

THE EFFECT OF WORKLOAD AND SELF-EFFICACY ON CYBERLOAFING BEHAVIOR ON EMPLOYEE PERFORMANCE AT PURWOKERTO ISLAMIC HOSPITAL

Ratu Janisa Gamasiwi¹, Azzah Sukma Salsabil², Shalsabilla Novarizka³, Tri Iriani Putri⁴, Mastur Mujib Ikhsani⁵

1, 2, 3, 4, 5Universitas Muhammadiyah Purwokerto (e-mail: ratujanisag@gmail.com)

Abstract: *This study aims to determine and analyze the effect of workload and self-efficacy on cyberloafing behavior on the performance of employees at the Purwokerto Islamic Hospital. Sampling using incidental sampling method through a questionnaire. The sample used was 154 employees. Researchers conducted data analysis using the Partial Least Square (PLS) method using SmartPLS software. The results of this study indicate that workload, self-efficacy, and cyberloafing behavior have a positive and significant effect on employee performance partially; Workload and self-efficacy have a positive and significant impact on cyberloafing behavior partially; And workload has a negative and insignificant influence on cyberloafing behavior partially.*

Keywords: *Workload, Self-Efficacy, Cyberloafing Behavior, Employee Performance*

Introduction

Challenges and competition in the global era in government agencies or companies are required to work harder to provide more effective and efficient work results. A government agency or company is an organization that embraces many people who are commonly called employees or employees to carry out a task and activity in a company or government agency. Government agencies or companies are required to work harder in their work to be able to face challenges and competition, one of which is competition in infrastructure issues that are needed by the community to fulfill welfare and economic growth in society in the face of existing competition agencies must have competent human resources (Damanauw et al. ., 2018). Many people understand that good governance has better good governance practices, so the quality of public services is getting better, the rate of corruption is getting lower, and the government is becoming more concerned with the interests of the community.

According to Hamali (2016), a human resource is a strategic approach to skills, motivation, development and management of organizing resources. The hospital is a health service facility to improve public health so that hospitals are required to provide the best quality of service according to predetermined standards and can reach all levels of society. In this case, the hospital must manage human resources appropriately to achieve the best performance results (Rofi, 2019). Private hospitals in the Purwokerto area are competing to improve the quality of service to attract patients. One of the private hospitals in the Purwokerto area that is entirely developed is the Purwokerto Islamic Hospital which is located at Jl. Mashuri No. 39 Kalibogor, Rejasari, Kec. West Purwokerto, Banyumas, Central Java. Kasanuddin (2011) says that indicators of the quality of human resources are intellectual quality (including knowledge and skills), education, understanding of the field, ability, enthusiasm for work, and organizational planning abilities.

Purwokerto Islamic Hospital (RSIP) is a hospital that provides general and specialist health services. Purwokerto Islamic Hospital strives to provide excellent and quality health services according to needs and is not discriminatory to the community. Employees are often required to complete their obligations, namely, completing their work assignments by the allotted time. This can make employees feel burdened to complete their duties. High job demands will cause fatigue, boredom, and reduced good performance for the company. Working conditions, aspects of time used, work standards, and targets that must be achieved are workload indicators. A workload is a group or number of activities that must be completed by an organization or position holder within a certain period (Hendrayanti, 2010).

According to Woolfolk in Amalia and Framusinto (2020), self-efficacy is a person's belief about his competence in a particular field. So that with confidence in one's abilities, it is hoped that it can increase one's interest. According to Widiyanti & Marheni (2013), self-efficacy is essential for teenagers to be able to continue to face all the changes that occur. Self-efficacy relates to the belief that one can perform the expected actions. Self-efficacy can lead to changes in behavior, especially in completing tasks and goals. In this era, the internet has become a necessity for humans because it almost fulfills the entire scope of human life. The internet makes everything easy to find or access so that we no longer experience difficulties in finding the information we need. Currently, civil servants and private employees are also active internet users to complete their work, so computers and the internet have become essential for every employee. With the internet, work becomes more efficient, effective, and can be maximized. Technology advances such as the internet can broaden employee insights, can increase creativity and improve good performance because employees can look for boarder and more diverse references to complete their work.

Every employee must achieve good performance to exceed the desired work results, provide the best service, contribute generously to the company, be disciplined and realize the vision and mission of the company. According to Robbins (2016), Performance is about how to do the job and the results that have been achieved from the job (Wibowo, 2010). However, the presence of the Internet not only has a positive impact on the world of work but can also have a negative impact, especially on employees. Employees can neglect their obligations to their work assignments if they access the internet too often, primarily if it is used for personal purposes. Abandoned work that should have been completed but was constrained because negligent employees could affect the goals of a company not being realized. The organization's non-work-related use of email and the Internet during ordinary working hours is often called cyberloafing. Cyberloafing behavior is an activity carried out by employees using the internet in cyberspace for activities that are not related to work, such as browsing and e-mail that are not related to associated with work but are carried out at work during working hours. These activities can reduce employee productivity due to improper working hours and impact employees when completing their work demands.

Literature review

1. Performance

According to Dunamaw (2018), a company or institution is a system consisting of several subsystems related to each other in achieving the desired goals or objectives. Performance is a condition that must be known and confirmed by certain parties to determine the level of achievement of an agency's results related to the vision carried out by a company or company and to know the positive and negative impacts of an operational

policy (Rismawati and Mattalata, 2018). According to Roring (2017) in Santoso (2019), employee performance is a record of the results obtained from certain job functions or activities over a certain period. Indicators of employee performance that will be used in this study are as follows, namely the first quality of work, which is the result of work achieved in terms of accuracy, thoroughness and skill. The second is the quantity of work, where the work results are achieved in terms of results from routine tasks and speed in completing these tasks. The third is collaboration, expressing the ability of employees to participate and cooperate with others in completing tasks.

The fourth is how much the employee can accept and do his job. And the fifth is the initiative to complete the task and the ability to make good decisions without prior guidance. According to Mangkunegara (2013), the factors influencing employee performance in carrying out their duties can come from individual and organizational environmental factors. Company performance arises both in terms of individual performance and group performance. This increasingly competitive condition can lead to the emergence of competition between companies. Therefore companies must be able to use resources which in this case can be in terms of human resources; both material and capital resources can synergize with each other so that they can compete in the middle of the world. Competition between companies.

2. Cyberloafing behavior

Cyberloafing behavior is categorized as disciplinary behavior. The division of employee concentration between work and cyberloafing behavior impacts piling up work, low work productivity, and poor work quality can disrupt the smooth work process and slow public services. It will have a negative impact on the image of the institution. In line with this, researchers feel that cyberloafing behavior is essential to research. Cyberloafing is the act of employees using their organization's Internet access during work hours for personal purposes. When employees surf the web for fun, trade stocks online, shop online, or engage in other non-work-related Internet activities while at work, they are cyberloafing.

In the era of new habits, the internet goes hand in hand with the current pace of life. The internet is an information center that can be accessed in various places. The internet has become one of the basic needs of Indonesian society today, especially business people, employees, students and students, and because some of their activities are still carried out virtually. Cyberloafing behavior is an activity carried out by workers in cyberspace for activities that are not related to work, such as browsing and e-mail, which are carried out in the workplace during working hours where these activities are activities that can reduce employee productivity which will impact on employees completing their work (Lim and Chen, 2019).

3. Self-Efficacy

Self-efficacy is the core of humans in which there is motivation and achievement (Chen, Li, and Leung, 2016). According to Woolfolk in Amalia and Framusinto (2020), self-efficacy is a person's belief about competence in a particular field. So that with confidence in one's abilities, it is hoped that it can increase one's interest. For employees to achieve their goals and meet organizational goals, they need to believe in themselves and believe in their abilities (Favero, Meier, and O'Toole, 2016). Self-efficacy from a corporate context is a person's view of their ability to effectively fulfill a given task (Muslichah, 2018). In line with that, according to Aini, Purwana & Saptono (2015), self-efficacy is a belief that exists within a person that influences the amount of motivation. Self-efficacy is very important for

someone because a belief in oneself is beneficial in the future. Someone with a high level of self-efficacy is generally more confident in reporting violations because they believe in their ability to do so. According to Diah Ningsih and Pratolo (2018), self-efficacy is an individual's outlook and confidence to get through all situations in life and the surrounding environment, which will ultimately influence every path taken in dealing with these situations. According to this theory, two types of expectations strongly influence behavior: outcome expectations, the belief that certain behaviors will lead to specific outcomes, and self-efficacy expectations, which believe that a person can successfully perform the behavior.

Self-efficacy refers to an individual's belief in his ability to organize and carry out a series of actions to achieve a goal. It plays an important role when individuals must complete tasks to achieve goals. Research on self-efficacy must be related to a particular field to avoid blurring the concept. Self-efficacy is divided into three dimensions, namely the ability to develop self-efficacy, self-efficacy behavior, namely an individual's evaluation of whether he or she can achieve learning goals, and coping self-efficacy, namely an individual's evaluation of the ability to cope with events that occur during the learning process. Many researchers have studied the associated predictive factors and their consequences when exploring the relationship of self-efficacy to cyberloafing behavior, but the mechanisms of cyberloafing behavior have not been sufficiently explored. It has explored the relationship between self-efficacy and cyberloafing (Yang Jiping, Wang Xingchao, Yang Li, 2014; Fan Cuiying, Zhang Meng, He Dan, 2017; Vazsonyi, 2012).

4. Workload

The workload can be measured using indicators, including targets to be achieved, working conditions, and work standards (Putra, 2015). In Vanchapo's opinion (2020), the workload is a process or activity that a worker must complete within a certain period. The occurrence of workload is caused because an employee has too much work to do under the pressure of a very tight schedule and not according to ability. Permendagri No. 12/2008 states that workload is the amount of work that must be carried by a position/organizational unit and is the product of work volume and time norm. If the worker's ability is higher than the job demands, boredom will appear. On the other hand, if the worker's ability is lower than the job demands, more fatigue will appear. Achyana (2016) states that workload is influenced by external factors and internal factors. External factors, namely loads that come from outside the worker's body, such as the tasks carried out which are physical in nature, work organization, the work environment is the physical work environment, chemical environment. While internal factors originate from within the body due to external workload reactions, these factors include somatic factors (gender, age, body size, nutritional status, health condition) and psychological factors (motivation, perceptions, beliefs, desires and satisfaction).

Workers who are under the auspices of government agencies tend to easily experience work stress due to routine and large amounts of workload such as inputting data carefully, following up on licensing applications and issuing permits in a short time, and changing time schedules due to the flow of information and SOPs. correspondence that is not only managed by one person so that workload demands will cause work stress. Therefore, employees tend to do cyberloafing because it is considered the easiest way to get rid of boredom, especially if it is supported by the availability of internet facilities on their personal computers and gadgets. However, if employees are already surfing the internet,

their focus is not easy to return to before. The task that is his responsibility becomes neglected, resulting in negligence in completing the task. This is in accordance with previous research conducted by Ahmad (2019) which showed that workload has a positive and significant effect on cyberloafing behavior.

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This research is a research development from research conducted by (Desnirita and Sari, 2022), with the results of workload having a negative and significant effect and cyberloafing having a negative and significant impact on employee performance with a value (R²) of 0.137 or 13.7%. The R² value needs to be increased by adding one variable. Researchers added the self-efficacy variable from research (Khaerana, 2020) with the results of self-efficacy having a positive effect on employee performance. This research is expected to be able to answer the issues of problems faced by Purwokerto Islamic Hospital in improving employee performance. Research with workload and self-efficacy variables on employee performance mediated by cyberloafing behavior variables has rarely been published in previous studies. The difference with the last research lies in the subject of prior research, namely employees of PT. Dwidaya World Wide DKI Jakarta Regional Branch, while the issues in this study were Islamic Hospital employees. On that basis, the author feels interested in further research.

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Methods

This study uses a quantitative research method in the form of survey research. According to Sinambela (2020), quantitative research is a type of research that uses numbers to process data to produce structured information. The population taken in this study was 228 employees.

Table 1 : Population

| Number | Power Type | Number of employees |
|---------------|---------------------------------|----------------------------|
| 1. | Administration and Resources | 1 |
| 2. | AUSDI | 24 |
| 3. | Procurement | 3 |
| 4. | Information System Installation | 2 |
| 5. | Finance and Accounting | 10 |
| 6. | Service Field | 6 |
| 7. | IKBS | 9 |
| 8. | Nurse | 92 |
| 9. | Hemodialysis | 5 |
| 10. | IP2RS | 4 |
| 11. | Nutrition Installation | 12 |
| 12. | Laboratory | 9 |
| 13. | Radiology | 7 |
| 14. | Medical Support | 2 |
| 15. | Pharmacy | 18 |
| 16. | Medical Record Installation | 24 |
| | Total | 228 |

The sample in this study taken from the population must genuinely represent the sampling technique using the nonprobability sampling technique with the incidental sampling method. Determining the number of samples in this study used the Slovin formula so that a sample of 153 respondents was obtained. In this study, the data collection technique was taken using the questionnaire method, which a questionnaire or questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer (Sugiyono, 2017). The variables in this study are the independent variables, namely workload (X1) and self-efficacy (X2). The mediating variable, namely cyberloafing behavior, and the dependent variable, is employee performance (Y).

Results and Discussion

Table 2 : PLS Results Phase 1 (Construction of Reliability and Validity)

| | Cronbach's | Rho_A | CR | AVE |
|-----------------------|------------|-------|-------|-------|
| Cyberloafing Behavior | 0.911 | 0.922 | 0.927 | 0.616 |
| Employee performance | 0.902 | 0.905 | 0.925 | 0.675 |
| Self Efficacy | 0.902 | 0.906 | 0.927 | 0.718 |
| Workload | 0.855 | 0.860 | 0.896 | 0.634 |

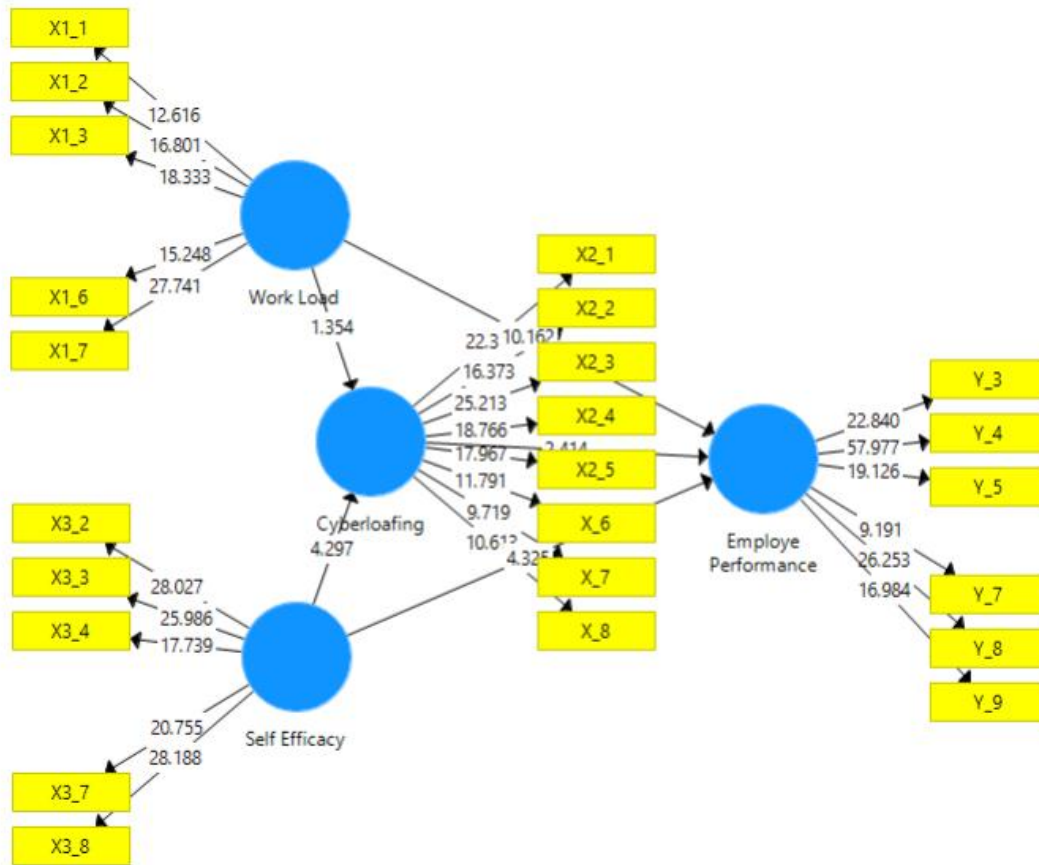
The effect of workload and self-efficacy on cyberloafing behavior on performance was carried out using SMART PLS.

Table 3 : PLS Stage 2 Results (Coefficient Path)

| | Original Sample | T statistics | P Value | Result |
|--|-----------------|--------------|---------|--------------|
| Cyberloafing Behavior > Employee Performance | -0.100 | 2.414 | 0.000 | Accepted |
| Self-Efficacy > Cyberloafing Behavior | -0.447 | 4.297 | 0.000 | Accepted |
| Self Efficacy > Employee Performance | 0.287 | 4.325 | 0.000 | Accepted |
| Workload > Cyberloafing Behavior | 0.189 | 1.354 | 0.176 | Not Accepted |
| Workload > Employee Performance | 0.665 | 10.162 | 0.000 | Accepted |

The results, namely, the influence of cyberloafing behavior on employee performance, are accepted. The effect of self-efficacy on cyberloafing behavior is obtained. The impact of self-efficacy on employee performance is accepted. The effect of workload on cyberloafing behavior is denied. The behavior of workload on employee performance is acceptable.

Gambar 1 : PLS Results Chart



This study provides results (with PLS underlying it) that cyberloafing behavior affects employee performance, self-efficacy influences cyberloafing behavior, self-efficacy influences employee performance, the workload does not affect cyberloafing behavior, and workload affects employee performance. This is in line with research. Based on the data collected and tested using SMART PLS, it can be interpreted that cyberloafing behavior affects employee performance, thus indicating that cyberloafing behavior will reduce employee performance at Purwokerto Islamic Hospital. Second, self-efficacy has a significant effect on cyberloafing behavior, thus indicating that good self-efficacy will reduce cyberloafing behavior among employees at the Purwokerto Islamic Hospital. Third, self-efficacy has a significant impact on employee performance, so it shows that good self-efficacy makes employee performance good, as well as employees of the Purwokerto Islamic Hospital.

Conclusion

This research was conducted to know and analyze the effect of workload and self-efficacy on cyberloafing behavior on the performance of employees at the Purwokerto Islamic Hospital. This research used four variables, namely workload, self-efficacy, employee performance and cyberloafing behavior, as mediating variables. Concerning the results and hypotheses, it can be concluded that the influence of cyberloafing behavior on performance is rejected. Second, the effect of self-efficacy on cyberloafing behavior is accepted. Third, the effect of self-efficacy on performance is declared acceptable. Fourth, the effect of workload on

cyberloafing behavior is rejected. Finally, the effect of workload on employee performance is rejected.

Based on the results of data analysis carried out using the SMART PLS application, it was found that more variables were accepted than rejected variables. From these results, it can be concluded that cyberloafing behavior has a positive effect on employee performance, with the details that self-efficacy has a positive effect on cyberloafing behavior, making self-efficacy a positive effect on employee performance. Furthermore, the calculation results show that workload has a negative effect on cyberloafing behavior, but the workload has a positive effect on employee performance.

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