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The effect of role ambiguity on cyberloafing with work stress as a mediation variable

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Abstract---Universities play a role in improving the quality of education, they are expected to have human resources who do not engage in cyberloafing deviant behavior. The purpose of this study is to explain the effect of role ambiguity and work stress on cyberloafing and the mediation of work stress on role ambiguity in cyberloafing. The research subjects were education personnel with a sample of 280 people. Determination of the sample using the simple random sampling method. Data were analyzed by SEM. The results showed that role ambiguity had no significant effect on cyberloafing. Work stress has a significant positive effect on cyberloafing. Role ambiguity has a significant positive effect on work stress. Role ambiguity in cyberloafing is mediated by work stress. This study provides theoretical implications by enriching the empirical evidence. Practical implications for use in policies to suppress cyberloafing. Suggestions for management to suppress cyberloafing by clarifying work objectives.

Keywords---role ambiguity, cyberloafing, work stress

Introduction

The University plays a role in improving the quality of education through producing knowledge and research, therefore the University is expected to have human resources who demonstrate positive work behavior and are by following per under the direction of University policies, where positive and focused work behavior will have an impact on increasing the achievement of performance

targets. employees and will ultimately improve organizational performance (Ratnasari and Tarimin, 2021).

Cyberloafing is a form of deviant behavior in the workplace that is rife in several universities (Saghih and Nosrati, 2021). Cyberloafing is any employee action that accesses an internet site that is not related to work during working hours for personal purposes (Aladwan et al. 2021). Cyberloafing can reduce organizational performance (Beri and Anand, 2020). Saddiq et al. (2021) found that cyberloafing causes losses in organizational productivity and poses a potential risk of information security breaches.

General Strain Theory is a theory that explains how a person who experiences various negative emotions such as stress, role ambiguity, and role conflict tends to take corrective action in the form of behavioral deviations (Agnew, 1992). Cyberloafing is a form of deviant behavior in the workplace that can reduce organizational productivity.

Universities must also pay attention to the issue of cyberloafing because cyberloafing has become a problem that will cause the University's performance to decline. Several factors can encourage someone to do cyberloafing, role ambiguity is one of them. Role ambiguity is a condition of lack of information in carrying out tasks, insufficient information, or not understanding someone how to realize the expectations given about a certain role given to someone (Unguren and Arslan, 2021). When employees feel they do not have the information needed to carry out their roles adequately and when employees are not sure about what is expected by the role giver, employees will cyberloafing. Previous research conducted by Lonteng et al. (2019) supports that high role ambiguity will increase cyberloafing by employees of PT Bank Sulutgo Manado. Another study that supports this is the research conducted by Rahmah et al. (2020) which shows that role ambiguity has a positive and significant effect on cyberloafing of Civil Servants at the Regional Secretariat of Bima City.

In addition to role ambiguity, work stress also affects cyberloafing. Work stress is a change experienced by employees both physically and mentally and causes pressure that is considered to exceed the employees' resources in responding to workplace situations so that it can interfere with or threaten the welfare of employees (Thaariq and Indrayanti, 2021). When employees feel the demands given at work are more than their ability to meet demands and cause employees to experience both physical and mental stress, the employee will cyberloafing. Previous research by Moffan & Handoyo (2020) proved that work stress is a trigger for cyberloafing behavior in employees in Surabaya. Koay et al. (2017) also stated that work stress affects the cyberloafing of employees working in the information technology sector in Malaysia.

Role ambiguity also affects work stress, because someone who feels unclear about work goals, work procedures, and tasks and is not sure that he has divided his time properly will be more easily stressed, and vice versa. This is because role ambiguity occurs when employees receive inadequate information, unclear policies, and the uncertain direction of authority to do work that can make employees feel work stress. This statement is supported by the results of Triyono & Prayitno's research (2017) which states that role ambiguity will increase work stress for employees of the Semarang City Street Lighting and Advertising Management Office. Prasetyo et al. (2020) found that the work stress of PT. Astra Motor, Tbk Banjarnegara Yogyakarta Branch is caused by the ambiguity of roles experienced by employees.

Role ambiguity can also increase employee work stress, so at the same time, it can increase employee desire to cyberloafing. When employees cannot adequately or know the roles that have been assigned, will cause employees to feel mental pressure because the demands exceed the employee's resources, which in turn causes employees to access the internet for personal gain during working hours. The results of previous studies revealed that the work stress of employees of private and public sector organizations in Pakistan can be caused by the role ambiguity experienced by employees (Ahmad et al., 2021). Work stress will also encourage the cyberloafing behavior of civil servants (PNS) at the Pekanbaru Customs and Excise Service Office (Adhana and Herwanto, 2021). Cyberloafing is carried out by employees of PT. Furnilux Indonesia is directly caused by the increasing role ambiguity perceived by employees (Erika, 2018).

These relationships indicate that role ambiguity and work stress can affect cyberloafing, while at the same time role ambiguity and conflict can increase work stress. This relationship implies that work stress mediates the effect of role ambiguity on cyberloafing. Of course, these relationships need to be re-examined to find ways to reduce the level of cyberloafing of education personnel at state universities in the province of Bali. If cyberloafing can be suppressed, it can be believed that employee productivity will also increase (Beri and Anand, 2020).

The hypotheses in this study are as follows:

- H1: Role ambiguity has a positive and significant effect on cyberloafing.
- H2: Role ambiguity has a positive and significant effect on work stress.
- H3: Work stress has a positive and significant effect on cyberloafing.
- H4: Work stress mediates the effect of role ambiguity on cyberloafing.

Research Methods

This research is a research with a quantitative analysis approach. The research was conducted at State Universities located in Bali Province. The data used in

this study are quantitative and qualitative. Quantitative data used in this study were age, gender, education level, years of service, number of employees, number of respondents, and score of respondents' answers. The sources of data used in this study are primary and secondary data sources.

The random sampling technique used by the researcher is using simple random sampling. After determining the sample, the questionnaire was distributed through an online questionnaire google form. The online questionnaire link was distributed through the WhatsApp application to 280 education personnel who were selected as samples in this study.

In this study, before data analysis, the questionnaire was distributed to 30 respondents to test the validity and reliability using SPSS. This study uses Structural Equation Modeling (SEM) and Partial Least Square (PLS) version 3.3.9.

Result and Discussion

11 indicators are valid and reliable from the model test.

Result of Direct Effect Test Between Variables				
Variable	Path Coefficients	T Statistics	P values	Information
Role Ambiguity -> Cyberloafing	0,170	1,896	0,058	Rejected
Role Ambiguity -> Work Stress	0,620	11,324	0,000	Accepted
Work Stress -> Cyberloafing	0,327	3,738	0,000	Accepted

The effect of role ambiguity on cyberloafing

Role ambiguity has no significant positive effect on the cyberloafing of education staff at the State University in Bali, so the first hypothesis in this study was rejected.

This insignificant result is caused by education staff who already understand the responsibilities of education personnel. The working period of the respondents with the majority of working years above 20 years makes the education staff have experience in working and are very understanding about what responsibilities they have.

The respondent's latest education is dominated by education staff with DIV and S1 education. This is also the cause of the insignificant hypothesis because education staff with DIV and S1 education have received education regarding the understanding of responsibility.

The working period of the majority of respondents with a tenure of more than 20 years so that they already have goals, as well as planned work targets at work which do not become a direct determinant of education personnel not accessing the internet for personal purposes during working hours.

When viewed from the lowest average of respondents' answers to the role ambiguity variable contained in the statement of lack of understanding of responsibility, it can be concluded that education personnel already understand very well what their responsibilities are, which does not have a direct influence on cyberloafing.

This study is in line with previous research by Varghese & Barber, (2017) on the Amazon online survey in the United States which stated that role ambiguity did not appear as a predictor of cyberloafing. Herlianto's research, (2013) on employees who work in offices, also supports this study that role ambiguity does not directly affect cyberloafing.

The results of this study are not in line with the general strain theory which states that someone who experiences various negative emotions such as role ambiguity tends to take corrective action in the form of behavioral deviations such as cyberloafing. Previous research that does not support the results of this study is research from Erika (2018) which shows the ambiguity of the role of PT. Furnilux Indonesia increases cyberloafing by employees of PT. Indonesian Furnilux.

The effect of role ambiguity on work stress

Role ambiguity has a significant direct and positive effect on work stress. This explains that the higher the role ambiguity, the higher the work stress of the education staff at the State University in Bali, so the second hypothesis in this study is accepted.

This significant result is because the education staff has unplanned work goals and objectives to complete the work. Judging from the majority of the respondents' gender being male, being more closed to dealing with problems (Muflihah and Savira, 2021) can cause omission when there is an unplanned work goal. The majority of respondents aged over 40 years, can also be the cause of unplanned work targets because they already feel they have experience in doing tasks so they don't do careful planning.

When viewed from the lowest average of respondents' answers, the role ambiguity variable is found in the statement of lack of understanding of responsibility, which means that responsibility is well understood by the education staff of the

State University in Bali which causes educational staff not to feel anxious about the workload they have.

The respondent's last education is dominated by the last education DIV and S1 can show that education personnel has learned about what can be the goals and objectives of work so that education personnel does not spend a lot of time accessing the Internet at work for purposes that are not related to work.

The results of this study are in line with the general strain theory which states that someone who experiences various negative emotions such as role ambiguity tends to take corrective action in the form of behavioral deviations such as work stress. Previous research that supports the results of this study is the research of Ahmad et al. (2021) stated that role ambiguity has a positive and significant effect on the work stress of employees of private and public sector organizations in Pakistan.

Effect of work stress on cyberloafing

Work stress has a significant direct and positive effect on cyberloafing. This explains that the higher the work stress, the higher the cyberloafing of education staff at the State University in Bali, so the third hypothesis in this study is accepted.

The third hypothesis in this study was accepted because the educational staff were anxious due to their workload and finally looked for ways to reduce anxiety by accessing entertainment sites on the internet. The majority of respondents' age in this study can also lead to a significant hypothesis because they are over 40 years of age and are more prone to experiencing work stress (Nurchasanah et al. 2014).

The lowest average respondent's answer to the work stress variable is in the statement that they are less concentrated on work, it can be concluded that education personnel has concentrated on work so that education personnel does not spend a lot of time accessing the internet at work for purposes that are not related to work.

The majority of respondents have a working period of more than 20 years so respondents are used to controlling their emotions so that the work stress of State University education staff in Bali is low. The respondent's latest education is dominated by DIV and S1 education which can provide respondents with adequate skills in handling work so they do not spend a lot of time accessing the Internet at work for purposes that are not related to work.

The results of this study are in line with the general strain theory which states that someone who experiences various negative emotions such as work stress tends to take corrective action in the form of behavioral deviations such as cyberloafing. Previous research that supports the results of this study is the research of Koay et al. (2017) which states that work stress has a positive and significant effect on cyberloafing of employees working in the information technology sector in Malaysia.

Indirect Influence Test Results					
Variable	Path Coefficients		Total Effect	P values	Information
	Direct	Indirect			
Role Ambiguity (X1) -> Work Stress (Z) -> Cyberloafing (Y)	0,170	0,203	0,373	0,000	Full Mediation

The effect of work stress mediates the effect of role ambiguity on cyberloafing

Role ambiguity on cyberloafing has an insignificant direct effect while the indirect effect or mediation is significant, it can be concluded that the influence of role ambiguity on cyberloafing is an indirect effect (indirect only) or full mediation (full mediation).

The significance of this hypothesis is because in completing one task, education personnel must coordinate with more than three departments to complete one task which can lead to complexity and ultimately causes education personnel to be anxious due to their workload, to find ways to reduce anxiety by accessing the Internet at work. for non-work-related purposes several times each day.

The results of this study indicate that the higher the role ambiguity of the education staff of the State University in Bali can increase work stress so it affects the increase in cyberloafing of the education staff of the State University in Bali, then the sixth hypothesis in this study is accepted. The results of this study are in line with the general strain theory which states that someone who experiences various negative emotions tends to take corrective action in the form of behavioral deviations.

Conclusion and Suggestion

Based on the results of the discussion, several conclusions can be drawn as follows, role ambiguity has no significant positive effect on cyberloafing. Role ambiguity has a significant positive effect on work stress. Work stress has a

significant positive effect on cyberloafing. work stress can fully mediate the effect of role ambiguity on cyberloafing.

Based on the results of the discussion and conclusions in this study, the suggestions that can be given are as follows, to the management of the State University in Bali to avoid role ambiguity so that educational staff do not experience work stress and cause educational staff to cyberloafing.

The indicator of role ambiguity with the highest score is an indicator of unplanned work targets but is still in the low category. The researcher's suggestion to the management of the State University in Bali is to overcome the problem of unplanned work targets that can cause educational staff to experience work stress and cyberloafing. The researcher's suggestion for further research is to be able to use other variables outside of this research model to better know the causes of cyberloafing.

It is hoped that further research can be carried out in different regions and at different times to add empirical evidence on cyberloafing, work stress, and role ambiguity.

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