Cyberloafing Across Generation X and Y in Indonesia

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Abstract

Cyberloafing is as counterproductive behavior because it is the act of using internet for personal purposes which can affect employees' productivity, especially when done excessively (more than 4 hours a week). The objective of this study was to analyze whether gender and education level had significant effect on cyberloafing among generations in the workplace. From 267 respondents, gender was not found to have impact on cyberloafing because female and male respondents had the same frequency of low level cyberloafing. However, female had higher excessive cyberloafing than male. Gen Y had significant impact on the relationship between education and cyberloafing but Gen Y with diploma degree was revealed to have excessive cyberloafing. Furthermore, Gen X had started combining professional and personal lives throughout their daily lives. Hence, organizations should foster a culture of hard work by giving challenging job with clear target and worthy incentive but still implementing internet usage policy.

Keywords : Cyberloafing, Gen X, Gen Y, Work-Life Blend, Indonesian Workers

1. Introduction

In the era of constant connectivity, internet has profoundly affected workplaces and businesses practices [Zhang, 2005] because Internet was claimed to have several benefits such as help company in reducing costs and promote products and services in more efficient ways [Anandarajan et al., 2004]. Furthermore when allowing employees with rational amount of internet usage, it was revealed that employees become happier [Eastin et al., 2007] and thus improving employees' performances because it could decrease boredom, exhaustion, or stress [Oravec, 2002], escalate job satisfaction or creativity [Reinecke, 2009], and increase welfare and recreation [Stanton, 2002].

However despite its benefit, people are becoming more distracted than ever before because the Internet can be accessed from many devices such as personal or company laptops, smartphones, tablets, iPad, which are mostly portable.

Examples of "distracting" activities at the workplace : do some online groceries shopping, use device during meeting monitoring social media (i.e., Facebook, Line), or call spouses informing being late going home because of monthly meeting. Some other examples are: answering personal emails, writing personal opinion on Twitter, or browsing information about restaurant for family gathering this coming weekend.

These distractions will be bigger especially in Indonesia considering that based on the 2012 Yahoo! Net Index Study, Indonesian internet users access via mobile phone was 62% in 2012 from 22% in 2009, while via office was only 20% in 2012 from 19% in 2010 [eMarketer, 2013a]. These users will continue to increase because the number of people using smartphones in Indonesia would be 41.6 million by the end of 2013, increased from 26.3 million in 2012 and 11.7 million in 2011 [eMarketer, 2013b]. Moreover, fifty-two percent of workers now use at least three devices for business, and 34% use four or more [Yecies, 2012].

With this new wave of technology, more people are combining their work and private lives throughout the day [Flinders, 2013] for greater efficiency and productivity because many people become mobile. However, besides distracting workers during office hours, the intense internet usage had increased the online security threats for the organizations [Flinders, 2013]. Inappropriate internet usage could and often exposed companies with very expensive problems. For example, downloading software, photos or other questionable attachments could expose company equipment and software to harmful viruses that could be very expensive and time consuming to repair [Landry, 2008]. In addition, employee blogs might create opportunities for the leaking of trade secrets to competitors and forwarding offensive attachments might lead to sexual harassment lawsuits [Landry, 2008].

Numerous studies since early 2000s illustrated the intensity of workers spent time surfing non-work related websites during working hours. For example, employees spent ten minutes to one hour in a day in 2000 [Vault.com, 2000], 36 minutes to 2.5 hours per day in 2001

[Bernard, 2011], more than 3 hours a day in 2010 [Akman and Mishra, 2010], and four hours a day in 2013 [European CEO, 2013].

Using internet during working hours for personal purposes was known as cyberloafing [Kim and Bryne, 2011] or also known as workplace personal web usage [Anandarajan et al., 2000; Lim, 2002], cyber deviance or internet abuse [Kim and Bryne, 2011]. Cyberloafing at work was permissible insofar as it did not exceed one hour and 15 minutes per day [Lim and Chen, 2009]. However another study claimed that excessive internet usage which could reduce employees' productivity was more than 48 minutes a day [Coker, 2011].

With numerous studies reporting that cyberloafing could be beneficial and detrimental to employees' performance and the facts that more workers are mixing their work and personal lives in their smartphones or personal laptop, it could not be concluded yet that using internet for non-work related is a waste of time. This is so because both older and younger workers found ways to cyberloaf, but in different ways [Science Daily, 2013].

For example, Gen Baby Boomers are obsessed with finding work-life balance and, as a result, many prefer to disconnect completely from work when they are not in the office [Friese and Jowett, 2013], and the top priority of choosing a job is "culture of long working hour" [Asthana, 2008]. On the other hand, Gen X will switch between professional mode and personal mode because they come to the workplace wanting flexibility in their job so they can devote time to their families and personal well-

being [Meister and Dahlberg, 2013]. They use technology for convenience (e.g. online banking and shopping) and for increasing productivity (e.g. online software available for note-taking and list-making) [Brodin, 2013].

Furthermore, Gen Y are often in both professional and personal modes at once [Meister and Dahlberg, 2013]. They believe work and life are the same thing and they want to stay connected to colleagues, see their photos and keep in touch with their personal lives long after the work day is over.

Aside from different age groups or generations, cyberloafing is often related to other demographic factors, such as gender and education level. There were different findings on cyberloafing among gender. Some studies claimed that men had more cyberloafing than women [Lim and Chen, 2009], while others said women and men used internet with similar frequency [Akman and Mishra, 2010]. Findings on the impact of education level on cyberloafing had more similar results: the more educated a worker, the more time he/she used internet for personal purposes during working hours [Gouveia, 2012; Rock, 2010].

The various ways of applying technology at work with personal lives across gender and education level among the three generations (Gen Baby Boomers, Gen X, Gen Y) seemed to judge that highly educated male workers from Gen Y would be the group with excessive cyberloafing. However, affordable devices with ease access to internet and plentiful of social media applications (i.e., Facebook, Twitter, Line) have slightly changed the way Gen X and Baby Boomers perceive technology and manage their

work and private lives. Therefore the objective of this study is to examine if gender and education level had significant effect on cyberloafing among the three generations in the workplace.

2. Literature Review

Cyberloafing is defined as "misuse of using internet access during office hours to surf non-job related web sites for personal purposes and to check personal email" [Lim, 2002]. Examples of cyberloafing activities are sending short messages (instant messages), writing or reading blog sites, online shopping, playing online games, reading adult-oriented sites, private investment sites, and online auction sites [Kim and Bryne, 2011]. As early as 2005, cyberloafing was considered as the most common way employees wasted time at work [Malachowski, 2005].

2.1 Cyberloafing among Gender

Researchers investigating gender differences in cyberloafing found that men cyberloafed more frequently and for longer periods than women [Lim and Chen, 2009; PC World, 2011]. For example, men spent slightly more than an hour (61 minutes) a day on cyberloafing at work, while women about 46 minutes [PC World, 2011]. Men are more likely to use internet for personal communication (e.g., through social networking websites, e-mail, and instant messaging) [Vitak et al., 2011] and for personal reasons when at work [Garrett and Danzinger, 2008]; while women are more likely for personal communication (primarily via e-mail or chatting) [Akman and Mishra, 2010].

However, several published literature concluded a contracditory result [Chen et al., 2011] or found both women and men used internet with similar frequency [Akman and Mishra, 2010].

2.2 Cyberloafing in Different Levels of Education

Education level was found positively related to both the amount of time spent on the internet each day and the amount of time spent for personal, rather than business-related, reasons [Korgaonkar and Wolin, 1999]. Similarly, different study reported that better-educated Americans were more likely than others to use the internet for personal financial purposes (e.g., online banking) [Rock, 2010].

Another study concluded that the more educated the workers are, the more time they waste at work [Gouveia, 2012]. This might be due to more educated workers had jobs that afforded them more autonomy at work and thus more opportunity to engage in undetected internet abuse [Chen et al., 2011] or people with college degrees and higher levels of education are generally promoted to managerial and supervisory roles [Gouveia, 2012].

2.3. Cyberloafing in Different Age Groups

Previous study found that older people used the internet less than younger people [Hills and Argyle, 2003]. This was because the older internet user was less proficient in internet use while younger people were easier to navigate their way in the internet [Fang and Yen, 2006; Herring et al., 1995]. There was other study

with similar result : the younger, more tech-savvy workers appeared to be the highest group of recreational websurfers [Conner, 2012].

It was revealed that younger workers spent more time on personal e-mail than older workers [Phillips and Reddie, 2007]. Moreover, older people were doing things like managing their finances, while young people found it much more acceptable to spend time on social networking sites like Facebook [Science Daily, 2013].

Some studies showed a positive relationship between age and cyberloafing [Akman and Mishra, 2010], while another showed a negative relationship [Chen et al., 2011; Vitak et al., 2011].

3. Research Method

Cyberloafing was based on the questionnaire developed by Coker [Coker, 2011]. It consisted of frequency and duration on each of the 20 types of cyberloafing activities that had been adapted to the context of this study (see <Table 1>).

The amount of time cyberloafing was measured by the duration of each cyberloafing activity in minutes multiplied by the frequency of each cyberloafing activity undertaken by respondents within a week. Then, multiplication result was divided by 60 minutes to obtain the amount of cyberloafing time in hours (1). The amount of cyberloafing time in hours (1) was divided by respondents' total working hours in a week and multiplied by 100% to obtain the percentage of respondents' cyberloafing score (2).

〈Table 1〉 Cyberloafing Activities

No.	Type of Cyberloafing Activities
1.	Reading online news websites.
2.	Checking online sport results.
3.	Reading/checking social network websites (including *Twitter* and *Facebook*).
4.	Writing personal blogs (including *Twitter* and *Facebook*).
5.	Reading/writing newsgroup/discussion forum messages.
6.	Online shopping (browsing with the intention to purchase products and services).
7.	Browsing online shopping catalogues.
8.	Browsing or participating in online auction websites.
9.	Organizing personal financial affairs (e.g. online banking, stock trading).
10.	Watching video online (e.g. *YouTube*).
11.	Playing online games.
12.	Checking/writing personal emails from a non-work related email account.
13.	Searching for information about hobbies.
14.	Browsing websites for products or services of interest (no goal of specific purchase).
15.	Booking personal trip tickets.
16.	Looking for job.
17.	Using chatting room or instant messaging to spend time (e.g. *gtalk, Yahoo!Messenger, mIRC*).
18.	Downloading movies.
19.	Downloading songs.
20.	Viewing adult websites.

Source : Coker [Coker, 2011].

$$Cyberloafing_h = \qquad\qquad (1)$$

$$\frac{\sum_1^{20}(cyberloafing_d \times Cyberloafing_f)}{60\ minutes}$$

$$\%Cyberloafing = \left(\frac{cyberloafing_h}{workhour\ a\ week}\right) \quad (2)$$

$$\times 100\%$$

Notes : Cyberloafing$_h$ = Cyberloafing (hour)
　　　　Cyberloafing$_d$ = Cyberloafing duration (minutes)
　　　　Cyberloafing$_f$ = Cyberloafing frequency

According to Coker [Coker, 2011], excessive internet usage from personal purpose which could reduce employees' productivity was more than 4 hours in a week. Thus to identify the level of internet usage for personal purpose in this study, cyberloafing scores were divided into five categories, namely : 1) very low cyberloafing (0~10% or 0 to 2 hours a week), 2) low cyberloafing G (10.01 to 12.5% or more than 2 hours to 4 hours a week), 3) moderate cyberloafing (12.51 to 25% or more than 4 hours to 10 hours a week), 4) high cyberloafing (25.01 to 50% or more than 10 hours to 20 hours a week), and 5) very high cyberloafing (> 50% or more than 20 hours a week) of working hours in a week using internet for personal reasons.

Web-based questionnaire was utilized to collect quantitative data via *Google Spreadsheet* application. Invitations to participate in the survey were sent by means of e-mail, *Facebook*, and *Twitter*. Respondents' criteria were employees who worked in organization and have internet access in the working place.

Data were analyzed using descriptive and chi-square analysis. Descriptive analysis was used to illustrate the level of cyberloafing. Chi-square analysis was performed because all variables have nominal (categorical) data based on generations (Baby Boomers, X and Y), gender and education.

4. Results

Three filter questions were used to obtain the target respondents, whether respondent (1) worked in an organization, (2) was not an entre-

preneur, and (3) used computer and internet facilities in the workplace. Within the period of February to March 2013, data from 267 respondents who met the criteria were able to be gathered.

Majority of the respondents were male (53.9%) with the age of 21~25 years old (39.7%) followed by 26~30 years old (24.3%), and 31~35 years old (16.9%). They had undergraduate degree (49.2%) and post-graduate degree (42.8%). Most of them worked as staff (55.8%) with permanent status (72.7%).

<Table 2> showed that majority of the respondents used internet for a very low level cyberloafing or a maximum of 24 minutes a workday (77.2%). Using excessive cyberloafing for more than 4 hours a week (Coker, 2011) or 48 minutes a day as an indicator of excessive cyberloafing, this study found there were 51 respondents (19.1%) who were categorized as excessive cyberloafing.

<Table 2> Cyberloafing in the Workplace

Level	Duration	N	%
Very High	> 20 hours a week	4	1.5
High	> 10~20 hours a week	11	4.1
Moderate	> 4~10 hours a week	36	13.5
Low	> 2~4 hours a week	10	3.7
Very Low	0~2 hours a week	206	77.2
Total		267	100.0

To evaluate the level of cyberloafing among generations, respondents were then grouped based on 3 generations. There were 80.9% of Gen Y (born on 1978~1997), 16.9% of Gen X (born on 1963~1977), and 2.2% of Gen Baby Boomers (born on 1946~1962).

〈Table 3〉 Cyberloafing among Generations

	VH	%	H	%	M	%	L	%	VL	%	N
Gen Y	3	1.4	9	4.2	34	15.7	8	3.7	162	75.0	216
Gen X			2	4.4	1	2.2	2	4.4	40	88.9	45
Gen BB	1	16.7			1	16.7			4	66.7	6
Total	4	1.5	11	4.1	36	13.5	10	3.7	206	77.2	267

Notes : VH = Very High; H = High; M = Moderate; L = Low; VL = Very Low.

To examine the objective of this study, chi-square analysis was used. A chi-square of cyberloafing among generations was significant, *chi-square* (8) = 16.563, *p* = .035; *phi* = .249. This meant that there was a significant difference in cyberloafing between Gen Baby Boomers, Gen X and Gen Y.

〈Table 3〉 showed that majority of all generations (*n* = 206) had very low level of cyberloafing (77.2%). However excessive cyberloafing was found more on Gen Baby Boomers (33.4%) as compared to Gen Y (21.3%) and Gen X (6.6%).

A chi-square of cyberloafing among genders was not significant, *chi-square* (4) = 2.390, *p* = .664; *phi* = .095. Thus, there was no significant difference in cyberloafing between female and

〈Table 4〉 Cyberloafing among Gender

	VH	%	H	%	M	%	L	%	VL	%	N
Female	2	1.6	3	2.4	19	15.4	4	3.3	95	77.2	123
Male	2	1.4	8	5.6	17	11.8	6	4.2	111	77.1	144
Total	4	1.5	11	4.1	36	13.5	10	3.7	206	77.2	267

Notes : VH = Very High; H = High; M = Moderate; L = Low; VL = Very Low.

male respondents in this study. They had equally the same level of cyberloafing.

From 〈Table 4〉, majority of female and male respondents had very low level of cyberloafing with almost similar percentage (female = 77.2% and male = 77.1%). However, female respondents had more excessive cyberloafing (19.4%) than male (18.8%).

〈Table 5〉 showed further analysis on the impact of generations on the relationship between gender and cyberloafing. The result proved there was no significant difference. However, female respondents who belonged to Gen Baby Boomers had the highest excessive cyberloafing (66.3%), followed by male Gen Y (21.5%), female Gen Y (21%), male Gen X (8%), and female Gen X (5%).

Furthermore, cyberloafing among education

〈Table 5〉 Cyberloafing among Gender based on Generations

Generation	Gender	Very High	%	High	%	Moderate	%	Low	%	Very Low	%	Total
Gen Y	Female	1	1.0	2	2.0	18	18.0	3	3.0	76	76.0	100
	Male	2	1.7	7	6.0	16	13.8	5	4.3	86	74.1	116
	Total	3	1.4	9	4.2	34	15.7	8	3.7	162	75.0	216
Gen X	Female			1	5.0			1	5.0	18	90.0	20
	Male			1	4.0	1	4.0	1	4.0	22	88.0	25
	Total			2	4.4	1	2.2	2	4.4	40	88.9	45
Gen Baby Boomers	Female	1	33.3			1	33.3			1	35.1	3
	Male									3	100	3
	Total	1	16.7			1	16.7			4	66.7	6

level was significant (chi-$square$ (12) = 30.820, p = .002; phi = .342). Meaning, different education levels had different level of cyberloafing.

Most of all education levels (n = 203) had cyberloafing during working hour in a very low level (0 to 24 minutes a day) (see <Table 6>). Respondents with post-graduate degree had the very lowest level (85%), followed by undergraduate (74.6%), high school (38.8%), and diploma (38.5%). Excessive cyberloafing was found more on respondents with diploma degree (46.2%), undergraduate degree (23%), high school and post-graduate degree (12.5% respectively).

<Table 6> Cyberloafing among Education Level

	VH	%	H	%	M	%	L	%	VL	%	N
< HS					1	12.5	2	25.0	5	62.5	8
Dipl			2	15.4	4	30.8	2	15.4	5	38.5	13
UG	2	1.5	6	4.6	22	16.9	3	2.3	97	74.6	130
PG	2	1.8	3	2.7	9	8.0	3	2.7	96	85.0	113
Total	4	1.5	11	4.2	36	13.6	10	3.8	203	76.9	264

Notes : VH = Very High; H = High; M = Moderate;
          L = Low; VL = Very Low; HS = High School,
          Dipl = Diploma; UG = Undergraduate;
          PG = Post-Graduate.

<Table 7> illustrated further analysis on the impact of generations on the the relationship between education and cyberloafing. The result showed that only Gen Y had significant difference on the relationship (chi-$square$ (12) = 37.955, p = .000; phi = .421). Gen Baby Boomers and Gen X did not have any significant difference.

From <Table 7>, majority of all generations were in a very low level cyberloafing, except Gen Y with diploma degree which was in moderate level (40%). Excessive cyberloafing was found in Gen Y with diploma degree (60%), followed by Gen Baby Boomers with undergraduate degree (50%) and post-graduate (25%), Gen Y with undergraduate degree (23.4%), Gen X with undergraduate (15.4%), Gen Y with high school and post-graduate (14.3% respectively), and Gen X with post-graduate (3.7%).

5. Discussion

Majority of the respondents worked in banking and financial services (22.5%) and education

<Table 7> Cyberloafing among Education Level based on Generations

Generation	Education	Very High	%	High	%	Moderate	%	Low	%	Very Low	%	Total
Gen Y	< High School					1	14.3	2	28.6	4	57.1	7
	Diploma			2	20.0	4	40.0	2	20.0	2	20.0	10
	Undergraduate	2	1.7	5	4.3	20	17.4	3	2.6	85	73.9	115
	Post-Graduate	1	1.2	2	2.4	9	11.0	1	1.2	60	84.1	82
	Total	3	1.4	9	4.2	34	15.9	8	3.7	160	74.8	214
Gen X	< High School									1	100.0	1
	Diploma									3	100.0	3
	Undergraduate			1	7.7	1	7.7			11	84.6	13
	Post-Graduate			1	3.7			2	7.4	24	88.9	27
	Total			2	4.5	1	2.3	2	4.5	76	88.6	44
Gen Baby Boomers	Undergraduate					1	50.0			1	50.0	2
	Post-Graduate	1	25.0							3	75.0	4
	Total	1	16.7			1	16.7			4	66.7	6

institutions (14.6%). They were mostly staff (55.8%) from a supporting division (63.7%) with a length of utilizing computer more than 8 hours in a day (39.3%). Consequently, most of them worked between 40 and 54 hours a week (61.1%). Based on regulation from Ministry of Labor, 40 hours is a maximum working hours a week with fourteen hours overtime for a staff.

Their tasks required internet because 80.9% of the respondents admitted that internet usage was useful especially to communicate with internal stakeholders, such as sending internal email (89.7%), downloading data sent by other departments (53.7%), and inputting online data (49.2%). Moreover, they used internet for corresponding with external stakeholders, i.e., sending external email (77.8%), seeking customers' information (42%), and discussing with customers (35.8%).

The organization ownership of respondents was local private-owned (44%) and state-owned (27%), which had strict regulations on the internet usage by blocking several websites during working hours, such as pornographic, social networking (e.g. *Facebook, Twitter*), online games, and general e-mail (e.g. *Yahoo, MSN, Gmail*). The reasons these organizations blocked some websites was caused by several studies reporting that workers spent most of their working hours for cyberloafing. For example, primarily activities of Indonesian internet users were social networking and entertainment, aside from searching information and email [14]. Furthermore, around 64% of workers visited non-work related websites every day during working hours [21].

However, blocking several websites seemed ineffective because there were one-fourth (19.1%) of the respondents who were classified as excessive cyberloafing (surfing more than 4 hours in a week or more than 48 minutes a day). Specifically, the highest excessive cyberloafing was Gen Baby Boomers (33.4%), followed by Gen Y (21.3%) and Gen X (6.6%).

This internet blocking policy was proven to be ineffective because employees would simply use their own smartphones, tablets, and laptops to access personal websites during working hours [21]. This ineffective policy was clearly stated in KPMG International report : "by restricting or blocking internet access, many employees tend to move their activity to their own personal devices which are often less secure and completely unmonitored" [21].

In this study, although majority used office desktop (43.1%) when accessing internet during working hours, there were 56.2% of them who also used smartphones or personal laptops when they were mobile or when they wanted to access restricted websites.

When further analyzed, motivation in using internet was mostly for combination of task completion and personal purposes (53.6%) as compared to only for task completion (41.9%). Gen Y intergrated task completion with personal purposes (57.9%) for more than 8 hours in the workplace (39.4%) by mostly using personal laptop and smartphone (44.4%). Gen X was a little bit lower combining task completion with personal purposes (35.6%) for more than 8 hours (42.2%) using office desktop (11.1%). When workers combined task and personal purposes for using internet during working hours,

organizations would not be able to monitor if their employees used internet for non-related works.

However, Gen Baby Boomers used internet only for task completion (66.7%) because they spent time using internet between 6 to 8 hours (33.3%) a day or during working hours. Although Gen Baby Boomers were classified as excessive cyberloafing, they actually used internet during working hours to support their tasks. They utilized either office desktop and smartphone (100%) or personal laptop and office desktop (100%) for a very low level of cyberloafing (a maximum of 48 minutes a day). This is because in the mind of Gen Baby Boomers, work is a central part of their lives [Bryner, 2013]. The older respondents still considered internet as a medium of finishing their work.

Based on the analysis, this study revealed that only Gen Y who had a significant impact on cyberloafing. This finding was the same with the study which reported that young employees were the most likely to waste time online [Conner, 2012; Hills and Argyle, 2003; Palmquist, 2013] or in another words the younger the workers were, the more likely they would cyberloaf. However it was different from the study done by Newswise which claimed that all employees-old and young alike-were deviating from work tasks during the day at alarming rates [CBS St.Louis, 2013].

Further analysis found that Gen Y with diploma degree spent more time on the internet integrating task completion and personal purposes at the same time. Moreover, Gen Y with diploma

degree had the highest excessive cyberloafing (60%), followed by undergraduate (23.4%), postgraduate (14.6%), and high school (14.3%). Unlike the previous study which reported that the more educated, the more time they wasted at work [Gouveia, 2012], or the younger and more educated people were, the more frequent they would use internet, this study did not have the same finding. This study revealed that Gen Y employees with lower education level used internet more often compared to Gen Baby Boomers and Gen X. The more educated Gen Y workers (undergraduate and above) might have jobs with supervisory roles thus did not have as much time to cyberloaf as those in diploma degree who were just staff.

During working hours, Gen Y with diploma degree might spend time playing games, check their Facebook, shop online during holiday season, plan wedding or even job hunting. According to Bolt Insurance, some of the reasons workers wasted time at work because they felt not challenged enough (35%), no incentive to work harder (32%), or bored (23%) [European CEO, 2013].

Previous study found different result on the relationship between gender and cyberloafing : men had higher cyberloafing than women [Gouveia, 2012; Lim and Chen, 2009; PC World, 2011], and gender had a positive impact on average daily time spent on the use of the internet [Akman and Mishra, 2010]. This study did not find any difference on cyberloafing among gender. This was because the data for female and male respondents showed identical distribution of very low level cyberloafing (female = 77.2%, male =

77.1%). However, female was revealed to have more excessive cyberloafing (19.4%) than male (18.8%).

From literature review, many organizations and previous studies agreed that workers who used internet for personal purposes during working hours as deviant behavior because it could reduce work productivity and increase organizations' security risks. Nevertheless, workers refused to be called wasting time when using internet because they claimed that they were just taking short breaks after having several wasting-time activities in the office, such as having to attend too many meetings (47%), dealing with office politics (43%), fixing other peoples' mistakes (37%), and coping with annoying coworkers (36%) [Gouveia, 2012]. By checking their social networking or entertainment sites and personal emails, they believed they would actually be more productive than if restrictions are placed on them. Gen Y's arguments were supported by previous studies such as cyberloafing could decrease boredom or exhaustion [Oravec, 2002], escalate job satisfaction or creativity [Reinecke, 2009], and refresh workers after long work hours and make them more productive [Lim and Chen, 2009].

Based on the above analysis, there were two opposing point of views. On one side, organizations considered employees' cyberloafing as counterproductive because they were wasting time and threatening organizations' online security. On the other side, employees believed that cyberloafing was just short breaks to improve their work performance. From this study, it was revealed that Gen Y is not the only generation who had blended task completion and personal purposes while using internet at work. Gen X had started turning on professional and personal modes all the time by integrating them throughout their daily lives for greater efficiency and productivity. Therefore it is time to rethink the way we organize work and personal lives and accept that the interruptions are part of our lives [Ashkenas, 2012].

6. Conclusion

This study revealed that there was a significant difference between education level and cyberloafing which were affected by Gen Y. Gen Y, the youngest generations in the workplace, with diploma degree was found to have excessive cyberloafing who integrated task completion with personal purposes during working hours. Excessive cyberloafing done by Gen Baby Boomers was for task completion during working hours.

Gender was not found to have impact on cyberloafing because female and male respondents had the same low level cyberloafing. However, female workers had higher excessive cyberloafing than male respondents.

In the current era where the internet has become part of everyone's daily life, in which most computer or laptop have internet access, organizations should begin appreciating the value of a "Work-Life Blend", integrating work and personal lives every day. Gen Y was not the only generation who have work-life blend but also Gen X. Hence, rather than focusing too much time on how to manage cyberloafing

by blocking several websites and implementing strict control for those who violate the internet policy, organizations should foster a culture of hard work by giving challenging job with clear target and worthy incentive while still monitoring the implementation of the internet usage.

Suggestions for Further Studies

Although this study provides new insights, there are some limitations. In this study, majority of the respondents were Gen Y (80.9%) and worked as staff (55.8%). Gen Baby Boomers were only 2.2%. Future studies should gather data from respondents with diverse job positions across generations in order to obtain more representative findings about the actual workplace condition in Indonesia.

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