

THE EFFECT OF SELF-REGULATION, WORK STRESS, AND ORGANIZATIONAL CLIMATE ON CYBER LOAFING BEHAVIOR (IN BANYUMAS DISTRICT EDUCATION OFFICE EMPLOYEES)

Oryza Funka Cahya Salsabila^{1*}, Ema Nurmayana²

Economic and Business Faculty of University Ahmad Dahlan
Indonesia Jalan Kapas No. 9, Semaki Yogyakarta 55166
Oryzafunka19@gmail.com

ABSTRACT

Purpose: This study aims to investigate the effect of Self-Regulation, Work Stress, and Organizational Climate on Cyber Loafing behavior. Specifically the hypotheses are Self-Regulation has a negative effect on Cyber loafing behavior, Work Stress has a positive effect on Cyber loafing behavior, Organizational Climate has a negative effect on Cyber loafing behavior, and Self-Regulation, Work Stress, and Organizational Climate simultaneous effect on Cyber Loafing behavior. To test the hypothesis, the survey data collected from 80 employees of Banyumas District Education Office. A Multiple Linear Regression was conducted by employing SPSS 2. The results showed that the independent variables of Self-Regulation, Work Stress, and Organizational Climate significantly effect on Cyber Loafing Behavior. This research provides theoretical and practical implication. .

Keywords : Self Regulation, Work stress, Organizational Climate, and Cyberloafing Behavior

INTRODUCTION

Cyberloafing behavior or the behavior of intentionally using internet facilities for purposes that are not related to work during working hours is a reality that has recently begun to get attention (Lim and Chen, 2009). The activity of cyberloafing behavior began to emerge along with the development of internet technology which is increasingly rapidly. With the advancement of the internet, an employee can easily access the internet anytime and anywhere so that it can facilitate work, tasks, and communication between employees and the organization where they work. However, with the existence of internet activities that should be able to ease the work, in reality it can interfere with work productivity. This is because cyber activities (browsing and emailing) carried out in the workplace during working hours result in unproductive use of time and distract individuals in completing their work (Lim and Chen, 2009).

According to Ozler and Polat (2012)

there are three causes of individuals doing cyberloafing behavior. The first factor is the situational factor. Cyberloafing behavior will usually occur if individuals have internet access in their workplaces, this is what mediates the emergence of these behaviors. The second factor is individual factors such as employee perceptions and attitudes towards the internet, habits (habbits), demographic factors, and personal traits (traits). When viewed from the nature of employees, traits such as loneliness, self-esteem, feelings of shame, isolation, self-control, and locus of control can affect the form of employee internet use (Ozler and Polat, 2012). Other factors that can influence cyberloafing behavior are organizational factors, namely factors that come from the workplace.

Based on the factors that have been described, this study tries to explore several factors that are thought to influence cyberloafing behavior, including self-regulation, work stress and organizational climate. Self-regulation is

the ability of individuals to plan, guide and monitor their behavior flexibly in the face of changing circumstances in achieving the goals that have been set (Picardo et al, 2014). In an employee, self-regulation becomes important to focus on work goals. However, with the rapid development of technology, this can be a temptation which can cause employees to forget their work. Research conducted by Kurniawan and Nastasia (2018) shows that self-regulation affects cyberloafing behavior. This means that the higher the self-regulation, the lower a person will be in cyberloafing behavior.

The occurrence of cyberloafing behavior is also influenced by work stress in the workplace. In the opinion of experts, work stress arises when there is an imbalance between the individual and the state of the work environment. Parker and DeCotiis (1983) state that work stress is an individual's awareness or feeling of personal dysfunction as a result of perceived conditions or events at work. There are two dimensions of work stress according to Parker and DeCotiis, namely time pressure (time stress) and anxiety (anxiety). Research conducted by Moffan and Seger (2020) shows that work stress has a positive effect on work stress on cyberloafing behavior. This means that the higher the work stress, the higher the person's behavior in cyberloafing.

Another factor that can influence the occurrence of cyberloafing behavior is organizational climate. Litwin and Stringer (1968) call this work environment the term organizational climate. Organizational climate is one aspect that affects employees in completing their tasks, including the work environment, relationships between coworkers and with superiors, where the organizational climate can create a pleasant, challenging and motivating work environment. In a study conducted by Astri and Zahreni (2018) that organizational climate has a negative effect on cyberloafing behavior. This means that the higher the

organizational climate, the lower the person's willingness to engage in cyberloafing behavior.

This study focuses on examining cyberloafing behavior in Banyumas District Education Office Employees. Previously, the researcher had made brief observations at the location. From the results of these observations, researchers found the problems that will be used as topics in this study. Because there is easy access to the internet, both using office and personal facilities, which can be an incentive for employees to carry out cyberloafing behavior. This study aims to determine the extent of a factor that can influence individuals in performing cyberloafing behavior.

THEORETICAL BASIS

Cyberloafing Behavior

Cyberloafing behavior is a term that was first coined by Lim (2002), namely all voluntary actions of employees in using company internet access during working hours to browse non-work related sites for personal purposes and to check including receiving and sending personal emails as abuse of internet facilities. The activity in question is checking personal email or visiting internet sites that are not related to work. Cyberloafing behavior at work can distract employees from completing their work and result in unproductive use of time so that cyberloafing activities are included in the form of work irregularities. (Lim and Chen, 2009). Lim and Chen (2009) divide cyberloafing behavior into two dimensions, namely Browsing Activity which includes using internet access to browse or visit sites that are not related to work during working hours such as online shopping, accessing social media etc. and Emailing Activity is the activity of sending, receiving, and checking emails that are not related to work during working hours.

Self-Regulation

Pichardo et al (2014) define self-regulation as the ability of individuals to

plan, guide and monitor their behavior flexibly in the face of changing circumstances in achieving the goals that have been set. Individuals who have high self-regulation have the ability to plan life goals flexibly in various circumstances. The individual can also direct his behavior to be in accordance with the goals to be achieved, and can monitor his behavior to stay on the right path. Pichardo et al (2014) also divide self-regulation into four dimensions, including goal setting, perseverance, decision making, and learning from mistakes. According to Zimmerman and Pons (1990), there are three factors that influence self-regulation, namely individual, behavior, and environment.

Work Stress

Parker and DeCotiis (1983) explain that work stress is an individual's awareness or feelings of personal dysfunction as a result of perceived conditions or events at work. According to Blanchard and Henle (2008) work stress is the pressure that individuals feel in the form of requests and conditions imposed on the individual from work and organizational factors. According to Parker and DeCotiis (1983) there are two dimensions of work stress, namely time stress and anxiety. Time stress is related to a situation where a person is under time pressure or not enough time to complete work and Anxiety is an emotional feeling that arises and is also unpleasant.

Organizational Climate

Litwin and Stringer (1968) define organizational climate as a collection of measurable properties of the work environment either directly or indirectly felt by employees working in the organization, which can affect their motivation and behavior. Meanwhile, according to Steers (1985) views organizational climate as a personality of the organization as its members see it. According to Stringer (2002) states that the characteristics or dimensions of

organizational climate can affect the motivation of organizational members to behave in certain ways. He also said the six dimensions that make up the organizational climate are structure, standards, responsibility, appreciation, support and commitment.

HYPOTHESES

Pichardo et al (2014) define self-regulation as the ability of individuals to plan, guide and monitor their behavior flexibly in the face of changing circumstances in achieving the goals that have been set. In the research of Kurniawan and Nastasia (2018) using multiple linear regression analysis test to analyze the relationship between the dependent variable and the independent variable. This study found that self-regulation has a negative effect on cyberloafing behavior. The relationship between self-regulation and cyberloafing behavior is that individuals tend to control cyberloafing behavior which can interfere with their work if they have high self-regulation. Because if an individual has high self-regulation, it makes him much more focused on plans and goals at work so that individuals can control themselves from things that can reduce employee productivity such as cyberloafing behavior. Therefore, it can be assumed that the higher the self-regulation, the lower the cyberloafing behavior of employees. Based on the theory and previous research that has been proven, the following hypotheses can be formulated:

H1: Self-regulation has a negative and significant effect on Cyberloafing Behavior in Banyumas Regency Education Office Employees

Lazarus and Folkman (1984) suggest that when many employees experience stress at work, they tend to look for various ways to overcome or reduce stress in the workplace. Research conducted by Moffan and Seger 2020 shows that work stress has a positive and significant effect between work stress on cyberloafing

behavior in employees, which means that the higher the work stress, the higher the cyberloafing of employees and vice versa, the lower the work stress, the lower the cyberloafing on employees. The causes of individuals experiencing work stress such as being in uncomfortable conditions, demands from the work environment, incompatibility of tasks with individual abilities, and emotional pressure from coworkers. This situation can encourage employees to overcome the work stress they experience with cyberloafing behavior. Based on the theory and previous research that has been proven, the following hypotheses can be formulated:

H2: Work stress has a positive and significant effect on Cyberloafing Behavior in Banyumas Regency Education Office Employees

Litwin and Stringer (1968) define organizational climate as a collection of measurable properties of the work environment that are directly or indirectly felt by employees working in the organization, which can affect their motivation and behavior. In the research of Astri and Zahreni (2018) using multiple linear regression analysis. Based on the results of data analysis obtained in this study, it can be concluded that there is a negative influence of organizational climate on cyberloafing behavior, meaning that the better the organizational climate of a company, the lower the frequency of someone committing cyberloafing behavior. The organizational climate that exists in an agency can have an impact on the behavior shown by its employees, if the better the organizational climate, the better the behavior shown by employees and vice versa. Based on the theory and previous research that has been proven, the following hypothesis can be formulated:

H3: Organizational climate has a negative and significant effect on Cyberloafing Behavior in Banyumas Regency Education Office Employees

Based on the theory of the relationship between Self-Regulation, Work Stress, and Organizational Climate partially that affect Cyberloafing Behavior in the descriptions of parts one, two, three, it can also be seen that there is a chance that these variables are related simultaneously (together). Based on this description, the following hypotheses can be formulated:

H4: Self-regulation, work stress, and organizational climate have a simultaneous effect on Cyberloafing Behavior in Banyumas Regency Education Office Employees.

METHOD

Subject Identification

The subjects who participated in this study were all employees of the Banyumas Regency Education Office. The sampling technique in this study is non-probability sampling. According to Uma Sekaran and Roger Bougie (2017), in non-probability sampling, elements in the population do not have any inherent probability of being selected as sample subjects. Sampling used in this research is convenience sampling. Convenience sampling refers to collection of information from members of the population who are conveniently available to provide it. In distributing the questionnaire, part of the Bureau of Personnel distributed to employees of the Banyumas Regency Education Office based on considerations of energy, time, and adjusting policies from the agency. Because researchers cannot distribute questionnaires directly to respondents, so researchers only submit questionnaires to the Civil Service Bureau which are then distributed to employees of the Banyumas Regency Education Office who have been determined and based on agency policies only provide data as many as 80 respondents.

Research Instruments

The data were obtained by using an instrument in the form of a scale

consisting of a self-regulatory cyberloafing behavior scale, work stress, and organizational climate. The cyberloafing behavior scale developed by Lim and Chen (2009) consists of 12 question items, the Self-regulation scale developed by Pichardo et al (2014) consists of 17 question items, the work stress scale developed by Parker and DeCotiis (1983) consists of 13 question items, and the organizational climate scale developed by Litwin and Stringer (1968) consists of 21 question items.

Analysis Techniques

This research uses Pearson's Product moment analysis technique to process the data. The analysis technique is used to see the relationship between one independent variable and one dependent variable. The software used is IBM SPSS 20.

RESULTS AND DISCUSSION

This study was conducted to determine the effect of self-regulation, work stress, and organizational climate on cyberloafing behavior in Banyumas Regency Education Office employees. Respondents in this study were employees who worked at the Banyumas District Education Office as many as 80 respondents.

Research result

Instrument Test

Validity test is used to measure whether the research questionnaire is valid or not. If the value of $r_{count} > r_{table}$, then the item statement of the questionnaire is invalid. In comparing the values of r_{count} and r_{table} , we use degree of freedom ($df = N - 2$ where N is the number of samples). In testing the validity, 80 samples were used. Thus, the magnitude of $df = 80 - 2 = 78$. Based on the value of df 78 with an alpha of 0.05, the r_{table} obtained is 0.219. In this study, all question items from the dependent variable and the independent variable are said to be valid, because the value of $r_{count} > r_{table}$.

Reliability Test

Reliability test is useful to determine the reliability of a questionnaire. The questionnaire is said to be reliable if the respondent's answer to the statement is consistent or stable from time to time. The questionnaire is said to be reliable if Cronbach's Alpha > 0.60 . In this study the value of Cronbach's Alpha of Self Regulation of 0.852, Work Stress of 0.813, Organizational Climate of 0.668, and Cyberloafing Behavior of 0.884. So that all variables in the study are said to be reliable because the Cronbach's Alpha value is > 0.60 .

Multiple Linear Regression Analysis

To analyze the effect of independent variables (Self-Regulation, Work stress, and Organizational Climate) on the dependent variable (Cyberloafing Behavior), Multiple Linear Regression Analysis was used. Based on the results of the analysis using SPSS 20, it can be seen that the Multiple Linear Regression Equation is as follows:

$$Y = 4.496 - 0.319X_1 + 0.388X_2 - 0.496X_3 + e$$

T-Test Results (Partial Test)

The t-test is useful to determine the effect of the independent variables (Self-Regulation, Work stress, and Organizational Climate) on the dependent variable (Cyberloafing Behavior). The results of the t-test in this study are the results of the significance of self-regulation of 0.039, meaning $0.039 < 0.05$ so H_0 is rejected and H_1 is accepted. The significance result of Work Stress is 0.019, meaning $0.019 < 0.05$ so H_0 is rejected and H_2 is accepted and the result of the significance value of Organizational Climate is 0.017, meaning $0.017 < 0.05$ so H_0 is rejected and H_3 is accepted.

F Test (Simultaneous Test)

The F test is useful to determine the effect of independent variables (Self-Regulation, Work stress, and Organizational Climate) on the dependent

variable (Cyberloafing Behavior) simultaneously. Based on the results of the simultaneous test from table 4.11, it is shown that the significant value of F is 4.432 with a significance level of $0.006 < 0.05$, thus H_0 is rejected and H_4 is accepted. It can be concluded that Self Regulation (X1), Work Stress (X2), and Organizational Climate (X3) simultaneously have a significant effect on Cyberloafing Behavior (Y).

Coefficient of Determination Test (R^2)

This test is useful for measuring the extent to which the independent variable can explain the dependent variable. R Square value is 0.149 (14.9%). This means that 14.9% Cyberloafing Behavior at the Banyumas Regency Education Office is explained by Self Regulation, Work Stress, and Organizational Climate. While the remaining 85.1%, explained by other variables not included in the study.

Discussion

The Effect of Self-Regulation on Cyberloafing Behavior

From the research results of Hypothesis 1 (H_1) it can be seen that Self-Regulation has a significant value of $0.039 < 0.05$ while the regression value is -0.319, then H_1 is accepted. So it can be concluded that self-regulation has a negative and significant effect on cyberloafing behavior in district education office employees Banyumas. That is, the higher the Self-Regulation experienced by the Banyumas Regency Education Office employee, the lower the employee's ability to carry out Cyberloafing Behavior.

The Effect of Work stress on Cyberloafing Behavior

From the research results of Hypothesis 2 (H_2) it can be seen that Work stress has a significant value of $0.019 < 0.05$ while the regression value is 0.388, then H_2 is accepted. So it can be concluded that work stress has a positive and significant effect on cyberloafing

behavior in Banyumas Regency Education Office employees. That is, the higher the work stress experienced by the Banyumas Regency Education Office employee, the higher the person's ability to perform cyberloafing behavior.

The Effect of Organizational Climate on Cyberloafing Behavior

From the research results of Hypothesis 3 (H_3) it can be seen that Organizational Climate has a significant value of $0.017 < 0.05$ while the regression value is -0.496, then H_3 is accepted. So it can be concluded that Organizational Climate has a negative and significant effect on Cyberloafing Behavior at the Banyumas Regency Education Office. That is, the higher the Organizational Climate at the Banyumas Regency Education Office, the lower someone is to carry out Cyberloafing Behavior.

Simultaneous Effects of Self-Regulation, Work stress, and Organizational Climate on Cyberloafing Behavior

From the research results of Hypothesis 4 (H_4), it can be seen that the significant value of the variable equation of Self-Regulation, Work Stress, and Organizational Climate on Cyberloafing Behavior is $0.006 < 0.05$, then H_4 is accepted. So it can be concluded that self-regulation, work stress, and organizational climate simultaneously have a significant effect on cyberloafing behavior at the Banyumas Regency Education Office.

CONCLUSION

Based on the results of the research that has been described, it can be concluded that the relationship between self-regulation and cyberloafing behavior is that individuals tend to control things that can interfere with their work if they have high self-regulation. Therefore, it can be assumed that the higher the self-regulation, the lower the cyberloafing behavior of employees.

Work stress is one of the factors that can affect cyberloafing behavior. The

causes of individuals experiencing work stress such as being in uncomfortable conditions, demands from the work environment, incompatibility of tasks with individual abilities, and emotional pressure from coworkers. So that employees feel awry to do something and feel the workload of employees exceeds their capacity. This situation can encourage employees to overcome the work stress they experience with cyberloafing behavior.

The organizational climate that exists in an agency can have an impact on the behavior shown by its employees, if the better the organizational climate, the better the behavior shown by employees and vice versa. The causes of a bad organizational climate such as the existence of an unstructured organizational structure, the relationship between superiors and subordinates and co-workers is not harmonious, the work environment does not respect the employees, and there is no commitment and loyalty of employees to the achievement of agency goals. As a result of these conditions cause individuals to perform cyberloafing behavior.

An employee should be able to control himself, be consistent in his responsibilities, and be open to his coworkers if there are problems that occur and the agency is expected to create a better organizational climate and evaluate its employees so that workers have loyalty and consistency in their workplace.

REFERENCES

Astri, Y., & Zahreni, S. (2018). Pengaruh Iklim Organisasi terhadap Perilaku Cyberloafing pada Pegawai PT X: Effect of Organization Climate on Cyberloafing Behavior in Employees of PT X. *Psikologia: Jurnal Pemikiran dan Penelitian*. Vol.13, No.1, 16-26.

Blanchard, A. L., & Henle, C. A. (2008). The interaction of work stressors and organizational sanctions on cyberloafing. *Journal*

of

Managerial Issues, 20(3), 383.

Folkman, S. & Lazarus, R. (1984). Personal Control and Stress and Coping Processes: a Theoretical Analysis. *Journal of Personality and Psychology*, Vol.46, No.40, 839-858.

Kurniawan, H., & Nastasia, K. (2018). Hubungan self-regulation dengan perilaku cyberloafing pada mahasiswa pasca sarjana. *Jurnal Psikologi*, 11(2), 1-10.

Lim, V. K. G. (2002). The IT way of loafing on the job: cyberloafing, neutralizing and organizational justice. *Journal Organizational Behaviour*, 23(5), 675-694.

Lim, V. K. G., & Chen, D. J. Q. (2009). Cyberloafing at the workplace: Gain or drain on work?. *Journal of Behaviour and Information Technology*, 31(4), 343-353. doi:10.1080/01449290903353054.

Litwin, G. . and Stringer, R. . (1968) 'Motivating and Organizational Climate', Division Of Research, Graduate School of Business Administration.

Moffan, M.D.B., & Seger, H. (2020). Pengaruh Stres Kerja terhadap Cyberloafing dengan Kepuasan Kerja sebagai Variabel Moderator pada Pegawai di Surabaya. *Analitika: Jurnal Magister Psikologi UMA*, 12 (1): 64 – 72.

Ozler, D. E., & Polat, G. (2012). Cyberloafing phenomenon in organizations: Determinants and impacts. *International Journal of eBusiness and eGovernment Studies*, 4(2), 1-15

Parker, F.D. & DeCotiis, A.T. (1983). *Organizational Determinants of Job Stress*. *Organizational Behavior and Human Performance*, 32: 160-177.

Pichardo, C., Justicia, F., Fuente, J., Manuel, M. V. J., & G., B. A.

- (2014). Factor structure of the self-regulation questionnaire (SRQ) at Spanish Universities. *Spanish Journal of Psychology*, 17(e62), 1-8. doi:10.1017/sjp.2014.63
- Sekaran, Uma & Roger Bougie, Metode penelitian untuk bisnis, Jakarta:Salemba Empat, 2017.
- Steers, M. Richard. (1985). *Efektivitas Organisasi Perusahaan*. Jakarta: Erlangga.
- Stringer, A., Robert. (2002). *Leadership and Organizational Climate*. Prentice Hall.
- Sugiarto. (2001). *Teknik Sampling*. Jakarta:Gramedia Pustaka Utama.
- Zimmerman, Barry J dan Martinez-Pons, Manuel. 1990. Student Differences in Self-Regulated Learning: Relating Grade, Sex, and Giftedness to Self-Efficacy and Strategy Use. *Journal of Educational Psychology*. No. 1. Vol. 82. Hal. 51-59