

The Impact Of Cyberloafing On Civil Servant Performance At The Medan City Health Department: The Moderating Role Of Work Discipline

¹Muhammad Ali Murthadha Subroto, ²Zulkarnain, ³Eka Danta Ginting, ⁴Abdhy Aulia Adnans,

^{1,2,3}Department of Industrial and Organizational Psychology
Faculty of Psychology, University of North Sumatra
Medan, Indonesia

Corresponding Author: Muhammad Ali Murthadha Subroto. E-mail: murthadhaali@gmail.com



Abstract: This study aims to examine the impact of cyberloafing on the civil servants performance, as well as the role of work discipline as a moderator variable among civil servants at the Medan City Health Department. The study used a quantitative approach with a causal relationship design. The sample comprised 176 civil servants, selected using a full sample technique. Data analysis was performed using Moderated Regression Analysis (MRA) with the help of the JASP software. The results of the study show that cyberloafing has a negative and significant impact on employee performance. The higher the level of cyberloafing, the lower the performance of employees. Furthermore, work discipline was found to significantly moderate this relationship, whereby high work discipline can mitigate the negative impact of cyberloafing on performance. The implications of this finding are the importance of increasing discipline through clear internet usage policies, strict supervision, and internalising discipline values to maintain stable performance in the digital era.

Keywords: Cyberloafing, Employee Performance, Work Discipline, Moderator, Civil Servants

I. INTRODUCTION

One of the elements of Medan City's regional autonomy actors in the health sector that is under and responsible to the Mayor through the Regional Secretary is the Medan City Health Office. The Medan Mayor Regulation number 19 of 2020 also regulates the duties and roles of the Medan City Health Office, which are to develop and implement technical regulations in the health sector, to conduct assessment and reporting on government activities in the health sector, to perform administrative duties of the office within the limits of its authority, to carry out assistance tasks in accordance with applicable legal provisions, to exercise all authorities possessed in line with its work domain, and to perform other functions and responsibilities delegated by the Regional Head.

Based on Law number 5 of 2014, Civil Servants (PNS) refer to Indonesian citizens who pass the requirements. Civil servants have duties that have also been explained in Law number 5 of 2014 article 11 that the duties of a civil servant are responsible for carrying out public regulations initiated by the Civil Service Officer in following existing legal provisions, providing capable and superior public services, and strengthening the solidarity and integrity of the Indonesian Nation.

Referring to the explanation above regarding the duties and role of a civil servant, the Government really needs good performance from civil servants because their role is the most important for the progress of the country or related government agencies. Performance is defined as work output that is successfully realized in carrying out the duties and obligations given in a certain period

of time (Kasmir, 2016). Meanwhile, according to Robbins & Coutler (2016) performance is the achievement of employees in their duties which are assessed based on benchmarks that apply in a profession. Saleha et al. (2023) argue that high or low employee performance will have an impact on the achievement of organizational goals. This is because success in achieving organizational goals depends on the performance of individuals or staff who work in it.

The good or bad performance of civil servants is influenced by internet utilization (Ross, 2018 & Syed et al., 2020). According to Ross (2018) activities carried out outside of office work such as using the internet for personal interests have the potential to disrupt employee focus, as a result requiring extra time to re-concentrate on their work and have an impact on decreased performance. But according to Syed et al. (2020) the use of the internet for personal use not only has a negative impact, such as unethical and excessive use of the internet during working hours will adversely affect employee performance, but is also essential for good communication, innovation and productivity of employees, resulting in an impact on improving employee performance.

The internet has now become integrated into the lives of the majority of the global population, especially in Indonesia. The Indonesian Internet Service Providers Association (APJII) survey in 2023 noted that the number of internet users in Indonesia reached 215,626,156 people in 2023, representing 78.19% of the total population of 275,773,901 people (APJII, 2023). Meanwhile, North Sumatra Province based on survey results from APJII for internet users ranges up to 67.12%. The survey shows that more than half of the people of North Sumatra have used the internet and can access it easily, both for daily life and for supporting their work.

In fact, not all employees during working hours can utilize the existing internet facilities for their interests and convenience in completing their work. Some of them use the convenience of the internet for pleasure and personal interests rather than for the benefit of their work. Such a phenomenon is known as cyberloafing. Doorn (2011) defines it as the activity of utilizing internet service access for personal purposes during working hours.

Previous findings regarding the effect of cyberloafing on performance are also still diverse and have not produced consistent research results. Wahyuni et al. (2020) conducted research on employees of the Padang City Education Office, one of which was regarding the effect of cyberloafing on employee performance, the results showed that cyberloafing had a negative and significant effect on employee performance. In contrast to research conducted by Sao et al. (2020) regarding the effects of cyberloafing on performance. The results of his research show that cyberloafing activities have a large and significant positive impact on employee performance, such as recovery from work, learning new skills, keeping up with site developments, resting, developing themselves and so on.

According to Sofyanty and Supriyadi (2021) cyberloafing is classified as undisciplined behavior, especially when the use of office facilities for personal purposes is strictly prohibited, so work discipline is very important to weaken or reduce cyberloafing behavior in the workplace. Harnawidyanto et al. (2022) explained that an excellent level of work discipline has the potential to minimize non-productive activities during operational hours, such as cyberloafing. Robbins (2005) work discipline is compliance that arises from awareness and self-will, where a person or group voluntarily follows all the rules outlined by the entity or leader, both written and unwritten.

Discipline in Civil Servants has been stated in Government Regulation No. 94 of 2021 concerning Civil Servant Discipline, in which there are provisions regarding things that must be carried out and which are prohibited for Civil Servants as state apparatus, and there is also an explanation of what procedures must be carried out as civil servants. Therefore, civil servants have an obligation to obey and obey all the provisions of the laws and regulations that have bound them. Through the description above, it is hoped that work discipline can be a moderator variable to weaken the effect of cyberloafing on the performance of civil servants at the Medan City Health Office.

This research is important to study because based on the explanation above, it appears that there is a research gap or inconsistency in the results of several previous studies regarding the effect of cyberloafing on employee performance, thus requiring further research. Based on this background, researchers have an interest in conducting research on the effect of cyberloafing on the performance of civil servants of the Medan City Health Office with work discipline as a moderator variable.

II. METHODS

This research uses a quantitative approach with a causal relationship design. The population in this study were all civil servants of the Medan City Health Office, totaling 176 employees. Because the population in this study is not too large, the type of sampling used in this study is to use saturated samples, where the entire population is used as a research sample (Raihan, 2017).

The data collection method used in this study is to use a scale. The scale used in this study is a Likert scale with a self-report method. The data that has been collected will be analyzed by multiple linear regression analysis method using Moderate Regression Analysis (MRA). The research instrument consists of three main scales, namely the employee performance scale with indicators put forward by Kasmir (2016) in the form of quality (quality), quantity (quantity), time (period), cooperation between employees, cost suppression, and supervision. Then, the cyberloafing scale using the dimensions proposed by Doorn (2011) in the form of social activities, information activities, virtual emotional activities, recreational activities. Finally, the work discipline scale uses aspects proposed by Robbins (2005) in the form of time discipline, regulatory discipline, and responsibility discipline.

The validity used in this study is content validity and construct validity. Content validity is obtained through professional judgment, which in this case are lecturers and other respondents who have the same characteristics as the research population. For construct validity, researchers used Confirmatory Factor Analysis (CFA). CFA is an analysis to determine whether several indicator variables represent a construct. The results of the validity test on the employee performance scale show that there are only 2 items that have a *loading factor* value (<0.5), the *cyberloafing* scale has 3 items that have a *loading factor* value (<0.5), and on the work discipline scale all items are declared valid with a *loading factor* value (>0.5). Based on this, the researchers aborted 5 items that did not meet the standard *loading factor* value (>0.5). As for the reliability of the research measuring instrument, after removing the aitem, the reliability value is as follows:

Table 2 Reliability Test Results

Variable	Number of items	Cronbach's Alpha
Employee Performance	18	0.929
Cyberloafing	17	0.933
Work Discipline	10	0.890

After the measuring instrument is declared valid and reliable, the research data is then tested using the classical assumption test, which includes normality, linearity, heteroscedasticity, and multicollinearity tests, before the MRA is carried out. The classical assumption test and MRA analysis process were carried out using JASP software.

III. RESULTS

This study aims to determine the effect of cyberloafing on the performance of civil servants of the Medan City Health Office with work discipline as a moderator variable. The hypotheses proposed in this study are cyberloafing has a negative and significant effect on the performance of civil servants of the Medan City Health Office and work discipline is able to moderate cyberloafing on the performance of civil servants of the Medan City Health Office. To prove the truth of the hypothesis, the researchers tested the data obtained using multiple linear regression analysis method using Moderate Regression Analysis (MRA) with the help of JASP program. The following are the results:

Table 4.13 Partial T Test Results

Coefficients

Model		Unstandardized	Standard Error	Standardized	t	p
M ₀	(Intercept)	55.063	0.845		65.180	< .001
M ₁	(Intercept)	66.558	6.613		10.065	< .001
	CYBERLOAFING	-0.518	0.070	-0.560	-7.418	< .001
	WORK DISCIPLINE	0.347	0.106	0.246	3.262	0.001

The table above states that the beta (standardized) value of cyberloafing is (-0.560) and the significance of cyberloafing or $p < 0.001$, so it is concluded that cyberloafing partially has a significant negative effect on the performance of civil servants at the Medan City Health Office. Similarly, work discipline partially obtained a significance value of 0.001 which made work discipline also have a significant influence on employee performance. According to Ghozali (2011) if the sig. value is < 0.05 , it means that the independent variable partially has a significant effect on the dependent variable. However, on the contrary, if the sig. > 0.05 , it means that the independent variable partially does not have a significant effect on the dependent variable.

Table 4.14 Results of Effective Contribution of *Cyberloafing* to Employee Performance

Model Summary - EMPLOYEE PERFORMANCE

Model	R	R ²	Adjusted R ²	RMSE
M ₀	0.000	0.000	0.000	11.207
M ₁	0.748	0.559	0.556	7.465

Note. M₁ includes CYBERLOAFING

Based on the table above, it can be seen that *cyberloafing* has an R² value of 0.559. This means that 55.9% of changes or variations in employee performance can be explained by the *cyberloafing* variable. The remaining 44.1% is another variable that is not explained in this study. Thus, it can be concluded that *cyberloafing* partially has a significant influence on employee performance by 55.9%.

After conducting a Partial T test to see the effect of *cyberloafing* on the performance of civil servants of the Medan City Health Office, the following is a table to see the ability of work discipline to moderate *cyberloafing* on the performance of civil servants of the Medan City Health Office:

Table 4.15 Results of *Moderated Regression Analysis*

Coefficients

Model		Unstandardized	Standard Error	Standardized	t	p
M ₀	(Intercept)	55.063	0.845		65.180	< .001
M ₁	(Intercept)	102.446	17.459		5.868	< .001
	CYBERLOAFING	-1.200	0.315	-1.298	-3.805	< .001
	WORK DISCIPLINE	-0.563	0.423	-0.400	-1.328	0.186

Coefficients

Model	Unstandardized	Standard Error	Standardized	t	p
CYBERLOAFING* WORK DISCIPLINE	0.018	0.008	0.498	2.217	0.028

Based on the table above, it can be seen that there is an interaction of work discipline variables with *cyberloafing* on employee performance as evidenced by the results of a p value of 0.028 ($p < 0.05$). This means that the work discipline variable is able to moderate *cyberloafing* on the performance of civil servants at the Medan City Health Office. The table above also shows that, when all independent variables, namely *cyberloafing*, work discipline, and their interaction are 0, the value of employee performance is 102.446. The *cyberloafing* coefficient has a value of -1.200, which means that every increase of one *cyberloafing* unit will reduce the value of employee performance by 1.200. Conversely, the coefficient for work discipline is 0.563, which means that every increase of one unit of work discipline will increase the value of employee performance by 0.563. In addition, the interaction coefficient between work discipline and *cyberloafing* is 0.018, which means that the negative impact of *cyberloafing* on employee performance will decrease by 0.018 for every one unit increase in work discipline.

IV. DISCUSSION

The hypotheses in this study are first, cyberloafing has a negative and significant effect on the performance of civil servants at the Medan City Health Office. Hypothesis testing that has been conducted by researchers utilizing multiple linear regression analysis with Moderated Regression Analysis (MRA), the results show that the hypothesis is accepted, namely cyberloafing has a negative and significant effect on the performance of civil servants of the Medan City Health Office. This means that the higher the cyberloafing carried out by civil servants of the Medan City Health Office, the lower the employee performance.

There are several reasons underlying these results because employees who carry out cyberloafing, for example, accessing social media, watching YouTube/movies, playing online games, and other activities have an impact on piling up work, being able to interrupt operational efficiency and slow down public services, which in turn will cause a decrease in performance for employees (Wahyuni et al, 2020). In addition, activities carried out for personal personal matters during work time can hinder the concentration of employees, which results in wasting time to restore focus on work and have an impact on decreased performance (Ross, 2018).

Cyberloafing can also trigger conflict between employees, especially in a work environment that demands high coordination and collaboration such as in the Health Office. When some employees spend time accessing the internet for personal use during work time, this creates social tension because it is considered unfair by other coworkers. As a result, the work atmosphere becomes less harmonious and teamwork can be disrupted. Pindek and Spector (2016) explained that although cyberloafing is used as a way to reduce boredom, it can create interpersonal tension because it is seen as a form of laziness and irresponsibility that can disrupt relationships between coworkers and reduce the effectiveness of employee performance.

The second hypothesis in this study is that work discipline is able to moderate the effect of cyberloafing on the performance of civil servants at the Medan City Health Office. Hypothesis testing that has been carried out by researchers utilizing multiple linear regression analysis with Moderated Regression Analysis (MRA), the results show that the second hypothesis can be accepted, namely, work discipline is able to moderate the negative effect of cyberloafing on the performance of civil servants of the Medan City Health Office. In other words, work discipline positively moderates the negative effect of cyberloafing on the performance of employees of the Medan City Health Office. This explains that work discipline acts as a moderating variable that has a buffering effect, which weakens the negative effect of cyberloafing on employee performance. According to Kline (2011) the buffering effect is a special form of interaction effect, in which the negative impact of a factor (cyberloafing) can be reduced by a moderator variable (work discipline). This shows that the higher the work discipline of an employee, the smaller the impact of performance decline caused by cyberloafing.

There are several reasons underlying this, namely work discipline acts as a self-control system that allows employees to maintain the boundaries between work and non-work activities, including cyberloafing. According to Doorn (2011) cyberloafing is defined as the activity of utilizing internet service access for personal purposes during working hours. Such activities can disrupt the productivity and performance of employees. However, employees with a high level of discipline tend to have strong internal control, so that deviant behavior remains within reasonable limits and does not significantly reduce work performance. This is because disciplined individuals generally have high self-awareness of their responsibilities, performance standards, and the impact of their behavior on work outcomes. Previous research from Harnawidyanto et al. (2022) reinforces the view that high work discipline effectively reduces irrelevant activities during working hours, such as cyberloafing.

Work discipline also plays an important role in shaping effective time management patterns for each employee. When employees have high discipline, they tend to have structured work plans and clear priorities, thus making employees able to manage when they can take short breaks, including cyberloafing activities without sacrificing their main work focus. According to Akbar & Margaretha (2024) time management depends on key factors such as priority setting, time efficiency, and ability to deal with distractions and when a person has high work discipline, especially the ability to manage time well not only increases productivity and performance, but also helps individuals achieve their goals more effectively.

Cyberloafing tends to break concentration because it takes employees out of the work context and requires time to return to the original work rhythm. As research suggested by Ross (2018) that cyberloafing and other off-work activities can disrupt staff focus, resulting in the need for additional time to re-concentrate on work and resulting in decreased performance. However, work discipline encourages personal commitment to the performance standards set by the organization (Utama & Hidayat, 2022). In the context of this study, concentration disorders caused by cyberloafing do not necessarily reduce performance, because disciplined employees will feel encouraged to immediately restore focus and ensure their work results still meet expectations. Based on the above discussion, work discipline can be understood as an important factor in suppressing the negative impact of cyberloafing and maintaining the stability of employee performance in the government environment, especially the Medan City Health Office.

CONCLUSION

Based on the research results obtained by researchers, it can be concluded that cyberloafing has a negative and significant effect on the performance of civil servants at the Medan City Health Office. This explains that cyberloafing behavior can reduce the performance of civil servants of the Medan City Health Office. In addition, another finding in this study is that work discipline is able to moderate (weaken) the negative effect of cyberloafing on the performance of civil servants of the Medan City Health Office. This shows that the higher the work discipline of an employee, the smaller the impact of performance decline caused by cyberloafing.

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