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Cyberloafing behavior on employee performance

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ABSTRACT

In the study of employee performance management, this is an issue that requires important attention, where the performance of individual employees in the organization is part of organizational performance and can determine organizational performance. The increasing use of the internet among employees in various companies and agencies in Indonesia will certainly affect employee performance, both positively and negatively. This study aims to determine the effect of browsing and e-mail on employee work productivity at the Plantation and Animal Husbandry Service of Central Sulawesi Province. This study used a sample of 73 respondents and quantitative research type. Data collection techniques using questionnaires. Data analysis techniques using multiple linear regression tests. The results showed that variables browsing activities (X1) do not have a significant effect on employee performance and activity of sending emails (X2) has a positive effect on employee performance. If these two activities are examined simultaneously, it turns out that they have a significant effect on employee performance.



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Introduction

The achievement of good governance is a demand for the management and development of government to be carried out properly through optimal employee performance so that it has a positive impact on public services and agency performance in achieving organizational goals. (Dewi and Suparno 2022). The study of employee performance management is an important matter because the performance of individual employees in an organization is part of organizational performance and can determine organizational performance. (Leitão, Pereira, and Gonçalves 2019) , (Combs et al. 2006) . That is, the success of the organization depends on the quality of the performance of human resources in it. Quality performance source Power man can improve through the use of the internet because accelerating employee work processes to carry out their responsibilities as community service providers. Furthermore, the pioneers were able to complete the administrative cycle, especially preparation, arrangement, coordination and administration properly.

The increasing use of the internet among employees in Indonesia has a significant impact on their performance. On the positive side, internet access allows employees to access information quickly, communicate efficiently and increase productivity through online work tools. But on the other hand, internet use that is not managed properly can also have negative impacts. Employees are vulnerable to cyberloafing behavior, namely spending time on activities outside of work such as social media, fake news (hoaxes), or consuming inappropriate content such as pornography. Cyberloafing behavior has positive and negative impacts, but cyberloafing has more positive than negative impacts (Adiba et.al 2021). Therefore, managing internet use in

the workplace is important to ensure employees can utilize this resource wisely to improve their performance and contribution to a productive and safe work environment.

The Association of Indonesian Internet Service Providers (APJII), which conducted research in 2022, revealed a significant increase in internet usage in Indonesia, especially when compared to the findings of 2018–2020 research on the same topic. In a profile study of web use in Indonesia in 2018, APJII obtained research results regarding inclusion of web use in Indonesia of 64.80%. Meanwhile, Indonesia has an internet usage rate of 73.70%, according to field data for 2019 and 2020. In contrast, Indonesia's internet penetration increased to 77.02% in 2021 and 2022. According to additional data, Indonesia's population is between 19 and 34 years by 25.68 percent of internet users, while those aged between 35 and 54 years reached 27.68 percent. In addition, employees and employees make up the majority of internet users in Indonesia with a yield income of 86.90 percent. Regarding the type of content that is frequently accessed, opening social media gives results of 89.15 percent and online dialogue gives results of 73.86 percent. (Association of Indonesian Internet Service Providers (APJII) 2022) .

(Lim and Chen 2012) found how cyberloafing impacts employees' work, 75% of respondents agree with the statement that cyberloafing makes work more interesting. Cyberloafing can be categorized as deviant behavior (Yaşar and Yurdugül 2013) . Cyberloafing is a term used to define employee use of the internet that is not related to work (Lim 2002) . In addition, it can be interpreted as the actions of employees who deliberately spend time using internet access that is not related to their work (Liberman et al. 2011) .

Cyberloafing at work can disrupt employees' cognitive focus, so it takes more time and effort to refocus on their work. This can increase the possibility of work errors. When performing this action, work time is also wasted surfing the internet. Cyberloafing occurs when employees use the internet for personal enjoyment, shop online, or engage in other non-work-related activities while at work. Cyberloafing is a type of disciplinary behavior that divides employees' attention between doing office tasks and doing something for personal gain. Jobs pile up, the quality of work gets worse, productivity is low, and public services are delayed as a result of this activity. Cyberloafing behavior that is allowed to continue can cause several negative impacts, including the inability to complete work on time, decreased loyalty, smartphone addiction, and the emergence of unfavorable relationships between co-workers. Employees at the Plantation and Livestock Service Office of Central Sulawesi Province sometimes access the internet, and, in this case, it interferes with work activities, but not all employees. This of course affects the quality of employee performance. While it is true that cyberloafing is not a crime, it is a form of unproductive work behavior that goes against the rules of an organization or institution.

Research on the relationship between employee behavior and employee performance has been a major focus in the human resource management literature. However, there is still a need for more in-depth research to identify the specific factors that influence this relationship, especially in the context of rapidly changing work dynamics. The research gap highlighted in this study is the lack of research that explores the impact of unwise internet use by employees on their performance in the workplace. This study aims to fill this gap by analyzing how online behaviors such as excessive social media use or access to inappropriate content can affect employee productivity and performance. Thus, the novelty of this study lies in its focus on the specific impact of unwise internet use on employee performance, which is an important contribution in understanding the dynamics of a modern and constantly evolving work environment.

Employee performance

Performance is a real behavior that is displayed by everyone as work performance produced by employees in accordance with their attitudes in the company (Badrianto and Ekhsan 2020) . Employees are people who do work with certain roles or activities and are rewarded according to time or other rules set by their employer (Maloring 2022). It may also be the result of an agreement reached at the beginning of the transaction by both parties. This agreement can be written or unwritten.

According to many viewpoints of experts, employee performance is the result of work done by someone in the organization to achieve the desired business goals and avoid losses. (Neeley 2013); (Pawirosumarto, Bachelor, and Gunawan 2017) ; (Joseph 2021). Improving employee performance will benefit the business by giving workers the best opportunity to reach their full potential and contribute to organizational goals. As a result, the performance of employees in an organization determines the success or failure of a company. Therefore, a company or organization must ensure that its workers carry out their duties or obligations in accordance with the guidelines set by the company or organization.

Cyberloafing behavior

(Lim 2002) first coined the term cyberloafing behavior, i.e. any voluntary use of the company's Internet connection by employees to check (including sending and receiving) personal e-mail or visiting personal websites during work hours is considered an internet layer of service . (Lim and Chen 2012) found that employee

cyberloafing behavior was seen in the use of internet access for personal purposes at work during working hours. Cyberloafing is a term used to define non-work-related use of the internet by employees (Koay and Soh 2019). According to (Vitak, Crouse, and LaRose 2011) There are several terms used to describe the term cyberloafing, such as cyber laziness, not free work computing, cyberspace deviation, personal use on Work, Internet abuse, recreational internet surfing at work, and trash computing. (Blanchard and Henle 2008) cyberloafing itself is defined as behavior in the use of email and the internet that has nothing to do with work. Cyberloafing is the act of employees accessing the internet during working hours for personal purposes through various types of devices such as computers, cellphones and tablets.

There are many possible reasons why employees cyberloaf. Previous research has examined the factors that cause this behavior, including research by: (Schott and Fischer 2023) who explained that boredom in employees can lead to cyberloafing, where the boredom arises due to relatively monotonous work and too much workload. Based on (Koay and Soh 2018), employees who are bored with their work tend to do cyberloafing as a suggestion to seek entertainment. (Adiba, Kadiyono, and Hanami 2021) mentioning another factor in cyberloafing is to relieve fatigue or stress. Several studies according to (Anandarajan and Simmers 2005) mentioned the positive impacts of cyberloafing, including reduced work stress and increased work productivity. (Tsai 2023); (Zhong et al. 2022); (Rahman, Kistyanto, and Surjanti 2022) cyberloafing can create inspiration and creativity.

The Relationship between Cyberloafing Behavior and Employee Performance

(Isen and Reeve 2005) found that a lack of self-control leads to irrelevant behavior at work. (De Beer and Swanepoel 2012) shows that deviant behavior in the workplace has a negative relationship with the character qualities of self-control and employee integrity. (Rahman, Kistyanto, and Surjanti 2022) state that cyberloafing is a term defined as the practice of an employee accessing the internet for purposes not directly related to his job or for personal use while pretending to be working during working hours which is also known as goldbricking.

According to (Blanchard and Henle 2008) Cyberloafing is activity that involves using the internet and e-mail outside of work during working hours. Previous researchers explained cyberloafing as an act of attracting the attention of employees in companies (Ozler and Polat 2012); (Henle and Kedharnath 2012); (Ahmad and Jamaluddin 2009). This is because cyberloafing actions such as accessing the internet outside working hours is a very ineffective use of time and reduces the amount of time, they have to complete all the tasks required by their job. At (Lim and Chen 2012) has consistently shown that cyberloafing is prevalent and a source of ongoing concern for many companies.

The cyberloafing indicator consists of two categories, minor cyberloafing, namely the actions of workers when using office internet resources for purposes other than work. Whether it's sending and receiving electronic mail, accessing sports pages, updating social media (Facebook, Twitter, Instagram, etc.), buying and selling online, and visiting world artist news sites. Serious cyberloafing is the behavior of employees who use office internet facilities which are classified as serious because they result in violation of rules, have purposes that violate the law, and threaten the organizational structure. Research (Blanchard and Henle 2008) and (Jandaghi et al. 2015) said employees involved in cyberloafing could be said to have seriously violated the law and harmed the organization. (Saidin, Iskandar, and Dahlan 2017), cyberloafing habits are thought to have an impact on the operations and productivity of a company. (Prasetya, Putra, and Sultan 2023) who stated that the results of his research on cyberloafing had a negative effect on the performance of BUMN employees. Based on explanation related cyberloafing and performance employee, research this submit hypothesis:

H 1: Browsing activity has an effect to performance employee

H 2: E-mail activity has an effect to performance employee

H 3: Browsing activity and email activity have an effect to performance employee

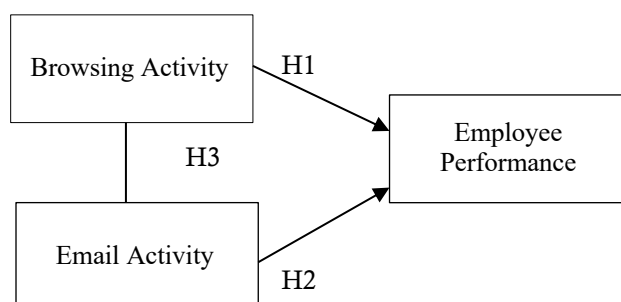


Figure 1. Image of The Hypothesis Fframework

Method

This research is a type of quantitative research with an analytical descriptive approach. This research was conducted at the Agriculture and Livestock Service Office of Central Sulawesi Province, located at Jalan RA Kartini, from July to November 2022. The population that became the focus of this research was employees of the Agriculture and Livestock Service Office of Central Sulawesi Province who used the internet as a medium in carrying out their operations. The object of research focused on cyberloafing behavior and performance of employees of the Plantation and Animal Husbandry Service of Central Sulawesi Province. According to (Lim, 2002) cyberloafing behavior has two aspects, namely browsing activity and emailing activity. Browsing activity is an internet usage activity that is not related to work tasks, while emailing activity is an internet usage activity related to accessing email during working hours without being at work. Cyberloafing behavior is the independent variable in this study, consisting of browsing activity (X1) and email activity (X2), while the dependent variable is employee performance (Y).

The data collection method was carried out through a questionnaire which was prepared to absorb opinions, perceptions, or opinions from respondents. Measurements were made using a Likert Scale to determine the relationship between the two variables in this study. The following is a Likert scale measurement table according to (Pranatawijaya et al. 2019)

Table 1. Questionnaire measurement scale

Criteria	Score
Strongly Disagree	1
Don't agree	2
Neutral	3
Agree	4
Strongly agree	5

The Likert scale is used to measure the attitudes, opinions and perceptions of a person or group of people about social phenomena. The scoring criteria for alternative answers for each item are as follows: Score 1 for strongly disagree answer, Score 2 for disagree answer, Score 3 for neutral answer, Score 4 for agree answer, and score 5 for strongly agree answer.

Validity Test and Reliability Test

Validity test to find out whether the constituent indicators can measure what they should measure. This research uses total item correlation which can be assessed from the SPSS print out, namely, by determining whether each item validly measures the variable being tested. The validity test in this research is by comparing the corrected item total correlation value which must be greater than the r value of the Pearson table at α 0.05. Pearson's product moment correlation formula is:

$$r = \frac{n \sum XY - \sum X \sum Y}{\sqrt{\left(n \sum X^2 - (\sum X)^2 \right) \left(n \sum Y^2 - (\sum Y)^2 \right)}}$$

Information:

- r = The relationship between x and y , which in this case is interpreted
- x = Each item
- y = Total items

According to (Novikasari 2016): The validity test is carried out at a significant level of 95% or $\alpha = 0.05$ with the conditions: If the calculated r is positive, and the calculated $r > r$ table α 0.05 df $n-2$, then the item or item is valid. And if the calculated r is not positive (negative), or the calculated $r < r$ table α 0.05 df $n-2$, then the item or item is invalid. Reliability testing is intended to determine the consistency of measuring instruments in their use. A measuring instrument is said to be reliable if several measurements have been carried out on the group or subject being measured and it has not changed. Thus, reliability shows the consistency of a measuring instrument in measuring the same symptoms. The reliability test in this research also uses the Cronbach's alpha method, namely by comparing the alpha values with the table. Formula for calculating Cronbach's alpha coefficient (Widhiarso and UGM 2011):

$$\alpha = \frac{2 \left[S_x^2 - (S_{y1}^2 + S_{y2}^2) \right]}{S_x^2}$$

Where:

$$S_{y_1}^2 = \frac{n \sum Y_1^2 (\sum Y_1)^2}{n} \text{ variance of item scores in odd hemispheres}$$

$$S_{y_2}^2 = \frac{n \sum Y_2^2 (\sum Y_2)^2}{n} \text{ variance of item scores in even hemispheres}$$

$$S_x^2 = \frac{n \sum X^2 (\sum X)^2}{n} \text{ item total score variance (odd hemisphere scores + even hemisphere scores)}$$

Reliability testing is carried out only if all items are valid or discarding invalid items. Provided that: If r_{α} is positive, and $r_{\alpha} > r_{\text{table } \alpha}$ 0.05 df n-2 then the item or variable is reliable. And if r_{α} is positive, and $r_{\alpha} < r_{\text{table } \alpha}$ 0.05 df n-2 then the item or variable is not reliable (Livingston, Carlson, and Bridgeman 2018). Data analysis was conducted using linear regression with support from SPSS (Statistical and Service Solution) computer software version 21. The research sample was randomly drawn with due regard to the characteristics of the population under study, and treated objectively to achieve representative results. Thus, this study adopts a systematic and structured scientific approach to reveal the relationship between cyberloafing behavior and employee performance in the work environment. The number of respondents taken in this study was 120 respondents, who were randomly selected from the relevant population.

Results and Discussions

Validity and Reliability Test

The results of indicator validity testing and reliability testing of the Browsing Activity, Email Activity and Employee Performance are summarized in the following table:

Table 2. Validity and Reliability Test Results

Variable	Cronbach Alpha	Indicator	Corrected Item Total Correlation	>/<	r-table
Browsing Activity	0,732	X1.1	0,377	>	0,157
		X1.2	0,567	>	0,157
		X1.3	0,599	>	0,157
		X1.4	0,578	>	0,157
Email Activity	0,871	Y1.1	0,736	>	0,157
		Y1.2	0,738	>	0,157
		Y1.3	0,458	>	0,157
		Y1.4	0,746	>	0,157
		Y1.5	0,881	>	0,157
Employee Performance	0,816	Y2.1	0,289	>	0,157
		Y2.2	0,829	>	0,157
		Y2.3	0,724	>	0,157
		Y2.4	0,421	>	0,157
		Y2.5	0,878	>	0,157

Source: Data Output SPSS.21, 2022

The table above shows that the Corrected Item Total Correlation value or r-count for each indicator is greater than the $r_{\text{table}} = 0,157$ ($N - 2 = 111 - 2 = 109$, $\alpha = 0,05$), which means that these indicators show that they are valid or can be legitimately researched. The table above also shows that the test results show that the Cronbach Alpha value or calculated r is greater than 0.70 (standard r), so it can be concluded that it is reliable.

Coefficient of Determination**Table 3.** Coefficient of Determination Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.802 ^a	.643	.633	1.60315

Source: Data Output SPSS.21, 2022

The SPSS processing results table above shows that the numbers *adjusted R square* or *adjusted R²* as big as 0,633. Hal ini berarti bahwa Browsing Activity, Email Activity dapat menjelaskan variasi dari Employee Performance sebesar 63,3%. T test conducted to see whether the independent variables (X₁ and X₂) really contribute to the dependent variable (Y), either in whole or in part. The data results are shown in the table below.

Table 4. T test results

		coefficient ^a		Standard Coefficient		
Model		Nonstandard coefficients		Betas	Q	Sig.
1	(Constant)	2,703	1,731		1,561	.123
	BROWSING ACTIVITIES	.268	.183	.185	1,465	.147
	EMAIL ACTIVITY	.612	.138	.560	4,444	.000

Dependent Variable: EMPLOYEE PERFORMANCE

Source: Data Output SPSS.21, 2022

Table 1 displays the results of the statistical calculation of the t test when the variables were entered into the regression as follows: The fact that the browsing activity variable (X₁) obtained tcount of 1.465 < 1.666 ttable and a significance value of 0.147 > 0.05 (α). This shows that the browsing activity variable has no partial effect on employee performance. Thus, browsing activities have no effect on employee performance. The email activity variable (X₂) obtained tcount 4.444 > 1.666 ttable and value (sig) 0.000 < 0.05 (α). This shows that the mail activity variable has a significant effect on employee performance. Email activity partially influences employee performance. The F test was carried out to find out whether all variable ii in model II has an influence h on the dependent variable tested.

Table 5. F Test Results

		ANOVA ^a				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	207,923	2	103,962	35,309	.000 ^b
	Remainder	206.104	70	2,944		
	Total	414,027	72			

A. Dependent Variable: Employees

B. Predictors: (Constant), Email Activity, Browsing Activity

Source: Data Output SPSS.21, 2022

Based on Table 2, it is known that the significance value of the browsing activity and email activity variables is 0.000 < 0.05 and the calculated F test is 35.309 > 3.13 F table. This shows that the variables of browsing activity and e-mail activity simultaneously influence the performance of employees at the Central Sulawesi Province Plantation and Livestock Service.

The Influence of Browsing Activities on Employee Performance

The influence of browsing activities on employee performance has been the subject of research, with different findings from various studies. Research by (Wahyuni et al., 2020) shows that cyberloafing behavior, including browsing activities, can indeed have a negative impact on employee performance. However, organizational warnings have been shown to have a positive and significant impact in mitigating these impacts. Although there were initial suspicions regarding the productivity of employees who frequently browse the internet for purposes outside of work, findings from (Monica & Maharani, 2020) show that cyberloafing does not always have a detrimental impact, especially if it does not interfere with primary work responsibilities.

Analysis of the data presented in Table 1 shows that the browsing activity variable shows a significance level of 0.147 > 0.05 and tcount of 1.465 < 1.666 ttable shows that browsing activity does not have a partially significant influence. This is in line with the findings of Monica and Maharani (2020) which show that high

work commitment does not necessarily correlate with high performance, especially in the context of cyberloafing. In this study, browsing activity is considered one aspect of cyberloafing, and the results suggest that it may not have a significant impact on employee performance. This conclusion is drawn from the analysis of distributed questionnaires, where most respondents indicated that browsing activity did not significantly affect their performance. Notably, respondents from the plantation service and livestock sector in Central Sulawesi, particularly those aged 47 years and older, exhibited decreased browsing activity, further reinforcing the notion that browsing activity's impact diminishes with age and experience.

Effect of Email Activity on Employee Performance

Table 1 shows that email activity has a t value of $4.444 > 1.666$ t table and a value (sig) of $0.000 < 0.05$ (α) so it can be said that sending email activity has a significant effect on employee performance. The results of this study are in line with research (Sao et al. 2020); (Aladwan, Muala, and Salleh 2021); (Syed et al. 2020); (Fahad & Kistyanto, 2021) cyberloafing has a significant influence on employee performance, the context of email activity also has a significant influence on employee performance.

In this study, emailing activity is one aspect of cyberloafing behavior. In this study, researchers found that e-mail activity partially has a significant effect on employee performance. These results are based on questionnaire in which there are most of the respondents who give and strong against statements shared by researchers through questionnaires, which shows that email activity has a significant effect on employee performance. This influence strengthened by Respondents are employees of the Plantation and Livestock Service Office of Central Sulawesi Province, which, when viewed from an age perspective, are dominated by employees aged 32-42 years and 43-53 years, where the age of these employees is more productive and that said to be active in sending e-mails or sending, receiving, and checking e-mails, especially during working hours. Where at that age is still in the productive age for someone to do a job.

Effect of Browsing Activity and Emailing Activity on Employee Performance

Based on table 2, the two independent variables in this study have a significant simultaneous influence on the dependent variable, namely employee performance. The significance value of the browsing activity and email activity variables is $r 0.000 < 0.05$ and the calculated F test is $35.309 > 3.13$ F table. This shows that the variables of browsing activity and e-mail activity simultaneously influence the performance of employees at the Central Sulawesi Province Plantation and Livestock Service. Apart from that, based on the results of the Coefficient of Determination test (R^2) it is clear that the independent variable is able to have an influence on the dependent variable of 0.491 or 49.1%.

This shows that browsing activity and email activity simultaneously influence employee performance. this research is in line with (Niaei, Peidaei, and Nasiripour 2014); (Fahad & Kistyanto, 2021) which states that cyberloafing has an effect on employee performance. However, in this study, researchers took two aspects of cyberloafing behavior, namely browsing activity and email sending activity, as independent variables which then influenced a different variable, namely employee performance. Browsing activity has no significant effect, while email activity (X_2) has an effect on employee performance. In the simultaneous test, the independent variables, namely browsing activity and email activity, simultaneously influence the dependent variable, namely the performance of plantation and livestock employees in Central Sulawesi Province, by 0.491 or 49.1% represented. It is stated that the higher the cyberloafing behavior, the higher the employee's performance.

Conclusions

This research concludes that individual internet browsing activities do not have a significant effect on employee performance. However, the activity of sending emails partially has a positive effect on employee performance. If these two activities are examined simultaneously, it turns out that they have a significant effect on employee performance. This shows the complexity of the relationship between cyberloafing behavior and employee performance, as well as the importance of considering various aspects of the internet that influence the work environment.

This research can be used as input and information related to the problem of cyberloafing behavior, namely browsing activity and emailing activity on employee performance at the Plantation and Livestock Service Office of Central Sulawesi Province. For academics, this research is expected to increase academic understanding and pave the way for further related research cyberloafing and future performance. For Readers, the findings of this study are designed to enhance our understanding of how cyberloafing behavior affects employee performance in organizations and institutions. Independent variables should be used by researchers, especially in Central Sulawesi Province who wish to find out more about how cyberloafing behavior affects employee performance so that research methods become more varied. However, this research has limitations in terms of sample size and methodology used, so further research is needed with a larger sample and more sophisticated methods to

strengthen these findings. Recommendations for practitioners include the development of training and awareness programs to manage productive internet use in the workplace, thereby improving overall employee performance.

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