Cyberloafing on Male Employees and Female Employees at PT. Ira Jaya Satria

Mr. Adly Nabawi & Siti Aisyah*

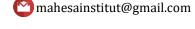Department of Psychology, Faculty of Psychology, Universitas Medan Area, Indonesia

*Corresponding Email: sitiaisyah@staff.uma.ac.id

Abstract

This study aims to determine the differences in cyberloafing between male and female employees at PT. Ira Jaya Satria. The problem is focused on one of the individual factors of cyberloafing, namely gender. The cyberloafing scale in this study was measured based on aspects of cyberloafing, namely; minor cyberloafing, and serious cyberloafing. The scale above uses a Likert scale with 4 answer choices. The sample in this study amounted to 63 people. Data were collected through a sampling technique using a total sampling technique and analyzed quantitatively. This study concludes that based on the results of the T-test Analysis calculation, it is known that there are differences in cyberloafing in terms of gender. This result is known by looking at the value or coefficient of difference with a coefficient of T = 8.646 with p = 0.000 <0.050. Based on these results, it means that the proposed hypothesis which states that there are differences in cyberloafing in terms of gender is declared accepted.

Keywords: Cyberloafing; Gender.

How to Cite: Nabawi. MA, & Aisyah. S. (2025). Cyberloafing in Male and Female Employees at PT. Ira Jaya Satria. *Journal of Education, Humaniora and Social Sciences (JEHSS)*. 7 (3): 891-896.

INTRODUCTION

The development of technology today has exceeded what many people think, especially information technology, especially the internet. The internet has changed the way organizations improve access and distribution of information. The internet has become an inseparable part of a person's work life. Workers can access the internet wherever they are without exception in the organization where they work. The existence of computer and internet facilities in the organization helps employees complete their tasks effectively and efficiently, increases employee creativity, helps the character of service to the community based on modern technology so as to save time and organizational budget costs.(Nisaurrahmadani in Ardilasari, 2017).

The existence of the internet for employees seems to be an advantage in itself. In addition to being an efficient business, the internet also provides employees with access to the world's largest playground(Ardilasari, 2017). Employees access the internet during working hours not for the benefit of the company, but to avoid work and relieve boredom.(RuningSawitri, 2012). The technology used when accessing the internet can come from the organization or be owned by individuals that employees bring to work (e.g. smartphones, tablets or laptops).

As access to the internet becomes more common for employees, their tendency to use the internet for entertainment and non-work related activities at work increases, commonly referred to as cyberloafing.(Blanchard & Henle, 2008). Cyberloafing is a deviant behavior in the workplace that uses "employee status" to access the internet and email during work hours for purposes unrelated to work.(Lim in Ardilasari, 2017).

The fact on the ground is that the facilities and infrastructure provided by the company are actually used for the personal interests of employees. Examples of behavior are such as using office phones for personal needs, using wifi for personal interests (not for work), even the most phenomenal over the past decade is cyberloafing.(Blanchard & Henle, 2008)divides cyberloafing into two levels, namely minor and serious cyberloafing. Minor cyberloafing consists of sending or receiving personal emails while working such as headlines, financial internet sites and online shopping. Serious cyberloafing consists of visiting adult internet sites, monitoring personal internet sites and interacting with others through chat rooms, blogs, and personal ads, playing online games and downloading music. Several studies on cyberloafing behavior emphasize more on the negative impacts it causes. Based on a survey conducted by Surf Watch(VIVIEN KG LIM, 2002)shows that 84% of employees send emails for personal purposes and 90% of employees access the internet only for recreation and personal pleasure. This results in a decrease in productivity of 30 to 40 percent.

Specific forms of cyberloafing behavior that employees commonly engage in are: accessing sports-related sites, accessing investment-related sites, accessing entertainment-related sites, accessing general news sites, accessing non-work-related sites, downloading non-work-related information, shopping for personal interests, accessing adult sites, checking and sending non-work-related e-mails, playing and downloading online games, posting non-work-related messages, using the internet to earn extra income.(Ardilasari, 2017; Restubog et al., 2011).

Cyberloafing also makes companies legally responsible for their employees' behavior such as harassment, copyright infringement, slander, and abandoned work. The results of empirical studies on cyberloafing behavior state that cyberloafing behavior has a prevalence and damaging consequences in the workplace. For employers, cyberloafing can have negative consequences because production deviations caused by cyberloafers are detrimental to the organization (company). Cyberloafing behavior is the most common disruption in the workplace(Lubis, 2023; Sitepu, 2018).

Many organizations have started using the internet as a supporting tool to help employees work, especially PT. Ira Jaya Satria. PT. Ira Jaya Satria is committed to being an international class and reliable marine transportation rental company (LCT, Tug Boat, & Speed Boat) producing innovations in accordance with market dynamics and customer needs in the North Sumatra Province in a sustainable manner.

PT. Ira Jaya Satria uses unlimited internet or usage rules because this company itself uses the internet to carry out work, even to do attendance is done by logging in using the internet. The situation with unlimited internet does not rule out the possibility of employees doing cyberloafing. Based on the results of interviews with operational managers and several employees, it can be said that employees at PT. Ira Jaya Satria do minor cyberloafing. Employees admit to often opening Facebook and email during working hours, this is related to the aspect of e-mailing activities, namely all forms of e-mail activities that are unrelated to work. Four out of five employees admit to often opening YouTube during working hours, and three out of five employees admit to often working while streaming music, this is related to the aspect of browsing activities, namely covering all forms of browsing that are unrelated to work. When internet access has become commonplace, the tendency of employees to use the internet unrelated to work is increasing.

Many researchers argue that cyberloafing is a behavior that is not beneficial to the organization and can lead to lawsuits. However, some other researchers argue that cyberloafing behavior is not necessarily bad for employees and organizations. When cyberloafing behavior is done to relax and relieve work fatigue, cyberloafing behavior is not a threat to the company. On the contrary, cyberloafing behavior can be detrimental to the company when employees put aside their work and obligations due to being too focused on cyberloafing.(Azmi, 2023; Hutahaean, 2024).

In this study, researchers took one of the individual factors that influence cyberloafing behavior, namely gender. Individual factors are recognized to play an important role in encouraging cyberloafing behavior.(Restubog et al., 2011)found that irrelevant behavior in the workplace occurs due to low self-control. Self-control and integrity which are the strengths of the worker's character have a negative relationship with behavioral deviations that occur in the work environment. This supports that a worker must have high self-control and integrity so as not to engage in deviant behavior in the workplace such as cyberloafing(Harahap, 2016; Nasution, 2023).

From the description above, the researcher is interested in conducting a study entitled differences in cyberloafing between male and female employees at PT. Ira Jaya Satria.

RESEARCH METHODS

The research approach implemented in this study is quantitative. (Russiadi, 2013), associative/quantitative research is research that aims to determine the degree of relationship and pattern/form of influence between two or more variables, where with this research a theory will be built that functions to explain, predict and control a symptom. While quantitative associative research is research by obtaining numbers or qualitative data that are numeric.

Cyberloafing is a behavioral deviation carried out by employees by taking advantage of their employee status at work to use the internet access facilities provided to carry out activities such as seeking entertainment, online shopping, online chatting, and so on that are not related to work. The scale of cyberloafing in this study was measured based on the cyberloafing aspects, namely: Minor Cyberloafing, and Serious Cyberloafing.

This study uses a comparative quantitative method. This type of research approach aims to determine the differences in a variable related to variations in one or more other variables and is presented in numbers. This is in accordance with the opinion(Arikunto, 2018)stated that quantitative research is a research approach that is often required to reveal numbers, starting from data collection, interpretation of the data, and the appearance of the results. While it is said to be comparative research because this research aims to find out whether there is a difference between two variables in an aspect being studied. According to (Sugiyono, 2013), sample is a portion of the number and characteristics of the population. The number of samples in this study was 63 people. Determining the subjects who became the research sample used the Total Sampling method. Where according to (Sugiyono, 2010) Total Sampling is a technique for determining samples based on the total number of populations.

Scale Using a Likert scale with 4 answer choices, namely Strongly Agree, Agree, Disagree and Strongly Disagree. Statements are arranged based on favorable and unfavorable forms. The

research given for favorable answers, namely Strongly Agree (SS) is given a value of 4, Agree (S) is given a value of 3, Disagree (TS) is given a value of 2, and Strongly Disagree (STS) is given a value of 1. As for unfavorable items, the assessment given for the Strongly Agree (SS) answer is given a value of 1, the Agree (S) answer is given a value of 2, the Disagree (TS) answer is given a value of 3 and the Strongly Disagree (STS) answer is given a value of 4.

The data analysis method used in this study is T-test Analysis, where in this study the path/classification is Cyberloafing the problem above, code A1 male and A2 female are referred to as independent variables (X). While the variable to be measured or the dependent variable (Y) in the writing chart is symbolized by the letter X.

RESULTS AND DISCUSSION

Based on the calculation results using T-test Analysis, it was found that there were significant differences in cyberloafing behavior based on gender. The results of the analysis showed a coefficient value of T = 8.646 with a significance level of p = 0.000, which is smaller than 0.050. This indicates that the research hypothesis stating that there are differences in cyberloafing based on gender can be accepted. In other words, there is a tendency for different cyberloafing behavior between male and female employees. These results can be the basis for companies to develop strategies for managing internet use in the workplace to be more effective and productive.

The use of internet technology that has been provided by organizations, institutions, and industries can sometimes be a particular advantage for employees.(Blanchard & Henle, 2008)when internet access has become commonplace, the tendency of employees to use the internet for entertainment purposes and not related to work will also continue to increase. The existence of internet technology access can make employees secretly do business and also surf the internet during working hours. This certainly causes employees to neglect their obligations in carrying out their duties. The usual thing that employees try is opening online shopping sites during working hours, or playing social media during working hours. This phenomenon is often also called Cyberloafing(VIVIEN KG LIM, 2002). Cyberloafing has a negative impact on the industry because it can cause employees to neglect their responsibilities in completing work tasks. Along with the increasing provision of performance support facilities, such as technology and the internet, the expectation that these facilities will increase productivity is not always in accordance with the reality on the ground. Many employees misuse internet access for personal interests during working hours, thereby reducing their efficiency and effectiveness in working.

The more technological facilities a company provides, the more likely employees are to use them for non-productive activities.(Rianti, 2021). This is in line with research conducted by(VIVIEN KG LIM, 2002), which defines cyberloafing as using the internet at work for personal purposes that are not related to work. Some forms of cyberloafing include accessing social media, shopping online, watching videos, playing games, or even reading news that is not relevant to work.

Cyberloafing is considered a counterproductive behavior that can be detrimental to the organization and its members.(Humairani, 2024; Syahdana, 2019). If left unsupervised, this behavior can lead to decreased employee productivity, delays in completing tasks, and reduced operational efficiency of the company. In addition, cyberloafing can also have a negative impact on other coworkers, especially if this habit becomes a culture in a work environment.

Therefore, companies need to take strategic steps to reduce cyberloafing in the workplace, such as implementing stricter internet usage policies, providing training on digital work ethics, and improving employee online activity monitoring systems. With these steps, it is hoped that companies can increase productivity and maintain optimal employee performance.

Cyberloafing is becoming an increasingly common phenomenon in the workplace, especially with easy access to the internet. In between work, many employees take the opportunity to open online sites such as e-commerce, games, social media, or other entertainment content. This behavior reflects that the previously observed cyberloafing phenomenon has indeed been proven to occur in various workplaces. The percentage of employees involved in cyberloafing shows that this behavior is still a challenge for companies in maintaining workforce productivity.

One of the interesting findings in the research related to cyberloafing is the difference in the level of internet attachment between male and female workers. The research was conducted by Lim & Chen(in Lase, 2021)revealed that female workers have lower attachment to the internet than male workers. This is supported by research by Ahmad & Omar(in Liani, 2020)which also found that female workers' engagement in online activities tends to be lower than that of men. However, despite the lower level of engagement, cyberloafing is still found among female workers.

Interestingly, although there are still female workers who actively engage in cyberloafing, some of them do not use the office internet network for personal purposes at all. They use the internet facilities entirely to complete work tasks. This shows that there are other factors that influence a person's tendency to cyberloaf, one of which is self-control.

Swanepoel Research(in Ramadhan & Sari, 2018)highlighted that self-control has a strong relationship with cyberloafing behavior. The higher an individual's ability to control themselves, the less likely they are to engage in deviant behavior in the workplace, including cyberloafing. Employees with good levels of self-control tend to be more focused on completing their work and are not interested in doing activities that are not related to their duties.

Therefore, companies need to pay attention to psychological factors such as self-control in managing cyberloafing in the workplace. In addition to implementing stricter internet usage policies, companies can also provide self-development training for employees to increase awareness of the importance of work efficiency. By building a disciplined and responsible work culture, companies can minimize the negative impacts of cyberloafing and increase workforce productivity.

CONCLUSION

Based on the results of the analysis using the T-test, it was found that there were differences in the level of cyberloafing based on gender. Overall, the level of cyberloafing at PT. Ira Jaya Satria is relatively low. The results of the study showed that male employees tend to have higher levels of cyberloafing compared to female employees. This finding is in line with previous studies which stated that female workers have a lower attachment to the internet than male workers. However, cyberloafing is still found among female workers, although in a smaller percentage. Several factors that influence the level of cyberloafing in the workplace include self-control, work culture, and internet usage policies implemented by the company.

The results of this study provide insight for companies in managing internet usage in the workplace. To minimize the negative impacts of cyberloafing, companies can implement stricter policies regarding the use of internet facilities, improve monitoring systems, and provide education to employees about the importance of work efficiency and productivity. In addition, companies can also strengthen a more disciplined and responsible work culture to reduce cyberloafing behavior among employees. With an understanding of the factors that influence cyberloafing, it is hoped that companies can create a more effective and productive work environment, so that the potential for internet abuse in the workplace can be minimized without reducing employee welfare.

REFERENCES

Ardilasari, N. (2017). Hubungan Self Control Dengan Perilaku Cyberloafing Pada Pegawai Negeri Sipil. *Jurnal Ilmiah Psikologi Terapan*, *05*(01), 19–39.

Arikunto, S. (2018). *Prosedur Penelitian: Suatu Pendekatan Praktik. (Edisi Revisi). Jakarta: Rineka Cipta.*

Azmi, S. (2023). *Hubungan Self Control dengan Perilaku Cyberloafing pada Karyawan CV. Citra Karya Mandiri*. Universitas Medan Area.

Blanchard, A. L., & Henle, C. A. (2008). Correlates of different forms of cyberloafing: The role of norms and external locus of control. *Computers in Human Behavior*, *24*(3), 1067–1084. https://doi.org/10.1016/j.chb.2007.03.008

Harahap, F. I. (2016). *Hubungan Kontrol Diri Dengan Perilaku Cyberloafing Pada Karyawan PT. Infomedia Solusi Humanika Nusantara*. Universitas Medan Area.

Humairani, F. (2024). *Hubungan antara Loneliness dengan Minor Cyberloafing Pegawai Universitas Medan Area*. Universitas Medan Area.

Hutahaean, R. Y. K. (2024). *Studi Identifikasi Faktor Faktor yang Mempengaruhi Cyberloafing pada Karyawan PT. Sinar Andalas Proteksindo*. Universitas Medan Area.

Lase, D. T. (2021). *Hubungan Komitmen Organisaisi dan Regulasi Diri Dengan Perilaku Cyberloafing Pegawai Tata Usaha Di Universitas Medan Area*. Universitas Medan Area.

Liani, L. (2020). *Pengaruh big five personality trait, self control dan faktor demografi terhadap cyberloafing*. Fakultas Psikologi UIN Syarif Hidayatullah Jakarta.

Lubis, F. I. (2023). *Hubungan Iklim Organisasi dengan Perilaku Cyberloafing pada Karyawan PT. Prima Kencana ADV*. Universitas Medan Area.

Nasution, K. H. (2023). *Pengaruh Dukungan Organisasi dengan Cyberloafing Pegawai PDAM Tirta Kualo Kota Tanjungbalai*. Universitas Medan Area.

Ramadhan, V. A., & Sari, E. Y. D. (2018). Perilaku cyberloafing pada pekerja perempuan. *Jurnal Psikologi Integratif*, *6*(2), 213–224.

Restubog, S. L. D., Garcia, P. R. J. M., Toledano, L. S., Amarnani, R. K., Tolentino, L. R., & Tang, R. L. (2011). Yielding to (cyber)-temptation: Exploring the buffering role of self-control in the relationship between organizational justice and cyberloafing behavior in the workplace. *Journal of Research in Personality*, *45*(2), 247–251. https://doi.org/10.1016/j.jrp.2011.01.006

Rianti, K. (2021). *Hubungan Antara Kontrol Diri Dengan Perilaku Minor Cyberloafing Pada Karyawan PT. Saka Mitra Sejati*. Universitas Medan Area.

RuningSawitri, H. S. (2012). Role of Internet Experience in Moderating Influence of Work Stressor on Cyberloafing. *Procedia - Social and Behavioral Sciences*, *57*, 320–324. https://doi.org/10.1016/j.sbspro.2012.09.1192

Rusiadi. (2013). *Metode Penelitian*. USU Press.

Sitepu, C. A. S. (2018). *Hubungan antara Kepuasan Kerja dengan Perilaku Minor Cyberloafing pada Pegawai Kantor Camat Medan Barat*.

Sugiyono. (2010). *Metode Penelitian Kualitatif Kualitatif Dan R & D*. ALFABETA.

Sugiyono. (2013). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R&D*.

Syahdana, I. (2019). *Hubungan Kontrol Diri dengan Perilaku Minor Cyberloafing pada Karyawan di PT. Wicaksana Overseas International, Tbk*. Universitas Medan Area.

VIVIEN K. G. LIM. (2002). The IT Way of Loafing on the Job : Cyberloafing , Neutralizing and Organizational Justice The IT way of loafing on the job : cyberloafing , neutralizing and. *Journal of Organizational Behavior*, *23*(April), 675–694.