WORK ETHIC AND CYBERLOAFING IN STATE CIVIL APPARATUS AT THE OFFICE OF THE MINISTRY OF RELIGION, BANDA ACEH CITY

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Abstract

Technological advances has been one of the biggest invention that drive the biggest changes in the world, one of which is the development of internet information technology, where the internet is the most significant change that opens the way to the information era. This study aimed to examine the relationship between work ethos and cyberloafing behavior of the State Civil Apparatus (ASN) at the Office of the Ministry of Religion, Banda Aceh City. This study used a quantitative approach with the product moment correlation method. The measuring instrument of this research was the work ethos scale proposed by Miller, Woehr, and Hudspeth (2002) and the cyberloafing scale proposed by (Lim, 2002). The total population was 1,083 civil servants of the Ministry of Religion of Banda Aceh City with a total sample of 205 people. The sampling used simple random sampling technique. The results showed a correlation coefficient of r = 0.328 with a significance level of 0.000 (p <0.05) which indicated that there was a very significant positive relationship between work ethos and cyberloafing behavior, which means the proposed hypothesis was accepted. The relationship showed that the higher the work ethos, the higher the cyberloafing behavior of the ASN of the Ministry of Religion of Banda Aceh City, on the contrary, the lower the work ethos, the lower the cyberloafing behavior of the ASN of the Ministry of Religion of Banda Aceh City. The results of the hypothesis test showed that the correlation coefficient value of r = 0.328 indicates that there was a positive relationship between work ethic and cyberloafing in the ASN of the Ministry of Religion of Banda Aceh City. However, the correlation value was inversely proportional to the assumptions that the researcher wanted to build which there was a negative relationship between work ethic and cyberloafing.

Keyword : Work Ethic, Cyberloafing, ASN

Introduction

Technological advances have caused major changes throughout the world, one of which is the development of internet information technology. The internet can provide all information according to the needs of its users, where internet users are no longer limited by age, educational or work background (Mirza, Thaybatan &

Santoso, 2019). Various surveys regarding internet needs have been carried out by various parties, one of which is a survey conducted by the Indonesian Internet Service Providers Association (APJII, 2020).

The results of a survey conducted by the Indonesian Internet Service Providers Association (APJII) regarding internet user penetration in Indonesia, stated that almost 197 million or 74% of Indonesia's population used the internet in 2020. This number increased to 8.9% compared to 2019. This is due to online learning which must be carried out even by students in remote areas because of the Covid-19 pandemic. Most people spend more than 8 hours a day accessing social media, chat applications, banking, entertainment and online shopping (Ahmad M. Ramli, 2021).

Apart from internet, it is also a very important need for employees. Because during this pandemic, organizational regulations also regulate which employees are prioritized to work in the office and employees who work at home (WFH). As a result, internet needs for employees are very high, because almost all interactions must be carried out online, such as attendance, employee checks, virtual meetings, communication and so on. This is also in accordance with the explanation given by (Dedy Permadi, 2020) Special Staff in the Digital Policy and Human Resources Division of the Ministry of Communication and Information, that internet use centered in offices is now more widely used and has increased by around 30 to 40%. So with the increasing intensity of internet use, the internet must be used positively and productively.

Currently, internet access for employees has become commonplace. Because the internet can provide fast access to information and communication between employees. Communication that is often carried out includes internal communication and external communication, such as submitting reports to leaders or superiors, conveying orders to subordinates or conveying information to co-workers. Technology such as the Internet can help employees carry out tasks assigned by the organization efficiently (Armayanti, 2016). However, the existence of easy internet access is sometimes misused for personal interests, such as chatting,

shopping online, playing games, reading online news or blogs that have nothing to do with work (Varol & Yildrim, 2017). In fact, the effect of implementing internet work in organizations has made employees lazy with the tasks given by the organization. In fact, the agency hopes that with the ease of internet access provided, employees will be able to work as efficiently as possible in order to improve the quality of their work (Ardilasari & Firmanto 2017).

In fact, in recent years, most employees have misused internet facilities at work. In fact, this abuse is better known as cyberloafing behavior. Cyberloafing behavior is employee activity at work that has nothing to do with work, the company's internet is used for personal interests at work (Lim, 2002). Another behavior of cyberloafing is that employees spend their working time on things that are not related to work such as online shopping, online gambling, and downloading songs for personal purposes (Blanchard & Henle, 2008).

The phenomenon of cyberloafing behavior in the workplace also occurs among ASN at the Ministry of Religion of Banda Aceh City. Some employees use office internet facilities for personal purposes during working hours, such as opening social media, chatting, and so on.

Among several factors that influence cyberloafing, they can be grouped into several categories such as individual factors, organizational and situational factors (Ozler and Polat, 2012). Apart from that, work ethic can also be a factor that influences the occurrence of cyberloafing, this is in accordance with research from Kidwell (2010) where the results of this research describe the behavior of employees who engage in cyberloafing, by covering it up to appear diligent at work, sending emails in the middle of the night. They did this so that it looked like he had spent all night working and covered up his cyberloafing behavior.

The same opinion was also expressed by Yerby (in Sujatmiko & Safitri, 2020) who stated that one of the factors influencing cyberloafing behavior is work ethic, where the increasing use of the internet for personal needs comes from the individual's work ethic. This has triggered companies to carry out stricter

supervision of employees and prevent misuse of the internet in the workplace for personal purposes.

According to Miller, Woehr, and Hudspeth (2002) work ethic is a set of attitudes and beliefs related to a person's work behavior in the workplace. Sinamo (2020) also defines professional work ethic as a set of positive and high-quality work behavior, which is rooted in clear awareness and a strong belief in a holistic paradigm. Paradigm here is the main concept of work itself.

Based on the theoretical review above, the author proposes a hypothesis in this research, namely that there is a negative relationship between Work Ethic and cyberloafing behavior in State Civil Apparatus (ASN) in the Ministry of Religion of Banda Aceh City. This means that the higher the work ethic, the lower the cyberloafing behavior, and conversely, the lower the work ethic, the higher the cyberloafing behavior. To be clearer, see the following conceptual framework illustration:
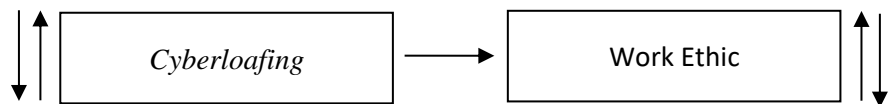

Figure 1. Conceptual Framework

Method

The approach used in this research is a quantitative approach. The research method used is correlational, namely to determine the relationship between work ethic and cyberloafing in the State Civil Apparatus (ASN) in the Ministry of Religion of Banda Aceh City.

The population in this study were all ASN employees of the Banda Aceh City Ministry of Religion, totaling 1,083 people, consisting of ASN from the Banda Aceh Ministry of Religion office, the Banda Aceh City Religious Affairs Office, and schools under the Banda Aceh City Ministry of Religion. This data is based on the Ministry of Religion of the city of Banda Aceh which was obtained from the

personnel department. The sample collection technique used was simple random sampling. The sample in this study was taken based on an error rate of 10% and a confidence level of 90% contained in the table for determining the number of samples from the entire population developed by Isaac and Michael, so the sample size in this research was 213 people. State Civil Service (ASN).

Data collection technique; This research uses the measuring instrument used in this research in the form of a psychological scale, namely using the variables work ethic and cyberloafing. Answers on this scale are expressed in four categories, namely, Strongly Agree (SS), Agree (S), Disagree (TS), and Strongly Disagree (STS). The work ethic and cyberloafing scales were prepared using a Likert scale. The work ethic scale is compiled based on aspects proposed by Miller, Woehr, and Hudspeth (2002) which consist of seven aspects, namely: Centrality of Work, belief in work for the sake of work and the importance of work; Self-Reliance, Striving for independence in daily work; Hard Work, Believe in the priority of hard work; Leisure, attitudes and beliefs about free time regarding the importance of activities outside of work; Morality/Ethics, belief in justice and moral existence; Delay of Gratification, Orientation to the future; delay of rewards; and Wasted Time, attitudes and beliefs that reflect active and productive use of time. The total number of items on the scale is 28 statements. This scale passed a content validity test conducted through expert judgment. After testing the differentiating power of items, the work ethic scale showed that of the 24 items tested, there was a correlation coefficient above 0.25 with a range from -0.107 to 0.713 which resulted in an internal consistency reliability of work ethic of 0.914. Example of items for the scale these include: "even if I have a lot of inheritance, I still work" (Aspect of Centrality of Work); "I am a person who works independently every day" (Self-Reliance Aspect); "by working hard I will be successful in the future" (Hard Work Aspect); "I will use my free time to complete my unfinished work" (Leisure Aspect); "I try to be fair to my colleagues when asked for help" (Aspects of Morality/Ethics); "I am a person who really likes saving so I can buy something I want" (Aspect of Delay of Gratification); and "I make a work schedule so that I don't waste a lot of time" (Wasted Time Aspect).

The cyberloafing scale is based on aspects from Lim (2002) which has 2 aspects, namely: the browsing activity aspect and the emailing activity aspect. The total number of items on this scale is 29 statements. This scale passed a content validity test conducted through expert judgment. After testing the differentiating power of items, the cyberloafing scale showed that of the 29 items tested, all items had a correlation coefficient above 0.25 with a range from 0.223 to 0.819, which resulted in an internal consistency reliability of self-acceptance of 0.962. Examples of items for this scale include: "I reply to chats from friends during working hours using the office internet" (Browsing Activity Aspect); and "I always check incoming emails related to my personal matters during working hours using the office internet" (Emailing Activity Aspect).

Data analysis technique; The first step taken to analyse this research data was by testing the prerequisites. The prerequisite tests carried out in this research are the normality test and linearity test. The second step that is carried out after the assumption test is fulfilled is testing the research hypothesis. In order to test the hypothesis proposed in this research, namely that work ethic is correlated with cyberloafing in the State Civil Apparatus (ASN) in the Ministry of Religion of Banda Aceh City, the data analysis technique used is the Pearson product moment correlation method. Analysis of the research data used was with the help of the SPSS ver. computer program. 23.0 for windows.

Results

This research was conducted on ASN employees of the Ministry of Religion of Banda Aceh City with a total of 213 people. The sample demographic data obtained from this research is based on gender, namely the maximum number of female samples is 117 people (57.1%) and the number of male samples is 88 people (42.9%). Furthermore, based on age, the most dominant are aged 41-50 years, namely 75 people (37%) and the youngest aged 21-30 years are 20 people (10%). The following are the results of the categorization of research subjects based on the work ethic and cyberloafing scale.

Table 1. Description of Research Data on the Work Ethic Scale

Variable	Hypothetical Data				Empirical Data			
Work ethic	**Xmaks**	**Xmin**	**Mean**	**SD**	**Xmaks**	**Xmin**	**Mean**	**SD**
	108	27	67,5	13,5	108	56	80,4	8,4

Based on the results of statistical testing of research data in table 1 above, a hypothetical descriptive analysis of work ethic shows that the minimum answer is 27 and the maximum answer is 108 with an average value of 67.5 and a standard deviation of 13.5. Meanwhile, empirically, work ethic shows that the minimum answer is 56 and the maximum answer is 108 with an average value of 80.4 and a standard deviation of 8.4. The description of the research data was used as a limitation in categorizing the research sample which consisted of three categories, namely low, medium and high using the ordinal categorization method.

Table 2. Categorization of Work Ethic

Categorization	Interval	Number	Percentage (%)
Low	X < 72	14	6,8%
Medium	72 ≤ X < 88,8	175	85,4%
High	88,8 ≤ X	16	7,8%
Total		205	100%

Based on table 2 above, the results of the work ethic categorization of respondents in this study empirically show that 14 people (6.8%) have a low work ethic, 175 people (85.4%) have a medium work ethic, and 16 people (7.8%) who have a high work ethic. This means that it can be concluded that in the work ethic categorization the highest percentage is in the medium category.

Table 3. Description of Cyberloafing Scale Research Data

Variable	Hypothetical Data				Empirical Data			
Cyberloafing	**Xmaks**	**Xmin**	**Mean**	**SD**	**Xmaks**	**Xmin**	**Mean**	**SD**
behavior	116	29	72,5	14,5	116	38	76,9	13,7

Based on table 3 above from the results of research statistical trials, hypothetical descriptive analysis shows that the minimum answer is 29 and the

maximum answer is 116, with an average value of 72.5 and a standard deviation value of 14.5. Meanwhile, empirically cyberloafing behavior shows that the minimum answer is 38 and the maximum answer is 116, with an average value of 76.9 and a standard deviation value of 13.7. The description of the research data was used as a limitation in categorizing the research sample which consisted of three categories, namely low, medium and high using the ordinal categorization method.

Table 4. Categorization of Cyberloafing

Categorization	Interval	Number	Percentage (%)
Low	$X < 63,2$	41	20,0%
Medium	$63,2 \leq X < 90,6$	135	65,9%
High	$90,6 \leq X$	29	14,1%
Total		205	100%

Based on table 4 above, the empirical data shows that 41 people (20.0%) have low cyberloafing behavior, 135 people (65.9%) have moderate cyberloafing behavior and the remaining 29 people (65.9%) have moderate cyberloafing behavior. people (14.1%) have high cyberloafing behavior. This means that it can be concluded that in the categorization of cyberloafing behavior, the highest percentage is in the medium category.

After categorizing the research subjects, the next step that must be taken to analyze the research data is by testing the prerequisites. The prerequisite tests carried out in this research are the distribution normality test and the relationship linearity test. The results of the distribution normality test for both verbals (work ethic and cyberloafing) obtained a skewness value of 0.839 and kurtosis of 3.511 (still between -1.96 to 1.96), so it can be concluded that the work ethic data is not normally distributed and does not meet the assumptions of the distribution normality test. The skewness value is -0.032 and kurtosis -0.646 (still between -1.96 to 1.96), so it can be concluded that the cyberloafing behavior data is normally distributed and meets the assumptions of the distribution normality test. The data above can only be generalized to the sample used in this research. Meanwhile, the results of the linearity test of the relationship carried out on the two variables

obtained F linearity = 43.270 and ρ = 0.000. This shows that the two variables have linear properties that do not deviate, because the p value is <0.05 (Widhiarso, 2011). This means that both scales have linear properties and do not deviate from a straight line, so it can be concluded that there is a linear relationship between work ethic and cyberloafing behavior. This means that the data can be used to test hypotheses.

After fulfilling the prerequisite tests, the next step is to carry out a hypothesis test using Pearson correlation analysis because the two research variables have a normal or linear distribution. This method is used to analyze the relationship between work ethic and cyberloafing in the State Civil Apparatus (ASN) in the Ministry of Religion of Banda Aceh City. The results of the hypothesis test show that the correlation coefficient (r) = 0.328 with significance (ρ) = 0.000, this indicates that there is a very significant positive relationship between work ethic and cyberloafing. Thus, this shows that the higher the work ethic, the higher the cyberloafing that the ASN of the Ministry of Religion of Banda Aceh City has, conversely, the lower the work ethic, the lower the cyberloafing of the ASN of the Ministry of Religion of Banda Aceh City. The results of this research analysis show that the significance value (p) = 0.00 (p < 0.05) which means the research hypothesis is accepted. The results of the analysis in this study also show the effective contribution of the two variables which can be seen from the Measure of Association analysis. The results of this analysis show the R square value R2 = 0.107, which means that there is a 10.7% influence of work ethic on the cyberloafing behavior of ASN of the Ministry of Religion of Banda Aceh City, while 89.3% is influenced by other factors.

Discussion

This research aims to determine the relationship between work ethic and cyberloafing behavior in the State Civil Apparatus (ASN) in the Ministry of Religion of Banda Aceh City. After carrying out the product moment correlation test from Pearson, a correlation coefficient of (r) = 0.328 was obtained with a significance level of (p) = 0.000 (ρ < 0.05) which shows that there is a very

significant positive relationship between work ethic and cyberloafing behavior. means the proposed hypothesis is accepted. This relationship shows that the higher the work ethic, the higher the cyberloafing behavior they have, conversely the lower the work ethic, the lower the cyberloafing behavior possessed by ASN of the Ministry of Religion of Banda Aceh City. However, it's just that the direction of the relationship in this study is different from the hypothesis proposed by the researchers, namely that there is a negative relationship between work ethic and cyberloafing. Where the results of this research are different from previous research, this is because many previous studies stated that there is a negative relationship between work ethic and cyberloafing. One of them is research conducted by Nursanti (2013) on the relationship between work stress and work ethic and cyberloafing behavior among employees of PT PLN (Persero) in the Surakarta area, then there is also research conducted by Sujatmiko and Safitri (2020) on the relationship between work ethic. With Cyberloafing Behavior in Waroeng Susi Employees.

The findings of this research are different from the hypothesis proposed by the researcher, this is because the respondents in this study were ASN employees in the Ministry of Religion of Banda Aceh City who were predominantly aged 41-50 years, namely 75 people (37%), where most of the employees were already Entering late adulthood will reduce work productivity. Apart from that, researchers also saw through observations at that time that employees aged 41-50 and over tended to be more relaxed at work, doing a lot of other activities, one of which was cyberloafing, so that many tasks and work were not completed and were ultimately handed over to younger employees. namely aged 25-35 years. So this research got positive results where there was a positive relationship between work ethic and cyberloafing behavior.

This is in line with the development theory put forward by Santrock (2002) that the age range for early adulthood is 18-40 years. As we get older, we become more satisfied with our work because we get higher salaries, we are in higher positions and we have more job security. Santrock (2002) also explains that the two

criteria proposed to indicate the end of youth and the beginning of early adulthood are economic independence and independence in making decisions. Perhaps the most widely recognized sign of entering adulthood is when someone has found a full-time job or is a permanent employee.

Based on several opinions above, it can be concluded that employee performance is the result achieved by ASN employees of the Ministry of Religion of Banda Aceh City in carrying out a job given to them both in quantity and quality through procedures that focus on the goals to be achieved and the fulfillment of implementation standards. So the researcher drew conclusions from this research that the direction of the relationship was positive, because employees aged 25-35 years felt this was a form of loyalty and obedience to their superiors who were older or more senior in the Banda Aceh City Ministry of Religion office. The performance of the State Civil Service (ASN) is one of the things related to the personality of the ASN itself, both the quality of a person's loyalty or obedience to another person or something (for example an organization) which is demonstrated through the person's attitudes and actions. So the performance of ASN is related to the age factor and this will influence employees' emotions and obedience to their superiors (position) which is a loyal attitude of providing steadfast and constant support to someone towards the agency. This is in accordance with the opinion of Tobing (2010) who believes that a value adopted by a culture in which there is a principle of respect that applies to superiors and seniors, but can also occur when someone has known or received kindness from other people which is often called OCB, so that That person will not find it easy to reject or ignore that person's opinions and requests. Not only that, the age difference is also one of the causes of the emergence of this culture. This feeling of embarrassment usually tends to be experienced by younger people towards older people.

Conclusion

Based on the results of data analysis in this research, a correlation value (r) = 0.328 with p = 0.000 and r squared = 0.107 (10.7%) was obtained, so it can be concluded that there is a positive relationship between work ethic and cyberloafing

behavior in the State Civil Service (ASN) at the Ministry of Religion of Banda Aceh City. This means that the higher the work ethic, the higher the cyberloafing behavior that ASNs have, conversely, the lower the work ethic, the lower the cyberloafing behavior that students have.

Furthermore, this research recommends that the State Civil Apparatus (ASN) at the Ministry of Religion of Banda Aceh City avoid excessive cyberloafing behavior. Try not to abuse internet facilities in the workplace which have an impact on work productivity. Reduce activities at work that are not related to work, such as using company internet access for personal interests, spending time on things that are not related to work, such as online shopping, online gambling, chatting and playing games. Employees who avoid cyberloafing behavior can improve their daily work ethic. The Banda Aceh City Ministry of Religion organization needs to always carry out training and socialize the use of organizational facilities properly and correctly. Making the workplace comfortable and evaluating employee performance in a measurable manner.

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