

The Role of Cyber loafing Mediation On The Influence Of Role Conflict And Role Ambiguity On Performance

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ABSTRACT

Performance is an expression of the potential in the form of behavior in carrying out a job so as to produce a product as a form of all the tasks and responsibilities given to achieve the goals set. Organization managers are expected to be able to minimize role conflicts, role ambiguity and adverse cyberloafing activities that are often found in the work environment to optimize performance. This study aims to analyze and determine the role of cyberloafing mediation on the influence of role conflict and role ambiguity on performance. This type of research is causal associative. Data obtained from questionnaire responses to respondents, namely all Civil Servants in the Regional Secretariat of the Bima City totaling 128 people. Hypothesis testing using path analysis with SPSS 20.0 for windows. The results showed that role conflict and role ambiguity have a negative and not significant effect on performance, role conflict has a positive and not significant effect on cyberloafing, role ambiguity has a significant positive effect on cyberloafing, cyberloafing has a positive and not significant effect on performance, and cyberloafing did not mediate the influence of role conflict and role ambiguity on performance.

Keywords: Role Conflict, Role Ambiguity, Cyberloafing, Performance

INTRODUCTION

Performance is the level of success in carrying out the task and the ability to achieve the goals set. This limitation implies that performance is expressed as good and successful if the desired goal can be achieved well (Gibson et al, 1997). According to Rivai and Basri (2005) in Amins (2012), performance is the result or overall level of success of a person during a certain period in carrying out the task compared to various possibilities, such as work standards, targets or targets or predetermined criteria agreed upon together. Performance is also a measure of management that is used to assess the level of accountability of someone in carrying out their duties (Wittaker, 1997; Amins, 2012).

The Regional Secretariat of the Bima City is one of the Organizations of the Regional Government of the Bima City, which houses Civil Servants as executors of government tasks that are demanded to be able to perform well. So far the results of the performance appraisal of civil servants in this organization show a good average, but even so there are still civil servants who are not performing well. In order to optimize employee performance, the organization manager must be able to create comfortable working conditions, including by minimizing and even preventing the occurrence of role conflicts and role ambiguity. According to Gibson (1987), a person's role in an organization is one part of psychological factors that can affect performance.

Various changes that often occur such as changes in regional leadership, employee rotation and mutation, changes in regional regulations, implementation instructions or technical instructions for work, technological changes coupled with the fact that the number of civil servants are married and have families dominate the civil servant population in this organization, the reason which allows role conflict and role ambiguity in the work environment. This phenomenon is supported by the statement of most civil servants that they have experienced role conflict and role ambiguity with different intensities from each other.

As information and communication technology develops so rapidly, the internet provides many conveniences, benefits and positive effects for anyone, including civil servants in the Regional Secretariat of the Bima City in carrying out their duties as *Smart ASN* to support the commitment of the City Government of Bima in implementing the *Smart City* program, but cannot undeniably, the internet can also negatively influence civil servants. One of the negative influences that often arises is cyberloafing (Sari & Ratnaningsih, 2018). Cyberloafing is considered a counterproductive work behavior by several studies (Lim, 2002), but in some cases cyberloafing can also be considered as a constructive behavior (Ardilasari & Firmanto, 2017). According to Jandaghi et al (2015), the type / form and function of cyberloafing that is carried out, the presence or absence of cyberloafing control in terms of duration and the right timing can predict the effect of cyberloafing on performance.

Various cyberloafing activities are seen quite often carried out by civil servants in this organization and most use their personal smartphones to access the internet during work hours. According to Blanchard and Henle (2008), Ozler and Polat (2012), Handoyo (2016) and Hamidah (2019), cyberloafing behavior / activities can be caused by several factors including role conflict and role ambiguity. Both issues related to this role will cause uncertainty. Role conflict creates uncertainty due to different and contradictory demands and expectations, while role ambiguity raises uncertainty about what roles employees should play (Handoyo, 2016; Hamidah, 2019), then cyberloafing behavior is carried out as a response to dislike over the situation experienced (Handoyo, 2016).

Based on the explanation above, this study was conducted to obtain empirical evidence relating to the role of cyberloafing mediation on the influence of role conflict and role ambiguity on performance (study of Civil Servants in the Regional Secretariat of the Bima City).

LITERATURE REVIEW

Performance

Associated with the role of individuals in organizations, performance is a series of behaviors or activities of individuals that are in accordance with the expectations or desires of the organization where he works (Arnold & Feldman, 1986; Amins, 2012). According to Gibson et al (1997), performance is the level of success in carrying out tasks and the ability to achieve predetermined goals. Another conception is that performance is a measure of success in doing a job (Robbins, 2000; Amins, 2012). According to Gibson (1987), three factors that affect performance are individual factors, psychological factors and organizational factors. Meanwhile, Mangkuprawira and Hubeis (2007) describe the factors that affect performance, namely personal factors, leadership factors, team factors and contextual factors. Indicators to measure employee performance according to Robbins (2006), namely quality, quantity, timeliness, effectiveness, independence and work commitment.

Role Conflict

Role conflict is defined as a dimension of conformity or incompatibility in role requirements, where conformity or suitability is assessed relative to a set of standards or conditions that affect

role performance (Rizzo et al, 1970). According to Wolfe and Snoek (1962), role conflict arises because there are two or several different commands that are received simultaneously, execution of one command will ignore the other command. Likewise, according to Robbins and Judge (2008), role conflict is a situation where individuals are faced with different role expectations. Kahn et al (1964) identified various types of conflicts in work roles namely person-role conflict, inter-role conflict, intra-sender conflict and intersender conflict. Factors that influence role conflict are communication, structure and personal variables (Muchlas, 2008). According to Rizzo et al (1970), discrepancies or discrepancies indicate various role conflicts, namely conflicts between standards or internal values of a person with specified role behavior, conflicts between time, resources or ability of a person with specified role behavior, conflicts between several the role for the same person who requires different behaviors and conflicting expectations and organizational demands in the form of inappropriate policies, conflicting requests and inappropriate evaluation standards.

Role Ambiguity

Role ambiguity is the expectations of others that are unknown, occurring when individuals lack information, direction, and clear goals about role expectations and requirements or methods for completing their tasks (Luthans, 2006). Factors that cause role ambiguity according to Everly and Giordano cited by Munandar (2001) are unclear work goals, unclear responsibilities, unclear work procedures, what is expected by other people and lack of feedback or uncertainty about job performance. According to Rizzo et al (1970), role ambiguity is demonstrated through indicators of predictability of results or responses to a person's behavior and the existence or clarity of behavioral requirements, often in terms of input from the environment that serves to guide the behavior and provide knowledge that the behavior is appropriate.

Cyberloafing

Cyberloafing is the activity of accessing the internet during work hours through various types of devices such as computers, mobile phones and tablets for personal purposes to employees during working hours (Blanchard & Henley, 2008). Cyberloafing may be constructive when helping employees and organizations. However, it can be destructive when preventing employees from being productive. Many researchers argue that cyberloafing is a waste and opens up organizational opportunities for lawsuits. Other researchers, however, do not believe that cyberloafing is bad or even inappropriate. They argue that the internet provides a much-needed diversion at work that can lead to creativity, flexibility and fostering a learning environment (Blanchard & Henle, 2008; Ozler & Polat, 2012). According to Ozler and Polat (2012), the factors that cause the emergence of cyberloafing behavior are individual factors, situational factors and organizational factors. Situational factors related to work atmosphere consist of role conflict and job role ambiguity (Handoyo, 2016; Hamidah, 2019). While those not related to work are opportunities and access, affordability, anonymity, comfort, disinhibition, social acceptance and longer working hours (Kay et al, 2009; Ozler & Polat, 2012). Li and Chung (2006) in Ozler and Polat (2012) divide cyberloafing behavior and activities into four functions, namely social function, information function, leisure function to get entertainment or pleasure and virtual emotional function.

The Relationship between Role Conflict and Performance

Role conflict can affect someone's performance. According to Gibson (1987), a person's role in an organization is one part of psychological factors that can affect performance. Role conflict increases feelings of discomfort (stress and dissatisfaction) that can result in decreased performance (Robbins & Judge, 2017). Role conflict is a simultaneous occurrence of two (or

more) sets of pressures so compliance with one will make compliance more difficult with another (Kahn et al, 1964). Pressure is part of contextual factors that can affect performance (Mangkuprawira & Hubeis, 2007).

Several studies on the relationship and influence of role conflict on performance include research Yousefi and Abdullah (2019), Sutanto and Wiyono (2016), Nasir et al (2017), Amilin (2017), Nurhaini et al (2019), and Nur et al (2016), shows that role conflict has a negative and significant effect on performance, but the study of Wijaya and Subagyo (2017) and Lase et al (2019) shows that role conflict has a negative and not significant effect on performance. While Saranani's (2015) and Rifai (2019) research shows that role conflict has a positive and not significant effect on performance.

H₁: Role conflict has a negative and significant effect on performance.

The Relationship between Role Ambiguity and Performance

Role ambiguity can affect performance. The role of someone in the organization is one part of psychological factors that can affect performance (Gibson, 1987). Role ambiguity increases feelings of discomfort (stress and dissatisfaction) that can result in decreased performance (Robbins & Judge, 2017). Meanwhile, according to role theory, ambiguity or unclear roles experienced for a long time can hamper performance (Kreitner & Kinicki, 2014).

Several studies on the relationship and influence of role ambiguity on performance include research Yousefi and Abdullah (2019), Nasir et al (2017) and Nur et al (2016) show that role ambiguity has a negative and significant effect on performance, but the study of Amilin (2017) and Lase et al (2019) showed that role ambiguity has a negative and not significant effect on performance. Research by Nurhaini et al (2019) shows that role ambiguity has a positive and significant effect on performance. While Rifai's research (2019) shows that role ambiguity has a positive and not significant effect on performance.

H₂: Role ambiguity has a negative and significant effect on performance.

The Relationship between Role Conflict and Cyberloafing

Role conflict can cause employees to engage in cyberloafing behavior. Uncertainty because of the demands and expectations that are different and contradictory raises the potential for someone to do cyberloafing (Blanchard & Henle, 2008; Handoyo, 2016; Hamidah, 2019).

Several previous studies conducted by Arshad et al (2016), Herdiati et al (2015), Hardiani et al (2017), Varghese and Barber (2017), and Karim et al (2019), showed that role conflict positively influenced and significant to cyberloafing. Research by Khoirunnisa and Merdiana (2019) shows that role conflict has a negative and significant effect on cyberloafing. While Kusumawati and Franksiska's research (2018) shows that conflicts between work and family have a negative and not significant effect on cyberloafing.

H₃: Role conflict has a positive and significant effect on cyberloafing.

The Relationship between Role Ambiguity and Cyberloafing

Role ambiguity can cause employees to engage in cyberloafing behavior. Uncertainty about the role that should be performed by employees raises the potential for someone to do cyberloafing (Blanchard & Henle, 2008; Handoyo, 2016; Hamidah, 2019).

Previous studies conducted by Arshad et al (2016) and Karim et al (2019), showed that role ambiguity has a positive and significant effect on cyberloafing, but Herdiati et al (2015) and Khoirunnisa and Merdiana (2019) showed that role ambiguity has a positive and not significant

effect on cyberloafing, while research by Varghese and Barber (2017) shows that role ambiguity has a negative and not significant effect on cyberloafing.

H₄: The role ambiguity has a positive and significant effect on cyberloafing

he Relationship between Cyberloafing and Performance

According to Vitak and LaRose cited by Jandaghi et al (2015), cyberloafing results in lower task performance through lost work time. According to Jandaghi et al (2015), certain types of cyberloafing behavior are more dangerous than other types of cyberloafing behavior. Lim and Chen (2009) believe that social behavior requires more energy, time and cognitive resources than non-social behavior such as searching the web. According to him, these demands make it difficult for employees to return to work. However, according to Jandaghi et al (2015), being involved in resource recovery through cyberloafing allows employees to be more productive, but when this activity is carried out with a long duration and is not controlled it will predict a negative relationship to performance.

Previous studies conducted by Palladan (2018) and Karim et al (2019), showed that cyberloafing has a negative and significant effect on performance. Research of Findikli (2016), shows that cyberloafing has a positive and significant effect on performance, while the research of Sitorus et al (2019), shows that cyberloafing has a positive and not significant effect on performance.

H₅: Cyberloafing has a negative and significant effect on performance.

The Relationship between Role Conflict and Performance through Cyberloafing Mediation

Uncertainty because of the demands and expectations that are different and contradictory (role conflict) raises the potential for someone to do cyberloafing (Blanchard & Henle, 2008; Handoyo, 2016; Hamidah, 2019). According to Jandaghi et al (2015), the type / form and function of cyberloafing that is carried out, whether or not there is control in conducting cyberloafing both in terms of duration and timing can predict the direction and significance of the effect of cyberloafing on performance.

Previous research examining the role of cyberloafing mediation on the relationship between role conflict and performance is still very limited and until now researchers have only found one study. Research by Karim et al (2019), has shown that cyberloafing mediates the influence of role conflict on performance.

H₆: Cyberloafing has a mediating role on the influence of role conflict on performance.

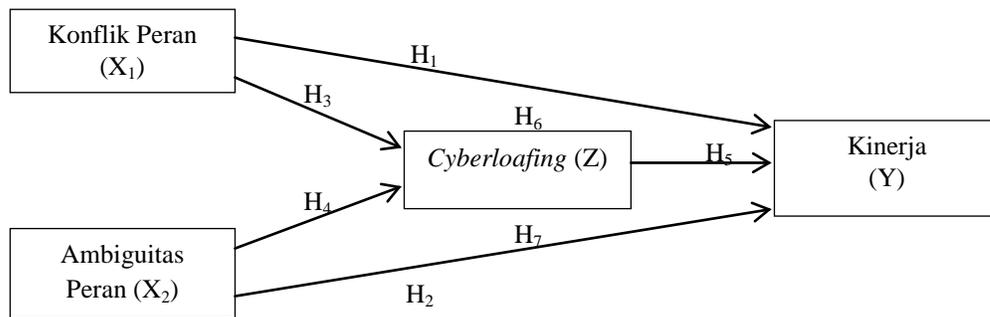
The Relationship between Role Ambiguity and Performance through Cyberloafing Mediation

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Previous studies examining the role of cyberloafing mediation on the relationship between role ambiguity and performance are still very limited and until now researchers have only found one study. Research by Karim et al (2019) has shown that cyberloafing mediates the influence of role ambiguity on performance.

H₇: Cyberloafing plays a mediating role on the influence of role ambiguity on performance

Figure 1. Research Conceptual Framework



METHODE

The study was conducted with a quantitative approach and causal associative. Primary data will be obtained through a census of the responses of 128 respondents to all members of the population (Civil Servants at the Bima City Regional Secretariat) on questionnaires measuring role conflict variables and role ambiguity from Rizzo et al (1970), questionnaires measuring cyberloafing variables from Li and Chung (2006) in Ezeh et al (2018) and performance variables from Robbins (2006). Measurement of variables using a Likert Scale and analyzed by path analysis through the SPSS 20.0 program for windows.

RESULT AND DISCUSSION

Characteristics of respondents showed that the most respondents were the age group 25-40 (48.44%), the male gender group (65.63%), the S1 education level group (69.53%) and the working period group of 11-20 years (48.44%). The validity test on the research instrument consisted of 15 items of role conflict variable questionnaires, 14 items of role ambiguity variable questionnaires, 14 items of cyberloafing variable questionnaires and 20 items of performance variable questionnaires showing $r_{count} > 0.30$, meaning that they were valid as research instruments. Likewise, the instrument reliability test on the questionnaire of role conflict variables, role ambiguity, cyberloafing and performance, all show Cronbach's Alpha coefficient values ≥ 0.6 , meaning that they are reliable as research instruments. The classic assumption tests include residual normality, heteroscedasticity and multicollinearity. Residual normality test shows that the regression residuals of both model 1 and model 2 meet the normality assumption, marked by the significance value of each model > 0.05 (Widarjono, 2010). Heteroscedasticity test shows that both model 1 and model 2 do not contain heteroscedasticity problems, marked by the significance value of each model that > 0.05 (Widarjono, 2010). The multicollinearity test showed that both model 1 and model 2 were stated not to contain multicollinearity problems, marked by the tolerance value of each independent variable > 0.1 or VIF value < 10 (Widarjono, 2010).

Testing the proposed hypothesis is done by path analysis with the help of the SPSS 20.0 program for windows. Based on the regression output model 1 in the Table 1 it can be seen that the path coefficient of the role conflict variable (X_1) is 0.110, the t-test results show t is 1.291 with a significance value of $0.199 > 0.05$ meaning that the role conflict has a positive and not significant effect on cyberloafing. The path coefficient for the role ambiguity variable (X_2) is 0.409, the t-test results show t is 4.787 with a significance value of $0.000 < 0.05$ meaning that role ambiguity has a positive and significant effect on cyberloafing. R Square value is 0.213, this

shows that the contribution of the influence of X_1 and X_2 to Z is 21.3% while the remaining 78.7% is the contribution of other variables not included in this study, $e1 = \sqrt{1 - 0.213} = 0.887$.

Table 1. Results of the Calculation of Path Coefficient Model 1

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	19,765	3,939		5,018	,000
	Role Conflict	,123	,095	,110	1,291	,199
	Role Ambiguity	,492	,103	,409	4,787	,000

a. Dependent variable: Cyberloafing

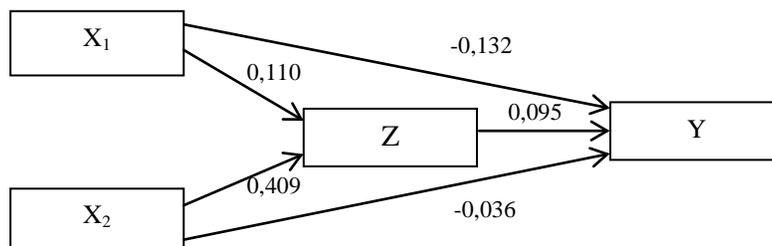
Based on the regression output model 2 in the Table 2 it can be seen that the path coefficient of the role conflict variable (X_1) is -0.132 and the results of the t test show t is -1.374 with a significance value of $0.172 > 0.05$ meaning that the role conflict has a negative and insignificant effect on performance. The path coefficient for the role ambiguity variable (X_2) is -0.036 and the t-test results show t is -0.334 with a significance value of $0.732 > 0.05$ meaning that role ambiguity has a negative and not significant effect on cyberloafing. While the path coefficient for cyberloafing (Z) is 0.095 and the results of the t test show t is 0.946 with a significance value of $0.346 > 0.05$ meaning that cyberloafing has a positive and not significant effect on performance. R Square value is 0.022, this shows that the contribution of the influence of X_1 , X_2 and Z to Y is 2.2% while the remaining 97.8% is the contribution of other variables not included in this study, $e1 = \sqrt{1 - 0.022} = 0.989$.

Table 2. Results of the Calculation of Path Coefficient Model 2

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
2	(Constant)	80,787	5,833		13,849	,000
	Konflik Peran	-,178	,130	-,132	-1,374	,172
	Ambiguitas Peran	-,052	,151	-,036	-,343	,732
	Cyberloafing	,114	,121	,095	,946	,346

a. Dependent variable: Performance

Figure 2. Path Diagram



The results of the path analysis show that there are many insignificant influences between variables. Through the inspection method it is known that the cyberloafing variable does not play a mediating role on the influence of role conflict and role ambiguity on performance. The Sobel

test also shows that the role of cyberloafing mediation on the influence of role conflict and role ambiguity on performance is 0.762 and 0.924, both of which do not meet $z > 1.96$ (error 5%) (Hayes & Preacher, 2004), which means that cyberloafing is not significant or not capable as a mediator.

The Influence of Role Conflict on Performance

The results of this study indicate that role conflict has a negative and not significant effect on the performance of Civil Servants in the Regional Secretariat of the Bima City, meaning the first hypothesis (H_1) is rejected. The results of this study are in line with the results of research by Wijaya and Subagyo (2017) and Lase et al (2019) which show that role conflict has a negative and not significant effect on performance. In contrast to the results of research conducted by Yousefi and Abdullah (2019), Sutanto and Wiyono (2016), Nasir et al (2017), Amilin (2017), Nurhaini et al (2019), and Nur et al (2016), which shows role conflict has a negative and significant effect on performance, and also the results of research by Saranani (2015) and Rifai (2019) which shows role conflict has a positive and not significant effect on performance.

The results of research that do not fit this hypothesis are due to several facts related to the characteristics of respondents, job characteristics, working environment conditions, perceptions of the organization, support and appreciation from organizations that support employees always perform well despite experiencing role conflict.

The Effect of Role Ambiguity on Performance

The results of this study indicate that role ambiguity has a negative and not significant effect on the performance of Civil Servants in the Regional Secretariat of the Bima City, meaning that the second hypothesis (H_2) is rejected. The results of this study are in line with the results of research by Amilin (2017) and Lase et al (2019), which shows that role ambiguity has a negative and not significant effect on performance. In contrast to research conducted by Yousefi and Abdullah (2019), Nasir et al (2017) and Nur et al (2016), which shows that role ambiguity has a negative and significant effect on performance, and Nurhaini et al (2019) research shows that role ambiguity has a positive and significant effect on performance, and Rifai's research (2019), which shows that role ambiguity has a positive and not significant effect on performance.

The results of research that do not fit this hypothesis are due to several facts related to the characteristics of respondents, job characteristics, working environment conditions, organizational perceptions, support and appreciation from organizations that support employees always perform well despite experiencing role ambiguity.

The Effect of Role Conflict on Cyberloafing

The results of this study indicate that role ambiguity has a negative and not significant effect on the performance of Civil Servants in the Regional Secretariat of the Bima City, meaning that the third hypothesis (H_3) is rejected. Not yet found studies that show results that are in line with the results of this study, but most of the research found shows the same direction of influence, namely the positive influence of role conflict on cyberloafing, among others, research conducted by Arshad et al (2016), Herdiati et al (2015), Hardiani et al (2017), Varghese and Barber (2017), and Karim et al (2019), which show role conflicts have a positive and significant effect on cyberloafing. In contrast to the research of Khoirunnisa and Merdiana (2019), which shows that role conflict has a negative and significant effect on cyberloafing. While Kusumawati and Franksiska's research (2018) shows that conflicts between work and family have a negative and not significant effect on cyberloafing.

The results of research that do not fit this hypothesis are due to several facts related to the characteristics of respondents, job characteristics, working environment conditions, organizational perceptions and organizational support that support employees always carry out cyberloafing activities in any condition both when experiencing role conflict high or low.

The Effect of Role Ambiguity on Cyberloafing

The results of this study indicate that role ambiguity has a positive and significant effect on cyberloafing by the Civil Servants in the Regional Secretariat of the Bima City, meaning that the fourth hypothesis (H_4) is accepted. The results of this study are in line with the results of research by Herdiati et al (2015) and Khoirunnisa and Merdiana (2019) which show a positive and significant influence of role ambiguity on cyberloafing, but contrary to the research results of Varghese and Barber (2017) which show that role ambiguity has a negative and not significant to cyberloafing.

The results of the research that are in accordance with this hypothesis are supported by a number of facts related to the characteristics of respondents, job characteristics, working environment conditions, organizational perceptions, and organizational support that support employees always carry out cyberloafing activities, especially when experiencing ambiguity in roles.

The Effects of Cyberloafing on Performance

The results of this study indicate that cyberloafing has a positive and not significant effect on the performance of Civil Servants at the Bima City Regional Secretariat, meaning that the fifth hypothesis (H_5) is rejected. The results of this study are in line with the results of research conducted by Sitorus et al (2019), which shows that cyberloafing has a positive and not significant effect on performance, but in contrast to Findikli's research (2016) which shows that cyberloafing has a positive and significant effect on performance, and also research by Palladan (2018) and Karim et al (2019), which shows cyberloafing has a negative and significant effect on performance.

Cyberloafing is considered a counterproductive work behavior by several studies (Lim, 2002). However, although cyberloafing is considered a counterproductive behavior, in some cases cyberloafing can also be considered as a constructive behavior (Ardilasari & Firmanto, 2017). The results of this research are not in accordance with this hypothesis due to several facts related to employee characteristics, job characteristics, environmental conditions, organizational perceptions of support and organizational rewards including the purpose of conducting cyberloafing activities, control of cyberloafing activities, especially the timing or duration of cyberloafing activities and the selection of types or forms of activities cyberloafing which supports them always performs well even though they always carry out cyberloafing activities.

The Role of Cyberloafing Mediation on the Effect of Role Conflict on Performance

The results of this study indicate that cyberloafing does not mediate the effect of role conflict on the performance of Civil Servants in the Regional Secretariat of the Bima City, meaning that the sixth hypothesis (H_6) is rejected. This result is different from the results of research conducted by Karim et al (2019), which shows that cyberloafing mediates the influence of role conflict and role ambiguity on performance.

The results of research that do not fit this hypothesis are due to several facts including the activities of cyberloafing employees do not respond to the conflicting roles they experience but because (a) The availability of opportunities, access and supporting facilities for cyberloafing

(Kay et al, 2009; Weatherbee, 2010; Ozler & Polat, 2012), (b) Cyberloafing is considered normal and usually done in the workplace (Blanchard & Henle, 2008), (c) Colleagues at work as role models for cyberloafing activities (Blau et al, 2004), (d) Managerial support for accessing the internet is misinterpreted as support for cyberloafing activities (Garrett and Danziger, 2008; Vitak et al, 2011; Liberman, et al, 2011; Ozler & Polat, 2012), (e) Cyberloafing activities are considered to benefit their performance (Vitak et al, 2011; Ozler & Polat, 2012), (f) Cyberloafing activities have become a habit / addiction for them (LaRose, 2010; Ozler & Polat), (g) They do cyberloafing because they want it and need it as a source of information, communication media, entertainment sources, social media and others, (h) They feel comfortable doing cyberloafing activities (Kay et al, 2009; Ozler and Polat, 2012), (i) They conduct cyberloafing to eliminate boredom due to monotonous work characteristics (Vitak et al, 2011; Ozler & Polat, 2012), and (j) Organizations do not create, establish or even implement policies and organizational sanctions regarding cyberloafing activities at work. The existence of formal organizational policies and sanctions for engaging in cyberloafing should reduce cyberloafing behavior (Ozler and Polat, 2012).

Cyberloafing activities employees do not affect their performance, this is caused by various reasons, namely (a) They conduct cyberloafing activities only to release boredom and fatigue after completing tasks (Ozler and Polat, 2012), (b) They carry out cyberloafing activities in short breaks or free time, so as not to interfere with their work (Weatherbee, 2012; Jandaghi et al, 2015), (c) Characteristics of respondents affect the type of cyberloafing activity they do and the activities that are mostly done are Information activities (non-social, non-interactive), not activities that endanger productivity (Blau et al, 2004; Lim & Chen, 2009), (d) They carry out cyberloafing activities with a short duration of time or not too long, so it does not affect their performance (Askew, 2012; Jandaghi et al., 2015). In addition, the work environment, organizational perceptions and rewards provided become good motivation and control for employees to always perform well.

The Role of Cyberloafing Mediation on the Effect of Role Ambiguity on Performance

The results of this study indicate that cyberloafing does not mediate the influence of role ambiguity on the performance of Civil Servants in the Regional Secretariat of the Bima City, meaning the seventh hypothesis (H7) is rejected. These results are different from the results of research Karim et al (2019), which shows that cyberloafing mediates the effect of role conflict on performance.

The results of research that do not fit this hypothesis are due to several facts, employees conducting cyberloafing activities in response to the ambiguity of the roles they experience, but the cyberloafing activities they do have no effect on their performance. This is due to various reasons, namely (a) Employees conducting cyberloafing activities in response to the ambiguity of the roles they experience due to changes in the organizational environment that impose new demands on them (Kahn et al, 1964), such as changes in Regional Heads (Mayor and Deputy Mayor) every 5 years, changes in employee placement due to employee mutations and rotations, changes in the policy of new Regional Heads or new leaders in each organizational unit require employees to adjust to the new policy, changes in regulations both at the national and regional levels. directly affect changes in the direction of the implementation of activities in the organization, changes in increasingly sophisticated technology requires organizations to be able to implement it for the sake of efficient implementation of the task. They often do cyberloafing during their adaptation time, the faster they learn and adapt to this change the faster they get out of the ambiguity of the roles they experience. Accustomed to cyberloafing activities as long as

they experience role ambiguity, it is difficult for them to leave this activity because it has become a habit / addiction for them (LaRose, 2010; Ozler & Polat, 2012), they need it for various purposes of gaining knowledge and information as well as pleasure and entertainment, socializing , and others. They still do it in between work time, in their free time or in the remnants of time after finishing work (Jandaghi et al, 2015), and are done with a short or not too long duration (Askew, 2012; Jandaghi et al, 2015), so it doesn't affect their performance even though they do it often. (b) Employees conduct cyberloafing activities in response to the ambiguity of the roles they experience because access and supporting facilities provide convenience and opportunities for employees to cyberloafing (Kay et al, 2009; Ozler & Polat, 2012), during working hours at work especially when they experience role ambiguity, but working in the same building as the Regional Head indirectly influences this activity. According to Ozler and Polat (2012), the physical proximity of supervisors impacts on cyberloafing indirectly through the perception of organizational control. Employees more often do non-social or non-interactive types of activities, carry out cyberloafing activities on the sidelines of work time, in spare time or in the remnants of time after finishing work (Jandaghi et al, 2015), and are conducted with a short duration or not too long (Askew, 2012; Jandaghi et al., 2015), so it has no effect on their performance even though they often do it. (c) Employees conduct cyberloafing activities in response to the ambiguity of the roles they experience due to the absence of provisions and even the application of policies and organizational sanctions regarding cyberloafing activities at work, causing employees to feel free to engage in cyberloafing activities whenever and wherever during work hours when they wish and need it. According to Ozler and Polat (2012), the existence of formal organizational policies and sanctions for engaging in cyberloafing should reduce cyberloafing behavior. Working in the same building as the Regional Head indirectly influences this activity. According to Ozler and Polat (2012), research shows that the physical proximity of supervisors impacts cyberloafing indirectly through the perception of organizational control. Employees more often do non-social or non-interactive types of activities, carry out cyberloafing activities on the sidelines of work time, in spare time or in the remnants of time after finishing work (Jandaghi et al, 2015), and are conducted with a short duration or not too long (Askew, 2012; Jandaghi et al., 2015), so it has no effect on their performance even though they often do it. In addition, the work environment, perceptions of the organization, support and rewards provided by the organization become good motivation and control for employees to always perform well.

CONCLUSION

Based on the results of research , it can be concluded that the role conflict and role ambiguity experienced by the Civil Servants in the Regional Secretariat of the Bima City did not affect their performance, conflict of roles experienced does not affect cyberloafing but role ambiguity experienced has a positive effect and significant on their cyberloafing activities, cyberloafing activities carried out have no effect on their performance, and cyberloafing does not mediate the effect of role conflict and role ambiguity on their performance.

The results of this study provide additional empirical evidence for the theories or concepts that underlie the relationships that have been described in this study and add to a variety of similar research results. This result also proves that the condition of the population under study either related to the characteristics of the respondent, the characteristics of the respondent's work, the condition of the respondent's environment or other factors can influence the results of the study. The results of this study can be used as a basis for managerial input in the management of human resources, especially those related to role conflict, role ambiguity, cyberloafing and performance. Nevertheless, there are still limitations in this study. The results of this study cannot

be generalized to other different populations. The contribution of role conflict and role ambiguity to cyberloafing in this population is quite low, so is the contribution of role conflict role, role ambiguity and cyberloafing to performance meaning that there are many other variables that can influence cyberloafing and performance in addition to the variables in this study, the next researcher can examine other antecedents.

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