Determinants That Influence The Performance of Employees in The Labor Sector

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Abstract: - This research aims to determine the influence of the work environment and self-control on cyberloafing behavior which is mediated by work stress. The independent variable consists of work environment and self-control and the dependent variable is Cyberloafing while the intervening variable is work stress. The population in this study were employees of PT. Victory Chingluh Indonesia Sewing division, totaling 66 employees and the sample used was 66 employees of the Sewing division. Data analysis techniques used in this research include outer model testing (Convergent Validity, Discriminant Validity, Average Variance Extracted, Composite Reliability), inner model hypothesis testing (R square value, Goodness of Fit Model, bootstrapping). Data collection was carried out by distributing questionnaires to employees and processed using SmartPLS 3.0. The research results show that the work environment has a positive and significant effect on cyberloafing behavior. Self-Control has a negative and significant effect on Cyberloafing behavior. The work environment has a negative and significant effect on work stress. Self-Control has a negative and significant influence on Job Stress. Job Stress has a positive and significant effect on Cyberloafing behavior. Self-Control is unable to mediate the influence of Job Stress on Cyberloafing behavior. The work environment is unable to mediate the influence of work stress on cyberloafing behavior.

Key-Words: - *Work Environment, Self Control, Work Stress. Cyberloafing*

1 Introduction

In recent years, the misuse of internet access by organizational workers has garnered significant attention from researchers. According to [1], [2], the importance of Information and Communication Technology (ICT) innovation, especially the internet and all connected devices, is clearly evident in the current association. The internet is expected to further develop employee performance, enhance productivity, and streamline information flow with all operational processes that can be integrated into the organization, [2], [3]. Simultaneously, simple internet access and excessive internet use complicate daily workplace behaviors, slowing down various activities leading to decreased efficiency. As an illustration of such counterproductive

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Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

behavior, cyberloafing is characterized as the use of internet access for personal purposes during working hours, [4].

According to the We Are Social report, there were 204.7 million internet users in Indonesia as of January 2022. This number slightly increased by 1.03% compared to the previous year. In January 2021, the number of internet users in the country was recorded at 202.6 million. The trend of internet user numbers in Indonesia has been continuously increasing over the past five years. Compared to 2018, the current national internet user count has increased by 54.25%. Meanwhile, the internet penetration rate in Indonesia reached 73.7% of the total population at the beginning of 2022. It is noted that the total population of Indonesia amounted to 277.7 million people in January 2022. In 2018, the internet penetration rate in Indonesia was only 50% of the total population. This indicates that the national internet penetration rate has increased significantly in recent years. [4], [5].

In the APJII survey, or the Association of Internet Service Providers in Indonesia (2019-2020 (Q2)), it was also stated that there was a significant increase in internet usage compared to the previous year. The survey results indicated an internet usage percentage of 73.7%, experiencing a growth of 8.9% compared to 2018, which was 64.8%. Moreover, in the current pandemic era, which demands almost all activities to be conducted online, the massive use of the internet, including by employees in the workplace, is inevitable.

To strengthen this research and to identify the variables influencing cyberloafing behavior in the Sewing Division, the author conducted a pre-survey involving 30 employees by administering questionnaires to gather information or phenomena existing in the company. Regarding the work environment variable, it can be observed that the work environment triggers cyberloafing behavior. This is caused by adequate wifi facilities and an uncomfortable working atmosphere, leading employees to engage in cyberloafing activities.

Furthermore, regarding the self-control variable, the responses provided by the respondents indicate a tendency to violate rules when their coworkers are violating them, which can also trigger cyberloafing behavior.

Studies by [6], [7], concluded that burnout, a condition where employees can no longer affect their emotions, thought processes, and conditions while performing their jobs. There are three ways to measure burnout: exhaustion, indicated by prolonged physical, mental, and emotional exhaustion; cynicism, indicated by cynical attitudes and a tendency to distance oneself from the work environment; and inefficacy, indicated by feelings of powerlessness and the perception that every task assigned feels burdensome. Burnout can lead to psychological and physical imbalance. An individual's ability to cope with stress determines their response to stress. Decreased productivity, increased absenteeism, higher health insurance costs, decreased work quality and efficiency, as well as a decreased desire to change jobs and lower performance levels are known as burnout, greatly affecting employee performance and can lead to regression if not promptly addressed, [7].

Role responsibility is one form of work stress experienced by many millennial employees as they start their careers. This pressure is related to the responsibilities given to them as part of an organization [8]. Tight deadlines cause this work pressure. However, changes in requirements often occur. Secondly, interpersonal demands cause this work stress, as well as pressure from other coworkers [4], [9], [10]. Work stress occurs because the workload is too heavy, there is boredom with routine tasks, and employees often experience difficulties in their work. High levels of stress will drive employees to seek stress reduction, one of which is cyberloafing. dengan perilaku Cyberloafing [11], [12], [13].

2 Literature Review and Hypotheses

The Relationship between Work Environment and Cyberloafing Behavior:

Financial Engineering
DOI: 10.37394/232032.2024.2.11

Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

According to research conducted by [9], [11], it was found that the work environment has a positive and significant influence on cyberloafing behavior. The environment of employees that can affect them in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, workplace cleanliness, and the adequacy of work equipment. The work environment can be interpreted as the overall tools faced, the surrounding environment where an employee works, the method of work, as well as its influence both as an individual and as a group. [22], [24], [25].
H1: The work environment has a positive influence on Cyberloafing Behavior.

The Relationship between Self-Control and Cyberloafing Behavior
According to research by [2], [50], it was found that self-control has a negative and significant influence on cyberloafing behavior. Low self-control is characterized by individuals who tend to have a "here and now" orientation. One factor that can influence cyberloafing behavior is self-control [30], [50].
H2: Self-control has a negative influence on Cyberloafing Behavior.

The Relationship between Work Environment and Work Stress,
According to the study conducted by [3], [4], [9], [11], it is shown that the work environment has a positive and significant influence on work stress behavior. The environment of employees that can affect them in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, workplace cleanliness, and the adequacy of work equipment. The work environment can be interpreted as the overall tools faced, the surrounding environment where an employee works, the method of work, as well as its influence both as an individual and as a group, [38], [39], [40].
H3: The work environment has a positive influence on Work Stress.

The Relationship between Self-Control and Work Stress

According to the study conducted by [3], [10], [32], [35] it is shown that there is a significant negative influence between self-control and work stress. Low self-control is characterized by individuals who tend to have a "here and now" orientation. One factor that can influence work stress behavior is self-control. When individuals experience pressure or tension in their work and work environment, they respond negatively and feel burdened in completing their obligations, [46], [47].
H4: Self-control has a negative influence on Work Stress.

The Relationship between Work Stress and Cyberloafing
According to the study conducted [3], [9], [10], [11], [21], [23], [35] it is shown that there is a significant positive influence between work stress and cyberloafing. When individuals experience pressure or tension in their work and work environment, they respond negatively and feel burdened in completing their obligations.
H5: Work Stress has a significant positive influence on Cyberloafing.

The Relationship between the Influence of Work Stress on the Work Environment
According to [3], [10], [14], [21], it is stated that the work environment has a negative influence on work stress. Work stress creates an imbalance between physical and psychological aspects that affect emotions, thought processes, and an individual's condition. Meanwhile, [4], [9], [11], explain that work stress is a condition where individuals experience pressure or tension in their work and work environment, causing them to respond negatively and feel burdened in completing their obligations. Therefore, the hypothesis to be developed in this study is:
H6: Work Stress Mediates the Influence of the Work Environment on Cyberloafing.

The Relationship between the Influence of Work Stress on Self-Control
According to the research conducted by [4], [9], [11], there is a relationship between self-control and work stress with cyberloafing

Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

behavior. When individuals experience pressure or tension in their work and work environment, they respond negatively and feel burdened in.
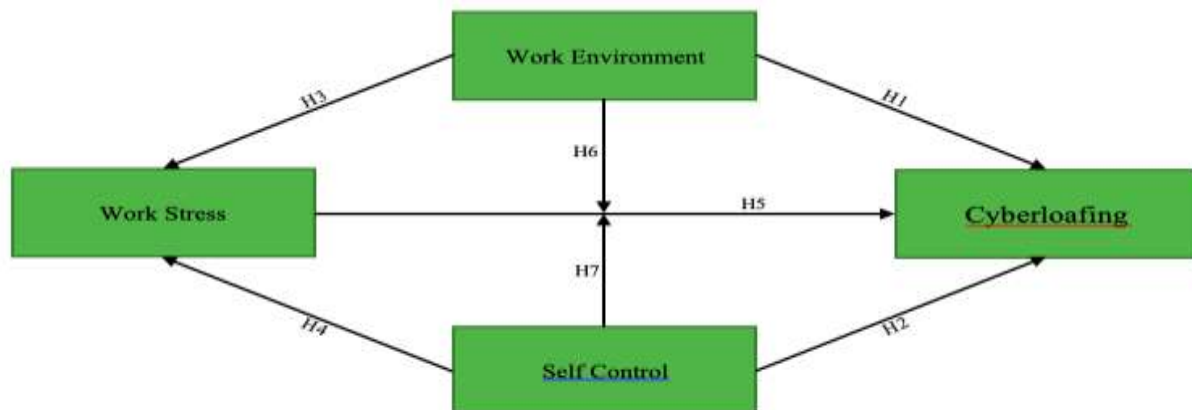
Picture 1. Conceptual framework

3 Methods of Research

To commence, the research began by identifying issues within the research setting, formulating research questions, and developing basic theories to establish a foundation for each variable. Therefore, purposive sampling, which entails selecting samples based on specific criteria, was utilized as the sampling method in this study. This study employed a quantitative approach, and the questionnaire method utilized Structural Equation Modeling (SEM) methodology. The research involved 66 employees in the Sewing Division. Both primary and secondary data were collected through an online questionnaire using a Likert scale. Items for each variable (independent, mediation, and dependent variables) were adapted from previous studies [2], [4], [7], [11], with slight modifications.

Validity and reliability tests were conducted before the questionnaire was used. Structural Equation Modeling (SEM) was applied in econometric and psychometric insights in social science studies as it can test additive models and theoretically validate them [15], [16].

completing their obligations, [45], [48].

H7: Work Stress Mediates Self-Control on Cyberloafing.

Furthermore, PLS-SEM (Partial Least Square Structural Equation Modeling) is a data analysis method based on the Covariance Approach SEM (CB-SEM) and Partial Least Square-SEM (PLS-SEM), which have strengths and weaknesses, particularly in terms of statistical assumptions and fit generated. CB-SEM has several limitations and only adheres to specific criteria: 1) the sample must be large, 2) the data must be normally distributed, 3) the construct indicators must be reflective, and 4) trigger factors (errors) caused by the program's inability to provide results due to unidentified models [17], [18]. Therefore, these limitations can be overcome with Partial Least Square-SEM (PLS-SEM), a development of complex cause-and-effect model relationships with latent variables. Additionally, it is robust or immune to multivariate statistical statistics, simultaneously handling multiple response and explanatory variables [19].

4 Results and Discussion

The results of data processing, [32], [33], in Table 1, showed that out of 66 respondents, there were 41 (62.1%) males and 25 (37.9%) females. The majority of respondents, namely 5 (7.6%), were the ages of <20, while 23 (34.8%) were between 21 to 30, while 7 (10,6%) were the age of 31 to 40, while 20 (30,3%) were the age of 41 to 50, and 11 (16,7%) were the age of >51. Regarding the level of education, as many as 19 (28.8%) respondents had completed the Senior High School, while 31 (47.0%) had an S1 level,

Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

while 16 (24.2%) had an S2 level. In terms of work experience, the highest number of respondents, 26 (39.4%), had a working time of 3-5 years, while 3 (4.5%) had a recent length of service <1 years. In the Table 2 (Model Goodness of Fit), look at the tested R-

Square (Goodness of Fit/GoF) in (R2). the right way to assess this type using PLS, R^2 should be observed for each latent variable that has been allocated, [15], [16], [17].

Table 1. Respondents' characteristics

No	Gender	Ages	Education	Working Period
1	Male = 41 (62,1%)	<20 = 5 (7.6%)	SMA/SMK = 19 (28,8%)	1-3 = 26 (39.4%)
2	Female = 25 (37,9%)	21-30 = 23 (34.8%)	S1 = 31 (47.0%)	3-5 = 3 (4.5%)
3		31-40= 7 (10.6%)	S2 = 16 (24.2%)	5,1-7 = 14 (51,3%)
4		41-50 = 20 (30.3%)		7,1-10 = 20 (25,0%)
5		>50 = 11 (16.7%)		>10 = 3 (1,3%)

Sources: Process Data,

If the AVE score is higher than 0.50, then the variable is considered valid. If the Cronbach Alpha score is higher than 0.70, then the variable is considered reliable [18], [19]. Table 2 shows those scores. In the structural model, the estimated values of path relationships must be significant. The significance value of this hypothesis can be obtained through bootstrapping procedures. The coefficient parameter values and the significance values of the T-statistic in the bootstrapping report algorithm can be observed. The T-table can be consulted to determine significance, with an alpha of 0.05 (5%) = 1.96. Then, the T-table is compared with the T-value, or T-statistic.

It is concluded that the square root of the average variance extracted ($\sqrt{(AVE)}$) for each construct is greater than the correlation between constructs within the model. Based on the values in the table above, it can be concluded that the constructs in the estimated

model meet the criteria for discriminant validity. The results of testing composite reliability and Cronbach's alpha show satisfactory values, as all latent variables have composite reliability and Cronbach's alpha values $\geq$ 0.70. This means that all latent variables are considered reliable. The structural model indicates that the model for the Cyberloafing and Work Stress variables can be considered strong as they have values above 0.67. The model of the influence of independent latent variables (self-control and work environment) on Work Stress yields an R-square value of 0.842, which can be interpreted as indicating that 84.2% of the variability in the Work Stress construct is explained by the variability in the self-control and work environment constructs, while 15.8% is explained by other variables not examined.

Table 2. Model Goodness of Fit

	Cronbach's Alpha	rho A	Composite reliability	Average variance extracted (AVE)	R-2
Work Stress	0.934		0.947	0.720	0.842
Work environment	0.900		0.923	0.666	-
Self-control	0.924		0.941	0.727	-
Cyberloafing	0.832		0.888	0.667	0.721

Cyberloafing has an R-Square value of 0.721, indicating that 72.1% of the variability in the Cyberloafing construct is explained by the variability in self-control, work

environment, and work stress constructs, while 27.9% is explained by other variables not examined. The calculation results show a predictive relevance value of 0.9592, which is

Financial Engineering
DOI: 10.37394/232032.2024.2.11

Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

greater than 0 (zero). This means that 95.92% of Cyberloafing and Work Stress (dependent variables) are explained by the independent variables used. Thus, the model is deemed to have relevant predictive value.

Table 3. Testing the Direct Effect and Mediating Test

Deskripsi	Original Sampel	Standar Deviation	T-Statistics	P Values	Remarks
Work environment → Cyberloafing	0.355	0.141	2.520	0.007	Positive – Significant
Self-control → Cyberloafing	-0.428	0.120	3.560	0.000	Negative - Significant
Work environment → Work Stress	-0.218	0.098	2.234	0.026	Negative - Significant
Kontrol Diri → Work Stress	-0.441	0.111	3.958	0.000	Negative - Significant
Work Stress → Cyberloafing	0.200	0.098	2.035	0.038	Positive – Significant
Mediasi					
Self-control → Work Stres → Cyberloafing	0.120	0.130	0.923	0.357	Unmediated
Work environment → Work Stres → Cyberloafing	0.036	0.046	0.791	0.429	Unmediated

Sumber : Output PLS, 2023

4 Discussion

4.1 The Influence of Work Environment on Cyberloafing

Based on hypothesis testing in this study, the results obtained a T-statistic value of 2.520, an original sample value of 0.355, and a P-value of 0.007. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a positive value, and the P-value is less than 0.05. These results indicate that the work environment has a positive and significant influence on cyberloafing. This means that the stronger the work environment, the higher the likelihood of cyberloafing behavior. The work environment in this company supports and the internet-connected facilities facilitate employees to engage in cyberloafing. The findings of this study support the research conducted by, [2], [11], [20], [26]. which found that Workload has an influence on Cyberloafing.)

4.2 The Influence of Self-Control on Cyberloafing

Based on hypothesis testing in this study, the results obtained a T-statistic value of 3.560, an original sample value of -0.428, and a P-value

of 0.000. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P-value is less than 0.05. These results indicate that self-control has a negative and significant influence on cyberloafing. This is because employees who have self-control abilities while working tend to have good self-esteem and pride in themselves, thus they do not have the desire or intention to engage in cyberloafing. The findings of this study support the research conducted by [11], [27], [29]. which found that work stress does not have an influence on cyberloafing. This occurs because employees are able to control the stress they experience.

4.3 The Influence of Work Environment on Work Stress

Based on hypothesis testing in this study, the results obtained a T-statistic value of 2.234, an original sample value of -0.218, and a P-value of 0.026. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P-value is less than 0.05. These results indicate that the Work Environment has a negative and

Financial Engineering
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Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

significant influence on Work Stress. This is because employees feel comfortable with the work environment conditions in the company; the environmental conditions are conducive to their needs, and they do not feel disturbed while working, thereby minimizing feelings of boredom and stress among employees. The findings of this study are consistent with the research conducted [2], which found that there is a direct, significant, and positive influence between workload and burnout among employees, [41], [42].

4.4 The Influence of Self-Control on Work Stress

Based on hypothesis testing in this study, the results obtained a T-statistic value of 3.958, an original sample value of -0.441, and a P-value of 0.000. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P-value is less than 0.05. These results indicate that self-control has a negative and significant influence on work stress. This is because employees who are able to manage their behavior positively to achieve desired standards are less likely to experience high levels of worry and do not feel bored with work routines. The findings of this study are consistent with the research conducted by [11], which found a significant direct influence between Work Stress and Burnout, [31], [36], [37].

4.5 The Influence of Work Stress on Cyberloafing

Based on hypothesis testing in this study, the results obtained a T-statistic value of 2.035, an original sample value of 0.200, and a P-value of 0.038. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a positive value, and the P-value is less than 0.05. These results indicate that work stress has a positive and significant influence on cyberloafing. This is because cyberloafing is one way for employees to cope with work stress. Work stress arises from the ambiguity of what needs to be done to complete the job, so employees alleviate stress

by accessing social media during working hours. The findings of this study support the research conducted [29], [43], found that burnout has an influence on cyberloafing among employees.

4.6 The influence of Self-Control on Cyberloafing through Work Stress

Based on hypothesis testing in this study, the results obtained a T-statistic value of 0.923, an original sample value of 0.120, and a P-value of 0.357. The T-statistic value is less than the T-table value of 1.96, the original sample value shows a positive value, and the P-value is greater than 0.05. These results indicate that Work Stress is unable to mediate the influence of Self-Control on Cyberloafing. This means that employees who have good self-control will not engage in cyberloafing behavior even if they do not experience work-related boredom. The findings of this study are consistent with previous research [2], [11], which found that Burnout can mediate the influence of workload on cyberloafing, [28].

4.7 The Influence of Work Environment on Cyberloafing through Work Stress

Based on the hypothesis testing in this study, the obtained T-statistic value is 0.791, the original sample value is 0.036, and the P Values is 0.429. The T-statistic value is less than the T-table value of 1.96, the original sample value indicates a positive value, and the P Values is greater than 0.05. These results indicate that Work Stress is unable to mediate the influence of Work Environment on Cyberloafing. This implies that a supportive work environment may lead to cyberloafing behavior regardless of whether employees feel saturated with work routines or not. These findings support previous research [2], [11], that found Burnout mediates the influence of Work Stress on Cyberloafing, [44], [49].

5   Conclusions

This study aims to analyze variables related to the work environment, self-control, work stress, and cyberloafing. The findings of this research were obtained from a study conducted

Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

among employees. Based on the calculations in this study, the following conclusions can be drawn:

The work environment significantly influences cyberloafing among employees, indicating that a better work environment supports employees' cyberloafing behavior. Self-control significantly affects cyberloafing, meaning that better self-control reduces employees' cyberloafing behavior. The work environment also significantly reduces work stress among employees, suggesting that a better work environment in the company reduces employees' work stress. Additionally, self-control significantly decreases work stress among employees, indicating that better self-control reduces the level of work stress. Finally, work stress significantly influences cyberloafing among employees, meaning that higher perceived work stress leads to increased cyberloafing behavior.

Work stress is unable to mediate the influence of self-control on cyberloafing behavior among employees. Work stress also fails to mediate the influence of the work environment on cyberloafing behavior. Further research in the same field needs to be revisited due to the suboptimal R-square value, and respondents can be expanded by selecting samples based on positions in several divisions.

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Financial Engineering
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Mochamad Soelton, Subur Karyatun,
Irfan Noviandy Aulia, Pernando Pernando,
Rizma Utami, Nico Alexander Vizano, Hasan Nuryadi

Contribution of Individual Authors to the Creation of a Scientific Article (Ghostwriting Policy)

The authors equally contributed in the present research, at all stages from the formulation of the problem to the final findings and solution.

Conflict of Interest

The authors have no conflicts of interest to declare that are relevant to the content of this article.