

THE IMPACT OF WORK STRESS ON CYBERLOAFING BEHAVIOUR IN TRAVEL COMPANY EMPLOYEE'S POST COVID-19 PANDEMIC WITH SELF-CONTROL AS MEDIATING ROLE

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ABSTRACT

Work stress is a form of emotional fatigue experienced by employee. During Covid-19, many of travel employee's experienced work stress due to problems caused by the pandemic. This problem can encourage an employee to perform counter-productive activities such as cyberloafing at work. In 2020-2021, travel company is the most affected industry during pandemic. Travel company employee's experience stress due to the workload due to the pandemic. This work stress encourages them to carry out cyberloafing activity during work hours. This study is to analyze the impact of work stress on cyberloafing behaviour on travel company employee's post Covid-19 pandemics through self-control as a mediating role. This study uses quantitative descriptive method by distributing questionnaires to 177 employees in a travel company on Jakarta. PLS-based Structure Equation Modeling (SEM) technique with 95% confidence level has been used for analysis and generating results. The result of this study is work stress and self-control have a positive and significant effect on cyberloafing behaviour. Self-control was found to have positive but not significant effect as a mediating role between work stress and cyberloafing behaviour.

Keywords: *Cyberloafing, Stress, Employee, Behaviour, Self-Control*

1. INTRODUCTION

Within the last year, the improvement of the internet which is backed by the progression of innovation is creating exceptionally quick. This makes an opportunity for each company to utilize and create innovation from the internet to back off exercises. Shockingly, this moreover makes openings for workers to utilize the internet for non-office purposes. Workers can overlook office activity and do other thing with office Internet, for illustration they can utilize the office Internet to open social media such as Instagram, play video diversions, observe motion pictures, and tune in to music. This counter-productive action is called cyberloafing. Cyberloafing is a representative action that utilizes the company's Internet to amid working hours for non-productive purposes [8]. A few of the great preferences of cyberloafing behavior such as calming boredom, work stress, and work fatigue, expanding work fulfilment, representative bliss. On the other hand, cyberloafing features a negative effect. Based on the news [9], it was detailed that as of late one of the staff of the Japanese bullet train gotten notices and feedback by Japanese boss and netizens for playing smartphone at work. and so on. Given the recent spate of horrific incidents in Japan's train industry, cyberloafing poses a serious risk to the lives of passengers in this situation. This example demonstrates how cyberloafing can be detrimental during working hours. Cyberloafing issues continue to be a murky topic in the workplace. Cyberloafing can help people be more creative, feel more satisfied with their jobs, and work less exhaustingly [13]. However, if individuals engage in it frequently, it might have a negative effect on their productivity at work.

Many workers at the travel agency faced work stress during the Covid 19 pandemic in Jakarta. The level of job stress among employees in the travel firm is high due to a variety of factors,

including pressure from businesses to remain sustainable, workloads, unfavourable environmental circumstances, poor employee health, and other negative things during the pandemic. Work stress is a situation where an employee has extreme emotional exhaustion both during and after work hours due to pressure [10]. When someone is under job stress, their performance suffers, and they may stop participating in their current tasks [11]. Employees must show good self-control to prevent cyberloafing behavior in addition to abiding by the standards prescribed forth by the workplace. It's critical to show restraint and sense guilt before engaging in negative behavior [1]. Failures of self-control occur when a rule's requirements conflict with a person's desires, as in the case of the restriction on cyberloafing. People who lack self-control will lose control and engage in actions that are inappropriate [1]. When someone can't control the temptation to cyberloaf, they'll surely start doing that. Based on the description above, this research will analyze the impact of work stress on cyberloafing behaviour in travel company employees. This research was conducted at a travel company in Jakarta post the Covid-19 pandemic.

Objectives

The objectives on this research are:

1. To know the influence of work stress on cyberloafing behavior.
2. To know the influence of self-control on cyberloafing behavior.
3. To know the influence of work stress on cyberloafing behavior through the mediating role of self-control.

2. LITERATURE REVIEW

Work Stress

According to Robbins and Judge [10], work stress is defined as stress that employees experience and that develops because of interactions between people and their jobs. Employees will become emotionally tired if work stress is continuous. Employees are negatively affected by this because they are less focused at work [8]. If work stress is not controlled, it will lead to psychological diseases and deteriorated physical health, which will impair productivity [11]. From a psychological standpoint, work stress impacts employees' mental states, which in turn affects how much effort they put in at work. Workplace stress has a big impact on employee performance because it is the product of the individual's efforts at work [10]. When a corporation has a high need for human resources yet the company's high demand for human resources does not correspond with the emotional conditions of the workers, it creates work stress. [2]. According to Koay, Soh, and Chew [11], stress at work increases unpleasant feelings like worry, irritability, and exhaustion because of the task that employees must do. Stress at work not only impacts psychological problems but also negatively influences physical conditions. The more stressed out an employee is at work, the worse his performance will be [11].

According to Robbins and Judge [10], there are five elements that can contribute to workplace stress:

1. Workload, which is a factor resulting from the amount of work that employees are required to do both during and outside of working hours
2. Position demands are a factor that affects how much pressure someone's job puts on them in an organization. Because of the demands of his position, a person in a higher position is expected to perform at the highest level.

3. Another aspect that results from other employees' encouragement is pressure from other people. Co-workers may be great partners and helpers at work. However, it might lead to more stress at work.
4. The condition of the organizational structure, as specified by the corporation, is influenced by organizational structure. Work can be better organized with a solid organizational framework. However, a dysfunctional organizational structure adds additional burdens to each division and person.
5. Organizational leadership, which comes from the supervisor, is a determinant. Stress at work may result from a supervisor's treatment of their staff. Supervisors will continue to expect excellence and strive to reduce errors to the absolute minimum. There are many different types and philosophies of leadership. Employee pressure results from poor leadership techniques.

People who are under stress at work will feel emotionally drained on him, therefore he will attempt to withdraw himself from the cause of the tension he is experiencing. Cyberloafing is one of many ways for employees to withdraw from their work [8].

H1: work stress has positive and significant impact on cyberloafing behaviour

Self-Control

Self-control is the capability of a person to restrain their own actions when they are compelled to act [1]. A person's moral capacity to move themselves is another factor. This seeks to shield individuals from making a terrible decision when given an option. A self-control frequently has to deal with a discomfort for the person. When someone can regulate themselves properly, they won't engage in negative behavior. However, each person's capability for exercising self-control over their activities varies [1]. A person will act in ways that are improper when their ability to manage themselves has been compromised. De Boer [4] provides an illustration of how someone can maintain self-control when presented with a task that is not enjoyable but is necessary for him to complete. Self-control is a moral strength that can motivate people to exert self-control. The more effectively they manage themselves, the more effectively they manage themselves.

De Boer [4] divides the two types of self-control into the following categories:

1. Stop Control is a type of self-control that allows someone to distance themselves from an appealing situation. People who have the power to halt control will decide against doing so. The employee can manage himself not to open the notification, for instance, if he receives one from social media when he is at work. When in stop control mode, the worker won't access his social media. But if he waits too long, stress and curiosity will set in, and he will gradually open it. Short-term control includes stop control. Because it can only be held for a brief period, if it is kept for too long, the individual will act in a way that he has been holding back from.
2. The opposite of stop control is start control. Start control is a type of self-discipline in which a person decides to perform unappealing but self-helpful tasks. For example, a worker decides to finish his job rather than putting it off. So, it can be concluded that someone who has high self-control will continue to perform behavior that should be prohibited.

H2: self-control has positive and significant impact on cyberloafing behaviour

Cyberloafing

The words "Cyber" and "loafing" together form the phrase "cyberloafing." Cyber is short for "cyberspace," whereas loafing is short for "lazily idling away time". Someone also use this word as online social loafing, also known as organizational loafing in workplace contexts, is one of the most prevalent deviant activities and this is part of cyberloafing activity [13]. Considering this, one could think of cyberloafing as a technique to pass the time online or on a digital platform [12]. According to empirical examples, employees today spend time at work the very often by cyberloafing. According to a latest study, employees spend between 10 and 30 percent of their workday—or around 1-2 hours—on the internet [6]. By using online resources for non-business demands like personal ones, one could deduce that they could waste time. Considering the potential negative effects of employee cyberloafing, it is not strange that various research has looked at its causes to find effective ways to stop it [7]. Cyberloafing is the practice of employees using the office's internet resources on purpose during office hours [8]. Henle and Blanchard [2] expand the scope of cyberloafing to include employee internet usage activities that take place during work hours while using computer-based equipment, including smartphones and tablet computers. The use of technology for personal purposes at work should include office purpose and regulation [14]. These activities are regarded as counterproductive. Watching videos, playing games, opening social media, downloading music or movies, opening, and sharing news on the internet, and other similar activities belong to the category of cyberloafing when at work. Employees who engage in cyberloafing do it voluntarily and it is a negative habit. This is categorized as an activity that may obstruct work-related activities. According to Lim, Koay, and Chong [8], cyberloafing is risky and unethical because it exploits workplace resources. According to earlier studies, cyberloafing can boost workplace innovation. Cyberloafing, however, has greater negative effects on organizational work processes.

According to Henle & Blanchard [2], there are two types of cyberloafing:

1. Minor Cyberloafing, such as reading news online, watching films or movies, playing computer games, music listening and other online activities.
2. Serious Cyberloafing: accessing gambling or pornographic websites while at work

Several workplace organizations currently impose rules on their employees by limiting internet access. Employees are not permitted to utilize work equipment for personal purposes, according to this regulation. This prohibition really tempts one to simultaneously participate in cyberloafing [3]. The prohibition may inspire employee decisions when they tired when working.

H3: work stress has positive and significant impact on cyberloafing behavior through the mediating role of self-control

Research Framework

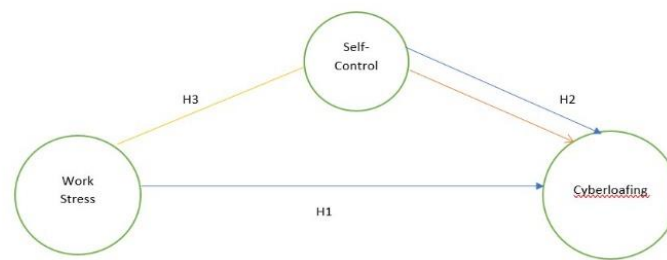


Figure 1 Research Framework

3. METHODS

Research Methods

This study distributed questionnaires to 177 employees of a travel company using quantitative descriptive methodology with 95% confidence level PLS-based Structure Equation Modelling (SEM) technique has been utilized for analysis and generating data. The sampling method combines convenience sampling with non-probability sampling. The questionnaire technique is used to gather information about the research variables. The questions are closed statements with five possible responses on a Likert scale. The list of questions was distributed and filled out by 177 employees working at travel companies in Jakarta using the Google Form.

Respondent Data

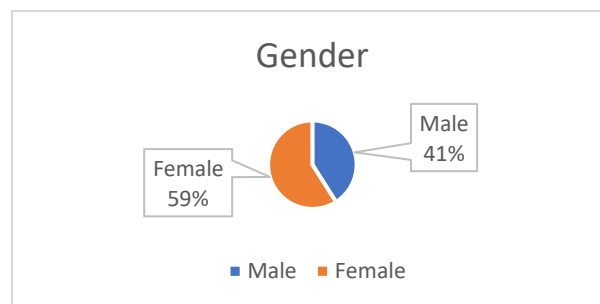


Figure 2. Gender

Gender of employees are dominated by female employees, namely 59%, while the rest are male employees, namely 41%.

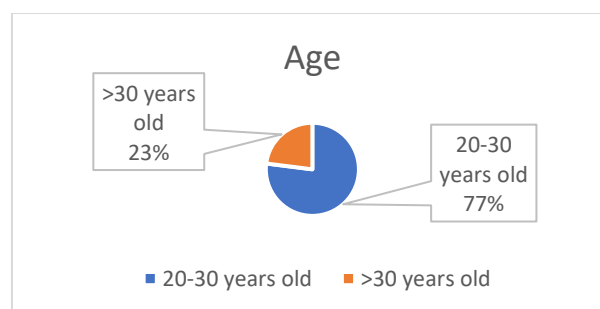


Figure 3. Age

The age of 77% of employees is dominated by employees aged 20 to 30 years while the other 23% are employees who are over 30 years old. From the pie chart above, employees who work in travel companies in Jakarta are dominated by employees who are still relatively young because they are dominated by employees aged between 20 to 30 years.



Figure 4. Work Experience

Based on the Figure 4 above, the staff working in travel companies in Jakarta on average have only worked for under 2 years. From these results employees who work as staff in travel companies in Jakarta on average do not have long work experience

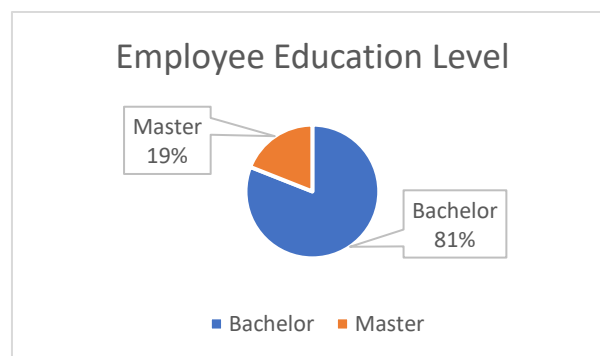


Figure 5. Employee Education Level

In Figure 5 above, it can be seen that employees who work in travel companies in Jakarta are dominated by those who have completed their Bachelor's education (81%), while the rest (19%) have completed their education up to the master's level.

4. RESULT AND DISCUSSION

AVE

Based on the information in Table 1, it can be concluded that each variable has excellent discriminant validity because its AVE value for the variables is > 0.5 (Ghozali & Latan [5]).

Table 1 Average Variance Extracted

Variable	AVE
Work Stress	0.616
Self-Control	0.717
Cyberloafing	0.676

Composite Reliability

According to the information in Table 2, a composite reliability of >0.7 is satisfactory [5]. According to the results in the table, each variable has a good composite reliability.

Table 2 Composite Reliability

Variable	Composite Reliability
Work Stress	0.941
Self-Control	0.974
Cyberloafing	0.954

Cronbach Alpha

It is apparent from Table 3's data that each variable has a Cronbach alpha's value greater than 0.7. It is possible to classify a variable as reliable if its reach Cronbach alpha's is more than 0.7 [5].

Table 3 Cronbach's Alpha

Variable	Cronbach's alpha
Work Stress	0.933
Self-Control	0.972
Cyberloafing	0.948

Path Coefficient and Specific Indirect Effect

The path coefficient table is used to see the direction of the influence of variables that have a direct relationship. The path coefficient which has a positive value means it has a unidirectional effect, while the path coefficient which has a negative value means it has the opposite effect [5].

Table 4 Path Coefficient

Variable	Path Coefficient
Work stress -> Cyberloafing	0.236
Self-Control -> Cyberloafing	0.254

Specific indirect effect is used to see the relationship between mediating effects between variables. Specific indirect effect which has a positive value means it has a unidirectional effect, while the specific indirect effect which has a negative value means it has the opposite effect [5].

Table 5 Specific Indirect Effect

Variable	Specific Indirect Effect
Work Stress -> Self-Control -> Cyberloafing	0.061

Based on the data presented in Table 4 and Table 5, all original sample have positive impact.

Hypothesis Testing

t-statistics and p-value analysis can be used to test the hypothesis. The value of the t-statistics used in hypothesis testing is 1.96. When t-statistics is larger than 1.96, the requirements for accepting the hypothesis are met. If the p-value is less than 0.05, the hypothesis should be accepted [5].

Table 6 Hypothesis Testing Result

Hypothesis	Correlation	t-Statistics	p-Value	Results
H1	Work stress -> Cyberloafing	3.332	0.001	Accepted
H2	Self-Control -> Cyberloafing	2.144	0.005	Accepted
H3	Work Stress -> Self-Control -> Cyberloafing	1.010	0.313	Rejected

From the Table 6 above, it can be seen that:

1. The effect of work stress on cyberloafing has a p-value of 0.001 or less than 0.05 and t-statistics of 3.332 or more than 1.96. It can be said that work stress has a positive and significant effect on cyberloafing.
2. The effect of self-control on cyberloafing has a p-value of 0.005 or less than 0.05 and t-statistics of 2.144 or more than 1.96. It can be said that self-control has a positive and significant effect on cyberloafing.
3. The effect of work stress on cyberloafing through self-control has a p-value of 0.313 or more than 0.05 and t-statistics of 1.010. It can be said that self-control can't help to significantly mediate the effect of work-stress on cyberloafing.

Discussion

The research showed that work stress affects cyberloafing behaviour positive and significant. This is based on the results of the hypothesis test where a work stress has significant effect on cyberloafing behaviour. It means, when employees who are under stress at work will feel emotionally drained on him, therefore they will attempt to withdraw himself from the cause of the tension he is experiencing [3].

Cyberloafing is a form of withdrawal that can be done by employees who experience stress at work. This result is in accordance with previous research conducted by Lim [8] which stated that work stress has a positive and significant effect on cyberloafing activities. Higher work stress is clearly proven to encourage someone to do cyberloafing during working hours. Employees who are tired of work pressure can access the internet to take a break from the workload they have to face [3].

From the hypothesis test, we found self-control affects cyberloafing positive and significant. When someone can control themselves properly, they won't engage in negative behavior. However, each person's capability for doing self-control over their activities varies. Self-control is moral capacity to move the individual to hold their action. If they hold it too long, they will attempt to do an action that should be forbidden. The longer he controls himself not to do cyberloafing, the greater his desire to do cyberloafing [4]. This happens because of moral

muscles weakening due to fatigue for too long exercising self-control which over time will become a burden for the perpetrator of self-control. The more restrained the employee's desire to access the internet for fun purposes, the higher his desire to do cyberloafing [12].

On the other hand, the results of hypothesis test showed that self-control can't help mediating the effect of work stress on cyberloafing behavior. This is because after the Covid-19 pandemic, travel company employees get a lot of requests while they work. this makes their workload increase so that they experience stress that they cannot control and they cyberloaf consciously because they are tired. Another thing that is of concern is that many employees also do not know that cyberloafing is an activity that is not good to do during working hours. They carry out this activity without thinking about it as a risk that can cause accidents while working. Many employees who work in travel companies also do cyberloafing due to the absence of strict sanctions from the company so there is no benchmark for good or bad actions related to cyberloafing.

5. CONCLUSION AND SUGGESTION

Conclusion

1. Work stress has a positive and significant effect on cyberloafing.
2. Self-control has a positive and significant effect on cyberloafing.
3. Self-control can't help to significantly mediate the effect of work-stress on cyberloafing.

Limitations and Future Research

This study has limitations, it only focuses on examining the effect of employee work stress on cyberloafing behavior that occurs in travel companies in Jakarta. This research was conducted after cases of the Covid 19 pandemic began to decline, at that time cases of the spread of Covid 19 in Jakarta were quite high. As a result of regulatory changes made by the government, such as the rules for departing abroad and applicable company rules, there have also been changes. Suggestions for further research that wants to discuss the same topic, especially related to cyberloafing and work stress, can add a variety of different variables such as innovation, boredom, work regulation and work pressure on the behavior of employees who do cyberloafing. Researchers can also conduct similar research in different companies and conditions. This research was conducted post the Covid 19 pandemic, so there were many different findings from previous researchers due to changes in work regulation and changes in corporate style for carrying out their office activities post pandemic. In addition, future research may include other variables to complement earlier findings with additional elements that may contribute to employee cyberloafing. If cyberloafing situations are also present in these businesses, the research can also be applied to organizations in other industries.

Implications

This study may offer managerial advice for this and other businesses, particularly those that provide highly advanced computer and internet services for staff. Companies must establish policies governing cyberloafing in the workplace. Because many employees might not be familiar with the concept of cyberloafing, it's also important to teach a knowledge of how it affects productivity in the workplace. It is important to teach workers that using the internet while at work is not productive and may even be harmful to the company.

Companies need to make strict rules because they are related to cyberloafing activities while in the office. Especially with the development of the industry where everything currently requires the internet, there are many loopholes that can be done to do cyberloafing while in the office. Managerial policies can also establish time tolerances for allowing their employees to take advantage of access to company facilities. This aims to reduce employee stress. Rules and facilities related to the use of the internet are very necessary because now the internet has become a necessity for every individual. So, there is a need for strict policies that must be implemented by managerial parties to address cyberloafing behavior.

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