The Effect of Personality on Cyberloafing Behavior among Administrative Staff in Universitas Islam Riau, Indonesia

by Bambang Kamajaya Barus

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Abstract The existence of internet facilities in the workplace as a performance support to some employees is found to be used corruptly. The existence of *cyberloafing* as a behavior of misusing internet facilities can be caused by various things, which is personality. This research was conducted to determine the relationship between the personality of the five-factor theory and *cyberloafing* behavior among administrative staff in Universitas Islam Riau. The method of data collection used the scales of *cyberloafing* and the *big five inventory*. The research population consisted of administrative staff with a total sample of 172 people obtained using the incidental sampling technique. This study used a parametric analysis technique with the *product moment method*. The results of the statistical analysis showed that there was a significant positive relationship between the dimensions of *openness* and *cyberloafing*, a negative relationship between the dimensions of *conscientiousness* and *cyberloafing*, and a significant positive relationship between the dimensions of *neuroticism* and *cyberloafing*. The *extraversion* and *agreeableness* personality dimensions were found to have no relationship with *cyberloafing behavior*.

Keywords Personality, Big five personality, Cyberloafing, Education staff

1. Introduction

Every organization or institution certainly wants productive employees who are able to accomplish jobs well. Therefore, an organization will provide various facilities that can be used by employees to make it easier for them to do their jobs. One of the facilities provided by many companies today is internet. According to Anandarajan and Simmers (2005), the use of the internet in the workplace can have benefits, such as productivity, work-life balance, increasing skills and knowledge, and reducing stress.

The existence of the internet in the workplace makes employees easy to get information quickly and *up to date*. However, behind all the conveniences provided by the internet as a work support facility, there are some employees who are not sufficiently wise in using these facilities. According to Kim and Byrne (2011), in enjoying all the benefits of using the internet, employees are found distracted from work by using the internet for personal reasons. The internet has become a common thing; therefore, employees tend to use the internet for entertainment and non-work activities (Blanchard & Henle, 2008). This activity is known as *cyberloafing*.

Based on a preliminary survey that was conducted on 41 respondents, it can be seen that there are several *cyber* activities that lead to *cyberloafing activities* during works. The survey showed the high use of the Whatsapp and Youtube platforms, respectively 78% and 73%. Likewise with other social media, such as Instagram (51.2%), Facebook (17.1%), Telegram (14.6%), and Twitter (9.8%), as well as several other applications including *games*.

There are several factors that cause the emergence of *cyberloafing behavior*. Ozler and Polat (2012) suggested *cyberloafing* factors into three main factors, i.e., individual factors, organizational factors, and situational factors. On individual factors, including *personal trait*, explain that a person's behavior in using the internet reflects all kinds of psychological motives.

Personality is a characteristic and pattern of properties that are permanent and consistent with human behavior. *Traits* are factors that cause differences in individual behavior, consistency of behavior, and stability of behavior in each situation (Feist & Feist, 2014). In various theories regarding personality, the five-factor personality theory is the most agreed amongst theories in various literatures (Jia, Jia, & Karau, 2013). Based on this explanation, researchers were interested in researching the relationship between personality and *cyberloafing* behavior in Riau Islamic University employees.

Cyberloafing

Lim and Teo (2005) disputed that *cyberloafing* is the use of company-owned internet facilities during working hours for personal purposes. They divide *cyberloafing* into two main forms, namely *browsing* activity and *e-mailing activity*. *Cyberloafing* is a form of unproductive use of time and deviant behavior in the workplace. Blanchard and Henle (2008) believed that *cyberloafing* is an activity using the internet and e-mail facilities for personal gain at work. They explored that *cyberloafing* is a counterproductive behavior that can damage employee performance.

Askew (2012) explained that *cyberloafing* occurs when non-telecommunications employees in the workplace use devices, such as desktop computers, cell phones, and tablets for non-work-related non-destructive activities. *Cyberloafing* appears as an important problem that must be managed within an organization. This is because cyberspace activities carried out during working hours are unproductive use of time, thereby reducing employee time in completing work demands (Lim and Chen, 2012).

Lim and Teo (2005) shared two dimensions of *cyberloafing*, as follows:

a. *Browsing activity: browsing activity* includes using company internet facilities for the purpose of surfing the internet during non-work related working hours.

b. *E-mailing* activity: *E-mailing* activity includes checking, receiving, and sending personal, non-work-related *e-mails* during working hours.

Blanchard and Henle (2008) described that *cyberloafing* has two main forms:

a. Minor *cyberloafing*, is a form of *cyberloafing* that doesn't really have a bad impact. Forms of this behavior such as receiving and sending personal *e-mail*, opening general news, or visiting sports sites.

b. *Cyberloafing* seriously, is a form of *cyberloafing* that is rated as inappropriate and potentially illegal. This form of *cyberloafing* behavior is like playing *online games*, opening adult sites, or downloading music.

Big Five Personality

Personality is explained as individual characteristics that can bring about consistency in feelings, behavior, and thoughts. Personality can also be described as a system composed of several parts that are closely related and work together to create a thing called *personality functioning* (Pervin, Cervone, & John, 2010).

Feist and Feist (2014) then provided a definition of personality which is explained as a characteristic and pattern of traits that is permanent and consistent in every form of human behavior. Traits or *traits* are factors that cause differences in behavior in each individual, consistency in behavior, and stability in behavior in all situations. Traits can be the same in a group of individuals, but the pattern of traits in each individual must be different so as to form a different personality in each individual (Feist & Feist, 2014).

Allport, Cattell, and Eysenck (in Pervin, Cervone, & John, 2010) acknowledged that a trait is an individual's tendency to respond in a certain way and is also referred to as the basic unit of personality. The scientific study of personality traits requires a generally agreeable subject model. In 1960, then experienced an increase in 1980, 1990 and 2000, many researchers have concluded that trait as a personality approach can be described through five dimensions (Friedman & Schustack, 2008).

Advances in technology, especially in statistical and computer methods, have made it easier for researchers to analyse the basic structure of personality, which previously may have overlapped. In 1963, W. T. Norman re-analysed the data used by Cattell. Norman then concludes that to summarize these traits only five factors are needed. This finding initiated the five-factor model approach in personality psychology (King, 2014).

The five-factor theory model in its development is inseparable from the influence of Cattell and Eysenck (John, Robins, & Pervin, 2008). The influence of these two figures continued through the 1980s. Eysenck (in John, Robins, & Pervin, 2008) suggests that there are three personality factors consisting of extraversion, neuroticism, and psychoticism.

In 1981, Lewis Goldberg discussed several studies and was impressed by the consistency of the results of each of them. Goldberg said that any model used to structuring differences in each individual will face something like these five dimensions (Cervone & Pervin, 2012).

The term big five by Goldberg was chosen to emphasize that each factor is very broad. Therefore, the big five personality structure does not describe personality differences only through five traits, but from the five personality dimensions that represent personality at a very broad level of abstraction. That is, each personality dimension encapsulates a large number of distinct and more specific personality characteristics (John, Robins, & Pervin, 2008).

The big five factors of personality include several dimensions that describe personality. These dimensions include neuroticism, extraversion, openness, agreeableness, and conscientiousness (Cervone & Pervin, 2012). To make it easier to remember the five dimensions, the word OCEAN can be used as an anagram of each of the first letters of the five personality dimensions (King, 2014). Costa and McCrae (in Cervone & Pervin, 2012).

The big five factors of personality include several dimensions that describe personality. These dimensions include *neuroticism, extraversion, openness, agreeableness,* and *conscientiousness* (Cervone & Pervin, 2012). The terms of *big five* by Goldberg was chosen to emphasize that each factor is very broad. Therefore, the big five personality structure does not describe personality differences only through the five traits, but also from the five personality dimensions that represent personality at a very broad level of abstraction. Each personality dimension encapsulates a large number of distinct and more specific personality

characteristics (John, Robins, & Pervin, 2008).

McCrae and Costa (in John, Robins, & Pervin, 2008) presented the view that the *big five* are causal personality dispositions. Their five factor theory is a general trait theory that provides an empirical explanation of the *big five* taxonomy. One of the main principles of their five-factor theory is the finding that all of the big five dimensions have a substantial genetic basis and must be inherited through biological processes (John, Robins, & Pervin, 2008).

John and Srivastava (in John, Robins, & Pervin, 2008) proposed and provided an explanation of the 5 dimensions of personality in the five factor theory, as follows:

a. *Extraversion* describes an energetic approach to the social and material world. This dimension consists of several traits, such as activity, assertiveness, social skills, and positive emotions.

b. *Agreeableness,* distinguishing prosocial orientation from antagonism. The *agreeableness* dimension includes several traits such as altruism, trust, gentleness, and politeness.

c. *Conscientiousness* describes social self-control that plays a role in goal- and task-directed behaviors, such as thinking before acting, following rules and norms, delaying self-gratification, and planning, organizing, and prioritizing tasks.

d. *Neuroticism,* comparing emotional stability and patience with negative emotions, such as feelings of anxiety, nervousness, sadness, and tension. Individuals with this personality dimension will respond to the good and bad things in life by complaining or bragging, getting angry when other people are angry.

e. *Openness* describes the breadth, depth, complexity, and originality of mental life and experience in individuals. Forms of behavior in the *openness* personality include taking the time to learn something because they enjoy learning, watching television shows about education or documentaries, making new arrangements for living and looking for new activities that can break the routine.

This study aimed to determine the relationship between personality and cyberloafing behavior in Riau Islamic University employees. It was expected that this research will be useful for the improvement of the scientific repertoire of psychology, especially in the field of industrial and organizational psychology as well as being taken into consideration for an agency or company to use personality tests as one of the requirements for hiring employees.

In line with this research, the five-factor personality theory in relation to cyberloafing has been put forward by several previous experts. Previous research conducted by Krishnan, Lim, and Teo (2010) showed that agreeableness has a negative relationship with cyberloafing, while extroversion has a positive relationship with cyberloafing. The other three personality dimensions found no significant relationship to cyberloafing behavior.

Another study conducted by Jia and Jia (2015) showed that there is a significant relationship between the five personality factors and cyberloafing. The results of this study indicate that individuals with the personality dimensions of conscientiousness and emotional stability have a negative relationship with cyberloafing. The results of this study also show that there is a positive relationship between Extroversion and openness towards cyberloafing. While agreeableness personality found no significant relationship with cyberloafing behavior.

Subsequent research conducted by Varghese and Barber (2017) proved that individuals with conscientiousness and agreeableness personalities had a negative association with cyberloafing, while individuals with neuroticism and extraversion had positive associations with cyberloafing. That is, the higher the individual's tendency on the agreeableness and conscientiousness personality dimensions, the lower the possibility of cyberloafing. Meanwhile, the higher the individual tendency towards neuroticism and extraversion personality, the higher the tendency for cyberloafing behavior.

Subsequent research conducted by Sheikh, Aghaz, and Mohammadi, (2019) showed the results that conscientiousness has a significant negative correlation with cyberloafing, agreeableness has a negative relationship with cyberloafing, neuroticism has a positive correlation with cyberloafing, extraversion has a positive correlation with cyberloafing , and openness have a positive relationship with cyberloafing.

Previous research conducted by Abidin et al. (2014) showed that there is a negative relationship between conscientiousness personality and cyberloafing behavior. Likewise with agreeableness personality which was also found to have a negative relationship with cyberloafing behavior.

Other research that has been conducted by Marissa, Putra, and Sarinah (2019) shows the results that the conscientiousness dimension has a negative relationship with cyberloafing. This means that the higher a person's conscientiousness, the lower the cyberloafing behavior. Conversely, the lower a person's conscientiousness, the higher the individual's cyberloafing behavior.

Based on the psychological dynamics of the relationship between personality and cyberloafing that has been described above, a hypothesis can be drawn as follows. The hypothesis in this study was divided as follows:

The hypothesis in this study was divided as follows:

Ha1. There is a positive relationship between Openness personality and *cyberloafing behavior*.

Ha2. There is a negative relationship between *conscientiousness* personality and *cyberloafing* behavior.

Ha3. There is a positive relationship between *extraversion* personality and *cyberloafing* behavior.

Ha4. There is a negative relationship between *agreeableness* personality and *cyberloafing* behavior.

Ha5. There is a positive relationship between *neuroticism*

personality and *cyberloafing* behavior.

2. Research Methods

2.1. Participant and Procedure

The sample initially consisted of 272 administrative officer in Universitas Islam Riau Province. Indonesia. The sampling technique in this study was using the side incidental technique. as for the sampling process is all participant in this research were approach by research assistant who were trained on data collection and interview techniques and only those who agree to fill out questionnaire were include in this study. The participant ware assured about anonymity and confidentiality of their respondent.

2.2. Instruments

The *cyberloafing* scale developed by Lim and Chen (2012) The *cyberloafing* scale consists of 9 items for the dimension of *browsing* activity with a reliability coefficient of α = 0.76, and 3 items for the dimension of *e-mailing* activity with a reliability coefficient of α = 0.84.

The Big Five Inventory (BFI, Benet-Martinez & Jhon, 1998) was employed to measure the five personality trait. The Big Five Inventory consist 44 items, allowing researchers quickly and efficiently assess the five personality Dimensions, the dimensions is openness, conscientiousness, extraversion, agreeableness, and Neuroticism. the *big five personality inventory* scale which has been adapted by Fikri, Rozmi, & Halim (2015) showed that all dimensions have a Cronbach alpha value of more than 0.70. John, Nauman, and Soto (in John, Robins, and Pervin, 2008) suggested the reliability on each dimension of the *big five personality inventory* with the dimensions of *Extraversion* (0.86), *Agreeableness* (0.79), *Neuroticism* (0.87), *Openness* (0.83), and *Conscientiousness* (0.82). The determination of scores on these two scales is marked with 5 responses, or commonly known as the Likert scale model.

2.3. Statistical Analyses

The research design conducted in this research is correlational quantitative research. Correlational quantitative is a research design used to explain and measure a relationship between two or more variables using correlational statistics (Creswell, 2014). data were analysing using product moment analysis techniques from persons using SPSS - Statistical Program for Social Science.

3. Results and Discussion

3.1. Demographic Profile

In this section we discuss the result of the study that was done by the researcher. The descriptive data social demografic administrative officer Universitas Islam Riau, as seen in table 1 below

Table 1. Social Demografic profile administrative office Universitas Islam Riau

	Case	Frequency	Percentage
Gender	Male	123	40.0
	Female	149	54.8
Age	20 - 30 year old	90	33.0
	31 - 40 year old	83	30.5
	41 - 50 year old	89	32.7
	51 - 60 years old	10	3.6
Level of Education			
	Elementary School	0	0
	Junior Hight School	0	0
	Senior Hight School	80	29.4
	Degree	192	70.5

Based on table 1 above, it shows that the demographic data of the 272 respondents in this study consisted of 123 men (40.0%) women 149 (54.8%) while the age of administrative employees consists of the age of 20 to 30, a total of frequencies is 90 (33.0%) , the age from 31 to 40, the frequency is 83 (30.5%), the age of the respondent from 41 to 51 years old a total of frequencies is 89 (32.7%). In terms of education, it was found that the majority of respondents had a hight of education such as the frequency of senior Hight School is 80(29.4%). The level of education degree, have a frequency is 192(70.0%). From this data it shows that administrative employees at the Universitas Islam Riau have a good level of undergraduate education.

Linearity test was conducted to find out whether there was a linear relationship between the independent variables and the dependent variables. The linearity test in this study used the statistical analysis technique, *test for linearity,* with the ANOVA table by looking at the significance of F *linearity* <0.05.

The hypothesis in this study was that there is a correlation between each of the five personality dimensions of the five factors with *cyberloafing* behavior among employees. The hypothesis test was carried out using a parametric statistical analysis test with the *product moment* method.

Hypothesis testing was not carried out on the extraversion and agreeableness personality dimensions with cyberloafing behavior. This is done because the extraversion and agreeableness personality dimensions do not have a linear relationship with cyberloafing behavior. Therefore it can be seen that there is no relationship between extraversion personality and cyberloafing behavior among Riau Islamic University employees (Hypothesis 3 is rejected) and there is no relationship between agreeableness personality and cyberloafing behavior among Riau Islamic University employees (Hypothesis 4 is rejected).

The results of the hypothesis testing that has been done can be seen in the table below.

Table 2. Test Results for the Dimensions of Openness, Conscientiousness, and Neuroticism with Cyberloafing Behavior

Variable	Significance	Correlation Coefficient	R Square	Hypothesis Results
Openness*cyberloafing	0.006 ($\rho < 0.05$)	0.215	0.04	Ha1 accepted
Conscientiousness*cyberloafing	0.002 ($\rho < 0.05$)	-0.241	0.044	Ha2 Accepted
Neuroticism*cyberloafing	0.003 ($\rho < 0.05$)	0.232	0.061	Ha5 Accepted

Costa and McCrae (in Cervone & Pervin, 2012) revealed that individuals with high scores on the personality dimension of *openness* have high curiosity, are imaginative, creative, and have broad interests. Conversely, individuals with low scores on *openness* have little interest, do not like art, and are not analytical. The evidence of this high curiosity can be an indication that individuals with high scores on the *openness* dimension are likely to engage in *cyberloafing* activities (Sheikh, Aghaz, & Mohammadi, 2019). Individuals with high scores on *openness* personality are happy to seek new activities that can break the routine so that it can indicate the occurrence of *cyberloafing* behavior in the workplace.

Based on hypothesis testing using the *product moment* correlation technique, it can be seen that there was a positive and significant correlation between personality *openness* and *cyberloafing* behavior (Ha1 accepted). This was indicated by the correlation value (r) = 0.215 and a *linearity* significance of 0.006 ($\rho < 0.05$).

In line with this research, a study conducted by Sheikh, Aghaz, and Mohammadi (2019) stated that there was a positive and significant relationship between personality *openness* and *cyberloafing behavior*. Likewise, the research conducted by Jia and Jia (2015) presented that *openness* personality had a positive relationship to *cyberloafing behavior*. The results of this study indicated that the magnitude of the influence of *openness* personality on *cyberloafing* behavior was 4 percent, this was shown from the R square of 0.04.

John and Srivastava (in John, Robins, & Pervin, 2008) exposed that the personality dimension of *conscientiousness* was related to social self-control which plays a role in goal- and task-directed behaviors, such as thinking before acting, following rules and norms, delaying self-gratification, and plan, organize, and prioritize tasks. Costa and McCrae (in Cervone & Pervin, 2012) suggested that individuals who scored high on the *conscientiousness* personality dimension have organized behavior, are hardworking, reliable, persistent, disciplined and ambitious. Individuals with discipline, obeying rules and norms, prioritizing tasks, and delaying self-gratification will be less likely to commit violations in the workplace which result in *cyberloafing* behavior.

Based on the hypothesis testing using *product moment* correlation technique, it can be seen that there was a negative and significant correlation between *conscientiousness* personality and *cyberloafing* behavior (Ha2 accepted). This is because the correlation value (r) = -0.241 and a *linearity* significance of 0.002 ($\rho < 0.05$). In line with this research,

research conducted by Jia and Jia (2015) showed that there was a negative relationship between *conscientiousness* personality and *cyberloafing behavior*. Likewise, the research conducted by Varghese and Barber (2017) presented that *conscientiousness* personality had a negative relationship with *cyberloafing behavior*. The results of this study indicated that the influence of *conscientiousness* personality on *cyberloafing* behavior was 4.4 percent, this was shown by the R square of 0.044.

The *extraversion* dimension described an energetic approach to the social and material world. This dimension consists of several traits such as activity, assertiveness, social skills, and positive emotions. In *extraversion* personality, there was no significant relationship with *cyberloafing* behavior. This is because the results of the linearity test on the dimensions of *agreeableness* and *cyberloafing* behavior generated a *linearity* value of F = 0.055 (>0.05). As a result, *extraversion* personality and *cyberloafing* behavior did not have a linear correlation. Therefore, the third minor hypothesis (Ha3) was rejected.

The results of this study were not in line with the previous research put forward by Krishnan, Lim, and Teo (2010) which presented that there was a positive correlation between *extraversion* and *cyberloafing* behavior. However, another study conducted by Abidin *et al.* (2014) also disclosed the similar results to this study. The results of the conducted research also unveiled that there was no correlation between *extraversion* personality and *cyberloafing behavior*.

John and Srivastava (in John, Robins, & Pervin, 2008) explained that *agreeableness* personality is a personality dimension that includes several traits such as altruism, trust, gentleness, and politeness. Similar to *extraversion personality, agreeableness* personality was also found to have no significant relationship with *cyberloafing behavior*. The *linearity* test on *agreeableness* personality and *cyberloafing* behavior displayed a *linearity* value of F = 0.744 (>0.05). In consequence, there was no significant correlation between *agreeableness* personality and *cyberloafing behavior*. Therefore, the fourth minor hypothesis (Ha4) in this study was rejected.

The results of this study contradicted with the previous research carried out by Sheikh, Aghaz, and Mohammadi, (2019) which exhibited that *agreeableness* personality has a negative relationship to *cyberloafing behavior*. However, in line with the results of this study, a research conducted by Jia and Jia (2015) also revealed that there was no significant relationship between *agreeableness* personality and *cyberloafing behavior*.

Costa and McCrae (in Cervone & Pervin, 2012) alleged that the dimension of *neuroticism* identifies individuals who are easily exposed to stress, unreal ideas, excessive desires, and the inability to respond correctly. Individuals with high scores on the *neuroticism* dimension tended to be easily exposed to stress so they are likely to spend a lot of time relieving stress due to work assignments by *cyberloafing* at work (Krishnan, Lim, & Teo, 2010).

The results of the analysis using the correlation technique disclosed that there was a positive correlation between *neuroticism* personality and *cyberloafing behavior*. This was because the correlation value (r) = 0.232 and a *linearity* significance of 0.003 (ρ<0.05). In line with this research, research conducted by Varghese and Barber (2017) presented that there was a positive relationship between *neuroticism* personality and *cyberloafing behavior*. Other studies conducted by Sheikh, Aghaz, and Mohammadi, (2019) also displayed that *neuroticism* has a positive correlation with *cyberloafing*. The amount of influence exerted by *neuroticism* on *cyberloafing* behavior can be seen from the R square of 0.061. Therefore, it can be said that the influence exerted by *neuroticism* on *cyberloafing* behavior was only 6.1 percent, and 93.9 percent remained was influenced by other variables that were not examined in this study.

4. Conclusions

Based on the results of the research that has been put forward, the researcher drew the conclusion that there was a negative relationship between the *conscientiousness* personality dimension and *cyberloafing behavior*. This exhibited that the higher the *conscientiousness* personality dimension, the lower the *cyberloafing* behavior of employees.

On the *openness* personality dimension, it was found to have a positive relationship with *cyberloafing behavior*. This means that the higher the personality dimension of *openness*, the higher the *cyberloafing* behavior of employees. Likewise, *neuroticism* personality dimension was discovered to have a positive relationship with *cyberloafing* behavior, which means that the higher the *neuroticism* personality, the higher the *cyberloafing* behavior of employees. Meanwhile, on the *extraversion* and *agreeableness* personality dimensions, it was concluded that they did not have a significant relationship with *cyberloafing behavior*.

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