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Cyberloafing Behavior and Work Environment: Between Distraction and Performance - The Impact on Work Satisfaction in the Administration Services of the Cianjur Registration Office

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Abstract: This study aims to analyze the effect of cyberloafing behavior and work environment on employee performance with job satisfaction as a mediating variable in administrative services at the Population and Civil Registry Office of Cianjur Regency. Cyberloafing, which is the behavior of employees who use internet access for personal purposes during work time, can affect productivity and service quality. A positive work environment is expected to mitigate the negative impact of cyberloafing by creating an atmosphere conducive to improving employee performance. The research method used is quantitative with a survey approach. Data were collected through questionnaires distributed to employees of Disdukcapil Cianjur and analyzed using path analysis techniques. The results showed that cyberloafing has a significant negative influence on employee performance, while a conducive work environment contributes positively to improving performance. Job satisfaction proved to be a mediating variable that strengthens the relationship between work environment and employee performance, but does not fully neutralize the negative impact of cyberloafing. This study concludes that improving the quality of population administration services requires better management of the work environment as well as supervision and training related to the professional use of the internet.

Keywords: Cyberloafing, Work Environment, Employee Performance, Satisfaction.

INTRODUCTION

The use of the internet in the work environment has become an integral part of the operations of organizations, including government agencies. The internet provides easy access to information and communication that can improve work efficiency. However, this convenience also presents challenges in the form of cyberloafing behavior, namely employee activities that use the internet for personal purposes during working hours (Handayani, 2020). This phenomenon has the potential to reduce productivity and slow down public services.

The Population and Civil Registration Office (Disdukcapil) of Cianjur Regency is responsible for population administration services, such as making ID cards, family cards, and birth certificates. The effectiveness of these services is highly dependent on employee

performance. Previous studies have shown that cyberloafing has a negative correlation with employee performance, especially in the public service sector (Santoso, 2018). A non-conducive work environment can exacerbate the impact of cyberloafing, while a good work environment can increase employee motivation and performance (Sutanto & Kurniawan, 2020).

This study aims to analyze the effect of cyberloafing and work environment on the performance of DISDUKCAPIL Cianjur employees with job satisfaction as a mediating variable. By understanding the relationship between these variables, the research results are expected to provide recommendations for DISDUKCAPIL Cianjur in improving the quality of population administration services.

METHODS

This study used a quantitative approach with a correlational design to identify the relationship between cyberloafing, work environment, distraction, employee performance, and job satisfaction. Data were collected using a survey method with a questionnaire as the main instrument.

1. Population and Sample
   The research population was employees of the Disdukcapil of Cianjur Regency. The sample was selected using stratified random sampling and calculated using the Slovin formula.
2. Time and Place of Research
   The research was conducted at the Disdukcapil of Cianjur Regency from September to December 2024.
3. Instruments and Data Collection
   The questionnaire used a Likert scale of 1-5. Validity was tested with Confirmatory Factor Analysis (CFA) and reliability with Cronbach's Alpha (≥0.7).
4. Data Analysis
   Data were analyzed with a structural equation model (SEM) using SmartPLS.

RESULTS AND DISCUSSION

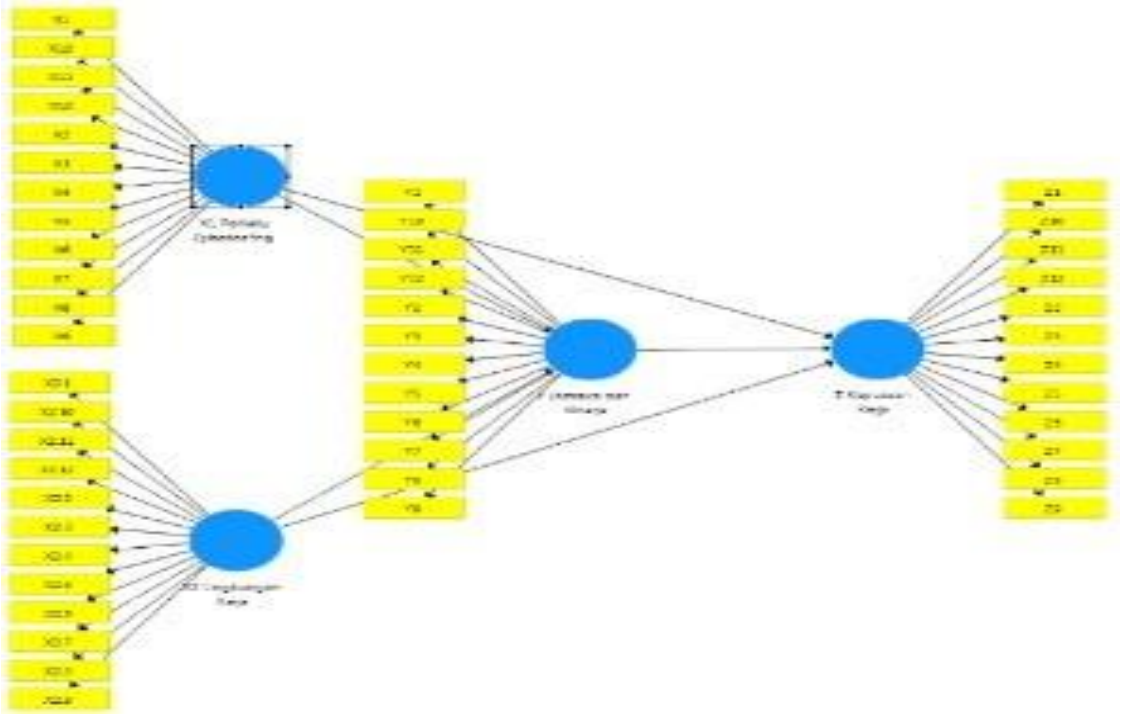
This study aim to analyze the effect of cyberloafing behavior, work environment, and distraction on employee performance and job satisfaction at the Population and Civil Registry Office of Cianjur Regency. Data were collected through questionnaires and analyzed using the Structural Equation Modeling (SEM) method based on Partial Least Squares (PLS).

Characteristics of Respondents

Respondents in this study were employees of the Population and Civil Registry Office of Cianjur Regency with variations in age, gender, education level, and length of service. The majority of respondents were in the age range of 36-39 years (40%), with a gender composition of 61.1% male and 38.9% female. In terms of education, most respondents had a senior high school education or equivalent (55.8%), followed by university graduates (35.7%).

Data Analysis

1. The measurement model (outer model) in SmartPLS figure 1. ensures that the indicators used are able to represent the construct validly and reliably. Evaluation is carried out by considering the type of model (reflective or formative), as well as through a series of statistical tests such as reliability, convergent validity, and discriminant validity. The results of this evaluation are the basis for continuing the analysis to the structural model stage (inner model). The evaluation is carried out with validity and reliability tests as follows:



Source: PLS Algorithm

Figure 1. Outer model

a. Convergent Validity Test, the extent to which indicators measuring the same construct have a high relationship. The outer loading value must be more than 0.7 for validity to be accepted. The following outer loading results are presented in Table 1.

Table 1. Outer Loading

Variable	X1	X2	Y	Z
	Perilau *Cyberloafing*	Lingkungan Kerja	Distraksi dan Kinerja	Kepuasan Kerja
X1	**0,777**			
X10	**0,856**			
X11	**0,863**			
X12	**0,873**			
X2	**0,838**			
X2.1		**0,736**		
X2.10		**0,821**		
X2.11		**0,754**		
X2.12		**0,796**		
X2.2		**0,815**		
X2.3		**0,826**		
X2.4		**0,805**		
X2.5		**0,758**		
X2.6		**0,778**		
X2.7		**0,780**		
X2.8		**0,795**		
X2.9		**0,775**		
X3	**0,827**			
X4	**0,816**			
X5	**0,809**			
X6	**0,839**			
X7	**0,865**			
X8	**0,776**			
X9	**0,839**			

Variable	X1	X2	Y	Z
	Perilau *Cyberloafing*	Lingkungan Kerja	Distraksi dan Kinerja	Kepuasan Kerja
Y1			**0,726**	
Y10			**0,709**	
Y11			**0,702**	
Y12			**0,761**	
Y2			**0,759**	
Y3			**0,776**	
Y4			**0,811**	
Y5			**0,781**	
Y6			**0,765**	
Y7			**0,755**	
Y8			**0,770**	
Y9			**0,730**	
Z1				**0,778**
Z10				**0,789**
Z11				**0,818**
Z12				**0,863**
Z2				**0,787**
Z3				**0,832**
Z4				**0,842**
Z5				**0,807**
Z6				**0,890**
Z7				**0,899**
Z8				**0,840**
Z9				**0,848**

b. Discriminant Validity Test measures the extent to which a construct is different from other constructs in the model, tested by comparing the relationship between constructs and their own indicators and relationships with other constructs. The following are the results of cross loading Table 2.

Tabel 2. ***Cross Loading***

Variable	X1	X2	Y	Z
	Perilau *Cyberloafing*	Lingkungan Kerja	Distraksi dan Kinerja	Kepuasan Kerja
X1	0,777	0,545	0,659	0,385
X10	0,856	0,507	0,680	0,364
X11	0,863	0,412	0,609	0,285
X12	0,873	0,456	0,671	0,361
X2	0,838	0,552	0,632	0,390
X2.1	0,405	0,736	0,363	0,556
X2.10	0,504	0,821	0,525	0,592
X2.11	0,441	0,754	0,561	0,533
X2.12	0,580	0,796	0,661	0,552
X2.2	0,497	0,815	0,455	0,588
X2.3	0,464	0,826	0,492	0,588
X2.4	0,423	0,805	0,473	0,580
X2.5	0,340	0,758	0,409	0,578
X2.6	0,451	0,778	0,548	0,608
X2.7	0,328	0,780	0,494	0,574
X2.8	0,416	0,795	0,531	0,516
X2.9	0,477	0,775	0,584	0,704
X3	0,827	0,549	0,661	0,390
X4	0,816	0,532	0,675	0,498
X5	0,809	0,412	0,649	0,413

Variable	X1	X2	Y	Z
	Perilau *Cyberloafing*	Lingkungan Kerja	Distraksi dan Kinerja	Kepuasan Kerja
X6	0,839	0,415	0,656	0,363
X7	0,865	0,421	0,712	0,414
X8	0,776	0,375	0,653	0,270
X9	0,839	0,476	0,690	0,368
Y1	0,623	0,521	0,726	0,530
Y10	0,555	0,470	0,709	0,375
Y11	0,521	0,431	0,702	0,286
Y12	0,657	0,436	0,761	0,340
Y2	0,583	0,471	0,759	0,432
Y3	0,658	0,508	0,776	0,517
Y4	0,608	0,519	0,811	0,568
Y5	0,645	0,523	0,781	0,496
Y6	0,605	0,560	0,765	0,484
Y7	0,498	0,474	0,755	0,409
Y8	0,618	0,492	0,770	0,437
Y9	0,620	0,471	0,730	0,381
Z1	0,332	0,542	0,400	0,778
Z10	0,552	0,645	0,633	0,789
Z11	0,421	0,576	0,452	0,818
Z12	0,366	0,643	0,446	0,863
Z2	0,340	0,618	0,476	0,787
Z3	0,343	0,634	0,454	0,832
Z4	0,337	0,643	0,498	0,842
Z5	0,304	0,506	0,445	0,807
Z6	0,344	0,637	0,498	0,890
Z7	0,470	0,675	0,551	0,899
Z8	0,417	0,631	0,526	0,840
Z9	0,293	0,621	0,479	0,848

c. Average Variance Extracted (AVE) test, convergent validity is also tested using AVE. The AVE value must be ≥ 0.5 to meet the minimum validity criteria. Table 3.

Tabel 3. *Average Variant Extracted* (AVE)

Variabel	Average Variance Extracted (AVE)
X1 Perilaku *Cyberloafing*	**0,692**
X2 Lingkungan Kerja	**0,620**
Y Distraksi dan Kinerja	**0,569**
Z Kepuasan Kerja	**0,695**

2. Structural Model (Inner Model), based on the results of SEM-PLS analysis, the research model shows an R-Square value of 0.695 for employee performance variables and 0.574 for job satisfaction variables Table 5, which indicates that the model has good predictive ability. The F-Square test shows that cyberloafing has a significant influence on distraction and employee performance, while the work environment contributes greatly to job satisfaction. Table 6.

Tabel 5. Nilai *R-Square*

Variabel	*R Square*
Y Distraksi dan Kinerja	0,695
Z Kepuasan Kerja	0,574

Tabel 6. Uji *F-Square*

Variabel	X1	X2	Y Distraksi dan Kinerja	Z Kepuasan Kerja
X1 Perilaku *Cyberloafing*			0,884	0,013
X2 Lingkungan Kerja			0,192	0,530
Y Distraksi dan Kinerja				0,056
Z Kepuasan Kerja				

3. Hypothesis TestingHypothesis testing results show that cyberloafing behavior has a significant effect on distraction and employee performance, but has no significant effect on job satisfaction. Meanwhile, the work environment has a positive and significant effect on performance and job satisfaction. Table 7.

Table 7. Hypothesis Test Results Path Coefficients

Path Coefficients

Mean, STDEV, T-Values, P-Values | Confidence Intervals | Confidence Intervals Bias Corrected | Samples | Copy to Clipboard: Excel Format

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
X1 Perilaku Cyberloafing -> Y Distraksi dan Kinerja	0.631	0.603	0.095	6.675	0.000
X1 Perilaku Cyberloafing -> Z Kepuasan Kerja	-0.126	-0.038	0.200	0.629	0.530
X2 Lingkungan Kerja -> Y Distraksi dan Kinerja	0.294	0.324	0.088	3.324	0.001
X2 Lingkungan Kerja -> Z Kepuasan Kerja	0.630	0.474	0.292	2.155	0.032
Y Distraksi dan Kinerja -> Z Kepuasan Kerja	0.279	0.345	0.210	1.324	0.186

Discussion

1. **The results of the analysis show that cyberloafing**
   Has a positive and significant influence on distraction and employee performance with a path coefficient of 0.631 ($p < 0.01$). This indicates that the higher the cyberloafing behavior, the higher the level of distraction, which ultimately affects employee performance.
2. The Effect of Cyberloafing Behavior on Job Satisfaction
   The test results show that cyberloafing has no significant effect on job satisfaction ($p > 0.05$). This shows that although cyberloafing can interfere with productivity, its impact on employee job satisfaction is not too great.
3. The Effect of Work Environment on Distraction and Employee Performance
   Work environment has a positive and significant influence on employee performance with a path coefficient of 0.294 ($p < 0.05$). This shows that a supportive work environment can increase productivity and reduce the level of employee distraction.
4. The Effect of Work Environment on Job Satisfaction
   The results showed that the work environment has a positive and significant effect on job satisfaction with a path coefficient of 0.630 ($p < 0.05$). Factors such as adequate facilities, harmonious working relationships, and a comfortable work atmosphere play a role in increasing employee job satisfaction.
5. The Effect of Distraction on Job Satisfaction Distraction
   has no significant effect on job satisfaction**.**

CONCLUSION

The results of the analysis show that the work environment has a significant positive effect on employee performance. Employees who work in comfortable conditions are more motivated to provide optimal service to the community. Meanwhile, cyberloafing has no significant effect on public satisfaction, indicating that satisfaction is more influenced by other factors such as service quality and employee professionalism.

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