



The Effect of Work Stress on Cyberloafing Behavior Mediated by Work-Life Balance in Employees

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ABSTRACT

The purpose of this study was to determine the extent of the effect of work stress on cyberloafing behavior mediated by work-life balance at PT KAI DAOP 3 Cirebon City. This study uses quantitative research with a correlation design that aims to explain the relationship between variables and predict scores. The sample in this study amounted to 66 respondents and data was obtained through questionnaires. The results of a simple linear regression analysis showed that there was a significant influence between the work stress variable (X) and the work-life balance variable (Z) of 19.5%. While the results of multiple linear regression analysis showed that there was no significant influence between the work stress variable (X) on the cyberloafing variable (Y) and there was a significant influence between the work stress variable (X) and the work-life balance variable (Z) on the cyberloafing variable (Y) by 18.7%. The conclusion and implication of the study as a whole is that it highlights the importance of work-life balance in coping with work stress and cyberloafing. The results also suggest that work-life balance mediates cyberloafing behavior and may be an influential factor in most employees and a small percentage unaffected by work-life balance and other factors outside of the study.

INTRODUCTION

The development of increasingly sophisticated technology, the internet has become a very important component and needed by all humans, so it is very difficult to separate. Human life is increasingly inseparable from the internet, so this world is known as the "digital world". According to Muttaqin (2019), Indonesia emerged as the sixth-largest country in terms of internet users globally in 2014, with the highest growth rate of internet users in 2016. It is undeniable that indeed the internet has an important role in human survival, the internet provides benefits as a means of entertainment and the internet also has an influence in helping work. The internet makes a very large and important contribution, one of which is to the world of work, with the internet workers feel they get very good facilities. Because the internet can provide access to communication and other services. However, behind the many benefits of the internet, the internet also has a negative influence that can cause problems in the world of work, one of which is internet abuse. Misuse of the internet during working hours for personal gain is clearly very detrimental to the company where you work, it can be said to be cyberloafing behavior.

According to Mirza, AR., SH (2019) Cyberloafing is an activity carried out by workers in cyberspace for non-work-related activities such as browsing and emailing carried out at work during working hours where these activities are activities that can reduce employee productivity which will affect employees to complete their work. When employee work time is not used properly or is not productive at work so that the behavior hinders employee performance in carrying out tasks, the behavior can be said to be cyberloafing. Cyberloafing circumstances and behaviors are when employees use the internet for personal gain during working hours and when employees have completed their work and have more time and use that time to use the internet for personal gain.

Because when employees have more time, it would be nice to use that time as well as possible to do other work. So that employees do not have insignificant reasons with work or personal interests, as long as it is done during working hours. Therefore, cyberloafing can be said to be able to reduce the productivity of an employee because it takes up working hours for personal interests and can cause employees to neglect their duties and work. In this case, cyberloafing is considered to have an adverse impact on employees and also the company. One of the causes of cyberloafing in individuals is work stress.

In general, stress is often interpreted as an unpleasant state of tension, because a person subjectively feels that something is weighing him down. Sandiwethw (2020) stated that work stress is a serious problem associated with job satisfaction, this is evidenced by research that has been conducted to obtain results that work stress negatively affects job satisfaction. When an employee experiences pressure where he works, the employee will look for solutions to overcome work pressure, one way that can be done is to use the internet or access the internet outside the interests of the company and work such as watching videos, playing social media, opening online buying and selling

applications and others. This happens because employees feel that the internet can be used as a solution to overcome the problem of work pressure and work stress.

PT Kereta Api Indonesia or abbreviated as PT KAI is a State-Owned Enterprise (BUMN) which has the main product in the form of public transportation services by train. The services provided by PT Kereta Api Indonesia include passenger and freight transportation. This research will be conducted on employees of PT. KAI DAOP 3 Cirebon City which will involve all employees at the PT.

THEORETICAL REVIEW

Stres on Working

In fashionable, pressure is frequently interpreted as an ugly state of anxiety, on the grounds that someone subjectively feels that something is bothering them. Rumawas W, et al. (2018) observed that activity stress in employees is a condition characterised with the aid of human modifications that end result from the interaction between people and work, forcing them to deviate from their normal functioning. Huda (2018) in I Gusti Made Suwandana, (2020) stated that work stress is a severe hassle associated with task satisfaction, this is evidenced by way of research that has been performed to achieve outcomes that work strain negatively affects task satisfaction. Several studies show that pride in activities has a significant and significant impact on employee performance. Pictorial stress that occurs in workers can be caused by factors, especially external and internal elements.

Dimension

According to Cousins in Lisnawati et al., (2019) there are 7 dimensions in work stress, namely:

1. Demands. Conditions that include issues such as workload, work patterns and the work environment faced.
2. Control. Related to the extent to which the company conducts supervision of its employees.
3. Peer Support / Managerial Support. That is the extent to which colleagues provide work-related support.
4. Managerial Support/Peer Support. Relating to the extent to which company management provides support to employees in the form of awards or other things.
5. Relationship. Relating to relationships that exist within the organization or company, both between workers and with superiors, for example whether cooperation, counselors, incomprehension of instructions, difficulty focusing, and the absence of conformity due to working too long.
6. Role. In this case, do employees understand their roles in the organization and does the organization ensure they do not have conflicting roles.

7. Change. That is how the organization manages and communicates the changes that occur.

Cyberloafing

According to Mirza, AR., SH (2019) Cyberloafing is an activity carried out by workers in cyberspace for non-work-related activities such as browsing and emailing carried out at work during working hours where these activities are activities that can reduce employee productivity which will affect employees to complete their work. According to Askew in Tefa & Mahendra (2022) explains, "Cyberloafing happens whilst a non-telecommuting worker makes use of any kind of laptop (e.g., laptop, mobile-telephone, pill) at work for non-adverse activities that his/her number one manager might not do not forget job- associated."

Dimension

Based on Lim's theory in Patmawati (2023) which states that cyberloafing consists of two dimensions, namely:

1. Browsing Activity Browsing Activity consists of surfing in cyberspace and accessing social networks, including opening and reading online news sites; opening, reading, and making online transactions on shopping sites and online transportation sites; open, view, and download entertainment content (videos, music); Send, read, and reply to statuses on social networks, play online games, and live stream.
2. Email Activity While email activity consists of opening, reading and replying to personal emails; and using work email for personal gain.

Work-Life Balance

According to Fatmawati & Irbayuni (2021), work-life balance means that it can balance two demands, namely between work and an individual's personal life is the same. According to Hasan & Teng in Febriani et al., (2021), the term work-life balance is defined as a condition where an employee can work well and at the same time can socialize with family, friends, and live his personal interests. Today, many individuals are attracted to the idea of work-life balance because they want to achieve full satisfaction in life, apart from being happy and having good performance at work.

Dimensi

Menurut Fisher, Bulger, dan Smith dalam Adiningtias & Mardhatillah (2018) also said that work-life balance has 4 forming dimensions, namely:

- a. WIPL (Work Interference With Personal Life)

This dimension refers back to the extent to which work can intervene with an character's private existence. as an example, work can make it tough for a person to manage time for his private existence.

- b. PLIW (Personal Life Interference With Work) This dimension refers to the quantity to which an character's non-public lifestyles interferes with his or her

work lifestyles. as an example, if an man or woman has problems in his non-public life, this could intrude with the individual's overall performance at work.

c. PLEW (Personal Life Enhancement of Work)

This size refers to the volume to which someone's non-public life can improve person performance at paintings. as an instance, if people sense satisfied due to the fact their non-public lives are excellent then this will make the individual's mood at work high-quality.

d. WEPL (Work Enhancement Of Personal Life)

This dimension refers back to the quantity to which paintings can enhance the nice of an individual's personal life. as an instance, the capabilities that people collect on the activity, permit individuals to utilize the ones skills in normal lifestyles.

Research Hypothesis

The hypothesis in this study is that work stress can mediate the effect of work-life balance on cyberloafing behavior of PT employees. KAI DAOP 3 Cirebon City. The research hypothesis was then derived into a statistical hypothesis, which is as follows:

H1: Work stress affects cyberloafing behavior

H2: Work stress affects work-life balance

H3: Work-life balance affects cyberloafing behavior

H4: Work-life balance acts as a mediator in the effect of work stress on cyberloafing behavior.

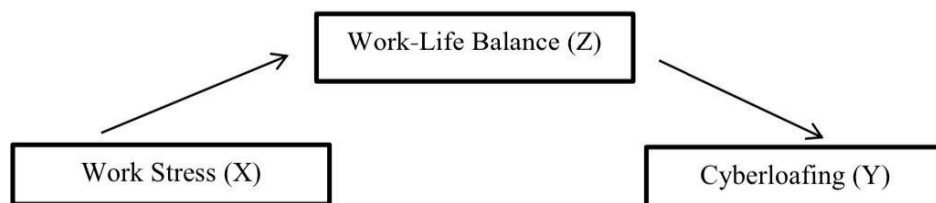


Figure 1. Conceptual Framework

METHODOLOGY

This study was conducted at PT. KAI DAOP 3 in Cirebon City and adopts a correlational design, aiming to elucidate the relationships between variables and predict scores. The choice of a correlational design aligns with the study's purpose, which is to explore the impact of work stress variables (X) on cyberloafing behavior variables (Y), mediated by work-life balance variables (Z) among PT. KAI DAOP 3 employees in Cirebon City. The study included a sample of 66 respondents, and data analysis proceeded in two stages. Initially, a simple linear regression analysis was utilized to assess the influence of work stress variables (X) on work-life balance (Z). Subsequently, multiple linear regression analysis was carried out to explore the impact of the work stress variable (X) on cyberloafing (Y) and the effect of the work-life balance variable (Z) on cyberloafing (Y). Data were collected from PT. KAI DAOP 3 Cirebon City employees using questionnaires and interviews.

RESULTS

Model 1 Regression Test

1. Simple Linear Regression Test

Simple Linear Regression SPSS Output

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.069	8.802		.917	.363
	Stress Kerja	.418	.106	.442	3.940	.000

a. Dependent Variable: Work Life Balance

Source: Olah Data SPSS 26

To determine the simple regression equation for the effect of Work Stress on Work-Life Balance, a regression coefficient analysis was carried out as follows:

$$Z = a + bx$$

$$Z = 8.069 + 0.418 X$$

Dimana:

X = Work Stress

Z = *Work-Life Balance*

From the regression equation above can be interpreted as follows:

- 1) a = 8.069 shows that if the value of X (does not change) then the value of the constant Z is 8.069.
- 2) b1 = 0.418 states that if X increases, then Z will increase by 0.418.

Test the hypothesis

1. Partial T Test

A partial t-test is a statistical method used to test whether a particular independent variable significantly affects the dependent variable in a simple linear regression model, when control over other independent variables has been performed. The partial t-test permits us to assess the unmistakable commitment of a particular independent variable to the dependent variable, whereas controlling for the impact of other autonomous factors.

Simple Linear Regression SPSS Output

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.069	8.802		.917	.363
	Stress Kerja	.418	.106	.442	3.940	.000

a. Dependent Variable: Work Life Balance

Source: Olah Data SPSS 26

The calculated value of t for the working constraint of variable (X) is 3.940. Next, we determine the value of the table t. The distribution table t is consulted at the significance level $\alpha/2 = 0.05 = 0.025$, with degrees of freedom $N-k-1$, i.e. $66 - 1 - 1 = 64$. According to the table, the value of the table t is 1.998. Since the calculated t-value (3.940) exceeds the value in the t-table (1.998) and the significance value (sig.) 0.000 is less than 0.05, a significant influence between work-related stress and work-life balance can be inferred.

2. Coefficient of Determination Test

This examination is utilized to decide the degree of the impact of the independent variable on dependent variable, which is ordinarily inquired as a rate. This coefficient of assurance can be calculated utilizing the taking after equation:

$$Kd = r^2 \times 100\%$$

Where:

Kd = Coefficient of Determination

r = Correlation Coefficient

Simple Linear Regression SPSS Output

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.069	8.802		.917	.363
	Stress Kerja	.418	.106	.442	3.940	.000

a. Dependent Variable: Work Life Balance

Source: Olah Data SPSS 26

The SPSS score table provided shows a coefficient of determination (R-squared) of 0.195 or 19.5% in the summary of the coefficient of determination

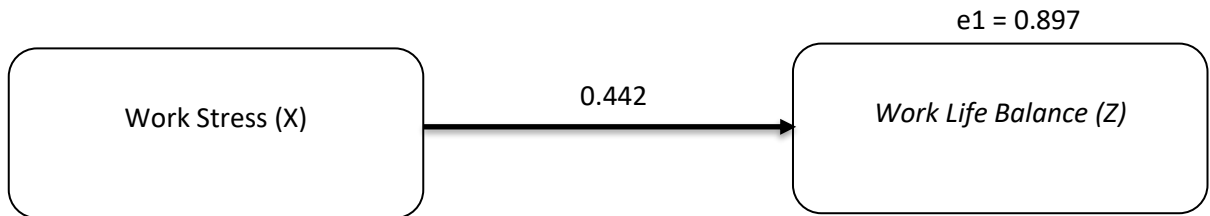
test. This means that the effect of the independent variable (X) on the dependent variable (Z) is 19.5%, while the remaining 80.5% is affected by other factors that have not been studied by the researcher. $e1 = V1 - 0.195 = V0.805 = 0.897$

Model 1 Path Diagram

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.069	8.802		.917	.363
	Stress Kerja	.418	.106	.442	3.940	.000

a. Dependent Variable: Work Life Balance

Source : SPSS 26 Data Processing



Known:

- The magnitude of X's influence on Z is 0.442

Model 2 Regression Test

1. Multiple Linear Regression Test

Multiple Linear Regression SPSS Output

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.998	11.253		.622	.536
	Stress Kerja	.098	.150	.083	.655	.515
	Work Life Balance	.489	.159	.390	3.080	.003

a. Dependent Variable: Cyberloafing

Source : SPSS 26 Data Processing

To determine the multiple regression equation for the effect of Work Stress and Work-Life Balance on Cyberloafing, a regression coefficient analysis was carried as follows :

$$Y = a + b1X + b2z$$

$$Y = 6.998 + 0.098 X + 0.489 Z$$

Where:

X = Work Stress

Z = *Work-Life Balance*

Y = *Cyberloafing*

From the regression equation above can be interpreted as follows:

- 1) 1) a = 6.998 shows that if the values of X and Z are fixed (do not change) then the value of the sonstant Y is 6.998 .
- 2) b1 = 0.098 states that in case X increments, at that point Y will increment by 0.098 accepting there's no expansion to the steady esteem of Z.
- 3) b2 = 0.489 states that on the off chance that Z increments, at that point Y will increment by 0.489 accepting there's no expansion to the consistent esteem X.

Test the hypothesis

1. Partial T Test

A partial t-test is a statistical method used to test whether a particular independent variable significantly affects the dependent variable in a multiple linear regression model, when control over other independent variables has been exercised. Fractional t-tests permit us to survey the person commitment of a specific independent variable to the dependent variable, whereas controlling for the impacts of other free factors.

SPSS Output Partial T Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardize	t	Sig.
		B	Std. Error	d Coefficients Beta		
1	(Constant)	6.998	11.253		.622	.536
	Stress Kerja	.098	.150	.083	.655	.515
	Work Life Balance	.489	.159	.390	3.080	.003

a. Dependent Variable: Cyberloafing

Source : SPSS 26 Data Processing

The value of Work Stress (X) was calculated at 0.655. Next specify tTable. The conveyance table t is found at $\alpha/2 = 0.05 = 0.025$ with free degrees $N-k-1$ which is $66 - 2 - 1 = 63$, then obtained tTable 1.998. Because tcount is smaller than ttable, which is $0.655 < 1.998$ and the significance value (Sig.) is 0.05, it can be interpreted that there is no signifivant effect between Work Stress and Cyberloafing.

The value of the variable Z was calculated to be 3.080. Next, we specify the t-table value. The t-distribution table is found at $\alpha/2 = 0.05 = 0.025$ with

degrees of freedom $N-k-1$, which is $66 - 2 - 1 = 63$. From the table, the t-table value is 1.998. Because tcount is greater than ttable, which is $3.080 > 1.998$ and significance value (Sig.) $0.003 < 0.05$, It can be interpreted that there is a significant influence between the variable Z and the variable Y.

2. Simultaneous F Test

The simultaneous F-test is a statistical method used to test together whether a group of independent variables significantly affects the dependent variable in a multiple linear regression model. This test aims to check the null hypothesis that the regression coefficients of all independent variables are zero together.

SPSS Output Simultaneous F Test

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	742.827	2	371.414	7.266	.001 ^b
	Residual	3220.158	63	51.114		
	Total	3962.985	65			

a. Dependent Variable: Cyberloafing
 b. Predictors: (Constant), Work Life Balance, Stress Kerja

Source : SPSS 26 Data Processing

Based on the SPSS output table, the calculated F value is 7.266. To determine the critical F value (F table), we refer to the F distribution table at $\alpha = 0.05$ with degrees of freedom $N-k$, which is $66 - 2 = 64$. The critical F value obtained from the table is 3.14. Therefore, since the calculated F value (7.266) is greater than the critical F value (3.14), and the noteworthiness esteem of 0.001 is less than 0.05, it can be translated that there's a noteworthy impact between Work Stress and Work-Life Balance on Cyberloafing.

3. Coefficient of Determination Test

This analysis is used to determine the extent of the independent variables that affect the dependent variables, which are usually expressed as a percentage. The detection coefficient can be calculated using the following formula:

$$Kd = r^2 \times 100\%$$

Where:

Kd = Coefficient of Determination

r = Correlation Coefficient

SPSS Output Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.433 ^a	.187	.162	7.149

a. Predictors: (Constant), Work Life Balance, Stress Kerja

Source : SPSS 26 Data Processing

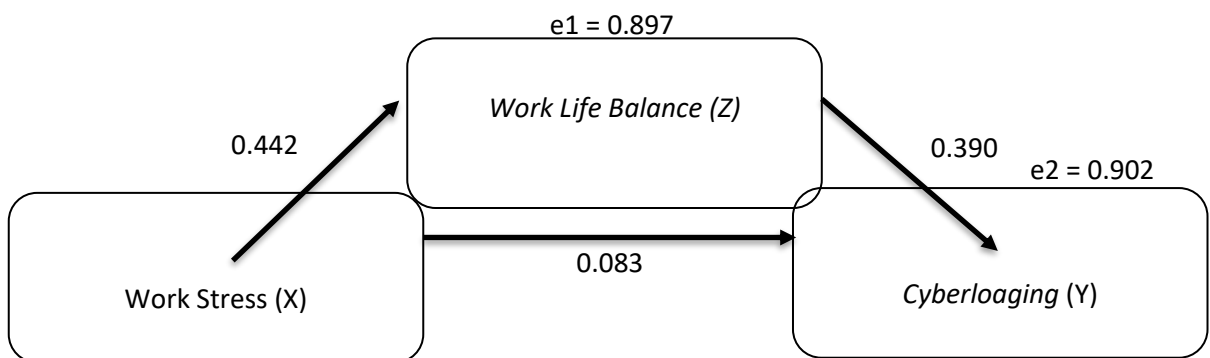
From the SPSS output table provided, a summary of the coefficient of determination test yields a coefficient of determination (R squared) of 0.187 or 18.7%. This suggests that the influence of the explanatory variables (X and Z) on the dependent variable (Y) is 18.7%, and the remaining 81.3% is influenced by other factors not investigated by the researcher. $E1 = V1 - 0.195 = V0.813 = 0.902$

Model 2 Path Diagram

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.998	11.253		.622	.536
	Stress Kerja	.098	.150	.083	.655	.515
	Work Life Balance	.489	.159	.390	3.080	.003

a. Dependent Variable: Cyberloafing

Source : SPSS 26 Data Processing



Known :

- The magnitude of the direct influence of X on Y is 0.083, while the indirect effect of X on Y is the magnitude of the influence of X on Z multiplied by 0.442, and the magnitude of the influence of Z on Y is 0.390

$(0.442 \times 0.390 = 0.172 <)$. This suggests that X has a significant indirect effect on Y.

DISCUSSION

The results of a simple linear regression analysis showed a significant effect of 19.5% between the work-related stress variable (X) and the work-life balance variable (Z). The results of the multiline regression analysis showed that there was no significant effect on the hypothetical inactivity variable (Y) between the functional stress variable (X) and the work-life balance variable (Z), and there was no significant effect on the functional stress variable (X) and the work-life balance variable (Z) by 18.7%.

CONCLUSIONS AND RECOMMENDATIONS

This research was conducted at PT. KAI DAOP 3 Cirebon City. Many issues affect employees in achieving company success, including work stress and cyberloafing behavior. Research at PT. KAI DAOP 3 Cirebon City uses quantitative research methods with a correlational design. The sample in this study amounted to 66 respondents and data was obtained through questionnaires. The results of a simple linear regression analysis showed that there was a significant influence between the work stress variable (X) and the work-life balance variable (Z) of 19.5%. While the results of multiple linear regression analysis showed that there was no significant influence between the work stress variable (X) on the cyberloafing variable (Y) and there was a significant influence between the work stress variable (X) and the work-life balance variable (Z) on the cyberloafing variable (Y) by 18.7%.

The conclusion and implication of the study as a whole is that it highlights the importance of work-life balance in coping with work stress and cyberloafing. The results also suggest that work-life balance mediates cyberloafing behavior and may be an influential factor in most employees and a small percentage unaffected by work-life balance and other factors outside of the study. These findings can provide guidance for companies in improving work-life balance in employees to overcome problems and achieve company goals. Because work-life balance is very useful for reducing stress and the possibility of experiencing burnout. Employees who are stressed or depressed have a greater likelihood of experiencing depression, anxiety and others. Employees who experience work-life balance will be more motivated, productive, and efficient at work so that they can successfully achieve goals or targets. There are several ways to create work-life balance, namely by setting a schedule of activities to be more organized, developing communication, establishing routines, knowing when to stop, maintaining social interaction, and taking time off.

FURTHER STUDY

The research still has limitations so that further research it still beeded related to this topic.

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