

The Influence of Job Stress, Self-Control, And Organizational Commitment on Cyberloafing Behavior Among Employees in Surabaya.

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ABSTRACT

Human resources are an important asset in a company, it is assumed that employees who work well will improve the quality of work which has an impact on company productivity. The effort to achieve this is to raise awareness among employees not to spend their working time doing things that are not related to their work, for example by wasting time playing with gadgets during working hours, which is referred to as cyberloafing behavior. The tendency of employees to have this behavior is sometimes caused by a lack of self-control, work stress factors, which causes employees to tend to procrastinate work and make work unfinished. Based on this background, this research aims to determine the influence of self-control, motivation and cyberloafing behavior on the performance of private employees in Surabaya. This research uses a quantitative approach with multiple linear regression methods and uses a sampling method using a purposive sampling method. The population and sample in this research were company employees in Surabaya who were taken randomly. Based on the results of distributing questionnaires and measuring scales using a Likert scale, 127 respondents were obtained. The results of questionnaire data processing show that work stress has no influence on cyberloafing behavior, but the variables of self-control and organizational commitment are proven to influence cyberloafing behavior.

1. INTRODUCTION

The digitalization of the workplace and the use of Internet-based communication platforms (ICT) have transformed traditional organizations into digital ones. Therefore, it cannot be denied that there is a phenomenon where there are several employees who use technology in their daily activities at work, either for work, non-work, or personal gain.

Behavioural use of technology that is considered a deviation from the use of the Internet in the workplace is also referred to in various terms as cyberslacking or cyberloafing. In general, this term is understood as a deviation from the use of information and communication technology by employees, including personal devices (for example laptops, desktop computers and cellular phones) using the Internet network provided by the company. This includes accessing social media and other websites during working hours and these activities are not related to the work they do. The use of technological facilities provided by the company for employees is intended as a facility to support efforts to complete their work, so an employee needs to have commitment and is required to provide maximum productivity at work. This deviant behaviour is related to the term cyberloafing which was mentioned previously, that this behaviour can threaten an employee's work productivity and make an employee avoid work for which they are responsible (Christio, 2023).

Workload can also have an impact on work stress levels, employees who have high levels of work stress will tend to have the perception of being emotionally tired, which can cause them to seek escape from the work responsibilities they are supposed to do (Sani & Suhana, 2022). The causes of employees experiencing work stress can be caused by high workloads, difficulties with permits, internal problems, and poor physical conditions. Work stress is a physical and mental condition of an individual related to work which is caused by environmental pressure in meeting individual needs or demands, such as insufficient availability of resources (Pangestuari et al., 2023). Research from (Nanny & Pareke, 2019) explains that work stress indicators are caused by demands, which are the demands of the employee's role in the organization.

Job stress is related to work life, levels of severe stress that exceed the limits of tolerance for an individual human being can result in psychological disorders and feelings of physical discomfort, thus having a negative impact on the psychological and biological condition of the employee (Al Utsmani & Sukarno, 2022). The results of a Gallup survey conducted in 2022 of 122,416 respondents who were workers aged 15 years and over from 160 countries, stated that as many as 44% of workers in the world experienced stress and this increased from 2009 to 2022. In this survey it was stated that 59 % of workers in the world tend to stop doing extra work (quiet quitting). This happens because there is awareness among workers to avoid stress due to excessive work.

Cyberloafing behaviour can be avoided if an employee has good self-control. Employees with low self-control will more easily do things that have negative results compared to employees who have high self-control (Cahyaningrum & Yulianti, 2022). Research from (Malau & Muhammad, 2022) explains that employees must have good self-control, especially in using internet facilities wisely at their place of work so as not to be negligent in completing their work responsibilities. Cyberloafing is a form of employee behaviour in using various types of electronic devices such as computers, both personal and company facilities, during working hours for activities that are not related to the work they do (Attiq & Filatrovi, 2022). Indicators of cyberloafing behaviour are divided into two large categories according to (Maarij, 2023), namely:

- a. **Minor Cyberloafing:** This is employee behavior in using internet facilities provided by the company but is not directly related to the employee's work. The form of this activity can take the form of sending electronic mail outside the context of work, accessing news sites, accessing personal social media, making online purchase and sales transactions, or visiting artist sites or other entertainment media.
- b. **Serious Cyberloafing:** is employee behavior in using company internet facilities that leads to violations of norms and illegal activities. For example, playing games, online gambling, downloading music, accessing adult sites, and accessing personal sites.

Another factor originating from human personality that can influence cyberloafing behaviour is locus of control. Self-control or Locus of control is an individual's self-confidence regarding something that takes place or happens completely and is under his or her control. Self-control can influence the performance of a company. Research conducted by states that good self-control will have a positive impact on the employees themselves. An employee with good self-control can control and control himself in avoiding doing things outside the company's productivity, so that his productivity and work responsibilities can increase in order to fulfil his company's goals (Sa'adah, 2021). Self-control can also be interpreted as an individual's decision to behave with cognitive considerations to improve certain results and goals as desired. Indicators for measuring self-control include (1) behavioural control, (2) cognitive control, and (3) decisional control (Sunyoto & Kalijaga, 2022). Employees who cannot control their internal locus of control will feel that the quality of their work is influenced by their own abilities, skills, or efforts. Meanwhile, someone with a low external locus of control will tend to blame other people (Masrurah & Hasanah, 2022).

Organizational commitment is a psychological element related to the nature of an organization's relationship with its organizational members, which can have implications for individual desires as a form of continuity in the organization. Organizational commitment can be described as a form of employee loyalty to their organization and the availability to provide effort in achieving organizational goals (Masrurah & Hasanah, 2022). Previous research from (Sani & Suhana, 2022) resulted in the conclusion that the higher an employee's commitment to their company, the lower the employee's tendency to engage in cyberloafing behavior. Indicators of organizational commitment are (1) Will, (2) Loyalty, (3) Trust, and (4) Pride. A similar

definition from (Dahlan & Madjodjo, 2020) also states that organizational commitment is a situation where an employee sides with a particular organization along with its goals and desires to maintain membership in that organization. Organizational commitment is the most important thing in a company. It is known that employees with good organizational commitment will easily handle the work they are responsible for. In several organizations there are standards and procedures established as work guidelines, this is because the organization wants its employees to have high commitment so that they not only improve their performance but also produce good quality work (Humaidi et al., 2019).

2. RESEARCH METHODS

The type of research used in this research is research with a quantitative approach where questionnaires are distributed to respondents who are the objects of this research. After distributing the questionnaires, a total of 127 respondents were found to have provided their responses which will be processed using the multiple linear regression method. Multiple linear regression was chosen because it has the characteristics that the functional equation can be formulated in the form of a mathematical equation, the data distribution is normally distributed, the data numbers are rational, the parameter values are determined by α and β which can be measured using statistical tests (Salma, 2016).

In this study, the research samples taken were employees of companies selected based on the feasibility of considering the criteria in this research, where this research targeted a survey of active company employees who also used information and communication technology within the scope of their work. The sampling method uses a purposive sampling method, this method is used because the sample used is determined based on characteristics that are related to the characteristics of the research object being studied (Chandra & Wirapraja, 2020). The scale used to measure respondents' perceptions in this study uses a Likert scale with a measurement scale in the form of positive statements between Strongly disagree (1) to Strongly agree (5) (Pranatawijaya et al., 2019).

Research Model. The thinking model in this research consists of 3 independent variables and 1 dependent variable. The independent variables include Work Stress (X1), Self-Control (X2), Organizational Commitment (X3), and the dependent variable is Cyberloafing Behavior (Y1). This research aims to determine the influence of work stress, self-control, and organizational commitment on cyberloafing behavior. The research model is shown in Figure 1 below:

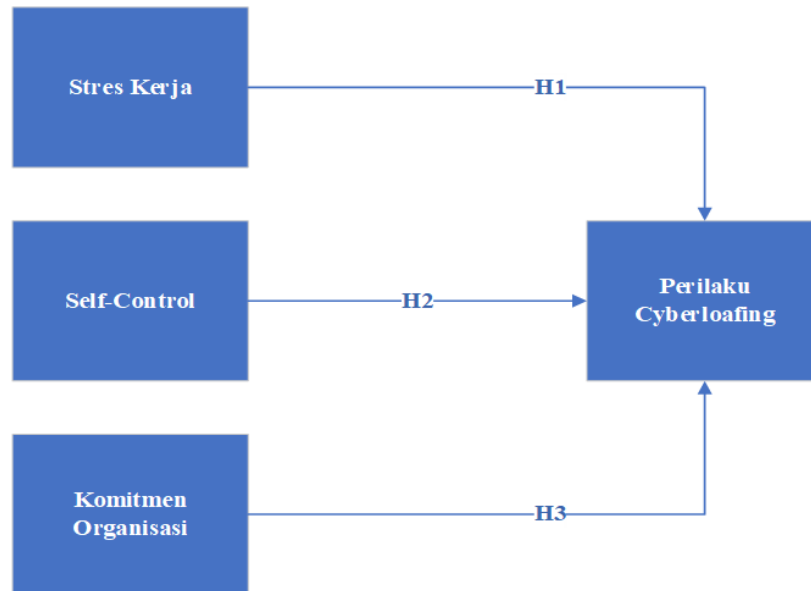


Figure 1. Research Model

Source: Researcher's primary data, 2023

Based on the research model as shown in Figure 1 above, the research hypothesis is formulated as follows:

- H1: Work stress has a positive effect on cyberloafing behavior
- H2: Self-Control has a positive effect on cyberloafing behavior
- H3: Organizational Commitment has a positive effect on cyberloafing behavior

3. RESULTS & DISCUSSION

Respondent Profile. The profile of respondents who have filled out this questionnaire are employees who work for private companies in Surabaya. Based on the questionnaire distributed, it is known that 127 respondents have filled out the questionnaire with the description of the respondents as follows:

- Based on education level, it is known that: 7 respondents have a diploma 3 (D3), 102 respondents have a bachelor's degree, 4 respondents have a master's degree, 1 person has a doctorate, and 13 respondents have a tertiary education. school/vocational school background.
- Based on the age level of the respondents, the results obtained were (1) 72 people aged over 25 years, (2) 4 people aged 18-20 years, and 51 people aged 21-25 years.
- Meanwhile, work period was divided into 2, namely (1) work period under 5 years as many as 37 respondents and work period more than 5 years as many as 90 respondents.

Validity Test. Validity test is a test used to test the accuracy of measuring instruments on a research object (Imran, 2018). In this research, the validity test was carried out using the SPSS application and from the validity test carried out, the results obtained were as shown in the following table:

Table 1. Validity Test Results:

Variable	Indicator	Scale Mean if Item Deleted	Corrected Item-Total Correlation
Work stress	X11	45.80	0.692
	X12	45.73	0.648
	X13	45.89	0.745
Self-Control	X21	45.84	0.708
	X22	45.98	0.707
	X23	45.83	0.782
	X24	45.90	0.635
Organizational Commitment	X31	45.77	0.744
	X32	45.83	0.630
	X33	45.97	0.739
Cyberloafing Behaviour	Y11	46.12	0.700
	Y12	46.03	0.770

Sources: Data Processing Results by Researchers (2023)

Based on the resulting validity test as shown in table 1 above, the results obtained in the corrected item-Total Correlation column, all values are above the value from the r table which has a value of 0.1743 with $\alpha = 0.05$. In the Validity Test, if the calculated r value is above the r table then all statement items used in the questionnaire that will be used as instruments in hypothesis testing can be declared valid (Santoso, 2018).

Reliability Test. The results of the reliability test for the variables Work Stress (X1), Self-Control (X2), Organizational Commitment (X3), and Cyberloafing Behavior (Y) obtained a Cronbach alpha value of 0.933. Based on these results, it is known that if the Cronbach Alpha value is > 0.60 (Darmansah & Yosepha, 2020) for all variables in the research model used, it can be concluded that all variables in this research are reliable.

Normality test. Based on the results of the normality test, the results obtained are in the form of a plot diagram as in the following image:

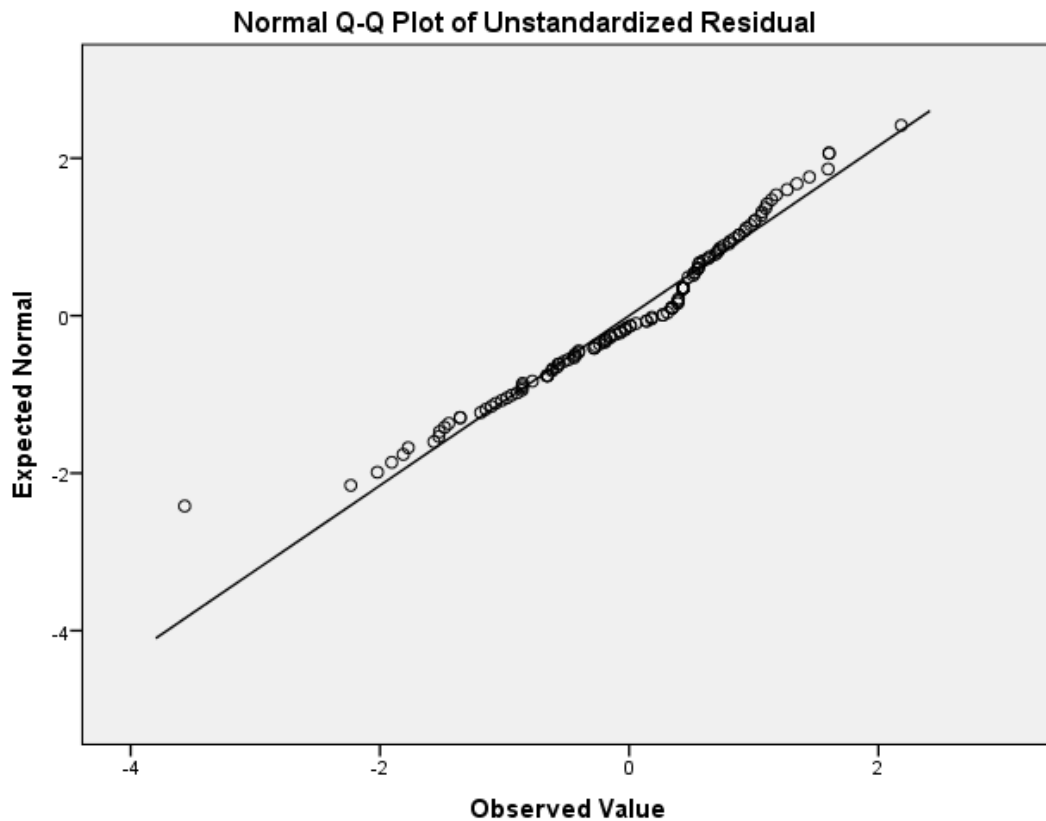


Figure 2. Normality Test Results

Source: Researcher's primary data (2023)

Based on Figure 2 from the results of the normality test that has been carried out, in the plot diagram above there is a distribution of data around the diagram and follows a regression, so based on this picture it can be concluded that the data in this study is normally distributed data.

Multicollinearity Test. The multicollinearity test is used to test whether the regression model used has a correlation between the independent variables because a good regression model should not have a correlation between the independent variables (Kurniawati et al., 2018).

Table 2. Multicollinearity Test Results

Coefficients ^a							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-.796	.615		-1.294	.198		
Stres Kerja (X1)	.040	.077	.051	-.521	.603	.312	3.209
Self-Control (X2)	.210	.069	.341	3.062	.003	.239	4.183
Komitmen Kerja (X3)	.376	.071	.460	5.277	.000	.391	2.560

a. Dependent Variable: Y1

Source: Researcher's primary data (2023)

Based on the results of the multicollinearity test as shown in Figure 2, where it is shown that all VIF values for each research variable are less than (<) 10 and the tolerance value is above 0.10, it can be concluded that there is no multicollinearity between variables in the regression model. in this research.

Heteroscedasticity Test. The heteroscedasticity test was carried out using the Spearman correlation model, where this test was used to carry out a correlation between the absolute residual and each independent variable used in this research. The results of this heteroscedasticity test can be seen in the following table:

Table 3. Heteroscedasticity Test Results

Correlations						
		ABS_RES	X1	X2	X3	
Spearman's rho	ABS_RES	Correlation Coefficient	1.000	-.099	-.172	-.163
		Sig. (2-tailed)	.	.266	.053	.067
		N	127	127	127	127
	X1	Correlation Coefficient	-.099	1.000	.768**	.607**
		Sig. (2-tailed)	.266	.	.000	.000
		N	127	127	127	127
	X2	Correlation Coefficient	-.172	.768**	1.000	.698**
		Sig. (2-tailed)	.053	.000	.	.000
		N	127	127	127	127
	X3	Correlation Coefficient	-.163	.607**	.698**	1.000
		Sig. (2-tailed)	.067	.000	.000	.
		N	127	127	127	127

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Researcher's primary data (2023)

In table 3 above, it can be concluded that the results of the data processing that have been carried out show that the significance value of all variables on the absolute residual (ABS_RES) is above 0.05, so it can be stated that the entire regression model does not have heteroscedasticity problems.

Multiple Linear Regression Test. In the next test, the regression model in this study was tested to determine the influence of the variables Work Stress (X1), Self-Control (X2), Work Commitment (X3) on the effect of cyberloafing (Y1) on employees in Surabaya. The results of this test are visible in the following table:

Table 4. Multiple Linear Regression Results

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	-.796	.615		-1.294	.198
	X1	.040	.077	.051	2.521	.603
	X2	.210	.069	.341	3.062	.003
	X3	.376	.071	.460	5.277	.000

a. Dependent Variable: Y1
 Source: Researcher's primary data (2023)

Based on table 4 above, it is known that the regression equation is as follows:

$$Y = -0.796 + 0.040 + 0.210 + 0.376.....(1)$$

Hypothesis Testing Results. Hypothesis testing is carried out by comparing the calculated t value with the t table. The value in the t table for df=123 is 0.1979, so, in this test for each independent variable and the dependent variable, the results of hypothesis testing are obtained as follows:

- The work stress variable obtained a result of -0.521, which is below the t table value, so the hypothesis is rejected, which means there is no influence between work stress and cyberloafing behaviour.
- The self-control variable gets a result of 3.062 which is above the t table value, so the hypothesis is accepted, which means there is an influence between self-control on cyberloafing behaviour.
- The organizational commitment variable gets a result of 5.277 which is above the t table value, so the hypothesis is accepted, which means there is an influence between organizational commitment and cyberloafing behaviour.

Discussion of Test Results

1. The relationship between work stress and cyberloafing behaviour.

Based on the results of data processing, it is known that there is no influence between work stress and cyberloafing behaviour among company employees in Surabaya. This happens because even though there are demands for work completion which are calculated based on units of time, which sometimes causes an employee to feel bored, not all employees will seek entertainment by accessing internet media.

The results of the questionnaire show that under conditions of work pressure, employees are more likely to look for ways to relieve their stress by chatting, taking a short break, or doing other activities outside of playing with gadgets. These results are in accordance with research from (Maarij, 2023) which states that not all employees who experience work stress will lead to cyberloafing behaviour.

2. The relationship of self-control to cyberloafing behaviour

According to (Cahyaningrum & Yulianti, 2022) good self-control will prevent employees from cyberloafing behaviour and vice versa. From the results of data processing, similar results were obtained that self-control influences cyberloafing behaviour. Based on the results of data processing, it was found that motivation factors are the main reason a person works, so it is important for companies to continue to motivate their employees so that they can continue to provide good and positive performance for their company and prevent employees from engaging in cyberloafing behaviour.

3. The relationship between organizational commitment and cyberloafing behaviour

Commitment is an important aspect because it comes from an employee's own awareness regarding his role and involvement in an organization. Based on the results of data processing, it was found that organizational commitment has an influence on cyberloafing behaviour. This is because employees realize that they have a moral obligation to their work so they are committed to completing their work on time.

This is in line with research from (Masruroh & Hasanah, 2022) which states that organizational commitment is based on the employee's own climate and self-control. Meanwhile, research from (Nursya & Yuliza, 2023) also states that, however, sometimes the influence of technology also becomes a person's foundation. carrying out cyberloafing behaviour even though their work commitment is also high

4. CONCLUSION & SUGGESTION

Based on the results of data processing and discussions that have been carried out in this research regarding the research variables used, several conclusions have been obtained as follows:

(1) The work stress variable has no influence on cyberloafing behavior. From the results of data processing, it is known that most respondents stated that they do not carry out cyberloafing

activities if they are under work pressure which causes them to feel stressed. (2) The self-control factor is an important factor and received the highest score for its influence on cyber-loafing behavior. This is because the tendency to engage in cyberloafing stems from the employee's own motivation and desires. If work motivation is low, employees will tend to spend their time playing on cell phones and going online and (3) Organizational commitment has an influence on cyberloafing behavior. Committed employees will consciously take responsibility for their work so that they are not easily influenced to engage in cyberloafing behaviour.

The suggestions that can be given for further development of this research are: This research still takes random samples from respondents who work in private companies in Surabaya, in future research it can be carried out specifically for certain companies so that it can become a means of decision making for the human resources department in managing their employees. And It is a practical suggestion for companies to monitor the potential for employees to spend time playing with cellphones and gadgets so that they are not negligent and remain committed to providing maximum work performance.

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