

# Cyberloafing of Education Personnel at Muhammadiyah and Aisyiyah Universities in Pontianak City, Indonesia

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**Abstract.** Cyberloafing is spending time intentionally using internet access unrelated to work, affecting work performance and productivity. In a descriptive study conducted on employees of a company in Banda Aceh, the majority of workers cyberloafing in the moderate category (63%), high category (15%) and low category (22%). This cyberloafing habit hurts employees and the company. This study aims to discover cyberloafing's description in academic staff at Muhammadiyah Higher Education and 'Aisyiyah Pontianak City. This study used a descriptive observational design with a cross-sectional approach. A sample of 62 people who are educational staff from 3 Muhammadiyah and 'Aisyiyah universities in Pontianak City. Samples were taken by purposive sampling technique. Research data was collected using instruments through the Google form and analyzed univariately, displaying the frequency distribution data for each variable. The results showed that cyberloafing (72%) was in the moderate category, the level of work fatigue (51.6%) was in the mild class, role overload (53.2%) was in the medium category, work stress (67.7%) was in the moderate category, the level of job satisfaction (59.7%) the type is dissatisfied, and the level of workload (85.5%) is relatively high in the education staff at Muhammadiyah and 'Aisyiyah Universities, Pontianak City. It is recommended that superiors and educational staff at the three tertiary institutions establish good cooperation, maintain communication, and create comfort in their workplaces. In addition, agency leaders can provide support through awards or rewards, such as office outings, to education staff. It is also recommended that the agency where you work monitor internet usage during working hours so that it does not have a negative impact that will harm both parties.

**Keywords:** cyberloafing; work fatigue; overloaded roles; work stress; job satisfaction.

## INTRODUCTION

Human Resources in an organisation are more capital or assets for the institution or organisation itself. Human resources are one of the organisational resources that has a vital role in achieving its goals. In essence, HR is in the form of humans employed in an organisation as movers, thinkers and planners to achieve the goals of that organisation [1].

In general, companies have a target to get the maximum profit and to get this target. Employees must work hard and not waste time on unnecessary things. This results in employees having a lot of pressure to experience stress. Usually, employees will seek entertainment to relieve stress,

one of which is browsing the Internet. Cyberloafing is Internet use that has nothing to do with work during working hours. This cyberloafing impacts the company because it has to bear losses due to the cessation of its operational activities [2].

The results of the reported data report record Internet use worldwide, which continues to increase. In 2020 there were 4.42 billion, and in 2021 internet users will increase by 7.7% to 4.76 billion. In January 2022, it was recorded that the Internet rose 7.7% to 4.76 billion. In January 2022, there were 4.95 billion internet users, which increased by 4% from the previous year. By region, Northern Europe has an internet

adoption of 98%, while Southeast Asia has an internet adoption of 72%.

The 2019-2020 Indonesian Internet Service Providers Association (APJII) survey showed the percentage of internet use was 73.7% or experienced a growth of 8.9% compared to 2018, which was 64.8%. APJII's latest data for 2022 states that Indonesia has around 210 million internet users. This means there will be an additional 35 million internet users in Indonesia. According to [3], the Internet, apart from office needs, is also used for personal purposes, such as sending e-mail, shopping online, watching movies or playing games, thus opening opportunities for cyberloafing.

Based on several previous studies, the factors that cause cyberloafing include work fatigue, role overload, job stress, job satisfaction and workload. Cyberloafing during working hours is mainly done by employees as a means of finding entertainment for themselves [3, 4, 5, 6, 7].

The current phenomenon is that some employees use the Internet for personal gain during working hours. Employees access sites for personal purposes such as social media, online shopping (on the network), downloading the latest films, and accessing information for other individual needs. It is undeniable that this behaviour, both directly and indirectly, will affect employee productivity and performance. According to [8], employees switch from their jobs to personal e-mail, social media, and browsing for several hours at work. Cyberloafing activities at work can disrupt employees' cognitive focus, so it takes time and energy to refocus on their work. This can increase the chances of work errors. Cyberloafing can also lead to reduced engagement at work because employees do not interact or build relationships with colleagues during their free time [9]. Cyberloafing is also considered to minimise company performance and productivity and is contrary to work ethics, which is harmful to organisations [10].

According to [2], cyberloafing can also increase accessibility to corporate networks, which can cause security problems and exposure to viruses and hackers. Cyberloafing represents a potential misuse of time and resources and loss of productivity in the workplace, so it should not be taken lightly, but putting pressure on employees is counterproductive and ineffective. A healthy balance must be struck between cyberloafing and getting work done in the workplace. Whether this is a big deal depends on the company's spe-

cific behaviour. An initial preliminary study was conducted at Muhammadiyah University Pontianak for the highest use of internet traffic at 09–11 WIB and the lowest traffic from 14–16 WIB, data source from UNMUH Pontianak. Muhammadiyah University Pontianak is an institution where most aspects of its work cannot be separated from Internet use.

Unlimited use of the Internet means that employees can do cyberloafing because, during work hours, they are used to viewing social media, receiving incoming calls, replying to chats, and downloading movies. This can be seen from the results of Wi-Fi performance at UNMUH Pontianak. Usage in one day is mainly dominated by downloading or browsing 175.3 GiB (data were taken on November 13, 2022). A preliminary study was also carried out at the Aisiyah Pontianak Polytechnic (data were born on November 11, 2022, with the results obtained for the highest internet traffic usage starting 08–12 WIB, while the lowest internet traffic usage begins at 14–16 WIB). This data source was obtained from the Aisiyah Pontianak Polytechnic Pusdatin. Polita has collaborated with an ISP vendor, Moratelindo, which has a bandwidth capacity of 10 Mbps with a dedicated model. Dedicated Bandwidth Internet Connection is an internet service provider (ISP) service. The habit of using the Internet during working hours, whether receiving calls, replying to chats or viewing social media, is usually done by employees there.

A preliminary study was also conducted at ITEKES Muhammadiyah West Kalimantan, with the highest internet usage traffic starting at 10.00 WIB and increasing at 13.00 WIB. The lowest internet usage traffic begins at 14–16 WIB. This internet data retrieval comes from stikmu-hptk.ac.id taken on November 18, 2022. Internet connection ITEKES Muhammadiyah West Kalimantan has collaborated with PT Moratelindo (50 Mbps Bandwidth Capacity Dedicated). The same habit also occurs here when employees are used to using the Internet during working hours, whether it's taking calls, answering chats, or checking social media. Considering these impacts, cyber loafing in the workplace.

## METHODS

The method in this research is descriptive observational. The design of this study uses a cross-sectional approach, namely, data relating to related variables collected simultaneously [11]. Ac-

cording to [12], descriptive research is conducted to determine the value of an independent variable, either one variable or more (independent), without comparing or connecting with other variables. The population is the area of generalising objects or subjects with specific quantities and characteristics set by researchers to study and then draw conclusions.

The population in this study was a total of 128 people, including 27 teaching staff at ITEKES Muhammadiyah West Kalimantan, 69 teaching staff at Pontianak Muhammadiyah University, and 32 education staff at the Aisyiyah Polytechnic of Pontianak City. The sample is the object under study and represents the entire population [11]. The model in this study used purposive sampling. According to [12] purposive sampling is a sampling technique based on specific criteria. The criteria for the sample taken in the study were 62 people from a population of 128. The sample criteria in this study are:

- a) Education Staff at Muhammadiyah Pontianak University, West Kalimantan Muhammadiyah ITEKES and Pontianak City Aisyiyah Polytechnic;
- b) Minimum high school education;
- c) Have gadgets;
- d. Willing to be a research respondent.

This data collection technique was obtained through written, open and guaranteed confidential questions submitted to educational staff at Muhammadiyah Higher Education and Aisyiyah Pontianak. Data collection techniques used in this study are:

- a) Questionnaire. The Questionnaire is a data collection technique that gives respondents several questions or written statements to answer [12].
- b) Primary and Secondary Data. According to [12], primary data is a data source that directly provides data to collectors. Data is collected directly from the first source or where the object of research is carried out – primary data collection by distributing questionnaires distributed through electronic media, namely the Google form.

According to [12], secondary data is a source that does not directly provide data to data collectors, for example, through other people or documents. Secondary data in this study are profiles and internet usage data for Muhammadiyah Higher Education and Aisyiyah Pontianak City.

## RESULTS AND DISCUSSION

Table 1 shows that, on average, most respondents in this study were 36.7 years old.

Table 1 – Age Frequency Distribution of Respondents

Age, year	Amount	%	Average
22–28	9	15	36.7
29–35	23	37	
36–42	17	27	
43–49	6	10	
50–56	7	11	
Total	62	100.0	

The age of most respondents is 29-35 years, with 23 respondents (37%), and the age of the fewest respondents is 43-49 years, with six respondents (10%). The youngest respondent is 22 years old, and the oldest respondent is 56 years old.

*Distribution Analysis of Respondents' Responses Regarding Cyberloafing.* Table 2 shows that of the 62 respondents, the majority have a moderate category of cyberloafing, as much as 72.6%.

Table 2 – Distribution and Frequency of Respondents Based on Cyberloafing Variables

Cyberloafing	N	%
Height (score > 31)	3	4.8
Moderate (scores are in the range 19-31)	45	72.6
Low (score < 19)	14	22.6
Total	62	100.0

The author [13] divides cyberloafing into minor and severe. Minor cyberloafing is a mild form of cyberloafing behaviour such as accessing the Internet to send or receive personal e-mail, visiting news sites, sports or private banking. Serious cyberloafing includes any cyberloafing activity that abuses the Internet and is potentially illegal, such as online gambling, downloading music, and viewing adult or pornographic sites.

Based on Table 3, it is known that the most distribution analysis per item of the cyberloafing category is often answered by respondents obtained in question 7, namely "Visiting social networking sites (Facebook, Twitter, Instagram, etc.)" by 32 respondents (51.6%). Questions 5 and 8 are "Receiving or sending instant messages (such as Line, WhatsApp, etc.), visiting websites

about entertainment or hobbies (such as YouTube, blogs, etc.)" by 29 people (46.8%). The question that points to the risk of cyberloafing in

question 7 is "Visiting social networking sites (such as Facebook, Twitter, Instagram, etc.)".

Table 3 – Per Item Distribution of Respondents' Responses Regarding Cyberloafing Variables

No	Questions	Very rarely		Seldom		Often		Very often	
		N	%	N	%	N	%	N	%
1	Check non-work-related e-mail	21	33.9	33	53.2	7	11.3	1	1.6
2	Sending non-work-related e-mails	30	48.4	27	43.5	3	4.8	2	3.2
3	Receive non-work-related e-mails	19	30.6	25	40.3	15	24.2	3	4.8
4	Visiting online shopping/online shopping websites (such as Zalora, Shopee, Traveloka, etc)	19	30.6	28	45.2	12	19.4	3	4.8
5	Receive or send instant messages (like Line, WhatsApp, etc.)	1	1.6	6	9.7	29	46.8	26	41.9
6	Play games online	49	79	8	12.9	5	8.1	0	0
7	Visiting social networking sites (Facebook, Twitter, Instagram, etc.)	8	12.9	16	25.8	32	51.6	6	9.7
8	Visit websites about entertainment or hobbies (such as YouTube, Blogs, etc.)	11	17.7	14	22.6	29	46.8	8	12.9
9	Download or stream music and files via the Internet	25	40.3	19	30.6	15	24.2	3	4.8
10	Visit websites or stream music and movies over the Internet.	17	27.4	25	40.3	19	30.6	1	1.6
11	Visit websites about sports	27	43.5	20	32.3	12	19.4	3	4.8
12	Visit websites about job vacancies	39	62.9	16	25.8	6	9.7	1	1.6

*Distribution of Respondents Per Item Analysis of Respondents Regarding Work Fatigue Variables.* Table 4 shows that of the 62 respondents, most indicated a mild level of work fatigue of 51.6%.

Table 4 – Distribution and Frequency of Respondents Based on Work Fatigue Variables

Work Fatigue	N	%
Fatigue Severe (score > 43)	1	1.6
Moderate fatigue (scores are in the range (27–43))	29	46.6
Mild fatigue (score < 27)	32	51.6
Total	62	100.0

The results of the research above conclude that cyberloafing is also experienced by employees at Muhammadiyah College and Aisyiyah Pontianak City, where the level of cyberloafing (72.6%) is in the moderate category – based on the distribution per item that is at risk towards cyberloafing, referring to the question "Visiting social networking sites (Facebook, Twitter, Instagram, etc.)" with respondents answering that there are often 32 respondents (51.65%).

Cyberloafing activities in the workplace can cause employees to not focus on work, so it takes time and energy to refocus on their work. This can increase the chances of work errors and is also considered to reduce performance and productivity. However, cyberloafing activities do not always have a harmful impact, both for employees and workplace institutions. Cyberloafing activities can also help employees to reduce stress levels and burnout due to work fatigue. Employees who feel happy and excited can work optimally, leading to better performance.

This is by [14] research conducted on 258 employees who were taken heterogeneously. The study's results stated that employees during working hours often visited sports-related websites and checked e-mails that had nothing to do with work. This is due to the enormous workload, high targets and pressure from management and the lack of good communication between organisational leaders and employees. Employees think cyberloafing is a way to refresh their minds and take a short break from their work routines, but employees sometimes forget working hours because they are too focused on the Internet.

The University of Muhammadiyah Pontianak shows that internet usage during working hours, one of which is usage in one day, is mainly dominated by downloading or browsing, which is 175.3 GiB. Internet at UMP Muhammadiyah Pontianak uses a dedicated 50 Mbps bandwidth capacity. Employees here are used to using the Internet to take calls, receive or reply to chats and view social media during working hours. If carried out continuously for a long duration, this habit will undoubtedly be detrimental to the employee himself.

At ITEKES Muhammadiyah West Kalimantan and the Aisiyah Polytechnic of Pontianak City, researchers did not obtain detailed data regarding internet usage. The researcher only got it from the Aisiyah Pontianak Polytechnic Pusdatin. Aisiyah Polytechnic has collaborated with biz net vendors with a bandwidth capacity of 120 Mbps with a dedicated model. An internet service provider (ISP) service is a genuine bandwidth Internet connection. For internet connection, ITEKES Muhammadiyah West Kalimantan has collaborated with PT Moratelindo with a reliable bandwidth capacity of 50 Mbps.

Cyberloafing activities at work can disrupt employees' cognitive focus, thus requiring more time and energy to refocus on their work. This can increase the chance of work errors. When doing this action, work time is wasted because you are too focused on the Internet. The workplace organisation will also experience losses, consequently decreasing work productivity.

Based on research conducted by [15], the results showed that out of 100 sample employees, 63 people (63%) were found to be cyberloafing during working hours, and this needs to be watched out for by various agencies and company owners to start considering the impact of using the Internet is because the Internet does not always provide benefits in a job but has a negative side which if not monitored its use will have an impact on the performance of employees and the company itself.

In line with research conducted by [16] with research results ( $r = -0.206$  and  $p = 0.049 < 0.050$ ), there is a relationship between employees doing cyberloafing where internet activity that is supposed to facilitate work can hinder work productivity. This becomes a worrying thing when the Internet is used for work-related matters. This attitude is behaviour that has no integrity.

It is recommended that employees do not spend a lot of time on cyberloafing activities. Employees can get innovative insights or ideas to support their work through cyberloafing activities. While cyberloafing is considered a negative behaviour, when employees spend short periods on non-work-related tasks, it may have positive effects, including relieving boredom, burnout or stress, leading to greater job satisfaction or creativity.

*Description of Work Fatigue in Education Personnel at Muhammadiyah Higher Education and Aisiyah Pontianak City.* The research results above state that the level of work fatigue in Muhammadiyah and Aisiyah Colleges, Pontianak City, is in the mild category (51.6%). Based on the distribution per item at risk of work fatigue from question 6, "Do you tend to forget something" 30 respondents (48.4%) answered sometimes. It can be concluded that forgetting something is one of the symptoms of work fatigue, namely not being able to concentrate / not being able to focus. The symptoms that arise can cause a decrease in the efficiency and effectiveness of physical and mental work.

According to [17], work fatigue is a feeling of tiredness with a decrease in individual alertness and total response to psychosocial stress experienced within a certain period. Work fatigue tends to reduce achievement, motivation and decrease employee work productivity. Work fatigue cannot be defined but can be felt so that the determination of work fatigue can be known subjectively based on the feelings experienced by workers. In addition, fatigue can also cause work accidents.

Based on research conducted by [17] on 194 teachers from various branches who work in multiple provinces in Turkey, the study revealed that fatigue is a problem that causes emotional exhaustion and starts before work burnout occurs. Work fatigue causes workers to feel inadequate in carrying out their duties and look for other means to entertain themselves, so that work takes longer to complete.

This is in line with research conducted by [18] on 225 employees who work in public companies in Malaysia. The research states that the lack of organisational roles in the workplace makes employees tired and bored due to boring routines. This is similar to the study conducted [19] on PDAM Medan city office employees with 23 respondents. It was found that 13 respondents experienced work fatigue, and ten other respond-

ents experienced mild fatigue due to organisational management that did not play a role.

Researchers can conclude that the institution where employees work can overcome fatigue by changing work methods to be more efficient and effective such as implementing work equipment that meets ergonomic standards, scheduling adequate rest time for an employee, and creating a healthy working environment. Safe and comfortable for employees, periodically evaluate employees to see indications of fatigue and find the right solution early.

*Description of Role Overload in Muhammadiyah Higher Education Personnel and Aisyiyah Pontianak City.* The results of this study stated that most employees at Muhammadiyah and Aisyiyah Universities in Pontianak City showed low exposure to role overload (53.2%). Based on the distribution per item, which is at risk of leading to role overload from question 1, "I am not able to complete the work assigned properly because of the short time", there are 22 respondents (35.5%) who answered sometimes. It can be concluded that employees feel burdened with their many varied jobs, but the time given to complete the work is very short.

This is evidenced by the research conducted by [5] on all 60 employees at an automotive company in Bengkulu City. It was found that role overload occurs when a person is burdened with too much work with limited time and abilities. Quantitatively and qualitatively, it will cause boredom and stress due to workload, and a feeling of power within oneself cannot solve the demands of tasks that cause fatigue.

This is also to research conducted by [20], with the results of his research saying that there was a role overload among 64 employees of the Academic and General Bureau of the University of West Sulawesi, and the employees there said they were tired, so that the work produced decreased and there was no increase. This is evidenced by the results of hypothesis testing, which states that the alternative hypothesis is accepted, meaning that the higher the role overload affected by cyberloafing, the more employee performance will decrease.

The researcher concludes that this is a note for management to pay more attention to employee complaints at work and provide a particular room to rest to release fatigue. In addition, employees should take advantage of the existing

working hours, and the type of work must be by their education and duties. Training for employees must also be held frequently at this tertiary institution so that existing knowledge is always up to date and employees can work professionally.

*Description of Job Stress in Muhammadiyah Higher Education Personnel and Aisyiyah Pontianak City.* The results of the study stated that employees at Muhammadiyah and Aisyiyah Colleges in Pontianak City, most of the respondents, showed a moderate level of stress (67.7%). The distribution per item at risk of working stress from question 7, "The attitude of the leadership and work pressure make the working climate relatively un-conducive", 18 respondents (29%) sometimes answer.

WHO defines work stress as people's responses to work demands and pressures that do not match their knowledge and ability to deal with them [21]. According to [22], work stress is caused by task demands, the individual himself or the work environment, affecting employees' work performance.

This is evidenced by research conducted by [23] on 43 PT Vira Interco Jakarta employees, who said stress at work affects cyberloafing activity. This is one way for employees to entertain themselves. Work stress can occur because they are unclear about what must be done to complete the job (role ambiguity). In addition, work stress can be caused by employees feeling that the work assigned exceeds their abilities (role overload).

In line with research conducted by [6] on 174 employees spread across Surabaya, in this study, the majority of employees in Surabaya had a medium-high level of cyberloafing. This is because employees who experience stress and are dissatisfied with their jobs will see the Internet as a means of entertaining themselves, thereby affecting work productivity.

The researcher concludes that work stress can be caused by job descriptions given to employees, not by their abilities and education and the attitude of leaders who like to change; good relations between employees and superiors must be established and a healthy work environment and find solutions to existing problems quickly resolve together.

*Description of Job Satisfaction in Muhammadiyah Higher Education Personnel and Aisyiyah Pontianak City.* The results of the above study conclud-

ed that the employees of education staff at Muhammadiyah and Aisyiyah Universities, Pontianak City, most of the respondents indicated a level of job satisfaction in the unsatisfied category (59.7%). The distribution per item that is at risk towards job satisfaction from question 13, "Some of my employees feel dissatisfied if my boss does not appreciate my work", there were 12 respondents (19.4%) who answered always.

According to [24], job satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and physical and psychological factors. This can happen in the workplace because the comfort level of employees is not met, one of which is the income earned does not meet the needs of employees, so better attention is needed from management so that employees feel comfortable at work and have no other worries.

The results of this study were proven by [25], which was conducted on 62 employee respondents at PT Perkebunan Nusantara V Pekanbaru, with a research result of 55.8% job satisfaction affecting employee performance. A transactional or relational approach must involve employees and the company. Hence, factors from the employee and company sides influence that job satisfaction. Various aspects must be considered to fulfil the needs, differences, and achievement of the value of justice to provide job satisfaction to employees.

This is in line with research conducted by [3] on 100 civil servants of the Ministry of Manpower of the Republic of Indonesia, with the study's results on the variable coefficient of job satisfaction having a value of -0.740. This shows that for every 1% decrease in job satisfaction, cyberloafing behaviour will increase by 74%. This indicates that employees who do not feel satisfied at work due to several factors, employees will seek entertainment, so cyberloafing activities occur.

It can be concluded that the researcher's effort to understand each other is essential to achieve job satisfaction, namely how the organisation understands its employees' needs, desires and expectations and how employees understand the shared goals between themselves and the organisation. Communication is needed to increase understanding between employees and the organisation. The external and internal environment of the individual influences job satisfaction itself. The development of information and communication technology in the digital era facili-

tates communication to increase understanding between employees and organisations so that it indirectly has the potential to increase employee job satisfaction.

*Description of Workload on Muhammadiyah Higher Education Personnel and Aisyiyah Pontianak City.* The results of the above study concluded that most of the respondents in the education staff at Muhammadiyah and Aisyiyah Universities, Pontianak City showed a moderate workload (85.5%). Regarding the distribution per item that is at risk towards workload from question 9, "I feel the rest hours are too short and not balanced with the amount of work", there were seven respondents (11.3%) who answered often.

According to [26] workload that is too high and a workload that is too low correlates with low performance. The workload can also hurt employees in the form of increased absenteeism, decreased work quality, and complaints from other parties, especially if there are complaints from customers or consumers in the service sector.

This is evidenced by research conducted by [7]. The study results explain that employees feel exhausted with high job demands if targets are not achieved. The job desk given is always the same, making employees feel bored because there is no rotation. Employees can feel bored, and this becomes a burden in their work, and this has an impact on decreasing employee performance.

In line with research conducted by [27] on 52 Employees of the Makassar City Manpower Office. Based on the results of statistical analysis research obtained, there is a negative and significant relationship between workload and employee performance. The results of this study provide evidence that excessive workload can reduce employee performance. Conversely, if the lower the workload, the employee's performance will increase.

The researchers conclude that things like this can happen because employees do not yet have the skills and competencies in their fields. In addition, employees do not fully have a high sense of responsibility in completing their work without delegating it to others. The work environment also greatly influences employee performance. Paying attention to comfort, facilities, and security can motivate employees to show their best performance in carrying out the assigned tasks.

## CONCLUSIONS

Cyberloafing for Muhammadiyah Higher Education Personnel and Aisyiyah in Pontianak City of 72.6% is in the moderate category. Work Fatigue in Muhammadiyah and Aisyiyah Higher Education Personnel in Pontianak City of 51.6% is in the mild category. Role Overload for Muhammadiyah and Aisyiyah Higher Education Personnel in Pontianak City of 53.2% is in the low sort.

Work Stress on Muhammadiyah and Aisyiyah Higher Education Personnel in Pontianak City of 67.7% is in the moderate category. Job Satisfaction for Muhammadiyah and Aisyiyah Higher Education Personnel in Pontianak City of 59.7% is unsatisfied. The workload on Muhammadiyah and Aisyiyah Higher Education Personnel in Pontianak City of 85.5% is relatively high.

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