The Effect of Workload, Role Conflict, and Work Environment on Cyberloafing Behavior in the Marine and Fishery Services of The Riau Islands

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Abstract

This study aims to explain the effect of workload, work conflict and work environment on cyberloafing behavior. The population in this study were 32 employees at the Department of Maritime Affairs and Fisheries of the Riau Islands Province. Sampling with the saturated technique, the number of samples as many as 32 employees. This type of research is quantitative research. In the questionnaire, validity and reliability tests were carried out. Data were analyzed using multiple linear regression analysis, including t test, f test and coefficient of determination. The results showed that partially the workload (X1), work conflict (X2) and work environment (X3) variables had a significant effect on cyberloafing. The results of the F test obtained that the calculated F value is 12,455 with an F table value of 2.95 identifying that the workload, work conflict and work environment variables simultaneously have a significant effect on the Cyberloafing variable (Y). Based on the results of the coefficient of determination test. About 53% of cyberloafing variables are influenced by workload, role conflict and work environment variables. The remaining 47% is influenced by other factors not explained in this study.

Keywords: Workload, Work Conflict, Work Environment, Cyberloafing.

1. Introduction

At this time, the internet has become a necessity for humans to facilitate and speed up the delivery of information or receive information from various sources. The Association of Indonesian Internet Service Providers (APJII) conducted research on internet users in all provinces in Indonesia, with the following data:

Table 1. Percentage of Internet Users in Indonesia

Year	Total User	Percentage
2017	143,26 Million	54,68%
2018	171,11 Million	64,8%
2019-2020Q2	196,71 Million	73,7%

Source: APJII 2017,2018,2019-2020

It can be seen from the data table above, internet users in Indonesia continue to increase. The internet can be easily accessed by anyone and anywhere, including the workplace. The internet is very helpful for companies in achieving their goals more effectively and efficiently, both in terms of cost, effort, and time. Almost all offices/companies are equipped with wifi or PC facilities that are connected directly to the internet so that employees are very helpful in completing their work. But on the other hand, facilities in the workplace in the form of easy internet access can cause problems if employees cannot use them optimally to help complete their work. Cyberloafing behavior can be influenced by several factors such as workload, role conflict and work environment. Based on observations made by researchers, workers who are under the auspices of government agencies tend to easily experience work stress due to the workload that is routine and in large quantities such as inputting data carefully, following up on licensing applications and issuing permits with a short time schedule due to the flow of information. SOP for correspondence that is not only managed by one person so that the demands of the workload will cause work stress. Therefore, employees tend to do cyberloafing because it is considered the easiest to eliminate boredom, especially if it is supported by the availability of internet facilities on their respective computers and personal gadgets, but if employees have surfed the internet they do not return to their initial duties which are their responsibilities, resulting in negligence in settlement duty.

This is in accordance with previous research conducted by Ahmad (2019) which showed that workload had a positive and significant effect on cyberloafing behavior. The difference in this study is in the Role Ambiguity variable because this variable is not included in the phenomenon that the researchers raised related to Cyberloafing behavior. In addition to routine work, employees of the Department of Maritime Affairs and Fisheries of the Riau Islands Province also have to share roles in the office so that there is a role conflict, such as employees often doing work from other fields on the orders of their superiors or fellow co-workers who are actually seen from the SOP for the task. is not his responsibility. If employees are confused about their duties or there is a role conflict, one of the ways that employees who experience role conflict are cyberloafing. This statement is the same as in Hardiani's research (2017) which states that Role Conflict has an influence on the emergence of Cyberloafing. Because someone who experiences a high role conflict will tend to do cyberloafing which uses internet facilities for their own interests during working hours. In this study, the difference is the Burnout variable, where this variable has less influence on the phenomenon to be studied.

2. Literature Review

Cyberloafing

Cyberloafing or cyberslacking is the use of the internet for personal gain is a form of virtual lazing. this behavior wastes time and energy of employees dedicated to issues that are not related to the organization. Cyberloafing or cyberslacking can also burden the organization's computer network (Ivancevich, 2007:270).

Factors Affecting Cyberloafing

According to Ozler and Polat in Laksana (2019) there are 3 factors that affect cyberloafing, namely:

1. Individual Factor

Various attributes in these individuals include perceptions and attitudes towards cyberloafing, internet habits and addictions, demographic factors, intentions to engage in cyberloafing,

2. Organizational Factors

Organizational factors can also influence employee cyberloafing behavior such as managerial support, views of colleagues on cyberloafing norms, and characteristics of the work being done.

3. Situational factors

Internet deviant behavior usually occurs when employees have access to at work so this is strongly influenced by situational factors that mediate this behavior. Weatherbee in Ardila & Firmanto (2017:24) One of the situational factors is the proximity of the distance (such as the distance of the employee's room) with the superior. The closeness of the distance with the boss in the office will indirectly affect cyberloafing. This depends on the employee's perception of the agency's control over its behavior, including the presence or absence of sanctions and agency regulations.

Cyberoafing Indicator

Cyberloafing behavior indicators are measured using Lim and Chen in Mirza (2019:31), namely:

1. Browsing Activities

Browsing Activities are cyberloafing activities where employees use the internet to browse (browse) during working hours with activities that are not related to work such as visiting news sites, receiving or sending instant messages, visiting entertainment sites, downloading, music/video/movies, visiting websites. related to sports, shopping online to playing online games

2. Email Activities

Emailing activities are cyberloafing activities where employees use email at work that is not related to work which consists of receiving, checking, and sending personal emails.

Workload

Workload is the difference between capacity and work demands that must be faced, if the workload carried is too much it can cause tension in a person, causing stress.

Factors Affecting Workload

The workload is influenced by 2 factors, namely external factors and internal factors. According to Manuba in Nugroho (2018:9) the factors that affect the workload include:

1. Internal factors are factors that come from within the body itself as a result of reactions to external workloads. Internal factors include somatic factors (gender, age, body size, nutritional status, and health conditions) then psychological factors (motivation, perception, belief, desire and satisfaction).

2. External factors, namely the workload that comes from outside the worker's body, such as:

a. Physical tasks, such as work stations, layout, workplace, work tools and facilities, working conditions, work attitudes, and psychological tasks, such as work complexity, level of difficulty, worker responsibilities.

b. Work organization. Such as the length of time worked, rest periods, work shifts, night work, remuneration systems, organizational structure models, delegation of tasks and authority.

c. The work environment is the physical work environment, chemical environment, biological work environment, and psychological work environment.

3. Internal factors are factors that come from within the body itself as a result of reactions to external workloads. Internal factors include somatic factors (gender, age, body size, nutritional status, and health conditions) then psychological factors (motivation, perception, belief, desire and satisfaction).

Role Conflict

According to Siswandi in Ulinnuha (2018: 46) Role is a set of behavioral patterns inherent in a person due to occupying a certain position in a social unit. A person's role in addition to being influenced by personal characteristics and character is also shaped by his position in the organization. Conflict is a conflict that occurs between what a person expects of himself, other people, the organization and the reality of what he expects (Prabu, 2015: 155).

Factors Affecting Role Conflict

According to Hartatik in Ulinnuha (2018:47) there are several factors that cause conflict:
1. Various scarce resources
Since the resource is scarce, it needs to be allocated (in which case one group may receive less than another) as this could be a source of conflict.
2. Differences in goals
Sections within an organization can have different goals. For example, sales may want to increase sales by providing lenient sales terms.
3. Interdependence in carrying out work
An organization is a combination of various interacting units. As a result, the activities of one party may be detrimental to the other and this is a source of conflict. For example, the production department may protest the slow work of the repair and maintenance department, resulting in the production quota not being reached.
4. Differences in values and perceptions
Differences in goals, usually accompanied by differences in attitudes, values and perceptions that can lead to conflict. A young manager may feel displeased when given routine tasks, while a senior manager may feel that these routine tasks are part of the practice.
5. Other reasons. In addition to the reasons listed above, other causes that may lead to conflict are one's style of work, organizational ambiguity, and communication problems.
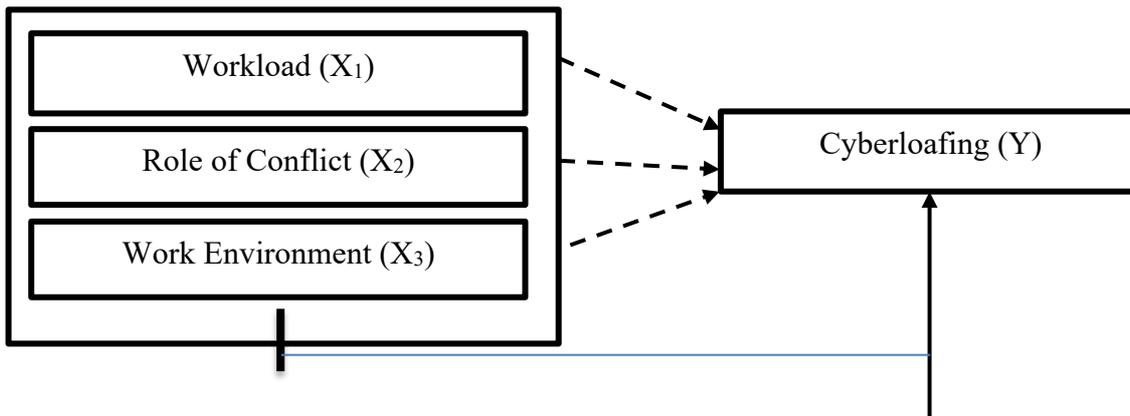
Work Environment

The work environment has the understanding that everything around the employee can affect him in doing his job. A comfortable and safe physical environment really affects employee performance (Bahri, 2018; 40)
The physical work environment can be divided into two categories, namely:
a. Environments that are directly related to employees (such as work centers, chairs, tables and so on)
b. The intermediate environment or general environment can also be called the work environment that affects the human condition, for example: temperature, humidity, air circulation, lighting, noise, mechanical vibration, unpleasant odors, colors, and others.

Framework

Hypothesis

Hypothesis
H1: It is suspected that workload affects cyberloafing behavior
H2: Allegedly Role Conflict affects cyberloafing behavior
H3: It is suspected that the work environment affects cyberloafing behavior
H4: It is suspected that workload, role conflict and work environment affect cyberloafing behavior

3. Methods

This type of research is quantitative research because the research data is in the form of numbers, then the data obtained are analyzed by statistical tests to help analyze the data for statistical calculation activities using the SPSS (Statistics Package Social Sciences) Version 26 program. This study uses a sample of the population and uses a questionnaire as data collection tools as well as those sourced from the Office of the Maritime Affairs and Fisheries Office of the Riau Islands Province. According to Sugiyono (2016: 80) population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population used in this study were 44 employees of the Maritime Affairs and Fisheries Service Office of the Riau Islands Province in Dompak. According to Sugiyono (2016:81) the sample is part of the number and characteristics possessed by the population. The sampling technique in this study is a saturated sample, that is, a saturated sample is a sampling technique when all members of the population are used as samples. Another term for this saturated sample is census, where all members of the population are sampled. The sample used in this study was a freelance daily worker from the Department of Marine Affairs and Fisheries of the Riau Archipelago Province, amounting to 44 people.

4. Result and Discussion

Based on the identification of respondents according to the type of work of the respondent, it can be seen as follows:

Table 2. Characteristics of Respondents by Type of Work Section

No.	Part Type	Total	Percentage (%)
1.	Secretariat	17	53.1%
2.	Capture Fisheries	2	6.3%

No.	Part Type	Total	Percentage (%)
3.	Aquaculture Field	2	6.3%
4.	Marine Affairs, Conversion and Supervision	7	21.9%
5.	Marketing Management Field	4	12.5%
	Total	32	100%

Cyberloafing Validity Test

Table 3. Cyberloafing Variable Validity Results
rtable = 0.3494

Item	R statistic	Validity
C1	0.420*	Valid
C2	0.644**	Valid
C3	0.786**	Valid
C4	0.627**	Valid
C5	0.764**	Valid

The table above shows that rcount is greater than rtable 0.3494. Cyberloafing variable has valid criteria for all statement items (five statement items). The number of valid statement items will be used in this study because it is reliable and feasible as research.

Variable Reliability Results

The table above shows that the Cronbach's Alpha value for the cyberloafing variable is 0.667. Thus, it can be concluded that the statement in this questionnaire is reliable because it has a Cronbach's Alpha value of more than 0.60. This shows that each statement item used will be able to obtain consistent data, which means that if the statement is submitted again, an answer that is relatively the same as the previous answer will be obtained. Workload Variable Reliability Results, This result shows that the Cronbach's Alpha value for the workload variable is 0.830. It can be concluded that the statement in this questionnaire is reliable because it has a Cronbach's Alpha value of more than 0.60. This shows that each statement item used will be able to obtain consistent data, which means that if the statement is submitted again, an answer that is relatively the same as the previous answer will be obtained. Role Conflict Reliability Results. The result shows that the Cronbach's Alpha value for the role conflict variable is 0.764. Thus, it can be concluded that the statement in this questionnaire is reliable because it has a Cronbach's Alpha value of more than 0.60. This shows that each statement item used will be able to obtain consistent data, which means that the value of the statement submitted again will obtain an answer that is relatively the same as the previous answer. The result shows that the value of Cronbach's Alpha on the work environment variable is 0.815. It can be concluded that the statements in this questionnaire are reliable because they have a Cronbach's Alpha value of more than 0.60. This shows that each statement item used will be able to obtain consistent data, which means that if the statement is submitted again, an answer that is relatively the same as the previous answer will be obtained.
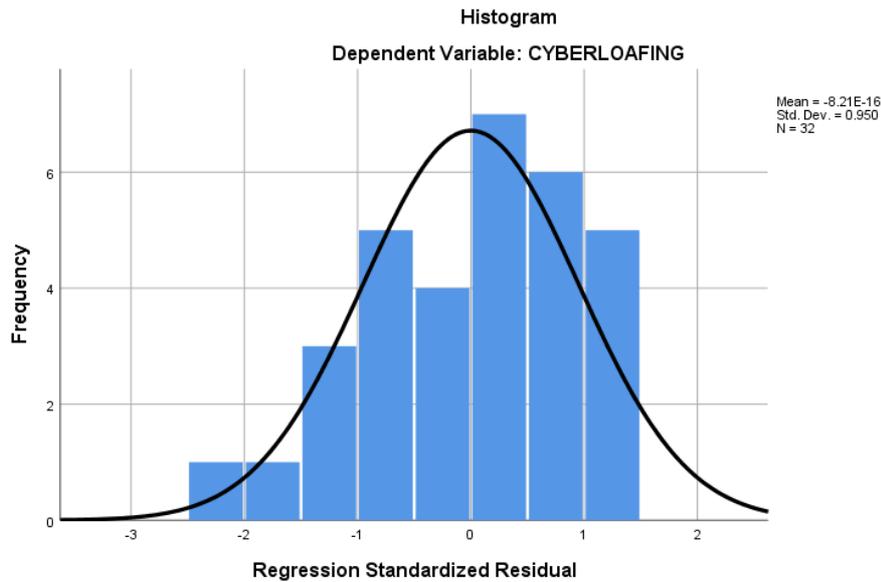
Figure 2. Normality Test

Based on figure 2 above, by looking at the Kolmogorof-Smirnov value and the Asymp Sig (2-tailed) value is > 0.05, the Kolmogorof-Smirnov value is 0.13 and the Asymp Sig value. (2-tailed) of 0.122. This means that the residual data is normally distributed.
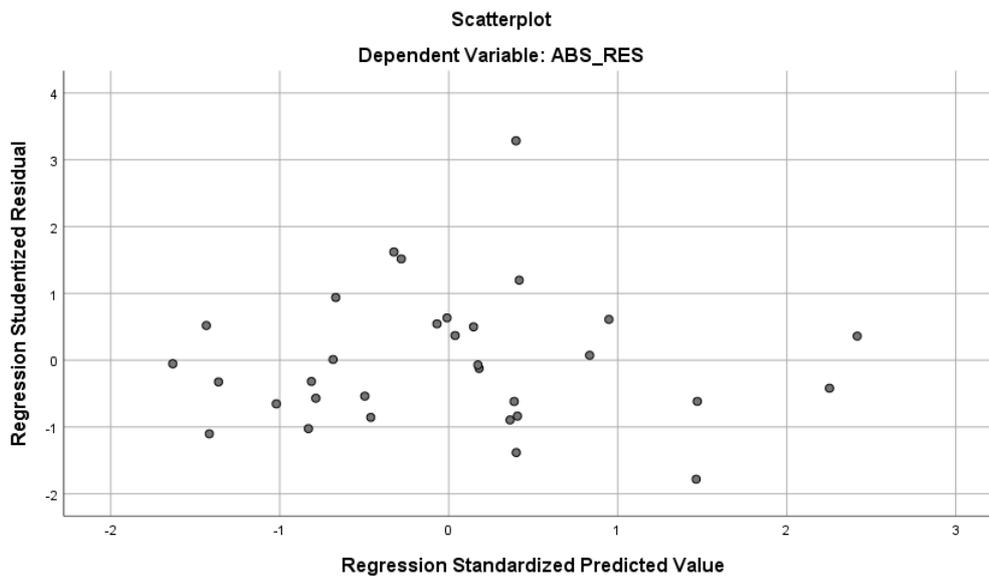

Figure 3. Scatterplot

It can be seen in the picture above that the points spread randomly, not forming a clear pattern that is clearly spread both above and below the number 0 (zero) on the Y axis. It can be concluded that there is no heteroscedasticity.

5. Conclusions

Based on the results of research conducted by the author with the title The Effect of Workload, Role Conflict and Work Environment on cyberloafing at the Department of Maritime Affairs and Fisheries of the Riau Islands Province, the following conclusions can be drawn. Partial testing proves that the workload has a significant positive effect on cyberloafing at the Department of Maritime Affairs and Fisheries of the Riau Islands Province with a comparison value of tcount with ttable (3,280 > 2,048). Partial testing proves that role conflict has a significant positive effect on cyberloafing of the Riau Islands Province Maritime Affairs and Fisheries Service with a comparative value of tcount with ttable (2.188 > 2.048). The partial test proves that the work environment has a significant positive effect on cyberloafing at the Riau Islands Province Maritime Affairs and Fisheries Service with a comparison value of tcount with ttable (2,183 > 2,048). Simultaneous testing proves that workload, role conflict and work environment have a significant effect on cyberloafing at the Marine and Fisheries Service of the Riau Islands Province with a comparison value of Fcount with Ftable (12,455 > 2.95).

Based on the results of the research that has been done, the following are some suggestions that can be given by researchers: It is hoped that the Department of Maritime Affairs and Fisheries of the Riau Islands Province can pay attention to the excessive workload of employees so that they can make their employees flee to cyberloafing behavior It is hoped that the Department of Maritime Affairs and Fisheries of the Riau Islands Province can improve skills and knowledge so that in the delegation of tasks there is no role conflict between employees due to lack of adequate knowledge about these tasks. It is hoped that the Department of Maritime Affairs and Fisheries of the Riau Islands Province can improve a conducive work environment for employees to provide comfort at work. It is hoped that the Department of Maritime Affairs and Fisheries of the Riau Islands Province can monitor its employees who use the internet excessively but not for work purposes. For future researchers, hopefully this research can be used as a reference material for further research and can be a reference for the development of knowledge about human resources related to workload, role conflict and work environment and cyberloafing. It is hoped that the next researcher can expand the research variables that affect Cyberloafing.

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