much time on personal activities.
26	I think the main negative outcome of cyberloafing is that you are generally just less efficient. Whilst it may not massively impact a single piece of work, it will eventually add up that you have accomplished much less work than you could have done. If you engage in things such as watching a movie whilst working, it can also massively hurt the quality of the work you do. Things such as typing are massively impacted and it is very common for people to type words that they hear whilst typing which can cause inaccuracies.
27	It's quite possible that cyberloafing means that the person is not actually fulfiling their job, at least not 100% of the time. If a work and personal time are enmeshed but the person fulfils their job responsibilities, then the working day may be much longer. That might work for some people, but might make people feel like they are working longer and want to leave.
28	You maybe be less productive in your work tasks because you are spending work hours doing other things. You may do a poor job because you are distracted and thinking about other things. It may negatively affect your working relationships if your colleagues feel like you're not being a team player or pulling your weight with projects.
29	It is less likely to be picked up if people are working from home unless monitoring software is installed on people's machine as they won't get 'caught' by people walking past and noticing what is on their screens and once people get in the habit of starting to do it and not get caught they are more likely to continue to do it.
30	Lack of work, Increased costs to complete work, Lack of engagement, Boredom
31	Cyberloafing at home can result in time being wasted and distraction from the work task you are meant to be involved in. For example, you have a deadline but instead of working towards it, you are reading the latest news on twitter, or engaging in a debate on social media.
32	Cyberloafing at home can result in time being wasted and distraction from the work task you are meant to be involved in. For example, you have a deadline but instead of working towards it, you are reading the latest news on twitter, or engaging in a debate on social media.
33	It exacerbates the negative aspects of the lack of boundaries between work and free-family time. If I cyberloaf in the morning, in the evening I will have less time to be with my family or to spend in leisure since I typically have to finish a number of tasks in a given day.
34	The negative outcomes of cyberloafing in a WFH situation are that you waste valuable working time. Perhaps you can fall behind on your work/ not work efficiently enough because in between work tasks you are surfing the internet or watching videos/movies. This could get you in trouble with your supervisors. If many staff members cyberloaf in a WFH situation, this could affect a company's output. You are getting paid to work so really you should be working during working hours and being productive for your company.
35	Cyberloafing often distracts the employee from completing work related tasks, which may mean that less work gets done and makes the department look bad. It has happened previously when a colleague accidentally shared their screen during a call and you could see all the internet sites they were currently looking through while meant to be working. Also, an employer may be able to monitor internet usage and see that an employer is engaging in cyberloafing.
36	The main negative outcomes of cyberloafing in my opinion will be the loss of work time, especially if cyberloafing becomes an excessive part of the working day. It can also be disruptive if cyberloafing is done periodically throughout the day as it will take focus away from active tasks which could then slow work progress as a result. For example taking breaks every 15 minutes to check social media may seem like it's not taking much time, but it could cause serious disruption to the work day
37	Not much for me as I still get all my work done and just cyberfloat to fill the "void" but it may affect other employees productivity and delay them from getting their work done
38	Hmm to me I don't think there are many negative implications of cyberloafing, For sure I know it'll distract me from the actual work, which can lead to bad performance at work and sometimes not being as responsive or attentive as I should be. I also envisage that employers can track social media use so I am mindful about posting anything during work time.
39	The negative outcomes centre around reduced productivity. If cyberloafing is excessive then employees are spending time doing that and not

	on core work activities and this can lead to missed deadlines, lower quality output, reduced output and this has a knock on effect on company finances on the balance sheet
40	The negative outcomes of cyberloafing when wfh is that I am distracted and not paying full attention to my task and so may make mistakes. Specifically if I am cyberloafing when in an online meeting I have missed a question directed at me as I wasn't concentrating fully and then looked bad.
41	First of all, a temptation to procrastinate and waste our working time on irrelevant activities. We may also be less efficient and easily distracted. Our concentration span levels may decrease. For example, when in do my teaching lessons I often think about checking the internet instead of focusing entirely on my student.
42	With staff cyber loafing this affects the company with reduced productivity, reduced service levels to customers and potential security breaches. Managers cannot see the level of output that staff members produce on a day to day level. This can be demoralising to other colleagues who may not engage in such practices and is working hard.
43	It is a distraction to my normal work duties, I end up missing things on calls sometimes as I'm often multitasking. I dont always get as much done as I could
44	It is very easy to get distracted from work while using mobile to look on the Internet. There have been times where I've engaged in chatting with friends and lost track of the time when I should have been working. I also find that I spend more money working from home as I'm more likely to browse online, making purchases I wouldn't necessarily have made if in the office
45	There is a risk of missing key information during a meeting. Also there is a risk that my productivity and general performance is affected if I spend too much time cyberloafing. I feel my performance has not yet been impacted. Moreover I risk making mistakes due to being distracted
46	It can significantly longer to complete pieces of work which leads to longer sat behind the computer. I often spent most of the day (12 hours) working when WFH as I felt compelled to complete various pieces of work and appear productive. Cyberloafing can leave you feeling drained as even though there is a break from work, it is online with blue light.
47	you could accidentally send wrong information to a client or a colleague. it breaks concentration and there would be no excuses if you get caught doing something you shouldnt.
48	Negative out comes could be a distraction from not completing work in a timely manor which could impact on others. Delay in support services offered to client. Using organisation time and money with no benefit

Table F. Response from participants regarding question B3

No	What are the different positive outcomes/implications of engaging in cyberloafing in a WFH situation? Kindly discuss it using suitable examples
1	Can get multiple things done at the same time.
2	Positive outcomes/implications of engaging in cyberloafing during a WFH situation can be things such as getting the personal work done so that it doesn't need to be done at weekends or in the evening. As well as this, it may make the day go faster if you don't particularly enjoy your job.
3	Can help you keep focussed on boring tasks if you are struggling. Can keep you available to work even if you have nothing to do.
4	Better communication with friends/family, being able to run errands online without time constraints.
5	You feel more relaxed and are able to manage your workload from home. Cyberloafing can give you a brain break from working which might reduce stress if you have heavy projects to get through. You can get a chance to do some things during the day like check in on friends and family which you wouldn't do from work. You might be able to do some online shopping during the day and not on an evening.
6	I think the positives are that it gives you a break from work that you may not be doing enough, even if its not as good as walking away for a screen break it at least gives you a break from projects and work. I think you can very overly absorbed in work sometimes and cyberloafing gives you a chance to break that you might not necessarily take otherwise. It may also give you a chance to do things that you don't have for outside of work especially if you have a high pressure demanding job or workplace.
7	Gives the worker regular breaks? Makes the worker happier in there work? Gives a better work life balance? To be honest I can't think of any more positive outcomes for this question as I think the answers are limited. Perhaps it makes the worker more relaxed and creates a better environment for the home worker?
8	I suppose the freedom to cyberloaf whilst WFH may assist in preventing an employee from burning out as they will feel more able to relax and do things at a steadier pace from home. A person may feel that they can better spread their break time throughout the day and cyberloafing may assist them during this breaktime to re-energise themself ready to tackle the next piece of work more effectively.
9	Well, it reduces the boredom, so there is some sort of positive as boredom would also make me rather unproductive. I have something that I have put off for a few days, and I busied myself with reading something and that helped me tackle it. No, it had nothing to do with work, but it reset my state of mind, and I thought, it's finally time to do it. It's almost like having a tea break.
10	There aren't really any positive outcomes from a business perspective but personally I get to maximise my social media time instead of doing all that stuff after work. I use YouTube a lot to learn new things particularly about investing right now. So using the time wisely even though it feels like I've stolen the time means I can learn something new and be paid at the same time
11	It's arguable though that people may do better work for breaks, and finding the optimal medium for allowing some break space is hard. People able to feel that they can work unpressured are likely to finish work, even if it takes longer hours than assigned, and arguably do better work for feeling less pressure. Deadlines are never producing the best work, of course - though are sometimes necessary.
12	I don't believe there is much positive in WFH cyberloafing to the company.
13	Staring at a Zoom call for three hours straight can breed a sort of low-level madness. Occasionally mentally checking out, however briefly, can help maintain focus when it's needed.
14	It encourages me to take more breaks away from my work, especially if I am cyberloafing away from my home desk, which I think is more important working from home as it means some sort of break away from that screen.
15	some of them are more productivity, mentally charged
16	Cyberloafing from home allows you to disengage from the working day for a moment and take a few minutes for yourself to check in with people. It can be positive for mental health as long as it's not taking the piss and detrimental to your work
17	It can be an easy way to get a break from working and relax quickly. It can be a nice distraction, especially when work is especially intense. It helps ground you and feel like your entire day isn't just taken up with work.
18	I do not believe there are any positives from this, other than the employee feeling like they have got one over their employer. The negatives are that the employer does not get value from the employees time that they are paying for, and that mistakes are easily made due to lack of concentration.
19	It means that you have a far more flexible way of completing tasks in your life and making your work life balance far more easier to manage. If you are more productive when working from home, it frees up time for other activities or jobs that need doing online. This is especially useful when dealing with personal business where the other party only operate during normal working hours - when you would normally be at work.
20	I can get some home/personal jobs done during work time. I find my working day less pressured and stressful.
21	In terms of positive outcomes from cyberloafing, particularly at my organisation, I don't feel guilty for doing it and I feel trusted. I make sure I get my work done and that is enough, and is how it should be I beleive. If only more organisations created a culture of trust like this I think a lot of people would be happier in their work (in terms of people that WFH). As well as this, I find that when I have recharged and have come to an end of cyberloafing, I get some really good productive work done afterwards.

22	Though it can be relaxing to take some time out to watch a bit of TV or listen to some music I don't see any major positive impact, well the only one is that I am no longer staying up late catching up on what i've missed.
23	It gives time to shift perspective, to gather one's thoughts and come back to a task with a renewed focus and determination. I might come up with a different idea about how to present an activity or reconsider what needs to be accomplished by pupils. It gives me ideas about consolidation games I could do with my own pupils e.g. I now play wordle in the language I teach with them.
24	Ability to feel connected when working remotely A short cyberloafing break may improve productivity in certain cases. May put a worker's mind at rest - e.g. receiving a message to say that a loved one's medical test came back clear
25	You could engage in cyberloafing during idle times at work and resolve personal issues that you could normally not get to when you have to focus on work all the time. Also, cyberloafing could be used during a constructive break to shift one's attention to non-work activities, thereby assisting with mental well-being. Also, cyberloafing used for personal contact with colleagues could improve relationships and general employee morale.
26	I feel the main positive is that it prevents mistakes from setting in. When you are carrying out the same task repeatedly you are likely to make mistakes as you start to overlook things. By taking a break, via cyberloafing, you are resetting your mental state and you will have a new perspective on the matter, having previously focused on something different.
27	It might allow a better work-life balance. It might also allow people to take breaks from their work and leave them refreshed once they are back concentrating on work. It might improve retention if an organisation trusts their staff to 'do the right thing'
28	It could be positive for your mental health and well-being as you are interacting with others and potentially reducing your stress levels from work by not feeling under pressure to be constantly working. You may be more productive if you are doing something positive with your time while cyberloafing, and you can have a better work/life balance as a result.
29	The positive implications are if someone is feeling stressed by what they are doing, some time away from the screen might help them relax a bit and then when they go back to their work it might help make them more productive or if they are working from home and don't see anyone engaging with their friends or other people on social media might make them feel more connected.
30	Keeping up with relevant changes or improvements in your area of working. Interacting online with colleagues. A break from working to refocus and recover. An increase in mental health and well-being as not working all the time and your mind can have a break from work related activities.
31	It means you are not as stressed and you have a more varied day which involves both work and things you are interested in. If you dedicate your whole life to work, you lose inspiration and don't put in as much effort when you are actually working.
32	Positive outcomes and implications if cyberloafing when working from home include a reduction in stress and a greater overall engagement with the work one is required to carry out. It can also mean that the personal pressures an individual faces in their personal lives may be reduced, allowing an employee to concentrate on their tasks more fully when they are not cyberloafing. It can therefore improve employee morale.
33	The positive aspects are many. IT helps to reduce burnout and stress. It helps alleviate routine and boredom. Some of the benefits are more indirect. By allowing me to pursue my own interests I can be a more creative and, in the long run, more productive individual.
34	The positive outcomes of cyberloafing in a WFH situation is that humans are not robots and cannot be productive constantly from 9-5. Especially because often we are dealing with things outside of our working lives, that can affect us mentally and physically and may affect our energy/ concentration/ motivation to work. Cyberloafing allows employees to take a break when they are feeling too tired to work where they can completely relax and take their mind of stresses at work. Once they have finished cyberloafing, employees will feel recharged and can get back to their work more efficiently.
35	One positive outcome is that it gives an employee a bit of a break from work related tasks and allows them to recharge. It can often get boring doing hours and hours of work without a break so the occasional use of the internet for personal use can relax the mind. For example, if trying to check formulas on a detailed spreadsheet, a quick break and cyberloafing can gives your brain a rest and allow you to return to the task with more concentration.
36	Cyberloafing can be a positive by helping employees get important personal tasks done during the day when often they need to be done. It can also be a way for employees to avoid burn out by breaking up their working day and not becoming too stressed. For example, taking regular breaks is proven to be important for employees
37	I'm less bored during my work day so when I'm focusing on my work I complete it faster and to a better quality and it also keeps employees moral / happiness up during WFH
38	The main positive thing that I think comes out of cyberloafing has to be the increased productivity, spending my down time doing other things online which I would usually have to do outside of work time. So this way it makes me feel more productive and efficient in my everyday life. I also appreciate the freedom of being able to cyberloaf as I can keep in touch with family and friends at all times.
39	It is important to provide balance during the working day and the risk of WFH is that an employee wakes up and is straight at their desk working until the late hours. So it is necessary to take time away from just work and cyberloafing is one way this can happen. The key thing is to ensure balance and it is done in moderation
40	The positive outcomes of cyberloafing are that I get more done especially my life admin which I struggle to find time for otherwise. For

	example I can pay my bills when I am in a meeting and so don't forget to do this.
41	We are well-informed and updated with the events that are of our interest. I think short breaks may be beneficial if decide to e.g. take a ten minutes break to use internet every 1.-2 hours. It may improve our efficiency and concentration. However, spontaneous or even uncontrolled breaks are not beneficial.
42	The positive outcomes are that the staff member is more engaged by being able to carry out personal matters during work hours. Also that the staff member is less stressed by being able to sort their personal matters and can focus on their work once they have cyber loafed. For example, by being able to complete their purchase of an outfit for their weekend activities, they can then focus on their work task
43	It's a good break at times, allows me to have a better work life balance, I am conscious of it when I do it and tend to do it when I'm quieter rather than on a busy day
44	It is easier to get things done that I don't have time to do during the working day in the office, for example paying bills online or ordering grocery shopping. These are things I would do once home from work normally, and would take up a lot of the evening, where now I would have the evenings to do other things.
45	I feel it helps achieve a better work life balance as it allows me to Get some of my personal tasks done during the working day. I also think it works similarly to a micro break and allows me to break focus for 5 mins to come back and be more focused on the task.
46	Unless there are pressing issues, such as sorting out finances or money movements, etc. Or learning a new skill/language online (neither of which I would class as loafing!!!). Then there are no positives outcomes. Even arranging to meet someone for sex does not necessarily result in a positive outcome! It may appear to, but it doesn't.
47	it can relax you and take your mind off a stressful day. i use it as a distraction technique when i am working on something important and it can reset my focus.
48	Increased creativity, side perk for organisation that historically has underpaid and failed to keep up with wages for inflation, awareness of current events and trends to interact with clients, less chance of burn out with workloads and lack of staff

Table G. Response from participants regarding question C1

No	Did you experience any changes in your cyberloafing behaviour in work situations when you compare the pre-COVID and post-COVID times? Please elaborate your answers using suitable examples and discuss them in detail.
1	Yes I do more of it now as I am wfh and less office distractions
2	No I didn't experience any changes. If I am going to cyberloaf, I don't do it any more or any less to what I did pre covid. I think an assumption is that people who work from home may slack off and not do as much work as they would if they were in the office. I think this all depends on how busy their work is and whether their internet usage can be tracked.
3	Yes, it increased massively as we were working from home and working really long hours so I needed to put music on or tv to keep working long hours. I also wasn't on camera in meetings so could play games and multi task.
4	I didn't cyberloaf before covid 19. Now I do it regularly, when I can. For example, during a work meeting where my direct input is not necessary I will go on social media or play a game on my phone.
5	Pre Covid I wasn't doing cyberloafing as much as I wasn't working from home that often. Post Covid I am spending a lot more time working from home so it has risen including checking in on friends and family via social media apps such as fb and what's app. I have been doing a lot more online shopping and taking more time with online shopping than I was previously.
6	I found that I did more of it post-COVID as I work from everyday and have got into more of a routine. I find that sometimes to lines blur between working and home life, so I want to ensure that I am not staring at work for too long and if I don't have the time to get away from the screen I try to have breaks from work. I think there was less of it pre-COVID as I worked from the office and I had healthier splits between work and home and there were easier ways to get away from work since it was in a different building.
7	The facts that I can even work from home full time for me is completely different since covid- this was something that I was never allowed to do and thought would never happen. I feel totally privileged that I can now do this and only cyberloaf if time allows and am happy with the output for the day.
8	luckily for me, although i had the option to work from home during the pandemic at times, my job is highly operational both pre & post pandemic and dosent rely on an office setting to achieve our goals. however, when contacting colleagues throughout the day that had previously been office based, I did on numerous occassions have people confess to me that they needed a few minutes to log onto the computer so they can assist, as they had previously been scrolling through social media (tiktok) when i had called. My own behaviour was not altered for the reasons given above.
9	I have to say, I barely did any cyberloafing pre-Covid, even though I worked from home 3 days a week back then. However, with the ability to do as I wished, and spend my time however, was taken away, I turned more to using the Internet, and that meant that the long evenings spent watching stuff, browsing the net etc, was not contained to after work hours.
10	Yes I definitely did. During covid times it felt such a new experience to be home at the beginning I really spent a lot of time cyberloafing. I will say at first I used the time for just social media and wasteful stuff online. As the months went on I realised I could be more productive with cyberloafing so I actually started doing a course in HR so was able to spend at least an hour a day doing that online which was absolutely not ok but it really helped
11	Yes. I think I feel free-er to keep up to date on news and websites when I had my own computer available. However, generally, looking at news sites is not discouraged at my work.
12	No - didnt really need or have to WFH prior to COVID at all. Cannot compare the two therefore.
13	I cyberloafed far more during the Covid shutdowns, as we often times had ZERO students show up for online classroom meetings; we had to keep the room open, but if there wasn't anyone to teach, well... May as well play some Red Dead Redemption in the background.
14	I cyberloafed more since working from home is new to me; I never did this before COVID. However, when working in the office now, I actually cyberloaf LESS on average because I am not used to doing so in the office, even when there are fewer colleagues around to catch me doing it. This is probably because I can use my lunch break to check my mobile at lunch.
15	i didn't experience any other than being able to done more relaxing way
16	My cyberloafing increased as the workload decreased and I found myself at a loss more often through the day. I found I would scroll through news articles more than I would previously, in order to keep up with the happenings of the day
17	I have changed job role during the pandemic so previously was nursing on a ward which was stressful with very few breaks. I had basically no free time to cyberloaf and was aware that if I did anything to try and relax it would be frowned upon as there were always more important things to be done. At home I have nobody directly monitoring my time and activities. Pre covid I would occasionally cyberloaf if I had a free few minutes but not often at all.
18	I never worked from home before COVID so I had no experience of this before. Since COVID and the introduction of working from home I have been guilty of wasting time on activities that are not work-related, although it has only ever been when all my work was done for the day and it did not have an impact on my work.
19	I had far more opportunities to work from home during Covid lockdowns etc than before. This for me meant that I also had more chance to cyber loaf and take more control over things in my personal life. Even small things like doing the internet shop during the day meant that I had more time to spend with my family after work.

20	My employer is still pleased with my work output since WFH. I am definitely engaging in more cyberloafing at home than I did pre-covid, so I hate to think what everyone else is doing with their time.
21	So when I was at my office before COVID, I might have WhatsApp web on my computer screen instead of picking my phone up so it doesn't look like I'm on my phone all of the time. Now when I WFH I can just pick my phone up whenever as there is no one else around to judge me for that, so there is one example of a subtle difference. Another example might be that if I wanted to properly cyberloaf in ther sense that I want to browse nothing but non-work related things in the office before COVID I would disconnect my laptop from my monitor and go to a quiet area where people can't easily view my screen and then browse for say 30 minutes to recharge and then go back to my desk. Whereas now, I will find myself just doing that from my desk at home so it actually probably saves my employer the time it took me to disconnect my laptop and go and find a quiet space when I was in the office if that makes sense.
22	Yes. Pre covid in work I would only have Spotify playing as I like to be distracted with music whilst I work, it's also helps improve my productivity. At home i;m finding that on some days I am spending over 3/4 of the day watching something or another. My huge backlist of shows and movies which I wanted to watch has greatly reduced
23	I do not experience such changes apart from perhaps giving up one thing for others. I now have duolingo and wordle whereas before it might have been twitter or facebook. I don't indulge in it any more than I did pre-Covid although during Lockdowns this was a bit different as my responsibilities and duties were different. During Lockdowns I perhaps indulged a little more and made up for it a little less. On the other hand, commuting time was reduced and I would work at these times. I have gone back to pre-Covid patterns, just with less scrolling.
24	I have been less likely to participate in the behaviour since the start of the pandemic. Prior to the pandemic I was working from home at least three days a week due to lack of office space. I did sometimes feel isolated which could encourage me to cyberloaf. Since the start of the pandemic my husband has been WFH so I have not been physically alone. Also, because my colleagues were not in the office we have talked to each other through Teams/Skype and I have not felt so isolated.
25	I tended to engage much less in cyberloafing pre-covid, as I was based mainly in the office with only a few days that I WFH over an extended period. Post-covid, due to being isolated from colleagues, my cyberloafing increased marginally due to not being in close proximity to my manager and other colleagues, and I also found that I could justify this by working longer hours to make up for these aberrations.
26	I feel whilst I have had changes in my cyberloafing behaviour, it isn't in the manner that would effect my work. The main difference is that I will now use my phone to text or check something on the internet to have a break rather than getting up to get a coffee or talk to a co-worker about something that also isn't work related.
27	I am even more busy now than before COVID and in all honesty I have even less time to look at other things during the day than I might have had previously. Quite often I get to the end of the day and don't even know what's been on the news that day.
28	I think my cyber loafing behaviours have increased in work situations post covid. I think pre-covid I was very focused on my work and felt under pressure to perform and be constantly on-the-go to work above and beyond of what is expected. Covid has caused me to reflect on work/life balance and realise there is more to life than work and that I should take advantage of free time or opportunities to relax, as long as I do what is expected of me in terms of my work tasks.
29	I didn't work from home pre covid so can't compare the pre and post covid times
30	None. I was unable to work from home and when at work I drive so can lily do this when I have a break which is allowed
31	No I do exactly the same amount of cyberloafing now as I did prior to Covid 19. Prior to the Covid 19 I was cyberloafing in the office as my boss is not someone who spends much time looking over your shoulder, so it was perfectly possible and acceptable to cyberloaf and therefore I have not changed my habits in any way despite now working from home. As long as the work is done on time, who cares?
32	Pre-COVID I cyberloafed very little but I now do it much more when I am working from home. It seems to have become an acceptable use of one's time during working hours. I'm am less stressed about being caught using my phone when I am at work now than I was before COVID. It seems that many more people use their phones at work now and it has become more acceptable to do so.
33	WFH has perhaps increased my cyberloafing but it has not been detrimental to my productivity. SInce I have not engaged in any major cyberloafing, the changes are minimal. It is true that part of my cyberloafing has been oriented towards finding or looking for side-jobs or "hustling" opportunities.
34	Yes, pre-covid because I worked in an office 100% of the time, I couldn't cyberloaf as much. The only things I could do were to online shop/ surf the internet and listen to music videos (not watch the videos because I had to hide the browser window from people walking past me). Once I started working from home post-covid, I could cyberloaf as much as I wanted to (as long as I got most of my work done too). I could also do things like watch videos/ movies on my laptop without having to worry about people seeing me.
35	Pre COVID I was in the office 90% of the time which meant I always had to give the impression I was working hard. If I wanted to cyberloaf I had to book a meeting room and pretend I was on a work call while looking at forums on the internet or reading newspaper articles. Post COVID I am working from home 4 days a week so I am able to look at the internet more regularly without consequence. For example, I often take a break a 10am to read through forums and do surveys if I am not too busy that day.
36	There hasn't been much of a change, I previously used to cyberloaf occasionally and still do since I have been working from home. As mentioned previously, I sometimes browse the Internet, occasionally send emails and periodically check tweets
37	Pre covid I didn't really do it much as I didn't WFH but post covid I do still WFH on certain days and it makes me less bored during the work day so I do it more oft

38	I'd say definitely, due to working from home which I didn't do before the pandemic, I have a lot more opportunity and thus have increased the amount that I partake in cyberloafing. Also due to having to do most shopping online during the pandemic and not in store I found myself doing more cyberloafing online to look at products and services.
39	I would say that the Pandemic was such a severe and once-in-a-lifetime situation that I spent more time analysing the situation, developments, economic outputs and sharing these learning and discussion on various internet forums. I was keen to be as informed with what was going on, and obviously to be as safe as possible. SO I'd say this took up a lot more cyberloafing time than usual
40	I very rarely engaged in cyberloafing pre-Covid as I was working in a physical office most of the time. Cyberloafing is only something which I have really started doing in a wfh situation. Similarly I don't do this when I go into the office.
41	When it comes to my teaching, I definitely felt that working from home seems to be somehow less formal. Initially, there was a lot of confusion about the pandemic so everything was a bit chaotic. With time everything become more organised. When it comes to my job in a library, I work entirely on site.
42	There has been changed in my cyber loafing behaviour compared to pre Covid times as there are more activities I can complete at home without being observed by management or colleagues. For example, I can undertake online shopping when WFH freely without someone being able to look at my computer screen and seeing what websites I'm on. Or carry out personal calls on my work phone without being overheard
43	I'm working from home permanently now in comparison to being in the office full-time pre-COVID. I'm therefore more likely to do cyberloafing than I was before as I was in a small office with my manager so it wasn't possible to do it
44	It is difficult to say, as prior to covid, we did not work from home, so it was very difficult to engage in this behaviour when in the office. Post covid, it is now normal to work from home, and very easy to engage in this behaviour. Therefore, it is very different to before, and impossible to compare properly. However, the change in my behaviour is dramatic, but this is due to working from home, and is only a byproduct of the covid pandemic. Had we had the opportunity to work from home previously, I imagine my behaviour would have been similar to how it is now
45	Before Covid this was something I hardly took pet in due to rules within the office making it not possible. As I now work from home I have access to my own devices so this is a behaviour that has increased post covid. I also find on days I do now go into the office I struggle to keep focused without having the odd scroll break
46	pre-COVID I would spend an amount of time doing tasks other than work. Not all Cyberloafing although there was considerable time spent in chat rooms. During COVID, I went through a horrendous patch of addictive behaviour on chat sites and meet sites. I was spending 12 to 15 hours a day (in and out of work) whilst in the office, WFH and still (somehow) managing to get some work done. The whole experience was very draining. Post COVID (if we are post COVID, but certainly since mid December) I am happy to say that I have eliminated those addictive behaviours. My cyberloafing (checking emails, messages, bank account, etc.) is now measured in minutes.
47	i found it difficult to concentrate in an office environment post covid. too many distractions, peoples phones ringing and having to answer them. in a WFH environment i can close myself off to get done what i need to.
48	Increased cyber loafing since COVID. Seen a key service but not protected or rewarded for keeping organisation running while society shut down. Before in the office working longer hours with too much demands, much better balance now.

Table H. Response from participants regarding question C2

No	According to you, what kind of specific work-related tasks or work routines influence (positively or negatively) the degree of cyberloafing in a WFH situation? Please elaborate your answers using suitable examples and discuss them in detail.
1	When I am bored at work and work day is long.
2	In answer to this question, maybe if the task is more boring than other tasks this would influence someone to cyberloaf to make their day more exciting. As well, maybe as I said in the previous question that if there is assumption that someone can slack off working from home then they may take this opportunity to do so
3	It is increased in situations where you have lots of off camera meetings, as people can't see what you are doing and it is easier to play games if you know you aren't being seen. If you don't have meetings that gives a lot of time to watch tv uninterrupted. If you are busy then it is less easy to cyber loaf as you need to get stuff done and you just have to get on with it; if you don't then it is obvious that you haven't delivered what you need to.
4	Micromanaging can negatively impact on cyberloafing, lessening how much you are able to do so. Not having enough to do can also impact on it negatively meaning that you are able to do it more.
5	Tasks involving planning my lessons for the week ahead mean that I can spend as much or little time as needed on them. I can therefore choose my hours from home as long as the tasks get completed and uploaded. There are some positives and negatives to the cyber loafing. Positives are that I can do some online shopping and catch up with friends between planning my lessons to have a little break from it. Negatives are that I can spend too much time on it and end up having to work later to finish my tasks.
6	I think having set hours e.g 9-5 10-6 and setting boundaries of when lunch is and times your laptop is closed definitely helps to avoid cyberloafing as you can plan time in the day to do these things after work. I think when things at work are busier, hectic or unusual there is a chance you won't do this as much OR you do it a lot more to distract from all the work that is on your shoulders.
7	To be honest I think it's just the repetition in my job that makes me want a break from it and look at something different. Also as I mentioned before having the tv on in the background is nice as a bit company as it can get quite quiet and lonely when you don't speak to anyone all day so it's nice to see another human face and voice.
8	i would assume the more mundane of daily tasks would influence the majority of instances of cyberloafing throughout the United kingdom. things like work on spreadsheets or the return of non exciting forms to certain departments would influence a person in a WFH setting to do things other than work, on work devices. Alternatively, a person who has an intense piece of work to complete or something that is overly mentally stimulating may encourage an employee to take a break and use a work device to cyberloaf as a form of destress or relaxation.
9	Long, dragged out tasks definitely trigger the need to cyberloaf for me. I can't see myself sitting down and dealing with something that takes hours, without having a break of some sort that involves redirecting my focus to something entirely different. As in, if this is a work task, then I need to do something non-work related. The opposite also applies though, I have been known to do work when I needed to do housework instead!
10	I would definitely say a standard office job makes people cyberloaf much more. Especially if the tasks are just mundane and boring and there's no excitement in work. It also feels quite isolating at home sometimes so the lack of teamwork makes me feel more likely to cyberloaf. I've found when I have to do excel spreadsheets or lots of paperwork tasks I'm able to make them longer in time but actually cyberloaf for half of the time but no one says anything.
11	Checking in with people in a personal manner - video calls. This means you are talking to someone who requires your attention - similarly a buddy workspace can be companionship and works to get people to encourage each other and do less loafing (cyber or otherwise) generally. Video channel open sort of thing. I think that spyware just causes resentment, and we have lost employees because of this.
12	A monotonous period of WFH will inevitably lead to cyberloafing. A well constructed schedule, with ample opportunity for breaks will lessen the desire to cyberloaf as the ability to browse is covered already.
13	Generally, simple boredom. If I"m occupied with work, I don't cyberloaf. I try to keep the aimless online wanderings for when I get home.
14	Answering non-important emails - I like to check a website or my phone before doing so. After a stressful meeting or phone call, I want to take a few minutes off the topic before going back to work as normal. Before starting something like typing up notes or preparing a report, it serves as a break between two different activities when perhaps it is better for me to just get stuck into things.
15	when i can't keep my focus or attention on the speaker in the meeting, while i have to complete repetitive task
16	I'm not sure
17	If I have a lot of repetitive paperwork to do or 'dry' work then I may break this up by doing more cyberloafing. On days when I have a lot of clinical work then I often don't have time or the inclination to cyberloaf. On monotonous days I feel less pressured and more likely to cyberloaf.
18	The amount of online meetings an employee has to attend for example. If you are required to be in meetings all day then it would be much more difficult to engage in any outside activities due to having to be engaged and concentrating for the whole day.
19	It would depend wether you had work tasks which could be performed at any time of the working day or if you had time specific tasks. If your tasks are time specific then cyberloafing has a more detrimental effect on your ability to fulfill your work commitments than if your work requirements are more fluid.

20	If I have a zoom call that the work needs to be completed for before hand I am much more focussed. If they are jobs that I need to do, but no one else needs or sees I am far more slack in my focus.
21	Flexi hours i.e. not minding when people finish and start work amongst employees helps with cyberloafing I think. For example I don't do it, but I know some of my colleagues faff a bit before work and will be playing on their phones, browsing online, messaging friends and not start work until 9:30/10am whereas the typical working day starts at 9am. But then they finish later to make up for it, so it's fine in our employers eyes in terms of a positive and it reduces that barrier of being judged for it when you are at home too. In terms of a negative if you flip that around, you might find yourself working late nights if you get sucked into it and don't have a disciplined routine!
22	Nothing specific. I guess not having my colleages around also results in me getting bored quickly whereas in the office someone is always there for a quick chat. Been in the office has a routine, you get in and put your things down, grab a coffee and chat about how the previous evening was, see if there is anything pressing that needs the teams attention before sitting down to do my daily tasks. At home, I get up 10 minutes before starting, whilst logging on i'm still in my PJ's having breakfast and I never log on time when WFH
23	When preparing documents, this can be quite intensive and dull. I have to take regular breaks and will sometimes choose a Duolingo game that lasts 90 seconds or look for the day's wordle game. This makes me more productive and less likely to look at Social media, where I can get lost in scrolling a regularly-updating list of posts and comments.
24	It's hard to identify something which affects it negatively. What affects it positively (i.e. makes cyberloafing less likely) is working on something interesting and new. I am more likely to become distracted and visit Facebook on my phone when at the tail end of a project which is becoming tedious although this does not always happen.
25	I find that monotonous and repetitive work-related tasks contribute to increasing cyberloafing during WFH situations. Also, meetings during which my input is not always pertinent, make me shift my focus to fulfilling personal issues if I have a gap during the online call. Sometimes when I have to research topics, I find non-related tasks in which I have a personal interest, which could impact my use of company time negatively.
26	My job involves a lot of data entry, which you tend to skim read after carrying out the task for a long period of time. This will lead to both positive and negative use of cyberloafing. The menial tasks where you are reading the same data over and over again leads to a loss of focus, whereupon you take a break in order to reset your mental. However, this can also be an issue as you know that the task is straightforward and you take a longer than intended break as you believe you can catch up.
27	If people have time-sensitive tasks, or scheduled meetings it might be difficult to cyberloaf and deliver their tasks. Tasks where the employee is very much in control of what they do might have more opportunities to 'cyberloaf'. In addition, jobs which don't measure outputs or outcomes might mean that cyberloafing occurs but can't be easily detected
28	Tasks which take a long time or are complex tend to make me cyberloaf more because I procrastinate and try to avoid a task I am finding difficult or finding it hard to see the end of. Fun or more engaging tasks would mean that I would cyberloaf less as I am not bored or distracted thinking about other things. I am also less likely if it is a group task with other people involved as it would seem impolite or reflect badly on my work ethic.
29	I would say that boring repetitive tasks are likely to ensure that the worker is more likely to pay less attention and want a break from what they are doing. Also if something is taking a lot of brain power you might want a break and look at something mindless for a bit
30	Interaction with colleagues - more interaction = less time and need for this; Boredom - more boredom leads to more browsing; Mental health and well-being can impact positively and negatively
31	Work related tasks that are repetitive or particularly boring will result in more cyberloafing, as you need a distraction away from boredom, so for example if you are sent on a training course for something you find boring, you will spend the time reading things you are more interested in on your mobile phone, or texting friends or whatever helps pass the time.
32	I cyberloaf more if I start my working day late or if a particular task I have been dealing with at work is very stressful. I think cyberloafing is a form of procrastination and is used to avoid difficult and stressful tasks. When I start working earlier in the day or when I have a set agenda for the day, I am far less likely to cyberloaf because i am more focused on the job which I am undertaking.
33	Unecessarily boring tasks (e.g. long meetings) and routine and uninterested tasks (e.g., assessments) are conducive to more cyberloafing. Also bad management, which is not a work-related task, and bad experiences with superiors or an overall lack of acknowledgment of jobs performed lead to lower incentives to be productive and to more cyberloafing. Inversely, having more creative and varied tasks in addition to a humane and friendly management reduce incentives to cyberloaf.
34	Work tasks that are long, boring or very difficult influence the degree of cyberloafing in a negative way because they increase the degree of cyberloafing, in order to entertain the employee or allow the employee to procrastinate because the task is too difficult and daunting. Therefore, work tasks that are not too difficult to complete and are interesting influence the degree of cyberloafing in a positive way because the employee doesn't need to seek out an entertaining distraction or doesn't have anxiety about the work task and so doesn't procrastinate.
35	If I have to perform a monotonous task, I am more likely to engage in cyberloafing. For example, I had the task of going through an asset database to identify which items of equipment had come out of warranty. Going on the internet breaks up the task a bit. However, if I have to speak with colleagues or prepare information for an upcoming call, I am a lot less likely to engage in cyberloafing as I need to focus my mind in order to meet a specific deadline.
36	Work related tasks that are quite intensive will benefit from occasional breaks and cyberloafing in those breaks can be a way to unwind a little. Sometimes work tasks will have natural break points and using those to cyberloaf can be beneficial for an employees mental health.

	The flip side of that will be taking regular breaks during an intensive task and causing disruption and delays to the completion of that task, for example if someone were to get distracted from work every 15 minutes to check social media
37	When I'm on a conference call and it's only audio or even face cam sometimes I tend to cyberfloat it just fills the boring time and most of the time I don't need to be listening to this because all of the inportant info that effects my work is sent via email before
38	For my role specifically it's when there is a lack of tasks, when I have completed my main duties and have down time from that, then I have little else to do and that is why I indulge in cyberloafing to kill some time until I have more tasks. Often this is later in the working day as I am usually fairly busy in the mornings.
39	I think where tasks are repetitive there is a great risk of cyberloafing to take place as a means to get away from the monotony of the task. Essentially procrastination and this can have a negative impact on output. Where tasks involve a great deal of creativity or if there is considerable stress and pressure involved then cyberloafing can be an effective way of decompressing and relaxing before returning to these more stressful tasks. In this context it can have a positive impact on mental health
40	I am more likely to cyberloaf if I am in a meeting online with a lot of people where I am able to turn my camera off and don't have to fully engage in the conversation. I am less likely to cyberloaf in a one to one meeting. All cyberloafing has a negative impact on my work as I am not fully concentrating.
41	I believe that if you need to deal with some kind of boring paper work then you are especially tempted to procrastinate or surf the internet instead. It is often really hard to find motivation when our task is boring. It often depends of you circumstances e.g. if your home is a quiet place and if somebody or something may distract you form doing the task. I think we should be self-disciplined and decide that within working hours we focus only on the job- related tasks.
42	Depending on how busy I am at work will impact the degree of cyber loafing. For example if I have several meetings held over Teams then it means I have to focus on the task in hand which negatively impacts on the degree of cyber loafing when WFH. However, if I am doing mundane tasks then I have called a family member using a work phone.
43	Repetitive admin tasks can either motivate or demotivate other people, so could push them to cyberloaf if they are sick of doing the same monotonous tasks. Or back to back meetings where you dont have time to take a specific break and you feel like you have to squeeze your break in through the day
44	Work routines previously in the office would mean sticking to strict times for breaks and lunches, meaning that it would only be at those times that I would have the opportunity to take part in this behaviour. Working from home means that I don't take timed breaks, and instead spend most of the day in front of my laptop for work, and often glance away from work to engage in other things. I believe this has a negative impact, as it means that I am more distracted from my work
45	Mine mostly happens during work meetings where they require little participation or engagement. Sometimes they aren't relevant to me and my no role and these kinds of situations are likely to increase the amount of cyberloafing during that given day
46	For me, anything needing me to do computer programming, be it Macros, scripts, etc. As I need to learn the language and then perform the task I was getting easily distracted and my thoughts would wander. If I was working through a challenging design task and was focussed, then I could avoid any loafing.
47	when i start a report i want to concentrate and get done what i need to get done as my reports contain calculations. when i need to take a break and reset my focus i will browse on my phone or call my wife to take my mind off the task at hand
48	Completion of reports tend to be closer to deadline however they are still being met. The problem is that the organisation has been degraded over the years so only a slight positive. Contact with clients has improved with being able to keep more up to date with the day today events

Table I. Response from participants regarding question C3

No	What are those factors or situations which motivate you to abstain from cyberloafing in a WFH situation? Kindly elaborate your answers using suitable examples and discuss them in detail.
1	If I need to get work done quickly or I am on camera
2	Motivate yourself to enjoy the task you are doing better by finding a different way to do the task or ask for advice on how to do this. Ask your manager for more tasks to do so that there isn't a need to cyberloaf. Or, ensure that the personal activity that you are doing during work's time is done on an evening or weekend or another time out of work hours so that it doesn't need to be done during the working day.
3	Being really busy reduced cyber loafing as you know that you need to deliver and have to do so in the timeframe you need to. For example, when something needs to be done by the end of the day then I concentrate on it more than I would if it were a longer deadline. I might still listen to music as that helps me concentrate. I am also motivated to abstain when on camera ad people can see me.
4	When I have a deadline coming soon and my attention is needed elsewhere. When I have a meeting or a training session where my attention is needed/input is needed or that interests me.
5	The factors which make me abstain are when I had deadlines to achieve or a heavy workload as I know that I need to stay off social media and not get distracted so I can get everything finished in time and meet my deadlines or targets.
6	If I am excited about work and there are less pressures on projects I find it much easier to abstain from cyberloafing. I think when things feel mundane at work, as a creative, I find I need to get inspired or to distract myself and do more in the day including cyberloafing. I think also when you are waiting around for others to email or get back to you, you can get frustrated and cyberloafing then becomes an easy thing to do whilst waiting to hear back.
7	I would obstain from cyberloafing when I am really busy and am flat out, or I have a lot of work to do that day. This however happens very rarely. I would also obstain if I was to attend virtually a lot of meetings or had to do some online training. In my current role I am pretty much left to my own devices so none of this really happens very much.
8	personally, i would like to think that a person who is fully engrossed and engaged in their daily duties would not even think about deviating from the tasks given to them to complete, to engage in any form of cyberloafing as they would be too hard at work and would want to ensure the tasks were completed in a timely fashion and to the highest possible standard. Alternatively, the fear of being caught out by a peer or senior may also frighten some people into abstaining from the practice of cyberloafing in and of itself.
9	Well, I have a daily target for chargeable hours, which keeps me on track, so that helps. Also, I do take pride in my work, and I know that too much internet use could get out of hand, trigger something in the IT systems or cause trouble for me. I also like to do well for some of my clients and I have to say that I focus better on their cases, and wouldn't really think about cyberloafing when dealing with that stuff, unless it was really long and boring.
10	When I have engaging work I tend to not cyberloaf. Working in a team helps me not cyberloaf as we're accountable to each other for the time. Feeling like I'm doing some sort of meaningful work helps me not cyberloaf. I've stopped cyberloafing when I've budgeted my time for the tasks I have to do. Also my work introduced a clock timer that you basically have to time your tasks, not to be monitored but it was for client billing so that made me really think about cyberloafing
11	How busy the day is - more to do, less to faff; how many people I'm seeing on video - meeting density; How urgent tasks are. Sometimes I procrastinate.
12	A camera on, 2 or 3 way video call that requires absolute attention to the task. More than 4 people on the call leads to the opportunity to cyberloaf.
13	The knowledge that I'm being PAID for my time, and as such, should best use it however the company sees fit, if I"m not occupied directly doing work-related tasks. Even when not, I still try to avoid is, because, again, I'm being paid.
14	Work being very busy - I don't have time to cyberloaf! My phone being physically away from my desk - such as in my bed - meaning it is more effort to grab and check it for no reason. Plus my bed is behind me so my phone is 'out of sight, out of mind' compared it to being on my desk. My house being empty - because my sister is away - I feel less inclined to cyberloaf since I am alone. I am more likely to put on music or a podcast as background noise.
15	colleague engagement, frequent break for physical activity
16	Having a constant flow of work which is engaging but not too frustrating so I find I can get in a flow of work and feel unwilling to break the flow just to scroll. If I find myself too bored with the work I have, or understimulated, I am more likely to start scrolling on my phone of social networks or playing one of the mobile games I have
17	If I have a high pressured day or have deadlines to meet then I will abstain entirely. If I have a lot of clinical work or tasks that require heavy thinking and problem solving then I'll be more focused throughout the day and not be distracted. On some occasions where I have to think about clinical risk I don't consider wasting time cyberloafing at all.
18	Having a list of tasks to do, and having a deadline by which to complete them. I work better when I have a list of things in front of me to complete, and I am less likely to get bored and switch off if I know I have things to do by a certain time.
19	If I needed to partake in work activities which had a deadline it would stop me from cyberloafing when working from home as my

	commitment to my job is paramount. If I were to be involved in activities such as zoom/teams meetings where I needed to be seen to be doing my job at the appropriate time, this would also deter me.
20	Deadlines looming, meetings scheduled that require the work, other people waiting on the information are all motivating for me. Anything else tends to drift.
21	For me it is when a deadline is up and coming. I will be driven by the fear of not meeting a deadline or upsetting someone. For example, recently I had a report with some analysis due to my manager and I did find that I was getting distracted with cyberloafing activities quite close up to the deadline. However, what kept me going was the thought of upsetting my manager or worse still facing some negative feedback in my up and coming annual performance review at the time.
22	Only thing that would stop me would be an outage across the network, i'd be bombarded with messages from colleagues looking for assistance and that would mean i'd actually have to work with various teams on calls trying to determine the issue. No major outages mean very little to stop me from wasting time
23	If I have a meeting I would always be courteous enough to give people my undivided attention. I have no wish to be rude. Also, if I have a very tight deadline and not much notice, I would get things done as quickly as possible, although not necessarily to the same standard if able to work my own way.
24	Enjoying a work task (e.g. a new project which involves investigating and analysing data) Concerns about missing deadlines and creating more stress for myself
25	I find that when I have deadline pressures as part of recurring/one-off activities, that I focus entirely on the tasks at hand and abstain from cyberloafing altogether. When I am the organizer or arbitrator at a meeting, I tend to give my undivided attention to the meeting. Also, when I need to provide key inputs to meetings, I don't cyberloaf at all.
26	The main factor that motivates me to abstain is that I've previously had situations where I will continue to be distracted for most of the day, resulting in me not completing my work that I wished to do throughout the day. As such, the only thing I will allow myself to do is send a text, but if it starts to devolve into a conversation I will stop. I'm also good at focusing when there is a deadline approaching for a matter, whereas if things are status quo, then I will allow myself to be more loose.
27	I think that if I knew I was being monitored, or I had a role which made it difficult I would find it hard to cyberloaf. At the same time, I'm not sure I'd want to work for an organisation that had no flexibility and had a zero tolerance approach
28	If I am accountable to others - for example they are checking my workload or productivity. If I am engaged in meetings with others or in regular communication with them. If I feel others would judge me or find out I would be less likely to do it. If it was negatively affecting my ability to meet deadlines.
29	For me it would be if I was likely to get caught and get into trouble for cyberloafing. If my machine was being monitored as to what sites I went on and for how long I was on them for , or if the amount of work I did was monitored and it would be obvious that I wasn't doing work related acvitiivies
30	I'm am focussed on my job and the task at hand when at work. If I do this then I cannot deliver In time. It has a big impact on when I can get to my shops and the traffic issues then affect this. The later I am the later I will be home from work and then I will be late for lunch and late for bed as I work nights.
31	If you are working towards a deadline and you know it will be better to get the work done as soon as possible, then you might be less motivated to cyberloaf, also if you are given an incentive to do the most work with a reward, you might also be more motivated and thefeore you will focus on your work more.
32	Factors and situations that motivate me to abstain from cyberloafing include when I know I am required to focus on the task I am working on or involved in (e.g. a conference call where I know I may be asked to contribute). I also cyberloaf less when I fully understand the work I am required to carry out and on jobs which are not stressful. I cyberloaf less when I know my colleagues are waiting on me to deliver a particular piece of work.
33	I have to admit that the only factor is cybervigilance by the employer. Most of my employer-provided devices are managed by them (e.g. I do not have admin rights and communications are monitored). My cyberloafing would be perhaps of a more serious nature if they not were managed centrally.
34	I am motivated to abstain from cyberloafing when I am doing interesting work, or work that I enjoy and work that is not too difficult to complete because I am sufficiently engaged with my work. I also tend to abstain from cyberloafing when I ensure that I am meeting my needs outside of work – for example, I get enough sleep, eat properly and healthily, exercise enough and relax/ have fun socialising. This means that I am recuperated enough that when I am working from home, I have enough energy and concentration to complete my work without feeling the need to procrastinate/ entertain myself which is when I normally cyberloaf.
35	If I am very busy with work related tasks I am a lot less likely to engage in cyberloafing. For example, if I have lots of calls I will try my hardest to get the work done. Also, if I have an upcoming deadline I need to focus on work tasks so I am less likely to use the internet for personal activities. Also, in my previous job there were rumours that the IT department monitored employees' internet use to identify those who spent many hours doing non work related activities.
36	When working from home there isn't as much external pre, so it is important for the employee to be self disciplined and hard working. An employee should focus work time majoritarily on work tasks and only cyberloaf at appropriate times when it doesn't cause significant disruption in the working day. For me personally, I have certain tasks I need to achieve each day so it's important for me to focus on

	those tasks and not let personal distractions take away too much of that time
37	When I have a lot of work to do or I'm in an important call at home. That I need to pay attention to/ contribute or I'm presenting something then I can't cyberfloat or I'll get busted
38	I only really abstain from cyberloafing if I have a large workload and many outstanding tasks, as I always aim to get those done before doing any cyberloafing. Also when I have meetings and video calls, then I don't do cyberloafing as I need to concentrate on those and be present.
39	I don't have an issue with excessive cyberloafing however I don't tend to work a fixed 9-5 type day - I am more task and outcome oriented and so the day ends when everything has been done. So for me excessive cyberloafing would interfere with my ability to get everything I want to achieve that day done and that in itself is a large reason for me to not engage in excessive cyberloafing
40	I don't cyberloaf when I have a lot of work to get done to a tight deadline. I also don't cyberloaf when I am in a one to one meeting as it wouldn't be appropriate as I wouldn't be properly paying attention to the other person.
41	Definitely if I have tight deadlines it is very motivating. Also, if your salary depends on the amount and the quality of your performance, you are more likely to avoid any forms of cyberloafing. As an online teacher I have to be concentrated most of the time and lessons are really dynamic. Therefore, I do to have many chances to perform cyberloafing. However, during pandemic when I had to do some paper work I often spontaneously stopped work and started using internet for fun.
42	If I am really busy at work then I will abstain from cyber loafing. Or if I undertake cyber loafing it will be for important tasks in my personal life, for example to call customer services if I have an issue with my utilities. However if this is the case then I may work a bit longer to cover the time I used cyber loafing. If I am in back to back meetings or get urgent issues from customers to deal with these will refrain me from cyber loafing
43	My manager being able to tell I'm not maintaining my work or seeing that I'm inactive on my work account over a period of time. Being caught is the most obvious cause of wanting to abstain
44	There isn't really any factors or situations that motivate me to abstain, unless I am on a deadline, when I would tend to ignore my mobile in favour of completing my work on time. I also find myself less likely to use my phone for browsing Internet etc if I am very heavy on meetings during my work day, as I need to pay more attention to my work, and if I am distracted, it is difficult to keep up with the discussions taking place
45	When I do parts of my job that are fast paced and engaging. This takes my entire focus and I would not consider cyberloafing. I also would not be partaking in this if I was y or supporting training as this is not fair on the delegates to not have my full attention. Plus this is an enjoyable task that keeps me focused and engaged
46	A desire to get the work done within a reasonable time frame and not spend hours on the computer. A relisation that the 'loafing' I have done has added stressors to my life and not made my life any better or easier.
47	If i have a deadline like Tax year end coming up i will concentrate more on my tasks and remove any unwanted distractions so i can focus.
48	Factors if it impact heavily on client management, if deadlines were missed, if the quality of work dropped and I was notified, if there was increased monitoring, if there were usable penalties for cyberloafing.

Table J. Response from participants regarding question D1

No	Are there any other relevant issues related to cyberloafing in a WFH situation that you would like to share or discuss here? Kindly elaborate and use suitable examples.
1	No
2	I can't think of any other relevant issues related to cyberloafing in a working from home environment that I haven't already mentioned in previous questions. Sorry this isn't going to be more than 50 words as I have already mentioned
3	Nope!
4	None at the moment.
5	If people can manage their own time and still complete their workload to a high standard then I don't see a problem with it but it might get more complex if people start ignoring their work or don't get things finished and it impacts on performance
6	I can't think of any other relevant issues relating to cyberloafing really. Perhaps doing surveys and making money is something I also do, to help me earn extra money to help save and pay bills. It is definitely not something I should do during work but I also feel like the extra money is really helpful to me to have especially during times when everything feels so much more expensive.
7	No there aren't any, I feel the questions asked in the survey have covered all aspects of cyberloafing and there isn't really much more to add. I would however like to say that it is a good thing to take regular breaks from work and as long as out put is not affected I don't see the problem with it
8	noting that is of serious note, although i must say even though i personally do not have the chance to cyberloaf, i can see the benefits of a person taking regular breaks throughout the day and using work devices for personal things, so long as the workload and tasks given to that employee are finished to the expected standard within the relevant timeframe. sometimes the culture within a work environment drive people to breakdown, purely due to the anxiety and stress produces in the office environment. If cyberloafing and WFH can help to change this, it is a good thing.
9	I have some attention issues that may make me more susceptible to cyberloafing, as I cannot focus on a single thing for a long time, and maybe that aspect should be considered, too.
10	No I think I answered all my thoughts and feelings about cyberloafing and I answered honestly about what I've done in the last. I would say I'm not really proud of it and feel a bit of shame that cyberloafing is a thing really. I feel a tiny bit better knowing I used the time wisely in the end and progressed in my career because I did a good course
11	I think that some acceptance is required, or people feel that measures become draconian and controlling. Some clear policies can make a difference (we don't mind you reading the news over lunch, we do mind you living on youtube sort of thing).
12	No other issues
13	I think if it were less easy to do (and it's VERY easy to do), that would be just about the only way to cut down on it.
14	I think cyberloafing is more accepted when WFH because no-one knows if anybody else is doing it or not, but since we know many jobs can be done just as well from home, I would argue it does not take away as much from our productivity as people think, as long as we 'turn off' from screens and social media at some point during the day!
15	not really
16	I have ADHD, so it's easy for me to get distracted or hyperfocus on something other than work. My work needs to be engaging to keep me interested, and if not I can end up scrolling for hours and not realise it. It's easier to break that at home because I give myself dedicated "scroll time" to avoid the urge to scroll while I should be working
17	The acceptability of cyberloafing is unclear, it feels a bit taboo to talk about because it could easily seem like shirking.
18	I am sure that I am not the only person who does it, but there is nothing further that I would like to discuss on this matter, thank you.
19	No
20	none
21	Yes there is one good example actually. You need to be careful if you are cyberloafing and your organisation have mechanisms in place to monitor your home Wi-Fi (I have heard of someone that works at another organisation this has happened to) they were essentially pulled up on the fact that they were doing a lot of non-work related activities on their personal computer when they should have been working and were disciplined for this.
22	Just that I really can't wait to be going back into the office on a regular basis. At least then my performance will improve and i'll feel happy about it, feels like I am cheating the company at times when WFH
23	I think that it depends on the type of activities that people are doing when cyberloafing, if they are able to meet the standards of the job and the type of job and/or task they are in the middle of completing. Long-term distractions to the task in hand aren't good for the individual or for the work and a sustained period of time doing this might be problematic should the employee ever return to normal expectations of working from the office/workplace.
24	I can't think of anything specific

25	I find that cyberloafing could increase work-life balance, as you are able to attend to personal matters during working hours that you won't necessarily be able to get around to. Also, due to the flexibility of WFH, cyberloafing could be used as constructive breaks to recharge and refocus from work, and lost time could be made up my adjusting one's working hours.
26	I think I've covered the most important factors from my side. There are obviously negative consequences that are tied to it, that aren't necessarily specific to cyberloafing. e.g. it allows people to gamble uninhibited, which can lead to much greater issues than if they were restricted due to work.
27	I don't have any further issues that I can share. I think I've covered everything I can think of
28	I think people are more likely to cyber loaf if they don't feel committed to their company or a sense of obligation to them or their colleagues. People who have a good relationship with their peers or company may feel more guilty about cyber loafing. However, I think most people cyberloaf to some extent.
29	I think companies should give the employees a bit of slack as it is quite hard working from home day in day out and they need to think about the employees mental health as well, it might be that they need to connect with their friends on a regular basis
30	None as I don't take part in this
31	I believe work places should trust their employees more and treat them like adults, and if a person is trusted they will produce better work. Putting in restrictions simply makes people unmotivated and anti their work place, so I think people should be encouraged to take breaks to surf the internet (within reason)
32	I think cyberloafing can have quite a negative psychological effect in an individual. It can undermine their self-confidence and make them feel like they are less in control of their day to day work. I also think that it should be recognised as an issue for employees and that employers should provide adequate training to ensure that employees can recognise the signs and the creeping negative effect it can have on their work.
33	I would say that the previous questions focus too much on the nature of tasks and do not consider enough that the worker-employer relationship is key. Reciprocity is a powerful productivity factor. Bad management inhibits productivity and increases incentives to shirk.
34	I feel that a bit of cyberloafing overall is not a bad thing. Employees are not robots and if they can get their work done on time, then a little break to cyberloaf is not bad. Research shows that employees who work 9-5 are actually only productive for 4 hours a day. When working in an office people often take many coffee breaks to chat with colleagues, or breaks when chatting with colleagues by the water cooler. When working from home you don't have that distraction and socialisation to break up the day and gain your energy back – so cyberloafing has replaced those activities
35	I think cyberloafing is terrible as long as it is only moderate. For example, if an employee is getting their work done then there is no harm in them using the internet sporadically for personal use. If employers stopped employees using the internet at all during work hours it could lead to them becoming demotivated and potentially looking for other jobs at different companies.
36	Not particularly, however it is another interesting subject. I believe, when used appropriately, cyberloafing can be a positive way for an employee to avoid excess stress or burnout, and can give an employee an opportunity to complete tasks that may be important. It can also be a major problem if it gets excessive or is done too frequently so it is important for the individual to maintain control of how their time is spent
37	No that j can think of
38	I think I've gone pretty much into as much detail as I could for this, it's quite a controversial topic and I've rarely heard it discussed before as I guess most people don't openly admit to wasting work time doing stuff like this. I think the pandemic has definitely influenced the level of cyberloafing that goes on in employment.
39	Only that as I pointed out earlier the degree of cyberloafing is important to consider - how extensive is it and is it impacting on core productivity metrics. Also an element of cyberloafing may be important for employees' wellbeing and employers should bear this in mind. As always, balance is key, and this involves self discipline on the part of the employee and trust on the part of the employer
40	If you are cyberloafing during an online meeting then it may be clear that your eyes are not on the meeting and that you are distracted by something else.
41	I think cyberloafing may lead to some forms of an internet addiction. Using internet for fun is a waste of time and often consume a lo of time. Moreover, it is a bad habit and a form of cheating as our employers pay as and expect us to be professional.
42	When WFH cyberloafing can have a positive impact such as increased job performance and outcome, better work life balance and reduced stress. However some individuals may be excessive in cyberloafing when WFH due to lack of supervision or visibility which creates poor performance and they are not engaged or motivated to work when they can do personal matters whilst being paid for it
43	No I dont think so
44	I think the only other related issue that I have already touched upon, is the fact that I am spending more money than I usually would. I find myself often browsing clothing websites, knowing that I can order things online and I will be home to receive deliveries, which I wouldn't have been if I'd been working in the office. I find that I spend a lot of time browsing different websites, and quite often see things which I decide to buy on the spur of the moment, and normally, had I been in the office, I wouldn't have had the time to spend so

	long browsing, and it is unlikely I would come across things to purchase
45	I feel like it's important to acknowledge that I do it and self regulate when I choose to do this. I will always try and be mindful of how much work time I am losing and ensure it is not reflected in my performance. If I find it is I will put my devices away. I try to strike a balance between finding it beneficial and detrimental to my job.
46	It is very easy to fall into this trap and can be very hard to stop. It is important to repay an employers trust with WFH so that the option is not removed. Further an amount of loafing goes on in any office and at any time.
47	i feel i have covered as much as i can here. it has positives and negatives, the positives being it can help you take your mind off a stressful day and the negatives are that it can hinder you from getting work done if your mind wanders.
48	It is currently uncertain if cyberloafing is a big issue. A bigger concern is continue wage stagnation, exploitation of staff, increased productivity with limited return. Cyberloafing is more a problem of management incentive and how staff should be encouraged to work and not feel burnt out, over worked and not rewarded for effort

Table K. Coding main location

Location	Open Coding (Zero Order)	Axial Code (1st Order)	Aggregate Dimensions (2nd Order)
A1	Involving online activities other than work activities	Mechanism of cyberloafing	Cyberloafing in WFH
A1	Non-work activities without the knowledge of the employer		
A1	Online network for personal online non-work activities		
A1	Pretend working while engage in personal online non-work activities		
A1	Electronic devices for online personal non-work activities	Type of device involve	
A1	Other devices than work devices for online personal non-work activities		
A1	Personal electronic devices for online personal non-work activities		
A2	Leisure and virtual related activities (major activities)	Type of activities	
A2	Informational and social media related activities (minor activities)		
C1	Computer system delay leads to cyberloaf	Work tasks factor	External incentive
C1	Less cyberloafing because more busy in post-COVID		
C1	Stressful job no time for cyberloaf in pre-COVID, more cyberloaf at home		
A3	Have finished the task required, no other task to do		
C3	Less pressures on projects I find it much easier to abstain from cyberloafing		
C3	Enjoying the task, new projects, concerns about deadlines		
C3	Doing interesting work and not too difficult to complete		
B1	More cyberloaf at WFH, more freedom. Need seen to be busy at WFO	Working environment factor	
B1	At home feels more acceptable environment because no one sees your screen		
A3	Home is not a usual working environment, associated to relax and personal time		
C1	Longer working hours in WFH leads to do cyberloafing		
C3	Fear of being seen inactive, fear of being caught	Monitoring and restriction	
C3	Camera on and people can pay attention while WFH		
D1	Organisation have mechanisms in place to monitor your home Wi-Fi		
B1	No colleagues or supervisors to monitor		
B1	Less internet use in WFO because of restrictions, use mobile instead. More cyberloaf in WFH		
A3	Distraction and concentration problem	Psychological reasons	Internal impulse
D1	Attention issues, cannot focus on a single thing for a long time		
C1	Excitement of new situation or environment		
C2	Not having colleagues around		
C1	Feeling isolated makes cyberloaf more		
A3	Utilising low wage and benefiting from it		
A3	Past habits (reading habit, browsing habits)		
A3	Need a brief break after a mundane activity	Instant gratification	
A3	Relieving boredom from boring work, non-engaging meeting topic, routine, unpleasant tasks, monotone and repetitive work		

B2	less accuracy in work,	Work performance and productivity	Professional implication
B2	errors and mistakes can me made,		
B2	Risk of missing deadlines,		
B2	Delay work tasks,		
B2	Decreased output,		
B2	Lack of engagement in work tasks		
B2	Longer work day		
B3	Shift perspective, come back to a new task with a renewed focus and determination, can increase creativity		
B3	Increase overall productivity, recharge mentally		
B3	Keeps you updated and well-informed, improve efficiency and concentration		
B2	Difficult to refocus after attention is lost	Peceived incompetent	
B2	Lose concentration on work tasks,		
B2	Miss key information in meetings		
B2	Less competent and loose respect		
B2	Receive formal repercussions / disciplinary action from employer		
B2	Negatively affect relationship with co-workers		
B2	Wastage of organizational resources	Cost to the employer	
B2	Addiction in some cyberloafing activities	Mental health complicity	Personal implication
B2	Diminished work satisfaction		
B2	Technostress		
B2	Feel embarrassing		
C1	Reduce boredom		
B3	Increase work-life-balance		
B3	Reduce boredom at work, having a break, reset state of mind		
B3	Reduce work stress and burnout		
D1	Consumptive behaviour	Impact on personal life	
B3	Get personal tasks done		
B3	Maintain personal relationships		
D1	Earn extra money online		

Individual Discussion Paper - Buntarangin Buntarangin

**Being Responsible in the Less Supervised
and Low Monitoring Working Environment:
Drawing on the Master Thesis Topic of
Cyberloafing in Work From Home**

Introduction

This discussion paper provides a synthesis summary of Buntarangin and Frantzen (2022) master thesis, "Cyberloafing While Working From Home: Exploring the Conceptualisation, Drivers and Implications" in regards to the broad concepts of responsibility. Cyberloafing is any internet-related activity that an employee participates in during work hours for personal reasons (Lim, 2002). After the Coronavirus Disease 2019 (Covid-19) outbreak, the situation world wide has changed and altered the way people work (Brynjolfsson et al., 2020) as well as the way cyberloafing performed in the home environment. Lockdown and restrictions made working from home (WFH) become the new norm, and cyberloafing possibly becomes more severe (Buntarangin and Frantzen, 2022) because of lacking monitoring and supervision. Perceived as deviant behaviour (Zoghbi-Manrique-De-Lara, 2006), cyberloafing deal with an ethical issue since most employer believe that cyberloafing has the potential to reduce work productivity and efficiency (Andreassen et al., 2014a; Farivar and Richardson, 2020). Furthermore, employees may participate in cyberloafing with the intent to damage their employer (Agarwal and Avey, 2020) as a response to organisational injustice. Thus, it is important to reflect, reconcile and mitigate the outcome of this behaviour and transform it into a responsible action and it is even significant to be congruent with organisational objectives and strategies (Merchant and Van der Stede, 2007).

This paper will also draw from accumulated knowledge acquired from various courses during the journey of the Master Programme in International Business University of Agder (UiA) and discuss further how the master thesis of cyberloafing behaviour relates to the responsibility concept. There are at least 4 courses related closely to the thesis topic. First, the Management Control System course is probably the most direct subject associated with the research interest. Second, the Research Method course helped a lot on how to conduct good research considering rigour methodology and research ethicality aspect. Third, the Judgement and Decision Making course gave insight into how people's behaviour comes from irrational decisions rather than rational which may be related to the observed phenomena. Fourth, a section in the Sustainable Capitalism course gave an understanding of how to be responsible for the whole stakeholder, including employees, where it posits as the unit analysis in the thesis. Lastly, the rest of the courses and the whole programme gave international exposure as well as an opportunity to join-writing a master thesis with a fellow student from different culture and nationality. Afterwards, this discussion paper is organised as follows. Following the introduction, Section 1 presents a brief presentation of the master thesis. Subsequently, Section 2 discusses how the master thesis relates to the broad concept of responsibility. Finally, Section 3 summarises this discussion.

Section 1
Brief presentation of the master thesis

Cyberloafing is one kind of behaviour that practically everyone, regardless of age or degree of education, has undoubtedly participated in. Concerns were raised regarding this perceived unintended behaviour since they are seen as unproductive and may have negative consequences on both the professional and personal levels. Andreassen, Torsheim and Pallesen (2014), for example, found that cyberloafing behaviours such as utilising social networking sites for personal reasons during work hours have a detrimental effect on workers' self-reported job performance. Furthermore, Wu, Mei, Liu, and Ugrin (2020) demonstrate that social cyberloafing has detrimental effects on the tiredness and mental health of workers. However, despite the negative aspects and perceptions, prior studies indicate that people utilise cyberloafing as a coping strategy at work. Cyberloafing allows employees to mentally disengage during work hours (Sonnentag & Bayer, 2005) and deal with the stress they encounter (Reizer, Galperin, Chavan, Behl & Pereira, 2022), which in turn will be beneficial in improving focus and productivity in the next working round.

The nature of cyberloafing behaviour captured in the master thesis are both the negativity as well as the positivity aspects. Accordingly add to the literature on cyberloafing by placing emphasis on the work from home environment setting using less explored qualitative research design. The master thesis posing two research questions as follows, *RQ1: How is cyberloafing conceptualised in work from home setting? And RQ2: What are important aspects of cyberloafing behaviour in work from home setting?* To answer the study problems, the thesis was fueled from 480 statements of 48 participants using open-ended essays through Prolific—an online crowdsourcing platform. The statements were then manually step-by-step analysed using the Gioia methodology and successfully created data structure and conceptual framework. The framework consists of three main themes (see Figure 1): the drivers, the conceptualisation, and the implications of cyberloafing behaviours in WFH context.
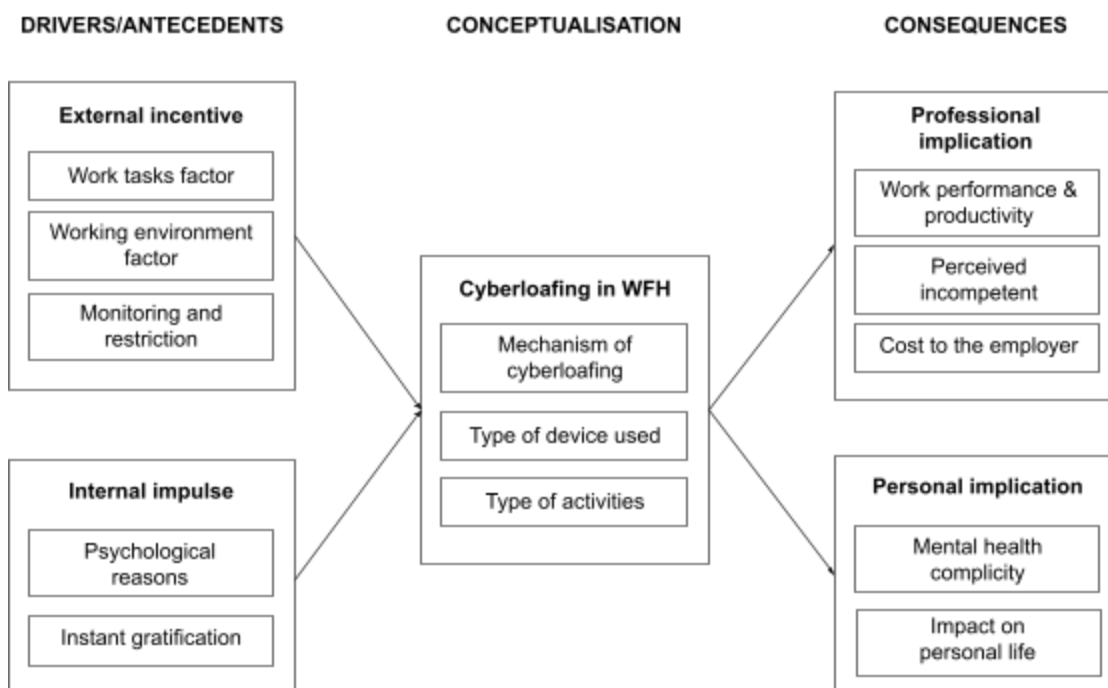
Figure 1. Conceptual framework. Cyberloafing in work from home context
Source: Buntarangin and Frantzen (2022) master thesis

Based on the framework in Figure 1, the drivers of cyberloafing behaviour comprise of two aggregate dimensions, external incentives and internal impulses. These are the drivers or the antecedent that possibly influence the degree of the behaviour interest. The drivers that come from outside of the individual employee are defined as external incentives which contain three constructs, work tasks factor, working environment factor, and monitoring and restriction. Subsequently, the drivers that come from the internal individual are referred to as internal incentives which consist of psychological reasons and instant gratification. Both the external and the internal drivers conceivably affect the intensity of cyberloafing behaviour among employees particularly in WFH setting.

Working from home alters the working environment and circumstances of employees. For example, employees might have more freedom regarding their working location, duration, and devices used (Rupietta & Beckmann, 2018). As can be seen in Figure 1, cyberloafing in WFH conceptualised from three constructs, mechanism of cyberloafing, type of device used, and type of activities, where all define how employees conduct cyberloafing in WFH. The master thesis found indication that workers engaged in cyberloafing activities in more intensive activities and use more complex devices. For instance, people play video games or stream movies during work hours, which is often impossible to accomplish in an office setting. Similarly, the duration and the devices used, possibly getting varied, not only typical smartphones but also other devices such as laptop, tablet, desktop, television, and even home theatre as no employer representatives present in the home environment.

Section 2
Being Responsible in Working From Home

The antecedents and how the cyberloafing behaviour performed as discussed in Section 1, if not managed properly, likely establish detrimental consequences which also implies irresponsible behaviour where cyberloafing performers act in the opposite side of the organisation's best interests. According to the findings in the master thesis, cyberloafing in WFH has two types of consequences, professional and personal implications. Prefessional implications comprises, work performance & productivity, perceived incompetence, and cost to the employer. Subsequently, personal implications include mental health complicity and impact on personal life. Altogether, in the relation between employer and employee, cyberloafing has a dual inherent nature of implication, either contributing to the organisation in a good way (beneficial) or negatively harming the organisation (detrimental) (Tandon et al., 2021). Following this, in the end of the master thesis, Buntarangin and Frantzen (2022) propose victim precipitation theory for further cyberloafing investigation regarding employer-employee relationship.

According to the victim precipitation theory, the perpetrator's crime against the victim is impacted by the victim's conduct (Petherick, 2017). In this regard, the employee working from home acts as the perpetrator and the employer as the victim (Figure 2). Historically, the power dynamic between employer and employee has been heavily weighted in the employer's favour. Furthermore, supervisors or other employer representatives positioned as superior over its employees have sometimes been demonstrated to be damaging to the well-being of employees who are treated unjustly. For example, the employer with its authority oppresses the employees with abundant tasks and workload, besides amplifying excessive control tightness, thus possibly triggering detrimental cyberloafing activities. If this kind of relationship occurs, then both parties essentially demonstrate irresponsible exertion towards each other or even to the other stakeholders.
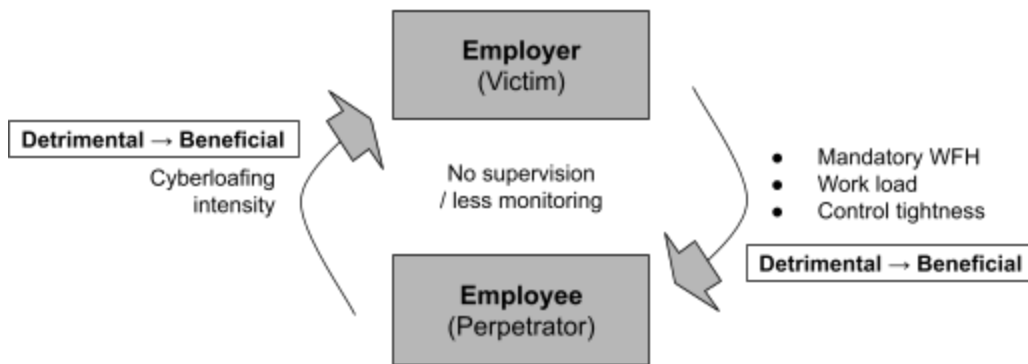
Figure 2. Victim precipitation theory in the relationship between employee and employer
Adapted from Buntarangin and Frantzen (2022) master thesis

There are two types of stakeholders to consider when discussing the concept of responsibility, internal and external. Internal stakeholders are those who have a direct connection with the organisation (Investopedia, 2022) including employees, employer and its representatives (ie., supervisors, managers). External stakeholders are parties who do not have direct relation to the organisation but are impacted by its activities and consequences in some way, this including customers, suppliers, regulator, and society in general. In spite of cyberloafing behaviour directly affecting the internal stakeholders, it also has potential to disrupt the other stakeholders. As an example, one of the participants in the thesis explains that when the excessive cyberloafing becomes an addiction or produces technostress, which is detrimental, this would have an impact on the way they serve customers or suppliers relation. Consequently, this may, for example, diminish consumer satisfaction which also reflects irresponsible conduct in the work situation and even become worse in the less monitoring and supervision environment such as the home office.

Cyberloafing activities in WFH can be considered as an inevitable activity. Employers and their representatives, notably the human resources department, should be fully aware of the nature of cyberloafing behaviour and discover a best suited effective strategy for managing the cyberloafing in WFH. Successfully preventing, detecting and mitigating the detrimental type of cyberloafing behaviour and then nudging the employees to perform cyberloafing in a responsible way is expected to increase employee competency, improve productivity and performance, and as a result will bring financial advantages to the organisation. Accordingly, employers should find a balance on the control tightness (i.e. monitoring, restriction, and work tasks allocation) because it may face backfire from employees who feel a loss of freedom or being spied on by the employer.

On the other hand, employees should be responsible for the inherent freedom of home environment and the flexibility given by the organisation. Anandarajan et al. (2006) distinguished three distinct characters of employees: cyber-adventurer, cyber-bureaucrat and cyber-humanist. A cyber-adventurer argues that employees should be permitted to engage in cyberloafing for performance reasons. A cyber-bureaucrat, meantime, assert that cyberloafing is unacceptable. And, cyber-humanists, in contrast, posit that cyberloafing helps individuals maintain a work-life balance and see it as a kind of leisure. Employees need to be aware of the need to achieve work–life balance by using electronic enabled devices responsibly by realising that excessively engaging in cyberloafing activities will not gain the intended results. Thus, employees are actively encouraged to allow self-identification of negative emotions and recommended to participate in every provided training and counselling to assist blending into organisation work cultures, which might potentially alleviate the drivers of cyberloafing behaviour in WFH.

Section 3
Summary

The nature of the home environment makes cyberloafing appear unavoidable in WFH. The home environment gives a great deal of independence and flexibility, which might lead to excessive and broader cyberloafing mechanisms. Consequently, it is essential for both employers and employees to reconcile this new form of working with more responsible conduct. It is necessary to be aware of the dual nature of cyberloafing behaviour. Cyberloafing has its possibility leads to detrimental outcome, however if managed properly both parties could utilise this behaviour in a positive action and results beneficially. As a consequence it will constructively impact the whole organisation and stakeholders in general.

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Cyberloafing på hjemmekontor:

Masteroppgaven sett i sammenheng med begrepet responsibility

Introduksjon

Denne masteroppgaven diskuterer cyberloafing i konteksten av hjemmekontor under og etter Covid-19 pandemien. Cyberloafing er et begrep som beskriver ansattes bruk av internett til personlig bruk innenfor arbeidstiden (Lim, 2002). Konsensus av tidligere forskning beskriver cyberloafing som en aktivitet som er skadende og kontraproduktiv mot arbeidsgiver (Tandon et. al., 2021). Til tross for dette, er cyberloafing noe de fleste arbeidstakere kan kjenne seg igjen i. Tidligere forskning, inkludert denne masteroppgaven, avdekker at denne aktiviteten er svært utbredt blant arbeidstakere (Tandon et. al., 2021).

Covid-19 satte verden på hodet, og forandret arbeidshverdagen til mennesker over hele verden. Hjemmekontor ble den nye normalen, og arbeidsgivere og arbeidstakere måtte omstille seg. Hjemmekontor bydde på mer selvstyre blant de ansatte (Rupietta & Beckmann, 2018), men også økt grad av isolasjon (Sonnentag and Bayer, 2005). Alle møter ble holdt digitale, og work-life-balance kunne oppleves til å bli forverret av dette. Økt grad av cyberloafing kan være en konsekvens, og denne oppgaven ser på sammenhengen mellom aspekter ved hjemmekontor som pådrivere til cyberloafing. I tillegg ser oppgaven på konsekvensene av cyberloafing på hjemmekontor; både positive og negative.

Bakgrunnen for at vi ønsket å skrive om dette temaet var todelt. For det første, så er temaene cyberloafing og bruk av hjemmekontor relevante for svært mange. Kombinasjonen av disse fenomenene er et relativt nytt konsept, og ved å gjøre studier på dette vil vi fylle research gaps, og forsterke forståelsen rundt cyberloafing (Tandon et. al., 2021). For det andre, er temaet for masteren tett knyttet opp til tidligere emner fra dette masterprogrammet: Research Methods in Business, Management Control Systems og Sustainable Capitalism. Jeg vil nå diskutere hvordan disse emnene henger sammen med temaet for oppgaven, og da spesielt opp mot RQ2: What are important aspects of cyberloafing behaviour in the work-from-home situation?

Det er fordi svaret på dette forskningsspørmålet gir oss mulige årsaker og konsekvenser av cyberloafing på hjemmekontor.

Diskusjon

I faget Sustainable Capitalism er begrepene sustainable business model og sustainable business model innovation to av hovedtemaene. En forretningsmodell kan beskrives å være en representering av bedriftens verdiforslag, verdiskapende prosess og verdilevering, og en forklaring på hvordan disse elementene henger sammen med hverandre innenfor en organisatorisk enhet (Geissdoerfer, Vladimirova & Evans 2018). Sustainable business model blir da en forretningsmodell som har fokus på å inkludere bærekraftighet i de forskjellige elementene i forretningsmodellen. Bærekraftighet handler om å ha fokus på kommende generasjoner med å ta bedre vare på kloden og miljøet vi lever i, men det handler også om å opprettholde bærekraftige arbeidsplasser og arbeidshverdager for arbeidere. Socially sustainable work er derfor et viktig begrep innenfor bærekraftig kapitalisme. Juliet Webster poengterte i 2004: "we now have to broaden our concerns to consider the impact of the organisation of work on the wider sphere of life beyond paid employment – for the individual, for communities, for society at large. In other words, our concern must now be with enhancing the broader social sustainability of working life" (Lewis, Gambles & Rapoport, 2007). Vi ser altså at verden og kapitalismen sådan trenger å anerkjenne viktigheten av sosialt bærekraftige arbeidsplasser helt nede på individ og arbeidernivå.

Work-life balance viser simpelthen til tiden man bruker på jobb og av jobb, og balansen mellom de to. Ved å bruke for mye tid og oppmerksomhet på jobben, kan dette gå på bekostning av fritid og familie. Man ønsker en balanse der man føler man har tilstrekkelig tid til både arbeids og fritid (Lewis et. al. 2007). I en digital arbeidshverdag kan det være vanskelig å opprettholde en sunn work-life balance. Ved økt bruk av hjemmekontor kan dette være spesielt krevende, og det er noe som besvarelsene fra våre respondenter også viser. De forteller at cyberloafing på hjemmekontor kan ha både positive og negativ innvirkning på deres work-life balance. På en side så kan cyberloafing være med på å opprettholde kontakten med venner og familie, samt som det kan hjelpe til å gjøre private ærender i arbeidstiden. På en annen side så kan det være krevende med cyberloafing, fordi man føler at korte avbrekk i arbeidsdagen fører til at arbeid og fritid flyter mer og mer inn i hverandre. I tillegg, kan dette problemet bli forsterket ved bruk av hjemmekontor, da dette fører til at det ikke lenger er noe fysisk separering mellom arbeidsplass og fritid/hjemme-området. Flere respondenter viser til at Covid-19 førte til lengre arbeidsdager økt cyberloafing-aktivitet. Når vi vet hvor utbredt cyberloafing er blant arbeidere, og spesielt på hjemmekontor, kan man derfor stille spørsmål om hvor responsible en slik måte å arbeidere vil være i lengden.

Research Methods in Business var emnet som introduserte oss masterstudenter for arbeidsmetodene til å innhente forskningsdata. Etiske retningslinjer er noe man må ta stilling til å all forskning. Forskningsprosessen kan skape press mellom ønsket at forskningen skal skape generaliseringer til fellesskapets fordel, og retten til deltakernes rett til privatliv (Orb, Eisenhauer &

Wynaden, 2001). Temaet i vår masteroppgave kan sier å være underkommunisert og til og med litt tabubelagt blant mange arbeidstakere. Dette gjelder spesielt i kommunikasjon mellom arbeidstaker og arbeidsgiver. Det virker naturlig da cyberlaofing ses på som en kontraproduktiv aktivitet å drive med innenfor arbeidstiden. I oppgaven ønsker vi å finne ut hvilke cyberloafing-aktiviteter respondentene bedriver på hjemmekontor, og om de føler cyberloafing endrer seg fra når de jobber fysisk på kontoret kontra hjemme i sitt eget hjem. Hjemmekontor fører til mer selvstyre, men samtidig også mer ansvar fra den ansatte til å gjøre en god jobb, og ikke bruke arbeidstiden på uforholdsmessig mye andre personlige saker (cyberloafing). Det er klart at slike spørsmål kan gi svar som arbeidsgiver ikke vil finne tilfredstillende. Det er derfor svært viktig at den kvalitative undersøkelsen blir holdt anonymt, og at deltakernes rett til privatliv blir ivaretatt.

Samtidig, vil jeg påpeke viktigheten av at det ikke er arbeidsgiver som innhenter svar og informasjon som det vi har gjort i denne oppgaven. En arbeidsgivers motivasjon vil være konkret knyttet til hvilke strategiske valg organisasjonen kan ta som en respons på svarene i undersøkelsen. Det er ikke gitt at en undersøkelse utlevert fra arbeidsgiver vil sette like stort fokus på bærekraftig arbeidskraft og arbeidsmiljø, som den ville gjort på effektivitet og økt produksjon. I denne undersøkelsen tar vi ikke utgangspunktet i å prøve å forstå pådrivere til cyberloafing for å komme med tiltak for å hjelpe å stoppe cyberloafing blant ansatte. Vi lager et rammeverk som ser på cyberloafing i et helhetlig perspektiv som ser på mekanismer, pådrivere og konsekvenser. Vi ser på interne og eksterne pådrivere, og vi ser på profesjonelle og personlige konsekvenser som beskrevet fra arbeidstakerne. Vi ønsket å få høre arbeidstakeres refleksjoner rundt både eventuell positive og negative implikasjoner rundt cyberloafing. Denne nøytrale og ikke-dømmende måten vi la opp den kvalitative studien på kan ha hatt påvirkning på ærligheten i svarene vi fikk inn fra respondenter. Det er ikke gitt at anonyme kvalitative studier får oppriktige og ærlige svar fra respondenter. Ved å legge opp spørsmålene på en respnonsible måte, gjorde at vi fikk svar av høy grad av ærlighet og kvalitet.

Management Control Systems handler om de systematiske måtene en de ansatte i en jobber på for å åpne de strategiske målene til organisasjonen. Management betyr ledelse, og dette faget handler om de forskjellige tiltakene ledelsen kan ta for å oppnå målrealisering blant sine ansatte (Anthony, Govindarajan, Hartmann, Kraus & Nilsson, s.1, 2014). Ledelse har en viktig rolle når det gjelder utvikling og implementering av strategier, og ledelsen kan også ha stor innvirkning på det daglige arbeidet som ansatte gjennomfører. Ledelsens påvirkning på de ansatte varierer fra person til person og organisasjon til organisasjon.

Begrepene 'tight control' og 'loose control' blir ofte brukt til å beskrive desentraliseringsnivået i en organisasjon når det kommer til ledeldelseskontroll og systemer innført for å oppnå strategiske mål

(Anthony et. al., s.204, 2014). 'Tight control' er basert på at mellomledere jobber mest effektiv når de opererer under klare kortsiktige mål, og at ledelsen kan gripe inn og hjelpe mellomledere i å utføre daglige arbeidsoppgaver. På motsatt side vil 'loose control' være ledelseskontroll som er basert på utsagnet "Jeg ansetter flinke mennesker, og jeg lar dem gjøre en god jobb på egenhånd." (Anthony et. al., s.204, 2014). Selv om dette beskriver kontroll på ledelsesnivå, vil dette kunne overføres ned til arbeidernivå, og vil derfor være svært relevant for studien vår.

Vi ser fra studien vår at 'tight control' og 'loose control' kan påvirke ansattes cyberloafing-vaner. Mange respondenter bemerker at overvåking fra ledelsen mens de sitter på hjemmekontor påvirker i hvor stor grad de driver med cyberloafing. Det er naturlig at frykten fra formelle repremander fra arbeidsgiver påvirker adferden til den ansatte. Men er denne formen for fryktbasert eller autoritær ledelse en responsible og bærekraftig måte å drive ledelse på? På en side så kan man tydelig se at autoritær ledelse kan virke negativt på graden av cyberloafing blant de ansatte. Hvis det er målet, vil ledelsen lykkes gjennom innføring av strenge overvåkningssystemer til arbeidernes hjemmekontor. På en annen side, kan autoritær ledelse i form av restriksjoner og overvåking føre til misfornøyde og lite motiverte ansatte (Tandon et. al., 2021). Tidligere studier viser at ulempene ved overvåking kan overgå fordelene (Indiparambil, 2017). Fryktbasert ledelse kan derfor ses på å være lite responsible i form av utslitte og demotiverte arbeidere. Men dette er ikke konkluderende med at streng ledelse ikker er løsningen for å unngå cyberloafing, det viser derimot at en slik ledelsesform har store ulemper i form av det kan lede til stor misnøye blant ansatte.

Oppsummering

I denne diskjonsoppgaven har vi sett på sammenhengen mellom temaet for masteren, altså cyberloafing på hjemmekontor, mot tre relevante fag fra masteren: Sustainable capitalism, research methods in business og management control systems. Disse fagene kan alle brukes i diskusjonen om denne masteroppgaven kan kobles opp mot begrepet responsibility (ansvarlighet). Cyberloafing står i fare for å gå ut over arbeideres work-life-balance, og det vil være viktig å rette fokus på dette for å skape en bærekraftig arbeidshverdag i tiden fremover, da hjemmekontor kan sies å være kommet for å bli. Videre ser vi hvor viktig det er å bevare anonym og privatinformasjon in en kvalitativ studie som dette. Datahåndteringen og metoden brukt i denne oppgaven, gjør resultatene verdifulle. Til slutt ser vi hvordan ledelsesstilen påvirker ansattes cyberloafing-vaner på godt og vondt. Mer autoritær ledelse kan føre til mindre cyberloafing, men det på bekostning av ansattes velvære og motivasjon.

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