

## The Effect of Self Control, Workload, and Organizational Environment on Cyberloafing Behavior of Employees

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### ABSTRACT

This study aims to knowing and analyzing the influence of self-control, workload, and organizational environment on cyberloafing behavior of employees of the Tourism, Youth and Sports Office of Bondowoso Regency. This study uses quantitative methods with data collection techniques through the distribution of questionnaires and library data. The sample in this study based on the Slovin formula were 42 employees of the Tourism, Youth and Sports Office of Bondowoso Regency, with a random sample method. Data analysis technique used is multiple linear regression using SPSS version 25. The data analysis method used is descriptive analysis, test data quality, classic assumption test, multiple linear regression analysis, test the coefficient of determination ( $R^2$ ) and hypothesis testing. The results of this study indicate that self-control, workload, and organizational environment have a simultaneous and significant effect on employee cyberloafing behavior as shown by the significance level of F count of  $3.829 > 2.84$  and adjusted R square of 0.172. This means that the contribution of self-control, workload, and organizational environment is 17.2% to cyberloafing behavior.

**Keywords:** Self Control, Workload, Organizational Environment, and Cyberloafing Behavior

### 1. INTRODUCTION

The development of the internet has provided various advantages and conveniences in life (Ozler & Polat, 2012). Now there are many companies that provide internet services in the office for operational activities. The internet is an important part in helping the running of business activities because the internet can facilitate company communication with customers in seconds. In addition, the company can also access information quickly, such as tracking product shipments. Not only that, companies can also be managed remotely only via the internet (Putri, 2016).

The existence of computer and internet facilities in the organization helps employees complete their tasks effectively and efficiently, increases employee creativity, helps characterize services to the community based on modern technology, so as to save time and organizational budget costs (Nisaurrahmadani in Ardilasari and Firmanto, 2017). There are also positive aspects for internet users at the Tourism Office, such as communication facilities between fields, sending emails, accessing employee information through the official website, and so on. However, the internet can have a negative impact on organizations. The effect has revolutionized employee laziness with his duties. Organizational expectations by increasing the quality and quantity of the existing infrastructure can be used by employees as efficiently as possible in order to improve quality, it is misused by employees (Astri, 2014). The reality on the ground is that the facilities and infrastructure that have been provided by the agency are actually used for the interests of individual employees. One example of his phenomenal behavior is Cyberloafing.

Cyberloafing according to Blanchard & Henle (2008), states that the behavior of using email and internet that is not related to work by employees intentionally while working. Meanwhile, according to Ardilasari & Firmanto (2017), states that cyberloafing is a form of deviant behavior of employees who use company internet access for personal purposes that have nothing to do with work during working hours such as entertainment, online shopping, internet messaging, posting to newsgroups and social media. download files that are not related to work so that it can reduce employee performance to complete main work tasks. Meanwhile, according to Herdiati et al (2015), Cyberloafing is the behavior of using the internet by workers during working hours for personal individual purposes that are not related to work. The impact of cyberloafing behavior can decrease productivity, decrease concentration, communication disorders, disciplinary action, termination of employment relationships, loss of reputation, and problems in information system security and other general functions (Herdiati et al, 2015).

Sawitri (2012) states that Cyberloafing can lead to a decrease in employee productivity. The results of a study in America show that 40 percent of employees access the internet during working hours, and 88 percent of them access it for non-work purposes, then 66 percent of employees access the internet during working hours. for ten minutes and on average every hour every day, (eMalker in Henle & Blanchard, 2008), then 82 percent of employees send non-work-related emails during working hours and almost 87 percent receive similar emails. The impact of cyberloafing behavior can result in decreased employee productivity is as much as 30 percent to 40 percent and can generate an organization of \$54 Billion annually.

Ardilasari & Firmanto (2017) also stated that a number of studies in Indonesia show that the average employee spends up to one hour per day for internet access that is not related to work. This activity is like browsing Facebook or Kaskus, this means within a month an employee can corrupt his working time up to 20 hours more (1 hour x 20 working days), or equal to 2.5 full working days (Antariksa, 2012).

Cyberloafing is a form of "deviant workplace behavior" or deviant behavior in the workplace (Lim, 2002). The negative impact of cyberloafing for companies is that employees can neglect their obligations in carrying out company duties because activities such as browsing and mailing carried out during working hours lead to unproductive use of time and distract employees from completing work demands (Lim & Chen, 2012). This activity affects employee performance because it hinders employees in completing their tasks. Cyberloafing is different from other forms of laziness (for example: being late for work, taking too long a lunch) because Cyberloafing can be done at any time by employees without having to leave the premises. Employees do Cyberloafing with various motives and causes. According to Ozler and Polat (2012), there are three causes of individuals doing cyberloafing, namely individual factors, situational factors and organizational factors. The first factor explains that individual attitudes towards internet use, personal traits, habits, demographic factors, and intentions, social norms, and personal values are factors that can increase or decrease individual cyberloafing behavior in the world of work. The second factor is the situational factor. This factor explains the presence or absence of conditions that support the existence of Cyberloafing. Agencies or organizations need to pay attention to situations or conditions that can reduce cyberloafing so that employee productivity does not decrease. The last factor is the organizational factor which explains that restrictions on internet use, expected consequences, managerial support, modeling, employee work attitudes, and job characteristics can influence individuals to do cyberloafing (Ramadhan & Nurtjahjanti, 2017).

From some of the definitions above, the authors conclude that cyberloafing is a conscious behavior that employees try to use in the use of industrial internet access for the benefit of individuals with purposes that have nothing to do with work during working hours, either using individual ownership facilities or company industrial facilities. Therefore, cyberloafing is also the cause of the decline in companies due to non-work related internet use and work delays. For example, employees prefer to spend work time browsing entertainment sites rather than completing tasks assigned by the organization in accordance with specified performance standards (Nisaurrahmadani in Ardilasari and Firmanto, 2017).

Blanchard and Henle (in Firmanto, 2017) divide cyberloafing into 2 types, namely minor cyberloafing and serious cyberloafing. Minor Cyberloafing, is the use of the internet during working hours. Employees engage in various forms of general non-work related internet usage behavior. Thus, minor cyberloafing is similar to other work-incompatible but tolerated behaviors. However, it cannot be said that minor cyberloafing does not have a detrimental impact on organizations, such as reducing productivity. Minor examples of cyberloafing include sending and receiving private emails, visiting social media sites (Facebook, Instagram, Twitter, TikTok, Snapchat, etc.), visiting news sites, and shopping online. Serious Cyberloafing, is another type of cyberloafing that consists of more serious forms of cyberloafing. Employees are involved in various forms of internet use behavior that are more dangerous because they violate agency norms and are potentially illegal. This behavior tends to be abusive and has the potential to do illegal things such as online gambling, spreading viruses, downloading illegal music or personal files, online gaming, hacking, opening pornographic sites. This type of cyberloafing has serious implications for organizations.

Although Cyberloafing can have positive effects such as increasing employee creativity, Cyberloafing has costly consequences for agencies that allow this behavior to be carried out by employees. According to Block (in Nisaurrahmadani, 2012) like other neglectful behavior, cyberloafing can cause computers to become flooded with computing resources by using the internet for personal gain, and will further cause degradation of computer systems. Cyberloafing also causes agencies to be legally responsible for employee behavior such as harassment, copyright infringement, slander, job abandonment. The results of empirical studies on cyberloafing behavior show that cyberloafing has a prevalence and damaging consequences in the workplace. For employers Cyberloafing can lead to negative consequences because of production irregularities that result in cyber loafers harming the agency (Blanchard & Henle, 2008).

Aspects of personality that can affect cyberloafing behavior is self-control. Self-control is one of the internal factors of cyberloafing behavior if it is linked through self-control, employees who have a greater tendency to engage in deviant behavior at work are employees who have low self-control (Restubog, et al in Nardilasari, A Firmanto, 2017). According to Averill (2012) mentions aspects of self-control including: (1) Behavioral control, is an individual's readiness for the occurrence of a response that can directly affect or modify an unpleasant situation at work. The ability to control behavior is divided into two components, namely the ability of individuals to control situations or circumstances (regulated administration) and the ability to know how and when an unwanted stimulus is encountered, (2) Cognitive Control, is the ability of each individual to process unwanted information. by interpreting, assessing, or integrating an event in a cognitive framework as a psychological adaptation or to reduce stress. This aspect has two components, namely obtaining information (information gain) and conducting an assessment. With information about an unpleasant situation at work, individuals can anticipate the situation with various considerations. Making an assessment means that individuals try to assess and interpret a situation by paying attention to positive aspects subjectively, (3) Control in Decision Making, is the ability of each individual to choose an action based on something that is believed or approved. Decision control will function properly if a person has the opportunity, possibility and freedom to choose various possibilities in every action.

Another aspect that affects cyberloafing is the workload, be it physical workload or mental workload. Considering that human work is mental and physical, each has a different level of loading. The level of loading that is too high allows the use of excessive energy and overstress occurs, on the contrary the intensity of the load that is too low allows boredom and saturation or under stress. Therefore, it is necessary to strive for the optimum level of loading intensity that exists between the two extreme limits and of course differs from one individual to another. Employees

who are not disciplined in using their working time will result in a workload that accumulates, thus requiring more time than the normal working time specified to complete the assigned tasks. Employees in government agencies tend to easily experience workloads because of regular and orderly work such as inputting information carefully, creating and compiling files or letters quickly and cleanly, with a tight and narrow workspace. These demands can stimulate the emergence of mental pressure at work, so to cope with the hectic workload, employees tend to apply cyberloafing.

In addition to the above aspects, the organizational environment also has an impact on employee behavior in cyberloafing. According to Siagian (2014), states that the organizational environment in which employees do their daily work. The organizational environment is all physical conditions that exist around the workplace and can affect employees. With a workplace that has a partition between an employee and another employee with the aim of being more focused on his work, where the distance of the partition is quite compact and makes files pile up on the work desk which actually causes cyberloafing behavior by accessing websites and social media during working hours. And there is wifi with a fairly good access speed, employees can use their smartphones to connect to the internet either during breaks or during working hours.

From the results of initial observations that the researchers conducted on employees of the Bondowoso Regency Youth and Sports Tourism Office, information was obtained that the Bondowoso Regency Youth and Sports Tourism Office had used a computerized system that was connected to the internet in implementing its work in all sub-sections, and the work culture there was facilitated by wifi. which allows work to be completed effectively and efficiently and can also recognize data from institutions very quickly. After that, the researchers conducted pre-observations around the location, it turned out that during working hours there were employees who were accessing social media, playing music, and accessing information outside of work.

## **2. LITERATURE REVIEW**

### **2.1. Cyberloafing**

Cyberloafing, according to Blanchard & Henle (2008), states that employees use email and internet that are not related to work intentionally while at work. Meanwhile, according to Ardilasari & Firmanto (2017), states that cyberloafing is a form of deviant behavior of employees who use company internet access for personal purposes that have nothing to do with work during working hours such as entertainment, online shopping, internet messaging, posting to newsgroups and social media. download files that are not related to work so that it can reduce employee performance to complete main work tasks. Meanwhile, according to Herdiati et al (2015), Cyberloafing is the behavior of using the internet by workers during working hours for personal individual purposes that are not related to work. The impact of cyberloafing behavior can decrease productivity, decrease concentration, communication disorders, disciplinary action, termination of employment relationships, loss of reputation, and problems in information system security and other general functions (Herdiati et al, 2015). From some of the definitions above, the authors conclude that cyberloafing is a conscious behavior that employees try to use in the use of industrial internet access for the benefit of individuals with purposes that have nothing to do with work during working hours, either using individual ownership facilities or company industrial facilities.

Blanchard and Henle (in Firmanto, 2017) divide cyberloafing into 2 types, namely:

#### **a. Minor cyberloafing**

It is the use of the internet during working hours. Employees engage in various forms of general non-work related internet usage behavior. Thus, minor cyberloafing is similar to other work-incompatible but tolerated behaviors. However, it cannot be said that minor cyberloafing does not have a detrimental impact on organizations, such as reducing productivity. Minor examples of cyberloafing include sending and receiving personal emails, visiting social media sites (Facebook, Instagram, Twitter, TikTok, Snapchat, etc.), visiting news sites, and online shopping (Blanchard and Henle, in Ozler and Polat, 2012).

#### **b. Serious cyberloafing.**

This is another type of cyberloafing consisting of more serious forms of cyberloafing. Employees are involved in various forms of internet use behavior that are more dangerous because they violate agency norms and are potentially illegal. This behavior tends to be abusive and has the potential to do illegal things such as online gambling, spreading viruses, downloading illegal music or personal files, online gaming, hacking, opening pornographic sites. This type of cyberloafing has serious implications for organizations (Blanchard and Henle in Ozler and Polat, 2012).

According to Ozler and Polat (2012), suggests several factors for the emergence of behavior, *cyberloafing* namely:

#### **a. Individual Factors**

Individual factors are various attributes in individuals, including: 1) Perception and Attitude. Perception is a perspective, while attitude is a way of positioning, doing it or not. However, these perceptions and attitudes coordinate with each other. The results of Liberman's research (in Ozler and Polat, 2012), show that individuals who have more intensity with computers in doing work, tend to have the potential to do *cyberloafing* (Liberman et al in Ozler and Polat, 2012); 2) Internet Habits and Addiction. It is estimated that more than half of all excessive internet usage behaviors are habitual (LaRose, 2010). The relationship between habitual internet overuse and *cyberloafing* plays an important role in predicting this behavior; 3) Desire to Engage, Social Norms and Personal Code of Conduct. It is considered an accurate predictor of actual behavior in many studies. However, research has also shown that intention does not necessarily lead to successful behavior adoption and suggests that the relationship between intention and behavior may be more complex.

#### **b. Situational Factors**

Internet deviant behavior usually occurs when employees have access to the internet at work so this is strongly influenced by situational factors that mediate this behavior (Weatherbee, 2010). One of the situational aspects is the

correlation of distance (a kind of distance between employees' rooms) and superiors. The correlation of distance with superiors in the office will indirectly affect *cyberloafing*. This depends on the employee's perception of the agency's control over its actions, including the presence or absence of sanctions and agency regulations. From the explanation that afflicts the attitude factors *cyberloafing* above, the researcher focuses on the individual aspect, namely the individual character of the employee is self-control as a variable in the study.

### C. Demographic Factors

Income level, education, and gender are *predictors of cyberloafing*. This is supported by research by Garrett and Danziger (in Ozler and Polat, 2012), finding that job status, perceived autonomy at work; income level, education, and gender are significant predictors of *cyberloafing*.

According to Blanchard & Henle (in Noratika Ardilasari, Ari Firmanto, 2017), suggesting that behavior *cyberloafing* in the workplace has several impacts, namely: 1) Increased creativity; 2) Reducing productivity can make employees use other methods of neglecting tasks with modern technology without having to be involved in going in and out of the room and looking active throughout working hours in front of the computer; 3) Excessive degradation of the performance of computer systems and agency internet networks can cause excess computing resources and the subsequent effect is to reduce *bandwidth* or internet access speed; 4) *Cyberloafing* has the potential to give rise to other criminal legal issues such as harassment (e.g., *emails* prank, an employee being sexually explicit or racist), copyright infringement (e.g. employees using a worker who tells lies about a boss in a *chat room*), and dereliction of work. (Blanchard & Henle, 2008).

## 2.2. Self-Control

Averill (in Anggraini, 2014), states that self-control is a psychological variable that includes the individual's ability to modify behavior, and the individual's ability to manage both unimportant and unimportant information and the individual's ability to choose an action that he believes in. Baumeister (in Ardilasari & Firmanto, 2017), states that self-control is the ability of each individual that is used as a tool to regulate and direct thoughts, affection, and behavior in order to adapt to the environment with the aim of meeting needs and resisting certain temptations. According to Titisari (2017), self-control is a mechanism that plays a role in helping individuals regulate and direct their behavior. Harahap (2017), states that self-control is a skill possessed by individuals in sensitivity to reading self-situation and the environment, as well as the ability to control and manage behavioral factors in accordance with situations and conditions to present themselves.

Aspects of self-control according to Averill (in Ghufron & Risnawati, 2012), mentions among others: 1) Behavioral control, is an individual's readiness for the occurrence of a response that can directly affect or modify an unpleasant situation at work. The ability to control behavior is divided into two components, namely the individual's ability to control a situation or situation and the ability to know how and when an unwanted stimulus is encountered; 2) Cognitive Control, is the ability of each individual to process unwanted information by interpreting, assessing, or integrating an event in a cognitive framework as a psychological adaptation or to reduce pressure. This aspect has two components, namely obtaining information and conducting an assessment. With information about an unpleasant situation at work, individuals can anticipate the situation with various considerations. Conducting an assessment means that individuals try to assess and interpret a situation by paying attention to the positive aspects subjectively; 3) Decision Control, is the ability of each individual to choose an action based on something that is believed or approved. Decision control will function properly if a person has the opportunity, possibility and freedom to choose various possibilities in every action.

Ghufron & Risnawati (2010), suggest that the factors that influence self-control include: 1) Internal factors, there is an age factor, which the older a person gets, the better his ability to control himself; 2) External factors, including the family in the family environment, especially parents will determine how one's ability to control oneself.

## 2.3. Workload

According to Meshkati (in Astianto and Supriyadi, 2014), states that there is a difference between the capacity or ability of workers and the demands of the work that must be faced. Considering that human work is mental and physical, each has a different level of loading. The level of loading that is too high allows the use of excessive energy and overstress occurs, on the contrary the intensity of the load that is too low allows boredom and saturation or under stress. Therefore, it is necessary to strive for the optimum level of loading intensity that exists between the two extreme limits and of course differs from one individual to another.

According to Ilyas (in Krisna, 2012), states that there are three ways that can be used to measure workloads, namely:

- a. Work Sampling, this technique was developed in the industrial world to see how the workload is carried by personnel in a unit, field or type of workforce. certain. In work sampling, we can observe: activities that are being carried out by personnel during working hours, the relationship between personnel activities and their functions and duties during working hours, the proportion of working time used for productive or unproductive activities, personnel workload patterns associated with time and schedule. working hours.
- b. Time and Motion Study, this technique is carried out by carefully observing the activities carried out by the personnel being observed.
- c. Daily Log, is a simple form of work sampling, where the people being studied write down their own activities and the time spent for these activities. The use of this technique is highly dependent on the cooperation and honesty of the personnel under study. By using the activity form, the type of activity, time, and duration of the activity can be recorded.

According to Tarwaka (in Hariyati, Astianto and Supriyadi, 2014), the factors that affect the workload are:

- a. **Internal factors**, factors that come from within the body itself as a result of reactions to external workloads. The body's reaction is called *Strain*. The severity of the *strain* can be assessed both objectively and subjectively. Objective assessment through changes in physiological reactions, while subjective assessments can be done through changes in psychological reactions and changes in behavior. Therefore, *strain* subjective is closely related to expectations, desires, satisfaction and other subjective judgments. In summary, internal factors include: Somatic factors, including gender, age, body size, health condition, nutritional status. Psychological factors consist of motivation, perception, belief, desire, and satisfaction.
- b. **External factors**, the burden that comes from outside the employee's body. Including external workloads, namely: 1) tasks, which are carried out physically such as workloads, work stations, work tools and facilities, working conditions or fields, work aids; 2) Organization consisting of length of work time, rest period, shift work; 3) Work environment which includes temperature, lighting intensity, dust, employee-employee relations, and so on.

According to Hart and Staveland (in Astianto, 2014), they state that the workload indicator is measured by the following indicators:

- a. Task Demand, the workload that can be determined from the analysis of the tasks performed by workers. However, individual differences must always be taken into account.
- b. Effort, the amount expended on a job may be a naturally intuitive form of workload. However, since the demands of the task increase, individuals may not be able to increase their level of *effort*.
- c. Performance, most studies on workload have concern with the performance to be achieved.

## 2.4. Organizational Environment

Firmansyah & Santy (2016) stated that the organizational environment is an external aspect of work that affects workers in completing tasks which include the work environment, relationships with superiors and co-workers in the organization. generate work motivation, organizational environment and conducive work characteristics will encourage employees to work well and will increase job satisfaction.

Brown and Leigh (1996) say that the organizational environment is very important that organizations can create an environment where employees feel friendly and can reach their full potential in seeing the key to competitive advantage. Therefore the organizational environment can be seen as a key variable of organizational success. A good organizational environment is very important to create because this is an employee's perception of what is provided by the organization and then becomes the basis for determining behavior for employees (Sari, 2009). A good organizational environment is indicated by an attitude of openness, full of trust and responsibility (Idrus, 2006). Susanty (2012) states that the organizational environment of each organization with other organizations is certainly different. These different organizational environments affect the behavior of human resources within the organization. Employees will feel that the environment in their company is good and pleasant if they can do something that is beneficial to the company and creates a feeling of worth (Putra & Sudharman, 2016).

Organizational environment always affects all basic conditions and individual behavior in the company. This happens because people tend to accept and internalize the organizational environment in which they work, and their perceptions of the organizational environment influence their behavior (Vardi, 2001). If individuals feel that the organization stands behind them, they are more likely to be persistent, innovative, and helpful. when dealing with unexpected problems, In other words, when the organizational environment is good then employees because of the above description, researchers are interested in examining the relationship of the organizational environment to cyberloafing behavior in employees.

## 3. RESEARCH METHOD

The type of research used by the researcher is descriptive quantitative. This research was conducted at the Bondowoso Regency Tourism, Youth and Sports Office which is located at Jalan Ahmad Yani No. 33 Bondowoso. The Bondowoso Regency Tourism, Youth and Sports Office as one of the agencies that has the responsibility and authority to organize the wheels of government in the tourism, youth and sports fields in Bondowoso Regency. The population in this study were all civil servants as many as 15 employees and non-civil servants as many as 60 employees at the Department of Tourism, Youth and Sports, Bondowoso Regency. While the number of samples in this study were 42 people obtained using the Slovin formula.

This study uses a descriptive quantitative statistical analysis approach and multiple linear regression statistical analysis. Descriptive statistical quantitative analysis is used to solve problems related to measurement (numbers and data). This strategy is explained by using descriptive statistical methodology which is used to clarify the characteristics of the respondent's profile.

## 4. RESULTS AND DISCUSSION

### 4.1. Descriptive Analysis

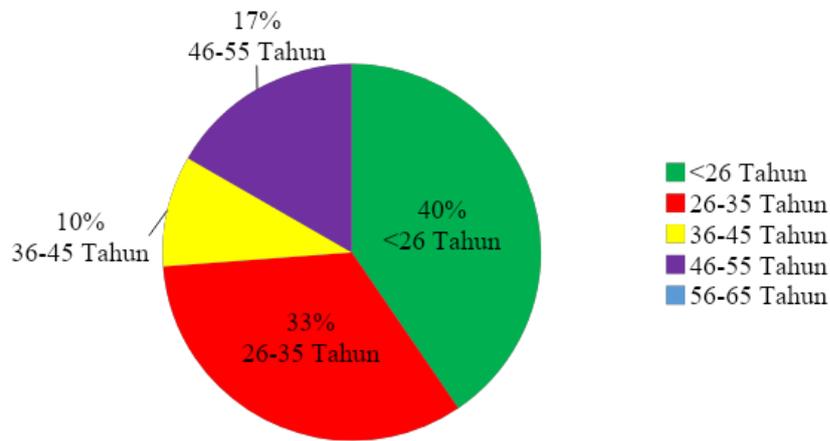
Descriptive analysis is intended to identify the characteristics and assumptions of the question indicators in the questionnaire. Based on the Slovin formula, the respondents in this study were 75 employees who worked at the Tourism, Youth and Sports Office of Bondowoso Regency. The sampling method uses a random method or *simple random sampling* where all employees have the same role, equal opportunities to fill out this questionnaire. In this study, 42 questionnaires were distributed. This questionnaire is distributed within 5 days during business hours. The number of questionnaires that can be collected back by the researcher is 42 questionnaires (*response rate* 100%). The

following is a general description of the object of research based on the categories of age, education, internet expertise and location of accessing the internet.

#### 4.1.1. Characteristics of Respondents Based on Age

Based on the age characteristics of the respondents, it is shown that at the time the research was conducted the age distribution of the respondents. Respondents can be seen in table 4.1 below:

**Table 4.1**  
**Distribution of Subjects by Age**



(source: Primary)

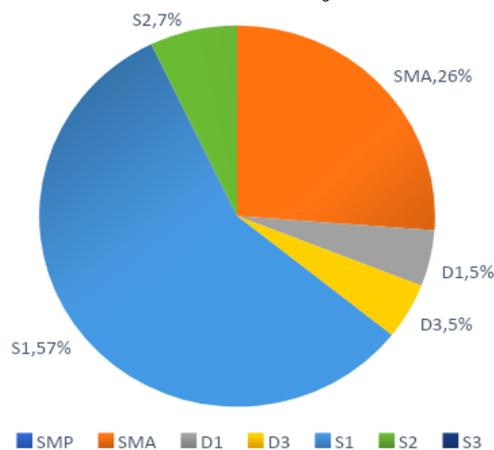
data processed, 2021)

From table 4.1 shows that respondents aged <26 years were 17 respondents (40%), aged 26-35 years were 14 respondents (33%), aged 36-45 years were 4 respondents (10%), aged 46-55 years were 7 respondents (17%), and aged 56-65 years were 0 respondents (0%). The results of the data showed that most of the respondents aged <26 years were 17 respondents (40%).

#### 4.1.2. Characteristics of Respondents Based on Education

Based on the educational characteristics of respondents, it shows that at the time of the study the distribution of respondents' education was conducted. Respondents can be seen in table 4.2 below:

**Table 4.2**  
**Distribution of Subjects Based on Education**



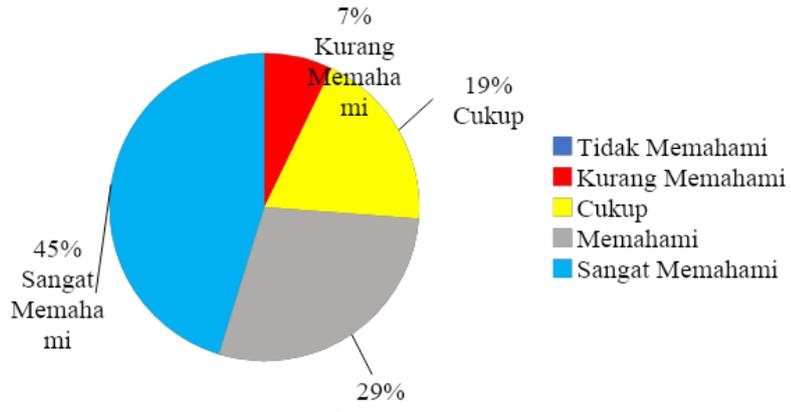
(source: Primary data processed, 2021)

From table 4.2 shows that respondents with the last education of junior high school are 0 respondents (0%), the last education of high school is 11 respondents (26%), with the last education of D1 as many as 2 respondents (5%) with the last education of D3 as many as 2 respondents (5%), the last education of S1 as many as 24 respondents (57%), the last education of S2 as many as 3 respondents (7%), and the last education S3 as many as 0 respondents (0%). The results of the data show that most of the respondents have the latest bachelor degree as many as 24 respondents (57%).

#### 4.1.3. Characteristics of Respondents Based on Internet Expertise

Based on the characteristics of respondents' internet expertise, it is shown that at the time of the research the distribution of respondents' internet expertise was conducted. Respondents can be seen in table 4.3 below:

**Table 4.3**  
**Distribution of Subjects Based on Internet Expertise**

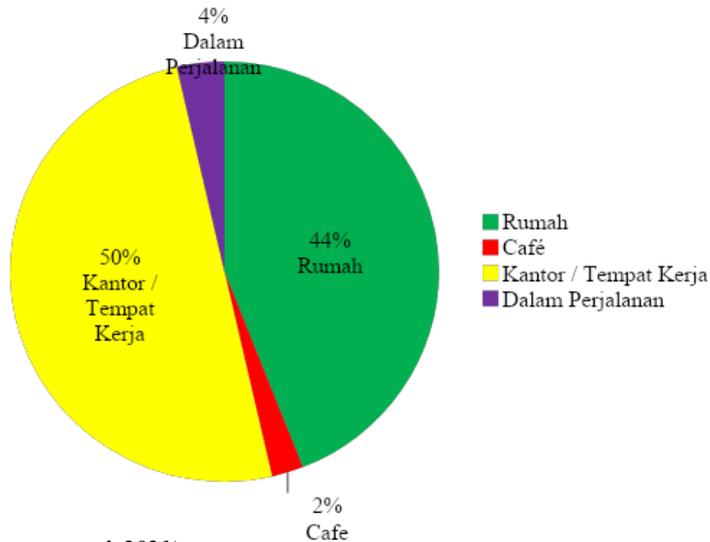


From table 4.3 shows that respondents whose internet skills do not understand are 0 respondents (0%), internet skills are less understanding as many as 3 respondents (7%), internet expertise is sufficient understand as many as 8 respondents (19%), internet skills understand as many as 12 respondents (29%), and internet skills understand very well as many as 19 respondents (45%). The results of the data show that most of the respondents with internet expertise understand very well as many as 19 respondents (45%).

#### 4.1.4. Characteristics of Respondents Based on Locations Accessing the Internet

Based on the characteristics of respondents' internet access locations, it was shown that at the time the research was conducted the distribution of respondents' internet access locations. Respondents can be seen in table 4.4 below:

**Table 4.4**  
**Distribution of Subjects Based on Locations Accessing the Internet**



(source: Primary data processed, 2021)

From table 4.4 shows that respondents whose location accesses the internet at home are 37 respondents (44%), accessing the internet in 2 respondents (2%), accessing the internet at the office/workplace as many as 42 respondents (50%), and accessing the internet on the way as many as 3 respondents (4%). The results of the data show that most of the respondents access the internet in the office as many as 42 respondents (50%).

## 4.2. Statistical Analysis

### 4.2.1. Multiple Linear Regression Analysis

Multiple linear regression analysis was used as a statistical analysis tool because this study was designed to examine the variables that influence the independent variable on the dependent where the variablevariables used in this study are more than one. To determine the regression equation, it can be seen in the following table:

**Table 4.5**  
**Multiple Linear Regression Test Results**

<b>Coefficients<sup>a</sup></b>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.463	10.518		-.044	.965
	Self Control	.089	.274	.051	.325	.747
	Workload	.027	.267	.016	.100	.921
	Organizational Environment	1.049	.320	.472	3.273	.002

a. Dependent Variable: Cyberloafing Behavior

*(source: Processed primary data, 2021)*

Based on table 4.5 above, the following multiple linear equations can be obtained:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

$$Y = -0.463 + 0.089X_1 + 0.027X_2 + 1.049X_3 + e$$

Where:

Y : Behavior *Cyberloafing*

X<sub>1</sub> : Self Control

X<sub>2</sub> : Workload

X<sub>3</sub> : Organizational Environment

#### 4.2.2. Determination Coefficient Test (R<sup>2</sup>)

Coefficient of Determination (R<sup>2</sup>) measure how far the ability to explain the variation of the dependent variable. The value of the coefficient of determination is located in the model table *summary* and is written *R square*. However, for multiple linear regression, it is better if the *R square* has been adjusted to the number of independent variables used in the study. For independent variables 2 variables use *R square*, for independent variables > 2 variables use *Adjusted R Square*. Determination coefficient test results can be seen in the following table:

**Table 4.6**  
**Test Results The coefficient of determination (R<sup>2</sup>)**

<b>Model Summary</b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.482 <sup>a</sup>	.232	.172	4.65822

a. Predictors: (Constant), Organizational Environment, Workload, Self Control

*(source: Processed primary data, 2021)*

Based on table 4.6 above, it shows that the adjusted coefficient of determination (*Adjusted R Square*) is 0.172 or 17.2%. The larger the *Adjusted R Square number*, the stronger the relationship between the three variables in the regression model. It was concluded that 17.2% of behavior variables *cyberloafing* could be explained by the variables of self-control, workload, and organizational climate. The difference (100-17.2) 82.8% is influenced or explained by other variables not included in the study.

#### 4.2.3. Partial Regression Coefficient Test

The t test is used to determine whether or not there is an influence of each independent variable individually (partial) on the dependent variable with a significance level of = 5%. If the probability value of t is less than = 0.05, then there is a partial effect of the independent variable on the dependent variable. Besides that, it can also compare t count with t table. If t count is greater than t table, it can be said that the independent variable partially affects the dependent variable (Ghozali, 2012).

**Table 4.7**  
**t-Test Results**

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.463	10.518		-.044	.965		
	Self Control	.089	.274	.051	.325	.747	.809	1,236
	Workload	.027	.267	.016	.100	.921	.827	1,209
	Organizational Environment	1,049	.472.973		3,273	.002	.320	1,028

a. Dependent Variable: Cyberloafing Behavior

(source: Processed primary data, 2021)

Based on table 4.7 above, it shows that the coefficient on the t test above compares t arithmetic with t table of 2.024 obtained from t table with the formula  $(t = /2 ; nk -1 = 0.05/2 ; 42-3-1 = 0.025 ; 38 = 2.024)$ .

The results of the t-test for the self-control variable (X1) on behavior *cyberloafing* employee(Y), showed a significance value of 0.747 this value was greater than 0.05 ( $0.747 > 0.05$ ) and t count was smaller than t table ( $0.325 < 2.024$ ). A negative t-value indicates that the X1 variable does not have a direct relationship with Y. In conclusion, self-control has no significant negative effect on behavior of *cyberloafing* employees of the Bondowoso Regency Tourism, Youth and Sports Office.

The results of the t-test for the workload variable (X2) on the behavior of *cyberloafing* employees (Y), showed a significance value of 0.921 this value was greater than 0.05 ( $0.921 > 0.05$ ) and t arithmetic was smaller than t table ( $0.100 < 2.024$ ). A negative t value indicates that the X2 variable does not have a direct relationship with Y. In conclusion, workload has no significant negative effect on behavior of *cyberloafing* employees of the Bondowoso Regency Tourism, Youth and Sports Office.

The results of the t-test for the organizational environment variable (X3) on behavior *cyberloafing* employee(Y), showed a significance value of 0.002, this value is smaller than 0.05 ( $0.002 < 0.05$ ) and t count is greater than t table ( $3.273 > 2.024$ ). The positive t value indicates that the X3 variable has a direct relationship with Y. In conclusion, the organizational environment has a significant positive effect on behavior *cyberloafing* of the Bondowoso Regency Tourism, Youth and Sports Office employees.

#### 4.2.4. F Test and Significant Test

The F statistical test basically shows whether all independent variables included in the multiple regression model have a simultaneous (simultaneous) effect on the dependent variable to make a decision whether the hypothesis is accepted or rejected by comparing the significance level of = 5%. If the probability value of F is greater than = 0.05, the regression model cannot be used to predict the dependent variable, in other words, the dependent variables together have no effect on behavior *cyberloafing*. In addition, you can also compare the calculated F value with F table. If the calculated F is smaller than the F table, it can be said that the independent variables together have no effect on the dependent variable (Ghozali, 2012). The results of the simultaneous coefficient test (F statistic test) are as follows:

**Table 4.8**  
**F Test Results**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	249,270	3	83,090	3,829	.017 <sup>b</sup>
	Residual	824,563	38	21,699		
	Total	1073,833	41			

a. Dependent Variable: Cyberloafing Behavior

b. Predictors: (Constant), Organizational Environment, Workload, Self Control

(source: Processed primary data, 2021)

Simultaneous testing of the effect of self-control (X1), workload (X2), organizational environment (X3), and behavior *cyberloafing* (Y). Based on table 4.8 above, it shows that the calculated F value is  $3.829 > 2.84$  which is obtained from the F table with the formula  $(F(k ; nk) = F(3 ; 42-2) = 3 ; 40 = 2.84)$  and the significance value is smaller than the probability of 0.05 ( $0.017 < 0.05$ ). Means that jointly (simultaneously) self-control (X1), workload (X2), organizational environment (X3) significantly influence behavior *cyberloafing* (Y) employees of the Tourism, Youth and Sports Office of Bondowoso Regency.

#### 4.2.5. Interpretation

#### *4.2.5.1. The Effect of Self-Control on Employee Cyberloafing Behavior*

According to Averill (in Anggreini, 2014), states that self-control is a psychological variable that includes the individual's ability to modify behavior, and the individual's ability to manage information both unimportant and unimportant and the individual's ability to choose an action he believed in. Baumeister (in Ardilasari & Firmanto, 2017), states that self-control is the ability of each individual that is used as a tool to regulate and direct thoughts, affection, and behavior in order to adapt to the environment with the aim of meeting needs and resisting certain temptations.

Based on the partial test results, the effect of self-control on employee cyberloafing obtained t count  $(0.325) < t$  table  $(2.024)$ , with a significant level of  $0.747 > 0.05$ . This shows that there is no significant effect between self-control on employee cyberloafing behavior.

Thus, it can be concluded that, there is a negative and insignificant effect of the self-control variable (X1) on the cyberloafing variable (Y). In this case, it is in line with research by Septa Juwita (2018), Suci Laria Sari, Ika Zenita Ratnaningsih (2018), and Nur Atika Ardilasari, Ari Firmanto (2017).

#### *4.2.5.2. The Effect of Workload on Employee Cyberloafing Behavior*

According to Meshkati (in Astianto and Suprihadi, 2014), states that workload is a difference between the capacity or ability of workers and the demands of the work that must be faced. Considering that human work is mental and physical, each has a different level of loading. Menpa (in Furqon, 2015) states that workload is defined as a set or number of activities that must be completed by an organizational unit or position holder within a certain period of time.

Based on the partial test results, the effect of workload on employee cyberloafing is obtained t count  $(0.100) < t$  table  $(2.024)$ , with a significant level of  $0.921 > 0.05$ . This shows that there is no significant effect between workload on employee cyberloafing behavior.

Thus, it can be concluded that there is a negative and insignificant effect of the workload variable (X2) on the cyberloafing variable (Y). In this case, it is in line with research by Fanni Fadhilah (2020).

#### *4.2.5.3. The Influence of Organizational Environment on Employee Cyberloafing Behavior*

According to Siagian (2014), states that the environment in which employees do their daily work. According to Sedarmayanti (2013), states that a place where there is a group in which there are supporting facilities to achieve company goals in accordance with the company's vision and mission.

Based on the partial test results, the effect of workload on employee cyberloafing is obtained t count  $(3.273) > t$  table  $(2.024)$ , with a significant level of  $0.002 > 0.05$ . This shows that there is a significant effect between the organizational environment on the cyberloafing behavior of employees.

Thus, it can be concluded that there is a positive influence and the significance of the organizational environment variable (X3) on the cyberloafing variable (Y). In this case, it is in line with Ria Benedita's research (2018).

#### *4.2.5.4. The Effect of Self-Control, Workload, and Organizational Environment on Employee Cyberloafing Behavior*

Based on the results of simultaneous testing of the effect of self-control, workload, and organizational environment on employee cyberloafing, F count  $(3.829) > F$  table  $(2.84)$ , with a significant level  $0.017 < 0.05$ . This shows that there is a significant influence between self-control, workload, and organizational environment on employee cyberloafing behavior.

Thus, it can be concluded that there is a positive influence and the significance of the variables of self-control (X1), workload (X2), and organizational environment (X3) on the cyberloafing variable (Y) of employees.

## **5. CONCLUSION AND SUGGESTION**

### **5.1. Conclusion**

This study aims to determine the effect of self-control, workload, and organizational environment on cyberloafing behavior of employees of the Tourism, Youth and Sports Office of Bondowoso Regency. Based on the data that has been collected and has been tested using multiple linear regression models, the following findings were obtained:

Based on the results of the study, partially it is known that there is no significant influence between self-control on cyberloafing behavior of employees of the Tourism, Youth and Sports Office of Bondowoso Regency. Therefore, employees consistently maintain their personality to continue to have good productivity and high integrity in their work in order to achieve the agency's vision and mission. If individual employees have high self-control and integrity, they are less likely to engage in cyberloafing deviant behavior in the workplace.

The results of this study also found that partially there was no significant effect between workload on cyberloafing behavior of employees of the Tourism, Youth and Sports Office of Bondowoso Regency. Therefore, the assignment of workload responsibilities to employees is quite proportional, not excessive, and appropriate to what is done by each employee. With the assignment of appropriate workload responsibilities, the agency can obtain, create, maintain, and maintain the agency's vision and mission.

Based on the results of the study, partially known that there is a significant influence of the organizational environment on the cyberloafing behavior of the employees of the Tourism, Youth and Sports Office of Bondowoso Regency. The climate in the organization will have an impact on the behavior shown by employees, meaning that the better the organizational environment, the better the behavior shown by employees and vice versa. When employees' expectations are met with organizational goals and they feel they get support from the organization, they feel a positive organizational environment, thus showing positive behavior (Pelin Kanten et al., 2013). On the other hand, when their

expectations are not in line with the organization's mission and they perceive unfavorable working conditions, they tend to exhibit counterproductive work behavior (Pelin Kanten et al., 2013).

Furthermore, based on the results of the study, it is known that there is a significant influence between the variables of self-control, workload, and organizational environment on cyberloafing behavior of the Bondowoso Regency Tourism, Youth and Sports Office employees. Therefore, if the employee's self-control is low, the workload is too high, and the organizational environment that facilitates the internet outside of work, it will lead to employee cyberloafing behavior.

## 5.2. Suggestion

With the results of this study, it is hoped that the Office of Tourism, Youth and Sports of Bondowoso Regency will consistently maintain individual self-control of employees by having high productivity and integrity at work, responsibility for providing a proportional and appropriate workload in work by maintaining and maintaining it, as well as a supportive organizational environment to be able to access the internet that is not related to work needs to be limited so as not to cause cyberloafing behavior.

Research on Cyberloafing behavior is still wide open to be developed by examining other factors that influence Cyberloafing behavior. Considering Cyberloafing is included as deviant behavior (deviant behavior in the workplace), there is a high social desirability of the item. As a result, there is a possibility of respondents doing faking such as choosing a level of cyberloafing item frequency that is lower than what actually happened. Further researchers are advised to use various methods (for example: observation or peer rating) to get the most real data.

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