

ABSTRACT

Cyberloafing is one of the employee's counterproductive behavior that is using mobile phone and office internet facility for personal use during working hours. Cyberloafing behavior is caused one of them by the psychological condition of employees, namely burnout. The cause of this burnout is due to role conflict and role overload. If the behavior of cyberloafing continues to be done will hamper the productivity of employees and eventually will have a negative impact on the company. Research problem in this research is "how to decrease cyberloafing by seeing role conflict, role overload, and burnout?" The sample in this study amounted to 150 respondents, where the respondent is an employee of PT PLN (Persero) Pusat Manajemen Konstruksi. The analysis tool used is Structural Equation Modeling (SEM) in AMOS 22 program.

From the results of the analysis of the research model tested concluded that the model meets the criteria of goodness of fit. Of the five hypotheses studied, all hypotheses are accepted. Role conflict has significant effect on cyberloafing, role overload has no significant effect on cyberloafing, role conflict and burnout has significant effect on burnout, and burnout has significant effect on cyberloafing.

In an effort to decrease the level of cyberloafing, good human resource management is required. Human resource management is included to avoid role conflict, role overload, and burnout affecting cyberloafing.

Keywords: Cyberloafing, Role Overload, Burnout, Role Conflict, Human Resources Management