Research.

Cyberloafing and Employees' Reactions to Work Stress, Moderated by Job Satisfaction

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Abstract. *Companies have a lot of worries about employees using the internet for personal reasons during work hours. Cyberloafing is the practise of using the Internet for personal purposes while at work. The purpose of this research is to ascertain if employees' levels of job satisfaction in Cikarang can mitigate the impact of job stress on cyberloafing. This study is a quantitative survey with as many as one hundred participants from all across Cikarang. The cyberloafing scale, job satisfaction survey, and general work stress scale are only few of the instruments used to collect data. Moderated Regression Analysis was used for the data analysis. The findings implicated work-related stress as a causal factor of cyberloafing. There was no buffering effect of job contentment between job stress and cyberloafing.*

Key words: Cyberloafing; job satisfaction; Work Stress

Introduction

Background

Companies have a lot of worries about employees using the internet for personal reasons during work hours. The primary purpose of internet use at work is to boost productivity and cut down on the amount of time workers spend on individual tasks. Company-provided amenities that are meant to make employees' jobs easier sometimes have unintended consequences. Because of the availability of internet access within the workplace, many employees utilise it irresponsibly (Nasution, 2018). Employees who use the internet while on the clock are more likely to be careless with their work or to simply forget about it altogether. Cyberloafing is the practise of using the internet for personal reasons while at work. According to (Malau & Muhammad, 2022), employees engage in cyberloafing when they use corporate time or company equipment to engage in personal internet use. Cyberslacking, cyberslouching, trash computing, cyberloafing, and non-work related computing are all terms used by researchers to describe this behaviour (Moffan & Handoyo, 2020). Previous studies have provided explanations for the phenomena of cyberloafing in the workplace, finding that the typical worker spends between one and three hours per day on non-work-related internet use. On the job, Indonesians spend one hour every day, on average, using the internet for non-work-related activities (Mirza et al., 2020). Internet use, Facebooking, and playing kaskus are examples of this (Husna et al., 2020).

Cyberloafing can be productive if it ends up benefiting workers and businesses. The problem arises, though, when cyberloafing causes workers to waste time that may be put to better use (Moffan & Handoyo, 2020). Cyberloafing has been criticised by many academics who say it wastes time and potentially compromise trade secrets. Inefficient

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use of network resources and decreased production due to cyberloafing can make businesses less competitive. There are many ways in which cyberloafing can compromise the safety and efficiency of an organization's IT

infrastructure, as outlined by Lara and Mesa (2011). One type of deviant conduct in the workplace is cyberloafing, also known as cyberslacking, because it is counterproductive and leads to lower levels of performance among workers (Malau & Muhammad, 2022).

However, numerous other researchers reported discrepant findings, saying they did not think cyberloafing was terrible or even inappropriate. According to studies conducted by Vitak, et al. (2011), employees enjoy the benefits of cyberloafing, which include reduced feelings of boredom, weariness, and stress; increased feelings of job satisfaction or creativity; and enhanced opportunities for rest, relaxation, and rejuvenation. Employees who use the internet frequently report higher levels of job satisfaction than those who use it infrequently (Stanton, 2002). The advantages of cyberloafing activities are correlated with the benefits of internet work (Blanchard & Henle, 2008). Cyberloafing is a tool for stress relief and creative thinking in the workplace (Ozler, D., & Polat, 2012).

One of the numerous causes of the rise of cyberloafing is pressure at the office. The workplace is a common source of stress. Stress in the workplace occurs when an individual's perception of the demands of their job is greater than their confidence in their ability to meet those demands (Moffan & Handoyo, 2020). According to Lazarus and Folkman (in De Bruin, 2006), coping is the process through which many workers who face stress at work look for different strategies to deal with or lessen that stress. One way that workers deal with stress on the job is by engaging in activities like cyberloafing (Henle, C. A., &; Blanchard, 2008). To alleviate unpleasant feelings like sadness, worry, and inability to focus, this is a common coping mechanism among workers. According to studies cited in an article by Oravec titled "Constructive approaches to Internet recreation in the workplace," workers engage in cyberloafing activities to de-stress from their jobs. Cyberloafing may help relieve tension at work, but it is still unacceptable behaviour for workers to engage in. Companies offer high wages to encourage workers to be more productive. When workers engage in cyberloafing, they are essentially abandoning the work they should be doing.(Husna et al., 2020)

Job satisfaction, according to (Wibowo et al., 2022), can lead to cyberloafing. Everyone in an organisation, no matter their position, values job satisfaction highly. Job satisfaction is a measure of how much an employee enjoys (satisfied) or dislikes (dissatisfied) his job overall and how happy he is with certain components of it (Nasution, 2018). According to(Bhastary, 2020), workers are happy on the job when: their pay is commensurate with their performance; they have opportunities for advancement; their supervisors pay attention to them; they receive fair and comparable benefits; their work is respected; there is a clear bureaucratic flow and not an excessive workload; they have positive and harmonious relationships with their coworkers; the work itself is satisfying; and there is open and frequent communication within the company about their tasks and those of others.

Workers who report high levels of job satisfaction are more likely to engage in risky online behaviour, according to research by (Lestari et al., 2020). Internet bullies tend to be happy workers, according to research by Stanton (2002). According to studies cited by (Supiyanto, 2015), cyberloafing and job happiness go hand in hand.

While other research have shown conflicting findings, (Darmawati & Hayati, 2013) report that lower levels of life satisfaction are associated with higher rates of cyberloafing. Employees who are unhappy in their professions are more likely to engage in cyberloafing and other forms of non-work related activity, according to research by (Juhji et al., 2020). Employees who feel their pay is not commensurate with the work they are expected to do and who receive little to no recognition or praise from their superiors are more likely to engage in cyberloafing, as discovered by (Larastrini & Adnyani, 2019). Several studies have found conflicting results, suggesting that job happiness is not an

independent variable; further research into the link between job satisfaction and cyberloafing is warranted, given this lack of consistency.

It is hypothesised that job satisfaction moderates or amplifies the impact of work stress on cyberloafing, depending on the individual's circumstances. When workers are happy in their jobs, they advise their managers that if they are feeling stressed at work, they should talk to their managers instead of cyberslacking. Considering the topic of contentment in one's profession, we may see why. (Hutagalung et al., 2020) found that workers who report high levels of job satisfaction also work for managers who are approachable, polite, open to feedback, and appreciative of their employees' efforts. (Robbins & Judge, 2009) state that dissatisfied workers will engage in activities outside of their jobs to alleviate their boredom. Employees that are unhappy in their occupations are more likely to engage in extracurricular activities, as explained by research by (Astuti & Iverizkinawati, 2019). Therefore, the rising trend of cyberloafing is exacerbated by employees' stress and dissatisfaction at work.

LITERATURE REVIEW

Cyberloafing

There are two types of cyberloafing, according to Henle and Blanchard (2008): light cyberloafing and heavy cyberloafing. Sending and receiving personal e-mail during work hours is an example of mild cyberloafing, whereas playing online games and visiting adult sites are examples of more significant cyberloafing. According to Henle et al. (2008), modest cyberloafing activities are still seen as less harmful than major cyberloafing behaviours like accessing adult websites while at work(Mirza et al., 2020).

There are two types of cyberloafing, according to Henle et al. (2008): light cyberloafing and heavy cyberloafing. Deviant behaviour includes cyberloafing. To "cyberloaf" is to use the internet for personal reasons during working hours. Workplace internet abuse can also be characterised as when workers use their work computers for personal use during work hours. Cyberloafing has a negative impact on labour productivity if employees are using their break time for entertainment rather than work-related activities.

The misuse of electronic communication like email and internet access results in a loss of productivity and money (Husna et al., 2020). (Malau & Muhammad, 2022) state that providing internet access in the workplace can have an effect on workers' happiness. (Moffan & Handoyo, 2020) claim that workers' perceptions of using the internet at work as not being a negative form of behaviour can be attributed to personal variables. Most workers engage in cyberloafing activities to improve their skills, learn something new, de-stress, or otherwise recover from their occupations, as stated by Sao, Chandak, Patel, and Bhadade (2020). As a result, it's safe to say that both the pros and cons of cyberloafing affect workers' happiness on the job.

Work Stress

The Meaning of Stress at Work "stress is a state of tension that affects emotions, intellectual processes, and one's condition," writes (Wu et al., 2019). "Stress is external demands about a person, such as things in the surroundings or a stimulation that is objectively detrimental," writes (Handayani & Daulay, 2021). External sources of pressure, anxiety, or distress can also be considered forms of stress. Therefore, a precise definition of stress can only be attained by observation of individual cases. The best strategy for combating stress, then, can be selected on an individual basis.

As seen by this inverted U-shaped curve, there is a negative correlation between workplace stress and productivity. Employee performance suffers at low stress levels. When there are no obstacles for workers to overcome, boredom sets in as a result of inadequate stimulation. When stress is increased to a healthy level, beneficial results follow. The term "optimal stress levels" describes this state of affairs. When stress is just right, it inspires creativity, energy, and productive action. When working conditions become extremely stressful, productivity drops. Under these circumstances, efficiency drops. When working conditions are stressful, employees may experience depression.

Job satisfaction

How much someone likes their job is more indicative of their level of job satisfaction than their effort or performance. A person's level of job satisfaction depends on several factors, including how they feel about their pay, their sense of purpose at work, their relationships with coworkers, their level of responsibility, and many others. According to (Umar, 2011), a person's level of job satisfaction is a reflection of how well their current position meets their wants, needs, and expectations. According to the aforementioned definitions, job satisfaction is the positive emotional state experienced by employees when their needs at work are met. According to the definition provided by (Hasibuan & Hasibuan, 2016), "Being happy and fulfilled in one's work is a key component of job satisfaction. The morale of employees is a reflection of this outlook ". According to Sunyoto (2012), job satisfaction is a personal trait, with varying degrees of happiness depending on the individual's own set of values. This is because of inherent variety in people. Individuals report higher levels of job satisfaction when their preferences are taken into account in as many parts of the job as possible. An employee's level of job satisfaction can be thought of as a measure of how happy or unhappy they are with their position. According to (Hasibuan, 2001), four conditions— discipline, which is formed through a series of behaviours that show values obedience, obedienc; work morale, which is the inner agreement that arises within an individual or a group to achieve certain goals in accordance with the qualities set; and a person's liking of their work—are all indicators of job satisfaction. 5) Work performance, which is the end result of an individual's efforts to do the tasks allocated to him in a timely, honest, and competent manner. According to Widodo (2015), there are a number of telltale signs of happiness on the work. 1) salary, the amount of money one is paid for doing labour, regardless of whether the amount is enough and just, 2) the nature of the work, that is, whether or not the material is up to par, thirdly, friends with whom one frequently interacts in the course of one's work. It's possible to have a positive or negative impression of one's coworkers. 4) There is always someone above you giving you directions or instructions on how to get your work done. One's level of job satisfaction might be positively or negatively impacted by the manner in which one's superiors go about their business. Fifth, the sense of promotion or lack thereof; this refers to the prospect of advancement through promotion. A person's happiness at work may also be impacted. 6) the atmosphere at work, both in terms of the physical and mental conditions. One's outlook on the job is reflected in his or her level of job satisfaction. Employees' upbeat dispositions toward their jobs and the challenges they experience at work are evidence of this. Because it can have an impact on absenteeism, attrition, morale, complaints, and other important personnel issues, the human resources department or management must regularly track employee satisfaction with their jobs. Job satisfaction, as defined by (Murtani, 2019), is an optimistic emotional state that broadens one's exposure to the workplace. When these conditions are not met, job satisfaction decreases. Satisfaction in the work itself, compensation, professional progression prospects, and working relationships with superiors are only some of the factors that contribute to overall job satisfaction.

RESEARCH METHODS

The methodology of this investigation was quantitative. The dependent variable, the independent variable, and the moderator variable make up the total of three (Neuman, 2013). The following categories of information were used in this analysis: A dependent variable is one that can be affected by changes in other variables. Work stress was the focus of this study's dependent variable, while the independent factors were used to examine the strength of the association between the two. As the independent variable shifts, so do the results or outcomes. Cyberloafing was the independent variable in this study, while moderators are factors that can moderate the strength of an association between two other variables. Author's job satisfaction served as a moderator in this study.

People who have worked in an office in Surabaya for longer than six months are the subjects of this research. Nonprobability sampling of the purposeful variety was employed to compile this sample. The researchers used questionnaires with comments like "Work makes me so miserable that I wish I had another career" and "Little opportunity for me, to be promoted on the job" to compile their findings.

The written questions in the questionnaire are a method of collecting information about a certain set of psychological characteristics or variables in a study (Neuman, 2013). The general work stress scale (GWSS) developed by Bruin and Taylor is the scale researchers use to quantify stress in the workplace (2005). This 9-item unidimensional scale is based on 9 common sources of workplace stress, and it offers the respondent the options of "never," "rare," "occasionally," "often," and "always" for each item. In addition, the job satisfaction survey developed by Spector is used as the basis for this research (1997). The components of this gauge are:

There are a total of 36 questions based on the operational features proposed by Spector (1997), with four possible responses (strongly disagree, disagree, agree, and highly agree). Finally, the cyberloafing scale developed by Doorn is the instrument utilised to measure cyberloafing in this study (2011). This scale has two primary dimensions and 24 individual pieces. There are five options on the cyberloafing scale: (1) never, (2) seldom, (3) sometimes, (4) frequently, and (5) always.

In this work, IBM SPSS Statistics 22 was used for the statistical analysis. Researchers utilise the MRA Regression (Modified Regression Analysis) analysis test to conduct data analysis in accordance with its aim. Before using regression methods to analyse the data, researchers must first conduct a series of tests, including a descriptive statistical analysis, tests of the data's normality, linearity, heteroscedasticity, multicollinearity, and correlation..

RESULTS AND DISCUSSION

The majority of employees in Cikarang have a low to medium degree of job stress, as determined by the distribution of scores calculated using stanfive norms. Moreover, the majority of Cikarang employees in this study were only somewhat content with their jobs. Finally, this survey found that the majority of Surabaya workers engaged in moderate to high levels of cyberloafing. Each of the three variables has a reliability coefficient of alpha cronbach > 0.9, with the stress at work reliability coefficient coming in at 0.911, job satisfaction at 0.904, and cyberloafing at 0.908. The closer a number is to 1.00, the more reliable the measuring instrument is seen to be.

The sig value demonstrates normal data distribution in the first assumption test, which checks whether or not the data are distributed normally. The p-plot is linear, and the values for Kolmogrov-Smirnov and Shapiro-Wilk are 0.2 and 0.068, respectively (sig. Kolmogrov-Smirnov > 0.05; Sig. Shapiro-Wilk > 0.05). In addition, the linearity test using the magnitude of the deviation from linearity reveals that the data is linear (sig value >

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0.05). Finally, we assume that heteroscedasticity is not present because our tests for it are negative and our scatterplots don't exhibit any discernible pattern. The tolerance value = 0.976 and the VIF = 1.024 from the multicollinarity test indicate that there is no intercorrelation between the independent variables (tolerance > 0.1 and VIF 10). At last, a Pearson correlation test revealed a positive and statistically significant relationship between work stress and cyberloafing (pearson correlation = 0.277; Sig. = 0.000).

The research hypothesis is tested by regression analysis once the assumptions have been verified. A basic regression test comparing work stress and cyberloafing, as well as an interaction regression test, were used in the study's analytical phase (moderated regression analysis). Work stress significantly and positively affected cyberloafing by 7.7 percentage points (sig. 0.000 0.05; R = 0.277; R square = 0.077; = 0.648), as shown by the results of the first regression test.

In addition, results from the moderated regression analysis test showed that job satisfaction did not substantially moderate the effect of job stress on cyberloafing (sig. 0.291 > 0.05; = 0.018).

This research challenges the conventional wisdom by examining how levels of job satisfaction buffer the negative impact of stress on cyberloafing among Surabaya's working population. If job stress has a positive influence on cyberloafing while job satisfaction is low or non-existent, then this moderator variable predicts that this influence will switch to being negative when job satisfaction is high.

The first round of hypothesis testing yielded strong supporting evidence that working under pressure reduces cyberloafing. Those who are under more stress at work are more likely to spend their free time online, whereas those who are less stressed at work are less likely to spend their free time online. According to studies by Civilidag (2017), work stress is a factor in employees' internet abuse behaviour because these activities are seen as a healthy way to de-stress. Sen et al. (2016) conducted a separate study showing a positive correlation between employee stress and cyberloafing; their findings indicate that when stress levels at work rise, so does cyberloafing among workers. According to additional research conducted by Sen et al. (2016), cyberloafing is a coping mechanism for professionals who are under stress due to factors such as exhaustion, distraction, and job uncertainty. The occurrence of role conflicts and role ambiguity, both of which are drivers of job stress, can lead to cyberloafing, according to research by Blanchard & Henle (2008). According to Lazarus & Folkman, when workers feel stressed on the job, they look for strategies to deal with or lessen that stress. Cyberloafing Blanchard & Henle is one approach to de-stress from work (2008).

Analyses performed afterwards revealed that job satisfaction did not significantly buffer the impact of job stress on cyberloafing among workers. This moderating effect of job satisfaction on the link between stress at work and cyberslacking was not seen, leading researchers to conclude that most participants reported only moderate job happiness. According to Spector (1997), employees who are on the fence about how they feel about their jobs are more likely to be dissatisfied than satisfied (ambivalent). The likelihood of successfully proving moderation is so minimal. The majority of respondents were between the ages of 18 and 35, making them members of generation Y, as defined by Kolnhofer-Derecskei et al (2017). According to Bencsik and Machova (2016), the emergence of the internet as a worldwide cultural force has profound effects on the values, perspectives, and aspirations of the millennial generation. Many employers believe that Generation Y workers can multitask effectively by doing things like typing while listening to music or surfing the web on their computers (Bencsik, et al., 2016). Generation Y will take longer than previous generations to feel pleased with their jobs since they have many aspects to evaluate before deciding whether or not they like their jobs (Oktariani, et al. 2017). Brown et al. (2009) claim that they don't give a hoot about whether or not workers are happy in their jobs (in Oktariani et al. 2017).

CONCLUSIONS AND SUGGESTIONS

It has been determined from the analysis conducted in this study that there is a positive influence between work stress and cyberloafing in employees, such that when work stress increases, so does cyberloafing in employees, and vice versa. However, the relationship between job stress and cyberloafing among workers is not attenuated by employees' levels of job satisfaction.

It is still not long enough to see the level of job satisfaction an individual has with their employment, thus suggestions for future research can look into the criteria for the length of work of the topic. Good self-control is recommended for employees so that they can limit their internet use to avoid delaying the completion of company or agency-mandated duties. Managers are urged to help their staff cope with work stress by implementing stress management programmes and providing training to hone their administrative abilities.

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