



Addressing cyberloafing behaviors: The Efficacy of psychological interventions through *mauidzah hasanah*

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JID | 275

Article Information:

Received:
1 November 2024

Revised:
29 December 2024

Accepted:
29 December 2024

Keywords:

Psychological intervention, *mauidzah hasanah*, cyberloafing behavior.

Abstract

Purpose - This research aims to find out how addressing cyberloafing behavior: the efficacy of psychological intervention through Maudizah Hasanah

Method - This research is qualitative research. The subjects in the research were three employees. Data collection methods use interviews, observation and documentation. The data analysis used is data reduction, data presentation, and drawing conclusions.

Result - The results of the research show that psychological intervention through *mauidzah hasanah* can handle cyberloafing behavior by using forms of *mauidzah hasanah* such as advice, guidance and teaching (spiritual formation), success stories containing wisdom, and positive messages. Meanwhile, the description of cyberloafing behavior includes causes, forms, motivation, impact of cyberloafing behavior and minor cyberloafing..

Implication - The implications of this research show that psychological intervention through *mauidzah hasanah* is a complementary approach in helping someone achieve mental and spiritual health, especially cyberloafing behavior problems. Psychological interventions provide a scientific basis for addressing emotional and behavioral problems, while *mauidzah hasanah* adds a moral and spiritual dimension that strengthens a person's motivation to change. With the right combination, the two can provide a more holistic and meaningful solution for individuals in facing life's challenges.

Originality/Value - Intervention based on *mauidzah hasanah* is a spiritual and moral approach to influence a person's behavior through conveying values that touch the heart and awareness. This approach is relevant in dealing with cyberloafing behavior, which often arises from weak self-control, lack of awareness of responsibility, or being tempted by digital distractions.



Jurnal Ilmu Dakwah
Vol. 44 No. 2 (2024)
1693-8054 (p)
2581-236X (e)
275-292
<https://doi.org/10.2158/jid.44.2.23653>

For citation: Farmawati, C., Abdelgafar, B., & Pavlova, O. (2024). Addressing cyberloafing behaviors: The Efficacy of psychological interventions through *mauidzah hasanah*. *Jurnal Ilmu Dakwah*. 44(2). 275-292. <https://doi.org/10.2158/jid.44.2.23653>.

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Kata kunci:

Intervensi psikologi,
mauidzah hasanah,
perilaku cyberloafing.

Abstrak

Tujuan - Penelitian ini bertujuan untuk mengetahui bagaimana mengatasi perilaku cyberloafing: kemandirian intervensi psikologi melalui mauidzah hasanah.

Metode - Penelitian ini merupakan penelitian kualitatif. Subjek dalam penelitian berjumlah tiga karyawan. Metode pengumpulan data menggunakan wawancara, observasi dan dokumentasi. Analisis data yang digunakan adalah dengan reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil - Hasil penelitian menunjukkan bahwa intervensi psikologi melalui mauidzah hasanah dapat menangani perilaku cyberloafing dengan menggunakan bentuk-bentuk mauidzah hasanah seperti nasihat, bimbingan dan pengajaran (pembinaan spiritual), kisah-kisah sukses yang mengandung hikmah, dan pesan-pesan positif. Sedangkan gambaran perilaku cyberloafing meliputi penyebab, bentuk, motivasi, dampak perilaku cyberloafing dan minor cyberloafing.

Implikasi - Implikasi dari penelitian ini menunjukkan bahwa intervensi psikologi melalui mauidzah hasanah merupakan pendekatan yang saling melengkapi dalam membantu seseorang mencapai kesehatan mental dan spiritual terutama masalah perilaku cyberloafing. Intervensi psikologis memberikan landasan ilmiah untuk mengatasi masalah emosional dan perilaku, sementara mauidzah hasanah menambahkan dimensi moral dan spiritual yang memperkuat motivasi seseorang untuk berubah. Dengan kombinasi yang tepat, keduanya dapat memberikan solusi yang lebih holistik dan bermakna bagi individu dalam menghadapi tantangan hidup.

Orisinalitas/Nilai - Intervensi berbasis mauidzah hasanah adalah pendekatan spiritual dan moral untuk memengaruhi perilaku seseorang melalui penyampaian nilai-nilai yang menyentuh hati dan kesadaran. Pendekatan ini dapat menangani perilaku cyberloafing, yang sering kali muncul akibat lemahnya kontrol diri, kurangnya kesadaran tanggung jawab, atau terdoda oleh distraksi digital.

Introduction

The massive use of the internet in companies cannot be separated from the internet's ability to meet employee needs in general in the form of easy access to information and its ability to support efficiency and effectiveness in work, as well as fulfilling individual human needs in the form of interpersonal relationships and fulfilling personal connections with people and groups. other. The great need for internet access can be seen as a need that must be facilitated by companies. Internet access for employees is like a double-edged sword. Ardilasari (2017) argues that apart from being an efficient business tool the internet also provides employees with access to the world's largest playground. The effects of the application of computerization and the internet have also revolutionized employee laziness regarding their duties. Astri (2014) stated that the company's hope that by increasing the quantity and quality of existing infrastructure it could be used by employees as efficiently as possible in order to increase the quality and quantity of production was actually misused by its employees.

The development of information and communication technology such as the internet has brought many conveniences to human life, including in the work environment. The Internet, as one of the most significant technological innovations, enables fast access to information, seamless communication, and efficiency in various tasks. However, behind its benefits, the internet also presents new challenges, one of which is the cyberloafing phenomenon (Khatimah, 2023). Cyberloafing has been an interesting phenomenon over the last decade. Facts on the ground show that the facilities and infrastructure provided by the company are actually used for personal interests by employees, such as using office telephones for personal purposes, using official cars for family purposes, and other cyberloafing phenomena.

The use of the term cyberloafing was coined by Tony Cummins in 1995 and then the term became famous when it was used in Lim's 2002 paper which was then published in the *Organizational Behavior Journal* (Selwyn, 2008). An employee is said to be cyberloafing when the employee accesses the internet outside of work for 51 minutes to 1 hour in 1 day (Lim & Chen, 2012). And if accumulated in 1 (one) month there are 20 hours of wasted time accessing the internet which has no connection with work (Antariksa, 2012).

Cyberloafing is the deliberate action of employees to access the internet and email during working hours for purposes not related to work (Lim, in Ardilasari, 2017). Cyberloafing is the behavior of misusing work or study time for online activities that are not related to the main task, such as browsing social media, online shopping, or consuming entertainment content (Dinanti & Satwika, 2022). This behavior is often rooted in weak self-control, stress, or a lack of responsibility for tasks. In a spiritual and moral context, this behavior can be considered as a form of lack of awareness of trust and responsibility towards time and work.

Cyberloafing refers to the behavior of individuals who use the internet for personal purposes during work hours, such as browsing social media, shopping online, or watching entertainment videos. This behavior is often considered a minor form of workplace deviance, but its impact on organizational productivity and performance can be significant. Studies show that cyberloafing can cause reduced work efficiency, reduce the quality of team collaboration, and even increase the risk of company data security breaches (Al Ustmani & Sukarno, 2022). This phenomenon is increasingly relevant in today's digital era, where most technology-based jobs provide easy access

to the internet. Changes in work patterns due to the pandemic, such as the increase in remote work systems, also contribute to increased opportunities for cyberloafing, because monitoring work activities becomes more difficult.

Cyberloafing behavior is an act where employees use information technology at work locations that have no direct relationship to the work they are supposed to do (Kallista, 2023; Shahzadi & Khurram, 2022). So cyberloafing can be said to be an activity carried out by employees during their working operational hours by using a computer or smartphone that has an internet connection (Santoso & Wibowo, 2022). Accessing social media networks (Instagram, Tiktok and Twitter/X), looking for news to read, playing online games, downloading films or videos, watching streaming dramas or other activities that are not directly related to work are some examples of cyberloafing behavior.

From a psychological perspective, cyberloafing behavior can be influenced by various factors, such as work stress (Adhana & Herwanto, 2021), job satisfaction (Sofyanty & Suproyadi, 2021), self-control, and organizational culture (Lestary & Heriyanto, 2022: 259). Apart from that, aspects of intrinsic and extrinsic motivation also play an important role in encouraging individuals to choose non-productive online activities amidst work responsibilities (Azhar, et al, 2021). This makes cyberloafing a complex issue that requires in-depth understanding to find effective solutions. Another factor that can influence cyberloafing behavior is individual factors. This factor includes many things, namely employee perceptions and attitudes towards the internet, habits, demographic factors, and employee personal traits. If we look at the nature of employees, traits such as shyness, loneliness, isolation, self-control, self-esteem and locus of control can influence the form of employee internet use (Ozler & Polat, 2012).

Meanwhile, the impact of cyberloafing behavior is a decrease in the performance and productivity of an employee and the company (Olajide et al., 2018). Good performance must be supported by good competence, so that there is no misuse of supporting media which should help the work but instead is used for personal interests such as cyberloafing behavior. Apart from that, as a tool that is recognized for its reliability, the internet also has two sides, on the one hand it helps employees improve performance, interact with friends, create employee inspiration and creativity and help employees to learn many things, while on the other hand, there is the emergence of work procrastination behavior in employees which can disrupt employee work productivity, as well as develop forms of deviant behavior in the work environment, one of which is work procrastination due to the activity of accessing the internet at hours that are not for the benefit of the work itself and of course has an impact on work results (Meidiyanty, 2023).

Seeing the impact, it is important to explore further intervention approaches that can reduce cyberloafing behavior without ignoring the individual's need for balance and relaxation at work. Therefore, research on cyberloafing is not only relevant for industrial and organizational psychology, but also for the development of adaptive management and work policies in the digital era. One intervention approach to overcome cyberloafing behavior is psychological intervention through mauidzah hasanah. Psychological intervention is a psychological intervention which is a method that can change a person's behavior, thoughts and feelings (Bachtiar, et al, 2023; Savitri & Swandi, 2023). Intervention in the psychological field can take the form of individual intervention, group intervention, community intervention, organizational or system intervention. Providing

these interventions can take the form of psychotherapy, rehabilitation and prevention (Safaruddin, et al, 2020). Meanwhile, according to Nafisah, et al (2019), mauidzah hasanah is one of the manhaj (methods) in da'wah to invite people to the path of Allah by gently giving advice or guidance to other people so that they will do good.

Mau'izhah hasanah is a method of da'wah or moral formation that uses good advice and a gentle approach. In the Qur'an, this concept is mentioned in Surah An-Nahl verse 125, where Allah SWT commands people to call people to His path with wisdom and good advice. Mau'izhah hasanah functions as a reminder that raises a person's moral and spiritual awareness to carry out obligations correctly and avoid unhelpful behavior (Said, 2015). Mau'izhah hasanah can be used to remind individuals that the time and tasks given are a mandate that must be carried out with full responsibility.

In Islam, time is one of the most valuable resources that will be held accountable (Mujahidin, et al, 2020). With a good advice approach, individuals can be guided to be more aware of the importance of utilizing work time productively and avoid cyberloafing. Mau'izhah Hasanah plays an important role in helping individuals understand the moral and spiritual consequences of cyberloafing behavior. By providing kind, gentle and wise advice, this approach not only reduces detrimental behavior, but also builds an individual character who is more responsible, disciplined and aware of the importance of using time wisely.

Based on this background, researchers are interested in conducting research with alternative studies regarding psychological interventions through Mauidzah Hasanah to overcome cyberloafing behavior. The aim of this research is to determine psychological interventions through Mauidzah Hasanah to overcome cyberloafing behavior. This research is expected to provide knowledge to the public about how to become employees who have good performance by using the internet for work needs.

Research Methods

The research method used is qualitative with case studies. Flick (in Munaing & Niandari, 2019) states that qualitative research is a special relationship of social relations related to the fact of pluralization of the life world. This method is applied to see and understand research subjects and objects which include people and institutions based on facts that appear to be what they are. Through a qualitative approach, a picture of psychological intervention through Mauidzah Hasanah will be revealed to overcome cyberloafing behavior which is the target of the research. Qualitative research is intended to understand human behavior, from the actor's own frame of reference, namely how the actor views and interprets activities from his or her standpoint. Researchers in this case try to understand and describe the research subject. For this purpose, researchers use a qualitative approach rather than a quantitative approach that uses measuring instruments.

Bungin (2017) explains that determining informants in qualitative research, researchers only determine key information or social situations regarding information needs. The characteristics of the subjects of this research are employees at CV. Jalagiga Pematang Indonesia which consists of three employees. There are at least three things described in qualitative research, namely the characteristics of the perpetrator, the activities or events that occurred during the research, and the environmental conditions or characteristics of the place where the research took place (Usman &

Akbar, 2009). The data that will later be collected in the research is data and information regarding psychological interventions through Maudzah Hasanah to overcome cyberloafing behavior.

JID | 280 Data collection methods use interviews, observation and documentations. Semi-structured interviews are conducted on research subjects and aim to find problems more openly. Meanwhile, participant observation aims to see directly the subject's activities and obtain more complete data. In this research, qualitative descriptive analysis is used as a technique to analyze the data obtained. In more detail, Miles and Huberman data analysis techniques used in qualitative research have three stages, namely: data reduction, data presentation, and data verification (Ompusunggu & Sari, 2019).

Results and Discussion

CV. Jalagiga Pemalang Indonesia is a company engaged in the business sector that provides internet services and sells computers connected to the internet network for 24 hours. Apart from that, CV. Jalagiga also offers other facilities such as food and drinks. Based on the research results, it was found that there were employees at CV. Jalagiga does cyberloafing on a light scale. Cyberloafing carried out by CV employees. Jalagiga is accessing online shopping sites, browsing YouTube and social media (Facebook, TikTok, Instagram and others), as well as downloading the latest film files during working hours and has nothing to do with work. So good methods are needed to shape employee behavior, as is done in CV. Jalagiga Pemalang Indonesia also applies the mauidzah hasanah method due to the diverse backgrounds and characters of its employees. Based on the results of the researcher's interview with Mr. TH (Owner of CV. Jalagiga Pemalang Indonesia) that apart from the diverse behavior and background of employees, CV. Jalagiga Pemalang Indonesia also has several employees who often play games, often postpone tasks and so on. CV. Jalagiga Pemalang Indonesia needs a method to shape employee behavior that was initially bad into good.

Psychological Intervention Through Maudzah Hasanah to Overcome Cyberloafing Behavior

Psychological intervention through mauidzah hasanah to overcome cyberloafing behavior uses the following forms:

a. Advice

Advice is one way a person can guide others towards a good path. Of course, a leader in conveying advice must determine the right and effective method. Maudzah hasanah steps taken by owner CV. Jalagiga Pemalang Indonesia to overcome cyberloafing behavior, namely: saying good words gently, patiently, not forcing your will, according to the situation and conditions. Kind and gentle words were made by the CV. Jalagiga Pemalang Indonesia to overcome cyberloafing behavior by speaking kind and gentle words because this is an important recommendation in Islam. Here are some things that when giving advice that is pleasant to listen to, gentle and polite; before speaking, think first whether the words you are going to convey are useful or not; Watch your words and speak politely (TH, Male, 45 Years).

b. Guidance and Teaching

Guidance and teaching in da'wah, or Islamic guidance and counseling, is the process of providing assistance to individuals or groups to overcome spiritual problems, both mental and

spiritual (Pimay & Savitri, 2021). Islamic guidance and counseling aims to help someone achieve safety and happiness in this world and the afterlife. Islamic guidance and counseling in da'wah provides individuals with a deep understanding of religion, guiding them to understand Islamic moral and ethical values. Guidance and teaching provided by CV leaders. Jalagiga Pernalang Indonesia is delivered with wisdom, namely in a firm, correct way. and wise both in teaching and in debating.

c. Success Stories that Contain Wisdom

Story or qashash can be classified into two meanings, namely, it means telling and it means tracing or following a trail, but the meaning of qashash in most verses means tale or story. Stories are part of human pleasure, stories are one of the pleasures that can penetrate directly into the heart. Telling stories that contain wisdom is very effective in attracting the attention of the students, which can also create imagination and even easily enter the souls of the students because by listening to stories like this we can learn many lessons from the stories of previous generations.

d. Positive Messages

Positive messages are psychological interventions in the form of messages containing good and pleasant news for the reader. Examples of positive messages used by CV. Jalagiga Pernalang Indonesia like: "You made a big change, and that is a very big thing", "I will have a special relationship", "I am proud of you for completing the tasks well", "I think positively, my business is growing good because you are there," and other positive messages.

Psychological intervention and mauidzah hasanah have the same focus, namely behavior change and welfare. Psychological interventions use an evidence-based approach to overcome psychological problems (Astuti, et al, 2022), while Maudzah Hasanah relies on spiritual and moral values (Prianto, 2023). Both can be directed at changing unhealthy individual behavior to be more productive and meaningful. In dealing with cyberloafing, psychological intervention has a role to play in analyzing cyberloafing behavior patterns with a cognitive-behavioral (CBT) approach, such as helping individuals understand the causes of stress or boredom that drive this behavior. Meanwhile, mauidzah hasanah provides advice about the importance of work trust, wise use of time, and spiritual responsibility towards work.

Maudzah hasanah as psychological support in psychological interventions based on religious values such as in the Islamic psychology approach can be used to:

- a. Provides Motivation: Good advice helps individuals stay motivated in the process of recovery or change.
- b. Strengthening Moral Awareness: Maudzah hasanah can remind individuals to act in accordance with good values.
- c. Overcoming Existential Crisis: Many individuals feel they have lost the meaning of life, and Maudzah hasanah can provide spiritual solace that complements psychological interventions.

There are several relationships between mau'izah hasanah and cyberloafing behavior, namely:

- a. Reminder about Trust and Responsibility: Maudzah hasanah can be used to remind someone that the time and tasks given are a mandate that must be carried out with full responsibility. In Islam, time is one of the most valuable resources that will be held accountable (Avisia et al,

2022). With a good advice approach, employees can be guided to be more aware of the importance of using work time productively and avoid cyberloafing.

- b. Awareness Through Spiritual Values: Maudzah Hasanah helps instill spiritual values (Juhairiyah, et al, 2022) such as sincerity in work, integrity, and the awareness that every action will be taken into account. When an employee understands that their work is a part of worship, they tend to be more motivated to avoid detrimental behavior, such as cyberloafing.
- c. Overcoming the Psychological and Spiritual Causes of Cyberloafing: Maudzah Hasanah can provide solutions to the psychological factors that encourage cyberloafing, such as stress or boredom. With good advice, an employee is invited to face work pressure patiently, with a good attitude, and look for healthier solutions, such as structured breaks or dhikr. This approach also teaches the importance of muhasabah (self-introspection) so that individuals can evaluate their behavior and improve it.
- d. A Gentle Approach to Behavior Change: Maudzah Hasanah avoids a harsh or punitive approach (Aliyudin, 2010), so that it is more effective in touching the hearts of individuals who engage in cyberloafing. For example, a leader can provide inspiring advice about the benefits of discipline and productivity, rather than simply giving a direct rebuke.
- e. Implementation of Maudzah Hasanah in Reducing Cyberloafing: The implementation of Maudzah Hasanah in reducing cyberloafing in the work environment can be used as a spiritual-based character development program that can be implemented to increase employee awareness about the value of time and work. In addition, organizational leaders can integrate Maudzah Hasanah in employee coaching sessions, reminding them of the importance of trust and work responsibility.

Maudzah Hasanah's Positive Impact in Reducing Cyberloafing:

- a. Increased Moral Awareness: Individuals are more aware of their responsibilities towards work or study.
- b. Strengthening Self-Control: With awareness-raising advice, individuals are able to control the urge to engage in cyberloafing.
- c. Improving the Quality of Relationships: Maudzah Hasanah's gentle approach can improve relationships between leaders and subordinates or between teachers and students, creating a more harmonious working or learning atmosphere.

Although mauidzah hasanah (good advice) has many benefits in building moral and spiritual awareness to reduce negative behavior such as cyberloafing, this approach also has several potential weaknesses or negative impacts that need to be considered, especially in its implementation. Here is the explanation:

a. Reliance on Individual Responses

Not all employee respond to advice in the same way. Some of the drawbacks to this include: 1) Resistance to Advice: Individuals who lack self-awareness or feel they have no problems tend to ignore or even reject the advice given. 2) Lack of Effectiveness in Unmotivated Individuals: Maudzah hasanah requires voluntary acceptance from the individual. If a person does not feel morally or spiritually moved, this approach may not have a significant impact.

b. Risks of an Overly General Approach

Mauidzah hasanah is often general in nature and does not always target specific individual problems. This can be a weakness in the context of cyberloafing, for example: 1) General advice may not be enough to address the complex factors that trigger cyberloafing, such as work stress, workload, or lack of balance between work and personal life. 2) If advice is not relevant to the individual's context or experience, its impact can be minimal.

c. Dependence on the Giver of Advice

The effectiveness of Mauidzah Hasanah is very dependent on the quality of the delivery of advice, including: 1) Lack of Ability of the Presenter: If the person giving the advice (leader, teacher, or superior) is unable to articulate the advice with wisdom and empathy, the message conveyed can lose meaning or even be considered patronizing. 2) Credibility of the Giver: If the giver of the advice is not considered a good role model or example, the advice can lose its power.

d. Potential Opposite Effects

If not done correctly, Mauidzah hasanah can trigger negative impacts, such as: 1) Embarrassment or Defensiveness: If advice is given openly or insensitively, individuals may feel embarrassed, so they are likely to be defensive or not take the advice well. 2) Misunderstanding or Negative Perception: Advice delivered without regard to cultural context, individual values, or work environment may be perceived as irrelevant or even disruptive.

e. Doesn't Solve Systemic Problems

Mauidzah Hasanah focuses on improving individual behavior, but often ignores the systemic problems that underlie cyberloafing, such as: 1) Unsupportive Work Environment: If stress, workload, or organizational culture is not conducive, moral advice may not be enough to address the underlying causes of cyberloafing. 2) Lack of Regulation or Supervision: Mauidzah hasanah is not always effective without clear regulation or monitoring mechanisms for internet use in the workplace or education.

f. Long Term Effects:

- 1) Good advice may have a temporary impact, but if it is not followed by ongoing reinforcement or support, individuals may fall back into old habits.
- 2) Mauidzah hasanah requires a combination with practical steps to create sustainable behavior change.

g. Not Suitable for All Circumstances:

- 1) Mauidzah hasanah may be less effective in individuals who need psychological intervention or stress management strategies rather than just moral advice.
- 2) In some cases, such as extreme or pathological cyberloafing, this approach needs to be supplemented with professional help.

h. Efforts to Overcome Mauidzhah Hasanah's Weaknesses

To reduce these weaknesses, several strategies can be adopted: 1) Contextual Approach: Ensure advice is relevant to the individual's situation and needs. 2) Strengthening with Concrete Actions: Mauidzah hasanah can be supplemented with time management training, work welfare programs,

or restrictions on technology in the work environment. 3) Building an Empathetic Relationship: Advice is more effective when given by someone who has a good relationship and is respected by the individual in question. 4) Integration with Organizational Policy and Culture: Maudzah Hasanah must be supported by a work culture that supports employee productivity and welfare.

Psychological intervention through mauidzah hasanah to overcome cyberloafing in CV. Jalagiga Pemalang is simply as follows:

- a. Organize a short recitation or spiritual coaching session every Friday morning before starting work which discusses trust in work, with advice such as: "Work, then Allah, His Messenger and the believers will see your work." (QS. At-Taubah: 105), "There is no difficulty unless after it there is ease." (QS. Al-Insyirah: 6), and other advice.
- b. Providing motivation to employees to make work a form of worship and a means of seeking blessings.
- c. Remind employees of the importance of working with sincere and responsible intentions, using a gentle, non-judgmental approach.

Description of Cyberloafing Behavior in CV. Jalagiga Pemalang

Cyberloafing is the behavior of employees who use internet access with facilities such as computers, desktops, cellphones, tablets and other devices while working for non-destructive activities where this behavior is seen as unrelated to work, sending personal emails, chatting, downloading songs or films, shopping online and other activities related to personal and recreational purposes (Sari & Ratnaningsih, 2020). Image of cyberloafing behavior on employees in CV. Jalagiga Pemalang Indonesia:

a. Factors Causing Cyberloafing Behavior

There are three factors in the emergence of cyberloafing behavior of CV employees. Jalagiga Pemalang Indonesia, namely:

- 1) Individual Factors: Various attributes within the individual include perceptions and attitudes, personal traits which include shyness, loneliness, isolation, self-control, self-esteem and locus of control, habits and addictions. internet, demographic factors, desire to get involved, social norms and personal codes of ethics.
- 2) Organizational Factors: Organizational factors can also determine employees' tendencies to engage in cyberloafing, such as restrictions on internet use, expected results, managerial support for internet use, co-workers' views about cyberloafing culture, unpleasant employee work attitudes due to frustrating work experiences.
- 3) Situational Factors: Internet deviant behavior usually occurs when employees have access to the internet at work so this is greatly influenced by situational factors that mediate cyberloafing behavior. One situational factor is the proximity (such as the distance between an employee's room) and their superior.

b. Forms of Cyberloafing Behavior Activities

The results of interviews with the three employees (VA, VB, and VC at CV. Jalagija) showed that the practices of cyberloafing behavior at CV. Jalagiga Pematang Jaya Indonesia, namely:

- 1) Accessing Social Media. For example: opening Facebook, Instagram, Twitter, or TikTok to read feeds, upload statuses, or comment on posts.
- 2) Watching Videos or Streaming: use work time to watch videos on YouTube, Netflix, or other streaming platforms.
- 3) Shop Online: making purchases on e-commerce such as Shopee, Tokopedia, Amazon, or browsing products without urgent goals.
- 4) Playing Online Games: playing games on work devices or personal phones when you should be working.
- 5) Chat or send messages: use chat applications such as WhatsApp, Telegram, or Messenger for private conversations, whether via text, voice, or video.
- 6) Reading or Writing on Blogs and Online Forums: read blogs or write opinions on forums such as Reddit, Kaskus, or other platforms during work time.
- 7) Looking for information that is not related to work: browsing for things outside of work or educational duties, such as reading entertainment news or keeping up with celebrity gossip.

Based on the results of interviews and observations, the forms of cyberloafing behavior that exist in CV. Jalagiga Pematang Jaya Indonesia can be classified into two, namely:

- 1) Activity Browsing: This activity includes all use of the Company's internet access to visit non-work related sites or websites during work hours. Such as, chatting behavior, visiting online shopping sites, visiting online news sites, managing personal websites, online gambling, playing online games, or visiting websites with pornographic content.
- 2) Emailing Activity: This activity is an activity related to checking, receiving and sending personal emails during working hours that is not related to the employee's main job in the organization.

c. Motivation Behind Cyberloafing Behavior

The motivation behind cyberloafing behavior is a combination of internal (such as stress, habit, or lack of motivation) and external (such as easy internet access and organizational culture) factors (Tefa & Mahendra, 2022).

- 1) Reduces Stress or Boredom: Employees feel bored with monotonous tasks and look for entertainment as a temporary escape. When someone feels bored or stressed with monotonous work or tasks, they tend to look for distractions to refresh their minds. Activities such as opening social media or watching short videos are often seen as ways to "recharge" for a moment. Example: An employee who works on a computer all day may be tempted to check their Instagram feed as a form of short break.
- 2) Lack of Supervision: This behavior occurs more often because there is no strict control from superiors. In loose or less supervised work or study environments, individuals feel

freer to carry out online activities that are not related to tasks. The feeling of “no one is watching” makes them more comfortable breaking the rules. Example: Employees who take part in online meetings often turn off their cameras and use this time for personal activities, such as playing games or socializing online and doing other activities.

- 3) **Ease of Internet Access:** A work environment with open internet facilities makes it easier for employees to cyberloaf. Fast and unlimited internet access makes it easier for individuals to explore cyberspace at any time. In fact, with devices like smartphones, distractions are at your fingertips, making cyberloafing difficult to avoid. Example: An employee who has Wi-Fi access in the office uses work time to shop online.
- 4) **Habitual Behavior (Habits):** Habits formed from daily digital activities, such as opening social media automatically without realizing it. Habits of using digital devices, such as checking social media notifications or playing games, often occur without realizing it. This habit is difficult to stop because it has become part of your daily routine. Example: Employees who automatically open the browser and check personal email every time they turn on the computer, even though it is not necessary.
- 5) **Lack of Intrinsic Motivation:** Low commitment to work or tasks can encourage this behavior. When individuals feel they have no emotional attachment or interest in their work or tasks, they are more likely to seek distractions to fill their time. Lack of sense of responsibility and satisfaction with work is the main factor. Example: An employee who finds work boring would rather spend time scrolling social media than completing work.
- 6) **Pressure to Multitask:** In some cases, cyberloafing can occur because individuals feel compelled to do many things at once. They believe that checking social media or reading the news can be done at the same time as their main job, even though it actually reduces focus and efficiency. Example: Employees who feel they "need" to always monitor their family group WhatsApp during virtual meetings.
- 7) **Social Support from Colleagues:** If the work or study environment supports cyberloafing behavior, individuals will feel more comfortable doing it. An organizational culture that is permissive towards this behavior increases the likelihood that someone will follow suit. Example: Coworkers sharing funny video links with each other during work hours encourages other individuals to chime in.
- 8) **FOMO (Fear of Missing Out):** The fear of missing out on the latest news, trends or information on social media often drives someone to always be online, even at inopportune times. Example: An employee who constantly checks WhatsApp group notifications even though he is in the office.
- 9) **Lack of Time Management:** The inability to manage work or study time effectively makes individuals feel the need to take breaks too often and ultimately get trapped in cyberloafing behavior. Example: Employees who fail to complete tasks by a certain time then switch to online activities without realizing it.
- 10) **Lack of Awareness about the Impact of Cyberloafing Behavior:** Some employees are unaware of or underestimate the negative impact of cyberloafing on productivity, professional relationships, or task accomplishment. Example: A worker may think that

5 minutes of scrolling Instagram will not affect his work output, even though in reality it disrupts concentration.

d. Impact of Cyberloafing Behavior

Cyberloafing is a behavioral phenomenon that can have positive or negative impacts, depending on the intensity and purpose of its use. Good management, such as creating clear policies, increasing employees awareness, and creating a supportive work or study environment, can minimize negative impacts while harnessing the positive potential. The impact of cyberloafing behavior on CV. Jalagiga Pernalang includes negative impacts and positive impacts, here is the explanation:

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1) Negative Impact

- a) **Decreased Productivity:** Reducing the time that should be used to complete the main task. Cyberloafing reduces the time spent on primary tasks, thereby causing delays in achieving targets. Example: An employee spends time watching videos on YouTube during working hours, so his main task is not completed on schedule.
- b) **Financial Loss to the Organization:** When it occurs in the workplace, companies face losses because work is not completed on time. In an organizational context, decreased productivity due to cyberloafing can result in financial losses. Additionally, resources such as bandwidth and hardware are used for non-productive activities. Example: The company experiences a decrease in efficiency because many employees use the office network for personal needs.
- c) **Disruption of Team Collaboration Relationships:** Reduces trust between superiors and subordinates. When one team member engages in cyberloafing, group tasks can be delayed. This may cause frustration among other members. Example: In a group project, a member plays games too often during discussions, hindering the progress of the project.
- d) **Negative Psychological Impact:** Too much involvement in online activities can lead to addiction, stress, or feelings of guilt for not fulfilling responsibilities. Example: A student who constantly uses social media during class feels guilty after realizing he is behind in his lessons.
- e) **Damage to the Organization's Reputation:** If employees use work devices for inappropriate activities (for example, accessing illegal content), this can damage the company's image.
- f) **Decreased Work Ethics and Discipline:** Cyberloafing can create bad habits, such as treating unproductive behavior as normal. This has an impact on decreasing commitment to duties and responsibilities. Example: Employees who frequently cyberloaf may lose the trust of their superiors.

2) Positive Impact

- a) **Increases Relaxation and Stress Recovery (Mental Break):** Within certain limits, it can help reduce boredom so that employees become productive again. Within reasonable limits, cyberloafing can provide a mental break that helps someone overcome

boredom and stress. Example: An employee who plays light games for 5-10 minutes feels more refreshed and focused when he returns to work.

- b) **Increase Creativity:** Light activities such as reading inspiring articles or videos can trigger new ideas. Recreational online activities, such as watching inspirational videos or reading light articles, can trigger new ideas. Example: A graphic designer gets an innovative idea after seeing creative content on Pinterest.
- c) **Informal Learning Facilities:** In some cases, cyberloafing allows employees to obtain additional information relevant to employment or education. Example: Students who open educational sites during break time gain new insights that support their academic work.
- d) **Improve Social Relations:** In certain contexts, cyberloafing involving social media can strengthen relationships between employees, as long as it is not excessive.

e. **Types of Cyberloafing Behavior**

- 1) **Communication Cyberloafing:** an activity that focuses on personal communication through various online platforms. Examples of communication cyberloafing activities are using instant messaging applications such as WhatsApp, Telegram, or Messenger for personal chats, sending non-work emails or replying to messages outside the context of tasks, and participating in group discussions on social media or online forums. The impact of communication cyberloafing is that it can strengthen social relationships, but if excessively it can interfere with work or study productivity.
- 2) **Entertainment Cyberloafing:** an activity aimed at seeking entertainment and relaxation through digital content. Examples of activities from entertainment cyberloafing are watching videos on YouTube, TikTok, or streaming platforms such as Netflix, listening to music on Spotify or watching video podcasts, playing online games or downloading game applications on work devices. The impact of entertainment cyberloafing is that it provides mental rest time, but if it is not controlled it can create lazy habits.
- 3) **Social Media Cyberloafing:** accessing and interacting on social media platforms during work or study time. Examples of activities from social media cyberloafing are scrolling feeds on Instagram, Twitter, or Facebook, creating and uploading new content, such as status, photos, or stories, giving likes, comments, or replying to direct messages on social media. The impact of social media cyberloafing is that it causes distraction due to endless notifications and content flow.
- 4) **Information Cyberloafing:** the activity of seeking information that is not related to the main task or job. An example of information cyberloafing activity is reading entertainment news, sports, or celebrity gossip on certain websites. Browsing light topics such as cooking recipes, lifestyle tips, or product reviews, joining discussion forums about personal hobbies. The impact of information cyberloafing is that it sometimes provides new insights, but tends to divert focus from the task at hand.
- 5) **Online Shopping Cyberloafing:** the activity of using work or study time to make transactions or search for goods on e-commerce platforms. Examples of online shopping cyberloafing activities include opening online shopping applications such as Shopee,

Tokopedia, or Amazon, comparing prices of goods, looking at product reviews, or putting goods in a shopping basket. The impact of online shopping cyberloafing is the risk of wasting work time and increasing personal expenses without planning.

- 6) Gaming Cyberloafing: like playing games, both online and offline, during work or study hours. Examples of cyberloafing gaming activities are: playing light games such as candy crush on a cellphone, participating in online multiplayer games such as Mobile Legends or PUBG. The impact of cyberloafing gaming is that it helps reduce stress for a moment, but it can cause addiction that interferes with work.
- 7) Personal Task Management Cyberloafing: using the internet to manage personal affairs during work or study time. Examples of cyberloafing personal task management activities include paying bills, such as electricity or internet, via online applications, arranging personal vacation or travel schedules, ordering food or other services via applications. The impact of cyberloafing personal task management is that it is sometimes efficient for personal life, but reduces focus time on main tasks.
- 8) Creative Cyberloafing: an activity that involves creating or consuming creative content, but which is not relevant to the main task. Examples of creative cyberloafing activities are creating graphic designs for personal use, writing blogs or editing videos for personal channels. The impact of creative cyberloafing is that it can stimulate creativity, but risks reducing work or study efficiency.
- 9) Curiosity-Based Cyberloafing: an activity driven by curiosity about a particular topic that is not directly related to the task. Examples of curiosity-based cyberloafing activities include reading articles about trending new technologies, finding out about business ideas or investments during working hours. The impact of curiosity-based cyberloafing is that it can increase knowledge, but it often becomes a distraction from core work.

Cyberloafing behavior can be categorized into two, namely Minor Cyberloafing and Serious Cyberloafing. Types of cyberloafing behavior in CV. Jalagiga Pematang Indonesia is a minor cyberloafing minor. Minor cyberloafing is types of employees who engage in various forms of general internet use that are not related to work such as sending and receiving personal emails, visiting sports sites, updating social networking statuses and shopping online. Thus, minor cyberloafing is similar to other behavior that is inconsistent with work but is tolerated. However, it cannot be said that minor cyberloafing does not have a detrimental impact on the organization, such as reducing productivity.

Conclusion

Psychological interventions are a series of techniques or strategies based on psychological science designed to help someones overcome mental disorders, improve emotional well-being, or improve behavior. Psychological intervention approaches usually include: Cognitive-Behavioral, namely changing negative thought patterns and behavior; humanistic, namely helping someone to understand themselves and their potential; psychodynamics is exploring inner conflicts or past experiences. Meanwhile, mauidzah hasanah is a method of da'wah or good advice, delivered with wisdom and empathy, aimed to awaken one's moral and spiritual awareness. This principle relies on religious and ethical values to motivate behavioral change, introspection, and spiritual growth.

The results of the research show that psychological intervention through mauidzah hasanah can handle cyberloafing behavior by using forms of mauidzah hasanah such as advice, guidance and teaching (spiritual formation), success stories containing wisdom, and positive messages. Meanwhile, the description of cyberloafing behavior includes causes, forms, motivation, impact of cyberloafing behavior and minor cyberloafing. Psychological intervention through mauidzah hasanah is a complementary approach in helping someone achieve mental and spiritual health, especially cyberloafing behavior problems. Psychological interventions provide a scientific basis for addressing emotional and behavioral problems, while mauidzah hasanah adds a moral and spiritual dimension that strengthens an individual's motivation to change. With the right combination, both can provide a more holistic and meaningful solution for individuals in overcoming cyberloafing behavior. However, this research is limited so further research is needed to expand on the theoretical foundations of mauidzah hasanah and its practical applications in modern digital workspaces. Additionally, integrating more comprehensive data on the effectiveness of this intervention across different demographic groups could further enrich the findings.

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