THE EFFECT OF LONG-DISTANCE RELATIONSHIP (LDR) AND WORK ENVIRONMENT ON WORK SATISFACTION MEDIATED BY WORK STRESS AND MODERATED BY CYBERLOAFING BEHAVIOR: A CONCEPTUAL MODEL

Fairuz Fatin[1], Kabul Wahyu Utomo[2]
[1,2] **Department of Management, Faculty of Economics and Business, Trilogi University, Jakarta, Indonesia**.

ABSTRACT

Work satisfaction is an emotional attitude that pleases and loves his job. This attitude is reflected in work morale, discipline, and work performance. This satisfaction is appreciated on and off the job and in any combination of on and off work. The phenomenon of Long Distance Relationship (LDR) in the industrial/organizational world has increased rapidly. Job demands make employees ultimately undergo an LDR relationship with a partner. This quantitative study examines the effect of the long-distance relationship (LDR) and work environment on work satisfaction mediated by work stress and moderated by cyberloafing behavior.

Keywords
Long Distance Relationship, Work Environment, Work Satisfaction, Work Stress, Cyberloafing, Conceptual Model.

INTRODUCTION

Those working in the mining sector generally undergo a Long-Distance Relationship (LDR) with their family and relatives. The partners who experience it are separated by physical distance, which does not allow for physical closeness for a certain period. Glotzer and Federlain (Rubyasih, 2016) mention that the most challenging condition for long-distance couples is feeling an emotional bond with their partner because they lack a routine and intimacy between partners. Lack of intimacy and closeness can lead to conflict in a relationship. A relationship that is carried out without intimacy can cause tension and difficulties. Conflicts experienced in a relationship will result in distrust of their partners. Trust becomes a problem for married couples due to the lack of intensity in the meeting, communicating, and not knowing what each other is doing in distant or different places.

This could have an impact on work, such as work stress on employees. According to Handoko (Astianto, 2014), work stress is a condition of tension that affects one's emotions, thought processes, and conditions. In the same quote, Handoko mentions that there are two causes of stress: on and off the job. The causes of stress on the job include excessive workload, pressure or time pressure, poor quality of supervision, insecure political climate, inadequate feedback about work performance, insufficient authority to carry out responsibilities, ambiguous roles, frustrations, interpersonal and intergroup conflicts, differences between company and employee values, and various forms of change. In comparison, the causes of stress off the job include financial worries, problems related to children, physical problems, marital problems (for example, divorce), changes that occur in the place of residence, and problems with another person, such as the death of a sibling.

LITERATURE REVIEW

A. Long Distance Relationship

Long Distance Relationship (LDR) is a relationship in which the partners experiencing it are separated by distance and physically, which does not allow for physical closeness for a certain time. In another sense, it is also explained that an LDR is a relationship usually carried out by couples in the condition that they are not in one place together but far apart. Usually, the distance that separates them is quite far, and they cannot meet regularly.

Holt and Stone, as quoted by Thomas J. Kidenda in an article entitled "A Study of Culture Variability And Relational Maintenance Behaviors For International And Domestic Proximal And Long Distance Interpersonal Relationship," use the time and distance factors to categorize couples who are in long-distance relationships. Based on demographic information from research participants conducted by Holt and Stone, it was shown that those who underwent long-distance relationships obtained three categories: the time apart, the intensity of meetings, and the distance.

Glotzer and Federlain (Rubyasih, 2016) mention that the most difficult condition for long-distance couples is feeling an emotional bond with their partner because they lack routine and intimacy between partners. Lack of intimacy and closeness can lead to conflict in a relationship. A relationship without intimacy can cause tension and difficulties. Conflicts experienced in undergoing a relationship will result in distrust of their partner. Trust becomes a problem for them because of the lack of intensity in the meeting, communicating, and not knowing each other what their partner is doing in distant or different places.

B. Work Environment

Wibowo (2007:65) states that the work environment that can motivate employees to improve their performance can be divided into two, namely, the internal and external environment. The internal environment is the components within the scope of the organization or company, while the external environment is the components outside the organization or company. According to Sarwoto in Sidanti (2015), the work environment is divided into two: the physical and non-physical. The physical work environment is all physical conditions around the workplace that can affect employees directly or indirectly. In contrast, the non-physical work environment is all conditions related to work relationships with superiors and colleagues.

According to Afandi (2018), the benefits of the work environment are creating a passion for work so that work productivity increases. Meanwhile, the benefits of working with motivated people are that work can be completed properly. This means the work is completed according to the correct standard and within the specified time scale. The performance will be monitored by the individual concerned and will not require too much supervision, and morale will be high.

To create a good work environment, several things must be considered, namely the workplace building, a spacious workspace, good air ventilation, the availability of places of worship, and employee transportation facilities. In addition, there are four work environment dimensions and their respective indicators. The first is the lighting dimension, with workplace lighting indicators and windows. The second dimension is color, with color indicators. The third dimension is sound, with indicators of the sound of music and factory machinery. The last dimension is air, with indicators of temperature and humidity.

C. Work Stress

Work stress is physiological and psychological feedback on employees against the wishes or demands of the organization. Work stress can pressure productivity and the work environment and interfere with individuals. Work stress is a condition of human interaction with work, something in the form of a condition of tension that creates a physical and psychological imbalance, which affects emotions, thought processes, and the condition of an employee.

Stress is not always bad, even though it is often discussed in a negative context, because it has a positive value when it is an opportunity when it offers a potential outcome. Berney and Selye (Dewi, 2012: 107) revealed that there are four types of stress:

1. Eustress (good stress) is stress that creates stimulus and excitement and has a beneficial effect on the individual who experiences it. Examples include challenges arising from increased responsibility, time pressure, and high-quality assignments.
2. Distress is stress that creates harmful effects for individuals who experience it, such as unpleasant or excessive demands that drain individual energy, making it easier for them to get sick.
3. Hyperstress is stress that has an extraordinary impact on those who experience it. Even though it can be positive or negative, this stress still limits the ability of individuals to adapt. An example is the stress caused by a terrorist attack.
4. Hypostress is stress that arises due to lack of stimulation. For example, stress is due to boredom or because of routine work.

Selye (in Davidson et al., 2010: 274) identified three stages of the body's systemic response to stressful conditions called General Adaptation Syndrome or GAS. In the first phase, the alarm reaction, the autonomic nervous system is activated by stress. Then in the second phase, resistance, organisms adapt to stress through various mechanisms they have. If the response persists or the organism is unable to respond effectively, a third phase occurs, a stage of extreme exhaustion.

D. **Work Satisfaction**

Work satisfaction innovation is a feeling that arises as a response to the awards given by the company for employee performance in the form of satisfied or dissatisfied ratings. The parameter of employee satisfaction is the initial expectation of the number of rewards they will receive for completing their work. Briefly, it can be explained as a point of view in the form of thoughts, feelings, or encouragement to feel satisfied or dissatisfied with employees on all matters related to their work.

Sharma and Chandra (Indrasari, 2017: 42) explained several work satisfaction theories, including need fulfilment, equity, disability, two-factor motivation, and social reference group. The following is an explanation of the five theories:

1. Need Fulfillment Theory

   This theory explains that whether employees' needs are met impacts work satisfaction. Work satisfaction will increase along with the increasing number of needs that companies can meet. Vice versa, if the company cannot meet employee needs, the employee will feel dissatisfied.

2. Equity Theory

   This theoretical approach explains that satisfaction will arise as a state of balance occurs at work. This feeling of balance (equity) or imbalance (inequity) is generated through a comparison process between oneself and others horizontally, both in the office and elsewhere. Three main factors form the foundation of this theory: 1) Input, which is a valuable thing that employees have where it can help support what the employee is doing. Input can be in the form of training, development, education, and work tools; 2) Outcome, which is everything that employees feel is valuable where it is the result of their work, such as salary, status, recognition for achievements, or opportunities for self-expression and development. 3) Comparisons Person, which results from comparing the input-outcomes that exist in them with those in other employees in the company, employees in other companies, or even himself at a previous job. Through these three components, if an employee feels the comparison is balanced (equity), they will feel satisfied. However, if what is felt is an imbalance (inequity), this raises two possibilities, either over or under-compensation. Over-compensation equity is an imbalance that benefits oneself, while under-compensation equity is an imbalance that benefits the comparison person.

3. Discrepancy Theory

   This theory explains that measuring a person's work satisfaction level can be done by calculating the difference between what is expected from the job and the reality employees feel. Work satisfaction depends on the discrepancy between expectations and what they get. When what an employee receives is comparable to or greater than their expectations, the employee will be satisfied. However, if expectations are not met, the employee will feel dissatisfied.

4. Two-Factor Motive Theory

   Frederick Herzberg developed this theory with reference to Maslow's theory. According to this theory, there are two factors in measuring work satisfaction: maintenance and motivator factors. Maintenance factors or dissatisfaction factors are related to human nature, in which every human wants to obtain physical peace, such as organizational provisions, salary, supervision quality, interpersonal relations, job security, status, and working conditions. Motivator factors or satisfaction factors include various forms of psychological needs of employees that have to do with regards such as achievement, recognition, and the work itself.

5. Social Reference-Group Theory

   At first glance, this theory has similarities with the need fulfillment theory, but there are fundamental differences in this theory, where desires and interests are not independent items. According to this theory, work is in line with the interests and is the embodiment of group desires that are internalized within the individual. According to this theory, if the work is in line with the expectations and demands of the individuals in the group, then a person will feel psychologically satisfied, and vice versa. Individuals will not always be satisfied with following group decisions; sometimes, they act independently.

According to Brown & Ghisseli (in Sutrisno, 2009), five factors can lead to work satisfaction: position, rank, financial and social guarantees, quality, and supervision. According to Sutrisno (2009), some factors influence work satisfaction, namely psychological, social, and physical factors. Psychological factors relate to individual psychology or psyche, including interest, peace, emotion, attitude towards work situations, talents, skills, and dexterity. Social factors are related to interrelation and social interaction between individuals, colleagues, and superiors. Physical factors are related to the situation and physical condition of work, type of work, rest time, office hours settings, room conditions, temperature, air circulation exchange, employee health, and others. Financial factor is related to social welfare insurance, employees, a large salary system, various benefits, promotions, etc.

Robbins (2008) states that work satisfaction is closely related to employees' feelings based on their work through various aspects. It can measure the extent to which employees feel satisfied by identifying ten aspects of satisfaction: salary, promotion, supervision (relationship with superiors), additional benefits, rewards or awards, work procedures and regulations, co-workers, the

work itself, and supportive work situations or conditions. The results of research conducted by Jones (in Ratnasari, 2019) show that there are factors that cause job dissatisfaction and result in decreased work motivation, including monotonous work, inadequate work facilities, level of risk, workload, slow promotion, and lack of motivation.

According to Robins (2008), there are four ways workers can express dissatisfaction: voice, loyalty, neglect, and exit responses. Voice response is active and constructive with the hope that conditions will improve by actively providing suggestions and discussing various problems encountered with superiors. Loyalty response is passive and constructive, hoping to improve by waiting reactively until conditions improve, including defending the company against external criticism. Neglect Response is passive, towards being destructive by allowing bad conditions such as the attitude towards letting things get worse, absences, and making violations. Exit response is a response by leaving a job and looking for a new job.

E.   Cyberloafing

Cyberloafing is the behavior of employees who access the internet for personal gain and is not related to work. This behavior is carried out during working hours with company-owned technology (office computers, laptops) and personal property (smartphones, laptops, tablets). According to experts, cyberloafing behavior is divided into two types: general cyberloafing behavior and employee cyberloafing behavior, which is harmful to the organization.

Blanchard and Henle (in Firmanto, 2017) divide cyberloafing into two types, minor and serious cyberloafing. Minor cyberloafing is using the internet during working hours. It cannot be said that minor cyberloafing does not have a detrimental impact on the organization, such as reducing productivity. Examples of minor cyberloafing include sending and receiving personal emails, visiting sports sites, updating the status of social networks (such as Facebook, Twitter, and Instagram), visiting news sites, m-banking, and shopping online. Serious cyberloafing is another type that comprises more serious forms of cyberloafing. Employees are involved in various forms of internet usage behavior that are more dangerous because they violate agency norms and are potentially illegal. This behavior tends to be violent and can potentially do illegal things such as online gambling, spreading viruses, downloading illegal music or personal files, online games, hacking, and opening websites containing pornography. This type of cyberloafing seriously impacts organizations (Blanchard and Henle in Ozler and Polat, 2012).

Lim and Teo (in Tarigan, 2015) divide cyberloafing into two main categories: emailing and browsing activities. Emailing activities is a type of cyberloafing that includes all activities using an email that is unrelated to work (personal purposes) during working hours. Examples of this type of cyberloafing behavior are sending, checking, reading, or receiving private emails. Browsing activities include using company internet access to browse sites unrelated to work during working hours. Examples of this type of cyberloafing behavior are browsing sports sites, news sites, and adult sites.

Meanwhile, Li and Chung (in Tarigan, 2015) divide cyberloafing into four types: social activity, information, enjoyment, and virtual emotions. Social activity is the use of the internet to communicate with friends. Social activities involve self-expression (Facebook, Twitter, Instagram, and others) or sharing information via blogs (bloggers). Information activity is using the internet to get information. This activity consists of searching for information such as news sites (Kompasiana, CNN, etc.). Enjoyment activities are using the internet to entertain. These leisure activities consist of online gaming, downloading music, watching videos (YouTube), or software for fun purposes. Virtual emotional activity is the residue of other online internet activities, such as gambling or dating. Virtual emotional activity describes online activities that cannot be categorized with other activities, such as online shopping or online dating.

Cyberloafing can function as an "office toy" to reduce work stress and inspire creativity (Anandrajan in Ozler and Polat, 2012). However, cyberloafing can also cause decreased productivity and inefficient use of internet networks, causing organizations to become uncompetitive (Liberman, Ozler, and Polat, 2012). In addition, cyberloafing can cause problems in information system security and the general functions of organizational systems, such as bandwidth clogging, virus infections, and task delays (Lara and Mesa in Ozler and Polat, 2012). Employees who behave cyberloafing can neglect their obligations in carrying out their duties. For example, employees access the internet during working hours, not for the organization's benefit but to avoid work and eliminate boredom (Lim in Hunik, 2012). Cyberloafers have the potential to raise other criminal law problems such as harassment (e.g., an employee's joke email contains pornographic and racist elements), copyright infringement (e.g., an employee uses a worker who tells lies about their boss in a chat room), and work neglection (Blanchard and Henle in Firmanto, 2017).

According to Ozler and Polat (2012), three factors cause cyberloafing behavior emergence: individual, organizational, and situational. Individual factors consist of perceptions and attitudes, personal traits, habits, and demographic factors from education and gender. Organizational factors consist of adequate facilities, cooperative norms (perceived coworker cyberloafing norms), and employee work attitudes. Situational factors usually occur when individuals have access to internet resources at work, physical proximity to superiors, and formal organizational policies and sanctions regarding employee involvement in cyberloafing behavior.

According to Blanchard and Henle (2008), cyberloafing behavior is caused by stress at work and can be measured through several indicators, namely:

1.   Frequently use office wifi outside of work during working hours

2. Using a cell phone outside of business hours
3. Send emails.
4. Receiving emails
5. Download music.
6. Visit the news web.
7. Visit sports websites.
8. Access social media.
9. Online shopping.
10. Online gaming.

CONCEPTUAL MODEL

Based on the above literature review, a conceptual model was formed as follows:
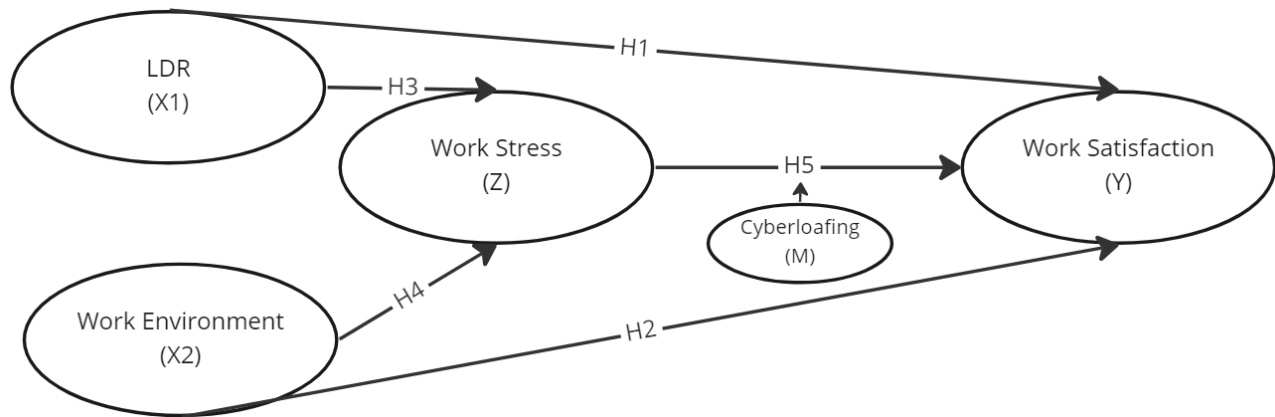

Figure 1. Conceptual Model

HYPOTHESES

Based on the conceptual model and literature review, several hypotheses can be formulated as follows:

H_1: There is an influence of Long-Distance Relationship on Work Satisfaction
H_2: There is an influence of Long-Distance Relationship on Work Stress
H_3: There is an influence of Work Environment on Work Satisfaction
H_4: There is an influence of Work Environment on Work Stress
H_5: There is an influence of Work Stress on Work Satisfaction
H_6: There is the influence of Long-Distance Relationship on Work Satisfaction which is mediated by Work Stress
H_7: There is the influence of Work Environment on Work Satisfaction which is mediated by Work Stress
H_8: There is an influence of Work Stress on Work Satisfaction which is moderated by Cyberloafing behavior.

METHODOLOGY

The location used to conduct the research was the mining site of PT Ansaf Inti Resources mining site, which is in the East Kalimantan and Palembang areas. The method used in this research is a quantitative research method. The population of this study is employees with a roster working hour system who are in an LDR relationship. The number of employees in the company to be studied amounted to 235 people, so using the Slovin formula, the number of samples was 150. Data were obtained from the results of observations and questionnaires. The analysis carried out in this study was a validity test, reliability test, determining the value of the coefficient of determination or R-square, determining the value of predictive relevance or Q-square, calculating bootstrapping, and testing the significance using SmartPLS.

CONCLUSION

This study aims to develop a conceptual model related to the influence of LDR and work environment on work satisfaction mediated by work stress and moderated by cyberloafing behavior. This study includes a research background, literature review, conceptual models, hypotheses, and research methodology. The status of LDR and work environment influence on work satisfaction mediated by work stress and moderated by cyberloafing behavior can be identified by applying the conceptual model of this study.

REFERENCES

[1] Asmarina, Ni Luh Putu Gede Maharupa, & Lestari, Made Diah. (2017). Gambaran Kepercayaan, Komitmen Pernikahan dan Kepuasan Hubungan Seksual Pada Istri dengan Suami yang Bekerja Di Kapal Pesiar, Jurnal Psikologi Udayana 4 (2):239-249.

[2] Margiani, Kristin. & Ekayanti, Igaa Novi. (2013) Stres, Dukungan Keluarga Dan Agresifitas Pada Istri yang Menjalani Pernikahan Jarak Jauh. Persona, Jurnal Psikologi Indonesia 2 (3):191-198

[3] Kauffman, M. H. (2010) "Relational Maintenance in Long-Distance Dating Relationships: Staying Close", Thesis, Blacksburg: Virginia Polytechnic Institute and State University

[4] Ramadhini, Safitri. & Hendriani, Wiwin. (2015) Gambaran Trust Pada Wanita Dewasa Awal yang Sedang Menjalani Long Distance Marriage, Jurnal Psikologi Klinis & kesehatan Mental 4 (1):14-19.

[5] Rubyasih, Arina. (2013) Model Komunikasi Pernikahan Jarak Jauh, Jurnal Kajian Komunikasi 4 (1):109- 119.

[6] Hasibuan, Malayu S.P. 2013 Manajemen Sumber Daya Manusia, cetakan keempat. Jakarta, PT.Bumi

[7] Aksara. Handoko, T.H., 2011, Manajemen Personalia dan Sumber Daya Manusia, edisi dua. Yogyakarta: BPFE Jogjakarta

[8] Thorsteinsson, E. B., Brown, R. F., & Richards, C. (2014). The Relationship between WorkStress, Psychological Stress and Staff Health and Work Outcomes in Office Workers. Psychology, 05(10), 1301–1311. https://doi.org/10.4236/psych.2014.510141

[9] Yaşar, S., & Yurdugül, H. (2013). The Investigation of Relation Between Cyberloafing Activities and Cyberloafing Behaviors in Higher Education. Procedia - Social and Behavioral Sciences, 83, 600–604. https://doi.org/10.1016/j.sbspro.2013.06.11

[10] Sugiono. (2004). Konsep, identifikasi, alat analisis dan masalah penggunaan variabel moderator, 1, 61–70. Sugiyono. (2012a). Metode Penelitian Kuantitatif, Kualitatif Dan R&D. Bandung: Alfabeta. https://doi.org/10.1017/CBO9781107415324.00

[11] Blanchard, A. L., & Henle, C. A. (2008). Correlates of different forms of cyberloafing: The role of norms and external locus of control. Computers in Human Behavior, 24(3), 1067–1084. https://doi.org/10.1016/j.chb.2007.03.008

[12] Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research : Conceptual , Strategic , and Statistical Considerations, 51(6), 1173–1182.

[13] Anugrah, A. P., & Margaretha, M. (2013). Regulasi Diri Mempengaruhi Perilaku Cyberloafing Yang Dimoderasi Oleh Berbagai Karakteristik Individual Mahasiswa Universitas Kristen Maranatha.

[14] Liberman, B., Seidman, G., McKenna, K. Y. A., & Buffardi, L. E. (2011). Employee job attitudes and organizational characteristics as predictors of cyberloafing. Computers in Human Behavior, 27(6), 2192–2199. https://doi.org/10.1016/j.chb.2011.06.015

[15] Sawitri, H. S. R. (2012). Role of Internet Experience in Moderating Influence of Work Stressor on Cyberloafing. Procedia - Social and Behavioral Sciences, 57, 320–324. https://doi.org/10.1016/j.sbspro.2012.09.1192

[16] Schlenker, B. R. (2008). Integrity and Character: Implications of Principled and Expedient Ethical Ideologies. Journal of Social and Clinical Psychology, 27(10), 1078–1125. https://doi.org/10.1521/jscp.2008.27.10.1078

[17] Thorsteinsson, E. B., Brown, R. F., & Richards, C. (2014). The Relationship between WorkStress, Psychological Stress and Staff Health and Work Outcomes in Office Workers. Psychology, 05(10), 1301–1311. https://doi.org/10.4236/psych.2014.510141

[18] Sugiyono. (2012b). Statistika Untuk Penelitian. Bandung: Alfabeta. https://doi.org/2011

[19] Suharsimi, A. (2010). Prosedur Penelitian : Suatu Pendekatan Praktik (Edisi Revisi). Jakarta: Rineka Cipta (Vol. 1). https://doi.org/10.1017/CBO9781107415324.004

[20] Sugiono. (2004). Konsep, identifikasi, alat analisis dan masalah penggunaan variabel moderator, 1, 61–70.

[21] Thorsteinsson, E. B., Brown, R. F., & Richards, C. (2014). The Relationship between WorkStress, Psychological Stress and Staff Health and Work Outcomes in Office Workers. Psychology, 05(10), 1301–1311. https://doi.org/10.4236/psych.2014.510141

[22] Yaşar, S., & Yurdugül, H. (2013). The Investigation of Relation Between Cyberloafing Activities and Cyberloafing Behaviors in Higher Education. Procedia - Social and Behavioral Sciences, 83, 600–604. https://doi.org/10.1016/j.sbspro.2013.06.11

[23] Adetayo Joshua Olusegun, Ajani Jhon Oluwasayo & Olabisi Olawoyim. (2014). An Overview of the Effect of Job Stress on employees Performance in Nigeria Tertiary Hospitals. Scientific Review Article, 60(4), pp: 139-153.

[24] Arbabisarjou Azisollah, Ajdari Zaman, Omeidi Khaled & Jalalinejad Razieh. (2013). The Relationship between Job Stress an Performance Among The Hospitals Nurse. World of Science Journal, 13(2), pp: 181-188.

[25] Iqbal Muhammad. (2012). Impact of Job Stress on Job Satisfaction Among Air Traffict Controler of Civil Auiantion Authority An Empirical Study From Pakistan. International Journal of Human Reseorce Studies, 2(2), pp: 53-70.

[26] Jahanzeb, Humaria. (2010). The Impact of Job Stress on Job Satisfaction Among Academic Faculty of a Mega Distance Learning Institution In Pakistan. Mustang Journal of Business & Ethics, 8(4): pp: 31-50

[27] Kouloubandi, Abdollah. (2012). Analysis The Relationship Between Job Stress, Intrisic Motivation and Employes Creativity in Islamic Republic of Iran Railways Organization. Interdiscipplinary Journal of Contemporary Researah in Business. 4(8), pp: 39-53

[28] Mansoor, Muhammad., Mohammad Ali Jinnah., Sabtain Fida., Saima Nasir and Zubair Ahmad. (2011). The Impact of Job Stress on Employees Job Satisfaction a Study on Telecommunication Sector of Pakistan. Journal of Business Studies Quarterly, 2(3), pp: 50-56. Noviansyah dan

[29] Zunaidah. (2011). Pengaruh Stres Kerja dan Motivasi Kerja Terhadap Kinerja Karyawan PT. Perkebunan Minanga Ogan Baturaja. Jurnal Manajemen dan Bisnis Brawijaya, 9(18) : h: 44-58