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How Do Organizational Commitment and Workload Influence Cyberloafing Behavior (Case Study of RSJD Nurses in Lampung Province)

Julia Epitia [1], Nova Mardiana [2]
[1,2] Human Resoruce Management Department, Universitas Lampung, Bandar Lampung, Indonesia

Author correspondence: juliaepitiaa@gmail.com

Abstract. *Cyberloafing, or employees engaging in non-work-related internet activities, has become a prevalent issue for many companies. Finding out how organizational commitment and workload affect cyberloafing behavior in nurses at the Lampung Province Regional Mental Hospital (RSJD) is the goal of this study. The basic data for this study came from a Likert scale questionnaire. There were 115 nurses in the research sample, and SPSS 29 software was utilized for the multiple linear regression analysis of the data. The study's findings provided evidence in favor of the premise that organizational commitment and workload significantly and negatively influence cyberloafing behavior. The recommendation for the Lampung Province Mental Hospital is to help create an atmosphere where nurses can feel content and at ease at work, as well as to inculcate positive values in them. The Lampung Provincial Mental Hospital ought to establish guidelines for the equitable distribution of nursing responsibilities. To lower the amount of cyberloafing among nurses, the Lampung Provincial Mental Hospital must also implement specific internet usage guidelines.*

Keywords *Organizational Commitment, Workload, Cyberloafing*

1. INTRODUCTION

According to Toader et al. (2018), the usage of advanced information technology, particularly the Internet, is a sign of a country's economic development. Businesses can save expenses while increasing performance (Zhong et al., 2020). By making information technology more accessible, facilitating task completion, and fostering greater teamwork, the internet can boost worker productivity. Cyberloafing behavior is defined as the misuse of the Internet by continuing to use it deliberately for non-job-related reasons while at work (Blanchard & Henle, 2008). Cyberloafing is a practice that is harmful to an organization since it can raise expenses and lower performance. Even though the human resources are there is a key factor in an organization (Nurullah et al., 2020; Yasir et al., 2021).

Cyberloafing in the healthcare industry has the potential to cause medical errors that could endanger patients' lives by taking nurses' attention away from patients during working hours (Kemer & Özcan, 2021). In order to lessen the strain on any healthcare facility worldwide, it is crucial to understand the reasons linked to nurse cyberloafing (Alqahtani et al., 2022). According to a meta-analysis of the research, workload and organizational commitment both have a negative impact on cyberloafing behavior, with high workloads having a negative influence on cyberloafing behavior (Lim et al., 2020).

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Allen & Meyer (1997), organizational commitment is a psychological state that binds workers to the company where they are employed. By offering the anticipated advantages, corporate commitment can have a significant impact on how employees use the internet at work. Strong corporate commitment, according to James et al. (2015), will enable each individual to lessen their tendency to engage in cyberloafing at work.

In this instance, a nurse's cyberloafing behavior is influenced by their workload as well. The term "workload" describes a set of assignments that must be completed by a worker or employee using their skills and talents within a specific amount of time. A position's or an organization's unit's workload is the total amount of work that the unit is required to complete, which is based on time standards and work volume (Soleman, 2011). When workers are bored and don't feel like they are getting enough work done, they engage in cyberloafing (Pindek et al., 2018).

In order to do its tasks, which include documenting patient data and care procedures, obtaining patient information, and accessing scientific literature, nurses heavily rely on internet connections and devices like computers and phones. It is critical that nurses give their patients their whole attention when giving them medical care. Even the smallest mistake when applying a treatment might have detrimental and irreversible effects. Health professionals frequently engage in minor cyberloafing activities, such as texting and emailing friends and family while at work. Gokcearslan et al. (2018), using social media during work hours is the most prevalent type of cyberloafing behavior. Cyberloafing by nurses can lead to job delays, disregard for patient privacy and safety, and breakdowns in nurse-patient communication.

2. LITERATURE REVIEW

Organizational commitment according to Robbins (2008), is one who aspires to retain their membership in the organization and supports its aims. When workers perceive that their employer meets their psychological need for safety and support, they are more likely to put their all into their work (Setiawan et al., 2020; Yuningsih et al., 2018). Employees with organizational commitment, according to Allen and Meyer (1997), will put in more effort because they are more motivated to contribute to the prosperity and safety of the company where they work. Based on the theory employed, the research employed three indicators: affective commitment, sustainable commitment, and normative commitment.

A workload is the total amount of tasks that people, or groups of people, have to finish in a given amount of time for their regular activities. A workload is an assignment or

responsibility that is assigned to all available human resources and must be finished within a certain amount of time (Koesomowidjojo, 2017). An employee's perception of their objective workload is influenced by their belief that they have an excessive number of tasks or insufficient time to finish them. Workload is measured by factors such as psychological demands, role ambiguity, mental health, and attention issues.

Cyberloafing is the practice of employees using email, instant messaging, and internet access for personal use when they are not at work (Colquitt et al., 2015). Information technology may have contributed to this tendency, which can be viewed as a type of work disengagement. The majority of workers who withdraw do so in an attempt to flee or avoid an uncomfortable situation at work. Psychologically withdrawn workers seem to be productive even while their brains are preoccupied with activities unrelated to their jobs. Cyberloafing can be classified into two: minor and serious.

Therefore, the research's hypotheses are: 1) Cyberloafing behavior is significantly and negatively impacted by organizational commitment. 2) Cyberloafing behavior is significantly impacted negatively by workload.

3. METHODS

This kind of study employs a quantitative associative research methodology. Workload (X2), Cyberloafing (Y), and Organizational Commitment (X1) are the factors that are related in this study. The Lampung Province Regional Mental Hospital (RSJD/Rumah Sakit Jiwa Daerah), situated at Jl. Raya No. Km. 13, Kec. Gedong Tataan, Pesawaran Regency, Lampung, is the site of this study. Thus, primary and secondary data sources provide the data. A Likert scale is used to quantify the main data gathering approach, which is followed by secondary data collection using material from books, journals, websites, and related research.

Sugiyono (2019) defines a population as a generalization area made up of people or things with specific amounts and features chosen by researchers to be investigated and conclusions made. The participants in this study were all Lampung Province RSJD nurses. Sugiyono (2019) asserts that the sample reflects the size and makeup of the population. In this study, complete sampling or census techniques were employed as a nonprobability sampling method.

Table 1. Regional Mental Hospital Nursing in Lampung Province 2023

No.	Status	Quantity
1	PNS (Pegawai Negeri Sipil)/Civil Servants	68
2	PPPK (Pegawai Pemerintah dengan Perjanjian Kerja)/ Government Employees with Employment Agreements	30
3	PTHL (Pekerja Tenaga Harian Lepas)/ Casual Daily Worker	8
4	BLUD (Badan Layanan Umum Daerah)/ Regional Public Service Agency	17
Total		**123**

Source: Lampung Province RSJD Performance Report, 2024

Based on Table 1, the research sample consisted of 123 nurses from Lampung Province RSJD. A questionnaire method was employed by researchers to measure data. Since the questionnaire approach generates qualitative data, it must first be transformed into quantitative data. This can be changed by using a Likert scale, which is a method of assigning scores.

Table 2. Likert Scale for Positive (+) and Negative (-) Statements

Statement	Score (+)	Score (-)
Strongly Agree (Sangat Setuju)	5	1
Agree (Setuju)	4	2
Neutral (Netral)	3	3
Disagree (Tidak Setuju)	2	4
Strongly Disagree (Sangat Tidak Setuju)	1	5

A description of the measurement process for a variable is called an operational definition. To facilitate the identification of the link between a variable and other variables as well as the measures that need to be taken, the variables that make up the research topic must be specified operationally (Sarwono, 2006).

Table 3. Operational Definition of Variables and Variable Measurement

Variable	Definition	Indicators	Scale
Organizational Commitment (X1)	A person's emotional attachment, sense of personal identity and involvement with the organization, and desire to stay a member can all be considered forms of organizational commitment	1. Affective Commitment 2. Continuous Commitment 3. Normative Commitment	Likert
Workload (X2)	Workload is the total amount of work-related activities that are either too few or too numerous, including worker mental processing	1. Psychological Demands 2. Role Ambiguity 3. Concentration 4. Work Mental Disorders	Likert
Cyberloafing (Y)	A person who intentionally uses information technology and personal internet connection for purposes unrelated to work during working hours is engaging in cyberloafing activity	*1. Minor* *2. Serious*	Likert

There are three tests in the research instrument: validity, reliability, and normalcy. Ghozali (2013), the Kaiser-Meyer-Olkin Measure of Sampling Adequacy (KMO MSA) is employed in the validity test to determine the validity of a questionnaire. If a questionnaire item's KMO value > 0.5, it is deemed legitimate. Ghozali (2016), an assessment of a questionnaire's reliability may be made using the Chronbach alpha measurement approach. Test findings are considered reliable if the Chronbach alpha is > 0.6. Ghozali (2013) normalcy test is to determine if the residual have a normal distribution. Use the Kolmogorov-Smirnov Test to evaluate it. A residual's significance value of ≥0.05 indicates that it is regularly distributed.

The data analysis method used in this research is multiple linear regression analysis. $\mathbf{Y= a+b_1X_1+b_2X_2+e,}$ where Y : Cyberloafing; X1 : Organizational Commitment; X2: Workload; a : Constant; β1,2: Regression coefficient of each variable; e : error. The t test is to determine the effect of the independent variable on the dependent variable partially. It is said to be influential if sig < a (0.05).

4. RESULTS

The nurses at RSJD Lampung Province were the research participants. The results of distributing research questionnaires are displayed in the following table, which indicates that while the questionnaires returned were consistent with those distributed, only 115 of the total could be processed due to 8 outlier questionnaires.

Table 4. Distribution of Research Questionnaires

No	Respondent	Total (People)
1	Questionnaires distributed	123
2	Returned questionnaire	123
3	Questionnaires that cannot be processed	(8)
	Total	**115**

Source: Data Processed, 2024

Test the validity of this research instrument using the Kaiser-Meyer-Olkin Measure of Sampling Adequacy (KMO MSA) by applying SPSS software. The following are the results of testing the validity of research instruments.

Table 5. KMO-MSA Validity Test Results

Variable	Items	*KMO Measuring of Sampling Adequacy*	*Loading Factor*	(0,50=Valid)
Organizational Commitment (X1)	X1.1	**0,842**	0,832	Valid
	X1.2		0,599	
	X1.3		0,842	
	X1.4		0,523	
	X1.5		0,879	
	X1.6		0,755	
	X1.7		0,796	
	X1.8		0,834	
	X1.9		0,811	
	X1.10		0,847	
	X1.11		0,887	
	X1.12		0,871	
	X1.13		0,840	
	X1.14		0,865	
	X1.15		0,820	
	X1.16		0,939	
	X1.17		0,894	
	X1.18		0,869	
	X1.19		0,854	
	X1.20		0,888	
	X1.21		0,817	
	X1.22		0,820	
	X1.23		0,844	
	X1.24		0,819	
Workload (X2)	X2.1	**0,872**	0,903	Valid
	X2.2		0, 837	
	X2.3		0,832	
	X2.4		0,932	
	X2.5		0,898	
	X2.6		0,865	
	X2.7		0,852	
	X2.8		0,908	
	X2.9		0,846	
***Cyberloafing* (Y)**	Y.1	**0,831**	0,711	Valid
	Y.2		0,706	
	Y.3		0,810	
	Y.4		0,887	
	Y.5		0,847	
	Y.6		0,890	
	Y.7		0,898	
	Y.8		0,874	
	Y.9		0,810	
	Y.10		0,905	
	Y.11		0,586	
	Y.12		0,834	
	Y.13		0,804	
	Y.14		0,789	
	Y.15		0,897	
	Y.16		0,767	
	Y.17		0,846	
	Y.18		0,901	
	Y.19		0,685	
	Y.20		0,877	
	Y.21		0,785	
	Y.22		0,802	

Source: Data Processed, 2024

The reliability test was carried out using the SPSS program and Chronbach alpha measurement technique. The test results can be said to be reliable if the Chronbach alpha > 0.6.

Table 6. Reliability Test Calculation Results Using Cronbanch's Alpha Technique

Variable	Items	*Cronbach's Alpha*	*Cronbach's Alpha If Item Deleted*	Conclusion
Organizational Commitment (X1)	X1.1	**0,883**	0,879	Reliable
	X1.2		0,885	
	X1.3		0,878	
	X1.4		0,888	
	X1.5		0,881	
	X1.6		0,881	
	X1.7		0,880	
	X1.8		0,879	
	X1.9		0,878	
	X1.10		0,878	
	X1.11		0,876	
	X1.12		0,879	
	X1.13		0,878	
	X1.14		0,879	
	X1.15		0,880	
	X1.16		0,876	
	X1.17		0,874	
	X1.18		0,878	
	X1.19		0,878	
	X1.20		0,875	
	X1.21		0,879	
	X1.22		0,876	
	X1.23		0,877	
	X1.24		0,881	
Workload (X2)	X2.1	**0,890**	0,882	Reliable
	X2.2		0,876	
	X2.3		0,878	
	X2.4		0,877	
	X2.5		0,875	
	X2.6		0,875	
	X2.7		0,877	
	X2.8		0,883	
	X2.9		0,879	
***Cyberloafing* (Y)**	Y.1	**0,879**	0,875	Reliable
	Y.2		0,874	
	Y.3		0,878	
	Y.4		0,877	
	Y.5		0,871	
	Y.6		0,874	
	Y.7		0,869	
	Y.8		0,868	
	Y.9		0,871	
	Y.10		0,867	
	Y.11		0,889	
	Y.12		0,871	
	Y.13		0,878	
	Y.14		0,873	
	Y.15		0,867	
	Y.16		0,885	
	Y.17		0,868	
	Y.18		0,872	
	Y.19		0,878	
	Y.20		0,874	
	Y.21		0,875	
	Y.22		0,877	

Source: Data Processed, 2024

The normality test for this study used the Kolmogorov-Smirnov-Test. Following are the results of the normality test.

Table 7. Normality Test Results

One-Sample Kolmogorov-Smirnov Test			
			Unstandardized Residual
N			115
Normal Parameters[a,b]	Mean		0,0000000
	Std. Deviation		6,00356792
Most Extreme Differences	Absolute		0,073
	Positive		0,039
	Negative		-0,073
Test Statistic			0,073
Asymp. Sig. (2-tailed)[c]			0,179
Monte Carlo Sig. (2-tailed)[d]	Sig.		0,125
	99% Confidence Interval	Lower Bound	0,116
		Upper Bound	0,133
a. Test distribution is Normal. b. Calculated from data. c. Lilliefors Significance Correction. d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.			

Source: Data Processed, 2024

The purpose of this study's quantitative data analysis is to ascertain how organizational commitment and workload affect nurses' cyberloafing habits. The following are the findings of computations made with the SPSS 29 calculating tool and the multiple linear regression analysis formula, with the following information: Y: Cyberloafing; X1: Organizational Commitment; X2: Workload; a : Constant; β1 : Coefficient X1; β2 : Coefficient X2; e : Error.

$$\mathbf{Y= a+b_1X_1+b_2X_2+e}$$

$$\mathbf{Y= a - 0{,}224\ X_1 - 0{,}546\ X_2 + e}$$

The t test is used to determine the partial influence of variable X on Y. The following are the results of the t test in this study.

Table 8. Multiple Linear Regression Test for Hypotheses I and II

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	79,175	5,776		13,708	<0,001
	Komitmen Organisasional	-0,204	0,070	-0,224	-2,938	0,004
	Beban Kerja	-0,720	0,100	-0,546	-7,171	<0,001
a. Dependent Variable: Cyberloafing						

Source: Data Processed, 2024

5. DISCUSSION

The Influence of Organizational Commitment on Cyberloafing Behavior in Nurses at RSJD Lampung Province. According to Meyer and Allen (1997), organizational commitment is a psychological state that binds workers to the company where they are employed. This study supports Hypothesis I, which claims that there is a negative relationship between cyberloafing and corporate commitment. The results of the respondents' responses indicate that the organizational commitment of the nurses at RSJD Lampung Province is high, which lowers the incidence of cyberloafing behavior. This is consistent with Hensel & Kacprzak (2020), which found that cyberloafing behavior is significantly impacted negatively by organizational commitment.

The Influence of Workload on Cyberloafing Behavior in Nurses at RSJD Lampung Province. A worker's workload is the total amount of tasks they have to finish in a set amount of time utilizing their knowledge, skills, and mental faculties (Sjöberg et al, 2020). The study's hypothesis II testing results, which indicated that workload had a substantial and adverse impact on cyberloafing, were validated. This demonstrates that nurses are less likely to engage in cyberloafing activities the more workload they have. The study's findings are consistent with earlier studies that found the opposite—that is, that low workload is linked to higher levels of ennui, which are linked to higher levels of cyberloafing (Andel et al., 2019). According to the respondents' responses, nurses at RSJD Lampung Province have a moderate to heavy workload, which means they must use a lot of cognitive skills, have a limited amount of time, and deal with a lot of psychological strain in order to complete their tasks.

6. CONCLUSION

At RSJD Lampung Province, organizational commitment has a negative and significant impact on nurses' cyberloafing habit. This demonstrates that nurses' levels of cyberloafing will decrease in proportion to their organizational commitment. Then, at RSJD Lampung Province, nurses' cyberloafing habit is significantly and negatively impacted by their workload. This demonstrates that nurses' levels of cyberloafing activity decrease with increasing workload.

7. LIMITATION

This research only analyze the effect of organizational commitment and workload on cyberloafing. Moreover, this study's respondents were limited to nurses employed in RSJD Lampung Province.

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