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The Influence of Job Stress, Job Boredom, Organizational Climate, and Self-Control on Employee Cyberloafing Behavior: Study on Bank Syariah Indonesia Employees in Pangkalan Bun

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ABSTRACT

Research Aims: This study aims to analyze the effects of job stress, job boredom, organizational climate, and self-control on employee cyberloafing behavior at Bank Syariah Indonesia (BSI) KCP Pangkalan Bun.
Methodology: The research employs a total sampling method with 33 respondents. Data was gathered through questionnaires using a Likert scale and analyzed using SPSS version 30.
Research Findings: The findings indicate that job boredom has a positive and significant effect on employee cyberloafing behavior. Meanwhile, job stress, organizational climate, and self-control do not show significant impacts on cyberloafing behavior.
Theoretical Contribution: This research provides new insights into the factors affecting cyberloafing in the Islamic banking context, particularly in BSI KCP Pangkalan Bun.
Research limitation and implication: The study's limitations include a small sample size and the focus on a single bank branch, suggesting future research should expand to other branches and industries.

***Keywords**: Work Stress, Job Boredom, Organizational Climate, Self-Control, Cyberloafing, Bank Syariah Indonesia*.

INTRODUCTION

Today's rapidly evolving digital era, internet access in the workplace has become essential, yet the misuse of this resource by employees for non-work-related activities, commonly referred to as cyberloafing, poses a significant challenge for organizations. This study aims to explore the impact of various factors, such as job stress, job boredom, organizational climate, and self-control, on cyberloafing behavior among employees at BSI KCP Pangkalan Bun. By examining the relationships between these variables, the research seeks to understand how they influence cyberloafing and concludes with the development of strategies to reduce this behavior within the organization.

In this world, changes tend to grow rapidly, especially in the aspect of technology and information. The field of technology and information is developing far so that in this era of

globalization it supports the increasingly intense use of internet access in all sectors, one of which is also growing rapidly in the Islamic banking sector and in all circles. The development of technology and information provides benefits for everyone through the internet, which allows information to be tailored to user needs and can be accessed without restrictions on age, education, or profession.

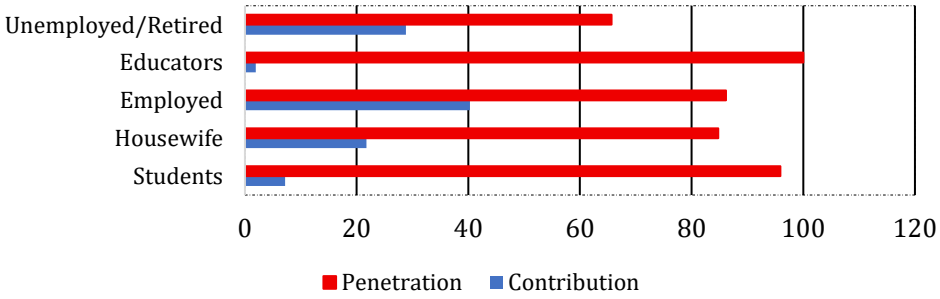


Figure 1. Indonesia's Internet Access Rate 2024
Source : APJII, (processed, 2024)

The penetration contribution of internet users consumed by workers demonstrating this progress is expected to be a means of performance development. When this internet is present in the world of work to make it easier to complete the tasks given by the company so that it can be completed quickly, optimally and appropriately (APJII, 2024).

The development of digital technology has increased internet access at work, contributing to efficiency and productivity. However, this also poses new challenges, one of which is cyberloafing, the use of the internet for personal activities during business hours. This phenomenon can negatively affect employee productivity and performance.

Some of the main factors affecting cyberloafing in the workplace include work stress, work boredom, organizational climate, and self-control. Employment stress can encourage employees to seek escape through online activities, especially when job demands exceed their resources. Job boredom also plays a role in this behavior, where monotonous tasks encourage employees to seek entertainment on the internet (Nailul, 2024). In addition, a negative organizational climate, such as lack of support and high employment pressure, can increase cyberloafing tendencies (Astri, 2017). Meanwhile, low self-control makes employees more vulnerable to divert attention from work to online non-productive activities (Prasad, 2019).

Bank Syariah Indonesia (BSI) as one of the financial institutions has internet access that supports its operations, but also has the potential to increase the risk of cyberloafing. Although previous studies have addressed factors affecting this behavior, no studies have specifically examined the relationship between work stress, work boredom, organizational climate, and self-control of cyberloafing in the context of sharia bank employees in Pangkalan Bun. Therefore, this study aims to explore more deeply the influence of these four factors on the cyberloafing behavior of BSI employees in the region.

LITERATURE REVIEW

Cyberloafing

Cyberloafing stems from the opinion of Lim (2002) which means that it is deviant behavior in the workplace by accessing internet networks that have nothing to do with work tasks using the internet and email during working hours. The use of the internet during working hours for non-work matters or what is often referred to as cyberloafing can occur when employees who should fulfill their work, but employees do other things such as chatting, opening social media such as Facebook, Instagram, scrolling TikTok, or watching videos on Youtube. This behavior is carried out by utilizing many types of electronic computer media such as smartphones, computers, desktops and even tablets (Kartinah, 2023).

Cyberloafing behavior can be minimized by the existence of a limit set by a company or organization engaged in the employee's workplace, as mentioned in research conducted by Mirza (2019) explaining that employees who access the internet for personal needs for 51 minutes to 1 hour can have an impact on lost work productivity for 20 hours per month, so to minimize this the company can set a time limit allowed to access the non-work internet for a maximum of 30 minutes per day. Based on research by Sugito (2023), it is highlighted that supervision and agency policies are instrumental in controlling these activities. Some organizations apply limited tolerance, for example allowing short breaks for personal online activities, but still prioritizing main tasks.Internet use can be done in free time or after work is done so employees need to be aware of the right time to use the internet during work time (Maurhea, 2020).

Job Stress

Job stress has a definition described by Sze (2019) as a condition both physical and mental by environmental pressures such as limited resources to meet the needs of individual demands. Another definition of work stress according to Rahmandini (2024) is a person's psychological condition when feeling uncomfortable after getting an evaluation of the needs of the workplace that exceeds the individual's ability. Meanwhile, in the opinion of Andini (2023) work stress is a condition of tension felt by employees which can result in discomfort in fulfilling their job duties.

Job stress is a natural thing for employees to experience and can affect their emotions, way of thinking, and condition. Employees can feel stressed when faced with conflicts that occur when one's duties are interfered with by others, often leading to mutual blame. Role ambiguity arises when employees are confused about their work priorities, especially if they get additional tasks outside their responsibilities. Role overload can also trigger cyberloafing, especially when excessive workloads with tight deadlines encourage employees to seek escape through online activities (Wikan, 2022).

Job Boredom

According to (Hooff and Hooft, 2017) job boredom occurs due to reduced task identity, low job autonomy, low task significance, and no contribution or reciprocity that is so low in the work that has been done by employees. In Kurniawati (2023), work boredom is an unpleasant experience at work that causes negative thoughts and can affect work motivation because of low work skills as well as monotonous activities repeatedly so that there is a lack of activity and individual pleasure to work. Saturation at work is a state of a

person who has a decreased passion for work and feels dissatisfied with the results of the work he does, causing an unfavorable response from employees (Husna, 2020).

If it is concluded in several definitions that have been described that work boredom is an individual employee who has low work skills, decreased morale due to repetitive and monotonous work activities, no reciprocity and clear task significance from the company so that employees feel their needs are not met. Therefore, work boredom can be an escape for employees to carry out cyberloafing behavior easily to find entertainment or pleasure and even take a break.

Organizational Climate

Organizational climate theory developed by Litwin and Stringer (1968) describes how employees view their workplace, which includes the principles, standards, and customs that exist in the organization. Organizational climate is an idea that explains a company situation during activities to achieve organizational goals (Masruroh, 2022). Organizational climate is explained to influence the application and HR policies by organizational members. Stringer states that climate can be measured from the work environment that can be seen whether it is good or bad which can generally have an impact on workers and their tasks (Lubis, 2023).

It is concluded that the organizational climate is the working atmosphere of employees influenced by many things including norms, values, and policies that exist in an organization that affect employee behavior so that this organizational climate can be measured whether or not the work environment or organization treats employees and the work of its employees either directly or indirectly can be affected or not.

Self Control

According to the theory of Ozler & Polat (2012) related to self-control is an internal factor that can lead to cyberloafing behavior. Self-control is the ability to maintain urges or desires that are not aligned with long-term goals, as well as the ability to direct behavior towards more useful long-term goals. In Nailul (2024) self-control is the ability to control oneself as a form of anticipating events and decision-making capacity where these abilities can affect someone who uses work facilities so that they can make decisions that are useful and affect performance. Another definition of self-control according to Chaplin (Malau, 2022) is the ability of individual behavior to suppress impulses that refer to the ability of a person to adjust responses to employees such as values, morals and social expectations.

Self-control is a person's capacity to regulate impulses or seduction including in terms of internet use at work. Employees with low levels of self-control are more prone to engage in cyberloafing behavior, as they are unable to resist the temptation to divert attention from work to more enjoyable but unproductive activities (Prasad, 2019).

RESEARCH METHOD

This study employs descpritive quantitative methods, statistics used to analyze data by describing or describing the data that has been collected without intending to make conclusions. This study aims to see the effect of independent variables, namely work stress, organizational climate job boredom and self-control on employee cyberloafing behavior at BSI Pangkalan Bun. The population in this study were all employees of Bank Syariah Indonesia in the city of Pangkalan Bun, totaling 33 employees. Islamic banks located in

Pangkalan Bun consist of Bank Syariah Indonesia which was chosen as the object of research. The sampling technique uses a total sampling technique which means that the sampling used takes all members or the same as the population because the population members are relatively small.

The data sources used in this study used primary and secondary data. Where, the primary data uses questionnaires obtained from the object of research and secondary data obtained from previous research and journals related to this research. This research uses likert scale 1-5, collected by quistionaire and the data were analyzed through SPSS version 30.

Table 1. Likert Scale

Answers	Score
Strogly Agree	5
Agree	4
Moderately Agree	3
Disagree	2
Strongly Disagree	1

Source : Sugiyono, 2020

The analysis method used in this research is descriptive statistics, validity and reliability tests, classical assumption tests and hypothesis analysis to process and present data based on the results that have been obtained from research. The statistical descriptive test is carried out to see a general description related to the characteristics of the respondents obtained from the research data. The next stage is carried out an instrument test consisting of validity and reliability tests of the instrument so that the results of the analysis in this study can be trusted and further researched.

The next test is the classical assumption test which is carried out to see whether the model used in the estimation test is accurate, consistent and unbiased. This classic assumption test consists of normality test, heteroscedasticity test and multicollinearity test. In the last test, hypothesis testing is carried out which consists of the t test, f test and the coefficient of determination and uses multiple linear regression models to determine the research objectives.

RESULTS AND DISCUSSIONS

Research Instrument Test

The research instrument test is conducted to assess the reliability and validity of the questionnaires used in this study, ensuring that the data collected is accurate and trustworthy. This process is crucial to ensure that the results of the analysis reflect genuine insights and not errors or biases. By verifying the reliability, which refers to the consistency of the instrument over time, and the validity, which ensures the instrument accurately measures what it is intended to measure, this test aims to guarantee that the findings are credible and can be confidently relied upon for drawing meaningful conclusions. This step helps to enhance the overall quality and integrity of the research, providing a solid foundation for any subsequent interpretations or recommendations based on the study's outcomes.

Validity Test

Table 2. Validity Test

Variable	Item	*Corrected Item Correlation*	*R Table*	Desc.
Job Stress (X1)	X1.1	0,732	0,355	Valid
	X1.2	0,794	0,355	Valid
	X1.3	0,853	0,355	Valid
	X1.4	0,847	0,355	Valid
	X1.5	0,893	0,355	Valid
	X1.6	0,801	0,355	Valid
	X1.7	0,904	0,355	Valid
	X1.8	0,844	0,355	Valid
	X1.9	0,794	0,355	Valid
	X1.10	0,855	0,355	Valid
	X1.11	0,791	0,355	Valid
	X1.12	0,573	0,355	Valid
Job Boredom (X2)	X2.1	0,861	0,355	Valid
	X2.2	0,876	0,355	Valid
	X2.3	0,920	0,355	Valid
	X2.4	0,896	0,355	Valid
	X2.5	0,937	0,355	Valid
	X2.6	0,932	0,355	Valid
	X2.7	0,923	0,355	Valid
	X2.8	0,908	0,355	Valid
	X2.9	0,926	0,355	Valid
	X2.10	0,884	0,355	Valid
Organizational Climate (X3)	X3.1	0,863	0,355	Valid
	X3.2	0,832	0,355	Valid
	X3.3	0,858	0,355	Valid
	X3.4	0,854	0,355	Valid
	X3.5	0,861	0,355	Valid
	X3.6	0,819	0,355	Valid
	X3.7	0,928	0,355	Valid
	X3.8	0,905	0,355	Valid
	X3.9	0,901	0,355	Valid
	X3.10	0,880	0,355	Valid
	X3.11	0,842	0,355	Valid
	X3.12	0,870	0,355	Valid
Self Control (X4)	X4.1	0,895	0,355	Valid
	X4.2	0,858	0,355	Valid
	X4.3	0,935	0,355	Valid
	X4.4	0,915	0,355	Valid
	X4.5	0,950	0,355	Valid
	X4.6	0,956	0,355	Valid
	X4.7	0,937	0,355	Valid
	X4.8	0,935	0,355	Valid
	X4.9	0,819	0,355	Valid
	X4.10	0,870	0,355	Valid
	X4.11	0,878	0,355	Valid
	X4.12	0,811	0,355	Valid
***Cyberloafing* (Y)**	Y.1	0,510	0,355	Valid
	Y.2	0,823	0,355	Valid
	Y.3	0,839	0,355	Valid
	Y.4	0,629	0,355	Valid
	Y.5	0,766	0,355	Valid
	Y.6	0,715	0,355	Valid
	Y.7	0,783	0,355	Valid
	Y.8	0,591	0,355	Valid
	Y.9	0,756	0,355	Valid
	Y.10	0,654	0,355	Valid
	Y.11	0,821	0,355	Valid
	Y.12	0,578	0,355	Valid

Source : SPSS Validity Test Results (processed, 2025)

Based on the table above, it is known that this study results of the calculated r value whose value is greater than the value in the r table so that the data in this study can be said to be valid and can be tested in the field.

Reliability Test

Table 3. Reliability Test

Variable	*Reliability Coefficient*	*Cronbach Alpha*	Description
Job Stress (X1)	12 Item	0,951	Reliable
Job Boredom (X2)	10 Item	0,975	Reliable
Organizational Climate (X3)	12 Item	0,970	Reliable
Self Control (X4)	12 Item	0,977	Reliable
Cyberloafing (Y)	12 Item	0,901	Reliable

Source : SPSS Reliability Test Results (processed, 2025)

Based on the table above, it is known that each instrument on the research question items when tested with the reliability test shows that all question items on each variable have results that show a Cronbach's alpha value greater than 0.6 so that all question items on each variable can be declared reliable.

Classical Assumption Test

The classic assumption test is a test to ensure that the data used meets the requirements in regression analysis. This test is carried out through normality, heteroscedasticity and multicollinearity tests, the results of which are described as follows:

Normality Test

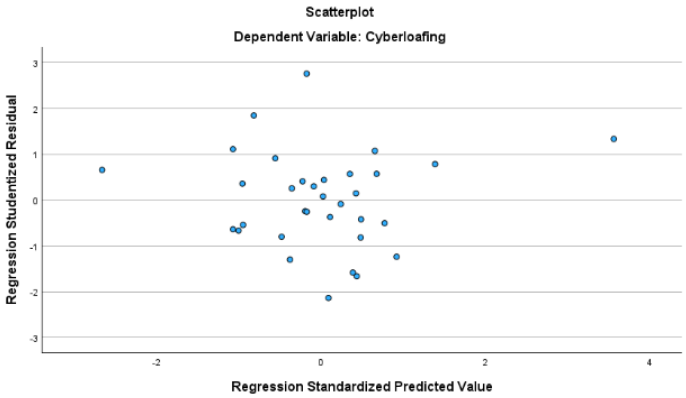
Table 4. Normality Test

Kolmogorove-Smirnov	Monte Carlo Sig.	Asymp.Sig	Criteria	Description
0,073	0,927	0,200	> 0,05	Normal

Source : SPSS Normality Test Results (processed, 2025)

The results shown from the table that the Asymp and Monte Carlo significance values are 0.200 and 0.927 where these results are > 0.05 so, indicating that the data is normally distributed.

Heteroscedasticity Test



Source : SPSS Heteroscedasticity Test Results (processed, 2025)

Figure 2. Heteroscedasticity Test Results

The results shown from the table that the Asymp and Monte Carlo significance values are 0.200 and 0.927 where these results are > 0.05 so, indicating that the data is normally distributed.

Multicolinearity Test

Table 5. Normality Test

Variable	Tolerance	VIF
Job Stress	0,363	2,758
Job Boredom	0,370	2,703
Organizational Climate	0,501	1,994
Self Control	0,484	2,067

Source : SPSS Normality Test Results (processed, 2025)

From the table, it can be seen that all variables have a Tolerance value> 0.10 and a VIF value < 10, indicating that the data does not occur multicollinearity.

Multiple Linear Regression Analysis Test

Table 6. Multiple Linear Regression Analysis Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2,584	8,691		2,297	0,768
Job Stress	-0,024	0,225	-0,026	-0,105	-0,917
Job Boredom	0,650	0,272	0,577	2,387	0,024
Organizational Climate	0,319	0,213	0,311	1,497	0,146
Self Control	0,019	0,213	-0,018	-0,087	0,931

Source : SPSS Multiple Linear Regression Analysis Results (processed, 2025)

From the table, the regression equation is obtained as follows:

$$y = 2.584 - 0.024\ x_1 + 0.650x_2 + 0.319x_3 - 0.019x_4$$

Based on the regression equation, it can be interpreted as follows:

1) The constant value obtained is 2.584, which means that if the independent variable has a value of 0 (constant), the dependent variable will have a value of 2.584 with a large significance effect of 0.7688> 0.05, which means insignificant.
2) The regression coefficient value of the Work Stress variable is negative (-) of 0.024, which means that if work stress increases, it will not be followed by employees to carry out cyberloafing behavior and vice versa. However, it is known that the significance level of the work stress variable shows a value of 0.917 which is greater than 0.05 so it can be concluded that work stress has no effect on employee cyberloafing behavior or it can be said that H1 is **rejected**.
3) The regression coefficient value of the Work Boredom variable is positive (+) of 0.0650, which means that work boredom increases, it will be followed by employees to do cyberloafing behavior as well to overcome this boredom and vice versa and also when viewed from the significance value of the work boredom variable, it is known to be 0.024, which means that work boredom has a positive effect on employee cyberloafing behavior or it can be said that H2 is **accepted**.
4) The regression coefficient value of the Organizational Climate variable is positive (+) of 0.319, which means that if the organizational climate increases or the climate in a company is bad, employees will follow to do cyberloafing behavior and vice versa if the climate in a company is good, employees will follow to do cyberloafing behavior. However, when viewed from the significance value obtained by the organizational climate of 0.146 which is greater than 0.05 so it can be said that the organizational climate has no effect on cyberloafing behavior or it can be concluded that H3 is **rejected**.

5) The regression coefficient value of the Self-Control variable is negative (-) of 0.19, which means that if self-control increases, it will not be followed by employees to carry out cyberloafing behavior and vice versa. Based on the significance value of the self-control variable, it is obtained at 0.931, which means it is greater than 0.05 so that it can be interpreted that self-control has no effect on cyberloafing behavior or it can be interpreted that H4 is **rejected**.

T-Test

Table 7. T-Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2,584	8,691		2,297	0,768
Job Stress	-0,024	0,225	-0,026	-0,105	-0,917
Job Boredom	0,650	0,272	0,577	2,387	0,024
Organizational Climate	0,319	0,213	0,311	1,497	0,146
Self Control	0,019	0,213	-0,018	-0,087	0,931

Source : SPSS T-test Results (processed, 2025)

Based on the table above, it can be explained as follows:

1) The significance value of the Work Stress Variable is -0.917> 0.05 and the t value is -0.105 < 1.701 t table, it can be said that Work Stress has no effect on the Cyberloafing Behavior variable.
2) The significance value of the Work Boredom Variable is 0.024 less than 0.05 and the t value is 2.387> 1.701 t table, it can be said that Work Boredom has a significant effect on the Cyberloafing Behavior variable.
3) The significance value of the Organizational Climate Variable is 0.146> 0.05 and the t value is 1.497 < 1.701 t table, it can be said that Organizational Climate has no effect on the Cyberloafing Behavior variable.
4) The significance value of the Self-Control Variable is -0.931> 0.05 and the calculated t value is -0.087 < t table 1.701, it can be said that Organizational Climate has no effect on the Cyberloafing Behavior variable.

F-Test

Table 8. F-Test

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1272,366	4	318,091	4,571	0,006
Residual	1948,543	28	69,591		
Total	3220,909	32			

Source : SPSS F-test Results (processed, 2025)

Based on the table above, it is known that the significance value is 0.006 <0.05 and the value of F count is 4.571> 2.71, it can be said that the independent variable has a significant effect simultaneously on the dependent variable.

Coefficient of Determination

Table 9. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the estimate
	0,629	0,395	0,308	8,342

Source : SPSS Coefficient of Determination Results (processed, 2025)

Based on this table, it is known that the Adjusted R Square value is 0.308 which is seen in the assessment criteria, namely 0 ≤ 0.308 ≤ 1, it can be concluded that the contribution of the influence of the independent variables, namely the influence of work stress, work boredom, organizational climate and self-control on cyberloafing behavior simultaneously is 30.8%.

CONCLUSION AND RECOMMENDATION

The Effect of Job Stress on Cyberloafing Behavior

The results showed that job stress does not have a significant effect on cyberloafing behavior in employees of Bank Syariah Indonesia (BSI) KCP Pangkalan Bun. This is evidenced by a significance value of 0.917 (greater than 0.05) and a calculated t value of -0.105 (smaller than t table 1.701), so the hypothesis (H1) is rejected.

Although in theory work stress can encourage individuals to cyberloafing as a form of distraction, the results of this study show otherwise. Observations made by researchers show that employees prefer to chat with coworkers to relieve stress rather than access the internet for personal purposes. In addition, this finding is in line with previous research (Pangestuari, 2023; Ammalina, 2022) which states that work stress does not always encourage cyberloafing, but can be managed in other ways such as finding solutions to work problems or taking a break from burdensome tasks.

This research provides insight that good stress management in the work environment can prevent cyberloafing, which contributes to employee productivity as well as organizational effectiveness.

The Effect of Job Boredom on Cyberloafing Behavior

The results of the hypothesis test analysis show that job boredom has a positive influence on cyberloafing behavior with a significance value of 0.026 (<0.05) and t count of 2.387 (>1.701). This indicates that the higher the level of job boredom, the higher the tendency of employees to cyberloafing.

This study supports the initial hypothesis (H2 accepted) which states that job boredom has a positive impact on cyberloafing. Employees who feel their work is monotonous or less varied tend to seek distraction by accessing the internet for non-work purposes.

This finding is in line with previous research (Ayuningtyas et al., 2022; Cholis et al., 2023; Husna et al., 2020; Nabila et al., 2024) which states that job boredom is a significant predictor factor in cyberloafing. Although it can be a temporary escape, cyberloafing has the potential to reduce employee productivity.

The Effect of Organizational Climate on Cyberloafing Behavior

The results showed that organizational climate has no effect on cyberloafing behavior. Hypothesis test analysis resulted in a significance value of 0.146 (>0.05) and t count of 1.497 (<1.701), so the hypothesis H3 was rejected. Thus, the high and low cyberloafing cannot be explained by organizational climate, but is more influenced by individual or external factors.

This finding is in line with Ozler and Polat (2012) research, which shows that job pressure has no significant effect on cyberloafing. In addition, Salsabila (2023) identified

other factors that contribute to cyberloafing, such as social support, job satisfaction, employee engagement, organizational norms, and work-life balance.

Although often considered detrimental, cyberloafing behavior can also have a positive impact, such as increasing employee comfort and well-being, and supporting productivity if done within reasonable limits. Sugito (2023) research also confirmed that certain cyberloafing behaviors can contribute to increased employee productivity, especially as a form of break from work boredom. Thus, organizations can manage this behavior wisely to keep it in line with work responsibilities.

The Effect of Self Control on Cyberloafing Behavior

The results of hypothesis testing analysis show that self-control has no effect on cyberloafing behavior with a significance value of 0.931 (greater than 0.05) and a calculated t value of -0.087 (smaller than 1.701). This finding indicates that even though employees have high self-control, cyberloafing behavior can still occur due to other factors outside of self-control.

Self-control theory by Ozler and Polat (2012) states that individuals with strong self-control tend to resist the urge to commit cyberloafing. However, the results of this study contradict this theory, showing that self-control is not enough to limit cyberloafing behavior.

Previous research by Kartinah (2023) and Malau (2022) found that self-control negatively affects cyberloafing with an influence level of 35.7% and 48.4%, respectively. Meanwhile, Sugito (2023) stated that cyberloafing can increase work productivity because employees need a break to reduce stress and burnout.

In addition, research by Liani et al. (2021) shows that self-control has no significant effect on cyberloafing, but personality factors such as neuroticism and extraversion, as well as age factors, have an influence on this behavior. This finding is in line with Hurriyati (2017) research, which highlights that demographic factors such as age, gender, and tenure affect cyberloafing. In this study, the majority of respondents were 20-30 years old, who are more prone to cyberloafing than older age groups. Thus, this study concludes that self-control is not the main factor in determining cyberloafing behavior, rather there are other factors such as personality and demographics that are more instrumental in encouraging or limiting such behavior.

The study concludes that job boredom plays a crucial role in driving cyberloafing behavior among BSI KCP Pangkalan Bun employees. Recommendations include developing engaging work environments and providing support systems to reduce job boredom. Further research should explore broader samples and other organizational settings.

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