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The relationship between intensity of social media use activity and counterproductive workplace behaviors

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Abstract. The present paper brings to attention the dysfunctional behavior in organisations in relation to the intensity of activity on social networks The present research aimed to identify the influences of the use of social networks on the occurrence of counterproductive behaviors in the workplace. It was based on 2 hypotheses: (1) it was assumed that there is a correlation between the use of the entertainment function in social networks and the occurrence of counterproductive behaviors at work and (2) the intensity of use of the social function of social networks correlates positively with the occurrence of counterproductive behaviors at work. The online questionnaire consisting of the Social Networking Activity Intensity Scale and the Counterproductive Behaviors Questionnaire (CWB-C) was completed by 30 people from Constanta County, aged 20-56 years. The results showed that the use of social networks within the limits of social function does not influence the development of counterproductive behaviors, while related to the intensity of social network use for entertainment purposes there is a positive correlation with the occurrence of certain counterproductive behaviors, such as sabotage and production-related deviance. The study did not find any correlations between the intensity of entertainment social network use and other dysfunctional behaviors such as theft and abuse. There were also no positive correlations between the age of respondents and the existence of dysfunctional behavior in the workplace. In the future, it would be useful to use a larger sample size and to introduce variables such as the type of work performed.

Keywords. Organizational behavior, work behavior, counterproductive behavior, maladaptive behavior at work, organizational productivity

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1. Introduction

The study of organizational behavior is an interesting and complex field, providing guidance in understanding, appreciating and managing others in the organization and also providing opportunities to enhance personal effectiveness and organizational performance. Organizational behavior is the most visible aspect of the variables that appear within an institution and must be viewed on one hand at the individual level, but also at the group level.

Rapid technological advances, the need to use Internet sites and social networks at work by employees, but also the electronic management of human resources have increased the possibility of social network platforms being used for a long time, even to the point of abuse.

It is difficult to manage separating the advantages and disadvantages associated with the use of social networking platforms in organizations, so companies take different approaches regarding the permission granted to employees to use social networks while at during work (Coker, 2013).Separating the advantages and disadvantages associated with the use of social networking platforms in organizations is difficult to achieve, so organizations take different positions regarding the permission granted to employees to use social networks while at work (Coker, 2013).

In recent years, there has been a substantial increase in concern for studying and analyzing dysfunctional workplace behaviors, attitudes that cause damage to both employees and the organization they belong to. Notable examples of these behaviors include deviance, aggression, antisocial behavior, and violence. Among the consequences of these behaviors are economic ones, such as loss of productivity caused by being late to work, theft or sabotage, and psychological ones, for example, withdrawal from the workplace or low job satisfaction and motivation, a high degree of stress and insecurity among employees. The previously listed consequences constitute basic arguments for the importance of identifying the causes of counterproductive behaviors, both at the interpersonal and at the organizational level. Such information represents a help in detecting procedures to prevent these acts during the selection process, attention being thus directed to the personality factors that can determine/trigger counterproductive behaviors (Jorovlea, 2012).

Social networks are increasingly used both as a way of entertainment and with their social role.

Organizations have yet to reach a consensus on employee's access to social media at work, in part because there is not enough research and concrete evidence of the effects of its use on company's productivity.

Our study aims to investigate the link between the frequency of using social networks for entertainment and for communication purposes on the emergence of counterproductive behaviors such as production-related deviance, abuse, theft, withdrawal and sabotage.

2. Definitions

2.1. Organizational behavior

Organizational behavior is the study of human behavior in organizational settings, the interface between human behavior and the company, and the firm itself (Griffin & Moorhead, 2011).

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2.2.Counterproductive behavior

As a result of multiple studies in this field, some explanatory models of these counterproductive behaviors have been revealed and various names implying approximately the same characteristics: antisocial behavior (Giacalone & Greenberg, 1997), organizational misbehavior (Vardi & Wiener, 1996), workplace deviance (Robinson & Bennett, 1995), counterproductive behavior (Fox & Spector, 1999).

The constructs presented above assume behaviors carried out by the organization's employees, being directed either towards the organization or towards its members, having a high harmful potential and showing a certain level of intentionality (Iliescu, 2004).

Counterproductive behaviors imply a disregard for organizational rules and values, as well as for society (Collins & Griffin, apud. Martinko et al., 2002). These types of behavior can range in severity from a low level (such as petty theft) to a much more serious level, for example violence.

Aggression has a substantial intellectual heritage (cf. Bandura, 2019). For example, aggression has been studied, documented, and debated in the fields of child development, political science, sociology, criminal justice, anthropology, psychology, social psychology, and several other disciplines. However, its relevance and application in organizational work environments is relatively new. There are two different but not incompatible definitions of aggression that have emerged as commonly used perspectives in the organizational literature (Griffin & Lopez, 2005):

- The Neuman and Baron perspective

Neuman & Baron (1998) used the term workplace aggression to encompass all forms of behavior by which individuals attempt to harm others in their workplace. These authors later expanded their thinking by describing five forms of aggression: covert aggression, overt aggression, verbal aggression, obstructionism, and workplace violence (Neuman & Baron, 1998).

- O'Leary-Kelly, Griffin and Glew perspective

A somewhat different approach to workplace aggression was developed by O'Leary-Kelly et al. (1996). Using the works of Bandura, (2019) as context, these authors introduced the term organizationally motivated aggression, defined as an attempt to harm or destructive behavior initiated by either an insider or an outsider, which is instigated by a factor from the organizational context. This aggression is also seen as the result of a stimulus in the organization, such as a perceived injustice or an extreme stressor, such as a layoff or demotion. O'Leary-Kelly et al. (1996) went on to differentiate this construct from organizationally motivated violence, which they explained as a summation of various significant negative effects on a person or property that occur as a result of aggression motivated by the organization.

There are some fundamental differences between these two perspectives. First, the Neuman perspective includes violence as a form of aggression, while the perspective of O'Leary-Kelly et al. (1996) assumes that violence results from aggression. Furthermore, Neuman, Baron, and colleagues do not focus on the causes of aggression per se, but are primarily concerned with different forms, dimensions, and/or targets of aggressive behavior.

A form of aggression is also institutional bullying, also known as mobbing, aggression or victimization at work. It represents constant and repeated behavior, persistent over time, and not a

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singular act, which is generally associated with power inequality between the victim and the aggressor, with the victim feeling inferior (Salin, 2003).

As with deviance and aggression, the concept of antisocial behavior at work can be traced back several decades (acc. Festinger, 1950). However, it was Giacalone & Greenberg' s work (1997) that brought the concept back into the contemporary mainstream. Antisocial behavior is defined as any behavior that harms or is intended to harm an organization, its employees or stakeholders. It is juxtaposed as the theoretical antithesis of prosocial behavior—behavior intended to help others and/or achieve positive outcomes. Most researchers who have addressed antisocial behavior have adopted perspectives or definitions consistent with this view or the same. E.g, Robinson and O'Leary-Kelly et al. (1996) defined anti-social behaviour simply as negative behaviour in organisations. Aquino & Douglas (2003) have referred to the same perspective in their work. Meanwhile,, Elangovan & Shapiro (1998) used the construct formulation presented by Giacalone & Greenberg (1997).

Neuman & Baron (1998) explained workplace violence as an action involving direct physical aggression. They also characterized violence, as mentioned earlier, as the most extreme form of aggression. LeBlanc & Kelloway (2002) described workplace violence as physical assaults and threats of assault directed at employees. Greenberg & Barling (1999) have defined workplace violence as an act carried out with the intent or perceived intent to cause physical pain or injury to another person.

Dysfunctional behaviors within organizations often derive from group nonconformity. Zlate (2004) enumerates in his work the main forms of nonconformity that can be found in a group: deviating from the norms of the group, entering into opposition with the behavioral norms of the group and keeping on the edge of the norms of the group. In work groups, the few non-conformist attitudes manifest themselves in this way (Zlate, 2004): non-compliance with the group's internal rules regarding a series of phenomena (the most important being work efficiency), absence from certain gatherings (consultations, meetings), etc.

2.3. Social networks

Social networks refer to a variety of technologies that facilitate the exchange of ideas and information between their users. From Facebook and Instagram to Platform X (formerly Twitter) and YouTube, more than 4.7 billion people use social media, which is about 60% of the world's population. In early 2023, 94.8% of users accessed chat and messaging apps and websites, closely followed by social platforms with 94.6% of users (GWI, f.a.).

These diverse platforms serve a wide range of user goals and interests. People use them to connect with other people around the world with whom they share their political or other views. Artists use social media to engage with fans, politicians with voters, charities with donors. Governments often turn to social media to relay vital information during emergencies.

For companies, social media has become a key marketing tool. Companies use it to find and interact with customers, to drive sales through advertising and promotion, to identify fast-moving consumer trends, to provide customer service or support, and to collect data about users, sometimes in secret ways.

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2.4. Social media and counterproductive workplace behaviors

What are the financial implications for employers regarding employees' internet usage, and how does this usage impact their professional behavior?

Cyberloafing, defined as the use of electronic devices for personal or recreational purposes during work hours (Lim & Teo, 2005), is an increasingly scrutinized subject in the organizational domain. A study conducted in Romania in 2022 examined the correlation between social network addiction and counterproductive work behaviors. Findings suggest a positive association between social network addiction and counterproductive behavior towards the organization but not towards individuals. Furthermore, the level of social comparison only mediates the relationship between social network addiction and organization-oriented counterproductive behavior, not individual-oriented counterproductive behavior (Leucă, 2022). These findings underscore the necessity for a deeper understanding of the cyberloafing phenomenon and its antecedents, considering the prevailing view that it is counterproductive and can incur significant costs for an organization. Likewise, employees perceived as bored are often viewed as a risk factor for organizational efficiency (Bruursema et al., 2011; Harju et al., 2014).

Research by the University of Haifa and the University of South Florida investigated whether internet browsing during work hours constitutes counterproductive behavior or is rather a reaction to boredom. The findings indicate a significant correlation between boredom, low workload, and personal internet use. However, this relationship is much more pronounced between boredom and cyberloafing than between boredom and counterproductive work behavior, suggesting that internet browsing may be more of a boredom management strategy than a form of counterproductive behavior (Pindek et al., 2018).

Counterproductive behavior within organizations encompasses actions such as verbal abuse, production deviance, sabotage, theft, or premature withdrawal from the workplace. Cyberloafing aligns conceptually with both production deviance and withdrawal, indicative of situations where an employee performs work tasks inefficiently or spends less time working than necessary (Lim & Teo, 2005; Askew et al., 2014).

Specialized studies have approached cyberloafing from various perspectives, viewing it as a form of revenge against perceived injustices, a response to stressors, or as a result of the depletion of self-regulatory resources. Additionally, organizational policies and internet access have been observed to influence the level of cyberloafing. These research efforts converge on the idea that cyberloafing is predominantly perceived as a negative or counterproductive behavior (Andreassen et al., 2014; Blanchard & Henle, 2008).

Cyberloafing represents a redirection of the employee's attention from professional tasks to personal or recreational activities. Thus, it can be seen as an adaptation mechanism, where the employee tries to alter the monotony of the work environment by introducing more appealing, albeit personal, elements. A preliminary study highlighted that employees employ various strategies to manage boredom at work, classifiable into work engagement coping or avoidance coping (Game, 2007).

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3. Methods

3.1. Objectives and assumptions

The main objective of the study was to identify correlations between the intensity of social media use and the presence of counterproductive behaviors such as production-related deviance, abuse, theft, withdrawal and sabotage.

We issued 2 **hypotheses**:

1. It is assumed that there is a correlation between the intensity of the use of the entertainment function of social networks and the occurrence of counterproductive behaviors: withdrawal, abusive behavior, deviant behaviour related to production, sabotage behaviour, theft behavior, total counterproductive behavior at work.

2. It is assumed that there is a statistically significant relationship between the intensity of the use of the social function of social networks and the existence of counterproductive behaviors at work: withdrawal, abusive behaviour, deviant behaviour related to production, sabotage behaviour, theft behaviour, total counterproductive behaviour.

3.2. Participants and Research Tools

3.2.1. Participants.

In this research we used a sample of 30 respondents aged between 20 and 56 years old, from urban areas, all from Constanta county. Divided by age, the sample is composed as follows: 20-29 years (6 respondents), 30-39 years (14 subjects), 40-56 years (10 respondents).

3.2.2. *Research Tools.*

The analyses in this study were performed using:

The Social Networking Activity Intensity Scale (SNAIS) - The questionnaire assesses the intensity of social media use with two subcategories: social and entertainment.

Counterproductive Behavior Questionnaire (CWB-C) - The questionnaire assesses the frequency of occurrence of counterproductive behaviour in the workplace, with subscales of Abuse, Deviance in production, Sabotage, Theft, Withdrawal.

3.2.3. Ethical requirements.

The ethical aspects of the research were ensured by obtaining the subjects' consent to participate in the study. The research was conducted online and the personal data of the participants was protected by coding their identity. The respondents gave their consent for the general results of the research to be used in a scientific article.

4. Results. Hypothesis testing

Statistical processing of the data produced the following results:

*1. **Hypothesis 1** - It is assumed that there is a correlation regarding the intensity of the use of the entertainment function of social networks and the appearance of counterproductive behaviors withdrawal, abusive behavior, deviance behavior related to production, sabotage behavior, theft behavior, total counterproductive behavior at the place of the work..*

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Table 1.1. Descriptives

		Statistic	Std. Error
Age	Mean	36,50	1,698
	Median	36,50	
	Variance	86,466	
	Std. Deviation	9,299	
Social Function Use Intensity_SFUI	Mean	18,37	1,871
	Median	14,50	
	Variance	105,068	
	Std. Deviation	10,250	
Entertainment Function Use Intensity_EFUI	Mean	9,70	,698
	Median	10,00	
	Variance	14,631	
	Std. Deviation	3,825	
Abusive behavior	Mean	24,27	1,482
	Median	22,00	
	Variance	65,926	
	Std. Deviation	8,120	
Deviance behavior related to production	Mean	5,07	,518
	Median	4,00	
	Variance	8,064	
	Std. Deviation	2,840	
Sabotage behavior	Mean	3,67	,188
	Median	3,00	
	Variance	1,057	
	Std. Deviation	1,028	
Theft behavior	Mean	6,60	,436
	Median	5,50	
	Variance	5,697	
	Std. Deviation	2,387	
Withdrawal	Mean	7,70	,487
	Median	7,50	
	Variance	7,114	
	Std. Deviation	2,667	
Total	Mean	47,30	2,384
	Median	43,00	
	Variance	170,562	
	Std. Deviation	13,060	

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Table 1.2 *Tests of Normality*

	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Entertainment Function Use Intensity_EFUI	,098	30	,200	,963	30	,371
Abusive behavior	,210	30	,002	,820	30	,000
Deviance behavior related to production	,246	30	,000	,737	30	,000
Sabotage behavior	,375	30	,000	,681	30	,000
Theft behavior	,266	30	,000	,719	30	,000
Withdrawal	,113	30	,200	,931	30	,051
Total	,200	30	,004	,880	30	,003

We obtained a normal distribution (sig > 0.05) for the intensity of the use of the entertainment function and for the withdrawal behaviour, so we applied the parametric correlation method (Pearson), and a non-normal distribution (sig < 0.05) for the abuse behaviour, production-related deviance, sabotage, theft and for the total deviant behaviour, so we applied the non-parametric correlation method (Spearman).

Applying the correlation tests, the results indicated that there is no positive or negative correlation between the intensity of the use of the entertainment function and the deviant behaviors of withdrawal, theft and the total coefficient, but there is a weak correlation between the intensity of the use of the entertainment function and the counterproductive behaviour of sabotage, as well as a moderate correlation between the intensity of the use of the entertainment function and production-related deviance in the individuals in the research sample.

Table 1.3 *Corelations*

		Entertainment Function Use Intensity_EFUI	Withdrawal
Entertainment Function Use Intensity_EFUI	Pearson Correlation	1	,045
	Sig. (2-tailed)		,814
	N	30	30
Withdrawal	Pearson Correlation	,045	1
	Sig. (2-tailed)	,814	
	N	30	30

			Entertainment Function Use Intensity_EFUI	Abusive behavior	Deviance behavior related to production	Sabotage behavior	theft behavior	Total
Spearman's rho	Entertainment Function Use Intensity_EFUI	Correlation Coefficient	1,000	,004	,417	,359	,160	,179
		Sig. (2-tailed)	.	,983	,022	,051	,399	,345

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	N	30	30	30	30	30	30
Abusive behavior	Correlation Coefficient	,004	1,000	,620	,476	,348	,818
	Sig. (2-tailed)	,983	.	,000	,008	,060	,000
	N	30	30	30	30	30	30
Deviance behavior related to production	Correlation Coefficient	,417	,620	1,000	,745	,631	,881
	Sig. (2-tailed)	,022	,000	.	,000	,000	,000
	N	30	30	30	30	30	30
Sabotage behavior	Correlation Coefficient	,359	,476	,745	1,000	,444	,686
	Sig. (2-tailed)	,051	,008	,000	.	,014	,000
	N	30	30	30	30	30	30
Theft behavior	Correlation Coefficient	,160	,348	,631	,444	1,000	,704
	Sig. (2-tailed)	,399	,060	,000	,014	.	,000
	N	30	30	30	30	30	30
Total	Correlation Coefficient	,179	,818	,881	,686	,704	1,000
	Sig. (2-tailed)	,345	,000	,000	,000	,000	.
	N	30	30	30	30	30	30

This can also be seen in the graphs below:

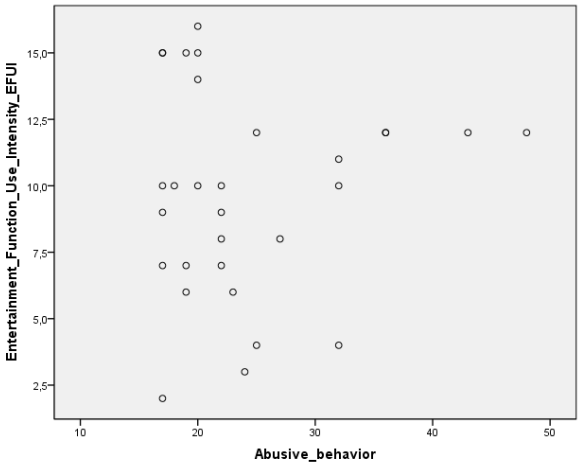

Figure 1. Scatterplot EFUI_Abusive behavior

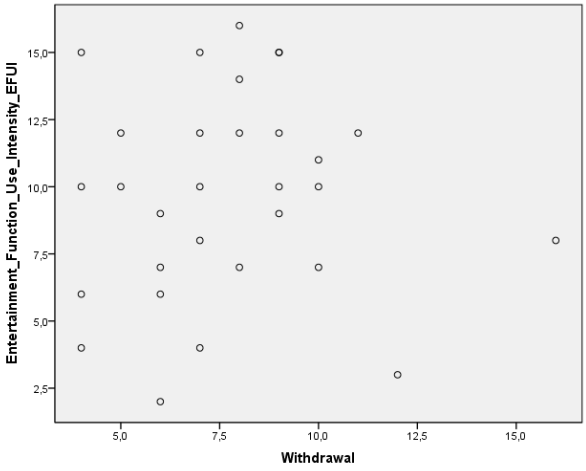

Figure 2. Scatterplot EFUI_Withdrawal

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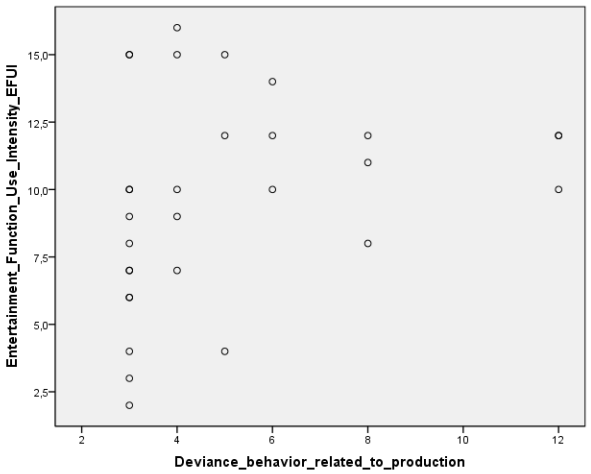

Figure 3. Scatterplot EFUI_Deviance

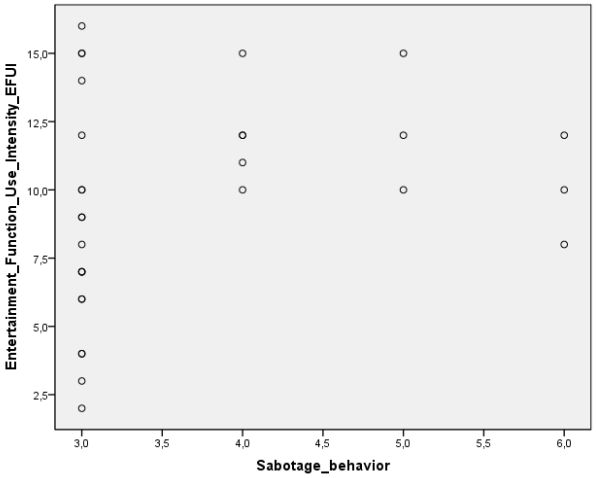

Figure 4. Scatterplot EFUI_Sabotage

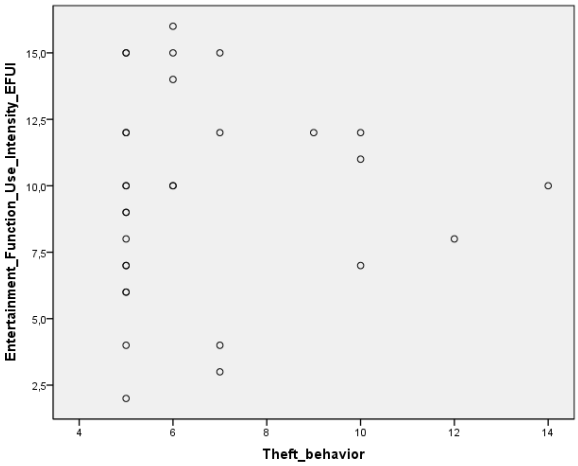

Figure 5. Scatterplot EFUI_Theft

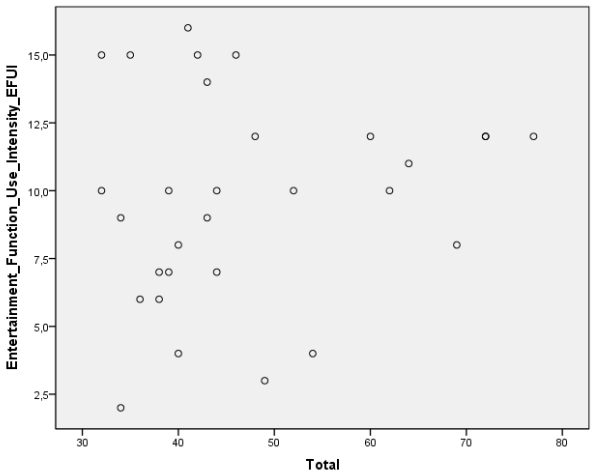

Figure 6. Scatterplot EFUI_Total

As a result of the statistical analysis of the data obtained through testing, it was found that the hypothesis according to which there is a correlation regarding the intensity of the use of the entertainment function of social networks and the occurrence of counterproductive behaviors at the workplace was confirmed in the case of deviant behaviors related to production and in the case of sabotage behaviors. Thus we can say that employees who use social networks for entertainment purposes are more prone to counterproductive behaviors at work such as production deviance and sabotage.

A study by Labban & Bizzi (2022) supports the conclusions of our research with its findings that states that depending on the context in which employees use social media, it can be beneficial or harmful. For example, using them before starting the program causes positive emotions of happiness and attention, associated with beneficial work behaviors, such as attitude

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towards other employees, but accessed during the work program causes fatigue and guilt, emotions that lead to undesirable and unproductive behaviors.

One explanation of why the use of social media for entertainment purposes correlates positively with some deviant behaviors is that the use of social media for entertainment can be addictive through a sense of belonging, e.g. the study by Miranda et al. (2023), and thus can also distract employees during working hours, which leads to decreased productivity and deterioration of work attitudes.

In the same line of thought Zhao (2021) demonstrates in another study different effects depending on the purpose of social network use (social use and entertainment use) and the possible addictive nature of the use. The results of the study show that entertainment use is more likely to produce addiction to social media use, while social use results in greater well-being, but also that social media addiction negatively influences the emotional state of the subjects.

*2. **Hypothesis 2** - It is assumed that there is a statistically significant link between the intensity of use of the social function of social networks and the existence of counterproductive behaviour at work: withdrawal, abusive behaviour, deviance behaviour related to production, sabotage behaviour, theft behaviour, total counterproductive behaviour.*

Table 2.1. Descriptives

		Statistic	Std. Error
Social_Function_Use_Intensity_SFUI	Mean	18,37	1,871
	Median	14,50	
	Variance	105,068	
	Std. Deviation	10,250	
Abusive_behavior	Mean	24,27	1,482
	Median	22,00	
	Variance	65,926	
	Std. Deviation	8,120	
Deviance_behavior_related_to_production	Mean	5,07	,518
	Median	4,00	
	Variance	8,064	
	Std. Deviation	2,840	
Sabotage_behavior	Mean	3,67	,188
	Median	3,00	
	Variance	1,057	
	Std. Deviation	1,028	
Theft_behavior	Mean	6,60	,436
	Median	5,50	
	Variance	5,697	
	Std. Deviation	2,387	

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Withdrawal	Mean	7,70	,487
	Median	7,50	
	Variance	7,114	
	Std. Deviation	2,667	
Total	Mean	47,30	2,384
	Median	43,00	
	Variance	170,562	
	Std. Deviation	13,060	

Table 2.2 *Tests of Normality*

Tests of Normality

	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Social_Function_Use_Intensity_SFUI	,165	30	,036	,920	30	,026
Abusive_behavior	,210	30	,002	,820	30	,000
Deviance_behavior_related_to_production	,246	30	,000	,737	30	,000
Sabotage_behavior	,375	30	,000	,681	30	,000
Theft_behavior	,266	30	,000	,719	30	,000
Withdrawal	,113	30	,200	,931	30	,051
Total	,200	30	,004	,880	30	,003

We obtained normal distribution (sig > 0.05) for withdrawal behaviour and non-normal distribution for social function use intensity, abusive behavior, deviance behavior related to production, sabotage behavior, theft behavior, total counterproductive behavior, so we applied the nonparametric correlation method (Spearman).

Following the application of correlation tests, the results indicated that there was neither a positive nor a negative correlation between the intensity of social function use and any of the deviant behaviors of withdrawal, abusive behavior, deviance behavior related to production, sabotage behavior, theft behavior, total counterproductive behavior in the research sample.

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Table 2.3 *Corelations*

			Social_Function_Use_Intensity_SFUI	Abusive_behavior	Deviance_behavior_related_to_production	Sabotage_behavior	Theft_behavior	Withdrawal	Total
Spearman's rho	Social_Function_Use_Intensity_SFUI	Correlation Coefficient	1,000	-,184	,051	,012	-,145	,044	-,128
		Sig. (2-tailed)	.	,329	,787	,948	,444	,819	,499
		N	30	30	30	30	30	30	30
	Abusive_behavior	Correlation Coefficient	-,184	1,000	,620	,476	,348	,152	,818
		Sig. (2-tailed)	,329	.	,000	,008	,060	,421	,000
		N	30	30	30	30	30	30	30
	Deviance_behavior_related_to_production	Correlation Coefficient	,051	,620	1,000	,745	,631	,504	,881
		Sig. (2-tailed)	,787	,000	.	,000	,000	,005	,000
		N	30	30	30	30	30	30	30
	Sabotage_behavior	Correlation Coefficient	,012	,476	,745	1,000	,444	,390	,686
		Sig. (2-tailed)	,948	,008	,000	.	,014	,033	,000
		N	30	30	30	30	30	30	30
	Theft_behavior	Correlation Coefficient	-,145	,348	,631	,444	1,000	,630	,704
		Sig. (2-tailed)	,444	,060	,000	,014	.	,000	,000
		N	30	30	30	30	30	30	30
	Withdrawal	Correlation Coefficient	,044	,152	,504	,390	,630	1,000	,568
		Sig. (2-tailed)	,819	,421	,005	,033	,000	.	,001
		N	30	30	30	30	30	30	30

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Total	Correlation Coefficient	-,128	,818	,881	,686	,704	,568	1,000
	Sig. (2-tailed)	,499	,000	,000	,000	,000	,001	.
	N	30	30	30	30	30	30	30

This can also be seen in the graphs below.

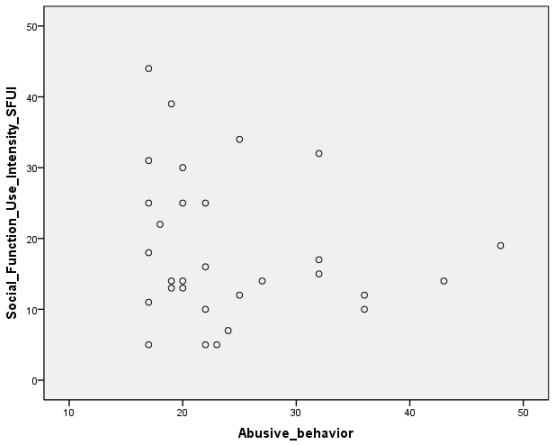

Figure 1. Scatterplot SFUI_Abusive behavior

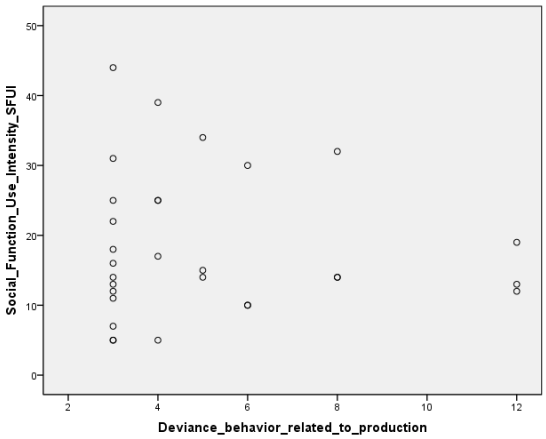

Figure 2. Scatterplot SFUI_Deviance

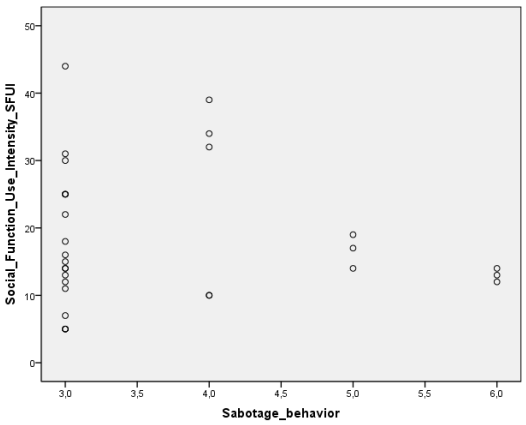

Figure 3. Scatterplot SFUI_ Sabotage

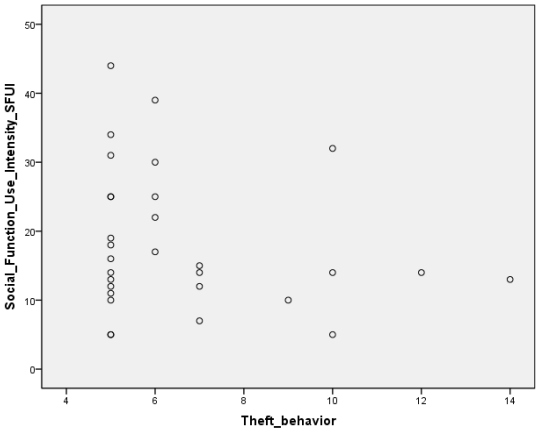

Figure 4. Scatterplot SFUI_ Theft

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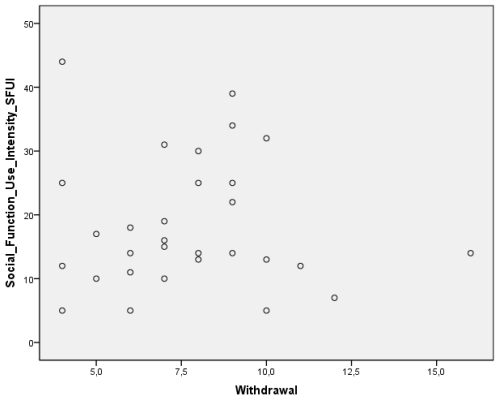

Figure 5. Scatterplot SFUI_Withdrawal

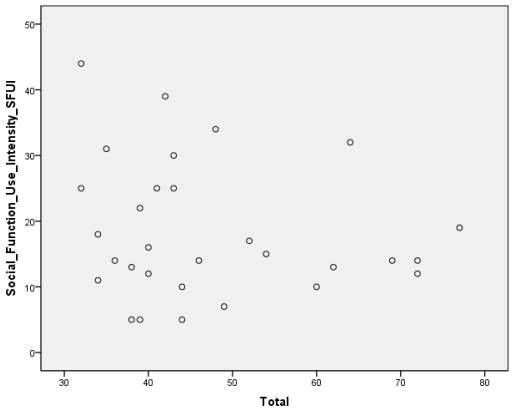

Figure 6. Scatterplot EFUI_Total

The statistical analysis of the test data showed that the assumption that there is a statistically significant relationship between the intensity of use of the social function of social networks and the existence of counterproductive behaviors at work was not confirmed. Thus we can say that in the case of the employees who responded in our study the use of social networks for social purposes does not correlate with the presence of counterproductive behaviors at work such as withdrawal, abusive behavior, deviance behavior related to production, sabotage behavior, theft behavior, total counterproductive behavior. In other words, the social use of social networks does not negatively impact work behaviour in organisations.

(Labban & Bizzi, 2022) demonstrated that using social media before starting the program generates positive emotions of happiness and attention and implicitly beneficial work behaviors, which supports the results obtained by the present research.

One explanation of why the use of social networks for social purposes does not correlate with some deviant behaviors is that the use of social platforms for networking supports cooperation and communication between people for the purpose of exchanging ideas, more specifically satisfying a basic human need, socialization. Research in the field argues that by mediating self-efficacy, social networks influence employees' motivation in knowledge sharing (Zhang et al., 2020), and implicitly on work productivity.

Verduyn et al. (2017) uses the terms passive use and active use of social networks. The author differentiates between the positive impact of active socialization by increasing subjective well-being and the negative impact of passive use that generates social comparison and implicit envy. Active socialising stimulates social connectedness.

Conclusions

There is much discussion and debate about the effects of social media use on work behaviour, but no common conclusion has yet been reached on either side. Companies have different approaches on allowing access to social networks during work. Research in the field argues both for the usefulness of using communication via social media and for the lower productivity associated with their use. However, there are differences in terms of the purpose of use, passive or active use, on time, when and how it is used.

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The main objectives of our study have been achieved. Results showed that there is a weak correlation between the intensity of use of the entertainment function of social networks and the occurrence of counterproductive sabotaging behaviors, and a moderate correlation between the intensity of use of the entertainment function of social networks and the presence of deviant production behaviors. The study also found no correlation between the intensity of use of social networks for communication purposes and deviant behavior of withdrawal, abusive behavior, deviance behavior related to production, sabotage, theft behavior, total counterproductive behavior at work.

The study also has some limitations, the most important of which is the small number of respondents. Future studies could include more variables (e.g. social and academic background, private or state work environment, age) and analysis of when social networks are used and whether active or passive engagement is made.

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