Research Article

Mediating Effect of Job Satisfaction on Work Stress to Cyberloafing in Islamic Business Ethics Perspective (Study on Generation Z Employees in Bandar Lampung)

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Abstract.
The results of the pre-research in this study found that there was a phenomenon of cyberloafing among Generation Z employees in Bandar Lampung fairly high intensity. Uncertainty/inconsistency was found in the effect of work stress on cyberloafing, work stress on job satisfaction, and job satisfaction on cyberloafing. Apart from that this study examines the mediating effect of job satisfaction. Furthermore, this study examines cyberloafing from the perspective of Islamic business ethics. This study used a quantitative method. Hypothesis testing was carried out with SEM-PLS. The results showed that work stress had a positive and significant effect on cyberloafing, work stress had a significant negative effect on job satisfaction and job satisfaction had a significant negative effect on cyberloafing and job satisfaction is proven to partially mediate the effect of work stress on cyberloafing. Cyberloafing is viewed as unethical behavior from the perspective of Islamic business ethics.

Keywords: work stress, job satisfaction, cyberloafing, Islamic business ethics

1. Introduction

Along with the times, now entered the era of the Industrial Revolution 4.0 known as the era of information technology or Cyber Technology. According to Fauzia, "Those who cannot accept change will gradually become victims of this era of change" [1, p. 33].

The presence of the Internet certainly has a positive impact on economic actors in the form of increasing sales turnover [2]. However, like a "double-edged sword," the existence of the internet can also create negative impacts if it is not used wisely. The phenomenon of misuse of internet access by employees is called cyberloafing. Cyberloafing is the consumptive attitude of employees toward company facilities in accessing the Internet during working hours for personal interests that have nothing to do with work [3].

Misuse of internet access during working hours creates counterproductive behavior as found by several previous researchers, including making employees often negligent about their work [4], using work time for things that are not productive (work time corruption), and can even hinder employees to complete their work [5].

Lim [5] also revealed that action cyberloafing is a form of employee assault against his company and a form of employee punishment against his boss. Seeing the destructive consequences caused by behavior cyberloafing so don't be surprised if cyberloafing can harm the company and be categorized as one form of deviant workplace behavior (DWB).

Generation Z and Millennials dominate the majority of Indonesia's population. The proportion of generation Z is 27.94% of the total population and the Millennial generation is 25.87%. Both of these generations belong to the productive age which can be an opportunity to accelerate economic growth [6]. Generation Z is the generation that enters the youngest workforce, this generation is also called the Internet generation or iGeneration [7]. This is the reason why this generation has the main differences from previous generations, namely being more adaptive and mastering information and technology.

Everything that Generation Z does is always related to cyberspace. The difference between Generation Z and other generations is that they can practice several activities at one time (multi-tasking), and values, views, and even life goals are heavily influenced by technology and the internet [8]. Supported by research by Wijoyo *et al.* [9] Generation Z spends an average of 10 hours per day on the network, in contrast to the Millennial generation, which only spends approximately 7.5 hours per day.

According to Andrea *et al.* [10] the characteristics of Generation Z are also they live for the moment (not worrying about the future and the past), have fast reactions to everything, are initiators, are courageous, have fast access to information and content search because of their high integration on the internet and also based on survey results Alvara Research Center generation Z is a generation that is easily anxious and stressed. The stress level of the 1995-2010 generation was the highest compared to other age groups [11]. Therefore, the rise of Generation Z certainly provides opportunities as well as challenges for management practices in organizations, especially for human resource management practices.

Based on the results of pre-research on 32 respondents in this study it was found that there were 8 out of 10 people doing activities minor cyberloafing with an average intensity that is quite high (sometimes) and 7 out of 10 Generation Z people do activities serious cyberloafing with a fairly high average intensity (sometimes). This

proves that cyberloafing does happen to Generation Z employees and the intensity in doing so cyberloafing is above average. Therefore, this research will make behavior cyberloafing the focus and Generation Z the subject level to be studied. Based on Azzahra & Rahmatika [12] suggestions for further research, you can develop this research by paying more attention to other factors that might make a major contribution to cyberloafing, given the research cyberloafing as a multi-dimensional construct is still very little researched.

General Strain Theory can be used to help understand the triggers of deviant behavior cyberloafing. According to Agnew [13], negative emotions trigger deviant and criminal behavior. A state or tense condition that gives rise to psychological and physical contradictions for employees is called work stress [14]. This tension in stress makes employees engage in counterproductive deviant behavior as found by Henle & Blanchard [15] which states that employees are more likely to cyberloaf in response to stress. Several similar research results also reveal that work stress has a significant and positive influence on behavior and is positive on behavior cyberloafing [16], [4], [17], [18]. Activity cyberloafing is used as an alternative to relieve and eliminate work stress.

However, Sullistyan & Elrmawati [19] in their research book entitled "Behavior Cyber-loafing among Employees" reveal that work stress has a negative influence on behavior cyberloafing. That is, the lower the work stress on employees makes behavior of cyber-loafing employees increases. Departing from the inconsistency of these results to obtain certainty from the effect of work stress on behavior cyberloafing then researchers feel it is important to do further testing of the effect of work stress on behavior cyberloafing.

Robbins & Juldgel [20] in their book entitled "Organizational Behavior" wrote that when employees experience work stress, the psychological consequences will make employee job satisfaction decrease. This theory is reinforced by Bhastary Dwipayani [21] who states that there is a significant effect of the variable work stress on job satisfaction with a negative value. That is, when employees experience work stress it will cause dissatisfaction with their work, the stress experienced by employees increases, then their job satisfaction decreases [22], [23].

Gofur [24] in his research said something different. The results of this study state that work stress has a significant influence and a very strong level of relationship, but it is positive with a value of 86.2%. This reveals that the higher the stress experienced by employees towards their work, the more satisfied employees will be. Another contrast is also stated by the research of Ariansy & Kurnia [25] that work stress has a negative but not significant effect on job satisfaction. Therefore, researchers feel it is important

to conduct further research to obtain certainty about the significance and nature of the effect of job stress on employee job satisfaction.

According to Robbins & Juldgel in his book "Job dissatisfaction and antagonistic relationships with co-workers predict a variety of behaviors organizations find undesirable, including unionization attempts, substance abuse, stealing at work, undue socializing, and tardiness." [20, p. 87]. There is an interactive relationship between job satisfaction and deviant behavior at work. Job dissatisfaction has several consequences in the form of deviant behaviors in the workplace, such as acting that the organization considers undesirable, abuse of facilities, stealing at work, socially inappropriate ways, and delays in quitting. Disclosure of dissatisfaction can also be expressed through the use of work time to access the internet for personal gain and some even bring work facilities home for personal gain [26]. In line with several studies that state that job satisfaction has a significant negative effect on cyberloafing [27], [28], [29].

On the other hand, research by Ni'matulloh [30] states that partial job satisfaction has no significant effect on behavior cyberloafing. This is also in line with Sarafina [31] which also states that job satisfaction with cyberloafing is not significantly related. This means that these studies find results that job satisfaction does not have an interactive role in behavior cyberloafing. This attracted the attention of researchers to conduct further research to obtain certainty about the significance of the effect of job satisfaction on cyberloafing employees.

Based on the explanation above, an empirical gap was found that had to be filled, so this study used a pattern intervening/mediation to explain the process/pattern of the relationship between work stress variables and variables cyberloafing. The mediation variable intermediate variable or variable intervening is an intermediary variable (mediating) from the relationship between the explanatory variable and the dependent variable [32]. Apart from that, departing from Oktapiansyah [16] suggested researching variables and other factors that also influence cyberloafing apart from work stress. Therefore, researchers suspect that job satisfaction has a role as a mediating variable. Furthermore, this study examines the mediating effect of job satisfaction on the effect of job stress on cyberloafing.

An organization must be able to manage human resources because humans have a significant role in achieving the goals of an organization more effectively and efficiently. The company is no longer an entity that only cares about itself but an entity that must be responsible for the entire company's relationship with its stakeholders including its employees [33]. In addition, it is also proven that the better the company's responsibility, the higher the company's ability to generate profits [34]. Several issues in the world of

business/other organizations can be resolved properly if they are based on business ethics adopted in religious values. Of course, it also requires training based on Islamic teachings because it can provide good direction and goals to humans [35].

Business ethics is the specialized study of moral right and wrong. This study concentrates on moral standards as implemented in policies, institutions, and business behavior [36]. Islamic business ethics is a study of moral standards that refer to transcendent values, namely values built by revelation from Allah 'Azza wa Jalla which invites people to do good in business to obtain a prosperous life in this world and the hereafter [1].

The application of Islamic business ethics is not impossible if in an organization the stakeholders have different religious backgrounds, then Islamic business ethics can still be implemented because it contains universal values that are also found in other religious teachings, for example, honesty, working hard work, professionalism, responsibility and so on [1]. Employees who are honest, trustworthy, not arbitrary, not deceptive, professional enterprising, and able to work together are one of the keys to success in achieving the company's vision, mission, and goals [37].

According to Syaikh Sayyid Syaikh 'Abdul 'Aziz bin Fathi as-Sayyid "*it is proper for a worker to carry out his duties with full trust and not betray. He should fear Allah Ta'ala, even when the master is not around. He must stay muraqahah (feel under supervision) with his Lord in carrying out the duties assigned to him*" [38, p. 7].

Behavior cyberloafing is categorized by some research as deviant workplace behavior (DWB). This phenomenon intersects with the trustworthiness of the application of Islamic business ethics because perpetrators use their "employee" status to be able to access internet facilities to support work activities but are used for interests that are not related to the company or for personal gain. On the other hand, this behavior can also have a constructive impact such as being able to relieve stress on employees [17] and increase employee creativity [39]. Therefore, researchers need to look at behavior cyberloafing from the perspective of Islamic business ethics.

2. Literature Review

2.1. Human Resource Management

Human Resource Management is a science or a way of managing the relationship and role of resources (labor) owned by individuals efficiently and effectively and can be used optimally so that goals are achieved (goal) with the company, employees and the community to the maximum [40]. The effectiveness of HRM policies made in various

forms can be measured by how far the organization achieves unity of movement of all organizational units, how much commitment employees have towards their work and organization, to what extent the organization is tolerant of change so that it can make decisions quickly and take appropriate steps. as well as how high the level of quality 'output' produced by the organization [41].

2.2. Organization Theory

According to Wijaya & Rifa'i [42] an organization is an institution or place where people interact and work together as a coordinated unit consisting of at least two or more people whose function is to achieve one goal or a set of goals, while in a dynamic sense, it is a process of determining and dividing work that will carried out, restrictions and duties and obligations, authority and responsibility, and establishing relationships between organizational elements.

2.3. General Strain Theory

General Strain Theory states that deviations and crimes arise due to negative emotions from demands/interference outside a person's self. According to "*The general strain theory more precisely specifies the relationship between strain and delinquency, pointing out that strain is likely to have a cumulative effect on delinquency after a certain threshold level is reached*" [13, p. 74]. Agnew [43] also outlines four characteristics of strain that tend to lead to both deviance and crime:

1) When you don't get justice.

2) When you feel high tension

3) When social control is low.

4) When experiencing stress and opportunities to be an alternative coping (handling stress).

General strain theory in the latest approach used in the field of management, aims to detect the relationship between work stress and deviant behavior at work (DWB) [19].

2.4. Work Stress

According to Wijaya [44] stress is a unique interaction between stimulus conditions in the environment and an individual's way of responding in a certain way. Meanwhile, events, situations, or some external stimuli that are potentially threatening or dangerous

are called stressors. According to Asih *et al*. [14] 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. Taylor in Wijaya [44] indicators of work stress can be seen in various aspects, namely:

(a) Physiological response (disturbing employee health),

(b) Cognitive responses (interfere with individual thought processes),

(c) Emotional response (disturbing individual emotional stability),

(d) Behavioral responses (disturbances in interpersonal relationships and social roles).

2.5. Cyberloafing

1. Lim *et al*. [45] interpret cyberloafing as deviant behavior or action carried out in the workplace by using their employee status to open the internet and check email at work that has nothing to do with their work. Blanchard & Henle [46] define cyberloafing as the behavior of employees in using e-mail and the internet intentionally while working without anything to do with work. Blanchard & Henle [46] divides cyberloafing This is tiered in terms of impact and intensity, categorized into two, namely:

2. *Minor Cyberloafing* (general internet usage behavior not related to work, examples are sending and receiving personal e-mails, visiting sports websites, updating social network status)

3. *Serious Cyberloafing* (behavior of using the internet which is more dangerous because it has the potential to violate agency norms and even commit illegal acts, for example online gambling, managing privately owned sites, and opening sites that contain pornography).

4. Akbulut [47] also analyzed indicators as behavioral measurement scales cyber-loafing which is referred to as *Five-Factor Cyberloafing Scale*, among others:

5. Sharing (sharing information)

6. Shopping (online shopping)

7. Real-time updating (active online/live)

8. Accessing online content

9. Gaming/gambling (online games/gambling)

2.6. Job satisfaction

1. According to Robbin & Judge [20] job satisfaction can be defined as a positive feeling about one's work which is the result of an evaluation of its characteristics. According to Perdhana & Sawitri [48] job satisfaction is a positive feeling about work resulting from an evaluation of its characteristics. According to Sitepu [27] measurement of job satisfaction can use the job satisfaction scale compiled by Levi, as follows:

2. Work it-self

3. Superior

4. Co-worker

5. Promotion

6. Salary

2.7. Islamic Business Ethics

Islamic business ethics is a study of moral standards that refer to transcendent values, namely values built by revelation from Allah 'Azza wa Jalla which invites people to do good in business in order to obtain a prosperous life in this world and the hereafter [1]. Fauzia [1] also mentions the axioms which consist of the basic principles of Islamic business ethics, including:

1) *Tauhid* (Unity) is the vertical dimension, namely the human relationship with God, Allah 'Azza wa Jalla. This commitment deepens all its activities with the intention to serve Allah 'Azza wa Jalla and will also place humans ascaliph and will always uphold the conceptistikhlaf.

2) *Tawazun* (Equilibrium) is a balance such as not accommodating one intereststake- holder only, but behave fairly to all parties.

3) *Hurriyah al-Iradah* (Free Will) is free will that will emerge to give birth to good creativity and innovation (not sharia signs)

4) *Mas'uliyyah* (Responsibility), monotheism acts as the foundation, balance as the spirit and free will as the energy, the last is responsibility, accountability as a moral and social contribution. Business people are human beings who always have to be

accountable for their business activities in the sight of Allah 'Azza wa Jalla and the extent to which the aspects of benefit and damage occur due to the existence of the business.

Based on the background, theoretical and empirical studies, the hypothesis is formulated as follows:

H1: Work Stress has a positive and significant effect on Cyberloafing.

H2: Work Stress has a negative and significant effect on Job Satisfaction.

H3: Job Satisfaction has a significant and negative effect on Cyberloafing.

H4: Job Satisfaction mediates the effect of Work Stress on Cyberloafing.

3. Methods

This research uses an associative-descriptive quantitative method. The process of collecting data through hidden observation, documentation, and questionnaires. Researchers use techniques of *accidental sampling* (sample by chance) [49]. The population in this study were all Generation Z employees in Bandar Lampung. In determining the number of samples, researchers are guided by Riswan & Dunan [32] as a guideline for sample size:

1) between 100 – 200 samples

2) between 5 – 10 times the number of parameters estimated

3) between 5 – 10 times the number of indicators.

So that in this study the number of samples that were used as respondents was between 70 - 140 respondents. In addition, to get an exact number in determining the number of samples this study uses the formula *Lemeshow* in Lestari *et al* [50], as follows:

n = Z^2 . P (1-P) / α^2

n = Number of samples

Z = Z score at 95% confidence = 1.96

P = Maximulm estimate = 0.5

α = Alpha (0,10) or sampling error = 10%

Thel following calculations are obtained:

n=($[1,96]^2$. 0,5 (1 − 0,5)) /$[0,1]^2$ (1)

n=(3,8416 . 0.25)/0,01 (2)

n=96,04 (3)

Based on this formula, the n obtained is 96.04 which is then rounded up to 100 Generation Z employees in Bandar Lampung. Researchers determine the validity of the first use *face validity* (discuss with experts) and the validity of both uses *convergent validity* by looking at the value *factor loading* = 0.6 [32]. Use the value *Cronbanch's Alpha* and *Composite Reliability* > 0.6 as a reliability test. Hypothesis testing is done with the help of statistical tools and *Structural Equation Modelling* (SEM) based on Partial Least Square. Testing the analysis of mediating variables in this study was carried out using the method *causal step* discovered by Baron & Kenny [51] and the Shrout & Bolger [52] methods.

4. Results and Discussion

4.1. Result

4.1.1. Face Validity

Once done face validity (discussion with experts) resulted in a construct of Job Stress (X) measured by 8 question items in 4 indicators. The Job Satisfaction Construct (M) is measured by 16 question items in 5 indicators. Construct Cyberloafing (Y) is measured by 23 question items in 5 indicators.
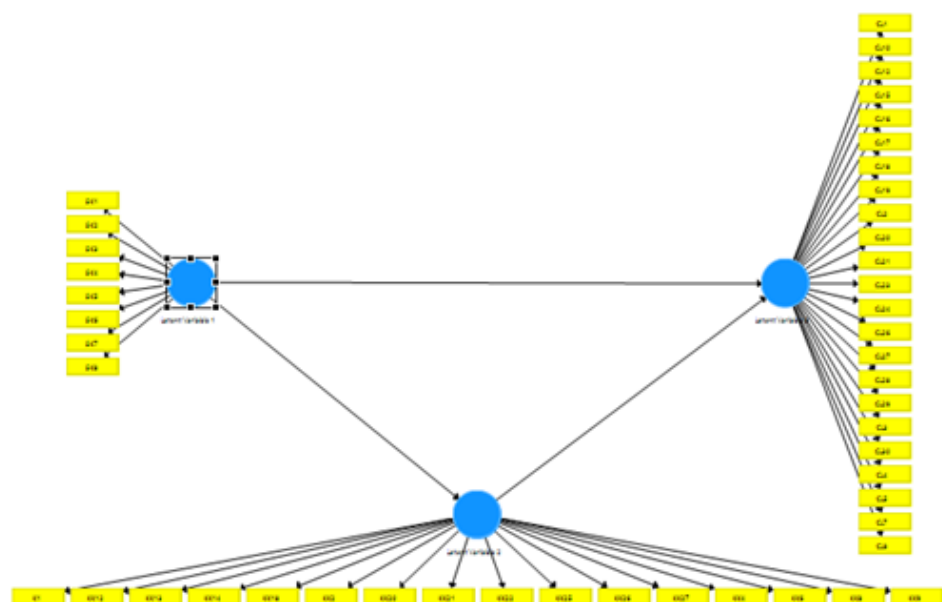

Figure 1: Path Coefficient Post Face Validity.

4.1.2. Convergent Validity

Researchers used the Smart-PLS program version 3.0 which is a program used to test each item on each valid research indicator or not using convergent validity by seeing factor loading each of the questionnaire items. Corvergent validity will be measured by looking at the (minimum) value of the *factor loading* ≥ 0.6.

Based on the table above, it can be seen that the items that are appropriate for use in the Job Stress variable are 4 indicators with 4 items, the Job Satisfaction variable has 5 indicators consisting of 15 items and the variable Cyberloafing there are 5 indicators consisting of 9 items.
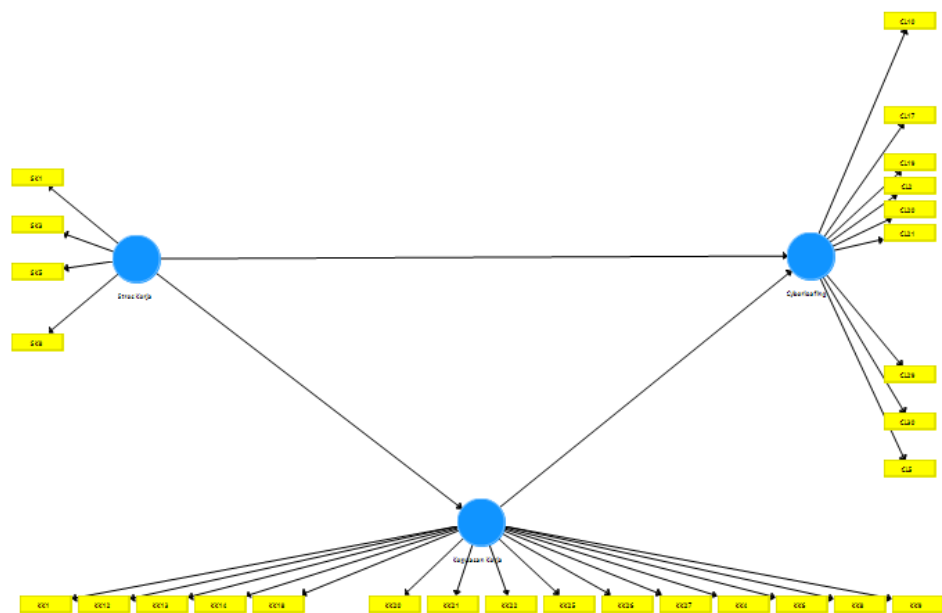

Figure 2: Path Coefficient Post Convergent Validity.

4.1.3. Reliability Test

Once done face validity (discussion with experts) resulted in a construct of Job Stress (X) measured by 8 question items in 4 indicators. The Job Satisfaction Construct (M) is measured by 16 question items in 5 indicators. Construct Cyberloafing (Y) is measured by 23 question items in 5 indicators.

Judging from the results of the reliability test in the table above, it shows that the measuring instrument used is consistent (reliable) indicated by each value Cronbach's alpha and composite reliability of each variable used in this study is more than (>) 0.6.

TABLE 1: Reliability Telst Results.

Variable	Cronbach's Alpha	Composite Reliability
Work Strelss	0.863	0.907
Job Satisfaction	0.974	0.976
Cyberloafing	0.883	0.904

4.2. Hypothesis Testing

TABLE 2: Partial Total Elffelct.

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEIV)	T-Statistik (10/STDEIV)	P-Valulels
Work Stress -> *Cybelr-loafing*	0.511	0.537	0.074	6.890	0.000
Work Stress -> Job Satisfaction	0.687	-0.693	0.052	13.300	0.000
Job Satisfaction -> *Cybelrloafing*	-0.455	-0.484	0.077	5.872	0.000

Hypothesis 1: Work stress has a positive and significant effect on Cyberloafing.

Based on the results of testing the work stress variable data on Cyberloafing show a value sample owned by 0.511 and these results explain that the variable Job Stress has a positive influence on Cyberloafing. The significance t$_{statistics}$ of 6.890 > 1.984 and value P-Value of 0.000 < 0.050, it can be interpreted that the variable of Job Stress on Cyberloafing has a significant effect, then H1: Job stress has a positive and significant effect on cyberloafing *accepted*.

Hypothesis 2: Work Stress has a negative and significant effect on Job Satisfaction.

Based on the results of testing the variable Job Stress on Job Satisfaction obtained by researchers, it shows that the value original sample of -0.687, that the variable Job Stress hurts Job Satisfaction. The significance of the t$_{statistics}$ 13.300 > 1.984 and value P-Value of 0.000 < 0.050, it can be interpreted that the variable Woek Stress on Job Satisfaction has a significant effect. Based on this, H2: Job stress has a negative and significant effect on Job Satisfaction is *accepted*.

Hypothesis 3: Job satisfaction has a significant and negative effect on Cyberloafing.

Based on the test results on the Job Satisfaction variable on Cyberloafing obtained by researchers, indicate that the value original sample of -0.455 and also explain that the variable Job Satisfaction hurts Cyberloafing. The significance of the value t$_{statistics}$ 5.872 > 1.984 and value P-Value of 0.000 < 0.050, it can be interpreted that the variable

Job Satisfaction with Cyberloafing has a significant effect, then H3: Job Satisfaction has a negative and significant effect on Cyberloafing *accepted*.

4.2.1. Mediation Test

The first mediation test uses the method Causal step to see the effect of job satisfaction can mediate the effect of job stress on cyberloafing.
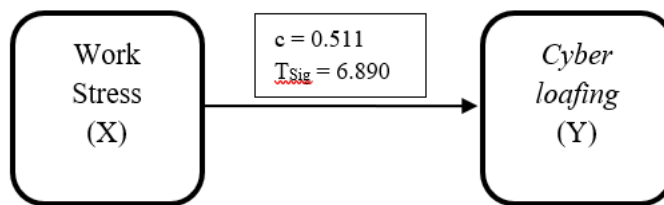
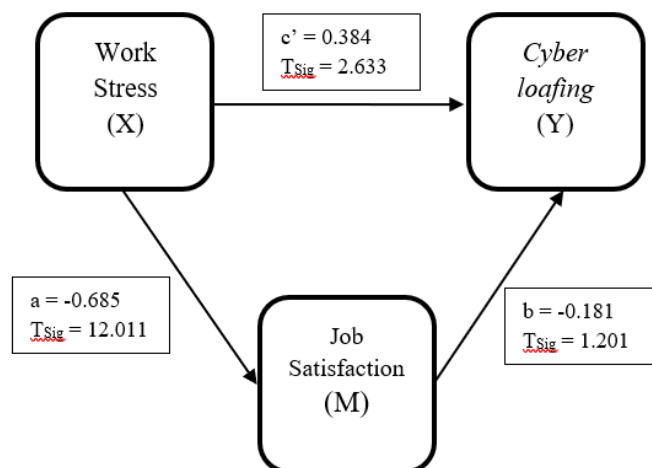**Figure** 3: Path Coefficient Without Mediator (Direct's Effect).

Figure 4: Results of Path Coefficient Analysis with Mediator (*Casual Step*).

1. Regression of the independent variable Work Stress (X) on the dependent variable Cyberloafing (Y) gives a significance value of $t_{statistics}$ 2.633 > 1.984 and P-Value of 0.000 or less than the value of α = 0.05 and the regression coefficient (line c) of 0.384.

2. Regression of the independent variable Work Stress (X) on the mediating variable Job Satisfaction (M) gives a significance value of $t_{statistics}$ 12.011 > 1.984 and P-Value of 0.000 or less than the value of α = 0.05 and the regression coefficient (path a) of -0.685.

3. Regression of the dependent variable Work Stress (X) and the mediating variable Job Satisfaction (M) on the dependent variable Cyberloafing (Y) gives a significance

value of $t_{statistics}$ 1.201 < 1.984 and P-Value of 0.230 or greater than α = 0.05 and the regression coefficient (b) of -0.181. Furthermore, it is found that the special value of the indirect effect (*specific indirect effect*) with a significance value of $t_{statistics}$ 1.152 < 1.984 and P-Value of 0.250 or greater than the value of α = 0.05 and a regression coefficient (c') of 0.124.

Based on these results, it was found that job satisfaction was proven unable to mediate fully/perfectly (full mediation) the regression coefficient b turns out to be insignificant. Then a mediation test was carried out using *the Shrout & Bolger method* to see the mediating effect of job satisfaction as a partial. Here are the results:
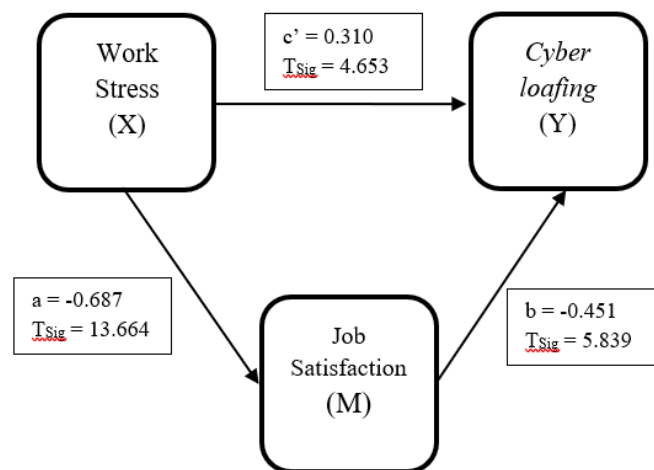

Figure 5: Results of Coefficient Path Analysis with Mediator *Shrout & Bolger Method*.

1. Regression of the independent variable Job Stress (X) on the mediating variable Job Satisfaction (M) gives a significance value of $t_{statistics}$ 113.664 > 1.984 and P-Value of 0.000 or less than the value of α = 0.05 and the regression coefficient (path a) of -0.687. So simultaneously, job stress has a negative and significant influence on job satisfaction.

2. Regression mediating variable Job Satisfaction (M) on the dependent variable Cyberloafing (Y) gives a significance value of $t_{statistics}$ 5.839 < 1.984 and a P-Value of 0.230 or greater than α = 0.05 and the regression coefficient (b) of -0.451. So simultaneously, job satisfaction has a negative and significant effect on cyberloafing. The special value of the indirect effect (specific indirect effect) the independent variable Job Stress (X) to the independent variable Cyberloafing (Y) with a significance value of $t_{statistics}$ 4.653 < 1.984 and a P-Value of 0.000 or greater than the value of α = 0.05 and a regression coefficient (c') of 0.310.

Based on the results above, the regression coefficient (c') decreases but remains significant, so that job satisfaction is proven to mediate partially (partial mediation) on the effect of work stress on behavior cyberloafing. Based on the description above, it can be seen that satisfaction is proven not to mediate in full (full mediation) but there is evidence of job satisfaction partially mediating (partial mediation) on the effect of work stress on cyberloafing. Then the fourth hypothesis (H4), namely job satisfaction mediates the effect of work stress on behavior cyberloafing *accepted*.

TABLE 3: Total Effect Mediation.

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEIV)	T-Statistik (10/STDEIV)	P Value
Work Stress -> Cyberloafing	0.511	0.537	0.074	6.890	0.000
Work Stress -> Job Satisfaction	-0.687	-0694	0.050	13.664	0.000
Job Satisfaction -> Cyberloafing	-0.451	-0.475	0.077	5.839	0.000
Work Stress -> Job Satisfaction -> Cyberloafing	*0.310*	*0.331*	*0.067*	*4.653*	*0.000*

4.3. Discussion

4.3.1. Effect of Job Stress on Cyberloafing Generation Z employees in Bandar Lampung

The research results found are by the research hypothesis, namely that there is a significant and positive influence between the work stress of Generation Z employees in Bandar Lampung on the behavior of cyberloafing employee. This is indicated by the value of $t_{statistics}$ 6.890 > 1.984 and value P-Value of 0.000 < 0.050 and the value original sample of 0.511. That is, the work stress experienced by the employee will make him commit the deviant behavior of cyberloafing at work, the higher the work stress experienced, the more often they perform the behavior of cyberloafing.

This reinforces the *General Strain Theory* a theory that explains that negative emotions trigger deviant and criminal behavior. The results of this study are in line with research revealing that work stress has a significant and positive effect on behavior and is positive on behavior cyberloafing [16], [4], [17], [18]. Cyberloafing is used as an alternative to relieve and eliminate work stress. However, the results of this study

contradict the unique findings of Sulistyan & Ermawati [19] which reveal that the lower work stress on employees makes the behavior of cyberloafing employees increase.

4.3.2. Effect of Work Stress on Job Satisfaction Generation Z employees in Bandar Lampung

The research results found are by the research hypothesis, namely that there is a significant and negative influence between work stress on job satisfaction of Generation Z employees in Bandar Lampung. This is indicated by the value of t$_{statistics}$ 13.300 > 1.96 and value P-Value of 0.000 < 0.050 as well as a value value original sample of -0.687. That is, the work stress experienced by these employees reduces employee job satisfaction, the higher the work stress experienced, the lower the job satisfaction felt by Generation Z employees in Bandar Lampung.

This strengthens the theory of Robbin & Judge [20] in his book entitled "Organizational Behavior" which states that when employees experience work stress, the psychological consequences will make employee job satisfaction decrease. The results of this study also support previous studies which stated that there was a significant effect of the variable work stress on job satisfaction with a negative value [21], [22], [23]. Meanwhile, it is contrary to Gofur [24] which states that work stress has a significant influence and a very strong level of relationship, but it is positive and research by Ariansy & Kurnia [25] says that work stress has no significant effect on job satisfaction.

4.3.3. The Influence of Job Satisfaction on Cyberloafing Generation Z Employees in Bandar Lampung

The research results found are by the research hypothesis, namely that there is a negative and significant effect between the job satisfaction of Generation Z employees in Bandar Lampung on the behavior of cyberloafing employees. This is indicated by the value of t$_{statistics}$ .872 > 1.984 and valueP-Value of 0.000 < 0.050 and the value original sample of -0.455. That is, low job satisfaction for Generation Z employees in Bandar Lampung will make them commit deviant behavior cyberloafing at work, the disclosure of dissatisfaction is in the form of using working time to access the internet for personal gain, the lower the job satisfaction found, the more often they engage in cyberloafing.

These results reinforce Robbin & Judge, "*Job dissatisfaction and antagonistic relationships with co-workers predict a variety of behaviors organizations find undesirable, including unionization attempts, substance abuse, stealing at work, undue socializing,*

and tardiness " [20, p. 87]These results also support several studies which state that job satisfaction has a significant negative effect on cyberloafing [27], [28], [29]. However, the results of this study contradict the findings of Ni'matulloh [30] stating that job satisfaction partially has no significant effect on cyberloafing, as well as research by Sarafina [31] which also states that job satisfaction with cyberloafing is not significantly related to cyberloafing.

4.3.4. Mediating Effect of Job Satisfaction on the Effect of Work Stress on Cyberloafing Generation Z Employees in Bandar Lampung

The results of the research that the authors conducted on 100 respondents who were generation Z employees in Bandar Lampung in testing mediation with the method *Causal step* proved that job satisfaction is not fully mediated (full mediation) the effect of work stress on cyberloafing. *The Shrout & Bolger method* provides an indirect path value (*specific indirect effect*) that remains significant with a significance value of t$_{statistics}$ 4.653 < 1.984 and a P-Value of 0.000 or less than the value of α = 0.05 and a regression coefficient (c') of 0.310. Thus, job satisfaction has a partial mediating role between the effects of job stress on cyberloafing.

The findings in this study indicate that by involving employee job satisfaction, work stress can directly or indirectly influence the behavior of cyberloafing Generation Z employees in Bandar Lampung. Indirectly, the low job satisfaction of Generation Z employees in Bandar Lampung which is affected by high work stress can make employees do it more often cyberloafing at work or when employees experience work stress immediately makes them do cyberloafing.

4.3.5. Views of Islamic Business Ethics on Behavior Cyberloafing Generation Z employees in Bandar Lampung

Ethics talks about *value judgment*, namely regarding the assessment of right-wrong, good-bad or decent-not worthy. The propositions on the Qur'an and al-Hadith are fundamental sources of values and norms in Islamic business ethics which are also used as a basis for assessing a behavior. Cyberloafing this can also have a constructive impact such as being able to relieve stress on employees which also has the potential to increase employee performance values, can increase employee job satisfaction but behavior cyberloafing This intersects with the amanah value of Islamic business ethics because the perpetrator uses his "employee" status to be able to access internet

facilities to support work activities but is used for interests that are not related to the company or for personal gain.

Trust is a fundamental value in religion-based business ethics. Those who trust are those who work professionally and take full responsibility for the business they carry out so that the trust they carry brings maximum wisdom and benefits for themselves, others, and the environment [37]. Referring to the opinion of Shaykh 'Abdul 'Aziz bin Fathi as-Sayyid Nada that it is appropriate for an employee to perform his duties with full trust and not betray even when the employer is not there. It should be fixed *muraqahah* (feeling under control) with his Lord in carrying out the tasks assigned to him [38, p. 7]. When viewed from the basic principles of Islamic business ethics:

1) *Tauhid* (Unity): In working, employees must always maintain their operational system and refrain from carrying out activities that are harmful or damaging (*nafsadah*) like cyberloafing for the profit obtained which is lawful, good, legal and does not harm anyone.

2) *Tawazun* (Equilibrium): Cyberloafing does not reflect principles humble (balance) because it accommodates one's interests and disposes of the company's resources for personal gain.

3) *Hurriyah al-Iradah* (Free Will): Cyberloafing it is included in the freedom of action but implicitly violates the signs of sharia (not trustworthy).

4) *Mas'uliyyah* (Responsibility): Based on the results found behavior cyberloafing is a form of protest and ignoring deviations given by employees to superiors and companies for work stress and employee job dissatisfaction. So researchers see the lack of accountability aspects there, both towards humans (superiors, stakeholders) and especially to Allah 'Azza wa Jalla.

Some experts have categorized cyberloafing is an act of deviance in the workplace that has been proven to have many bad consequences for companies and organizations but this behavior is not classified as a crime. Both in terms of business ethics and religion-based business ethics (Islam), behavior cyberloafing includes bad deeds.

5. Conclusion

1. There is a significant and positive influence between employee work stress on behavior cyberloafing generation Z employees in Bandar Lampung.

2. Significant and negative effect of work stress on job satisfaction of Generation Z employees in Bandar Lampung.

3. There is a negative and significant influence between the job satisfaction of Generation Z employees in Bandar Lampung on behavior cyberloafing employees,

4. Job satisfaction is proven not to mediate fully/perfectly (full/perfect mediation) but proved to be partially mediating (partial mediation).

5. Given Islamic business ethics, cyberloafing is classified as unethical behavior because it is contrary to the basic principles of Islamic business ethics, both from principles *tauhid* (unity), *tawazun* (equilibrium), *hurriyah al-iradah* (free will) to principle *mas'uliyyah* (responsibility).

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