

Organizational climate and cyberloafing behaviour among civil servants in Province Y, Indonesia

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Abstract. Government organizations minimize deviant behaviors related to inappropriate internet use. By considering the factors influencing cyberloafing, organizations can formulate more adaptive work environments. This study aimed to examine the relationship between organizational climate and cyberloafing behavior among civil servants at Department X of the Regional Government of Province Y. The proposed hypothesis suggested a negative relationship between organizational climate and cyberloafing behavior. The study involved the civil servants selected through a total sampling technique. A quantitative research method was employed, utilizing two measurement instruments: the Cyberloafing Scale and the Organizational Climate Scale.- Regarding the results of the hypothesis testing, the significance value is .011 ($p < .05$), representing a statistically significant relationship between both variables. The correlation coefficient presented in the table is $-.267$, informing a negative relationship between the two variables with a weak correlation. Government organizations are expected to create a supportive work environment, both in terms of psychological safety and meaningfulness. These efforts can reduce the likelihood of deviant behavior that could disrupt overall employee productivity and effectiveness.

1 Introduction

The internet has become an integral part of modern human life. From adolescents to adults, most individuals utilize the internet for various activities effectively and efficiently [1]. Initially developed for academic purposes, the internet has evolved into a primary medium for information exchange and communication. Data from APJII-Asosiasi Penyelenggara Jasa Internet Indonesia (Indonesian Internet Service Providers Association) [2] show that 79.5% of Indonesia's population, approximately 221.5 million people, are connected to the internet, highlighting the vital role of this technology in daily life, including the workplace.

In organizational settings, internet access facilitates work efficiency, accelerates administrative processes, and enhances productivity. However, without appropriate supervision, this access may also be misused. It is found that the easier access to the

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internet, the greater the potential for it to be used for personal rather than professional purposes [3]. Preliminary interviews conducted by the researcher with civil servants at the Department of X of the Provincial Government Y revealed that some employees use their free time during working hours to access social media platforms such as Instagram, Facebook, and TikTok, as well as to play online games. These activities were carried out due to a lack of strict supervision and the absence of specific regulations governing internet usage. This phenomenon suggests that cyberloafing behavior is indeed occurring and deserves further examination.

All employees typically have easy access to institutional internet facilities, which are often used for personal interests, a behaviour referred to as cyberloafing [4]. Cyberloafing is defined as the use of the internet for non-work-related activities during working hours, such as browsing social media, reading online news, or shopping [5]. The forms of cyberloafing behaviours consist of browsing activity, emailing activity, minor cyberloafing, and serious cyberloafing. Browsing activity includes using the internet to access non-work websites, while emailing activity relates to the use of personal email during work hours. Minor cyberloafing includes light activities such as reading the news or shopping online, while serious cyberloafing involves actions that violate organizational norms, such as online gambling or accessing illegal content [5,6]. Cyberloafing can occur in all types of organizations [4]. Also, most studies show that cyberloafing has a detrimental impact on employees and companies [7].

One factor that contributes to cyberloafing is organizational climate [8]. Organizational climate is an individual's perception of the work environment, which includes psychological and structural aspects within the organization [9]. Organizational climate includes psychological safety, psychological meaningfulness, structure, responsibility, rewards, warmth, support, organizational identity, loyalty, and risk [10]. Moreover, the investigation of the tools used to assess organizational climate shows that the studies used different instruments, which is why they will be dealt with independently. The massive mainstream of the factors was measured by the interviewees using a Likert scale. The studies analyzed connected the organizational climate to the subsequent variables: ethical leadership, productive work attitudes, burnout, job satisfaction, role stress, organizational commitment, professional burnout, accidents at work, empowerment, and the role of servant leadership [11].

Previous studies [9,12] found a negative relationship between organizational climate and cyberloafing. However, few studies have specifically explored this phenomenon among civil servants in local government institutions. This represents a research gap that needs to be addressed to enrich the academic understanding of work behaviour dynamics in the public sector. The urgency of this study lies in the need for government organizations to enhance the effectiveness of civil servants by fostering a healthy work climate while minimizing deviant behaviours related to inappropriate internet use. By understanding the factors that contribute to cyberloafing, institutions can formulate more adaptive work policies that address the challenges of the digital era.

The purpose of this study is to investigate the relationship between civil servants' perceptions of organizational climate and their tendency to engage in cyberloafing behavior. Identifying the influencing factors is expected to contribute not only to improving work effectiveness among civil servants but also to the broader scientific literature in the field of industrial and organizational psychology.

2 Method

2.1 Participants

This study involved participants selected using the total sampling technique, consisting of all civil servants working at the Department of X of the Provincial Government Y. The total number of participants was 91. The inclusion criteria required that participants be full-time, active civil servants within the institution. Demographic information such as gender, age, and job position was collected to support the analysis.

2.2 Research Instruments

Two psychological scales were used as data collection instruments. The Organizational Climate Scale, adapted from Kusumaputri [13] and based on Brown and Leigh’s theory [9], consists of two dimensions: psychological safety and psychological meaningfulness. The scale showed strong reliability ($\alpha = 0.925$), with all items having valid item-total correlations above 0.30. The Cyberloafing Behavior Scale was constructed based on Lim and Chen’s dimensions [5], including browsing activity and emailing activity. This scale also showed high reliability ($\alpha = 0.947$), with all items exceeding the validity threshold of 0.30.

2.3 Data Analysis Techniques

This study applied a non-experimental quantitative approach. Due to the data not meeting normality assumptions, Spearman’s Rho correlation was used to test the hypothesis. Descriptive statistics, along with tests of normality and linearity, were also conducted to support the analysis.

2.4 Experimental Procedure

As a non-experimental study, no intervention or manipulation was involved. Ethical procedures were followed, including informed consent and confidentiality assurances. The research design ensured data quality and contributed to understanding workplace psychological behaviour.

3 Result

Table 1 shows that four respondents were categorized as having a low perception of organizational climate, 43 employees were in the moderate category, and 44 subjects were in the high category. These findings indicate that most participants perceived the organizational climate as being at a moderate to high level.

Table 1. Categorization of Organizational climate scores.

Organizational Climate			
Category	Level	Frequency	Percentage
$X < 64$	Low	4	4.4%
$64 \leq X < 96$	Moderate	43	47.3%
$96 \leq X$	High	44	48.4%

Based on the results obtained in Table 2, it can be seen that 66 individuals had low levels of cyberloafing behaviour, while 25 individuals were in the moderate category. No respondents had high levels of cyberloafing behaviour.

Table 2. Categorization of Cyberloafing Behavior Scores.

Cyberloafing Behaviour			
Category	Level	Frequency	Percentage
$X < 18$	Low	66	72.5%
$18 \leq X < 27$	Moderate	25	27.5%
$27 \leq X$	High	0	0%

Moreover, Table 3 presents the results of the normality test. The significance value for the organizational climate variable was 0.047 ($p < 0.05$), indicating a non-normal distribution. Meanwhile, the cyberloafing behaviour variable showed a significant value of 0.075 ($p > 0.05$), indicating a normal distribution. Therefore, it can be concluded that the data in this study are not normally distributed.

Table 3. Normality test results

Variable	Significance
Organizational Climate	0.047
Cyberloafing Behavior	0.075

Lastly, Table 4 presents the results of the Spearman’s Rho analysis, a non-parametric correlation method. This technique was selected because the data did not meet the assumptions of normality.

Table 4. Hypothesis test

Variable	Correlation	Significance
Organizational Climate - Cyberloafing Behavior	-0.267	0.011

Based on the results of the hypothesis testing, the significance value obtained was 0.011 ($p < 0.05$), indicating a statistically significant relationship between organizational climate and cyberloafing behaviour. The correlation coefficient presented in the table was -0.267, suggesting a negative relationship between the two variables with a low correlation strength. It means the more positive the organizational climate, the lower the tendency of employees to engage in cyberloafing.

4 Discussion

The results of this study indicate a significant negative relationship between organizational climate and cyberloafing behaviour, with a significance value of 0.011 and a correlation coefficient of -0.267. The significance value, which is lower than the 0.05 threshold, confirms that the relationship between the two variables is statistically meaningful. The negative correlation coefficient suggests that the higher an individual's perception of a positive and supportive organizational climate, the lower their tendency to engage in cyberloafing during working hours. This implies that when employees feel psychologically safe and find meaning in their work environment, they are less likely to misuse internet access for non-work-related purposes. Conversely, when the organizational climate is perceived as less conducive or unsupportive, the likelihood of

individuals engaging in cyberloafing behaviour tends to increase, potentially disrupting productivity and organizational efficiency.

Descriptive data revealed that 72.5% of respondents exhibited low levels of cyberloafing behaviour, while 48.4% had a high perception of the organizational climate. These findings support the presence of a negative relationship between the two variables, indicating that a positive perception of the organizational climate is generally associated with lower tendencies to engage in cyberloafing. However, variations in organizational climate perceptions still reflect individual differences in the likelihood of engaging in such behaviour, suggesting that other psychological or contextual factors may also influence cyberloafing behaviour.

These findings are consistent with the previous study [9], which demonstrated that organizational climate has a negative correlation with cyberloafing behaviour. Similar results were also reported [8], which found that a more positive organizational climate is associated with a lower frequency of cyberloafing behaviour. This suggests that the more favourable the organizational climate within an institution, the less likely employees are to engage in cyberloafing. Moreover, cyberloafing is often performed unconsciously by civil servants during working hours, which can pose serious risks both to the individual and the institution [9]. Nevertheless, this study is not without its limitations. One of the main limitations lies in the non-normal distribution of the data. Several factors may have contributed to this issue, including the possibility that some respondents did not complete the questionnaire based on their actual experiences or conditions.

5 Conclusion

The relationship between organizational climate and cyberloafing behaviour found in this study is negative and significant, indicating that a better organizational climate corresponds with a lower tendency for employees to engage in cyberloafing. Conversely, when the organizational climate is perceived as low, civil servants are more likely to engage in cyberloafing behaviour. These findings directly answer the research objective and demonstrate that organizational climate plays a meaningful role in influencing employee behavior. The study provides insight into how internal workplace conditions shape digital discipline, particularly in public sector institutions.

6 Implication

For employees at the Department of X of the Provincial Government Y, it is recommended to exercise self-control to reduce cyberloafing behaviour by gradually identifying and addressing work-related obstacles. Employees are also encouraged to redirect their urge to use the internet for non-work-related purposes by engaging in more productive online activities and participating in focused discussions with colleagues and supervisors. Furthermore, future researchers are encouraged to expand this study by involving a broader population and incorporating additional variables, such as work stress, to gain a more comprehensive understanding of the factors influencing cyberloafing behaviour.

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