The Effect of Workload and Role Conflict on Job Satisfaction Moderated by Cyberloafing in Judges and Clerks of Religious Courts on Lombok Island

Ryan Syahfudi[1] ,Mukmin Suryatni[2] , Siti Nurmayanti[3]
[1](Master of Management, Faculty of Economics and Business, Universitas Mataram, Indonesia)
[2](Master of Management, Faculty of Economics and Business, Universitas Mataram, Indonesia)
[3](Master of Management, Faculty of Economics and Business, Universitas Mataram, Indonesia)
Corresponding Author: MukminSuryatni

ABSTRACT : This study aims to determine how the effect of workload and role conflict on job satisfaction moderated by cyberloafing, especially in the implementation of the One Day Publish and One Day Minutationprogrammes which are national programmes of the Religious Courts in Indonesia. The research uses quantitative associative causality method. Data was collected using a questionnaire using a likert scale. The sample in this study were 110 respondents. The data was analysed using the structural equation model (SEM) method in the SmartPLS 3.2.7 application. The results showed that workload has a negative and significant effect on job satisfaction, role conflict has a negative and significant effect on job satisfaction. However, cyberloafing is unable to moderate the effect of workload on job satisfaction and is also unable to moderate the effect of role conflict on satisfaction.
KEYWORDS: workload, role conflict, job satisfaction, cyberloafing, judges, clerks, religious courts

I.   INTRODUCTION

The implementation of the *One Day Publish* and *One Day Minutationprogrammes*is one of the religious court performance acceleration programmes, especially at the Mataram City Religious Court. Through this program, it is expected to provide an increase in individual and organisational performance achievements where the settlement of incoming cases or cases can be resolved in an effective and efficient manner. In the perspective of human resource management (HRM), the formation of work programs must be based on the process of humanely utilising humans as a workforce, so that their physical and psychological potential functions optimally for achieving organisational goals [25].

Since HRM aims to provide an effective workforce for the organisation, human resources (HR) plays a key role in organisational success. It is important for every organisation to take strategic steps that are not only focused on organisational targets but must consider matters relating to the maintenance of the resources they have. One of them is job satisfaction because because high or low employee job satisfaction determines performance and in turn will determine whether or not organisational goals are achieved. [42] states that job satisfaction is considered a vital welfare index because of its effect on employee performance whose benefits are not limited to individuals but also extend to the organisation. Job satisfaction is a person's feelings towards his job produced by his own performance (internal) and which is supported by things that come from outside himself (external), on the work situation and work results [33]. [18] which states that job satisfaction is largely centred on an individual's feelings about his overall job, which emphasises the degree to which individuals like or dislike their jobs. Employee satisfaction also refers to job satisfaction that can be related to the job itself [38].

Since the *One Day Publish* and *One Day Minutation*programmes have an impact on increasing work intensity, it is important to understand how workload and role conflict impact employee job satisfaction. According to [36] workload is a term used to describe a series of task demands on the role in the organisation. While role conflict is defined as a situation that occurs due to incompatible role demands which in the perspective of role theory, role conflict includes two or more role pressures from various sources [41] [44].

Several previous studies have conducted tests related to the effect of workload and role conflict on job satisfaction which still show inconsistent results. As conducted by [22], and [17] which shows the results of workload have a negative and significant effect on employee job satisfaction where the higher the workload has an impact on decreasing employee job satisfaction. However, different findings are shown by [15] that workload

does not have a significant effect on job satisfaction, meaning that the existence of workload felt by an employee does not decrease his work enthusiasm because of the positive perception of workload from employees who perceive workload as a responsibility that must be completed. [45] states that there are intermediary variables in the significance of the relationship between workload and job satisfaction.

Furthermore, in testing the effect of role conflict on job satisfaction [6] and [30] which state that spatial role conflict has a positive and significant effect on job satisfaction due to the inability of employees to work under the dualism of roles carried out in the same period of time accompanied by high demands from each role. However, different findings are shown in research [19] and {46} which state that conflict has no effect on employee job satisfaction, which in its findings explains that employees realize and feel the role conflict that exists in the organisation is still within reasonable limits and is considered a responsibility that must be carried out. Other factors moderate the relationship between role conflict and job satisfaction.

Finally, researchers tried to involve *cyberloafing* as a moderating variable in the relationship between the influence of workload and role conflict on employee job satisfaction. [3] and [12] found that *cyberloafing* behaviour has a positive impact on the psychological state of employees at work because it allows employees to take a break from the routine and pressure of their roles at work so as to avoid negative feelings that might affect their job satisfaction which can certainly boost productivity and organisational performance.

II.   LITERATURE REVIEW
The Effect of Workload on Job Satisfaction
According to [47] every job is a burden for the performer which clearly positions workload as a responsibility attached to the employee's role in the organisation. several other definitions also define workload as a set of tasks assigned by the organisation [37], resource allocation [42], as an activity that must be completed [14], as a demand for goal achievement [36]. [34] states that positive or negative workload is a matter of perception, meaning that workload can mean positive or negative depending on how employees perceive work on the basis of their subjectivity because the burden lies in the subjective perceptions of employees and positive or negative responses to the burden can have an impact on job satisfaction felt by employees.

[22] in his research states that workload has a negative and significant effect on employee job satisfaction where the higher the workload has an impact on decreasing employee job satisfaction. other studies conducted by [13], [37], [4], [26], [28], [40] show results where workload has a positive and significant effect on job satisfaction felt by employees. based on the description above, the following hypothesis can be drawn:
H1: workload has a negative and significant effect on job satisfaction in Judges and Clerks of Religious Courts on Lombok Island.

The Effect of Role Conflict on Job Satisfaction
According to [35] role conflict is an activity that requires individuals to work to carry out more than one task. role conflict is a mismatch between the expectations associated with a role. Role conflict is experienced when someone has two or more roles performed at the same time. According to [9], the existence of role conflict can have a negative impact, especially on the psychological condition of employees due to the inability to carry out roles in the organisation. [5] explains how role conflict can have an impact on an employee's job satisfaction. [39] defines that "job satisfaction is an *affective* or emotional response to various aspects of one's job".

Several studies have widely examined the effect of role conflict on employee satisfaction, one of which is [6] which states that spatial role conflict has a positive and significant effect on job satisfaction due to the inability of employees to work under the dualism of roles carried out in the same period of time accompanied by high demands from each role. Other research conducted by [6], [11], [24], [7] states that role conflict affects job satisfaction. Based on this description, the following hypothesis can be drawn:
H2: role conflict has a negative and significant effect on job satisfaction in Judges and Clerks of Religious Courts on Lombok Island

Cyberloafing Moderates the Effect of Workload on Job Satisfaction
The use of the internet that has nothing to do with work during working hours is called *Cyberloafing*. the term *cyberloafing is* defined as *online* activities carried out by employees with other work tasks at work that are not related to their job roles [20]. According to [21], [41] states that *cyberloafing* is any intentional act of employees using company internet access during working hours.

According to [32] the existence of workload can be one of the triggers for the emergence of *cyberloafing* behaviour of an employee. this is also confirmed by research conducted by [29], [8], [1] and [3] in their findings showing that the existence of excessive workload beyond the ability of employees makes the emergence of *cyberloafing* behaviour as a negative response to the workload which may lead to job dissatisfaction. Based on the description above, the following hypothesis can be drawn:

H3: cyberloafing strengthens the effect of workload on job satisfaction in Judges and Clerks of Religious Courts on Lombok Island.

Cyberloafing Moderates the Effect of Role Conflict on Job Satisfaction

Cyberloafing behaviour is caused by a person's inability to control himself while at work, then the person has a perception of the role conflict experienced. In other words, *cyberloafing* arises because of individual factors, situational factors and organisational factors which will ultimately affect employee job satisfaction. The results of previous research conducted by [8] and [16] state that the existence of role conflict has an impact on the emergence of *cyberloafing* behaviour in employees. This occurs as a result of not achieving the demands and performance targets of the dualism of roles that employees play in the organisation. based on these findings, there is a possibility that *cyberloafing* behaviour can be a moderating variable in the relationship between role conflict and employee job satisfaction. this is reinforced by the advice of previous researchers [46] who say there are other factors that moderate the relationship between role conflict and job satisfaction. Based on the description above, the following hypothesis can be drawn:

H4: cyberloafing strengthens the effect of role conflict on job satisfaction in Judges and Clerks of Religious Courts on Lombok Island.
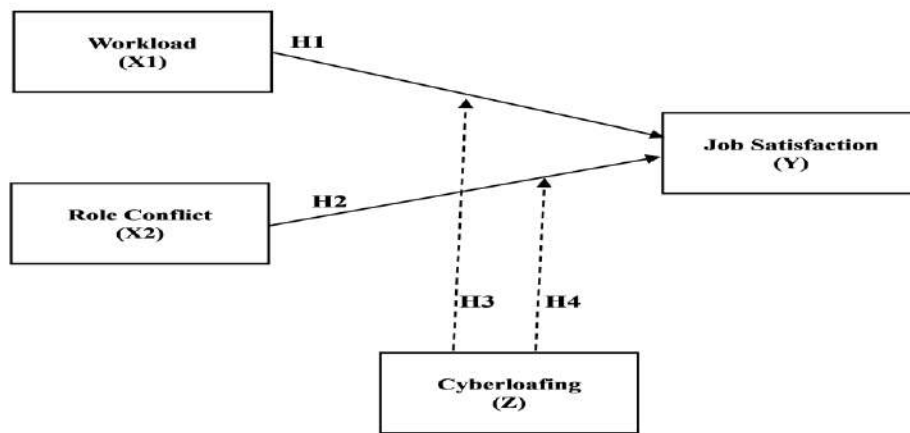
Conceptual Framework

Figure 1. Conceptual Framework

III. RESEARCH METHODS

The method used in this research is a quantitative method that is associative in nature. [23]. The number of respondents in this study were 110 people who were judges and clerks. The data collection tool used was a questionnaire distributed directly by the researcher. The questionnaire measurement scale uses a Likert scale of 1-5. The data analysis procedure used is the structural equation model (SEM) method using the smartPLS version 3.2.7 application. The following is a table of the dominance of respondents in this study:

Table 1. Dominance of Respondents

Characteristics	Description	Frequency	Percentage
Gender	Women	56	51%
Age	<50 Years	60	61%
Education	Strata I / Diploma IV	71	65%
Revenue	5.000.000-10.000.000	58	53%
Period of Service	>20 Years	57	52%

Based on the table above, it can be seen that the majority of respondents are female as many as 56 or 51%. The dominance of age in this study is in the range of > 50 years. The average education of respondents is at Strata 1 or Diploma IV as many as 71 people or 65% with an income of 5,000,000-10,000,000. The average tenure of respondents is >20 years.

IV. RESULTS AND DISCUSSION
Validity and Reliability Test Results

The data analysis procedure used is SEM (structural equation model) which is processed using the SmartPLS version 3.2.7 data analysis stages carried out by testing the outer model and testing the inner model. The results of processing using SmartPLS can be seen in the table above the outer model value or the correlation between constructs and variables shows that the overall loading factor value is> 0.7 so that the constructs for all

variables are valid. In addition, the AVE value has met the standard> 0.5 so that it is said to be valid. In addition, the Cronbach's alpha and composite reliability tests have met the >0.7 standard so that overall the variables are declared reliable. After that, do the r-square test. The *output* result of the *R-Square* value of work enthusiasm is 0.961. These results indicate that the workload, role conflict and *cyberloafing* variables can explain the variability of job satisfaction constructs by 96.1%, while the remaining 3.9% is influenced by other factors that are not included in this research variable.

Hypothesis Test Results

The next test stage is the inner model test. The inner model test contains the path coefficient or boostrapping test stages. *Path coefficients* are a value that is useful in showing the direction of the relationship between variables, whether a hypothesis has a positive or negative direction, while the evaluation of *path coefficients* aims to see the significance of the influence of the independent variable on the dependent variable. The following are the results of the boostrapping test:
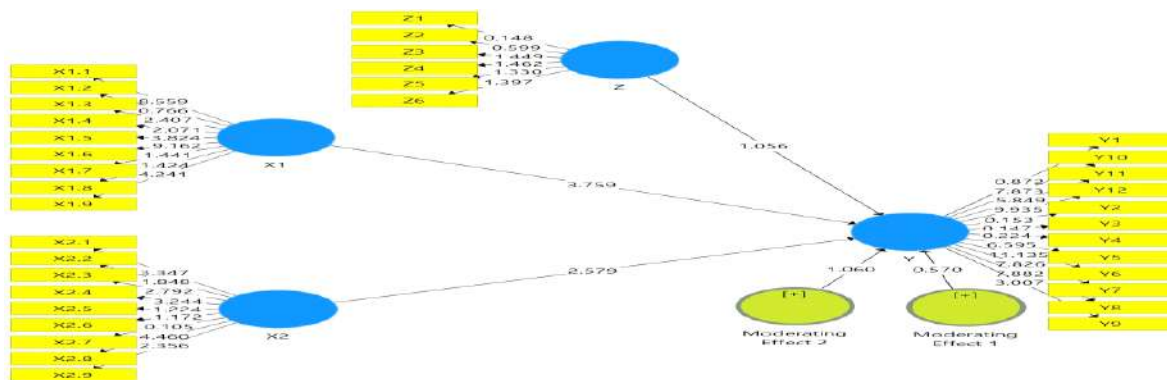

Figure 2. *Boostrapping* **test**

Table 3. Hypothesis Test

Hypothesis	Influence between Variables	*Original Sample*	*t-Statistics*	*P Values*	Description
H1	X1 -> Y	-0.320	3.759	0.000	Proven
H2	X2 -> Y	-0.247	2.579	0.010	Proven
H3	Moderating Effect 1 -> Y	-0.070	0.570	0.569	Not Proven
H4	Moderating Effect 2 -> Y	-0.145	1.060	0.290	Not Proven

Based on the table above, it can be seen that H1 and H2 have a p-value <0.05 so that the hypothesis can be proven. In contrast to H3 and H4, the resulting p-value is> 0.05 so that the hypothesis cannot be proven.

Discussion
The Effect of Workload on Job Satisfaction

Based on the results of the first hypothesis test (H1), it shows that there is a negative and significant influence between workload on job satisfaction of Judges and Registrars of Religious Courts on Lombok Island. This means that (H1) is proven. The findings in this study reveal that the majority of Judges and Clerks feel that the burden given by the Religious Courts, especially in the *One Day Publish One Day Minutation* activity, is high. On average, Judges and Clerks agreed that the targets given by the office were too high so that Judges and Clerks found it difficult to meet these targets. So that in the end these things can affect the level of satisfaction of Judges and Registrars. This is shown by the behaviour of Judges and Registrars who often feel unable to leave work on time because they have to finish their work first and also do not want to come to work on time.

Workload is defined as the amount of resources required by a series of tasks simultaneously within a predetermined and agreed period of time. This means that workload is seen as the capacity and ability of the organisation in terms of resources, material capital, time and so on that must be sacrificed to fulfil tasks and responsibilities. [42]. According to research conducted by [17] employee perceptions of workload balance affect their satisfaction. Furthermore, comparison of workload with co-workers' load and employees' role alignment affect their perception of workload balance and job satisfaction. In accordance with the findings when Judges and Clerks with each other who have the same status have to do more tasks but at a higher income level will certainly form low satisfaction.

[34] states that a positive or negative response to the burden can have an impact on the job satisfaction felt by employees. According to [31] job satisfaction is the result of perceptions involving cognitive, affective, and evaluative assessments of how well their work can provide something they consider important which is shown through positive or negative emotional attitudes when the employee does his job. In line with several previous studies, there have been many studies related to the relationship between workload and employee job satisfaction, such as those conducted by [22] in his research stating that workload has a negative and significant effect on employee job satisfaction where the higher the workload has an impact on decreasing employee job satisfaction.

The Effect of Role Conflict on Job Satisfaction

Based on the results of the second hypothesis test (H2), it shows that there is a negative and significant influence between role conflict on job satisfaction of Judges and Clerks of Religious Courts on Lombok Island. This means that (H2) is proven. The findings in this study state that the majority of respondents feel that the role conflict experienced by Judges and Registrars of Religious Courts on Lombok Island is in the high category. On average, respondents stated that they were unable to work optimally because they were doing other work. The majority of Judges and Clerks also feel confused because they are more often doing other people's work than their work, feel easily emotional because they have to complete unnecessary tasks and often do their colleagues' work, especially in *One Day Publish One Day Minutation*activities. So that it certainly reduces the level of satisfaction of Judges and Registrars. Judges and Registrars.

According to [35] role conflict is an activity that requires individuals to work to carry out more than one task. [5] explains how role conflict can have an impact on an employee's job satisfaction [33] states that job satisfaction is a person's feelings towards his job produced by his own performance (internal) and which is supported by things that come from outside himself (external), towards work situations, work results, and the work itself. In line with several studies, many have examined the influence between role conflict on employee satisfaction, one of which is [6] which states that role conflict spatially has a negative and significant effect on job satisfaction due to the inability of employees to work under the dualism of roles carried out in the same period of time which is accompanied by high demands from each role.

Cyberloafing Moderates the Effect of Workload on Job Satisfaction

Based on the results of the third hypothesis test (H3), it shows that *cyberloafing* moderates negatively and insignificantly the effect of workload on job satisfaction of Judges and Registrars of Religious Courts on Lombok Island. This means that (H3) is not proven. This explains that *cyberloafing is* unable to strengthen the influence of workload on job satisfaction. The findings in this study indicate that the majority of respondents have a level of *cyberloafing* in the frequent category. Respondents stated that they often access social media (facebook, whatsapp twitter, instagram, youtube and so on) during working hours using computers or office facilities. In addition, Judges and Registrars also often play online games during working hours using computers or office facilities and often open online shopping sites during working hours using computers or office facilities. However, although the level of *cyberloafing* owned by Judges and Registrars is classified as frequent, it has no relationship and is unable to strengthen the relationship between high workload and leads to job satisfaction.

This happens because the majority of the age of Judges and Clerks in the Religious Courts is under 50 years old, meaning that this age tends to be higher and better in mastering technology and has a high possibility of *cyberloafing,* but with an age that is also quite mature, Judges and Clerks are able to distinguish their duties or jobs and are not directly able to affect the level of satisfaction, so *cyberloafing* behaviour can only be an alternative activity in the midst of routine or boredom at work.

Cyberloafing behaviour is a non-productive behaviour carried out by employees during working hours by using the Internet for non-work purposes in an organisation. the term *cyberloafing* is defined as *online* activities carried out by employees with other work tasks at work that are not related to their job roles [20]. The results of these findings are in line with [2] which states that *cyberloafing* behaviour is driven by psychological factors such as feelings of job fatigue or *emotional exhaustion. This is in* line with the findings of [43] which state that *cyberloafing* in the workplace is an effective way that can help individuals achieve the recovery of their resources. The research findings are in line with what was revealed by [20] in the results of his research stating cyberloafing is a behaviour that can be seen as a coping mechanism for workplace stress and emotional exhaustion.

Cyberloafing Moderates the Effect of Role Conflict on Job Satisfaction

Based on the results of the fourth hypothesis test (H4), it shows that *cyberloafing* negatively and insignificantly moderates the effect of role conflict on job satisfaction of Judges and Clerks of Religious Courts on Lombok Island. This means that (H4) is not proven. This explains that cyberloafing is unable to strengthen

the influence of role conflict on job satisfaction. The findings in this study indicate that the majority of respondents have a level of *cyberloafing* in the frequent category. Respondents stated that they often access social media (*facebook, whatsapp twitter, instagram, youtube*etc.) during working hours using computers or office facilities. In addition, Judges and Registrars also often play online games during working hours using computers or office facilities and often open online shopping sites during working hours using computers or office facilities. In addition, Judges and Registrars stated that they often use the office internet to get additional income (online buying and selling transactions) using computers or office facilities, but these behaviours are not able to strengthen or moderate the effect of high role conflict experienced by Judges and Registrars and trigger job dissatisfaction.

This happens because the majority of respondents tend to do cyberloafing behaviour as a form of defense mechanisms, which is a condition where a person's psychological response to negative situations (such as work pressure, as well as role demands) that are being faced or experienced which tend to be temporary, which is useful for restoring positive energy in a person. This is in line with the findings of research conducted *by* [3] which states that *cyberloafing* has more complex implications in the workplace. This is because, on the one hand, *cyberloafing* can harm the organisation through loss of productivity when employees withdraw from important work tasks. But on the other hand, cyberloafing can act as a small, brief and voluntary breakthrough that allows employees to cope with stressors in the workplace.

The results of research findings conducted by [10] strengthen the argumentation of the findings of this study which says *cyberloafing* behaviour arises as a diversion from the conditions of work pressure felt by individuals, where the results show that job demands (namely role ambiguity, role conflict, and excessive workload) increase tension among workers which then significantly increases *cyberloafing* behaviour among employees. According to [32] *cyberloafing* is caused by a person's inability to control himself while at work, then the person has a perception of role conflict experienced.

V. CONCLUSIONS AND SUGGESTIONS

Based on the findings in this study it can be concluded that: Workload has a negative and significant effect on job satisfaction of Judges and Registrars of Religious Courts on Lombok Island. The findings in the study state that the workload owned by Judges and Registrars is high. The majority of respondents stated that they had not been able to do the work according to the target. So that this can reduce the satisfaction of Judges and Registrars. In addition, role conflict has a negative and significant effect on Judge satisfaction and the findings in this study state that the majority of respondents feel that role conflict occurs in the high category. This is such as having to do the work of colleagues and doing different jobs that reduce satisfaction. *Cyberloafing* does not moderate the effect of workload on job satisfaction. This means that although *cyberloafing* is negative, it is not able to moderate or strengthen the relationship between workload and job satisfaction. The findings in this study state that *cyberloafing* that occurs in Judges and Clerks of Religious Courts on Lombok Island is relatively frequent but does not necessarily directly strengthen the effect of high workload on job dissatisfaction. And *Cyberloafing* does not moderate the effect of role conflict on job satisfaction. This happens because the majority of respondents tend to do *cyberloafing* behaviour as a form of *defense* mechanisms, which is a condition where a person's psychological response to negative situations (such as job pressure, and role demands) but does not directly significantly affect their job satisfaction.

Suggestions in this study are the Workload received by Judges and Registrars in the Lombok Island Religious Courts in *One Day Minutation and One Day Publish* activities is quite high, therefore clear rules and SOPs are needed in resolving cases. The leadership of the Religious Courts should periodically monitor and evaluate the implementation of the rules and SOPs of *One Day Minutation and One Day Publish.* The need for time management and clear division of tasks for Judges and Clerks so as to avoid dual roles between Judges and Clerks in carrying out their main duties and functions. As well as increasing the competence required by Judges and Clerks involved in case settlement at the Religious Courts through short or scheduled education and training so that each Judge and Clerk involved can complete their duties properly and accurately.

REFERENCES

[1]. Aladwan, M., Muala, I., & Salleh, H. (2021). Cyberloafing as a mediating variable in the relationship between workload and organizational commitment. *Management Science Letters*, *11*(3), 1013-1022.

[2]. Aghaz, A., & Sheikh, A. (2016). Cyberloafing and job burnout: An investigation in the knowledge-intensive sector. *Computers in Human Behavior*, *62*, 51–60. https://doi.org/10.1016/j.chb.2016.03.069

[3]. Andel, S. A., Kessler, S. R., Pindek, S., Kleinman, G., & Spector, P. E. (2019). Is cyberloafing more complex than we originally thought? Cyberloafing as a coping response to workplace aggression exposure. *Computers in Human Behavior*, *101*, 124–130. https://doi.org/10.1016/j.chb.2019.07.013

[4]. Astuti, D. G. M., &Mayasari, N. M. D. A. (2021). Pengaruh Beban Kerja Dan Motivasi Kerja Terhadap Kepuasan Kerja Pegawai Pada Lapas Kelas IIB Singaraja. *Bisma: Jurnal Manajemen*, *7*(2), 255-263.

[5].   Belias, D., Koustelios, A., Sdrolias, L., & Aspridis, G. (2015). Job Satisfaction, Role Conflict and Autonomy of employees in the Greek Banking Organization. *Procedia - Social and Behavioral Sciences*, *175*, 324–333. https://doi.org/10.1016/j.sbspro.2015.01.1207.

[6].   Cahyadi, L., &Prastyani, D. (2020). Mengukur Work Life Balance, StresKerja Dan Konflik Peran TerhadapKepuasanKerja Pada Wanita Pekerja. *Jurnal Ekonomi: Journal of Economic*, *11*(02).

[7].   Dipo, D. (2018). Jurnal Pengaruh Konflik Peran, Disiplin Kerja dan Lingkungan Kerja Fisik Terhadap Kepuasan Kerja di Dipo Sarana PT. Kai Kutoarjo. *Jurnal Manajemen*, *1*.

[8].   Dwi Destika, A., Roni, K., & Firmansyah, K. (2021). *Pengaruh Beban Kerja, Konflik Peran Dan Lingkungan Kerja Terhadap Perilaku Cyberloafing Pada Dinas Kelautan Dan Perikanan Provinsi Kepulauan Riau* (Doctoral dissertation, Universitas Maritim Raja Ali Haji).

[9].   Effendy, S., Suryatni, M., &Putrap, I. N. N. A. (2023). The Effect of Workload and Role Conflict on Work Morale Mediated by Work Stress in Complete Systematic Land Registration (PTSL) Activities at Land Offices throughout Lombok Island. In *IJISET-International Journal of Innovative Science, Engineering & Technology* (Vol. 10). www.ijiset.com

[10].   Elrehail, H., Rehman, S. U., Chaudhry, N. I., &Alzghoul, A. (2021). Nexus among cyberloafing behavior, job demands and job resources: A mediated-moderated model. *Education and Information Technologies*, *26*(4), 4731–4749. https://doi.org/10.1007/s10639-021-10496-1

[11].   Farisi, S., & Siswadi. Y. (2022). Peran MediasiKelelahanEmsional: Kepemimpinan, Self Efficacy dan Konflik Peran TerhadapKepuasanKerja. *JurnalIlmiahManajemen dan Bisnis, 23(1), 23-22.*

[12].   Farivar, F., & Richardson, J. (2021). Workplace digitalisation and work-nonwork satisfaction: the role of spillover social media. *Behaviour and Information Technology*, *40*(8), 747–758. https://doi.org/10.1080/0144929X.2020.1723702

[13].   Hasyim, W. (2020). Pengaruh Beban Kerja dan KompensasiTerhadapKepuasanKerjaKaryawan PT. Yaskawa Electric Indonesia. *EKOMABIS: Jurnal Ekonomi ManajemenBisnis*, *1*(02), 185-192. DOI: https://doi.org/10.37366/ekomabis.v1i02.41

[14].   Hermawan, E. (2022). *Literature Review Company Policy: Workload, Work Time and Employee Compensation*. https://creativecommons.org/licenses/by/4.0/

[15].   Hermingsih, A., & Purwanti, D. (2020). Pengaruh Kompensasi Dan Beban Kerja Terhadap Kepuasan Kerja Dengan Motivasi Kerja Sebagai Variabel Pemoderasi. *JurnalDimensi*, *9*(3), 574-597.

[16].   Husna, A., Nurhasanah, N., & Prayoga, T. (2022). The Effect of Workload, Role Conflict, and Work Environment on Cyberloafing Behavior in the Marine and Fishery Services of The Riau Islands. *Journal of Research in Business, Economics, and Education*, *4*(3), 42-50. https://doi.org/10.55683/jrbee.v4i3.390

[17].   Inegbedion, H., Inegbedion, E., Peter, A., & Harry, L. (2020). Perception of workload balance and employee job satisfaction in work organisations. *Heliyon*, *6*(1). https://doi.org/10.1016/j.heliyon.2020.e03160

[18].   Inuwa, M. (2016). Job Satisfaction and Employee Performance: An Empirical Approach. *The Millennium University Journal*, *1*(1).

[19].   Juwita, K., & Arintika, D. (2018). Dampak Konflik Peran terhadap Stres dan Kepuasan Kerja Karyawan PT. Jombang Intermedia Press (Jawa Pos Radar Jombang). *Jurnal Manajemen Indonesia*, *18*(2), 105-115.

[20].   Koay, K. Y., & Soh, P. C. H. (2018). Should cyberloafing be allowed in the workplace?.*Human Resource Management International Digest*, *26*(7), 4-6.

[21].   Lim. (2002). The it way of loafing on the job: cyberloafing, neutralizing and organizational justice. *Journal Of Organizational Behaviour*. 23, 675-694

[22].   Mahendrawan, I. G., & Indrawati, A. D. (2015). *Pengaruh beban kerja dan kompensasi terhadap kepuasan kerja PT. Panca Dewata Denpasar* (Doctoral dissertation, Udayana University).

[23].   Malhotra, Naresh K. 2009. Riset Pemasaran. Edisi ke empat jilid I. Jakarta: Indeks.

[24].   Maulidina, A. N., & Frianto, A. (2021). Pengaruh High Performance Work System (HPWS) dan Konflik Peran terhadap Kepuasan Kerja. *Jurnal Ilmu Manajemen*, *9*(2), 522–535. https://doi.org/10.26740/jim.v9n2.p522-535

[25].   Nawawi, H. (2001). *Manajemensumberdayamanusia.* Yogyakarta: Gadjah Mada University Press,

[26].   Novita, R., & Kusuma, M. (2020). Pengaruh Beban Kerja dan LingkunganKerjaterhadapKepuasanKerjaKaryawan (Studi Kasus pada KaryawanKoperasi Nusantara Cabang Bengkulu dan Curup). *JurnalManajemen Modal Insani Dan Bisnis (JMMIB)*, *1*(2), 164-173.

[27].   Nurbayani, S., Suwarsi, S., & Firdaus, F. S. (2022). Pengaruh Beban Kerja dan Konflik Peran Terhadap Kepuasan Kerja Pegawai. In *Bandung Conference Series: Business and Management* (Vol. 2, No. 1, pp. 338-342).

[28]. Nurhasanah, N., Jufrizen, J., &Tupti, Z. (2022). Pengaruh Etika Kerja, Budaya Organisasi Dan Beban Kerja Terhadap Kinerja Karyawan Dengan Kepuasan Kerja Sebagai Variabel Intervening. *Jesya (Jurnal Ekonomi Dan Ekonomi Syariah)*, *5*(1), 245-261. https://doi.org/10.36778/jesya.v5i1.618

[29]. Oktavia, R. (2023). Pengaruh Beban Kerja Terhadap Cyberloafing Dengan Burnout Sebagai Variabel Intervening Yang Dimoderasi Oleh Komitmen Organisasi (Studi Kasus pada Karyawan PT. ABC di Kabupaten Kendal). *Jurnal Akuntansi dan Pajak*, *24*(1). http://dx.doi.org/10.29040/jap.v24i1.8773

[30]. Palomino, M. N., &Frezatti, F. (2016). Role conflict, role ambiguity and job satisfaction: Perceptions of the Brazilian controllers. *Revista de Administração*, 165–181. https://doi.org/10.5700/rausp1232

[31]. Prasetya, A. S. E., Nyoto, Putra, R., & Sultan, F. M. M. (2023). Cyberloafing, Work Environment, and Leadership on Performance and Job Satisfaction of Education Personnel at Sultan Syarif Kasim State Islamic University Riau. *Journal of Applied Business and Technology*, *4*(1), 17-29. https://doi.org/10.35145/jabt.v4i1.116

[32]. Ramadhan, Vian Arsita; Sari, E. Y. D. (2018). Perilaku *Cyberloafing* Pada Pekerja Perempuan. *Jurnal Psikologi Integratif ,6 (2), 213–224.*

[33]. Rinny, P., Bohlen Purba, C., & Handiman, U. T. (2020). The Influence Of Compensation, Job Promotion, And Job Satisfaction On Employee Performance Of Mercubuana University. In *www.ijbmm.com International Journal of Business Marketing and Management* (Vol. 5). www.webometrics.info/Asia/Indonesia

[34]. Robbins, S.P. (2007). *Perilaku Organisasi. Edisi kesepuluh*. Jakarta: PT. Indeks Gramedia.

[35]. Robbins, Stephen P. dan Timothy A. Judge. (2008). *Perilaku Organisasi. Edisi Keduabelas.* Jakarta : Salemba Empat.

[36]. Salsabilla, A., Margono Setiawan, & Jiwa Juwita, H. A. (2022). The effect of workload and job stress on job satisfaction mediated by work motivation. *International Journal of Research in Business and Social Science (2147- 4478)*, *11*(9), 97–106. https://doi.org/10.20525/ijrbs.v11i9.2209

[37]. Sartika Dg Malino, D., Radja, J., & Sjahruddin, H. (2020). Pengaruh Beban Kerja Terhadap Kepuasan Kerja Dengan Burnout Sebagai Intervening Pada Kantor Pos Indonesia Cabang Makassar. *NIAGAWAN*, *9*(2).

[38]. Siengthai, S., & Pila-Ngarm, P. (2016). The interaction effect of job redesign and job satisfaction on employee performance. *Evidence-Based HRM*, *4*(2), 162–180. https://doi.org/10.1108/EBHRM-01-2015-0001

[39]. Sudiarditha, I. K. R., Waspodo, A. A., & Triani, N. A. (2016). Pengaruhlingkungankerja dan motivasikerjaterhadapkepuasankerjakaryawan pada direktoratumumlembagapelayananpubliktelevisirepublik Indonesia. *Jurnal Manajemen*, *20*(2), 278-292.

[40]. Sutikno, M. (2020). Pengaruh Beban Kerja Dan Kompensasi Terhadap Turnover Intention Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi Pada Karyawan PT. Delta Dunia Sandang Tekstil). *Prosiding Konstelasi Ilmiah Mahasiswa Unissula (KIMU) Klaster Ekonomi*.

[41]. Sitorus, R. R., Nugrahaningsih, H., Yani, A. S., & Gunawan, G. U. (2019). Pengaruh Komitmen Organisasi Dan Cyberloafing Terhadap Kinerja Karyawan Yang Dimoderasi Oleh Prosedur Kerja (SOP). *Jurnal Online Internasional&Nasional Universitas 17 Agustus 1945 Jakarta*, *Vol.7 No.2,*.

[42]. Tentama, F., Arum Rahmawati, P., & Muhopilah, P. (2019). The Effect And Implications Of Work Stress And Workload On Job Satisfaction. *International Journal Of Scientific & Technology Research*, *8*(11). www.ijstr.org

[43]. Tsai, H. Y. (2023). Do you feel like being proactive day? How Daily Cyberloafing Influences Creativity and Proactive Behavior: The Moderating Roles of Work Environment. *Computers in Human Behavior*, *138*. https://doi.org/10.1016/j.chb.2022.107470

[44]. Unguren, E., & Arslan, S. (2021). The effect of role ambiguity and role conflict on job performance in the hotel industry: The mediating effect of job satisfaction. *Tourism and Management Studies*, *17*(1), 45–58. https://doi.org/10.18089/TMS.2021.170104

[45]. Wijaya, A. (2018). Pengaruhbebankerjaterhadapkepuasankerjadenganstreskerjasebagaivariabelmediasi pada pekerja di Hotel Maxone di Kota Malang. *Parsimonia-Jurnal Ekonomi dan Bisnis*, *4*(3), 278-288.

[46]. Yulianti, N. K. R., & Putra, M. S. (2021). *Pengaruh Konflik Peran terhadap Kepuasan Kerja melalui Mediasi Stres Kerja di Kantor Pertanahan Kabupaten Gianyar* (Doctoral dissertation, Udayana University).

[47]. Yusnia, E. (2021). *Pengaruh Disiplin Kerja, Beban Kerja Dan Lingkungan Kerja Terhadap Perilaku Cyberloafing Karyawan Di PT. Abason Baby Product Surabaya* (Doctoral Dissertation, Stie Mahardhika Surabaya).