

## Cyberloafing Among Government Employees: Fact or Fake ?

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**ABSTRACT** : Cyberloafing is a common occurrence in various organizations. This study investigated the impact of job characteristics, self-awareness, and job satisfaction on cyberloafing behavior among government office employees. The findings revealed that job satisfaction has the strongest influence on cyberloafing behavior, followed by self-awareness and job characteristics. This highlights the significance of organizations prioritizing job satisfaction to mitigate cyberloafing.

**KEYWORDS** : *cyberloafing, employees, government*

### I. INTRODUCTION

The fourth industrial revolution is revolutionizing all sectors of the workforce at an unprecedented rate. Easy access to the internet can fulfill a wide range of organizational needs. Indonesia boasts one of the largest user bases, projected to increase from 210 million in 2022 to 215 million by May 2023 [1]. Nowadays, corporations and offices heavily rely on the internet for their day-to-day operations, with online work becoming the norm during the pandemic. In Indonesia, the average employee dedicates approximately one hour per day to personal internet use [2], and this number has risen with the widespread use of personal devices. While internet use at work has its advantages, it is important to note that excessive use of corporate internet can lead to decreased work productivity, signal errors, and reduced bandwidth quality [3].

The misuse of agency facilities for personal interests, known as cyberloafing behavior, can have detrimental effects on productivity. Cyberloafing, also known as cyberslacking, leads to a decrease in performance [4]. Examples of this behavior include browsing non-work-related websites, online shopping, and using social media during working hours [5].

Numerous studies conducted in work environments, mainly among corporate workers, have revealed similar findings. [6] suggests that cyberloafing behavior is at a moderate level, indicating no serious issues in the community. In contrast, [7] discovered that cyberloafing negatively affects creativity and stress, leading to decreased creativity and increased anxiety among individuals, disrupting work patterns. Additionally, [8] found that social media platforms impact work productivity, emphasizing the need for companies to allocate adequate time for workers to enhance productivity. Several studies have highlighted the adverse effects of cyberloafing behavior, as it leads to various technical and psychological problems. Furthermore, government employees in various regions of Indonesia have exhibited both low and high levels of cyberloafing behavior [9][10][11]. In office settings with civil servant workers, using the internet for non-work related purposes goes against the regulations outlined in the Civil Servant Law. As public servants, civil servants are expected to perform their tasks according to high standards of time efficiency and work effectiveness.

Several factors are related to cyberloafing, which is viewed as a counterproductive behavior. These factors include self-control [12], academic flow [13], work boredom [14], work motivation, and organizational identification [15] as well as self-control [16], workload, role conflict, and work environment [17], role ambiguity, organizational justice, and work stress [18]. This research aims to explore the impact of job characteristics, self-awareness, and job satisfaction on cyberloafing among government employees.

### II. LITERATURE REVIEW

#### 2.1. Cyberloafing

Cyberloafing encompasses the use of company internet resources for personal activities, such as checking personal emails or browsing unrelated websites [4]. With the advent of personal devices like smartphones and tablets, cyberloafing now extends to personal internet use in the workplace [19]. This phenomenon is also known as cyberslacking, personal computing, or personal web use [20]. Cyberloafing spans from minor to severe [21][22][23][24][25], and is driven by various factors including personal, interpersonal,

and situational influences [26]. Personal factors include mood, habits, age, gender, marital status, education, personality traits, sleep activity, and time management, while interpersonal factors encompass employment status and managerial support. Situational factors are specifically related to work.

## 2.2. Job characteristic

The job characteristics model by Hackman and Oldham, as cited in [27], offers a clear definition of job characteristics and their relationship to internal motivation. This model measures the extent to which employees can self-motivate to achieve effective performance in the workplace. Furthermore, the model, as outlined in [28], consists of crucial components like skill variety, task identity, task significance, autonomy, and feedback. These components are essential as they drive key psychological states leading to increased motivation, improved work performance, reduced absenteeism, and lower turnover rates. As discussed in [29]: a. Skill variety involves utilizing various tasks and skills to demonstrate work outcomes, making work more challenging and meaningful. b. Task identity emphasizes the need to clearly define a task and its function, requiring workers to focus on the output of their efforts. c. Task significance highlights how a task impacts others, including colleagues and external parties. d. Autonomy grants workers the freedom to regulate their way of working. e. Feedback provides clear and direct information about a task's work performance.

## 2.3. Self-awareness

The concept of self-awareness is often used interchangeably with other terms like self-knowledge and self-consciousness [30] which can be confusing. Self-awareness refers to an individual's ability to differentiate themselves from their physical and social environment [31]. This enables them to form a concept of themselves through communication and social relationships. Self-awareness involves an individual's capacity to perceive themselves through their attention [32]. Classic aspects of self-awareness include: a) subjective self-awareness: the ability to differentiate oneself from the physical and social environment b) objective self-awareness: the ability to form a self-concept by observing oneself c) symbolic self-awareness: the ability to be aware of one's circumstances and identity, and to form an abstract self-concept through communication, relationships, and the pursuit of goals [31]. Self-awareness plays a crucial role in determining an individual's performance and can provide assistance during challenging times when striving to achieve one's goals [33].

## 2.4. Job satisfaction

The concept of job satisfaction has been defined by numerous researchers. [34] describes job satisfaction as an individual's perception, attitude, feeling, and enjoyment of work outcomes. [35] describe it as a positive emotion and attitude towards work, influenced by the perception of meeting life's needs. Additionally, [36] states that job satisfaction reflects positive feelings and emotions derived from work experiences and various work-related aspects. Moreover, [37] added that job satisfaction is how an individual experiences work, reflected in their attitude towards all facets of their work. The classic theory of job satisfaction, as quoted in [38], encompasses dimensions like wages, promotions, supervision, social security satisfaction, contingent rewards, operational conditioning, coworkers, nature of work, and communication. Based on these explanations, a framework can be developed to understand the connection between job characteristics, self-awareness, job satisfaction, and cyberloafing. Employees evaluate tasks based on variety, clarity, impact, opportunities for independence, and feedback. They also consider their own self-concept at work. Positive perception of work and developing self-awareness can encourage decision-making and lead to productivity, whereas negative perceptions may lead to unproductive behaviors.

## III. RESEARCH METHOD

The study was conducted with 151 government employees. Data is gathered using the following scales: a. The Cyberloafing Scale, as modified by previous researchers [39]. This scale covers minor dimensions of cyberloafing and serious cyberloafing, based on Blanchard and Henle's theory. The scale reliability coefficient in previous research was 0.831. However, no validity coefficient for the measuring instrument was found in earlier research, so revalidation will be carried out. b. The Job Characteristics Scale, modified from previous research [40]. It encompasses the dimensions of skill variety, task identity, task significance, autonomy, and feedback, based on Hackman and Oldham's theory. The reliability coefficient of this scale in previous research was 0.851, and revalidation is planned. c. The Self-Awareness Scale, compiled by the researcher with reference to Baron and Byrne's theory. It includes subjective, objective, and symbolic aspects of self-awareness. Validation of measuring instruments will be carried out through professional rater assessments. d. The Job Satisfaction Scale, as modified from previous researchers [41] based on Spector's theory. The dimensions measured include salary, promotions, supervision, benefits, awards, operational procedures, colleagues, nature of work, and communication. The data analysis technique used is backward regression analysis.

IV.RESULT AND DISCUSSION

The assumption test reveals that the p-value (0.914) exceeds 0.05, indicating that the residual data adheres to a normal distribution. This observation is consistent with the findings from the visual QQ plot.

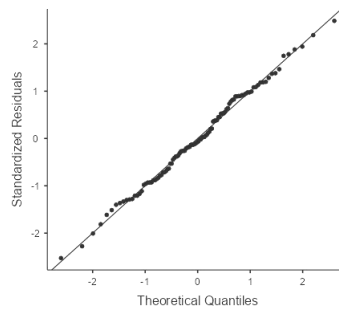


Fig 4.1. QQ Plot

The analysis reveals the following key findings: 1. There is no issue of multicollinearity, as all VIF values are below ten and the tolerance exceeds 0.1. 2. Heteroscedasticity is absent, indicated by a p-value above 0.05. 3. The model demonstrates a strong relationship between the variables and cyberloafing behavior, with an R-value of 0.784 ( $p < 0.001$ ), indicating a robust correlation. The adjusted  $R^2$  of 0.604 suggests that the three variables (self-awareness, job satisfaction, and job characteristics) account for 60.4% of cyberloafing behavior, leaving the remainder influenced by other factors. 4. Standardized estimates for the predictors are as follows: self-awareness (-0.332), job satisfaction (-0.526), and job characteristics (-0.189). This underscores the significant role of job satisfaction in influencing cyberloafing behavior compared to self-awareness and job characteristics.

Table 4.1. Model fit

Model	R	R <sup>2</sup>	p
1	0,510	0,260	< 0,001
2	0,765	0,585	< 0,001
3	0,784	0,615	< 0,001

The table above highlights three models illustrating the impact of three predictors on the criteria. The initial model reveals that self-awareness explains 26% of the variation in cyberloafing with a remarkable significance level of <0.001. Adding job satisfaction to the second model increases the explained variation by 58.5%, with significant results. Furthermore, the inclusion of job characteristics in the third model elevates the explained variation by 61.5%, also yielding statistically significant results. Compare these models by referring to the table provided below:

Table 4.2. Model comparison

Model - Model		$\Delta R^2$	F	p
1	2	0,3247	82,12	< 0,001
2	3	0,0300	8,11	0,005

When comparing the first and second models, it's evident that there is a substantial 32.47% increase in the explained variation, with an impressive F-value of 82.12, signifying the model's significance. Even when comparing the second and third models, despite a mere 3% rise in the explained variation, the significance persists. Thus, it is clear that the addition of job characteristics maintains the model's effectiveness.

It is evident that self-awareness, job satisfaction, and job characteristics play a crucial role in predicting cyberloafing behavior. The significant influence of these three variables, which accounts for more than 50% of the behavior, underscores the importance of individuals' understanding of themselves [42], satisfaction with various aspects of their job [43], and their perception of assigned tasks [44]. Employees who possess self-awareness, derive satisfaction from their work, and find their tasks stimulating, are less prone to engaging in cyberloafing. They perceive non-work-related internet use as less beneficial, particularly when they find their tasks engaging, and therefore, strive to avoid unproductive behavior.

Satisfaction in various work aspects is vital for encouraging individuals to focus better and resist distractions [34]. Job satisfaction significantly deters unproductive behavior like excessive internet use during work hours. When employees feel fulfilled, they tend to exhibit positive behavior, which enhances organizational effectiveness and reduces burnout [38] and turnover [35]. This highlights the importance of high employee job satisfaction in preventing unproductive behaviors such as cyberloafing [45][46].

## V. CONCLUSION

The research findings demonstrate that self-awareness plays a crucial role in influencing cyberloafing behavior, albeit to a lesser extent than its impact on individual performance and its potential for aiding in crisis situations where goal achievement is challenging [33]. A strong self-understanding helps individuals recognize which behaviors to avoid. Individuals with high self-awareness are adept at differentiating themselves from their physical and social surroundings, constructing a self-concept through self-observation, comprehending their circumstances and identity, and forming an abstract self-concept through effective communication, relationship establishment, and goal setting [31].

The study suggests that job characteristics play a minimal role in influencing cyberloafing behavior among government employees. It appears that perceptions of the work being carried out, such as autonomy and skill variety, do not have a significant impact on discouraging cyberloafing behavior. This is likely because the tasks carried out by the employees are mostly routine administrative and service tasks, which are not highly demanding. These findings contrast somewhat with a previous study [47], which found that only autonomy and skill variety were influencing factors in cyberloafing.

The aforementioned explanation underscores the multitude of factors that can influence cyberloafing behavior, many of which were not covered in this research. While job satisfaction holds significant influence, self-awareness and job characteristics play a less substantial role. The debate continues regarding whether cyberloafing is a negative or positive behavior, with experts leaning towards the former [48]. For civil servants, this conduct contradicts their job duties, which entail a commitment to following rules and fulfilling their position description.

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