

Impact of Workload and Work Environment on Cyberloafing Behavior

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Abstract

This study aims to explain how much workload and work environment on cyberloafing behavior. At this time the internet has become a necessity for humans to facilitate and accelerate the delivery of information or receive information from various sources. Internet users in Indonesia continue to increase. The internet can be easily accessed by anyone and anywhere, including at work. 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 directly connected to the internet so that employees are greatly assisted in completing their work. 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.

Keywords: Workload, Work Environment and 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	Number of Users	Percentage
2017	143,26 million	54,68%
2018	171,11 million	64,8%
2019-2020	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. 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. This will certainly give rise to indications of counterproductive behavior from internet users such as the temptation it causes, because the internet also provides various things such as accessing social media, online shopping, and online games during working hours, this behavior is expressed as cyberloafing behavior.

Cyberloafing behavior can be influenced by several factors such as workload, role conflict and work environment. Based on the results of observations made by researchers, workers who are under the auspices of government agencies tend to experience work stress easily because of 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 data. 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 when 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 responsibility so that negligence occurs in completing tasks. 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.

2. Literature Review

Research conducted by Lim & Chen states that “studies have shown that 28% of employees surveyed found emails to be distracting and 40% did not return to their original task after emailing. Consistent with these findings, we argue that the distraction brought about by emailing triggers negative affect” Lim & Chen state that a study showed 28% of employees surveyed found personal email distracting and 40% did not return to their original task after sending an email. With these findings we argue that distractions caused by the internet trigger negative influences. Meanwhile, according to Hardiani (2017) cyberloafing is one of the counterproductive behaviors of employees, namely using cellphones and office internet facilities for personal purposes during working hours. Examples given by Blanchard & Henle in Karim (2019:79) are accessing social sites (Facebook, Instagram, Twitter), reading news, sending and receiving personal emails, online games, online shopping, watching videos, downloading files or music, and other activities that are not related to their duties and work.

Cyberloafing

Cyberloafing or cyberslacking is the use of the internet for personal gain is a form of virtual laziness. This behavior consumes employees' time and energy dedicated to issues that are not related to the organization. Cyberloafing or cyberslacking can also burden the organization's computer network (Ivancevich, 2007:270). According to the opinion of Lim & Chen in Mirza (2019: 29) stated that cyberloafing behavior is an activity carried out by workers in cyberspace for activities that are not related to work such as browsing and emailing that carried out in the workplace during working hours where these activities are activities that can reduce employee productivity which will affect employees

to complete their work. Examples given by Blanchard & Henle in Karim (2019:79) are accessing social sites (Facebook, Instagram, Twitter), reading news, sending, and receiving personal emails, online games, online shopping, watching videos, downloading files or music, and other activities that are not related to their duties and work.

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 the characteristics of the work performed.

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 agency control over their behavior, including the presence or absence of agency sanctions and regulations.

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

- a. Physical tasks, such as workstations, layout, workplace, tools, and work facilities, working conditions, work attitudes, and tasks that are physical in nature psychological factors, such as the complexity of the job, the level of difficulty, the responsibility of the worker.
- 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.

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

Work environment

The work environment has the understanding that everything around the employee can affect him in doing work. A comfortable and safe physical environment really affects employee performance (Bahri, 2018; 40). The work environment is everything that is around the workers/employees in carrying out their work so that maximum work results will be obtained, where in the work environment there are work facilities that support employees in completing the tasks assigned to employees in order to improve the work of employees in one company (Widyaningrum, 2019).

3. Methodology

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 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 a data collection tool. Instrument testing techniques in this study, researchers used instrument testing techniques including data quality tests, classical assumption tests, multiple linear regression analysis, and hypothesis testing.

4. Result and Discussion

Cyberloafing Reliability Test Results

It shows that the Cronbach's Alpha value for the cyberloafing variable is 0.667. Thus, it can be concluded that the statements in this questionnaire 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 Reliability Test

Shows that the value of Cronbach's Alpha on 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.

Table 2. Work Environment Reliability Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.815	5

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.

Hypothesis test

Statistical Test Results t

The t test is used to determine whether or not there is an influence of each independent individually on the dependent variable. If the probability or significance value < 0.05 then the independent variable partially affects cyberloafing. While the ttable sought at alpha 0.05 (two tailed) is 2,048. This test is also carried out by comparing tcount with ttable **with the following conditions:**

1. If $t\text{-count} > t\text{-table}$ and $\text{sig} < 0.05$ then H_0 is rejected H_a is accepted
2. If $t\text{-count} < t\text{-table}$ and $\text{sig} > 0.05$ then H_0 is accepted H_a is rejected

Hypothesis 1: The Effect of Workload on Cyberloafing

H0: It is suspected that the workload partially does not have a significant effect on cyberloafing

H1: It is suspected that the workload partially has a significant effect on cyberloafing

Workload variable with sig value of 0.003 and tcount of 3.280. This means that the sig value is smaller than the significance level of 0.05 ($0.003 < 0.05$). And based on the comparison of tcount with ttable, it was found that $tcount > ttable$ ($3.280 > 2.048$). So in this case, H1 is accepted and H0 is rejected, so that the workload (X1) partially has a significant positive effect on cyberloafing (Y).

Effect of Work Environment on Cyberloafing

The results of the third hypothesis test, where the work environment variable with a sig value of 0.038 and a tcount of 2.183. This means that the sig value is smaller than the 0.05 significance level ($0.038 < 0.05$). And based on the comparison of tcount with ttable, it was found that $tcount > ttable$ ($2.183 > 2.048$). So in this case H3 is accepted and H0 is rejected, so that the work environment partially has a positive and significant effect on cyberloafing behavior

5. Conclusion

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 workload has a significant positive effect on cyberloafing at the Department of Marine 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 comparison 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 F-count with Ftable ($12,455 > 2.95$).

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