

## The Influence of Work Environment and Workload on Cyberloafing Behavior of Employees at Department of Education and Culture

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### Abstract

This study's goal is to determine how the workplace environment, multiple roles, and workload affect their cyberloafing habits. In order to collect quantitative data for this study, questionnaires were distributed and library data were utilised. The data analysis technique used is multiple linear regression with SPSS 25. The data analysis methods used are coefficient of determination (R<sup>2</sup>), traditional assumption testing, hypothesis testing, and data quality testing. As shown by the significance level  $F < \alpha$  ( $0.000 < 0.05$ ) and adjusted R square of 0.375, the findings of this study show that workload, multiple roles, and the work environment have an immediate and significant impact on cyberloafing behavior. Research indicates that 37.5% of cyberloafing behavior is caused by workload, multiple roles, and work environment.

**Keywords:** Workload, Work Environment, Cyberloafing

### Abstrak

Tujuan studi ini adalah untuk mengetahui bagaimana lingkungan tempat kerja, peran ganda, dan beban kerja mempengaruhi kebiasaan cyberloafing mereka. Untuk mengumpulkan data kuantitatif untuk penelitian ini, kuesioner didistribusikan dan data pustaka digunakan. Teknik analisis data yang digunakan adalah regresi linier berganda dengan SPSS 25. Metode analisis data yang digunakan adalah koefisien determinasi (R<sup>2</sup>), pengujian asumsi tradisional, pengujian hipotesis, dan pengujian kualitas data. Seperti yang ditunjukkan oleh tingkat signifikansi  $F < \alpha$  ( $0,000 < 0,05$ ) dan adjusted R square sebesar 0,375, temuan penelitian ini menunjukkan bahwa beban kerja, peran ganda, dan lingkungan kerja memiliki dampak langsung dan signifikan terhadap perilaku cyberloafing. Riset menunjukkan bahwa 37,5% perilaku cyberloafing disebabkan oleh beban kerja, peran ganda, dan lingkungan kerja.

**Kata Kunci:** Beban Kerja, Lingkungan Kerja, Cyberloafing

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## INTRODUCTION

The internet has currently ingrained itself into every aspect of modern life. With a population of 256.2 million, research by the Association of Indonesian Internet Service Providers (APJII) in 2016 estimated that there were 132.7 million internet users in Indonesia. Sixty-two percent of internet users, or 82.2 million people, are either employees or business owners (APJII, 2016). In the company where they work, employees can access the internet regardless of where they are. With access to computers and the internet, staff can do their work more quickly and effectively. They also develop their creativity, which strengthens the company's dedication to utilizing modern technologies to benefit the community and save time and money (Zunan et al., 2022). The capacity to interact between departments, send files via email, do information searches, access personnel data via the corporate

website, and other benefits are only a few of the benefits of using the internet in the education office itself (Alhamuddin & Zebua, 2021).

Yet, businesses may suffer as a result of the internet. Employees who use the internet frequently may disregard their responsibilities. According to a Kompasiana news story, using the office's Internet connection while it's open for business has grown commonplace. Online abuse still happens frequently in offices not just in Indonesia but also in wealthy nations like the US, China, India, England, and even Japan, which is notable for its orderly culture. The availability of the internet for employees appears to be a definite benefit (Herdiati et al., 2015). The internet is a productive business tool that also gives employees access to the biggest playground on earth (Zebua & Sunarti, 2020). Workers use the internet during work hours not to advance the interests of the company but rather to avoid work and pass the time (Zebua, 2020). The equipment used to access the internet may be provided by the employer or be brought in by employees (e.g., smartphones, iPad, or laptops). As more people have access to the internet, the inclination for workers to utilize it for purposes other than work is growing. This practice is known as cyberloafing (Firmanto & Ardilasari, 2017).

Cyberloafing is the practice of utilizing the internet for personal interests and other forms of leisure while at work (Zebua & Suhardini, 2021). For instance, one could browse social media websites like Facebook, Instagram, and Twitter, read the news, send and receive personal emails, play online games, purchase online, watch films, download files, listen to music, and indulge in other hobbies aside from chores and job (Lim & Teo, 2002). Work stress may have an impact on a person's cyberloafing behavior (role ambiguity, role conflict, and role overload) (Setiawan et al., 2021). Uncertainty regarding the steps that must be completed to complete a task is known as role ambiguity. Role conflict is a reason to change the way things are done (Sutagana et al., 2022). Role overload is a request from the organization to complete work in a certain amount of time (Zebua, 2021). Government employees frequently face work stress because of routine and regular tasks including carefully entering data, rapidly and neatly preparing and collecting files or letters, and working in a small space. Employees often engage in cyberloafing to relieve stress and a cluttered workspace as a result of these expectations (Siswanto et al., 2023).

## **METHOD**

In this work, quantitative research is used. The population for this study consisted of all 90 PNS employees. The sample for the investigation was chosen using simple random sampling. Hence, 58 samples are thought to have been used in this investigation. The core data was gathered through surveys and interviews. The responses provided by the respondents in the questionnaire can then be evaluated in two ways using a Likert scale. The information will next be created by processing and analyzing the data obtained from the questionnaire's responses. Data processing and analysis were carried out using SPSS (Statistical Product and Service Solution), version 25.0. Checking the validity

of the study's data comprises, among other things, evaluating its accuracy, testing the hypothesis, and assessing the traditional premises.

## **RESULT AND DISCUSSION**

Based on gender, there were 30 male respondents (52%) and 28 female respondents (48%). The analysis of the data reveals that 52% of the responders were men. There were 17 respondents (29.3%) under the age of 26, 34 respondents (58.6%) in the 26–35 age range, 4 respondents (6.9%) in the 36–45 age range, 2 respondents (3.4%) in the 46–55 age range, and 1 respondent (1.7%) in the 56–65 age range. According to the data analysis, most responders (58.6%) are between the ages of 26 and 35. Bachelor's degrees (S1) dominated respondents' previous education, accounting for as many as 37 employees, or 64%. Then there were 14 high school graduates, or 24%, Diploma (D3) 5 employees, or 9%, and Masters (S2) 2 employees, or 3.0%. This demonstrates that the majority of responders hold a bachelor's degree (S1). Most of the respondents in this study had worked for 6–10 years, as many as 25 employees, or 43.1%; respondents with the old category of working for 3-5 years were 18 employees, or 31%; respondents who had worked for 1-3 years were as many as 11 employees, or 19%; and respondents with the category of working less than 1 year were 4 employees, or 6.9%. This data indicates that the majority of respondents in this study have worked for 6–10 years with a total of 25 employees, or 43%.

Respondents who have expertise on the internet are in the less category in as much as 1 respondent, or 1.7%; in the very understanding category, in as many as 9 respondents, or 15.5%; in the sufficient category, in as many as 15 respondents, or 25.9%; and in the understanding category, in as many as 33 respondents, or 56.9%. This shows that most of the education office employees have internet skills, with the category of understanding as many as 33 employees, or 56.9%. the majority of respondents 54 employees or 51% of respondents used mobile phones to access the internet; respondents who used computers to access the internet were 22 employees or 21% of respondents; respondents who used laptops as a means of internet access were 29 employees or 27%; and respondents who were only 1 employee or 1% used tablets to access the internet. the intensity of employee time spent accessing the internet starting from 2 hours as many as 4 respondents or by 7%, the intensity of accessing the internet 2-3 hours by 4 respondents or by 7%, the intensity of accessing the internet 4-5 hours by 16 respondents or by 28%, the intensity of accessing the internet 6-7 hours by 11 respondents or by 19%, and the intensity of accessing the internet is unlimited by 23 respondents or by 40%.

Based on the respondents' answers, it shows that the respondents work fast, have realistic work targets, and do not take long to complete their work. Employees carry out work in accordance with the employee's main duties; they carry out work according to the responsibilities given, and colleagues often provide additional workload with a percentage of 50%. The available Wi-Fi can be

connected to the gadgets that the respondents have, with a percentage of 61% of respondents, and the air around the employee's work environment is very cool. Also, fellow employees do not supervise one another. the majority of respondents frequently visit news sites at work, do online shopping at work, as well as read and reply to messages in group chats while at work.

The results of the t test for the workload variable (X1) on employee cyberloafing behavior showed a significant value of 0.019. (Y). The t-count is higher than the t-table ( $2.420 > 1.674$ ), and this value is less than 0.05 ( $0.019 < 0.05$ ). A positive t value indicates that variable X1 and Y are directly correlated. Hence, it can be claimed that whereas H01 is rejected, Ha1 is accepted. This shows that workload has a positive and considerable influence on employee cyberloafing habit. The results of the t test for the multiple role variable (X2) on employee cyberloafing behavior show a significant value of 0.005 (Y). This number is less than 0.05 ( $0.005 < 0.05$ ) and the t-count is greater than the t-table ( $2.952 > 1.674$ ). A positive t value indicates that variable X2 and Y are directly correlated. As a result, it can be claimed that H02 is denied while Ha2 is approved. Hence, the dual function influences employee cyberloafing behavior in a favorable way.

The results of the t test show a significant value of 0.080 for the work environment variable (X3) on employee cyberloafing behavior (Y), which is higher than 0.05 ( $0.080 > 0.05$ ) and higher than t-table ( $1.784 > 1.674$ ). The t value suggests that the variable X3 and Y are directly related. Hence, it can be said that Ha3 is approved but H03 is disapproved. This indicates that the workplace environment influences employee cyberloafing behavior in a favorable but not very large way. Therefore, it may be argued that factors such as workload, a variety of tasks, and the workplace environment affect cyberloafing habit. Workload (X1), numerous roles (X2), the workplace (X3), and cyberloafing behavior are all tested simultaneously (Y). Because the calculated f-value is  $12.338 > f$ -table 2.78 and the significant value is smaller than the probability of 0.05 ( $0.000 < 0.05$ ), Ha3 is accepted and H03 is rejected. means that the work environment (X3), numerous roles (X2), and workload (X1) all have an impact on an employee's cyberloafing behavior (Y) simultaneously.

The constant value (a) displays how prevalent cyberloafing is (Y). This states that if there are no workload, multiple roles, or work environment variables, then the value of the cyberloafing variable is -2.796. Workload, multiple roles, and work environment are directly proportional to cyberloafing behavior. If the workload is higher, there are multiple roles given to employees, and there is a supportive work environment, then there is a possibility for higher employee cyberloafing behavior. 37.5%, or 0.375, is the adjusted R square, often known as the adjusted coefficient of determination. When the Adjusted R Square value is greater, the three variables in the regression model have a stronger correlation with one another. It has been established that 37.5% of the elements impacting cyberloafing behavior can be attributed to workload, diverse responsibilities, and work environment characteristics. The difference ( $100-37.5$ ), which is 62.5 percent, is affected or explained by other factors outside the scope of the study.

## CONCLUSION

Workload has a small but considerable impact on employees' cyberloafing habits. The behavior of employees who engage in cyberloafing is partially and significantly impacted by their many roles. The workplace environment has a limited impact on employees' cyberloafing habits. Workload, various responsibilities, the work environment, and other factors all have a significant impact on how much time employees spend online. The multiple role variable is the independent variable that most strongly influences employee cyberloafing behavior. The independent variables workload and multiple roles have a significant effect, while the work environment variables have an effect but are not significant on the dependent variable, namely employee cyberloafing behavior either partially or simultaneously.

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