

## Measuring Employee Work Stress Level on Cyberloafing Behavior

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### ARTICLE INFO

Received:

3 January 2022

Revised:

5 February 2022

Accepted:

4 March 2022

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### ABSTRACT

The drastic increase in the use of information technology ranging from computers, laptops and smartphones tends to allow for a wide-scale transformation in human life. Coupled with a very big change, namely the emergence of the internet in the midst of society, where all information can be presented according to the needs of its users, and users are no longer limited by age, especially from educational and work backgrounds. The purpose of this research is to find a solution to the problem which will later provide an overview and empirical evidence of the problem of cyberloafing behavior carried out by employees of the Village Government Office in Lumajang Regency. The data collection technique in this research questionnaire is to use an online questionnaire to 80 respondents at the Village Government Office in Lumajang Regency. Management of data in this study using the help of the IBM SPSS Statistics Version 24 program. The analysis used is multiple linear regression analysis. The results showed that: 1) role conflict had a significant effect on cyberloafing behavior, 2) role ambiguity had no significant effect on cyberloafing behavior, 3) role overload had no significant effect on cyberloafing behavior.

Keywords: Role Conflict, Role Ambiguity, Role Excess and Cyberloafing Behavior



Cite this as: Carito, D. W., Widagdo, S., Dimyati, M. (2022). Measuring Employee Work Stress Level on Cyberloafing Behavior. *Wiga: Jurnal Penelitian Ilmu Ekonomi*, 12(1), 14-23. <https://doi.org/10.30741/wiga.v12i1.647>

### INTRODUCTION

Technology in the current era is developing very rapidly and influencing the social, cultural and economic dynamics of the community which has succeeded in supporting the dynamics of people's lives to become better, better, more qualified and stronger people and able to develop so as to support their intellectual ability to compete in the future (Fitriani, 2018). The drastic increase in the use of information technology starting from computers, laptops and smartphones tends to allow for wide-scale transformations in human life (Marsal & Hidayati, 2018). As a result today, computer technology and the internet have become the basis for a phenomenon called "e" such as

e-communication, e-education, e-trade, e-health, and e-business (Yılmaz, Yılmaz, Ozturk, Sezer, & Karademir, 2015).

Besides having a positive influence, the use of the internet among local government employees also has a negative effect due to indications of internet use that is not related to work (Tanjung, Putra, & Aiyuda, 2019). The average use of the internet among local government employees is used for social media use and ultimately affects employee performance (Marsal & Hidayati, 2018). The results of a survey by researchers during the end of 2019 that the Village Government Offices in Lumajang Regency have used internet facilities such as wifi and most of the use of these facilities are not on target, for example, using the internet for games, Facebook, Instagram, WhatsApp, YouTube, online buying and selling, and open other application sites.

This activity is also known as cyberloafing, namely using internet facilities inappropriately (Simanjuntak, Fajrianti, Purwono, & Ardi, 2019), using the internet for personal gain during working hours (Ardilasari & Firmanto, 2017), using e-mail and the internet when hours of work which are voluntary activities by members of the organization significantly (Sawitri, 2012). Cyberloafing is caused by role conflict, excessive role and role ambiguity (Nydia & Pareke, 2019), lack of self-control (Ramadhan & Sari, 2018; Sari & Ratnaningsih, 2018), low organizational commitment (Putra & Nurtjahjanti, 2019), (Hurriyati, 2017), perceptions of organizational sanctions (Herdiati, Sujoso, & Hartanti, 2015), psychological capital and adversity quotient (Sofyanty, 2019), individual characteristics and lack of concentration, job achievement orientation (Prasad, Lim, & Chen, 2010). Of all the possible causes of cyberloafing behavior of Village officials at the Village Government Office in Lumajang Regency, the most influential factors for conducting cyberloafing are role conflict, role ambiguity and excessive roles. These factors are indicated by the internet experience of Village officials at the Village Government Office in Lumajang Regency.

This research needs to be done, the goal is to reduce cyberloafing behavior in employees so that their performance can be optimal and if this research is not carried out, the cyberloafing activity or behavior of an employee will continue to occur which will harm various parties, for example, computers will flood computing resources due to use for personal interests, causing degradation of computer systems, causing agencies or institutions to take legal responsibility for employee behavior such as harassment, copyright infringement, slander, and abandoned work, service to the community will decrease, concentration on work is less (Ardilasari & Firmanto, 2017), the accumulation of a job and low work productivity (Sofyanty, 2019), cyberloafing behavior can harm the company when employees put their work and obligations aside due to being too focused on cyberloafing (Astri & Zahreni, 2017), spreading viruses and hacking (Hurriyati, 2017), as a means of fraud (Marsal & Hidayati, 2018), online gambling and opening pornographic sites (Ramadhan & Sari, 2018).

In addition to being influenced by role conflict, cyberloafing behavior is influenced by the presence of role ambiguity which is defined as a form of uncertainty regarding job duties and expectations, lack of guidelines for appropriate work behavior, and uncertainty of behavioral outcomes. Role ambiguity has a significant positive effect on cyberloafing behavior (Sawitri, 2012). The role ambiguity felt by employees causes cyberloafing behavior (Ahmad, Parawansa, & Jusni, 2019; Herlianto, 2012; Lonteng, Kindangen, & Tumewu, 2019; Nydia & Pareke, 2019). Another finding shows that role ambiguity does not show any influence on cyberloafing behavior (Herdiati, Sujoso, & Hartanti, 2015).

Cyberloafing behavior is also influenced by role overload, namely the organization's demand to do work that exceeds the worker's ability in the given time period. Excessive roles have a significant effect on cyberloafing behavior (Ahmad, Parawansa, & Jusni, 2019; Herdiati, Sujoso, & Hartanti, 2015; Herlianto, 2012; Nydia & Pareke, 2019). Another finding states that excessive roles do not play an important role or are not related to cyberloafing behavior, because if an employee is given

a lot of work, then automatically the employee does not have the opportunity to carry out activities called cyberloafing behavior (Hardiani, Rahardja, & Yuniawan, 2017; Sawitri, 2012).

Cyberloafing behavior in this case uses the theory of planned behavior approach (Askew et al., 2014). In role conflict behavior in cyberloafing behavior, namely where the work should be done by the individual himself but there are other parties who interfere in the work, including blaming each other's work, while role ambiguity is confusion in work priorities where it occurs to employees or employees who provide additional work for other employees, even though that job is not the main job of the employee. Excess role in cyberloafing behavior occurs a lot in the world of work, occurs in employees who are given too much workload with predetermined or ongoing deadlines from the leadership of the institution or organization.

Phenomena that occur from problems related to cyberloafing behavior, role conflict, role ambiguity, and excess roles of Village Government Office employees in Lumajang Regency include: 1) Does role conflict partially influence cyberloafing behavior? 2) Does role ambiguity partially influence cyberloafing behavior? 3) Does excess role partially influence cyberloafing behavior? 4) Do role conflict, role ambiguity, and role overload simultaneously influence cyberloafing behavior?

## METHOD

This type of research is quantitative research by looking for associative relationships that are causal. Sugiyono (2008: 36) states that associative research is research that asks about the relationship between two or more variables. A causal relationship is a relationship that is cause and effect". So in this study there are independent variables (which influence) and dependent variables (influenced). In this study the population is all village apparatus at the Village Government Office in Lumajang Regency. The target population determined is all Village apparatus at the Village Government Office which consists of 4 (four) sub-districts in Lumajang Regency including Sukodono, Lumajang, Summersuko and Padang Districts. Lumajang Subdistrict consists of 12 Villages with 144 Village officials. The total population of village apparatus from 4 Districts including Sukodono, Lumajang, Summersuko and Padang Districts totaled 368 people with a sample of 80 village apparatus.

The sampling technique used in this study refers to Ghazali (2018) in Sulistyan and Ermawati (2020) in the form of non-probability sampling with accidental types. The sample calculation in this study uses a model developed by Roscoe regarding the sample size for research (Ferdinand, 2006: 225). The data collection techniques used in this study were online questionnaires and literature studies. The results of the online questionnaire will be given a score on each answer to each item of the statement or question. The scoring in this study was based on a 5-point Likert scale. The method of data analysis in this study was carried out using multiple linear regression analysis. Before performing multiple linear analysis, the data instrument test was conducted first, namely the validity test and reliability test, as well as the classical assumption test, namely the data normality test, the multicollinearity test, and the heteroscedasticity test.

## RESULTS AND DISCUSSION

Respondents in this study were village officials who worked at the Village Government Office in Lumajang Regency which consists of 4 Districts in Lumajang Regency including Sukodono, Lumajang, Summersuko and Padang Districts which have the potential to have complete internet facilities. The number of respondents as the research sample was 80 people. The results of the study based on the table above show a sample of 80 respondents with a percentage of 100% of whom the more dominant were 26 to 35 years old with 34 respondents or 42.5%, while those over

45 years were 9 people or 11.3%. . However, in terms of position the most were the Hamlet Head with 22 people or 27.5%, and the lowest was the Welfare Section with 3 people or 3.8%. In terms of working tenure, there was a significant increase, namely the work period of 11 to 15 years with 45 people or 56.3%, the lowest number of people working for 16 to 20 years was 1 person or 1.3%.

The results of respondents' responses to role conflict variables can be seen from the questionnaires that have been distributed and recapitulated. The role conflict variable has an average of 2.8750 with the highest average score of 4.2375 with the question "How capable are you to minimize conflict in the organization". While the lowest average score is 2.3625 with the question "How high is the difference in work time between employees that can lead to conflict". so it can be concluded that the Village apparatus at the Village Government Office in Lumajang Regency abuses internet facilities a lot due to role conflicts between fellow apparatus or Village leaders.

Role ambiguity can lead to unclear employee work due to unclear job instructions. The results of respondents' responses to the role ambiguity variable can be seen from the questionnaires that have been distributed and recapitulated. The role ambiguity variable with an average of 3.2734, the highest average of 4.4500 with the question "How capable are the employees doing work that is not understood". The lowest average score is 1.7125 with the question "How high is the confusion of employees in completing work for which there is no clear responsibility". So it can be concluded that the Village apparatus at the Village Government Office in Lumajang Regency is still experiencing ambiguity or confusion due to unclear work and job instructions that have resulted in the abuse of internet facilities.

The role conflict variable has an average of 2.8750 with the highest average score of 4.2375 with the question "How capable are you to minimize conflict in the organization". While the lowest average score is 2.3625 with the question "How high is the difference in work time between employees that can lead to conflict". It can be concluded that the Village apparatus at the Village Government Office in Lumajang Regency abuses many of the internet facilities due to role conflicts between fellow apparatus or Village leaders.

Cyberloafing behavior variable with an average of 2.3850. From this average, the highest average is obtained, namely 2.8125 with the question "How long do employees browse during working hours". The lowest average score is 1.9500 with the question "How long do employees play online games during working hours". The cyberloafing behavior variable with an average value of 2.3850 has the highest tendency for the Village apparatus at the Village Government Office in Lumajang Regency.

**Table 1. Validity Test Results**

No	Questionnaire	r count	r minimum	Description
Role Conflict				
1	1) StatementX1.1	0,567	0,3	Valid
	2) StatementX1.2	0,511	0,3	Valid
	3) StatementX1.3	0,577	0,3	Valid
	4) StatementX1.4	0,520	0,3	Valid
	5) StatementX1.5	0,568	0,3	Valid
	6) StatementX1.6	0,514	0,3	Valid
	7) StatementX1.7	0,679	0,3	Valid
	8) StatementX1.8	0,508	0,3	Valid
Role Ambiguity				
2	1) StatementX2.1	0,453	0,3	Valid
	2) StatementX2.2	0,478	0,3	Valid
	3) StatementX2.3	0,670	0,3	Valid
	4) StatementX2.4	0,695	0,3	Valid

No	Questionnaire	r count	r minimum	Description
	5) StatementX2.5	0,615	0,3	Valid
	6) StatementX2.6	0,507	0,3	Valid
	7) StatementX2.7	0,569	0,3	Valid
	8) StatementX2.8	0,412	0,3	Valid
Excess Role				
3	1) StatementX3.1	0,814	0,3	Valid
	2) StatementX3.2	0,852	0,3	Valid
	3) StatementX3.3	0,410	0,3	Valid
	4) StatementX3.4	0,808	0,3	Valid
	5) StatementX3.5	0,719	0,3	Valid
	6) StatementX3.6	0,801	0,3	Valid
Cyberloafing behavior				
4	1) StatementY	0,760	0,3	Valid
	2) StatementY	0,788	0,3	Valid
	3) StatementY	0,784	0,3	Valid
	4) StatementY	0,796	0,3	Valid
	5) StatementY	0,788	0,3	Valid
	6) StatementY	0,754	0,3	Valid
	7) StatementY	0,925	0,3	Valid
	8) StatementY	0,889	0,3	Valid
	9) StatementY	0,694	0,3	Valid
	10) StatementY	0,779	0,3	Valid

Source: data processed (2020)

From the calculation of the correlation coefficient, all of them have r count greater than the minimum r, namely 0.3. Then all statement items are declared valid. In conclusion, all statement items in the research instrument can be declared feasible as a research instrument because they can extract the required data or information.

**Table 2. Reliability Test Results**

No	Variabel	Cronbach's Alpha	Keterangan
1	Role Conflict	0,682	Reliabel
2	Role Ambiguity	0,678	Reliabel
3	Excess Role	0,833	Reliabel
4	Cyberloafing behavior	0,933	Reliabel

Source: data processed (2020)

The results of the reliability test for the role conflict variable obtained cronbach's alpha of 0.682, for role ambiguity, cronbach's alpha was obtained for 0.678, for the cyberloafing behavior variable, cronbach's alpha was obtained for 0.833, and for the cyberloafing behavior variable, cronbach's alpha was obtained for 0.933. It can be concluded that the questionnaire used to measure the variables of role conflict, role ambiguity, role overload and cyberloafing behavior is a very reliable questionnaire because it can give no different results if re-measured on the same subject at different times.  $Y = 7,101 + 0,715 X_1 + 0,134 X_2 - 0,163 X_3$

From the results of the multiple linear regression equation above, it can be explained that: 1) The constant value is known to be positive which indicates that the value of Cyberloafing Behavior has become a habit if the value of role conflict, role ambiguity, role excess is equal to zero. 2) Role conflict is positive (indicating that there is a unidirectional relationship) which states that each increase in role conflict will increase cyberloafing behavior and vice versa, if each decrease in role conflict will reduce cyberloafing behavior accompanied by the assumption of variable role ambiguity and constant role overload. 3) Positive role ambiguity (indicating that there is a unidirectional relationship) states that every increase in role ambiguity will increase cyberloafing



behavior and vice versa, if every decrease in role ambiguity will reduce cyberloafing behavior accompanied by the assumption of role conflict variables and constant role overload. The excess of negative roles (indicating that there is an inverse relationship) states that any increase in excess roles will reduce cyberloafing behavior and vice versa, if each decrease in excess roles will increase cyberloafing behavior accompanied by assumptions of variable role conflict and constant role ambiguity.

**Table 3. t test result (partial test)**

Variable	t-count	Sig.	Description
Role Conflict (KFP)	2,710	0,008	accept
Role Ambiguity (AMP)	0,542	0,589	reject
Excess Role (KLP)	-0,753	0,454	reject

Source: data processed (2020)

To perform t-test on each independent variable, it is necessary to obtain t-table results at a significance level of 5% or 0.05 with degrees of freedom ( $n-k = 80-3 = 77$ ), then it can be obtained t-table of 1.99125.

H1: Role conflict has a significant effect on cyberloafing behavior. The results of partial testing (t test) on the role conflict variable obtained t-count = 2.710 with a significant value of 0.008 using a significance level of 0.05 (5%) obtained t-table = 1.99125. With this, it indicates that t-count (2,710) > t-table (1.99125), which means that H1 is accepted. The significance level is 0.008 which is below the 0.05 significance level, so the hypothesis which states that role conflict has a significant effect on cyberloafing behavior is correct.

H2: Role ambiguity has a significant effect on cyberloafing behavior. The results of the partial test (t test) on the role conflict variable obtained t-count = 0.542 with a significant value of 0.589 using a significance level of 0.05 (5%) obtained t-table = 1.99125. With this, it indicates that t-count (0.542) < t-table (1.99125), which means that H2 is accepted. The significance level is 0.589 which is above the 0.05 significance level, so the hypothesis which states that role ambiguity has a significant effect on cyberloafing behavior is wrong.

H3: Excess role has a significant effect on cyberloafing behavior. The results of partial testing (t test) on the over-role variable obtained t-count = -0.753 with a significant value of 0.454 using a significance level of 0.05 (5%) obtained t-table = 1.99125. With this, it indicates that t-count (-0.753) < t-table (1.99125), which means that H3 is accepted. The significance level is 0.454 which is above the 0.05 significance level, so the hypothesis which states that role overload has a significant effect on cyberloafing behavior is wrong.

The F test is whether or not the independent variable simultaneously influences the dependent variable. The simultaneous test results (F test) show that the significance level is 0.047 (<0.05). So it can be concluded that the hypothesis that role conflict, role ambiguity, and role overload simultaneously influence cyberloafing behavior is accepted.

The calculation of the coefficient of determination using the IBM SPSS Statistics Version 24 which gets a value of 0.063. This means that the contribution of role conflict variables, role ambiguity, and role excess to variations or changes in cyberloafing behavior is 6.3%. While the remaining 93.7% is explained by other variables including lack of self-control, low organizational commitment, situation, perceptions of organizational sanctions, psychological capital and adversity quotient, individual characteristics and lack of concentration, and job achievement orientation (Ardilasari & Firmanto, 2017; Herdiati, Sujoso, & Hartanti, 2015; Nydia & Pareke, 2019; Prasad, Lim, & Chen, 2010; Putra & Nurtjahjanti, 2019; Ramadhan & Sari, 2018; Sawitri, 2012; Simanjuntak, Fajrianti, Purwono, & Ardi, 2019).

Cyberloafing behavior among the government of Lumajang Regency is increasingly interesting to study, among which there are 4 Districts in Lumajang Regency, namely Sukodono, Lumajang, Summersuko and Padang Districts which have the potential to have complete internet facilities. This study was used to determine the effect of role conflict, role ambiguity, and role overload on cyberloafing behavior (a case study of the employees of the Village Government Office in Lumajang Regency). Based on the results of data collection, respondents were classified into three, namely based on age, position and years of service. In this study, the most dominant age was 26 to 35 years old. Based on work positions, the most respondents were hamlet heads, because the hamlet heads in each village averaged more than 2 hamlets. Looking at the length of service, the most respondents who dominate the work period are 11 to 15 years, because the working period in that range is more experienced in and mastering the field of work. The results of the questionnaire were then analyzed using the help of the IBM SPSS Statistics Version 24 software program. Based on these results, the results show that role conflict has a significant effect on cyberloafing behavior. Meanwhile, role ambiguity and role overload did not have a significant effect on cyberloafing behavior.

Role conflict has a significant effect on cyberloafing behavior. This implies that the higher the role conflict, the higher the cyberloafing behavior. These results support previous research which also shows that there is an influence of role conflict on cyberloafing behavior (Herdiati, Sujoso, & Hartanti, 2015; Herlianto, 2012; Nydia & Pareke, 2019; Sawitri, 2012; Varghese & Barber, 2017). The more capable the village apparatus is to minimize conflict from the high conflict that occurs, how high is the conflict that occurs at the employee level and is able to be minimized, how much is the time difference between employees to complete work, how much hope between employees can cause conflict in resolving workers, how high is the level of conflict Between fellow employees in completing work, as long as the organizational conflict in the village apparatus is working, the cyberloafing behavior will be higher in the form of watching online videos, activities in using social media, playing online games, online shopping and browsing activities for personal gain.

Role ambiguity has no significant effect on cyberloafing behavior. It can be interpreted that the higher the role ambiguity, the lower the cyberloafing behavior. These results support previous research which also shows that there is an influence of role ambiguity on cyberloafing behavior (Ahmad, Parawansa, & Jusni, 2019; Lonteng, Kindangen, & Tumewu, 2019; Nydia & Pareke, 2019; Sawitri, 2012). If the Village apparatus can understand their work, how capable are the employees to complete the work to achieve the main task objectives. how clear is the work of each employee in completing the work to achieve the main task objectives, how much work authority is given to the employee, how high is the employee's lack of understanding of the work given, how much unclear job responsibilities are assigned to the employee, how high is the confusion of the work of the employees employees for the given authority, how high is the confusion of employees in completing work with unclear responsibilities, the lower the cyberloafing behavior in the form of watching online video activities, activities in using social media, playing online games, online shopping and browsing activities for personal gain.

Excess role does not have a significant effect on cyberloafing behavior. It can be interpreted that the higher the role excess, the lower the cyberloafing behavior. These results support previous research which also shows that there is an effect of excess role on cyberloafing behavior (Ahmad, Parawansa, & Jusni, 2019; Henle, 2008; Herlianto, 2012; Sawitri, 2012).

The ability of the village apparatus to complete the amount of work in a timely manner, how much work must be completed on time, how much work must be done by the employees, how much work must be completed, how much work must be completed overtime, how long the employee's work is capable completed overtime, related to cyberloafing behavior, namely watching online videos, activities using social media, playing online games, online shopping and browsing

activities for personal gain. The more work, the lower the village officials to carry out cyberloafing activities

Role conflict, role ambiguity, and excess roles can increase cyberloafing behavior in village frameworks in Lumajang Regency. This result is in accordance with a study which states that these three factors are closely related to cyberloafing behavior (Ahmad, Parawansa, & Jusni, 2019). Role conflicts (intrasender, person-role, inter-role, and time base) when combined with unclear responsibilities, lack of authority with the task assigned, don't understand what is expected, don't understand the role of work in achieving goals), as well as excess roles (frequent overtime, large amounts of work, timely completion of work) have contributed to cyberloafing behavior (watching online videos, social media activities, online games, online shopping, browsing activities).

Village officials in Lumajang Regency apart from these three factors, there are several other factors that can lead to cyberloafing behavior. These factors include lack of self-control control, low organizational commitment, situation, perceptions of organizational sanctions, psychological capital and adversity quotient, individual characteristics and lack of concentration, and job achievement orientation. Cyberloafing behavior cannot be detected directly, but can be minimized by reducing work stress (role conflict, role ambiguity, and role overload). This is important despite the decreasing rate of cyberloafing behavior.

## CONCLUSION

Cyberloafing behavior among village officials in Lumajang Regency has increased along with the availability of adequate internet facilities. This kind of behavior is closely related to the existence of role conflict, role ambiguity, and excess taps. Based on the conclusions of this study, it can be explained that if role conflict increases, the cyberloafing behavior will also increase. There are differences in role ambiguity and role excess, the existence of high ambiguity does not guarantee high cyberloafing behavior either. Likewise, there is a high role overload, but it is not a guarantee that cyberloafing behavior will also increase or increase. Role conflict, role ambiguity, and role overload are only able to explain very little about the need for cyberloafing.

Role conflicts that occur in devices at the Village Government Office in Lumajang Regency vary, so that they can affect the performance of the Village apparatus. These role conflicts include organizational conflicts, conflicts between apparatuses, the difference in the time the village apparatus completes the work, the expectations of the village apparatus to complete the work, the level of fellow village officials completing the work and the village framework organization conflicts. If it is not minimized, the higher the cyberloafing behavior is in the form of frequent viewing of online videos, activities in the use of social media, online games and online shopping coupled with browsing activities for personal gain.

Role ambiguity occurs a lot for every worker and employee which results in confusion in the completion of job targets. In the village apparatus there is also a role ambiguity, including how capable the village apparatus is to complete work that is not understood or understood, how capable the village apparatus is to achieve its main tasks, the clarity of the apparatus on the tasks or work that is given to be completed, clarity of village officials completing work to achieve goals, the authority given to the village apparatus, the village officials' lack of understanding of the work given, the unclear responsibilities given to the village apparatus, the unclear job authority given to the employees, and the confusion of the village apparatus regarding the job responsibilities given. When this is not minimized, the higher the cyberloafing behavior is in the form of frequent viewing of online videos, activities in the use of social media, online games and online shopping coupled with browsing activities for personal gain. However, in this study, role ambiguity has no significant effect on cyberloafing behavior that occurs in village officials at the Village



Government Office in Lumajang Regency because the data on the variable indicator of role ambiguity is not strong enough.

Excess roles often occur among employees and employees, including village officials who are often overloaded with their work. The statement in this study states that the advantages of the role are, how much are the village officials able to complete the work on time, how much work must be completed on time, complete a large number of jobs, the amount of work must be completed, a lot of work must be completed overtime. , the length of time the work is completed by overtime. In this study, excess role did not have a significant effect on cyberloafing behavior in village officials at the Village Government Office in Lumajang Regency, because there was no finding of indicators from the excess role variable which had a strong influence on cyberloafing behavior.

Role conflict, role ambiguity, and excess roles can increase cyberloafing behavior in village frameworks in Lumajang Regency. Role conflict when combined with role ambiguity, as well as excess roles (often overtime work, lots of work, completion of work on time) have contributed to cyberloafing behavior (watching online videos, social media activities, online games, online shopping, browsing activities). Village officials in Lumajang Regency apart from these three factors, there are several other factors that can lead to cyberloafing behavior. These factors include lack of self-control control, low organizational commitment, situation, perceptions of organizational sanctions, psychological capital and adversity quotient, individual characteristics and lack of concentration, and job achievement orientation. Cyberloafing behavior cannot be detected directly, but can be minimized by reducing work stress (role conflict, role ambiguity, and role overload). This is important despite the decreasing rate of cyberloafing behavior.

The implication of this study is to determine the effect of role conflict variables, role ambiguity, and role overload on cyberloafing behavior. Of the three variables, there are problems with the role conflict variable, where the role conflict variable has a significant effect on the cyberloafing variable, where the higher the role conflict, the higher the cyberloafing behavior of the Village apparatus at the Village Government Office in Lumajang Regency, such as the frequent viewing of online videos, often using social media. , playing online games, doing online shopping and browsing activities for personal gain. Role conflicts that occur include conflicts within the organization, individual conflicts between Village officials, differences in working time for each Village apparatus, the expectations of each apparatus in terms of their welfare and conflicts among Village officials. Actions that need to be taken by the Village Head or influential parties in the Village Government must be able to minimize the cyberloafing behavior of the Village apparatus so that the role conflict that occurs can be controlled properly and the objectives of performance targets and work can be completed on time and correctly.

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