

BURNOUT AND JOB STRESS AGAINST CYBERLOAFING BEHAVIOR WITH JOB SATISFACTION MODERATION IN PRIVATE HOSPITAL NURSES IN DENPASAR

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ABSTRACT

Cyber loafing behavior is behavior that is shown by accessing the internet and using email which is done deliberately and for personal purposes and employees do not do their duties but only access the internet (open social media) during office hours. Factors that can affect cyber loafing behavior are burnout and work stress. This study aims to analyze the effect of burnout and work stress on nurses' cyber loafing behavior with job satisfaction moderation. The subject of this study is a nurse at a private hospital in Denpasar. Descriptive measurement and analysis were carried out to obtain an image or portrait of the respondent. The results of the descriptive measurement are then used as a basis for conducting statistical analysis. Data was collected through a questionnaire instrument (Likert Scale) that has been tested for validity and reliability. Meanwhile, the sample was determined to be 80 people with an incidental sampling technique. Furthermore, the collected data was analyzed using the SEM-PLS analysis technique. Burnout has a negative and insignificant effect on nurses' cyber loafing behavior. Job stress has a negative and insignificant effect on nurses' cyber loafing behavior. Job satisfaction has a positive and significant effect on nurses' cyber loafing behavior. Job Satisfaction is unable to moderate the effect of burnout or significant job stress on nurses' cyber loafing behavior.

Keyword: Burnout, Job stress, Job satisfaction and Cyber Loafing Behavior

1. INTRODUCTION

Cyber loafing behavior in the workplace will have an impact on reduced productivity, making employees neglect their duties due to increasingly modern technology without the need to go in and out of the room, look active during office hours, and be in front of a computer (Blanchard & Henle, 2008). They do not work, but rather engage in cyber loafing (P. K. Lim et al., 2021). The use of the internet in the workplace gives employees a new way to avoid work. Some of the cyber loafing behaviors that employees engage in such as receiving and sending emails, playing social media, playing online games, shopping online, visiting adult sites, and many more (Ek & Şimşek, 2007). This kind of behavior will certainly affect the performance of the organization as well. The survey proves that employees spend about 20% to 24% of their working time doing cyber loafing (Koay et al., 2017; Lim & Chen, 2012). This causes productivity to decline by 30% to 40% and a loss of \$750 million worth of productivity per year (Ugrin et al., 2018). Based on the available data, it shows that cyber loafing behavior significantly has a negative impact on organizational performance. Another study says that employees do cyber loafing approximately 192 minutes a day (Restubog et al., 2011), while Lim & Chen (2012) say employees spend about 300 minutes each day.

Therefore, this action is considered a serious problem for an organization. Cyber loafing behavior often arises due to work stress (Colacion-Quiros & Gemora, 2016; Derin & Gökçe, 2016). General Strain Theory (GST) postulates that when people are under tension or high levels of stress, they are more likely to experience unpleasant emotions such

as agitation, anxiety, or displeasure (Koay et al., 2017). From a conceptual point of view, implementing GST shows that engaging in internet activities that are not related to work is a corrective action to eliminate negative emotions caused by work tension (Henle, 2005).

Employees who experience high levels of stress tend to trigger cyber loafing (Garrett & Danziger, 2008). The results were different from the research (Aulia et al., 2023; Kurniawati et al., 2019) who found that work stress has no effect on cyber loafing, this happens because employees are able to control the stress experienced. The health sector is one of the sectors with the highest prevalence of occupational stress (ILO, 2016). According to Perwitasari et al (2016), that all professionals in hospitals have a risk of stress, but nurses have a higher level of stress. The prevalence rate of work stress among nurses in Viet Nam is 18.5% (Tran et al, 2017), while in Hong Kong it reaches 41.1% (Cheung and Yip, 2015). PPNI in 2006 stated that 50.9% of nurses in Indonesia had experienced work stress (Herqutanto et al, 2017).

Nurses are health workers whose number and needs are the most among other health workers. Private hospitals in Denpasar have a large number of patients or tend to increase, of course, they really need reliable human resources who work in a conducive situation so that they can guarantee the quality of service. Many things can cause nurses to be exposed to work stress, either from themselves or unsupportive workplace conditions/conditions. The number of Private Hospitals in Denpasar can be explained in Table 1 below:

Table 1. THE NUMBER OF NURSES AND PRIVATE HOSPITALS IN DENPASAR 2024

N	Hospital	N Population
1	Surya Husadha Hospital	235
2	Bali Med Hospital	180
3	RSU Bali Royal Hospital	150
4	Puri Raharja Hospital	137
5	Prima Medika Hospital	120
6	RSU Kasih Ibu	118
7	Puri Bunda Hospital	105
8	Bakti Rahayu Hospital	78
9	Dharma Yadnya Hospital	75
10	Manuaba Hospital	67
11	Surya Husadha Ubung Hospital	34
12	RSB Harapan Bunda	39
13	RSK Mother & Child Shoot Permata Heart	22
14	RSK Mata Ramata	20
	Total	1.402

Source; Bali Provincial Health Office, 2022

Based on an initial survey through interviews with nurses in the inpatient room, the majority of nurses' complaints are that the number of patients is large/increasing and is not balanced with an adequate number of nurses. According to them, many nurses are allowed to take leave for a long time, the situation is exacerbated by the lack of discipline of some nursing service friends, such as arriving late. Based on an interview with a nurse on Tuesday, December 19, 2023, which revealed that there were several nurses who played on their phones during working hours, so that nurses became unfocused at work. Employees who experience stress will take action to relieve that stress and protect against losing resources in the future by seeking pleasure through online shopping, social media, or web browsing (Zhu et al., 2021). According to (Wu et al., 2020), engaging in cyber loafing can serve as a form of relief from something that leads to psychological alienation, reduces fatigue, and improves mental well-being. With this cyber loafing, employees will feel that the work done is lighter and make them happier (Game, 2007).

According to Syamsu et al., 2019, that employees experience psychological stress due to physical and emotional fatigue caused by their work, which often causes them to feel tired with their work, which sacrifices a lot of time, energy, and mind, and causes employees to feel unhappy in completing their work. Burnout is a syndrome that can lead to emotional exhaustion, depersonalization, and decreased personal achievement. Because they feel overwhelmed by the state of their own organization, distressed employees are bound to be less satisfied with their

jobs. The three signs of laziness are emotional exhaustion, which leads to feelings of boredom and fatigue at work; depersonalization, which leads to cynical and heartless feelings towards people. There are various negative impacts of burnout on the work environment. One of them is cyber loafing behavior, which refers to the use of Internet technology for non-business purposes during working hours (Wicaksono, 2017). In line with this, Hardiani et al. (2018) argue that cyber loafing behavior is caused by work fatigue, which is more of a role conflict and excessive workload. Employees who experience stress and burnout tend to behave cyber loafing.

Based on the results of a short questionnaire to 10 nurses in three private hospitals with the largest number of nurses, the results were obtained that 7 nurses answered that they often use the internet outside of work interests during working hours. Meanwhile, 3 people answered that they rarely use the internet outside of work interests during working hours. Of the 7 people who answered that they often use the internet outside of work during working hours, they do this because they feel stressed and tired of doing the same work every day. It can be seen from the results of a short interview with nurses that Private Hospital is a company with high working hours and workloads, so stress in the workplace can occur

Job satisfaction in general concerns a person's attitude towards their work. Because it concerns attitudes, the definition of job satisfaction includes various things such as cognition, emotions and behavioral tendencies of a person. The satisfaction is not tangible, but can be manifested in the results of work. Therefore, job satisfaction, even though it is difficult and abstract, still needs attention. The magnitude of the impact of cyber loafing behavior requires companies to know the factors behind the occurrence of cyber loafing behavior. Ozler and Polat (2012); Vitak, Crouser, Larose (2011) stated that one of the factors that can cause cyber loafing behavior is job satisfaction. This study focuses more on job satisfaction as a cause of cyber loafing behavior. This is due to the importance of employee job satisfaction for their work. Employees who have low job satisfaction allow employees to engage in cyber loafing activities (Vitak et al, 2011). When employees are dissatisfied with their work, then employees will deliberately engage in cyber loafing behavior. In contrast to the opinion of Ozler & Polat (2012) who said that employees with high job satisfaction have an effect on internet abuse. The same thing was also expressed by Stanton (2002) who said that the perpetrators of internet abuse are more likely to be employees who have high satisfaction. Based on the problems that have been described and several previous research results that show that there is an inconsistency in the results of the research. So this study deserves to be re-examined with the title Burnout and Job stress Against Cyber loafing Behavior with Job Satisfaction Moderation in Private Hospital Nurses in Denpasar

2. LITERATUR REVIEW

Cyber loafing Behavior

According to the opinion (Askew, 2012) cyber loafing is the behavior of employees who use internet access with facilities such as computers, desktops, mobile phones, tablets, and other devices while working for non-destructive activities where the behavior is seen as unrelated to work, sending personal emails, chatting, downloading songs or movies, shopping online and other activities related to personal and recreational purposes

Burnout

Burnout is a state of psychological stress that is very extreme so that individuals experience emotional fatigue and low motivation to work. Burnout can be a result of chronic work stress (King, 2010). Rizka, 2013 argues that burnout is a negative emotional reaction that occurs in the work environment, when the individual experiences prolonged stress. Burnout is a psychological syndrome that includes fatigue, depersonalization and decreased ability to perform routine tasks such as causing anxiety, depression, or even experiencing sleep disturbances.

H.1 Burnout has a positive and significant effect on behavior Cyber loafing nurse.

Job stress

Mangkunegara (2017) defines work stress as a condition in which employees feel a pressure in dealing with work. Work stress can result in a person's emotional state being unstable, excessive anxiety, tension, nervousness and other distractions. So it can be concluded that work stress is a tension that occurs because of several problems that cause employees to feel uncomfortable, anxious and unable to think properly

H.2 Job stress has a positive and significant effect on behavior Cyber loafing nurse.

Job Satisfaction.

Handoko (2020:193) defines job satisfaction as the employee's opinion that they are happy or not about their work, that feeling can be seen from the employee's good behavior towards work and all the things experienced by the work environment. So it can be concluded that the definition of job satisfaction is a positive attitude from the workforce including feelings and behaviors towards their work through the assessment of one of the jobs as a sense of appreciation in achieving one of the important values of the job. Job satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and matters related to physical and psychological factors Sutrisno (2019:74).

H3 Job Satisfaction have a negative and significant effect on behavior Cyber loafing nurse.

H4. Job Satisfaction Moderating influence Burnout to behavior Cyber loafing nurse.

H5. Job Satisfaction Moderating influence job stress on the cyber loafing behavior of nurses

RESEARCH METHODS

This study was conducted by testing the hypothesis regarding the effect of burnout and job stress on the cyber loafing behavior of nurses with job satisfaction as a moderation variable. This research is quantitative, because it uses numerical data or numbers as the research data that is analyzed to reach conclusions. The nature of this study is an explanatory research, which aims to explain the causal relationship between the variables observed in this study in this study, the research population is nurses from private hospitals in Denpasar. The sample size for SEM with the maximum likelihood estimation model is 100 – 200 samples (Ghozali, 2004), or as many as five times the number of indicators (5 x 16 indicators = 80 samples). The sampling process or sampling technique is carried out by incidental sampling in accordance with the criteria for private hospital nurses in Denpasar.

3. RESULT

Convergent Validity

The results of this study obtained an external loading value above 0.60. Based on Table 2, all indicators reflecting each construction have an outer loading value of > 0.60 and significant at the level of 0.05, so all indicators are valid

Table 2. Outer Loading *Value of* Estimated Results after Execution

	Burn Out	Cyber loafing	Job Satisfaction	Job stress	Satisfaction < Burnout	Satisfaction < Stress
Burn Out * Job Satisfaction					0,982	
Job stress * Job Satisfaction						0,915
M1			0,863			
M2			0,866			
M3			0,859			
M4			0,831			
M5			0,879			
X12	0,937					
X13	0,935					
X21				1,000		
Y1		0,842				
Y2		0,799				
Y3		0,936				
Y4		0,906				
Y5		0,916				
X11	0,939					

Validity of Discrimination

Table 3 Discriminant Validity Test

Fornell-Larcker Criterion						
	Burn Out	Cyber loafing	Job Satisfaction	Job stress	Satisfaction <>Burnout	Satisfaction <> Stress
Burn Out	0,937					
Cyber loafing	-0,239	0,881				
Job Satisfaction	0,177	-0,245	0,860			
Job stress	0,435	-0,147	0,102	1,000		
Satisfaction<> Burnout	-0,021	-0,035	-0,136	-0,106	1,000	
Satisfaction <> Stress	-0,113	-0,008	-0,144	0,096	0,650	1,000

The AVE value of all constructs > 0.50 and the $\sqrt{\text{AVE}}$ value (which is blocked in yellow) of each construct ranges from 0.860 to 1,000 which is greater than the correlation value which is between -0.021 to 0.650 so that it meets the valid conditions based on the *discriminant validity criteria*

Composite Reliability and Cronbach Alpha

A measurement can be said to be reliable, if the *composite reliability* and *cronbach alpha* have values greater than 0.60 - 0.70. *Composite reliability* and *Cronbach alpha* are a measure of reliability between indicator blocks in the research model.

Table 4 Composite Reliability and Cronbach Alpha Test

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Burn Out	0,931	0,933	0,956	0,878
Cyber loafing	0,930	0,968	0,945	0,777
Job Satisfaction	0,913	0,937	0,934	0,739
Job stress	1,000	1,000	1,000	1,000
SAT<>BURN	1,000	1,000	1,000	1,000
SAT<>STRESS	1,000	1,000	1,000	1,000

The *composite reliability* and *Cronbach Alpha* values of each construct have shown a value greater than 0.60 so that they meet the reliability criteria based on the *composite reliability* criteria.

Structural Model/Inner Model Evaluation

Structural Model Evaluation (*Structural Model/Inner Model*) is a measurement to evaluate the accuracy of the model in the overall study, which is formed through several variables along with their indicators. Variations in *burnout*, job stress and job satisfaction were able to explain the variation in *cyberloafing behavior* by 10.6 percent, the remaining 89.94 percent were explained by variations in other variables.

Path Analysis and Hypothesis Testing**Table 5 Path Analysis and Statistical Testing**

	Hyphothesis	Coefisien	T Statistics	P Values	Information
Burn Out -> <i>Cyber loafing</i>	H1	-0,180	1,569	0,117	Burnout had a negative effect of 0.180 on <i>cyber loafing</i> , with a significant 0.117 greater than 0.05. This means that burnout has no effect on <i>cyber loafing</i>
Job Satisfaction -> <i>Cyber loafing</i>	H2	-0,218	2,509	0,012	Job satisfaction had a negative effect of 0.218 on <i>cyber loafing</i> with a significance of 0.012 less than 0.05. This means that job satisfaction has a negative and significant effect on <i>cyber loafing</i> .
Job stress -> <i>Cyber loafing</i>	H3	-0,051	0,432	0,666	Job stress had a negative effect of 0.051 on <i>cyber loafing</i> with a significance of 0.666 greater than 0.05. This means that job stress has no effect on <i>cyber loafing</i>
SAT<>BURN -> <i>Cyber loafing</i>	H4	-0,067	0,545	0,586	The interaction of job satisfaction with burnout had a negative effect of 0.067 on <i>cyber loafing</i> with a significance of 0.586 greater than 0.05. This means that the interaction of job satisfaction with burnout has no effect on <i>cyber loafing</i>
SAT<>STRESS -> <i>Cyber loafing</i>	H5	-0,014	0,096	0,923	The interaction of job satisfaction with job stress had a negative effect of 0.014 on <i>cyber loafing</i> with a significance of 0.923 greater than 0.05. This means that the interaction of job satisfaction and job stress has no effect on <i>cyber loafing</i> .

DISCUSSION

The effect of *burnout* on *cyberloafing* of nurses at private hospitals in Denpasar

Providing information that *burnout* showed a negative and insignificant influence on *nurses' cyberloafing*, where the pathway coefficient was -0.180 with a t-statistic of 2.504 > from 1.96. The results of this test show that Hypothesis 1 (H1) is rejected. This shows that if nurses have a *burnout* attitude towards their work, both physically and emotionally, nurses will not necessarily commit counterproductive behaviors called *Cyber loafing*. The results of this study are not in line with previous research conducted by Hardiani, (2020) that *Job Burnout* has a positive effect

on *Cyber loafing* which will have an impact on its performance. So with the research conducted by Sani & Suhana, (2022) which states that *Job Burnout* statistically has a positive and significant effect on *Cyber loafing behavior*

The effect of job stress on cyber loafing of nurses in private hospitals in Denpasar

Providing information that *job stress* shows a negative and insignificant influence on *Cyber loafing*, where the path coefficient shown is -0.051 with a t-statistic of 0.342 > from 1.96. P value is more than 0.05. The results of this test show that Hypothesis 2(H₂) is rejected. This states that the higher *the job stress*, the lower *the Cyber loafing*. These results show that there is no significant work stress on *cyber loafing* in nurses at private hospitals in Denpasar. This means that the high or low *level of cyber loafing* is not affected by work stress. This is because work stress refers to physical and psychological mental disorders that occur in environmental stress, such as insufficient resources to meet the demands or needs of nurses, and nurses in these hospitals prefer to leave the room or go to the cafeteria to vent their work stress. The results of this study support research (Pangestuani et al., 2023) which found that work stress has no effect on *cyber loafing*, this happens because employees are able to control the stress experienced.

The Effect of Job Satisfaction on Cyber loafing of Private Hospital Nurses in Denpasar

Providing information that *Job Satisfaction* shows a negative and significant influence on *Cyberloafing*, where the path coefficient shown is -0.218 with a t-statistic of 0.342 > out of 1.96. P value is more than 0.05. The results of this test show that Hypothesis 3 (H₃) is accepted. This states that the higher *the job satisfaction*, the lower *the Cyberloafing*. Nurses who are satisfied with their jobs, obey company rules, relate harmoniously with colleagues and superiors, show lower *cyberloafing* behavior when compared to other nurses who feel less or dissatisfied with their work, have conflicts with colleagues. These results reinforce Robbins & Judge's (2013) theory that, "*Job dissatisfaction and antagonistic relationships with coworkers predict a variety of behaviors organizations find undesirable, including unionization attempts, substance abuse, stealing at work, undue socializing, and tardiness.*" The theory is explained by Carl Ronen that job dissatisfaction has several consequences in the form of deviant behaviors in the workplace, such as acting unintentionally by the organization, misuse of facilities, some taking home work facilities for personal interests and even stealing at work, unnatural ways of socializing and delays until they stop. The results of this study are also in line with the 2017 Sitepu research that there is a relationship between job satisfaction and *cyberloafing behavior* with a score of 47%. Strengthened by the research of Sofyanti and Supriyadi, 2021 which gave consistent results that there was a significant influence of job satisfaction on *cyberloafing* behavior and the relationship was negative. This means that the higher the job satisfaction of nurses, the lower the intensity of *cyberloafing behavior*.

Job satisfaction moderates the effect of burnout on the cyberloafing of private hospital nurses in Denpasar

Providing information that *job satisfaction* moderates the effect of *burnout* on *the cyberloafing* of private hospital nurses in Denpasar where the pathway coefficient shown is -0.067 with a t-statistic of 2.916 > from 1.96. **With a significance of 0.586 greater than 0.05** the results of this test show that Hypothesis 4 (H₄) is rejected. This means that job satisfaction is not able to moderate the effect of burnout on *the cyberloafing* of nurses in private hospitals in Denpasar This study challenges conventional wisdom by examining how job satisfaction levels reduce the negative impact of burnout on *nurse cyberloafing*. If burnout has a positive effect on *cyberloafing* while job satisfaction is low or non-existent, then this moderator variable predicts that this effect will turn negative when job satisfaction is high.

Job satisfaction moderates the effect of job stress on the cyberloafing of nurses at private hospitals in Denpasar

Providing information that *job satisfaction* moderates the effect of *job stress* on *cyberloafing of nurses* in private hospitals in Denpasar where the pathway coefficient shown is -0.067 with a t-statistic of 2.916 > from 1.96. **With a significance of 0.586 greater than 0.05** the results of this test show that Hypothesis 4 (H₄) is rejected. This means that job satisfaction is not able to moderate the effect of job stress on *cyberloafing* of nurses at private hospitals in Denpasar The results of this study are supported by research by Moffan, M.D.B., & Seger, H. (2020) stating that the variable of job satisfaction cannot moderate the effect of work stress on *cyberloafing* in employees This study challenges conventional wisdom by examining how job satisfaction levels mitigate the negative impact of job stress on *nurses' cyberloafing*. If job stress has a positive effect on *cyberloafing* while job satisfaction is low or non-existent, then this moderator variable predicts that this effect will turn negative when job satisfaction is high. Sen et al. (2016) conducted a separate study showing a positive correlation between employee stress and *cyberloafing*; their findings suggest that when workplace stress levels increase, so does *cyberloafing* among workers According to Lazarus & Folkman, when workers feel stressed at work, they look for strategies to cope with or reduce that stress. *Cyberloafing* by Blanchard & Henle is one approach to relieving stress from work (2008). An analysis conducted

afterwards revealed that job satisfaction did not significantly reduce the impact of work stress on *cyberloafing* among workers. The effect of job satisfaction moderation on the relationship between workplace stress and *cyberloafing* was not seen, that most nurses even reported sufficient job satisfaction to supervisors the likelihood of successfully proving moderation was minimal. The majority of respondents are between the ages of 20 and 35, making them members of generation Y, as defined by Kolnhofer-Derecskei et al (2017). According to Bencsik and Machova (2016), the emergence of the internet as a cultural force around the world has had a profound effect on the values, perspectives, and aspirations of the millennial generation. Many employers believe that Generation Y workers can work on multiple tasks simultaneously effectively, such as typing while listening to music or browsing the web on their computers (Bencsik, et al., 2016). Generation Y will take longer than previous generations to feel satisfied with their work because they have to evaluate many aspects before deciding whether they like their work or not (Oktariani, et al., 2017). Brown et al. (2009) claim that they do not care whether workers are happy with their work or not (in Oktariani et al., 2017).

5. CONCLUSION, LIMITATION, SUGGESTION

1) *Burnout* has a negative and insignificant effect on *the cyberloafing* of private hospital nurses in Denpasar, 2) *Jobstress* has a negative and insignificant effect on *the cyberloafing* of private hospital nurses in Denpasar, 3) *Job satisfaction* has a negative and significant effect on *the cyberloafing* of nurses in private hospitals in Denpasar, 4) *Job Satisfaction* is not able to moderate the influence of *burnout* on *the cyberloafing* of private hospital nurses in Denpasar, 5) *Job Satisfaction* is not able to moderate the effect of *Job stress* on *the cyberloafing* of private hospital nurses in Denpasar.

The limitations of this study are: The nature of this research is cross-sectoral, considering that this research is only conducted at one time and is not continuous. This study does not try to compare the perception of the research object in a continuous period of time so that it can reveal more phenomena in the research. So, this study suggests investigating other antecedents of cyber loafing in a knowledge-intensive context in future research this study took a sample of nurses from private hospitals in Denpasar. This study does not take a broader object so that the results of this study are a generalization of the respondents' answers used as a sample.

Suggestions for researchers to further consider the criteria for the length of work of the subject, because in this study it is considered that it is still not long to see the level of job satisfaction of a person with his job. Advice for employees is expected to have good self-control so that they can limit themselves in using the internet so that there is no delay in tasks mandated by the company or agency. Advice to leaders to implement stress management programs for employees and provide training to improve employee managerial skills such as time management, goal setting, communication and others to reduce employee work stress.

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