

Job Satisfaction as a Mediating Influence Between Islamic Spirituality and Workload on Cyber loafing

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ABSTRACT

Job satisfaction a positive (or negative) attitudes towards the job they do, job satisfaction is strongly related to cyber loafing which has the potential to have a negative impact on the company in the form of employees' carelessness in using the internet. This study aims to determine a job satisfaction role in mediating a relationship among Islamic spirituality and workload on cyber loafing. The research population was employees (education personnel) of Islamic University in Purwokerto with 95 respondents. The method of data analysis uses Partial Least Square (PLS). The study results state that job satisfaction doesn't mediate the impact of the level of workload experienced by employees with the level of cyber loafing that occurs in the workplace.

KEYWORDS - Job Satisfaction, Islamic Spirituality, Workload, Cyber loafing.

1. INTRODUCTION

In the era of globalization, information technology is growing rapidly and is embedded in all aspects of life. The internet has a lot of influence on human life such as in terms of productivity, access to information, and social connections. One of the conveniences obtained due to the internet is in terms of searching for information sources with a shorter period of time as well as according to the desired needs [1]. The availability of the internet in the company is one of the efforts that facilitate various matters related to work [2]. Giving internet access facilities in a company aims to facilitate employee performance so that they are able to complete tasks effectively and efficiently [3]. However, the availability of these facilities has a negative impact on the company in the form of employee indiscipline in using the internet [4].

Varghese & Barber [5] stated that internet abuse by employees consumes approximately 80% of their working time, most of which is used to browse sites that are not related to work, thus having an indirect impact on organizational performance. The tendency of employees to do activities on the internet without any connection to work done during working hours, has become a problem that is growing quite rapidly in today's modern era. Employees who are negligent at work such as the misuse of the internet that is not related to work during working hours is known as cyber loafing [3]. Cyber loafing results in delays in completing work that should be done by employees properly [6]. Askew et al. [7], cyber loafing is also defined as a form of behavior or act of misuse of internet access carried out by individuals for purposes that are not relevant to work in the workplace during working hours.

Cyber loafing is often used as "entertainment" that aims to reduce work stress levels while helping employees to create inspiration so that they are more creative [8]. There are various factors that can underlie cyber loafing, one of which is work stress [3]. In line with this Henle & L.Blanchard [4] also revealed that employee negligence in carrying out obligations to their work can be caused by the stress conditions they feel at work. Stress is a form of psychophysical response that is normal and often occurs when there are demanding or burdensome events in the environment [9]. In addition, stress is also often defined as a response to demands that are in excess of an individual's ability to meet needs. Some of the issues that cause stress can come from the environment, such as social activities and interactions, work in the office, leisure activities, or things related to other people, which can cause stress [10]. Work stress is a condition where a person feels psychologically uncomfortable which arises as a result of the assessment of the demands felt during the workplace has exceeded the limits of the individual's ability [11].

High workloads lead to higher energy use, making stress and burnout more likely. Koesomowidjojo [11], aspects of workload include the following indicators: 1) Working conditions, 2) Use of work time, and 3) Targets to be achieved. An employee has a workload that comes from the number of tasks or jobs, responsibilities as well as the pressure given in a certain period of time. Meanwhile, in the world of work there is also the term job satisfaction. Job satisfaction is a form of an employee's view of his job based on emotional situations, both pleasant and unpleasant. Job satisfaction can also be defined as a feeling experienced by an employee related to whether or not they are satisfied with the work done while working in a company, which includes organizational culture such as job demands, coworkers, organizational rules and policies [13].

Based on the previous description, it is known that the phenomenon of cyberloafing in the world of work is one of the things that needs attention. This is because this behavior not only affects individual productivity at work but also has the potential to have a negative impact in the future if not addressed immediately. Therefore, it is important to be able to understand the factors that can influence cyberloafing behavior. Through this study, researchers aim to understand and examine more deeply the role of job satisfaction in mediating the influence between Islamic spirituality and workload on cyberloafing in employees. So that in the future it can determine a more effective strategy in encouraging productive work behavior, while at the same time being in line with spiritual aspects in Islam. So that the hypothesis in the study can be formulated as follows:

- H1:** Islamic spirituality affects cyberloafing
- H2:** Islamic spirituality affects job satisfaction
- H3:** Job satisfaction affects cyberloafing
- H4:** Workload affects cyberloafing
- H5:** Workload affects job satisfaction
- H6:** Job satisfaction mediates the effect of Islamic spirituality on cyberloafing
- H7:** Job satisfaction mediates the effect of workload on cyberloafing

2. LITERATURE REVIEW

1. The Theory of Plan Behavior

Plan behavior theory is a prediction of no volitional behavior with perceived control over behavioral performance Ajzen [12]. This perceived control extends the application of the theory beyond easy-to-perform, purposeful behavior and complex outcomes that depend on the performance of a set of behaviors as intentions and perceived behavioral control. According to behavioral planning theory, the performance of a behavior is a common function of perceived behavioral intention and control [15]. The TPB describes that humans are guided by three types of beliefs, which are: (a) "behavioral beliefs", meaning beliefs about the likelihood of the behavior occurring; (b) "normative beliefs", meaning beliefs about normative expectations from others and the motivation to act in accordance with these expectations; (c) "control beliefs", meaning beliefs about the existence of factors that will facilitate or hinder behavioral performance and the perceived strength of these factors Afdalia et al., [14]. The importance of the distinction between behavioral and normative beliefs [17]. Plan behavior theory explains the intention of individuals to do something or a certain action. Intention is an indication of an individual to do something. Someone does a behavior because of intentions and goals [18].

2. Cyber loafing

Menu rut Gruys & Sackett [12], Counterproductive work behavior is an action taken by individuals either intentionally or unintentionally that results in hampering individual and organizational performance. Cyber loafing is one form of counterproductive work behavior that is often carried out by employees, especially for those who work and are facilitated by internet access. Reveal that cyber loafing is behavior intentionally performed by employees using the company's Internet access for non-work purposes during working hours. Cyber loafing is also considered as a misuse of access that causes unproductivity and disrupts employees in completing work. More specifically, cyber loafing can be interpreted as a form of employee behavior that deliberately uses company-owned internet access during working hours to access or browse sites with the aim of fulfilling personal needs.

When employees experience stress during work, they tend to try to cope with the stress felt at work, this is known as coping. Cyber loafing is a form of employee stress coping behavior that occurs in the workplace. This is consistent with the opinion of Henle & A.L. Blanchard [4], which reveals that cyber loafing is the behavior of employees who misuse internet access while working to carry out various unproductive activities because they are not related to work such as browsing websites for entertainment, online shopping, internet messaging, and other similar activities.

3. Islamic Spirituality

According to the Islamic view, spirituality is seen as an action that serves as the basic purpose and foundation of life. Islamic spirituality as an established relationship with God has an influence on individual self-esteem, the meaning of life, as well as relationships between fellow humans and the surrounding environment [21]. Islamic spirituality helps to attract mental strength, embrace non-dual beings, and higher powers or philosophical wisdom [22]. The theoretical definition of Islamic spirituality is also expressed by Kamil et al., [16] as a form of responsibility from oneself with Allah SWT. An important point in the concept of Islamic spirituality is belief in God's plan. The meaning of the word 'belief' here is "the firmness and stability of faith that cannot be shaken by doubt." [24]

Muslim spirituality is emphasized as an activity carried out by Muslims everywhere and at all times within the organization, in a manner consistent with Islamic principles and teachings, so that they are always seeking pleasure. Islamic Spirituality emphasizes a person to have a sense of responsibility in doing work in the workplace efficiently while leading to employee happiness. The existence of belief in Allah in each individual, will make the individual always remember Allah and affect the level of productivity in the workplace. The relationship with God will help us in making decisions, so that it becomes one of the effective things to manage the pressure at work [25]. Islamic spirituality offers new perspectives on problem solving and enhances stability with low levels of stress and anxiety associated with psychological well-being [26] [27].

4. Workload

Workload is the ability of an employee to complete work, both physically and psychologically with a predetermined time [28]. In addition, workload is also defined as a measure of the average activity of a job in a certain time. Meanwhile, according to Tarwaka (2011), Workload is seen as a condition of work which must be completed within a certain time limit. There are two types of workload, namely low and high workload. Workload indicators according to Koesomowidjojo [11], namely: (1) Working conditions, (2) Use of working time, and (3) Targets to be achieved.

Riggio [23], workload is a job task that is a source of stress, such as requiring work quickly. High workload can usually affect an individual's self-confidence [31]. The workload owned by employees also tends to affect their concentration on work which also allows other activities such as cyberloafing as a means of entertaining themselves. The absence of a strong personality at work sometimes tends to be because individuals do not have the initiative or only wait for orders from superiors in carrying out their work. Assessment of job demands is also related to a person's perception of the workload that is owned and given in a predetermined time.

5. Job Satisfaction

Job satisfaction is an employee's role at work. He defines job satisfaction as an individual's emotional orientation towards the job role they perform [32]. Job satisfaction is a positive or negative feeling about a job. Job satisfaction is closely linked to personal behavior in the workplace [33]. Job satisfaction is an attitude, an internal state. It can, example, involve feelings of personal achievement, whether quantitative or qualitative [34]. Job satisfaction is the achievement and success of a worker in his or her job. It is generally considered to be directly related to personal productivity as well as happiness. Job satisfaction is doing a job that someone loves, doing it well, and being rewarded for the efforts. Job satisfaction has more to do with one's enthusiasm and happiness at work. Job satisfaction is mainly related to recognition, income, promotion and achievement of other goals that make people feel satisfied [35].

Job satisfaction is a form of behavior and feelings experienced by employees towards their work and conditions in their work environment [36]. According to E.Paul [29], there are three important aspects of job satisfaction. First, the organization must be aligned with human values. Fair and respectful treatment of workers. In such cases, job satisfaction assessment can be a good aspect of employee performance. A high level of job satisfaction can be an indicator of a good employee's emotional and mental state. Second, employee behavior is consistent with their level of job satisfaction and will affect the organization's business functions and operations. It can be concluded that job satisfaction can create positive or negative behaviors, job dissatisfaction can create deviant behaviors in employees. Third, job satisfaction serves as an important impetus for organizational activities.

Job satisfaction describes an individual's attitude towards his job on the comparison between the rewards received and the amount that should be obtained from the job. This is in line with the view Bagis [30], which considers that job satisfaction is a positive or negative attitude of an employee towards the work he carries out. Based on the theory presented by Locke [31], Job satisfaction involves psychological aspects that are influenced by an individual's expectations of the achievements and outcomes of his or her job. The term "satisfaction" covers a

wide range of feelings experienced by individuals. When a person realizes expectations are not met, the greater the difference between expectations and reality, the greater the likelihood of feelings of disappointment.

3. METHODS

This research is included in the type of comparative causal research obtained from a collection of data after an event has occurred. Research is carried out by investigating the variables that are influenced based on the data that has been obtained. The data collection method in this study uses primary data and secondary data. The sampling approach used in this research was a targeted sampling technique, with the research population including employees or educators at one of the Islamic-based universities in Purwokerto. The sample in this research was 95 respondents. The data analysis method chosen based on consideration of the theme and data quality in this research is to use PLS (Partial Least Square).

4. RESULTS AND DISCUSSION

Based on the results of the PLS analysis on the variables in this study, it can be stated that the variables are significant because they have an AVE value of more than 0.5, and are declared reliable because they have a composite reliability value above 0.700. Therefore, in this study it can be said that these variables have met the validity and reliability requirements.

Tabel 4.1 Validity and Realibility Test Result

	AVE	Composite Reliability
Cyberloafing	0.525	0.868
Islamic Spirituality	0.512	0.946
Job Satisfaction	0.574	0.870
Workload	0.593	0.879

Tabel 4.2 Parameter Coefficient and Statistical Values

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Value
Islamic Spirituality => Job Satisfaction => Cyberloafing	-0.236	-0.246	0.092	2.574	0.010
Workload => Job Satisfaction => Cyberloafing	-0.046	-0.051	0.041	1.122	0.263
Islamic Spirituality => Cyberloafing	-0.171	-0.171	0.136	1.257	0.209
Islamic Spirituality => Job Satisfaction	0.692	0.694	0.045	15.294	0.000
Job Satisfaction => Cyberloafing	-0.342	-0.357	0.135	2.539	0.011
Workload => Cyberloafing	-0.062	-0.075	0.126	0.497	0.619
Workload => Job Satisfaction	0.135	0.143	0.093	1.449	0.148

This study aims to determine the role of job satisfaction in mediating the relationship between Islamic spirituality and workload on cyberloafing. Based on the results of the analysis that has been performed, we know that there are four rejected hypotheses including H1, H4, H5, and H7. In this study, there are three hypotheses that do not meet the mediation requirements, namely H4, H5, and H7 so that the three hypotheses are rejected and have no significant effect. In addition, there is also another hypothesis H1 which is rejected because the three hypotheses do not meet the mediation requirements. This shows that the analysis results cannot be continued because they do not meet the mediation requirements.

In this study, the first hypothesis regarding Islamic spirituality affects the level of cyberloafing is rejected. Based on the test results, a value of 0.209 was obtained, which means that it can be said that there is no significant relationship between Islamic spirituality and cyberloafing in the workplace. Although in Islamic spirituality there are several aspects that may have an influence on the formation of individual attitudes and behavior, in this case

no evidence has been found to support the hypothesis that Islamic spirituality directly affects the level of cyberloafing in employees. The rejection of this hypothesis is reinforced by research Roudhotina & Uyun [32], which reveals that the existence of Islamic spirituality cannot control employee behavior in using gadgets during working hours which is often referred to as cyberloafing.

The fourth hypothesis in this study was also rejected because based on the results of the study did not clearly indicate that workload affects the level of cyberloafing behavior in employees. The high workload that creates pressure for employees does not directly indicate a significant relationship with the level of cyberloafing in the workplace. Therefore, the level of workload owned by individuals has not been proven to affect the level of cyberloafing behavior that occurs in employees. This is in line with the research findings Amalina et al., [33] which reveals that workload does not significantly affect cyberloafing behavior. In addition Arifin [34], also reinforces the results of this study by stating that there is no influence between workload on cyberloafing in employees at work.

Then, the rejection of the fifth hypothesis is because the results in this study state that workload does not have a significant effect on employee job satisfaction as indicated by a p value of 0.148. This finding is in line with the results of research conducted by Altaf & Awan [35], where it is proven that there is no influence between workload and job satisfaction. According to Mustapha & Ghee [36] in his research also states that the level of workload owned by individuals has a significant negative effect on the level of job satisfaction. Excessive workload will affect the level of job satisfaction felt by individuals [45].

Based on the test results of the seventh hypothesis which states that job satisfaction mediates the effect of workload on cyberloafing is also rejected. This means that job satisfaction does not have a connecting role between the level of workload experienced by employees and the level of cyberloafing that occurs in the workplace. The rejection of this hypothesis is also due to the non-fulfillment of mediation requirements. A variable can be said to be included in the mediation criteria when it meets the following conditions: 1) The independent variable (x) must be related to the mediator, 2) The mediator variable must be related to the dependent variable, 3) The significant relationship between the independent variable (x) and the dependent variable (y) will be reduced or no longer significant (full mediation) when controlling for the mediator. Based on the following description, the four hypotheses including H1, H4, H5, and H7 cannot be analyzed further.

The results of the analysis in this study also show that there are accepted hypotheses, including H2, H3, and H6. Based on the table of hypothesis testing results, it is known that H2 is accepted because it has a p value of $0.000 < 0.05$, which means that Islamic spirituality affects job satisfaction. This shows that this study found a significant relationship between the level of Islamic spirituality and the level of job satisfaction felt by each individual. Individuals with a high level of Islamic spirituality will tend to feel a higher level of job satisfaction as well. In this case, spiritual aspects in Islam which include ethics, morals, and relationships with God have a significant influence on job satisfaction in employees. Based on previous research conducted by Belwalkar & Vohra [38], Islamic spirituality is also stated to have a major influence on job satisfaction. In addition, Foster [39] also revealed that there is a significant relationship with a strong influence between Islamic spirituality on job satisfaction. The high job satisfaction felt by employees also has a major effect in increasing productivity in the workplace [48].

This study also states that the third hypothesis regarding job satisfaction affects cyberloafing can be accepted. The results obtained from hypothesis testing, show that the p value of H3 is $0.01 < 0.05$. So it can be interpreted that the level of job satisfaction can affect the level of cyberloafing behavior in employees because it is proven to have a significant relationship. A high level of job satisfaction tends to allow employees to be more productive in doing work, especially in the workplace. In line with this, it will also tend to affect the decrease in the level of employee cyberloafing behavior that occurs in the workplace.

Based on the results of hypothesis testing on H6, it reveals that job satisfaction mediates the effect of Islamic spirituality on cyberloafing behavior. This finding is reinforced by a p value of 0.010, which means that job satisfaction has a significant mediating role in the relationship between factors and the level of cyberloafing in employees at work. This research provides a deeper understanding of how aspects of Islamic spirituality can influence cyberloafing behavior through employee job satisfaction.

5. CONCLUSION

Based on the results of the analysis, it states that Islamic spirituality affects the level of cyberloafing is rejected, and job satisfaction has a connecting role between Islamic spirituality and the level of cyberloafing. However,

job satisfaction is not proven to mediate the effect of the level of workload experienced by employees with the level of cyberloafing that occurs in the workplace. So that further research is needed on why these variables have no effect on the level of cyberloafing. The limitation in this study is that it only takes subjects on educators at Islamic universities so that different results are obtained in different research samples. Suggestions for further research are to take a wider subject and take other variables such as work motivation that can mediate cyberloafing in order to increase knowledge.

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