Effect of Workloafing, Cyberloafing, and Self-Efficacy on Employee Performance in Purwokerto Islamic Hospital

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Article Info	ABSTRACT
	This study aims to determine and analyze the effect of workload, cyberloafing and self-efficacy on employee performance at Purwokerto Islamic Hospital. The population of this research is the Employees of the Purwokerto Islamic Hospital. This study applies a quantitative approach method. The sample used in this study amounted to 153 respondents. Obtained using non-probability sampling with purposive sampling technique. The instrument used in data collection is a questionnaire with primary data measurements. The data obtained was processed using classical assumptions, hypotheses and multiple linear regression analysis with the statistical package for the social sciences (SPSS) analysis tool . The results of this study indicate that workload and self-efficacy have a positive and significant effect on employee performance and cyberloafing has a negative and significant effect on employee performance. Based on the test results of the coefficient of determination R ^{2} adjusted by 83.9%.

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1. INTRODUCTION

Every organization must have a goal to be achieved. Human resources are factors that have a very important role in achieving company goals, including in health service companies such as hospitals. Organizations need to have the ability to create an atmosphere and circumstances that encourage and enable every human resource to be able to maximize their capabilities and expertise, especially in terms of performance (Bagis et al., 2019). The hospital is a health service facility in an

effort to improve the degree of public health, so that hospitals are required to provide the best quality of service and according to predetermined standards and can reach all levels of society. In this case the hospital must be able to manage human resources appropriately in order to get the best performance results, (Rofi, 2019) .

Private hospitals in the Purwokerto area are competing to improve the quality of service to attract patients. One of the private hospitals in the Purwokerto area that is quite developed is the Purwokerto Islamic Hospital which is located at Jl. Mashuri No. 39 Kalibogor, Rejasari, Kec. West Puwokerto, Banyumas, Central Java. Purwokerto Islamic Hospital has 228 health workers. Purwokerto Islamic Hospital also has the capacity to serve up to 32 examination units supported by Nephrology and Hypertension Specialists and Consultants.

Purwokerto Islamic Hospital (RSIP) is a hospital that provides general and specialist health services. Purwokerto Islamic Hospital strives to provide excellent and quality health services, according to needs and not discriminatory to the community. In this case the performance of employees plays an important role in achieving the vision, mission and objectives of RSIP which are to be realized by the community. Performance is supported by internal and external factors. One of the internal factors that influence the corporate environment is the behavior of employees. The performance produced by employees will affect the work system and services provided by the Purwokerto Islamic Hospital.

Optimal employee performance is highly expected by a company. Therefore, employee performance is something that must be considered by the company. Through performance, it can be seen how far the ability of employees in carrying out the assigned tasks. Employees who have good performance, the level of productivity will increase to the maximum so that the company's expected target will continue to increase and be competitive and even last a long time (Bagis et al., 2021). At Purwokerto Islamic Hospital, employee performance is not optimal.

This is based on interviews on Tuesday, November 23, 2021 with several employees from various divisions at the Purwokerto Islamic Hospital which revealed that there are still many employees who play mobile phones during working hours, the lack of number of employees at RSI so that employees feel burdened and can influence performance as well as not a few employees who feel less confident that they can handle new jobs or tasks that are more and more challenging than the work being done plus when the boss gives more task demands this makes employees feel less confident in being able to complete their tasks according to the set targets. To improve the performance of employees at the Purwokerto Islamic Hospital, leaders must pay attention to factors that can improve employee performance such as workload, cyberloafing and self-efficacy , so that employees will do their jobs more optimally.

According to (Mangkunegara, 2013) performance, namely the acquisition of the work results of an employee in carrying out tasks with responsibility in quality and quantity . Good performance can only be created from reliable human resources. Employee performance has increased but can also decrease, employee performance that is decline is of course very influential for the sustainability of the company, therefore it is necessary to make efforts to maintain the consistency of the performance of employees.

Many factors influence employee performance, such as workload. Considering that humans use mental and physical work, each individual has differences regarding the level of burden he feels. If a person's ability is higher than the demands of the job, it can lead to feelings of boredom or boredom. Conversely, if a person's ability is lower than the demands of the job, fatigue can arise.

According to Permendagri No. 12 of 2008, workload is the amount of work a position or organizational unit must carry. In previous research conducted by (Issn & Yovita, 2022) ,

(Hermawati, 2020) , (Arfani & Luturlean, 2018) , (Sukin, 2022) , (Rolos et al., 2018) stated that workload has a negative and significant effect on employee performance, which means that if the workload increases it will reduce the performance potential and vice versa if the workload decreases it will increase the performance potential. Meanwhile, according to (Ratnasari & Purba, 2019) , it states that workload has a positive and significant effect on employee performance, meaning that there is an influence or relationship between workload on performance in a real way. Apart from workload, there are other factors that affect employee performance, namely cyberloafing.

In organizations or companies, employees use internet access to carry out daily tasks using applications and information systems. The same goes for the heads of organizations or companies. Information technology, especially computer networks and the internet, can be used to improve and expedite the flow of information which is the lifeblood of a company (Sofyanty, 2019). In the world of work, employees commit irregularities in using internet access that have nothing to do with work matters , this is called cyberloafing behavior.

According to Askew in (Abid Muhtarom et al., 2021) Cyberloafing is the action taken employees use various types of company devices and then use them during working hours and have nothing to do with work matters.

In previous studies conducted (Desnirita & Sari, 2022), (Abid Muhtarom et al., 2021), (Damayanti et al., 2022) , (Fatihatus et al., 2021) , (Ernawati et al., 2021) stated that cyberloafing has a negative and significant effect on employee performance , which means that the higher the cyberloafing behavior, the employee's performance will decrease and vice versa, if the cyberloafing behavior is lower , the employee's performance will increase. Meanwhile, according to research conducted (Budiarti & Pratama, 2022) states that cyberloafing behavior can affect employee performance .

Another factor that affects employee performance is self-efficacy or self-efficacy. Not all employees at work have the ability as expected by the company. This can happen because of the low self-efficacy factor that is owned by each employee. Optimal performance can be achieved through self-efficacy. Self-efficacy that exists within the individual can increase confidence in his ability to complete the task optimally regarding the task given.

According to (Rofi, 2019) Self-efficacy or self-efficacy is a person's belief about his chances of succeeding in achieving a particular task. Self efficacy, which is also known as social cognitive theory or social reasoning theory, refers to an individual's belief that he is capable of carrying out a task, (Suherman & Savitri, 2018). The word efficacy relates to human life habits based on character principles such as integrity, humility, loyalty, self-limitation, courage, justice, patience, diligence, simplicity and decency which should be developed from within to outside oneself, not by coercion from outside into the human self, (Rianda & Firmansyah, 2021). Self-Efficacy is a source of motivation that has a relationship with each individual's belief in their ability to complete the tasks they are doing (Bagis et al., 2023). Self-Efficacy is of course very much needed in employees , by increasing their ability to carry out assigned tasks so that the company runs optimally and employee performance will increase.

Self Efficacy has a great influence on employee performance (Bagis et al., 2023). This is evidenced by previous research conducted (Haziroh et al., 2022), Rianda and (Rianda & Firmansyah, 2021), (Rofi, 2019), (Priska, 2020) , (Widyawati, 2022) stating that self-efficacy has a positive effect and significant to employee performance. Meanwhile, according to research conducted (Sihombing et al., 2018)states that self-efficacy has no significant effect on employee performance . The purpose of this research, among others:

a. To analyze the effect of workload on the performance of employees of the Purwokerto Islamic Hospital.

b. To analyze the effect of cyberloafing on the performance of Purwokerto Islamic Hospital employees.

c. To analyze the effect of self-efficacy on employee performance at Purwokerto Islamic Hospital.

The scope of this research was conducted on employees of the Purwokerto Islamic Hospital which consisted of the independent variable (X), namely Workload (X1); Cyberloafing (X2); and Self Efficacy (X3). As for the dependent variable (Y), namely employee performance.

Literature Review And Hypothesis Formulation

According to Robbins (2006) (in Bagis, 2021) Performance is a result of thought and energy generated by employees for the work they do . The concept of performance consists of two aspects, namely employee performance (individuals) and organizational performance which are related to one another (Sazly & Ardiani, 2019). The performance of an employee is in the form of a combination of ability and effort which is assessed from the results of his work (Sazly & Ardiani, 2019). According to Bernardin & Russel (2001) (in Huseno, 2016) employee performance has several indicators, namely quality (quality); quantity (quantity); timeliness (timeliness); cost effectiveness (cost effectiveness); need for supervision ; and relationships between individuals (interpersonal impact).

According to (Suwanto, 2022) workload is a number of activities that must be completed by an organizational unit or position holder systematically by using job analysis techniques, workload analysis techniques, or other management techniques within a certain period of time to obtain information about work efficiency and effectiveness an organizational unit. Workload has several indicators, namely targets to be achieved; working conditions; time usage and work standards.

Cyberloafing is an act of deviant behavior that occurs in employees by taking advantage of the company's internet access for personal gain during working hours (Bagis, 2023). According to Blanchard & Henle (2008) in (Ardilasari, 2017) There are two indicators of cyberloafing , namely browsing activities and emailing activities

Self Efficacy is the level of self-ability possessed by each individual who takes advantage of opportunities to achieve effective completion of tasks in various kinds of circumstances that will be faced later in work (Setyawan & Baguis, 2021). Sellf efficacy has an influence on employee performance (Bagis, 2023). Indicators of self-efficacy are beliefs about their ability to carry out work; better ability than others; job challenges; and job satisfaction.

The hypothesis in this study, namely:

1) First Hypothesis
   Ho: Workload has no negative and insignificant effect on employee performance.

   Ha: Workload has a negative and significant effect on employee performance.

2) Second Hypothesis
   Ho: Cyberloafing no negative and insignificant effect on employee performance.

   Ha: Cyberloafing negative and significant effect on employee performance.

3) Third Hypothesis
   Ho: Self Efficacy no positive and not significant effect on employee performance.

   Ha: Self-Efficacy positive and significant effect on employee performance.

2. METHODS

Study uses a quantitative approach. The survey method used was a questionnaire distributed to employees of the Purwokerto Islamic Hospital. Questionnaires were distributed to 153 employees of Purwokerto Islamic Hospital. The analysis used is Multiple Linear Regression Analysis.

Based on the research that will be carried out, the sample is 153 with a sampling technique using a questionnaire which will be distributed directly to employees of the Purwokerto Islamic Hospital. Questionnaires or questionnaires are techniques that will be used in this study to collect the required data. A questionnaire is a technique by providing written questions or statements to respondents to answer (Sugiyono, 2019).

The questionnaire will be circulated directly to all respondents from Purwokerto Islamic Hospital. The contents of the questionnaire are in the form of several statements related to the variables Workload (X1), Cyberloafing (X2), Self Efficacy (X3), and Employee Performance (Y). The measurement of variables in this research questionnaire uses a Likert scale where indicators are used as benchmarks in preparing instruments in the form of statements or questions (Sugiyono, 2019).

3. RESULTS AND DISCUSSION

Validity and Reliability Test Results

The significance test was carried out by comparing the value of r count with r table for degree of freedom (df) = n–2 (153-2 = 151) so that a number of 0.1654 was obtained. All of the four variables studied were declared valid, because the calculated r value of these four variables was greater than the r table value (0.1654) (Ghozali, 2018). In addition, the reliability test is a measure of the stability and consistency of the respondents in answering questions related to the constructs of the questions which are the dimensions of a variable and are arranged in a questionnaire form. The reliability test can be carried out simultaneously on all questions, if the Cronbach Alpha value is > 0.70 then it is reliable, indicating the level of consistency and accuracy of measurement results (Ghozali, 2018).

Table 1. Reliability Test Results

No	Variable	Cronbach Alpha	Cronbach Alpha standard	Information
1.	Employee Performance	0.888	0.70	Reliable
2.	Workload	0.877	0.70	Reliable
3.	Cyberloafing	0.910	0.70	Reliable
4.	Self Efficacy	0.888	0.70	Reliable

Classical Assumption Test Results

Normality Test Results

Based on on the output results of the SPSS Kolmogorov-Smirnov Test but the data is not normally distributed, so it is continued by using the Monte Carlo.Sig method . (2-tailed) of 0.231 > 0.05.

Table 2. Normality Test Results
One-Sample Kolmogorov-Smirnov Test

	Unstandardized Residuals
N	153

Normal Parameters [a,b]	Means	.0000000
	std. Deviation	.19876182
Most Extreme Differences	absolute	083
	Positive	083
	Negative	-.49
Test Statistics		083
asymp. Sig. (2-tailed)		012
Monte Carlo. Sig. (2-tailed)		.231 [d]

Multicollinearity Test Results

In this study, a regression model is said to be multicollinearity-free if it has a VIF <10 and has a tolerance > 0.10. The results of the analysis show that the tolerance value of each variable is not below 0.10 (workload tolerance value is 0.460, cyberloafing is 0.933, self-efficacy is 0.439), as well as the VIF value is not above 10 (VIF value is burden work of 2.175, cyber-affirmation of 1.072, self-efficacy of 2.280). Based on these data, the research data is free from multicollinearity .

Table 3. Multicollinearity Test Results

Coefficients [a]

	tolerance	VIF
Workload	0.460	2.175
Cyberloafing	0.933	1,072
Self Efficacy	0.439	2,280

Heteroscedasticity Test Results

Heteroscedasticity testing data was carried out using the glejser method, namely by regressing the independent variables to their residual absolute values, the data was declared free from heteroscedasticity if the regression results showed a significance value of > (0.05) from the test results it was found that the significance value of the workload variable was 0.652, the value significant cyberloafing of 0.221, a significant value of self-efficacy of 0.107. From these results it is said that the significant values of all variables are> 0.05. Thus, it can be interpreted that the regression model is free from heteroscedasticity because the significance value is > 0.05.

Table 4. Heteroscedasticity Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	.327	088		4,395	.000
	Workload	-.013	.030	-.053	-.452	.652
	Cyberloafing	.017	013	.111	-1,230	.221
	Self Efficacy	-.45	.028	-.191	-1,620	.107

Model Fitment Test Results
Determination Test Results

Adjusted R-square value The adjusted R-square value of the regression model formed in this study is 0.839 which indicates that the independent variable (workload, cyberloafing, self-efficacy) in explaining the dependent variable (employee performance) is 83.9%, the remaining 16.1% is explained by other variables not included in this study.

Table 5. Determination Test Results (R^2)
Summary models

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.918 [a]	.842	.839	.20038

F test results

Based on the ANNOVA test, the value of f_{count} and f_{table} is 265.165 > 2.43 with a significance level of 0.000. Because the probability of 0.000 is much smaller than 0.05, the f-test regression model can be used to predict employee performance. From this analysis it can be concluded that the regression model is declared fit or suitable.

Table 6. F test results
ANOVA [a]

Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	32,060	3	10,687	265,165	.000 [b]
	residual	6005	149	040		
	Total	38,065	152			

Multiple Linear Regression Analysis Test Results

Analysis multiple linear regression was performed to measure the strength of the relationship between two or more variables also shows the direction of the relationship between the dependent variable t with independent variable t.

Table 7. Multiple Linear Regression Analysis Test Results
Coefficients [a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	.801	.153		5,234	.000
	Workload	.633	046	.655	13,654	.000
	Cyberloafing	-.090	.020	-.152	-4,511	.000
	Self Efficacy	.255	044	.284	5,784	.000

Based on the results of the multiple linear regression analysis, the regression equation can be compiled as follows:

$Y = \alpha + \beta_1.X_1 + \beta_2.X_2 + \beta_3.X_3$

$Y = 0.801 + 0.633 X1 - 0.090 X2 + 0.255 X3$

The regression equation can be interpreted as follows:

α = constant value (α) shows a positive value of 0.801 stating that if workload (X1), cyberloafing (X2), self-efficacy (X3) is zero or fixed there is no change, then the employee's performance is 0.801 units.

β₁ = The regression coefficient value of the workload variable shows a positive value of 0.633 that for every increase in workload by one unit, it causes employee performance to increase by 0.633 units assuming other variables are constant.

β2 = The regression coefficient value of the cyberloafing variable shows a negative value of 0.090 that for every increase in cyberloafing by one unit, it causes employee performance to decrease by 0.090 units assuming other variables remain the same.

β3 = The regression coefficient value of the self-efficacy variable shows a positive value of 0.255 that for every increase in self-efficacy by one unit, it causes employee performance to increase by 0.255 units assuming other variables are constant.

Hypothesis Test Results
Test Results t

According to Ghozali (2018) , the t statistical test basically shows how far the influence of an explanatory statistic or independent individually explains the variation of the dependent statistic .

Table 8. Test Results t

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	std. Error	Betas	t	Sig.
1 (Constant)	0.801	0.153		5,234	0.000
Workload	0.633	0.046	0.657	13,654	0.000
Cyberloafing	-0.090	0.020	-0.152	-4,511	0.000
Self Efficacy	0.255	0.044	0.282	5,784	0.000

According to Ghozali (201 8) the t statistical test basically shows how far the influence of one explanatory statistic/ individually independent in explaining the variation of the dependent statistics . The results of the t test for the workload variable (X₁) obtained the $_{calculated\ t\ value}$ of 13.654 while the value of t $_{table}$ in this study was carried out at degrees of freedom (nk-1) so that (153-4-1) obtained t $_{table}$ 1 .65521 where t $_{count}$ > t $_{table}$ and a significance level of 0.000 < 0.05. Therefore it can be interpreted that **Ho is accepted and Ha is rejected** . This research is in line with research (Ratnasari & Purba, 2019)which states that workload has a positive and significant effect on employee performance .

Second t test results for Cyberloafing variables (X₂) obtained t value $_{calculated}$ of -4.511 while the t $_{table\ value}$ in this study was carried out at degrees of freedom (nk-1) so that (153-4-1) obtained t table 1.65521 where t $_{count}$ > t $_{table}$ and $_a$ significance level of 0.000 < 0.05. Therefore it can be interpreted that **Ho is rejected and Ha is accepted** . This research is in line with (Ernawati et al., 2021), (Desnirita & Sari, 2022), (Abid Muhtarom et al., 2021), which states that cyberloafing has a positive and significant effect on employee performance.

The results of the third t test for the variable Self Efficacy (X₃) obtained t value $_{calculated}$ of 5.784 while the value of t $_{table}$ in this study was carried out at degrees of freedom (nk-1) so that (153-4-1) obtained t $_{table}$ 1 .65521 where t $_{count}$ > t $_{table}$ and a significance level of 0.000 < 0.05. Therefore it

can be interpreted that **Ho is rejected and Ha is accepted** . This research is in line with research conducted by (Rianda & Firmansyah, 2021), (Rofi, 2019), (Priska, 2020) , which states that self-efficacy has a positive and significant effect on employee performance.

Based on the results of the research, there are several suggestions for improving agencies and researchers in the future, to maintain work motivation, organizational culture, and better employee communication. Suggestions for future research are that future researchers should use a variety of variables such as discipline, work environment, job satisfaction and other variables. So that it can do research again with other objects.

4. CONCLUSION

Based on the results of a study of 153 respondents regarding the effect of education level, transformational leadership and self-efficacy on the performance of Village Government apparatus in Purwojati District, the following conclusions can be drawn:

1. Workload does not affect the performance of Purwokerto Islamic Hospital employees.
2. Cyberloafing has a negative and significant effect on the performance of employees at the Purwokerto Islamic Hospital.
3. Self Efficacy has a positive and significant effect on the performance of employees at the Purwokerto Islamic Hospital.

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