

# Employee Personality Traits Towards Cyberloafing Activities in Hotel Industry

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**Abstract:** This research aimed to determine the influence of personality traits towards cyberloafing activities of room division employee at Hotel XYZ. The quantitative method is used by collecting data through a questionnaire using mini-IPIP 20 Personality Traits theory. Population is 48 people who work as rooms division employee at Hotel XYZ. Statistic descriptive, correlation, regression, and hypothesis are analysis methods used in this research. The results define five personality traits which are extraversion, agreeableness, conscientiousness, neuroticism, intellect, and two cyberloafing activities; e-mail activity and browsing activity. Findings revealed that the majority of room division employees, either male or female, either in Guest Service or Housekeeping Department showed conscientiousness personality traits, followed by intellect and agreeableness. This research also shows that e-mail activities became the major cyberloafing dimension complied by the employee. Personality traits indicate low correlation and no significant influence toward cyberloafing activity of room division employees at Hotel XYZ. This research implication was to provide a recommendation for hotel management in understanding employees' personality.

**Keywords:** Big Five Personality; Cyberloafing; Cyberloafing Activity; Personality Traits; Hotel Employee

## 1. Introduction

The development of internet and technology makes it easy to find fast sources of information according to the needs, including business enterprise (Rahayuningsih, 2017). This causes employees and companies demand more efficient and effective work technology in producing goods and services (Ardilasari & Firmanto, 2017). The survey by Asosiasi Penyelenggara Jasa Internet Indonesia (APJII) in 2017 showed that the majority of internet users in Indonesia were in the age of 19-34 years (49.52%) and 35-54 years (29.55%). Meanwhile, based on the latest education level, the three largest percentages of internet users came from Graduate or Postgraduate (88.24%), Undergraduate (78.23%) and Senior High School/ Islamic Senior High School or Packet C National High School (70.54%). This data shows that the majority of internet users are workers, as evidenced by the characteristics of several studies that use employees as respondent. For example, in a study by Astuti & Sudharma (2013) at Bakung's Beach Cottages Hotel in Kuta-Bali, the characteristics of employees' age were between 21-45 years with the latest level of education of Senior High School, Diploma, and Undergraduate. The same result was also shown in the study by Gunawan, Solang, & Kartika (2013) at the Sheraton Surabaya Hotel, where the characteristics of employees' age were between 17-55 years with the level of education of Senior High School, Diploma and Undergraduate. This results lead to the use of the internet for personal interests while working, known as 'cyberloafing', consists of browsing activities (surfing in cyberspace) and e-mail (electronic mail) according to Lim & Teo (2005). Employees who engage in cyberloafing can weaken computer security and facilitate hacking (Sopian, 2016). Cyberloafing also results in a decrease of employee productivity because the focus of its work is diverted to notification of mobile phone and social media (Wardhani, 2018). McCarter (in Shintia, 2017) suggests that someone who did cyberloafing activity will require approximately 23 minutes getting the concentration back to work. The results of various studies indicate that several

factors cause cyberloafing, one of them is the type of personality (Jia & Jia, 2015). Personality is an individual characteristic that shows the tendency of the identity through thought, emotion, and behavior which is a product of an interaction between genetic and environmental influence (Wibowo, 2017). This type of personality plays a significant role in explaining various attitudes and behaviors in the workplace, including cyberloafing (Jia & Jia, 2015). This happens because as human, they are aware of their choices (Mishra & Pandey, 2014). Furthermore, Donellan et al. (2008) sparked the theory of big five personality traits as a type of personality that can influence cyberloafing.

Five personality traits consist of extraversion who is happy with the social and material world (Jia & Jia, 2015), agreeableness who has the ability to be involved in a group (Abidin et al., 2014), conscientiousness as a cautious individual; listening to conscience, and oriented to the task and objective (Jia & Jia, 2015), neuroticism describes someone who has negative emotion, such as worry and discomfort (Titisari, 2014), and intellect as intelligent, analytical, full of initiative, broad-minded, and happy to find new ideas (Abidin, et.al, 2014). The objectives of this study are (1) to determine the personality traits of employees in room division at Hotel XYZ, (2) to determine the cyberloafing activities of room division employees at Hotel XYZ, and (3) to determine the correlation and the influence of personality traits towards cyberloafing activities of room division employees at Hotel XYZ. The results of this study can provide information to the Hotel XYZ management regarding the type of personality and employee cyberloafing that can be used as a strategy for evaluating and improving in the future.

## 2. Literature Review

Over the past few decades, many studies have been conducted on the impact of personality types on cyberloafing activities. The results of the study indicate that conscientiousness is the character of an individual who tends to follow the norm and rule (Varghese & Barber, 2017). The desire to continue to improve performance is one of the behaviors possessed by an individual with high conscientiousness, so the individual tends to avoid deviant behavior in the workplace such as cyberloafing. This is similar to an individual with a high level of agreeableness who tend to be cooperative and trustworthy, so they are reluctant to violate company's rule and engage in cyberloafing (Varghese & Barber, 2017). High neuroticism individual has unstable emotion and always feel uncomfortable, so they choose to commit deviant behaviors such as cyberloafing to avoid assignment to feel more comfortable with their world (Andreassen et al., 2014).

On the other hand, an individual with high extraversion tends to do cyberloafing because they tend to seek social interaction in real life and cyberspace by accessing social media and looking for infotainment news to be discussed (Donnellan et al., 2008). An individual with high intelligence love new things and tend to take part in various training to improve their abilities. When in the learning period, there is a minimal possibility of cyberloafing. However, this learning and training do not occur every day, so the individual tends to do cyberloafing when they are not having new learning and training (Jia, Jia, & Karau, 2013). There are six hypotheses in this study, as follows:

- H1: Personality traits have a significant influence on cyberloafing activities in room division employees at XYZ Hotel
- H2: Extraversion personality traits influences cyberloafing in room division employees at XYZ Hotel
- H3: Agreeableness personality traits influences cyberloafing in room division employees at XYZ Hotel
- H4: Conscientiousness personality traits influences cyberloafing in room division employees at XYZ Hotel
- H5: Neuroticism personality traits influences cyberloafing in room division employees at XYZ Hotel
- H6: Intellect personality traits influences cyberloafing in room division employees at XYZ Hotel

## 3. Methodology

### 3.1. Method

This study uses a quantitative approach, namely to examine specific samples by collecting data using research instrument and statistical data analysis with the aim of testing hypotheses (Sugiyono,

2016). Figure 1 shows the design of this study that uses two variables: Personality Traits as independent variable and Cyberloafing as the dependent variable with six hypotheses.

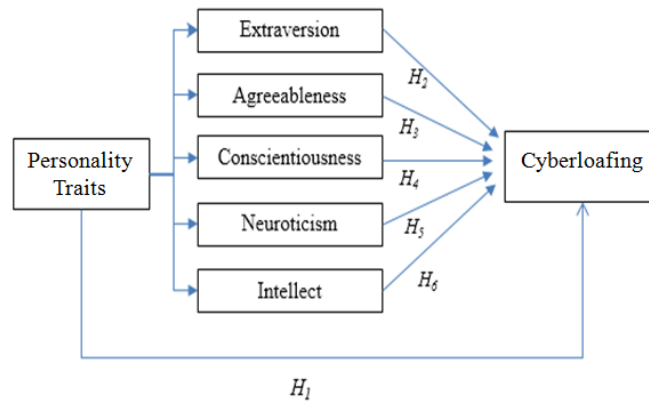


Figure 1. Research Design

### 3.2. Data Collection Techniques

Primary data were obtained from questionnaire and interview. The questionnaire contains a list of questions or statements made based on an indicator of research variable and given to respondent (Widodo, 2017). The questionnaire used a Likert scale designed by Rensis Likert (Noor, 2016), namely 5 as strongly agree, 4 as agree, 3 as neutral, 2 as disagree, and 1 as strongly disagree, which consisted of three parts. The first part is the profile of respondent consisting of gender, department, age, education, length of work, and domicile. The second part is 20 questions about the personality traits based on the scale of Mini-IPIP 20 (Mini-International Personality Item Pool). The third part is 13 statements about Cyberloafing based on Lim & Teo (2005).

Interviews were conducted to five respondents to find out the employee's response to cyberloafing, the reason they do cyberloafing, and explain the most dominant traits of personality from the result of descriptive statistical analysis. Interview used open questions that give respondent the freedom to answer questions by expressing opinion verbally to the interviewer (Morissan, 2015).

### 3.3. Population and Sample

The population in this study is 48 room division employees at Hotel XYZ. The hotel name is anonymous due to hotel requirements. Hotel XYZ is a four-star international chain hotel that is strategically located in the center of Jakarta, precisely on HR Rasuna Said. The sampling technique used is non-probability method, where each member of the population does not have the same opportunity as a sample (Noor, 2016). The type of non-probability sample used is saturated sampling which makes the entire population as a research sample (Noor, 2016). To find out whether each questionnaire indicator is valid and reliable, reliability test and validity test are conducted (Sujarweni, 2014). The test results indicate that 33 questionnaire questions have r-count with a nominal greater than r-table (0.2845), thus it can be stated that all questionnaire questions are valid (Morris, 2015). While the reliability coefficient value (r11) is greater than 0.6 for all questions so that it can be declared reliable (Siregar, 2014).

### 3.4. Data Analysis Technique

Descriptive statistical is used to answer the first and second research objectives by looking at the mean value of each question (Sujarweni, 2014). Correlation analysis and regression analysis are used to answer the third research objective regarding correlation (Siregar, 2014) and the influence between variables (Noor, 2016). T-test is used to find out whether there is a significant relationship between the personality traits and cyberloafing (Siregar, 2014). Significance T-test is used to test the H1 hypothesis. Chi-square test is used to test the relationship between variables in the H2 until H6 hypotheses (Santoso, 2018). All data analysis is carried out using IBM SPSS version 25.

## 4. Results and Discussion

### 4.1. Respondent Profiles

Based on Table 1, the majority of respondents are male (64.6%), working in the public area department (39.6%), aged under 25 years (45.8%), education level is high school (75%), length of work under one year (33.3%), and domicile in Jakarta (70.8%).

**Table 1.** Profile of Respondent

Profile	Selected Answer	n	%
Gender	Male	31	64.6%
	Female	17	35.4%
Department	Public area	19	39.6%
	Rooms	16	33.3%
	Guest service	10	20.8%
	Linen & uniform	3	6.3%
Age	< 25 Year	22	45.8%
	25-30 Year	15	31.3%
	31-35 Year	10	20.8%
	36-40 Year	1	2.1%
Education	Elementary/ Junior High	2	4.2%
	Senior High School	36	75%
	Diploma I, II, III	4	8.3%
	Diploma IV/ S1	6	12.5%
Length of work	< 1 year	16	33.3%
	1-2 year	12	25%
	2-3 year	9	18.8%
	3-5 year	11	22.9%
Domicile	Jakarta	34	70.8%
	Bogor	5	10.4%
	Bekasi	4	8.3%
	Depok	3	6.3%
	Tangerang	2	4.2%

### 4.2. Descriptive Statistic of Personality Type

Table 2 shows the descriptive statistics of the Personality Traits which are divided into five types. The majority of room division employees at XYZ Hotels showed personality traits of conscientiousness with the highest mean value of 3.67. Then followed by the type of intellect personality (mean 3.25), agreeableness (mean 3.21), and extraversion (mean 3.06). Meanwhile, the neuroticism personality traits is the least describes the respondents with a mean of 2.91. The diversity of respondents' responses to a statement can be seen in the standard deviation of each item statement, if the value of the standard deviation is higher than the responses given are increasingly diverse.

First, room division employees at XYZ Hotel expressed a neutral attitude towards agreeing to the type of extraversion personality with an average of 3.06 where employees like to be involved in various activities. This is indicated by the high level of employee participation in various hotel internal events such as birthday and moment week hotel. Furthermore, employees also make maximum preparation for the event during work hours feeling happy. Even employees are willing to keep coming to the hotel even on holiday, both in preparation and on the day of the event.

Second, room division employees at XYZ Hotel expressed a neutral attitude towards agreeing to the agreeableness personality type with an average of 3.21 where employees have a high empathy spirit. This is indicated by the high initiative of all employees to raise fund when there are other employees affected by the disaster and coordinate to make a visit.

Third, the conscientiousness personality type is the dominant personality type in room division employees in XYZ Hotels with the highest average of 3.67 where employees like order and procedure. This is indicated by the tendency of employees who work in a static order every day and follow the procedure. According to NR (2018), the sequence and procedure make him undergo a job feeling safe and could be used as evidence if there are work constraints in the future whereas MK (2018) argues that the sequence and procedure make work more regular to get maximum work results. Whereas, TN (2018) says that the sequence and procedure is one of the mottoes in his life. For DW

(2018), who holds managerial level, the order and procedure are the references in working, especially for employees under his responsibility so that the work standards are according to the provision of the hotel. WN (2018) also argues that sequence and procedure make life easier, especially in order of priority, both in daily life and when working.

**Table 2.** Descriptive Statistic of Personality Types

Dimension	Indicators	SD	Mean
Extraversion (3.06)	Happy to be involved in various activities	0.676	3.73
	Do not talk much	0.907	2.67
	Prefer being behind the scenes	0.887	2.65
	Happy to talk with people	0.834	3.17
Agreeableness (3.21)	Easy to sympathize with others	0.751	3.77
	Not interested in other people's problems	0.949	2.31
	Not interested in other people's lives	0.885	2.94
	Have a high empathy spirit	0.816	3.81
Conscientiousness (3.67)	Often messing things up	1.059	3.33
	Complete work as soon as possible	0.824	3.79
	Forget to put things into place	0.849	3.71
	Like sequence and procedure	0.781	3.83
Neuroticism (2.91)	Often feel relaxed	0.967	2.96
	Rarely feel upset	1.059	3.33
	Easy to feel disappointed	0.907	2.67
	Often changes emotions suddenly	0.887	2.65
Intellect (3.25)	Difficult to understand abstract idea	0.982	3.19
	Like imagination	0.957	3.25
	Not interested in abstract idea	0.834	3.17
	Do not have a good imagination	0.761	3.37

**Table 3.**Types of Personality by Age and Department

Personality Type	Mean			
	Male	Female	Guest Service	Housekeeping
Extraversion	2.97	3.20	3.35	2.97
Agreeableness	3.21	3.21	3.33	3.17
Conscientiousness	3.69	3.62	3.78	3.64
Neuroticism	2.81	3.06	3.20	2.82
Intellect	3.20	3.32	3.50	3.18
Personality Type	Mean			
	Male	Female	Guest Service	Housekeeping
Extraversion	2.97	3.20	3.35	2.97
Agreeableness	3.21	3.21	3.33	3.17
Conscientiousness	3.69	3.62	3.78	3.64
Neuroticism	2.81	3.06	3.20	2.82
Intellect	3.20	3.32	3.50	3.18

Fourth, the type of neuroticism personality is the least dominant type of personality in room division employees at XYZ Hotel with an average of 2.91. Fifth, the room division employees at XYZ Hotel express a neutral attitude towards agreeing to the type of intellect personality with an average of 3.25 where employees do not have a good imagination. This happens because work and routine are carried out repeatedly every day which is a demand of the standards and from the hotel management.

Based on Table 3, the most dominant type of personality in room division male employees in XYZ Hotel is conscientiousness, followed by agreeableness, intellect, and extraversion and neuroticism to be the least dominant type. Moreover, the most dominant type in room division female employees at XYZ Hotel is conscientiousness, followed by intellect and agreeableness. This show the order differences with the male employees, where the agreeableness personality type is second, and

intellect is third. The other two personality types have the same order, namely the type of extraversion and neuroticism personality. Conscientiousness and intellect personality types are also the most dominant types of personality in the Housekeeping and Guest Service departments.

### 4.3. Descriptive Statistic of Cyberloafing

Table 4 shows the descriptive statistics of cyberloafing activities which are divided into two dimensions; email activity and browsing activity. The majority of room division employees at XYZ Hotel tend to be neutral towards cyberloafing with a mean of 2.93. E-mail activity is the activity most often carried out by room division employees at XYZ Hotel with an average value of 3.10. Based on the interview, the level of cyberloafing activity is quite low because hotel occupancy is quite high, which is above 80% every day. Thus, room division employees at XYZ Hotel are preoccupied with their work and have no desire to carry out cyberloafing activities (NR, MK, & WN, 2018). New employees have the opportunity to do cyberloafing when the condition of the hotel is quiet, which is usually in the range of 08.00 - 09.30 hrs and 22.00 - 23.00 hrs for the Guest Service department and at 13.00-14.00 hrs and 21.00-22.00 hrs for the Housekeeping department (NR & WN, 2018).

**Table 4.** Descriptive Analysis of Cyberloafing

Dimension	Indicator	SD	Mean
Email Activity (3.10)	Visit and check personal e-mail	0.914	3.12
	Read personal e-mail	0.982	3.19
	Reply and send personal e-mail	0.934	2.98
Browsing Activity (2.76)	Access sites that are not related to work	0.838	2.35
	Access daily news site	0.938	3.19
	Access infotainment or gossip news	0.964	2.42
	Access sport site	1.153	2.90
	Access media social and chatting service	0.713	3.71
	Download music, video and application, either through website and play store	1.060	3.06
	Open, search, and apply for jobs on job site	0.909	3.06
	Access, check, and buy items on online shopping site	1.077	2.77
	Play online game	1.265	2.38
	Visit, read, download, and watch adult site	0.707	1.73

First, email activity is the activity most often carried out by room division employees in XYZ Hotel as read personal email being the most dominant. This happens because work in Guest Service and Housekeeping often uses email to carry out internal and external communication. This resulted in employees combining company email activity with personal email by opening both e-mail accounts at the same time (NR, TN, WN & DW, 2018).

Second, browsing activity is rarely carried out by room division employees at XYZ Hotel. The employee routines are dominant with physical activities and the condition of the hotel that tend to be busy so that it is quite unlikely to browse while working (NR, MK, & WN, 2018). Although browsing activity is rarely done, employees are frequently accessing social media and chat services. This happens because opening a social media account becomes a refreshment during work according to NR, WN, MK, DW, & TN (2018) as well as being the first thing that comes to mind when they have free time between work. In addition, chat services are also often used because it is one of the inter-departmental communication tools and tends to be mixed with personal interests, such as asking family condition (DW, WN & MK, 2018) and replying to message from friend and relative (NR & TN, 2018). This is in line with the results of the 2017 APJII survey which stated that the majority of internet users in Indonesia use chat services (89.35%) and social media (87.13%).

### 4.4. Correlation and Regression Analysis

Table 5 shows the correlation coefficient between the two variables, which is 0.216. This shows a weak correlation between personality traits and cyberloafing in the interval of 0.20-0.399 (Siregar, 2014). In addition, there is a coefficient of determination (R<sup>2</sup>) of 0.047 or 4.7%. This states that personality traits contribute 4.7% to cyberloafing activity. The remaining 95.3% is determined by

other variables not examined in this study. Based on Table 6, the results of the significance test indicate that personality type does not have a significant effect on cyberloafing activity in room division employees at XYZ Hotel, this is evidenced by the value of t count that valued less than t table ( $1.499 < 2.0129$ ) and Sig. of 0.141, where this value is greater than the value of Sig. which should be (0.05).

**Table 5.** Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.216 <sup>a</sup>	0.047	.026	7.621

a. Predictors: (Constant), Personality Type

**Table 6.** t-Test result

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23.583	8.922		2.643	.011
	Personality Type	.206	.138	.216	1.499	.141

a. Dependent Variable: Cyberloafing activity

#### 4.5. Hypothesis Testing

Table 7 is the recapitulation results from six research hypotheses, namely (1) personality type have no significant influence on cyberloafing in room division employees at Hotel XYZ, (2) extraversion personality influences cyberloafing activities in room division employees in XYZ Hotel, (3) personality agreeableness has no effect on cyberloafing activities in room division employees at XYZ Hotel, (4) conscientiousness personality does not affect cyberloafing activities in room division employees in XYZ Hotel, neuroticism personality does not affect cyberloafing activities in room division employees in XYZ Hotels, and intellect personality influences cyberloafing activities on division employees rooms at XYZ Hotel.

Overall, the personality traits does not significantly influenced cyberloafing activity because three of the five types of personality (agreeableness, conscientiousness, and neuroticism) do not influence cyberloafing activities, only two types of personality (extraversion and intellect) that influence cyberloafing.

**Table 7.** Hypothesis Test Results

Hypothesis		Test	Decision
H <sub>1</sub>	Personality traits have a significant influence on cyberloafing activities in room division employees at XYZ Hotel	$T_{count} < T_{table}$ ( $1.499 < 2.0129$ )	Rejected
H <sub>2</sub>	Extraversion personality trait influences cyberloafing in room division employees at XYZ Hotel	$\chi^2_{count} > \chi^2_{table}$ ( $14.863 > 12.592$ )	Accepted
H <sub>3</sub>	Agreeableness personality trait influences cyberloafing in room division employees at XYZ Hotel	$\chi^2_{count} \leq \chi^2_{table}$ ( $4.627 \leq 12.592$ )	Rejected
H <sub>4</sub>	Conscientiousness personality trait influences cyberloafing in room division employees at XYZ Hotel	$\chi^2_{count} \leq \chi^2_{table}$ ( $1.770 \leq 9.488$ )	Rejected
H <sub>5</sub>	Neuroticism personality trait influences cyberloafing in room division employees at XYZ Hotel	$\chi^2_{count} \leq \chi^2_{table}$ ( $6.371 \leq 12.592$ )	Rejected
H <sub>6</sub>	Intellect personality trait influences cyberloafing in room division employees at XYZ Hotel	$\chi^2_{count} > \chi^2_{table}$ ( $14.911 > 12.592$ )	Accepted

## 5. Conclusion

There are three conclusions based on the research objective. First conclusion is the majority of room division employees in Hotel XYZ show conscientiousness personality trait, followed by intellect, agreeableness, and extraversion. Meanwhile, the neuroticism personality is the least described room division employees in Hotel XYZ. This is supported by the result of descriptive statistic of personality traits based on gender and department which shows that conscientiousness personality is the most dominant trait for male and female employees, as well as employees in the guest service and housekeeping department. The most dominant indicator of the conscientiousness

personality is to like sequence and procedure. Second conclusion is room division employees at Hotel XYZ show a tendency to be neutral towards cyberloafing. Email activity is the most dominant cyberloafing activity that includes reading, checking, and replying personal email with reading as the most complying. Third conclusion is personality traits have low relationship without significantly influenced cyberloafing activities. However, personality traits contribute 4.7% towards cyberloafing activities.

Practical suggestions for Hotel XYZ management is to enforce the rule for labeling each storage area and familiarize employees to always put items that have been used to its original place. All company regulations should be discussed at each briefing activity so that employee knows the regulations. To minimize cyberloafing activity, managers and supervisors should maximize the use of internal communication tools between employees, such as handy-talkie and log book. Academic suggestions is that further research can add control or moderator variables, such as internet usage policy at work (Jia, Jia, & Karau, 2013) and job pressure (Varghese & Barber, 2017). The purpose of adding this variable is to find out other variables that influence cyberloafing. Research with the same variables can also be applied to various types of research objects, such as restaurant and travel agent.

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