

The Influence of Cyberloafing on Employee Performance at the Cooperatives and SMEs Office of South Sulawesi Province

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ABSTRACT

The Effect Cyberloafing on Employee Performance at the Cooperatives and SMEs Service Office of South Sulawesi Province. Thesis. Business Administration Science Study Program. Department of Administrative Sciences. Faculty of Social Sciences and Law, Makassar State University. (supervised by Haedar Akib and Sirajuddin Saleh). This study aims to find out how the description and whether there is an effect cyberloafing on the performance of employees at the Cooperatives and SMEs Service Office of South Sulawesi Province. To achieve this goal, the researchers used indicators to measure these variables.variable cyberloafing , the indicators used are e-mailing activity and browsing activity. As for the employee performance variables using indicators of quality, quantity, timeliness, effectiveness and independence. This study uses quantitative research methods. Data collection techniques used are through observation, questionnaires and documentation. The population in this study were all employees at the secretariat of the Department of Cooperatives and SMEs of South Sulawesi Province which consisted of three sub. section namely sub. general section, staffing and law, sub. finance and sub. part of the program totaling 38 people. The sampling technique used in this study is the Krejcie table, which is 36 respondents. The data obtained from the research results were processed using data analysis and SPSS 25 application which consisted of validity and reliability tests, descriptive statistical data analysis techniques and inferential statistical analysis. The results of this study indicate that the indicators used in each cyberloafing and employee performance are in the quite and very good categories. Based on the determinant coefficient test, there is a very small effect between the two variables, which is 16.3%. Based on the simple linear regression coefficient, it shows a negative value, so it can be said that the direction of the influence of the variable X on Y is negative. So, it can be concluded that there is a significant negative effect between cyberloafing on employee performance.

Keywords: Cyberloafing, Employee Performance, SMEs

INTRODUCTION

Nowadays the internet has become an inseparable part of human life. Based on a survey conducted by the Association of Indonesian Internet Service Providers (APJII) (2021:10) “in 2021-2022 which was released in June 2022, there were 210.03 million internet users in Indonesia with a total population of 272.7 million people”. Where BUMN/BUMD and private employees are one of the professions with the highest ranking of internet users with penetration reaching 86.90%. This is possible because workers can access the internet anywhere and anytime without exception within the organization where they work.

The existence of computer and internet facilities such as wi-fi in the organization is used as a support for employees to complete their tasks effectively and efficiently. In addition, it can also be useful for increasing employee creativity, helping the character of service to the community based on modern technology so as to save time and organizational budget costs (Nisaurrehmadani, 2012). The positive aspect of using the internet in the South Sulawesi Province Cooperatives and SMEs Service itself is as a means of communication between divisions, to send files via e-mail, find and provide information, improve service quality and so on.

Utilization of the internet as information technology in organizations or companies in general aims to simplify the work process so that it can improve the quality of the work of its human resources. Because the success of an organization can be influenced by the performance of its employees. Performance according to Mangkunegara (Indrasari, 2017: 51) is “the achievement of employee work in quality and quantity in carrying out tasks based on the responsibilities given”.

However, on the other hand, employee performance can be disrupted due to the internet facility itself. Because employees can fall into counter-productive activities, such as cyberloafing. Cyberloafing is an activity carried out by employees when accessing the internet outside of work using personal information technology and existing facilities at work (Lim, Teo and Loo, 2002). Examples of behaviors include cyberloafing such as, chatting, accessing social media (such as whatsapp, facebook and instagram), shopping online, reading news, watching videos, downloading files or music, playing online games. Which is included in the browsing activity, while cyberloafing are included in the e-mailing activity, starting from receiving, reading and sending e-mails that are not related to work (Lim and Chen, 2012).

The tendency of employees to use the internet for entertainment purposes and other non-work purposes in the workplace which can have an impact on the quality of

work they have. Based on a survey conducted by Roman, LA of 150 executives in the United States showed that the majority reported that employee productivity was impaired due to the use of the internet at work for purposes outside of work. (Lim and Teo, 2005). In addition, it can also reduce the involvement of fellow co-workers due to the absence of communication or interaction between co-workers due to being too focused on their respective activities when using internet access that is not related to work or for personal enjoyment (Koay and Soh, 2018).

Like employees who work in government agencies who generally tend to be more easily bored to work stress due to the demands of work that are routine and regular (Benedita, 2018). So that makes cyberloafing as a means of entertainment during working hours. In this case, the division of concentration that occurs when cyberloafing will interfere with the work that is the responsibility assigned, so that it can hamper the work process which has an impact on decreasing individual and organizational productivity. Because employees who do cyberloafing seem to be doing it to override their duties.

RESEARCH METHODS

The type of research used is a survey method with a quantitative approach, namely hypothesis testing with the formulation of the problem under study so that it can be seen an overview of cyberloafing on employee performance at the Cooperatives and SMEs Office of South Sulawesi Province as well as an overview of employee performance and whether there is a significant influence between cyberloafing on employee performance at the Cooperatives and SMEs Service Office of South Sulawesi Province. The population in this study were all employees at the secretariat of the South Sulawesi Province Cooperatives and SMEs Office which consisted of three sub. section namely sub. general section, staffing and law, sub. finance and sub. part of the program totaling 38 people. Determination of the sample size using the Krejcie table is based on an error of 5% so that the sample obtained is 36 respondents (Riduwan, 2010).

Data collection techniques used in this study were observation, questionnaires and documentation. Observations were carried out directly to find out the actual conditions regarding the description of cyberloafing activities carried out by respondents. In addition, data collection through questionnaires, namely by giving a set of questions or written questions to respondents to be answered (Sugiyono, 2013). The questionnaire was conducted by distributing a list of questions directly to the respondents by choosing the available alternative answers that matched the actual reality. As well as doing documentation, by quoting directly the data obtained from the

sub. general, staffing and legal sections consisting of profiles, organizational structure, employee lists and employee performance appraisals.

The data analysis technique used is descriptive analysis and inferential statistical analysis. Descriptive analysis in this study uses the analysis of the average (mean) and percentage. In addition, inferential statistical analysis uses the classical assumption test, simple linear regression test to determine the direction of the relationship between the independent variable and the dependent variable, and the coefficient of determination test to determine how much influence the independent variable has on the dependent variable.

RESEARCH RESULT

Characteristics of Respondents

Based on the characteristics of respondents described as follows:

- a. Characteristics of Respondents Based on Gender The respondents were male as many as 19 people (53%) and female sex as many as 17 people (47%). The results of the data show that most of the respondents are male (53%).
- b. Characteristics of Respondents Based on Age Respondents aged 26-35 years as many as 1 person (3%), aged 36-45 years as many as 4 people (11%), aged 46-55 years as many as 10 people (28%) and aged 56-65 years as many as 10 people (28%). The results of the data showed that most of the respondents aged 46-65 years were 20 people (56%).
- c. Characteristics of Respondents Based on Recent Education The last education of respondents is dominated by Bachelor (S1) as many as 23 employees or 64%. Then Diploma (D1) as many as 2 employees or 6%, Master (S2) as many as 11 employees or by 31%.
- d. Characteristics of Respondents Based on Term of Service respondents in this study have worked for > 10 years as many as 31 employees or 86%, respondents with the category of working for 5-10 years as many as 5 employees or 14%
- e. Characteristics of Respondents Based on Expertise in Using the Internet The results showed that respondents who had expertise on the internet were in the category of quite understanding as many as 9 respondents or 25%, for the understanding category as many as 21 respondents or 58%, for the category of very understanding as many as 6 respondents or 17%. It can be concluded that most of the employees of the education office have internet expertise with an understanding category of 21 employees or 58%.
- f. Characteristics of Respondents Based on Internet Access Devices (at work)

The majority of 26 employees or 72% of respondents use mobile phones to access the internet, 8 employees who use computers to access the internet or 22% of respondents, and respondents who use laptops as internet access tools as many as 2 employees or 6%.

g. Characteristics of Respondents Based on the Intensity of Internet Access Time Duration (within 8 working hours)

The intensity of time employees access the internet starting from 1-2 hours is 8 respondents or 22%, the intensity of accessing the internet is 3-4 hours as many as 24 respondents or 67%, and the intensity of accessing the internet >4 hours as many as 4 respondents or by 11%. From these data, it can be seen that employees work 8 hours per day, but internet access activities per day even reach 3-4 hours with 24 employees or 67% of respondents.

Overview of Cyberloafing Activities

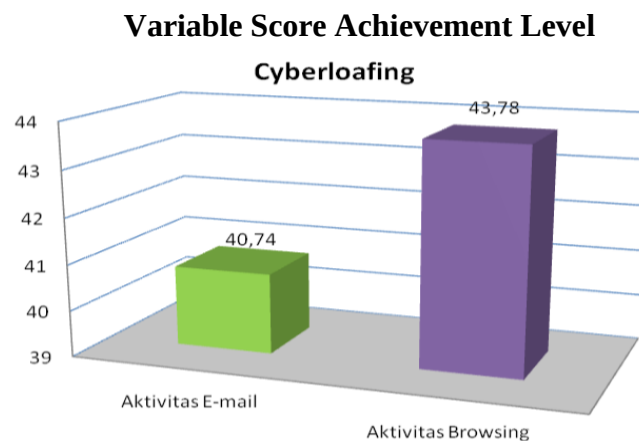


Figure 1. Variable Score Achievement Level

Based on the graph above, it shows that each indicator used to measure cyberloafing at the Cooperatives and SMEs Office of South Sulawesi Province is in the sufficient category, namely 40.74% for the *e-mail*, and 43.78% for the browsing.

Overview of Employee Performance

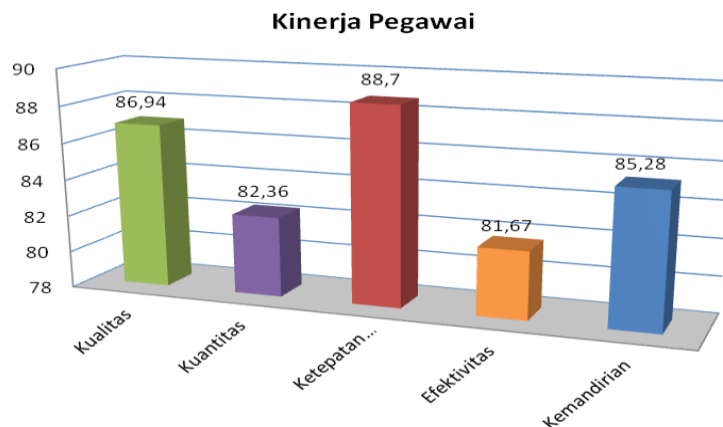


Figure 2. Variable Score Achievement Level

Based on the graph above, it shows that each indicator used to measure employee performance is in the very good category, namely 86.94% for quality indicators, 82.36% for quantity indicators, 88.7% for punctuality indicators, 81.67% for indicators of effectiveness and 85.28% for indicators of independence.

Table 1. Simple Linear Regression Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	74,955	4,354		17,217	,000
Cyberloafing	-,396	,154	-,404	-2,574	,015

a. Dependent Variable: Employee Performance

The results of the simple regression calculation above show that the value of constant (a) is 74,955. While the coefficient value of the variable X (b) is -0.396 so that the regression equation $Y = 74.955 - 0.396 X$. The regression coefficient is negative, so it can be said that the direction of the influence of the variable X on Y is negative. When employee performance denoted by (Y) and *cyberloafing* denoted by (X), then employee performance (Y) will decrease by 0.396 or 39.6% when there is an addition to each unit score of *cyberloafing* (X). In other words, the higher the *cyberloafing* carried out by employees, the lower the employee's performance.

Table 2. Determinant Coefficient Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,404 ^a	,163	,138	3,700

a. Predictors: (Constant), Cyberloafing

From the table above, it is obtained that the value of the correlation or relationship (R) is 0.404. This means that there is a significant relationship between *cyberloafing* on employee performance. Based on the guidelines for providing interpretation of the correlation coefficient, 0.404 or 40.4% is in a **significant**. From the output, the determinant coefficient (R Square) is 0.163 or 16.3%, which means that the effect of the independent variable X (*cyberloafing*) on the dependent variable Y (employee performance) is 16.3% and the remaining 83.7% is influenced by the variable others not tested in this study.

Cyberloafing Activity

The results of this study indicate that the cyberloafing carried out by the respondents of the South Sulawesi Province Cooperatives and SMEs Office employees in the secretariat section are in the sufficient category. This can be explained through the data from the measurement of the percentage of the e-mailing activity of 40.74% and is in the sufficient category, which this indicator explains the behavior of employees related to accessing e-mail either reading, checking or sending messages or email during business hours. The second indicator is browsing activity with a percentage of 43.78% and is in the sufficient category, which this indicator includes employee activities in accessing the internet regarding browsing sites or applications using the internet during working hours, such as social media, sports websites, portals. news, market palace, or illegal sites and manage the web or personal accounts. So, it can be interpreted that the values of the two indicators are almost the same, with the lowest value being the e-mailing activity with a percentage of 40.74% and the highest or most influential value being the browsing activity with a percentage of 43.78%.

The percentage generated from the score of each statement item regarding the cyberloafing according to Tarigan (2015) includes two indicators, namely browsing activity and e-mailing activity. Overall, the total percentage of cyberloafing is **43.17% in the sufficient category**, which means that the use of internet access during working hours for the employees of the South Sulawesi Province Secretariat Cooperatives and SMEs Office is still within normal limits. This is supported by the opinion of Lim (2002) who argues that cyberloafing is the behavior of employees using internet access while working to browse sites and receiving and sending e-mail activities that are not related to the assigned task.

Employee Performance

Results of this study indicate that the performance of the employees of the Cooperatives and SMEs Office of South Sulawesi Province in the secretariat section is in the very good category. This can be described through the data from the measurement of the percentage of quality indicators of 86.94% and is in the very good category,

where this indicator is viewed from the employee's perception of the quality of the work produced, the perfection of tasks, and responsibilities. The second indicator is quantity with a percentage of 82.36% and is in the very good category, where this indicator is the amount produced and expressed in terms such as the number of units, the number of activity cycles completed. The third indicator is timeliness with a percentage of 88.70% and is in the very good category, which this indicator explains the level of completion of activities at the beginning of the specified time, seen from the point of coordination with the output results and maximizing the available time. The fourth indicator is effectiveness with a percentage of 81.67% and is in the very good category, which this indicator describes the maximization of resources with the aim of increasing the results of each unit of these resources. The fifth indicator is independence with a percentage of 85.28% and is in the very good category, where this indicator discusses the level of individual employees who will later be able to carry out their work functions in accordance with work commitments. So, it can be interpreted that the values of the five indicators are almost the same, with the lowest value being the effectiveness indicator with a percentage of 81.67% and the highest or most influential value being the timeliness indicator with a percentage of 88.70%.

The percentage generated from the score of each statement item regarding employee performance variables according to Robbins (Febrianti 2021) includes five indicators, namely quality, quantity, timeliness, effectiveness, and independence. Overall, the total percentage of employee performance is **84.99% in the very good category**, which means that the achievement of the performance of the employees of the Cooperatives and SMEs Office of South Sulawesi Province in the secretariat section is above average. This is supported by Rivai (Adamy, 2016) who argues that employee performance is a real behavior that is displayed as work performance produced by employees in accordance with their role in the company.

The Effect Cyberloafing on Employee Performance

Based on the results of simple linear regression analysis, the value of constant (a) is 74,955. While the coefficient value of the X variable is -0.396. This means that for every 1 percent growth in the value of the X variable (cyberloafing), the employee's performance value decreases by 0.396 or 39.6%. The regression coefficient is negative, so it can be said that the direction of the influence of the variable X on Y is negative. This is in line with previous research (Wahyuni, Irfani and Mariana, 2020) and (Sari, 2021) which showed that cyberloafing had a significant negative effect on employee performance.

Based on the results of the correlation test between cyberloafing on employee performance, a correlation of 0.404 or 40.4 percent was obtained, which means that the contribution cyberloafing to employee performance has a significant effect. From the

output obtained r^2 of 0.163 which means that the effect cyberloafing on employee performance is 16.3%, while the remaining 83.7% is influenced by other factors.

CONCLUSION

Activities cyberloafing carried out by employees of the South Sulawesi Province Cooperatives and SMEs Office at the secretariat are included in the sufficient category. This can be seen from the results of the study that most of the respondents chose never and rarely on statements that were categorized into two indicators, namely, e-mailing activity and browsing activity. The performance of the employees of the South Sulawesi Province Cooperatives and SMEs Office in the secretariat section is included in the very high category. This can be seen from the results of the study that the majority of respondents chose frequently on statements that were categorized into five indicators, namely, quality, quantity, timeliness, effectiveness and independence. There is a significant negative effect between cyberloafing on the performance of employees at the Department of Cooperatives and SMEs of South Sulawesi Province in the secretariat section. Based on the results of the analysis on the coefficient of determination test performed, a value of 0.163 was obtained. That is, the effect of the independent variable (cyberloafing) on the dependent variable (employee performance) is very small, namely 16.3%, while the remaining 83.7% is influenced by other variables not tested in this study.

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