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Role of Internet Experience in Moderating Influence of Work Stressor on Cyberloafing

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Abstract

This study aimed to examine 1) the effect of work stressor on employees cyberloafing, 2) the effect of Internet experience on cyberloafing, 3) the effect of work stressor on employees moderated by employee internet experiene. In this study, job stressor included role ambiguity, role conflict, and role overload. Study was conducted in Surakarta Local Government employees who used computer facilities to access the internet in their duties. Data analysis involved validity testing namely Confirmatory Factor Analysis (CFA), reliability testing with Cronbach's Alpha, and hypothesis testing was done using hierarchical regression analysis. The results indicated a positive significant relationship between role ambiguity, role conflict and cyberloafing.The influence of the role overload in cyberloafing moderated by internet experience.

Key words: work stressor, internet experience, and cyberloafing

Introduction

Information technology has evolved so quickly. In particular the internet, has changed the way organizations conduct their activities by offering rapid communication and improve access, and distribution of information [1]. The internet has become an indispensable part of one's working life [2]. Existence into a constructive resource that allows a business to reduce costs, product cycle time is shorter, so that may help the effectiveness and efficiency of company operations [3]. In addition, the internet is a technological tool that leads to significant development opportunities and increase employee productivity [4].

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Unless the benefits, the internet also have a negative impact to the organization. Employees can avoid work duties to using modern technology. For example, employees accessing the internet during work hours for non-work-related purposes, but to avoid the task, used to relieve the boredom. Behavior is called the cyberloafing. Cyberloafing refers to the organization's internet usage by employees to access and send emails during working hours with a purpose unrelated to work [3]. This behavior may include emailing jokes, surfing non-work-related internet sites, online shopping, instant messaging, posting to newsgroups, and downloading music [1].

Employees can do cyberloaf because of stress or pressure at work (work stressors) such as role ambiguity and role conflict [1]. Role ambiguity is the uncertainty regarding job duties and expectations, lack of guidelines for appropriate work behavior, and unpredictability of behavioral outcomes. Role conflict refers to incompatible demands in the workplace, such as conflicts between the demands of work and one's personal values, different requests of work group or supervisor, and organizational policies and work duties. Unless the role ambiguity and role conflict, employees may also experience stress due to be asked to do the work in excess of expectations within a specific time period (role overload).

Employees who experience job stress will try to cope with the stressors. One way is by using cyberloafing. However, not all employees who experience stress use cyberloafing. How many employees are using cyberloafing depend on his expertise in running the Internet. Previous research supports this statement. At each stage of hierarchical regression analyzes performed, the Internet experience as a control variable, significant influence on the cyberloafing [5]. This indicates the influence of internet experience on employees cyberloafing or employees cyberloafing dependent on its Internet experience. The more skilled employees to operate the internet more often employees use cyberloafing.Therefore, the development of previous research to be done to test the moderating role of employee internet expertise to the effects of job stress on cyberloafing.

Cyberloafing cases can occur in institutions both national and local government. Studies on the utilization of information technology for government officials who can be deepened possibility cyberloafing can be seen from a study conducted by the AFT Team [6]. Based on these studies it is known that information technology (digital facilities) used by the government will provide the benefits / added value is significant if the government apparatus capable of or has entered into the system the application of digital facilities. The final result is expected to increase the efficiency, effectiveness and quality of public services they perform. That is, that the existence of digital facilities for government officials will not make a meaningful contribution when the apparatus is not able to use it appropriately and share the workload. Based on the background have described, thenthe objective of this study is to explore the role of internet experience moderating the influence of work stressors on cyberloafing.

2.Literature Review

2.1.Cyberloafing

Cyberloafing is the activity of the company employees to access the internet for personal purposes during working hours [3] or using email and the internet for private purposes while the employee is in working hours [1]. Cyberloafing is a form of deviant behavior in the workplace, which is a voluntary activity undertaken by members of the organization to significantly disrupt the organizational norms, such as welfare organizations and / or its members that have a negative impact [3].

With the internet availability, production deviance by employees taking new forms. Employees are not only engange in loafing on the job, but also appeared as if the hard work in their job whereas travelling through cyberspace for personal interest and purposes [4].

2.2.Work Stressors

In this study the *stressor* in question is a stressor in the workplace, the role ambiguity, role conflict, role overload [1]. Role ambiguity*,* is defined as the degree of clarity of the information is less related to expectations about the role, methods to meet the expectations of the role, and / or consequences of role performance [8]. Role conflict*,* is defined as the degree of mismatch among the tasks, resources, rules or policies, and others [8]. Employees who experience role conflict will face different role expectations [9]. This occurs when employees get that fulfillment of the requirements of the role it can cause trouble to meet the requirements of another role. Or it can be said that the employees had a situation with two or more conflicting role expectations. Role Overload*,* defined as the extent employees are required to perform work beyond the employee's own ability at a certain time period [1].

2.3.The Effect of Work Stressor on Cyberloafing

Role ambiguity is one type of stressor of work. Role ambiguity occurs when the availability of the necessary information to specific organizational position is lacking [10]. Lack of available information led to confusion with the employee what to do. According to the role theory, ambiguity will increase the likelihood of employees experiencing dissatisfaction with the role, will experience anxiety, will change the reality, then its performance becomes ineffective [10]. To switch the working atmosphere is uncertain, employees tend to use cyberloafing [1].

Another form of stressor of work is a role conflict. Role conflict is the degree of mismatch among the tasks, resources, rules or policies, and others [8]. In this condition the employee has a situation with two or more conflicting role expectations. Behavior expected of employees is not consistent. Not unlike the role ambiguity, role conflict have employees who tend to use cyberloafing to cope with the stress they experience [1].

Role overload is a third form of stressor of work. It is defined as the extent employees are required to perform work beyond the employee's own ability at a certain time period [1]. Employees who have too heavy a burden roles tend to not have the time and faced with time limits (deadlines). In contrast to role ambiguity and role conflict, role overload make employees have little potential to use cyberloafing. They were overwhelmed by the amount of work to be done [1]

Based on literature review and the previous studies that have been described, then the hypothesis can be formulated as follows.

Hypothesis 1a: Role ambiguity has a positive effect on cyberloafing
Hypothesis 1b: Role conflict has a positive effect on cyberloafing
Hypothesis 1c: Role overload has a negative effect on cyberloafing

2.4.The Effect of Work Stressorss on Cyberloafing moderated by Internet Experience.

Stressor of work experienced by employees will result in strain of employees [1]. Cyberloafing is one way in which the employee is to eliminate tension. However, it depends on one's skill in operating the Internet. Factors expertise in using the Internet will determine the likelihood of employees use cyberloafing [10]. Employees who experience job stress will use cyberloafing depend on his expertise in using the internet. More specifically, employees who experience job stress will tend to use cyberloafing when the higher its Internet expertise. Then the hypothesis is[12]:

Hypothesis 2 : Internet experience has a positive effect on cyberloafing
Hypothesis 3a : The effect of role ambiguity on cyberloafing is moderated by the experience of the internet.
Hypothesis 3b : The effect of role conflict on cyberloafing is moderated by the experience of the internet.
Hypothesis 3c : The effect of role overload on cyberloafing is moderated by the experience of the internet.

Researcher develops a model which includes work stressor, Internet experience and cyberloafing (Figure 1).
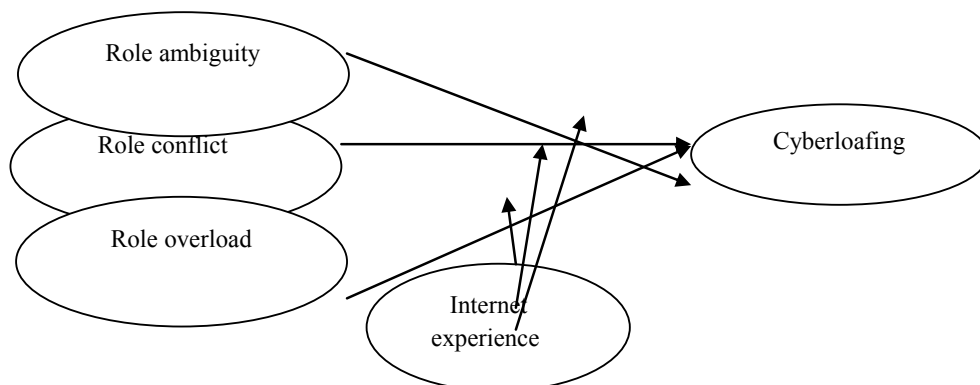

Figure 1. Model of work stressor, internet experience, and cyberloafing

3.METHOD

3.1.Participants

Survey was conducted in Surakarta Local Government Employees. A total of 200 questionnaires were distributed and all returned but only 199 usable questionnaires [11]. Characteristics of the sample most of the men (53.27%), age between 26-35 years (40.20%), degree educated (58.79%), and have just enough expertise to understand the Internet (46.73%) and understand the Internet (32.16%). Sampling was conducted with a purposive manner, ie choose the employees who meet certain criteria. The criteria in question are employees perform their duties using computer facilities to access the internet.

3.2. Operational Definition and Measurement of Variables

Operational definition and measurement of the variables described in Table 1:

Table 1.Operational Definition and Measurement of Variable

No	The variable name	Operational definitions	Measurement of Variables
1	Role ambiguity	Conditions of employees who feel the work does not have clear guidelines and goals.	Six items questions from Rizzo *et al* [1]
2	Role conflict	Conditions of employees who have a conflict in the workplace, such as conflicts with co-workers, the working group, inter-task.	Eight-item questions from Rizzo *et al.* [1]
3	Role overload	Employees who are in the works given the obligation to do more work than his ability.	Nine-item questions from Caplan in Rizzo [1]
4	Internet Experience	Employee's skills in using the internet	Less understood; quite understand; understand, and very understanding
5	Cyberloafing	Behavior of employees who use the internet access at work for purposes unrelated to his work.	Twenty-two item questions from [3,1]

3.3. Data Analysis

The validity of instruments were tested using confirmatory factor analysis.The reliability of instruments to measure the consistency of the instruments that measure a concept. The level of reliability can be demonstrated by the Cronbach alpha coefficient. The hypothesis was tested with hierarchical regression analysis.

4. Result and Discussion

Research performed a confirmatory factor analysis to test the validity of instrumens, The result showed that two of the 45 items were dropped from current study because they have low loading factor. Meanwhile, the reliability test results showed that all items are reliable.

In Step 1, the control variables gender, education, and tenure were significant predictor of cyberloafing with a significance level of <0.05 and determination coefficient of 11.6%.

In Step 2, the three independent variables only the role conflict that significantly affect cyberloafing with a significance level of <0.05 and the coefficient of determination increased to 22.2%.

In Step 3, when the moderator variable (internet experience) is entered, sex and education variables become insignificant, and the only tenure variable, role ambiguity and role conflict are still significant effect on cyberloafing. Then, the internet experience significantly affect cyberloafing with a significance level of <0.05 and the coefficient

of determination 25%. That is, with the inclusion of internet skills, ability to explain variation cyberloafing changes increased to 25%.

In Step 4 is a test of moderation of internet expertise to the effects of job stress on cyberloafing. The results showed that Internet expertise significantly moderate the effect of overload on cyberloafing with a significance level of <0.05 and the coefficient of determination *28%*. That is, with a significant moderating role of internet expertise have been able to increase the ability to explain variation cyberloafing changes to 28%. These results also indicate that the hypothesis 3c which states that theinfluence of role overload on cyberloafing is moderated by the expertise of internet supported, while hypotheses 3a and 3b are not supported.

Overall, hierarchical regression test indicate that role ambiguity and role conflict can affect the cyberloafing without depending on the skill of the internet. That is, employees were more likely to cyberloaf when they perceived role ambiguity or role conflict regardless of whether or not the employees understand about the internet. Meanwhile, the influence of role overload on cyberloafing moderated by expertise in operating the Internet. Theoretically, employees with a role overload will not use cyberloafing because of busy to perform many tasks. However, when their Internet skills adequate, then the role overload making their run to cyberloafing. That is, Surakarta local government Employees who had the burden is too heavy tend to use cyberloafing when they have adequate internet expertise [5].

In short, we can say that Surakarta local government employees who use cyberloafing is an employee who experienced role ambiguity and conflict regardless of they understand or not on the internet. Conversely, employees who have a burden too heavy roles tend to cyberloafing if they have adequate internet expertise.

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