

Cyberloafing Review of Psychological Capital and Conscientiousness on Pidie District Health Service Employees

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ABSTRACT

Technological advances and the internet have transformed how humans interact, learn, work, and access information. Cyberloafing is an emerging phenomenon in which employees use internet access during working hours for personal activities. Factors influencing cyberloafing include psychological capital (PsyCap) and conscientiousness. This study examines the influence of psychological capital and conscientiousness on cyberloafing behavior among employees at the Pidie District Health Service, as well as the contribution of each variable in predicting workplace cyberloafing. Using a quantitative correlational design, the research was conducted at a health department through probability sampling, ensuring equal selection chances for all population members. Data collection used online questionnaires via Google Forms. Descriptive statistics were followed by pre-conditional tests, including normality and multicollinearity, and multiple regression analysis. Findings show that high psychological capital levels correlated with lower cyberloafing rates. Contrary to predictions, psychological capital and conscientiousness were both categorized as very low among respondents. Regression results indicate that both variables accounted for 48% of the variance in cyberloafing. It is recommended that the agency implement training programs to enhance employees' PsyCap and conscientiousness. Strengthening these attributes is a strategic investment in improving employee well-being and productivity, while effectively reducing the likelihood of cyberloafing behavior in the workplace.

KEYWORDS

conscientiousness, cyberloafing, psychological capital



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INTRODUCTION

Advances in technology and the internet have changed the way humans interact, learn, work and access information. Internet use has changed drastically in the last decade with the introduction of personal electronic devices such as iPhone, iPad, Android, and others (Wang & Huo, 2018). The development of the internet has not only opened the door to access to various benefits and conveniences in every human's life, but has also created a significant transformation in the way we access and trust information. The penetration of information technology has reached various sectors of life, and the world of work is no exception (Díaz et al., 2012).

Increased use of technology in the work environment can cause emerging behaviors cyberloafing (Firdaus et al., 2023). Cyberloafing according to (Zhong et al., 2021) refers to activities using the internet for personal interests that are not related to work duties. Overall sample, 63% were involved in cyberloafing. Authorities need to consider internet management in the context of work (Mirza et al., 2020). A survey conducted by (Sulistyan & Ermawati, 2020), using social media such as WhatsApp, Facebook and Instagram and watching videos are the activities that employees like most. Furthermore, (Marissa et al., 2019) through interviews with PT.C employees, several employees were involved in behavior cyberloafing

10-15 times to look for the latest news and additional information. Employees browse social media, chat online, and visit websites to overcome boredom.

In line with the case above, researchers conducted a survey on 33 employees of the Pidie District Health Service to determine whether or not similar problems existed. The age range of respondents is between mid-20s to late 30s, which is included in the millennial generation (born around 1981-1996) and generation Z (born around 1997-2012). The survey was conducted using references from (Sulistyan & Ermawati, 2020). The opinions of these respondents will provide an important picture of working dynamics and conditions. The initial information obtained from this survey will be an important basis for further research to be carried out.

Based on a survey conducted with reference to the question above, employees most often use the office internet to access social media, watch videos and for personal purposes. Furthermore, although not very often, employees agree that they have accessed the office internet to shop online, give personal information, and play games. Several employees commented that their internet connection automatically connected to the office internet when they were on site.

The internet allows employees to be more productive than ever if it were accessible as things that support their work, but also provide an opportunity to escape from work (Askew et al., 2014). Cyberloafing is known as activities that are not related to work but are carried out during working hours (Ozdamli & Ercag, 2021). When there is an opportunity and the necessary means to take action cyberloafing, then individuals will use the opportunity to engage in these activities (Yildiz Durak, 2020).

Individuals do cyberloafing with various reasons and incentives, according to (Ozler & Polat, 2012) there are three main causes, namely individual factors, situational factors and organizational factors. Individual factors play an important role in the development of resources that support personal and academic success. One prominent example of this factor is the existence of psychological capital in each individual. PsyCap is a form of psychological capital that can be cultivated and built within a person (Kirrane et al., 2017), psychological capital includes components such as self-efficacy, hope, optimism, And resilience.

This research focuses on overall psycap as a variable that influences behavior cyberloafing, not just one particular dimension. This research can find out how psycap as a whole affects cyberloafing (Purnomo et al., 2023; Utami & Appulembang, 2022) Psycap is also considered more effective if seen as a single unit because Psycap consists of four dimensions that are interrelated and interact in influencing behavior cyberloafing. Thus, Psycap as a unit can influence behavior cyberloafing more effectively than studying each dimension separately.

In addition to PsyCap, factors individual others who have a significant role in controlling behavior cyberloafing is trait conscientiousness. One of the important dimensions of this theory is conscientiousness, which characterizes individuals who tend to be punctual, have a good level of organization, are able to carry out responsibilities well, show discipline, and always make careful considerations before taking action (Galgiani et al., 2016).

Through an online survey on Amazon Mechanical Turk (Mturk), personality traits influence behavior cyberloafing. There is a negative correlation between levels of conscientiousness and level cyberloafing. This means the higher the level of conscientiousness

of someone, then it will be less likely that they are involved in cyberloafing, and vice versa (Varghese & Barber, 2017).

Based on the preliminary result that has been done, there is still behavior cyberloafing carried out by Health Service employees. Organizations or institutions must realize the potential of human resources in order to gain a competitive advantage. Based on information sources from one of the Health Service's civil service employees, it was revealed that the employee's psycap level was in the 6.5/10 category, while the conscientiousness is in the 4.5/10 category. A combination of psycap level and conscientiousness low levels make employees vulnerable to the temptation to commit cyberloafing to avoid challenging or boring tasks. Thus, there are indications that the level of psycap and conscientiousness can be a predictor of behavior cyberloafing at the workplace. This assessment is obtained based on the employee's independent assessment of the member's performance. Therefore, the researcher has a topic about "cyberloafing reviewed based on psychological capital and conscientiousness".

This study aims to analyze the influence of psychological capital (PsyCap) and conscientiousness on cyberloafing behavior among employees of the Pidie District Health Office, and to determine their simultaneous contribution. Theoretically, this study contributes to the development of organizational psychology literature by examining the relationship between positive psychological resources, personality traits, and counterproductive work behavior. Practically, the findings of this study are expected to serve as a reference for management in designing intervention programs and policies to reduce cyberloafing, increase PsyCap, and strengthen employee conscientiousness through training, ultimately aiming to optimize productivity and performance.

METHOD

This research employed a quantitative methodology and was conducted among employees of the Pidie District Health Service in Aceh. The selection of this public health institution as the research setting was strategic, considering its operational environment where accuracy, data security, and timely task completion are critical; consequently, cyberloafing behavior poses significant risks to patient services, information confidentiality, and the optimal use of limited resources. The study followed a structured timeline, commencing with planning in August 2023 and progressing through stages of instrument development, data collection in January 2024, and culminating in data analysis and finalization in April 2024.

The study population encompassed all 1,672 employees of the Pidie District Health Service. To ensure representativeness, a probability sampling technique was applied, specifically simple random sampling, which gave every population member an equal chance of selection. Based on the Isaac and Michael table with a 5% significance level, a sample of 289 was determined; however, to mitigate potential non-response issues, the final sample size was expanded to 300 employees. For data collection, three standardized instruments were deployed via Google Forms: A Cyberloafing Scale, a Psychological Capital Questionnaire (PsyCap), and a Conscientiousness Scale, all of which underwent prior pilot testing to confirm their reliability and validity.

The subsequent data analysis was performed in multiple stages. It began with descriptive statistics to profile the respondents and the variables, followed by tests of statistical assumptions—including normality, multicollinearity, and heteroscedasticity—to verify the

data's suitability for parametric analysis. The core of the analysis utilized multiple regression techniques to investigate both the individual and simultaneous influences of psychological capital and conscientiousness on cyberloafing behavior, thereby determining the extent to which these variables can predict its occurrence in the workplace.

RESULT AND DISCUSSION

Table 1 Description of subject demographics

	Age range	Frequency	Percentage
Range Respondent's Age	< 30 years	57	19%
	31 – 40 years	120	40%
	41 – 50 years	100	33%
	> 51 years old	23	8%
	Total	300	100%
	Gender	Frequency	Percentage
Respondent's Gender	Woman	269	89.7%
	Man	31	10.3%
	Total	300	100%
	Work status	Frequency	Percentage
Status Respondent's work	Honor	95	31.7%
	Contract	19	6.3%
	Civil servants	186	62%
	Total	300	100%
	Long work	Frequency	Percentage
Long Respondent's work	< 5 years	50	16.7%
	5-10 years	61	20.3%
	> 10 years	189	63%
	Total	300	100%

Table 2 Statistical description

Variable		Empirical	Hypothetically
<i>Cyberloafing</i>	Mean	47.9	66
	Standard deviation	11.6	14.7
PsyCap	Mean	53.6	42
	Standard deviation	9.66	10
<i>Conscientiousness</i>	Mean	100	84
	Standard deviation	10.2	18.7

Table 3 Categorization *cyberloafing*

Category	Score	Amount	Percentage
Very low	< 44	118	39,3 %
Low	44 – 58	131	54,7 %
Currently	58 – 75	46	15,3 %
High	75 – 88	4	1,3 %
Very high	> 88	1	0,3 %
Total		300	100%

Table 4 PsyCap Categorization

Category	Score	Amount	Percentage
Very low	< 27	8	2,7 %
Low	27 – 37	13	4,3 %
Currently	37 – 47	40	13,3 %
High	47 – 57	124	41,3 %
Very high	> 57	115	38,3 %
Total		300	100 %

Table 6 Categorization *conscientiousness*

Category	Score	Amount	Percentage
Very low	< 56	158	52,7 %
Low	56 - 75	4	1,3 %
Currently	75 – 93	73	24,3 %
High	93 – 112	65	21,7 %
Very high	> 112	-	-
Total		300	100 %

Assumption Testing Results

Normality test

The results of the normality test in this study were obtained with the help of SPSS 26 using the Kolmogorov Smirnov normality test, and the results obtained were 0.200. This shows that the figure from the Kolmogorov Smirnov normality test is > 0.05 , so it can be concluded that the distribution of the regression residual data is normally distributed. This finding indicates that the data meet the normality assumption required for parametric statistical analysis, particularly multiple regression analysis.

Multicollinearity test

Knowing the results of the multicollinearity test can be seen through the VIF value of each independent variable (independent), when the VIF value < 10 and tolerance value > 0.1 then the conclusion is drawn that the research data is free from symptoms of multicollinearity. The multicollinearity test results showed that the VIF values for both psychological capital and conscientiousness were below 10, and the tolerance values were above 0.1, indicating that there is no multicollinearity problem between the independent variables. This ensures that each predictor variable contributes uniquely to the prediction of cyberloafing behavior without redundancy.

Heteroscedasticity test

Knowing the results of the heteroscedasticity test can be seen through the significance value of the research data. If the significance value is > 0.05 , it can be concluded that the data contained in this research does not have heteroscedasticity. The significance value obtained for

each variable is 1.00 so it can be concluded that there is no heteroscedasticity in this research data. This result confirms that the variance of residuals is constant across all levels of the independent variables, which is an important assumption for the validity of the regression analysis.

Discussion

The research aims to determine behavior cyberloafing if viewed from the perspective of pscap and conscientiousness to employees of one of the health services, where the service is the Pidie Health Service. The findings reveal important patterns regarding the prevalence and predictors of cyberloafing behavior in this health service context.

Cyberloafing among Pidie Health Service employees is predominantly in the low category. This finding suggests that while cyberloafing behavior exists, it is not at a concerning level among most employees. However, the presence of this behavior, even at low levels, warrants attention from management given the sensitive nature of health service delivery.

Furthermore, psychological capital (PsyCap) analysis of Pidie Health Service employees dominated in the high category, while conscientiousness is dominated in the very low category. This contrasting pattern is particularly noteworthy: employees demonstrate relatively high levels of positive psychological resources (hope, optimism, resilience, and self-efficacy) but simultaneously exhibit low levels of conscientiousness. This divergence may explain certain workplace behaviors and performance patterns.

Cyberloafing Reviewed by PsyCap and Conscientiousness

The comprehensive analysis of both predictor variables provides valuable insights into the mechanisms underlying cyberloafing behavior. Pscap and conscientious predictions of cyberloafing can have significant implications for work productivity and efficiency. Pscap, which includes aspects such as self-confidence, hope, optimism and mental resilience, play an important role in shaping employee attitudes and motivation towards work. Look et al. (2023) found that flexible policies regarding non-work-related internet use tend to increase employee PsyCap through cyberloafing behavior. This suggests a complex relationship where certain organizational policies may inadvertently foster conditions that enable cyberloafing while simultaneously supporting psychological well-being.

On the other hand, conscientiousness, which reflects the nature of seriousness, discipline and individual responsibility, also influences work behavior. Employees with a high level of conscientiousness tend to be organized, punctual, and responsible for the tasks assigned. Sarhangpour et al. (2018) demonstrated that psychological factors such as basic needs, goal orientation, and the nature of an individual's sincerity can play a role in influencing unproductive internet usage behavior in the workplace, known as cyberloafing. This highlights the multifaceted nature of cyberloafing determinants, extending beyond simple personality traits to encompass broader psychological and motivational factors.

Cyberloafing When Viewed from a PsyCap Perspective in Pidie Health Department Employees

The results of the analysis on the pscap variable (X1) produced a mean or average value of 53.6% with a standard deviation value of 9.66. Furthermore, the percentage of respondents' answers that were most dominant in the high category was 41.3% or 124 respondents. This shows that the majority of respondents are at the high level. However, it should be noted that

these percentages represent only a portion of the total sample, and there may be significant variation in psychcap perceptions among other respondents.

The relatively high level of psychological capital among employees is an encouraging finding. Research has consistently shown that employees with higher PsyCap demonstrate greater resilience in facing workplace challenges, maintain more positive attitudes toward their work, and exhibit enhanced problem-solving capabilities. In the context of this study, high PsyCap appears to serve as a protective factor against excessive cyberloafing behavior. Employees with strong psychological resources may be better equipped to maintain focus on work tasks and resist the temptation to engage in non-work-related internet activities during working hours.

The inverse relationship between PsyCap and cyberloafing observed in this study aligns with previous research indicating that employees with higher levels of hope, efficacy, resilience, and optimism are more likely to remain engaged with their work tasks and less likely to seek digital distractions (Luthans & Youssef-Morgan, 2017). This suggests that interventions aimed at building psychological capital could serve as an effective strategy for reducing cyberloafing in organizational settings.

Cyberloafing When Viewed from the Perspective of Conscientiousness Among Pidie Health Department Employees

The results of the analysis of the conscientiousness variable (X2) in this study show that the mean or average value of conscientiousness is 100. This indicates that overall, the level of conscientiousness of the respondents in the sample has an average value of 100.

However, when examining the distribution of conscientiousness levels, the standard deviation of conscientiousness is 10.2. The percentage results of respondents' answers show that the very low category is the most dominant category in the level of conscientiousness. The percentage reached 52.7% or the equivalent of 158 respondents from the total sample.

This finding is particularly significant and somewhat concerning. The predominance of very low conscientiousness among more than half of the employees suggests potential challenges in terms of work discipline, organization, and responsibility. Conscientiousness is considered one of the most reliable predictors of job performance across various occupational contexts (Barrick & Mount). Low levels of conscientiousness may manifest in various counterproductive work behaviors, including increased cyberloafing.

The relationship between low conscientiousness and cyberloafing has been well-documented in literature. Employees with lower conscientiousness tend to demonstrate less self-discipline, poorer time management, and reduced adherence to organizational rules and expectations (Varghese & Barber, 2017). These characteristics create conditions conducive to cyberloafing behavior, as individuals with low conscientiousness may struggle to maintain focus on work tasks and be more easily tempted by the immediate gratification offered by internet-based personal activities.

Interestingly, the coexistence of high PsyCap with low conscientiousness in this sample presents a unique profile. While employees possess positive psychological resources and generally positive outlook, they may lack self-regulatory capacity and disciplined work habits associated with conscientiousness. This combination suggests that interventions should address both aspects: maintaining and leveraging the existing psychological capital while actively

working to develop conscientiousness through targeted training and organizational support systems.

Comprehensive Influence Analysis

A comprehensive analysis has been carried out to determine the influence of psychological capital (psycap) and conscientiousness on cyberloafing behavior, which is the tendency to spend time unproductively on the internet while working. In this research, two variables have been studied, namely psychological capital (X1) and conscientiousness (X2), to see how much they contribute in explaining cyberloafing behavior (Y). The results of the analysis show that cyberloafing is influenced by these two variables by 48%. Apart from that, the contribution of psychological capital in influencing cyberloafing is 27%, while the contribution of conscientiousness is 21%.

These findings have several important implications. First, the combined predictive power of 48% indicates that PsyCap and conscientiousness together explain nearly half of the variance in cyberloafing behavior. This is a substantial contribution, suggesting that these psychological factors are indeed significant determinants of cyberloafing. However, the remaining 52% of variance is explained by other factors not examined in this study, which may include situational factors (e.g., workload, job satisfaction, organizational policies), technological factors (e.g., internet accessibility, monitoring systems), or other individual differences (e.g., age, tenure, job type).

Second, the slightly higher contribution of psychological capital (27%) compared to conscientiousness (21%) suggests that positive psychological resources may play a marginally more important role in preventing cyberloafing than personality-based self-discipline. This is encouraging from an intervention perspective, as PsyCap is considered more malleable and developable through training compared to personality traits, which are generally more stable over time.

Third, the negative relationship between both predictors and cyberloafing confirms theoretical expectations. Higher levels of psychological capital provide employees with the psychological resources to remain engaged with work and resist unproductive behaviors. Similarly, higher conscientiousness equips employees with the self-regulatory capacity to maintain work focus and adhere to professional standards.

These findings align with the Conservation of Resources (COR) theory (Hobfoll), which suggests that individuals with greater psychological resources are better equipped to cope with work demands and less likely to engage in resource-depleting behaviors such as cyberloafing. The results also support the Five-Factor Model of personality, which identifies conscientiousness as a key predictor of work-related outcomes and counterproductive behaviors.

CONCLUSION

The study examined the influence of psychological capital (PsyCap) and conscientiousness on cyberloafing behavior, defined as employees' tendency to engage in non-work-related internet use during working hours. The analysis revealed that both variables collectively explained 48% of the variance in cyberloafing, with psychological capital contributing 27% and conscientiousness 21%. These findings suggest that strengthening

employees' PsyCap and conscientiousness can significantly reduce unproductive online activities in the workplace. Future research is recommended to include additional variables such as organizational culture, job satisfaction, and digital self-control to gain a more comprehensive understanding of factors affecting cyberloafing behavior.

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