THE INFLUENCE OF ABUSIVE SUPERVISION AND WORK STRESS ON CYBERLOAFING

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ABSTRACT

Internet resources have become a necessity for organizations to be a very important part of their business processes. The results of a survey by the Association of Indonesian Internet Service Providers (APJII) show that penetration of internet use in Indonesia continues to increase every year. Thus, this increase will inadvertently open up opportunities for employees to cyberloafing. The purpose of this research was to examine the effect of abusive supervision and work stress on cyberloafing. The research method used is a quantitative approach to the survey method. The samples in this research was Elementary School Teachers who were in the Coordinator's Scope of the Education Sector of Ciawigebang Kuningan District of with samples taken as many as 30 samples. The data analysis technique used multiple regression analysis with the help of SPSS version 23. The results showed that abusive supervision has a positive effect on cyberloafing and work stress has a positive effect on cyberloafing.

*Keywords***:** Cyberloafing, Abusive Supervision, Work Stress

1. Introduction

The internet provides countless benefits, one of which is that it can be a means to facilitate employee performance, but the internet can also be used by employees as a medium for lazing around (Moody & Siponen, 2013). Widespread use in the workplace indirectly opens up new avenues and opportunities for employees to carry out deviant behavior known as cyberloafing. Cyberloafing is an employee's online involvement activity that is not related to work while at work (Koay & Soh, 2018). The increasing amount of time employees spend on non-work-related online engagement activities in the workplace has become a concern for many organizations (Jandaghi et al., 2015). Cyberloafing should not be taken lightly because when employees have the habit of cyberloafing, it will be very difficult for the organization to eradicate this negative behavior (Moody & Siponen, 2013). Cyberloafing can be done via internet access within an organization or via smartphones, laptops and tablets (Blanchard & Henle, 2008). Cyberloafing has many negative consequences, one of which is reduced productivity (Koay & Soh, 2019). Other effects of

cyberloafing are reduced engagement at work (Liberman et al., 2011), inefficient use of network resources (Moody & Siponen, 2013), increased risk of legal liability as a result of illegal downloading, law violations, and network security violations. (Lim & Chen, 2012). Apart from that, the organization experienced losses of around 4,500 US Dollars per employee and productivity losses of 178 billion US Dollars per year (Mysammy, 2013).

Internet resources have now become a necessity for organizations to become a very important part of their business processes (Baturay & Toker, 2015). The internet has become very important in economic, social and political life and is a necessity for humans. This can be seen from the survey results of the Indonesian Internet Service Providers Association (APJII) showing that the penetration of internet use in Indonesia continues to increase every year. Thus, this increase will inadvertently open up opportunities for employees to engage in cyberloafing. According to the Indonesian Internet Service Users Association (APJII) in 2018, the majority of internet users were dominated by workers. Based on a survey conducted by APJII in 2018, teachers and large entrepreneurs used the internet 100%, BUMD employees 90.9%, ASN 89.9%, BUMN employees 88%, private employees 85.7% to support their work. So there is a big chance that teachers will engage in cyberloafing behavior.

Many researchers are interested and have tried to test different antecedents of cyberloafing in order to understand this phenomenon (Lim et al., 2021), but few have examined abusive supervision associated with cyberloafing. Previous research conducted by Lim et al., (2021) and Bhattacharjee and Sakar, (2023) stated that abusive supervision does not significantly predict cyberloafing behavior, while other results show that abusive supervision can significantly influence cyberloafing (Koay et al., 2022; Agarwal & Avey, 2020). The inconsistency of research results indicates that this relationship is not a strong theory, therefore further investigation is needed.

Another factor that is often associated with cyberloafing is work stress (Chen et al., 2021; Elrehail et al., 2021; Lim et al., 2021), and describes work stress as a significant predictor of cyberloafing (Henle & Blanchard, 2008). Pariyanti et al., (2022) stated that despite many studies, the results of previous research on work stress and cyberloafing are still inconclusive. In 2021, research conducted by Elreil et al. The results show that work stress has a positive effect on cyberloafing. Workers use the internet for personal use during working hours due to work stress. The results of this research are also in line with research conducted by Pariyanti et al. (2022) on 178 employees of Islamic-based private high schools, institutes and universities in Lampung which revealed that high levels of work stress will cause high levels of cyberloafing behavior as well. This is different from the results of research conducted by Zhu et al. (2021) found that work stress did not significantly predict cyberloafing behavior. There are inconsistencies in these findings so further investigation is still needed.

This research contributes to academic literature, especially in developing theories of employee behavior in the workplace. Previous research conducted by Agarwal & Avey (2020) only examined the influence of abusive supervision and cyberloafing. Thus, this research offers another variable, namely work stress. It is hoped that the findings resulting from this research will be useful for organizations and become a reference in the process of developing strategies to handle and reduce the frequency of employees engaging in cyberloafing behavior.

2. Literature Review

This section discusses the theory underlying this research, namely social exchange theory, as one of the popular theories used in social research to discuss interaction, which is a form of exchange involving at least two individuals exchanging activities. A clearer explanation of cyberloafing, abusive supervision, work stress is as follows:

2.1 Social Exchange Theory

Social exchange theory is a fairly popular conceptual paradigm that is widely used to understand workplace relationships and workplace behavior (Lim et al., 2021). The beginnings of exchange theory can be found in the works of sociologists and functional anthropologists. However, the complete development of the sociological theory of social exchange was first put forward by George Homans, an American sociologist in his paper entitled "Social Behavior as Exchange" (Homans, 1958). Social exchange is explained as the exchange of material and non-material actions (such as time, money, effort, approval, privileges, power, etc.) and between no less than two individuals comparatively providing rewards and bearing costs (Homans, 1961). In essence, the basic principle of George Homans' social exchange theory argues that humans in social life tend to prefer behavior that provides the most benefits that are in line with personal interests (Lim et al., 2021).

2.2 Cyberloafing

Cyberloafing is a set of workplace behaviors where an employee is involved in electronic media activities, especially through internet use using any type (desktop, smartphone, tablet) that is considered unrelated to work by his superiors (Askew et al., 2019). Accessing personal email, opening YouTube, browsing Facebook, opening m-banking, and posting to personal blogs or websites are examples of cyberloafing (Koay & Soh, 2018). Cyberloafing is basically the activity of employees intentionally wasting time at work via computers, often under the guise of doing actual work (Blanchard & Henle, 2008). Cyberloafing is divided into two levels, namely minor cyberloafing and serious cyberloafing. Minor cyberloafing is normatively considered tolerable because it refers to cyberloafing activities that are commonly carried out by employees, while serious cyberloafing refers to cyberloafing activities that occur less frequently and are generally associated with internet use which has the potential to result in legal problems (Blanchard & Henle, 2008).

2.3 Abusive Supervision

Abusive supervision is conceptualized as individuals who show a pattern of abuse that is continuous and extends to the emotions, soul, and/or mental health of workers, such as treating them in public, violating privacy, blaming subordinates for mistakes committed by third parties (Harvey et al., 2007). Abusive supervision does not refer to the intention of the action, but only to the behavior itself (Harris et al., 2007). Abusive supervision refers to a subordinate's perception of the extent to which the supervisor engages in displays that suggest an ongoing adversarial relationship. verbal and nonverbal behavior but does not include physical contact, shows behavior that cannot be tolerated, is intimidating in the workplace, and can torture employees mentally (Tepper, 2000).

2.4 Work Stress
Work stress is a depressed emotional state where employees are unable to handle the workload given to employees (Pariyanti et al., 2022). Stress is an unpleasant psychological process that occurs in an individual as a response to environmental pressure (Robbins & Judge, 2009). Work stress is an individual's inability to cope with inappropriate workloads, causing depressed emotional conditions (Henle & Blanchard, 2008). Work stress refers to the relationship between a person and his work environment in which job requirements exceed an individual's physical and mental resources and this is perceived as threatening or even dangerous (Lazarus and Folkman, 1984; Lazarus, 1990).

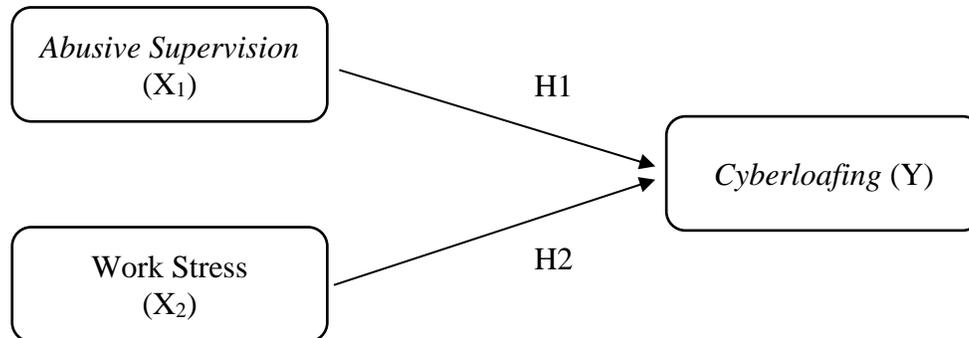*2.5 Abusive Supervision and Cyberloafing*
A relationship is maintained by both parties through a fair exchange of resources between both parties (Homans, 1961). When abusive supervision occurs in the workplace, employees are more likely to experience dissatisfaction. As a result, employees will respond to the actions of cruel superiors by making fewer contributions at work, for example it was found that employees tend to have low levels of proactive behavior (Lyu et al., 2016). Apart from that, it was also found that employees who received harsh treatment from their superiors had a tendency to channel their anger by bullying their co-workers (Mackey et al., 2018). But workplace bullying can have many negative consequences, as the victim may retaliate or be judged as an unlawful act. Employees who are harassed by their superiors will restrain their efforts at work by cyberloafing as a means of lazing around, rather than other types of lazing because cyberloafing is not easily detected by others (Koay & Soh, 2018). Therefore, employees who are victims of abusive supervision are more likely to engage in cyberloafing to reduce their work effort at work as a way of revenge for their superiors' poor treatment (Agarwal and Avey, 2020). Thus, the hypothesis is proposed as follows:
H1: Abusive supervision has a positive effect on cyberloafing

2.6 Work Stress and Cyberloafing
One important factor consistently associated with cyberloafing is work stress (Elrehail el al., 2021). In 2021, research conducted by Elreil et al. The results show that work stress has a positive effect on cyberloafing. Workers use the internet for personal use during working hours due to work stress. Apart from that, the results of this study are also consistent with those previously conducted by Koay et al. (2017). Negative emotions caused by work stress will result in an employee using the internet at work for personal purposes with the aim of overcoming stress and anxiety. The results of this research are also in line with research conducted by Pariyanti et al. (2022) which revealed that high levels of work stress will also cause high levels of cyberloafing behavior. Based on this, we propose the following hypothesis:
H2: Work stress has a positive effect on cyberloafing

Through a review of basic theory and proposed hypotheses regarding the relationship between abusive supervision, work stress, and cyberloafing the author here proposes a conceptual research model shown in Figure 1 below:

3. Research Methodology

3.1 Sample
In this research, to test the hypothesis, the research will be carried out on elementary school teachers who are in the scope of the Regional Coordinator for Education in Ciawigebang District, Kuningan Regency. According to Hair et al. (1998) to determine the research sample size from this population, the formula 15 or 20 times the independent variable can be used. So you will get a result of 15x2 (number of independent variables) = 30. The survey was used to collect data from 30 samples of elementary school teachers selected by random sampling spread across 46 elementary schools in the Ciawigebang District area. Data collection was carried out by distributing online questionnaires via Google Forms to respondents.

3.2 Instruments
Cyberloafing was measured using the Lim and Theo (2005) scale which consists of 13 items, and answer choices vary from strongly disagree to strongly agree in a seven-point Likert scale format. Abusive supervision was measured using a 15-item scale adapted from Tepper (2000). Respondents were asked to indicate their agreement to questions related to these constructs in a 7-point Likert scale response format ranging from 1 (strongly disagree) to 7 (strongly agree). Meanwhile, finally, to measure work stress, we used the Jamal and Baba (1992) scale, including 9 items, and answer choices varying from strongly disagree to strongly agree in a seven-point Likert scale format.

4. Results

Validity and Reliability
In this research, validity testing will be carried out with the help of the SPSS (Statistical Package for Social Sciences) program, using product moment correlation with the condition that if rcount > rtable then it is declared valid. The results of the validity test of the variables abusive supervision (X1), work stress (X2), and cyberloafing (Y) showed that from the 15 statement items about abusive supervision, 9 question items about work stress, and 13 statement items about cyberloafing given to respondents stated all valid because the calculation results show all r_{count} values > 0.361

(r$_{table}$), meaning that the questionnaire statement is able to reveal something measured by the questionnaire in accordance with the research objectives and the questionnaire can be used as an instrument in research.

Reliability testing must be carried out only on questions that already have or meet a validity test, so if they do not meet the validity test requirements then there is no need to continue for a reliability test. The calculation of the reliability test for variables Y, X1, and X2 can be seen in the table below:

Table 1 Reliability Test

Variable	*Cronbach's Alpha*	Result
Cyberloafing (Y)	0,922	Reliable
Abusive Supervision (X$_1$)	0,948	Reliable
Work Stress (X$_2$)	0,899	Reliable

If the Cronbach's Alpha value is greater than 0.60, then the research questionnaire is reliable. It is known from table 1 above that the questionnaire is reliable, because all Cronbach's Alpha values are greater than 0.60. In this way, a conclusion can be drawn that the instrument in this research is reliable, meaning that the respondents' responses to the statements are consistent.

Normality Test

In this study, the normality test for residuals was used using the Kolmogorov-Smirnov test. Decision making is to look at the probability number p, with the following conditions: if the probability value $p \geq 0.05$, then the normality assumption is met. The probability value p or Exact is known. Sig. (2-tailed) of 0.643. Because the probability value p, namely 0.643, is greater than the significance level, namely 0.05. This means the data is normally distributed.

Multiple Linear Regression Analysis

The analytical method used in this research is multiple linear regression analysis. Multiple linear regression analysis is used if the number of independent variables is at least 2 independent variables. The use of multiple linear regression analysis is intended to determine the influence of the independent variable commonly referred to as X on the dependent variable commonly referred to as Y. Table 2 is the result of multiple linear regression analysis.

Table 2 Multiple Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.801	4.632		-.389	.700

Abusive Supervision	.571	.118	.642	4.853	.000
Stres Kerja	.416	.174	.316	2.389	.024

a. Dependent Variable: Cyberloafing

Based on table 2 above, the following multiple linear regression equation is obtained.

$$Y = -1.801 + 0.571X_1 + 0.416X_2 + e$$

Information:
Y = cyberloafing
X1 = abusive supervision
X2 = work stress
e = residual variable

It is known that the regression coefficient value of the abusive supervision variable (X_1) is 0.571, which is positive. This means that abusive supervision (X_1) has a positive effect on cyberloafing (Y). It is known that the calculated t or t statistic for abusive supervision (X_1) is 4.853 > t table = 1.703 and the sig value. is 0.000, namely <0.05 significance level, then abusive supervision (X_1) has a significant effect on cyberloafing (Y). So it can be concluded that **H1 is accepted**, namely abusive supervision (X_1) has a positive effect on cyberloafing (Y). Abusive supervision has a unidirectional relationship with cyberloafing, where if abusive supervision increases then cyberloafing also increases.

It is known that the regression coefficient value of the work stress variable (X_2) is 0.416, which is positive. This means that work stress (X_2) has a positive effect on cyberloafing (Y). It is known that the calculated t or t statistic for work stress (X_2) is 2,389 > t table = 1.703 and the sig value. is 0.024, namely <0.05 significance level, then work stress (X_2) has a significant effect on cyberloafing (Y). So it is concluded that **H2 is accepted**, namely work stress (X_2) has a positive effect on cyberloafing (Y). These results mean that it can be explained that if work stress increases then cyberloafing also increases.

5. Discussion
This research extends and contributes to the cyberloafing literature in two ways. First, this research proves that abusive supervision has a positive effect on cyberloafing. According to SET, a relationship will be maintained if both parties make equal contributions, satisfying each other's needs during the exchange process. In this case, employees who experience unfavorable treatment by their superiors will engage in non-work-related online activities to stifle their efforts at work as a means of retaliation. Agarwal and Avey (2020) stated that employees use more covert means of retaliation by cyberloafing in response to their superiors engaging in unpleasant behavior, because if they engage in overt and direct retaliatory behavior it will endanger their jobs. Wang et al. (2020) explained that employees who experience abusive supervision are more likely to withdraw and remain silent, which in turn will affect their work engagement in the workplace. This is also in line with research conducted by Koay et al. (2022) that employees who experience abusive supervision are more likely to retaliate against their superiors by engaging in cyberloafing.

Second, this research shows that high levels of work stress will cause high levels of cyberloafing. These results are consistent with research conducted by Garrett and Danziger (2008) and Henle and Blanchard (2008) which stated that negative emotions caused by work stress will result in employees using the internet more at work for personal purposes to deal with stress and anxiety. This is also in line with Koay et al. (2017) stated that as humans and not machines, these people need rest and entertainment while pursuing their professional careers. Perceived work stress will cause tension in employees, which results in employees venting tension by using the internet at work for personal gain. The results of this study are consistent with previous research conducted by Elrehail et al. (2021) which revealed that high levels of work stress will cause high levels of cyberloafing behavior. Pariyanti et al (2020) revealed that the more skilled an employee is in operating the internet, the more often the employee engages in cyberloafing.

6. Conclusion
Based on the results of research regarding the influence of abusive supervision and work stress on cyberloafing, it can be concluded that all hypotheses are accepted. Abusive supervision has a significant positive effect on cyberloafing, meaning that if abusive supervision increases then cyberloafing will also increase or vice versa. Work stress has a significant positive effect on cyberloafing, meaning that if work stress increases then cyberloafing also increases or vice versa.

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