

Cyberloafing Behavior: The Determining Factors Influenced by Workload and Work-Related Stress Among Healthcare Workers

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Abstract: In the digital age, the ubiquity of internet access in workplaces has led to a rise in cyberloafing behaviors, particularly in high-pressure environments such as healthcare. In hospitals, where stress and workload are high, healthcare workers are more likely to engage in non-work-related online activities during work hours, which can negatively affect patient care and employee productivity. This study investigates the influence of workload and work stress on cyberloafing behavior among health workers. Cyberloafing is a prevalent behavior in the digital work era, often manifesting when employees use the internet for non-work-related purposes during working hours. Health workers, in particular, are vulnerable due to high demands and emotional pressure. The research uses a quantitative method with a descriptive and verificative approach. The population comprises 150 health workers, with 110 samples selected via purposive sampling. Data was collected using a questionnaire and analyzed using linear regression. The results showed that workload has a significant positive influence on cyberloafing behavior with a contribution of 40.9%, and work stress has a significant effect with a contribution of 42.2%. Simultaneously, workload and work stress influence cyberloafing by 83.1%. These findings highlight the need for improved workload management and stress coping strategies to minimize cyberloafing and maintain service quality in hospitals.

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INTRODUCTION

In today's digital era, internet access has become integral to workplace operations. It facilitates information retrieval, streamlines communication, and enhances overall efficiency. However, it also gives rise to new challenges, such as cyberloafing employees using the internet during work hours for personal activities. In healthcare settings, where focus and responsiveness are crucial, such behaviors can adversely affect service quality and patient safety.

Cyberloafing is one example of counterproductive behavior demonstrated by internet users. Employees in government or public institutions often experience job stress due to constant and repetitive workloads, which lead to boredom. Users frequently engage in cyberloafing because the easiest way to reduce boredom is by having internet access on every computer or device. Employees may not know which tasks to prioritize due to the overwhelming number of things to do in a short time. As a result, they may



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experience workplace stress and resort to internet browsing (Amelia et al., 2021).

One of the factors influencing cyberloafing behavior is workload. High workload can cause fatigue and boredom, prompting employees to find ways to relieve stress and disengage from tasks by engaging in non-work-related activities. Research shows that employees who feel overburdened by their assignments are more likely to engage in cyberloafing as a form of escape from job pressure.

Workload is a condition in which employees are given a number of tasks to be completed within a certain period. It can be classified into excessive or insufficient quantitative workload, where employees are assigned a specific number of tasks within a deadline, and excessive or insufficient qualitative workload, where employees feel incapable of completing the assigned tasks (Firstian & Warsindah, 2022).

In addition to workload, job stress is also a significant factor influencing cyberloafing behavior. Job stress emerges when physical and emotional responses occur as job demands exceed the worker's resources or capabilities. Sudiro et al. (2023) and Soelton et al. (2022) concluded that burnout is a state in which employees can no longer regulate their emotions, thinking processes, or physical conditions while working. Burnout is measured through exhaustion (chronic fatigue across physical, mental, and emotional aspects), cynicism (a negative or withdrawn attitude toward the workplace), and inefficacy (a sense of helplessness and the belief that every task feels burdensome). Burnout can cause psychological and physical imbalances.

The increasing trend of internet use in Indonesia, with over 213 million users by 2023, mirrors global digital integration in the workplace. This is reflected in expanded internet access across medical and administrative units. While digital connectivity supports operational needs, it simultaneously opens up opportunities for distractions during work hours, particularly among health workers under significant stress or workload pressure.

Health workers in public hospitals are frequently exposed to long working hours, high patient volumes, and emotionally taxing responsibilities. The accumulation of such pressures can trigger cyberloafing as a coping mechanism or an attempt to relieve stress or escape from overwhelming duties. Moreover, the steady rise in patient visits, especially from BPJS participants, has intensified the workload without a proportionate increase in staffing levels. As a result, psychological strain among health personnel may escalate, further encouraging non-work-related internet activities during working hours.

Previous studies have identified workload and stress as critical antecedents of cyberloafing. In this context, excessive job demands and unrelieved stress lead workers to engage in short, personal online activities. While some scholars argue that brief cyberloafing episodes might restore concentration, prolonged or unchecked behavior can lead to reduced productivity and weakened professional discipline.

Although cyberloafing behavior has been widely discussed in organizational behavior literature, several critical gaps remain, particularly in the context of healthcare institutions. Previous studies have generally examined cyberloafing as a counterproductive work behavior influenced by factors such as job stress and workload (Amelia et al., 2021; Anam et al., 2023). However, most of these studies focus on general organizational settings, with limited attention to high-pressure sectors such as healthcare, where job demands, emotional exhaustion, and service responsibility are significantly higher.

Furthermore, prior research tends to analyze workload and work stress separately in influencing cyberloafing behavior (Aziswidiyanto & Laksmiwati, 2024; Pangalila et al., 2024). There is still a lack of empirical studies that simultaneously examine the combined effect of workload and work stress on cyberloafing, particularly using a quantitative verificative approach in public healthcare institutions. Another gap lies in the contextual relevance of cyberloafing behavior. While some studies suggest that cyberloafing may have restorative benefits in reducing fatigue (Howay & Suryosukmono, 2024), empirical

evidence in healthcare settings remains inconclusive. This creates a theoretical inconsistency regarding whether cyberloafing should be viewed purely as deviant behavior or as a coping mechanism.

Based on these gaps, this study offers several novelties. First, this research focuses specifically on healthcare workers in a public hospital, a context that is still underexplored in cyberloafing literature. Second, this study integrates workload and work stress simultaneously as predictors of cyberloafing behavior, providing a more comprehensive model. Third, this study contributes to the ongoing debate by positioning cyberloafing as a coping response to high job demands and psychological pressure, particularly in high-risk service environments.

Thus, this study not only fills the empirical gap but also strengthens the theoretical understanding of cyberloafing behavior in the context of human resource management, especially within healthcare organizations. This study aims to examine the influence of workload and work stress on cyberloafing behavior among health workers. It also aims to offer managerial insights into effective workload distribution and the design of stress-reduction programs in healthcare institutions.

LITERATURE REVIEW

Cyberloafing Behavior

Cyberloafing behavior refers to employees' use of internet facilities during working hours for non-work-related purposes. In modern organizations, this behavior has become increasingly prevalent due to the rapid development of digital technology and internet accessibility. Cyberloafing is generally categorized as counterproductive work behavior because it can reduce employee productivity and organizational effectiveness (Lim & Teo, 2022).

However, recent studies indicate that cyberloafing is not always purely negative. It can also function as a coping mechanism that helps employees reduce stress and fatigue caused by excessive job demands (Technology in Society, 2025). This dual perspective suggests that cyberloafing may serve both as a deviant behavior and a short-term recovery strategy.

Furthermore, cyberloafing behavior is strongly associated with psychological factors such as fatigue, boredom, and self-control. For instance, Nweke et al. (2024) found that academic and work-related stress significantly increase cyberloafing behavior, particularly when mediated by fatigue and reduced self-control. This finding reinforces the argument that cyberloafing is closely linked to employees' psychological conditions.

Workload

Workload refers to the quantity and complexity of tasks assigned to employees within a specific time frame, including physical, mental, and emotional demands (Firstian & Warsindah, 2022). Excessive workload can lead to fatigue, reduced concentration, and decreased job satisfaction. Several studies have shown that workload is a significant predictor of cyberloafing behavior. Employees who experience high workload tend to engage in cyberloafing as a form of temporary escape from job pressure (Anam et al., 2023). This behavior is often triggered by feelings of overload and inability to cope with assigned tasks.

However, some studies suggest that workload may not always directly influence cyberloafing behavior. Novianti and Roz (2023) found that workload has a stronger indirect effect on cyberloafing through work stress as a mediating variable. This indicates that workload contributes to psychological strain, which then leads to cyberloafing behavior. Additionally, recent research highlights that workload combined with boredom and rumination significantly increases cyberloafing tendencies (Prabaratri & Ekowati, 2024). This suggests that workload interacts with other psychological factors in shaping employee behavior.

Work Stress

Work stress is defined as a psychological and physiological response that occurs when job demands exceed an individual's capacity to cope (Sudiro et al., 2023). It is one of the most influential factors affecting employee behavior in organizations. Empirical evidence consistently shows that work stress has a positive and significant effect on cyberloafing behavior. For example, Rahmaditha et al. (2024) found that employees experiencing higher levels of work stress are more likely to engage in cyberloafing activities as a way to cope with pressure. Similarly, Farras and Praningrum (2025) reported that job stress significantly increases cyberloafing behavior, especially when mediated by job satisfaction.

Moreover, work stress often acts as a mediating variable between workload and cyberloafing behavior. Astiezah and Muafi (2024) demonstrated that workload increases work stress, which in turn leads to higher cyberloafing behavior. This finding emphasizes the central role of work stress in explaining employee behavioral responses.

Relationship Between Workload, Work Stress, and Cyberloafing

The relationship between workload, work stress, and cyberloafing can be explained using stress theory and coping theory. These theories suggest that individuals who experience excessive demands and psychological pressure will seek coping strategies to restore emotional balance.

Empirical findings support this relationship. Workload has been found to increase work stress, which subsequently leads to cyberloafing behavior (Novianti & Roz, 2023; Astiezah & Muafi, 2024). In this context, cyberloafing functions as a coping mechanism that helps employees temporarily escape from job-related stress.

However, while moderate cyberloafing may provide short-term recovery benefits, excessive cyberloafing can negatively impact productivity and organizational performance (Howay & Suryosukmono, 2024). Therefore, cyberloafing should be managed carefully within organizations.

Based on the theoretical and empirical review, this study proposes a conceptual framework in which workload and work stress act as independent variables influencing cyberloafing behavior. Workload is expected to increase psychological pressure, which contributes to work stress. In turn, work stress triggers cyberloafing behavior as a coping mechanism. Both workload and work stress are also hypothesized to have direct effects on cyberloafing behavior (Anam et al., 2023; Rahmaditha et al., 2024). This framework provides a more comprehensive understanding of cyberloafing behavior, particularly in high-pressure environments such as healthcare institutions.

Hypotheses:

H1: Workload has a positive and significant effect on cyberloafing behavior.

H2: Work stress has a positive and significant effect on cyberloafing behavior.

H3: Workload and work stress simultaneously affect cyberloafing behavior

METHODS

This research uses a quantitative method with a descriptive-verification approach. The population in this study consisted of 150 health workers at RSUD Sayang Cianjur. The sample was determined using purposive sampling, with 110 respondents selected based on specific criteria relevant to the research problem.

The type of data used is primary data obtained directly from respondents through a questionnaire. The questionnaire was developed using a Likert scale ranging from Strongly Disagree (1) to Strongly Agree (5). The instrument included indicators for the variables of workload, work stress, and cyberloafing behavior.

To ensure the quality of the data, validity and reliability tests were conducted. The validity test used a correlation coefficient approach, where an item is considered valid if

the correlation coefficient is greater than the *r*-table value. Reliability was tested using Cronbach's Alpha, with a threshold of 0.60 to indicate internal consistency.

The data were analyzed using classical assumption tests, including normality, multicollinearity, and heteroscedasticity tests, followed by multiple linear regression analysis. The regression model was used to determine the influence of the independent variables (workload and work stress) on the dependent variable (cyberloafing behavior).

RESULTS AND DISCUSSION

This section presents the results of the study and discusses the influence of workload and work stress on cyberloafing behavior among healthcare workers at RSUD Sayang Cianjur. The findings are based on statistical analyses that reveal the strength and direction of the relationships between the research variables.

Respondents Profiles. Based on the respondents' answers, it can be seen that of the 110 respondents, 15 (13,6%) were male and 95 (86,4%) were female. If this data refers to the nursing profession This shows that the majority of respondents were female. Based on the data in the table above, of the 110 respondents who work as nurses, most of them are in the age group above 31 years old as many as 74 people or 67.3%. The age group of 26-30 years amounted to 28 people (25.4%), and the group of 20-25 years was 8 people (7.3%).Based on the data on the characteristics of respondents according to the length of service, it is known that most of the nurses at Sayang Cianjur Hospital have a working period of more than 10 years, namely 61 respondents (55.5%).

Table 1. Profile Respondent

Particulars	Items	freq	percentage
Gender	Male	15	13.6%
	Female	95	86.4%
Age	20-25 years old	8	7.3%
	26-30 years old	28	25.4%
	>30 years old	74	67.3%
Work period	>10 years	61	55.5%

Source: Data processed by the author (2025)

Table 2. Validity Test Results

Variable	Information
Workload (X1)	Valid
Work Stress (X2)	Valid
Cyberloafing Behavior (Y)	Valid

Source: Data processed by the author (2025)

With a total of 110 respondents, the degree of freedom (df) was calculated as $N - 2$, which was $110 - 2 = 108$. At a significance level of 5%, the *table r-value* for $df = 108$ is 0.187. The criteria for assessing validity are as follows: if *r* is calculated $> r$ table, then the statement is declared valid. As stated in the table above, all questionnaire data is said to be valid.

Table 3. Reliability Test Results

Number of Statements	Cronbach's Alpha	R alpha Cronbach	Information
Workload	0,689	0,600	Reliable
Work Stress	0,633	0,600	Reliable
Cyberloafing Behavior	0,813	0,600	Reliable

Source: Data processed by the author (2025)

The reliability test is carried out to find out the extent to which the research instrument provides consistent and reliable results. Based on Table 3, it is known that all variables in this study have a *Cronbach's Alpha* value above 0.600, which is the minimum limit value to declare the instrument reliable. The Workload variable has a *Cronbach's Alpha* value of 0.689, the Work Stress variable of 0.633, and the Cyberloafing Behavior variable of 0.813.

Table 4. Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual	
N		110	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	5.59548416	
Most Extreme Differences	Absolute	.076	
	Positive	.076	
	Negative	-.031	
Test Statistic		.076	
Asymp. Sig. (2-tailed) ^c		.143	
Monte Carlo Sig. (2-tailed) ^d	Sig.	.121	
	99% Confidence Interval	Lower Bound	.112
		Upper Bound	.129

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 926214481.

Source: Data processed by the author (2025)

Based on the results of the Kolmogorov-Smirnov test shown in table 4, it is known that the number of samples used was 110 respondents. The residual mean value is 0.0000000 with a standard deviation of 5.59548416. The *Most Extreme Differences value* shows the maximum difference between the residual data distribution and the theoretical normal distribution, which is 0.076 for absolute values, 0.076 for positive values, and -0.031 for negative values. The statistical value of *the Kolmogorov-Smirnov* test is 0.076 with a significance value (Asymp. Sig. 2-tailed) of 0.143, which is greater than the significance level of 0.05. In addition, the results of the test through *the Monte Carlo* approach showed a significance value of 0.121 with a 99% confidence interval in the range of 0.112 to 0.129. Because of these two significance values (both *Asymp. Sig.* or *Monte Carlo Sig.*) is greater than 0.05, so it can be concluded that the residual data is normally distributed.

Table 5. Resume Results of Overall Descriptive Analysis

Variabel	Variable Dimensions	Total Average	Range	Category Variable
Workload	1. Physical Load	3.045	2.645 – 3.445	Good Enough to Good
	2. Mental Load			
	3. Emotional Burden			
	4. Social Burden			
	5. LoadTime			
Work Stress	1. Task Demands	3.164	2.763 – 3.565	Good Enough to Good
	2. Family Factor			
	3. Environmental Factors			
	4. Individual factor			
	6. Organizational Structure			
	3. Cyberloafing Motivation			
Cyberloafing Behavior	1. Individual factor	3.172	2.927 – 3.417	Good Enough to Good
	2. Organizational Factors			
	3. Cyberloafing Motivation			
	4. Employment Factors			
	5. Situational Factors			

Source: Data processed by the author (2025)

Overall, the results of the descriptive analysis showed that the variables of Workload, Work Stress, and *Cyberloafing* Behavior were in the category "Quite Good - Towards Good" among health workers of Sayang Cianjur Hospital. This indicates that conditions related to the three variables tend to be positive and can be managed well by health workers. With consistent overall average results being in the "Pretty Good - Going Good" category for all three variables.

Table 6. Coefficients Between Research Variables

		<i>Correlations</i>		
		Workload	Work Stress	Cyberloafing Behavior
Workload	<i>Pearson Correlation</i>	1	.539**	.556**
	<i>Sig. (2-tailed)</i>		<.001	<.001
	N	110	110	110
Work Stress	<i>Pearson Correlation</i>	.539**	1	.560**
	<i>Sig. (2-tailed)</i>	<.001		<.001
	N	110	110	110
Cyberloafing Behavior	<i>Pearson Correlation</i>	.556**	.560**	1
	<i>Sig. (2-tailed)</i>	<.001	<.001	
	N	110	110	110

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

Source: Data processed by the author (2025)

Based on Table 6, it is known that workload has a significant relationship with work stress, with a correlation value of 0.539 and a significance of $p < 0.001$, which is classified as a moderate relationship. The association between workload and cyberloafing behavior also showed a moderate correlation of 0.556 ($p < 0.001$), indicating that

increased workload may encourage cyberloafing behavior. Meanwhile, work stress correlated with cyberloafing behavior of 0.560 ($p < 0.001$), also in the moderate category, indicating that the higher the level of work stress, the greater the tendency of health workers to cyberloafing.

Table 7. Workload Path Coefficients, Work Stress, and Cyberloafing Behavior

Model	Coefficients ^a					
	Unstandardized Coefficients		Standardized Coefficients		t	Itself.
	B	Std. Error	Beta			
1 (Constant)	5.348	1.298			4.120	<.001
Workload	.468	.043	.513		10.871	<.001
Work Stress	.483	.043	.526		11.148	<.001

a. Dependent Variable: *Cyberloafing Behavior*

Source: Data processed by the author (2025)

Based on Table 7, workload and work stress have a significant effect on cyberloafing behavior both simultaneously and partially, with a significance value of $p < 0.001$ each. The beta coefficient for workloads is 0.513 and for work stress is 0.526, which means that both have a positive influence on cyberloafing, where work stress contributes the most. A constant value of 5,348 indicates that even though both variables are zero, cyberloafing behavior still has a fairly high base value.

Table 8. Coefficient of Determination of Workload and Work Stress Against Cyberloafing Behavior Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.912a	.831	.828	1.657

a. Predictors: (Constant), Work Stress, Workload

Source: Data processed by the author (2025)

The coefficient of determination results in Table 8 show an R value of 0.912 and an R Square of 0.831, meaning 83.1% of the variation in cyberloafing behavior can be explained by workload and work stress. The remaining 16.9% (calculated from $1 - 0.831 = 0.169$ or $p_y = 0.169$) is influenced by other factors not examined in this study, such as self-control, intrinsic motivation, or organizational culture. The adjusted R Square of 0.828 confirms the model's robustness, and the standard error of 1.657 indicates a good fit.

Table 9. Results of Partial Hypothesis Testing (t-Test) Workload, Work Stress on Cyberloafing Behavior

Model	Coefficients ^a					
	Unstandardized Coefficients		Standardized Coefficients		t	Itself
	B	Std. Error	Beta			
1 (Constant)	5.348	1.298			4.120	<.001
Workload	.468	.043	.513		10.871	<.001
Work Stress	.483	.043	.526		11.148	<.001

a. Dependent Variable: *Cyberloafing Behavior*

Source: Data processed by the author (2025)

Partial tests show that both workload and work stress have a significant effect on cyberloafing behavior. The t-test for workload yielded a t-value of 10.871 ($p < 0.001$), and for work stress, a t-value of 11.148 ($p < 0.001$), both exceeding the t-table value of 1.983 at 107 degrees of freedom ($df = n - k - 1 = 110 - 2 - 1$). These results confirm that, individually, both variables significantly influence cyberloafing behavior. Thus, higher perceived workload and stress levels among health workers increase the likelihood of engaging in non-work-related internet activities during work hours.

Table 10. Simultaneous Hypothesis Testing (F Test) of Workload and Work Stress on Cyberloafing Behavior

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	1445.497	2	722.748	263.110	<.001b
	Residual	293.923	107	2.747		
	Total	1739.420	109			

- a. Dependent Variable: Cyberloafing Behavior
 - b. Predictors: (Constant), Work Stress, Workload
- Source: Data processed by the author (2025)

Based on Table 10, an F-calculation value of 263.110 was obtained with a significance value of < 0.001 . With a significance level (α) of 0.05 and a degree of freedom (df) for regression = 2 and residual = 107, then the F-table value (at df 2 and 107) is about 3.08. Because the F-value is calculated $> F$ -table ($263.110 > 3.08$) and the significance value < 0.05 .

The Influence of Workload on Cyberloafing Behavior in Health Workers

Workload plays a crucial role in influencing cyberloafing behavior among health workers. The study found that workload contributed 40.9% to cyberloafing, and when combined with work stress, the total contribution reached 83.1%. This supports the theory that heavy job demands and psychological tension encourage compensatory behaviors such as browsing the internet during work hours. Cyberloafing often serves as a coping mechanism in high-pressure environments like hospitals. These findings are consistent with Anam, Fitriani & Adzimatinur (2023), who reported that workload and work stress both positively and significantly influence cyberloafing. Similarly, Howay & Suryosukmono (2024) found significant t-test results for both variables in a healthcare setting, confirming their individual and joint impact on non-work-related internet use.

The Influence of Work Stress on Cyberloafing Behavior in Health Workers

Work stress significantly influences cyberloafing behavior, with a contribution of 42.2%. This finding suggests that as emotional and psychological tension increases, health workers are more likely to engage in non-work internet use as a coping mechanism. When combined with workload, the total contribution rises to 83.1%, underscoring the strong joint effect of both variables. This aligns with Aziswidiyanto & Laksmiwati (2024), who found a positive correlation between work stress and cyberloafing, supporting the idea that cyberloafing acts as a psychological escape from job-related pressure.

The Influence of Workload and Work Stress on Cyberloafing Behavior in Health Workers

High workload and unmanaged stress significantly contribute to cyberloafing behavior among health workers. The joint influence of these variables accounts for 83.1% of cyberloafing variance, highlighting their role as primary predictors. This aligns with findings by Aziswidiyanto & Laksmiwati (2024), who confirmed a positive relationship between work stress and cyberloafing, and by Pangalila, Pandowo & Rogi (2024), who demonstrated that stress remains a dominant factor even when controlling for workload. In high-intensity environments like public hospitals, cyberloafing often emerges as a coping strategy for emotional fatigue and task overload, reinforcing the need for organizational interventions targeting stress reduction and workload management.

Stress Management Programs: Hospitals could introduce stress management programs like mindfulness workshops, employee wellness initiatives, and professional counseling. **Task Redistribution:** Encourage better workload management by redistributing tasks or rotating staff across different shifts to avoid burnout. This can alleviate some of the work-related stress that leads to cyberloafing. Hospital managers should consider implementing workload monitoring systems and task redistributions to ensure that staff aren't overwhelmed, which will help reduce the temptation for cyberloafing during work hours" (Refer to studies on similar interventions in healthcare settings).

CONCLUSION

This study concludes that both workload and work stress are important factors influencing cyberloafing behavior among health workers at RSUD Sayang Cianjur. Health workers facing high job demands and emotional pressure are more likely to engage in non-work-related internet activities as a coping strategy. Therefore, managing these two aspects is essential to reduce cyberloafing and maintain professional performance in healthcare settings. Given the high levels of work stress and workload in healthcare institutions, hospital administrators should prioritize mental health programs, flexible task delegation, and clear performance management frameworks to ensure that cyberloafing is minimized, leading to improved care outcomes.

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