The Digital Escape: Examining the Impact of Role Stressors on Cyberloafing

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Abstract.

Objective: Cyberloafing Behavior (CB) has emerged as a major concern in the workplace. Apart from causing decreased performance, cyberloafing also carries the risk of hacking or data breaches. This study seeks to explore how role stressors influence Cyberloafing Behavior among healthcare professionals.

Methods: This study employed a quantitative research design, utilizing accidental sampling to collect data from 109 respondents at Sinar Kasih Hospital, Purwokerto. Data analysis was conducted using Structural Equation Modeling (SEM) with the assistance of SmartPLS software.

Result: The results of this study reveal that role stressors, which include Role Ambiguity (RA), Role Conflict (RC), and Role Overload (RO), have a statistically significant and positive impact on Cyberloafing Behavior (CB) among healthcare employees. High stress from unclear roles, conflicting duties, and heavy workloads increases the likelihood of non-work internet use. Addressing these stressors can help reduce counterproductive behavior and improve focus in healthcare environments.

Novelty: This study recommends that healthcare organizations provide clear work guidelines to prevent role ambiguity, monitor workloads to reduce stress, and address role conflicts among employees. These strategies can help to reduce role stressor factors to prevent cyberloafing behavior among employees in order to avoid the risks arising from such behavior. The novelty of this study lies in its application of varied research subjects and a distinct methodological approach, setting it apart from previous studies. By focusing on the healthcare sector and employing SEM analysis, it offers new insights into the relationship between role stressors and Cyberloafing Behavior.

Keywords: Cyberloafing Behavior, Role Stressor, Role Ambiguity, Role Conflict, Role Overload

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INTRODUCTION

Now, in the age of the fourth industrial revolution, Industry 4.0 technological developments are moving at an incredible speed. Technology has become common and is a part of our daily life, such as the internet [1]. The apparent internet usage has both good and bad impacts on employees in the workplace setting. Firstly, there are positive effects, such as the ease of transmitting documents by the receipt email, the possibility of doing other jobs through the internet, and so on [2]. Increasing levels of internet accessibility and digital interconnectivity in organisations have presented fresh behavioural problems that need to be addressed, and cyberloafing, defined as the use of the internet for non-work-related activities during work hours, represents one of these [3].

Cyberloafing Behaviour (CB) is a purposeful use of the internet at the workplace for personal purposes like viewing websites, sending personal e-mails, playing games online, or using social networks [4]. Workplaces of today are information and communication technology (ICT) enabled, providing workers with an opportunity to have unrestricted access to the internet. But, this also leads to employees' inclination towards non-task-related activities taking place at the workplace, known to hamper the organizational productivity [5]. Apart from influencing employee performance, Cyberloafing Behavior (CB) also brings a number of threats to companies, e.g., hacking. There are different ways in which hacking on a corporate level can emerge from an employee's personal internet use, like phishing, malware, or direct data theft. These can result in monetary losses, damage to a reputation, and operational interruptions for the organization.

In fact, according to a survey by APJII, out of tens of millions of internet users in Indonesia, the majority are employees or self-employed individuals, making up 55%, followed by university students at 18%, and housewives at 16% [1]. Work stress could be the main factor that causes internet use to be unsuitable for work needs. This condition is in accordance with what was conveyed by detik.com, that as many as 15% of workers experience stress in the work they do [6].

The Cognitive–Affective Personality System (CAPS) theory posits that the interaction between emotion, cognition, and individual behavior occurs when situational factors activate cognitive and affective responses, ultimately shaping behavior [7]. The theory offers an orderly explanation of the "interaction of situation and behavior" on the individual level of "cognitive–affective" processes [8]. Emotion and cognition are aspects of a connected personality that determine a person's mood and moderate the decisions made for coping. The CAPS model is employed to explore how cognitive influences role stressors affect the affective responses of employees (represented in coping behavior), such as CB.

Role stressors among employees are widely believed to contribute to Cyberloafing Behaviors (CB) [4]. Role ambiguity, role conflict, and role overload stand for one of the main sources of stress among employees in the workplace. These stressors influence the meaning people make of the situation, and human perception and reaction to the situation is generally marked by exaggeration of demands, difficulties, or potential harm signals. Stress responses themselves may appear in different, emotional, cognitive, physiological, and behavioral forms, and workers to undertake different strategies to respond to stress. Of these coping responses, the employee's role stressors can lead to the formation of the CB.

The first of these stressor factors is that of role ambiguity. Role Ambiguity (RA) is a situation where there is an inability to access the information, an absence of direction, or an inability to understand the expectations associated with a role [9]. When employees perceive that they do not have the needed data to accomplish their jobs well and are confused regarding the role expectations that role senders have placed on them, such behavior may be involved in Cyberloafing Behavior (CB) [10]. Several previous studies have stated that there is a positive influence between Role Ambiguity (RA) and Cyberloafing Behavior (CB) [2], [11]. However, several previous studies also found something different, namely that there was no influence between role ambiguity and cyberloafing behavior [12], [13].

Role Conflict (RC) Another stressor that influences Cyberloafing Behavior (CB) is Role Conflict (RC). Role conflict is when an individual receives conflicting demands from two or more roles so that gratifying one role makes it difficult or impossible to fulfill the other one, and one role gets ignored [14]. Contradictory demands on the part of employees cause role conflict, which creates stress and dissatisfaction. This debilitates workplace attitudes and perceived control, leading to the intention to disengage. Cyberloafing thus serves as a passive coping or resistance effort [3]. Several previous studies have stated that there is a positive influence between Role Conflict (RC) and Cyberloafing Behavior (CB) [11], [15]. However, several previous studies also found something different, namely that there was no influence between role conflict and cyberloafing behavior [14], [16].

Role Overload (RO) is yet another stressor that affects Cyberloafing Behavior (CB). Job overload (JO) is defined as a situation in which an individual is confronted with more job demands than he/she can cope with unaided, the lack of time to perform them effectively, and a challenge in carrying out tasks within their time constraints [14]. Role overload, as one of the most common work-related stressors, is defined as having multiple (too many) roles and too few resources, such as time [12]. This belief ends up being the source of stress, fatigue, and a sense of helplessness. This lowers perceived behavioural control with the increased effect of withdrawal behaviours such as cyberloafing as an escape strategy [3]. Several previous studies have stated that there is a positive influence between Role Overload (RO) and Cyberloafing Behavior (CB) [17]. However, several previous studies also found something different, namely that there was no influence between role conflict and cyberloafing behavior [14], [18].

As primary defenders of public health, health professionals often face high demands, tight schedules, and complicated responsibilities, placing them at high risk of experiencing role stressors such as ambiguity, conflict, and overload. Their tasks are physically and mentally demanding, involving heavy workloads and substantial risks [18], hence the need for personnel with the relevant qualifications and competences. As a

way to escape from the disturbing and anxious stress that can result from the demands of their profession, healthcare workers may use the internet for personal purposes to gain relief and distraction [19].

This research is a specialized study on healthcare staff in Indonesia. There have been some notorious instances of misconduct [20], such as that a beautician was playing online games while at work, which caused injury to a patient's face, and a nurse failed to notice a patient had died after childbirth as they had their attention focused on using a mobile device [21]. As a result of several previously documented cases, the study is interested in the work among health care workers.

Previous studies on cyberloafing have largely focused on corporate or academic settings, linking role stressors to counterproductive behavior. However, few have examined this issue in the healthcare sector, where such behavior can impact patient care. Unlike previous research, this study focuses on healthcare workers in Indonesia and uses an SEM approach to analyze the relationship between role stressors and cyberloafing. This study also seeks to confirm the influence of the relationships between variables that have different influences based on several previous studies.

CONCEPTUAL FRAMEWORK AND HYPOTHESIS
Cyberloafing Behavior (CB)
Cyberloafing Behavior (CB) leads to employees spending a lot of time and energy on non-work activities and distracts their attention and efforts from work-related tasks towards organizational goals and productivity [15]. Cyberloafing refers to the use of the Internet for personal reasons during working hours, such as using social media, watching online videos, or reading news unrelated to one's work [8]. Adding to the predicament, there's always the danger of employees unwittingly downloading illegal software or opening up unfamiliar attachments in a predatory site, leading to another point of concern of whether your data may fall into other people's hands [2].

Role Ambiguity (RA)
Role Ambiguity (RA) occurs when an individual does not have clear information or understanding about the expectations of a particular role, and experiences uncertainty in performing the role [9]. Employees with insufficient information to execute their tasks effectively, or those who are unsure about their managers' expectations, might be more inclined to Cyberloafing Behavior (CB) [10]. Role Ambiguity (RA) and Cyberloafing Behavior (CB) are related in multiple studies [2], [3], [11]. This is well established from the literature, and we formulate the following hypothesis:
H1: Role Ambiguity has a positive effect on Cyberloafing Behavior.

Role Conflict (RC)
Role conflict develops when opposing demands or expectations are made of an individual at the same time, and no alternative or solution is found because any action would upset the balance and the needs of the individual. This incongruity of role expectations can cause misunderstandings and stress as well as challenges in fulfilling role expectations [16]. Then explain the use of cyberloafing as a form of coping on the job. Some literature reports on Role Conflict (RC) being one of the biggest influencing factors concerning Cyberloafing Behavior (CB) [11], [15], [22]. Based on the above studies, we propose the following hypothesis:
H2: Role Conflict has a positive effect on Cyberloafing Behavior.

Role Overload (RO)
RO takes place when employees feel that the tasks they have been given are too demanding or complex, and they cannot finish them within their regular working hours. This perception can result in heightened stress, poor productivity, [23]. This perception contributes to stress, fatigue, and a diminished feeling of control; such effects weaken an individual's perceived behavioral control, thereby raising the chances of engaging in withdrawal behaviors such as cyberloafing as a way to cope [3]. Many previous studies have also made similar observations [17], [24]. Informed by the existing literature, the following hypothesis is presented below:
H3: Role Overload has a positive effect on Cyberloafing Behavior.

METHODS
This research design is quantitative to test the hypotheses. The online questionnaire was developed using several indicators adapted from previous research, namely Role Ambiguity (RA) from Ahmad & Taylor

[25], Role Conflict (RC) from Zainal et al [26], Role Overload (RO) from Glazer & Gyurak [27], and Cyberloafing Behavior (CB) from Li and Chung [28]. The primary analytical goal is to investigate how role stressors (RA, RC, and RO) affect Cyberloafing Behavior (CB). This is done by using Structural Equation Modeling (SEM) in order to evaluate the relationships between variables and the general model fit. In detail, it can be shown in Figure 1.
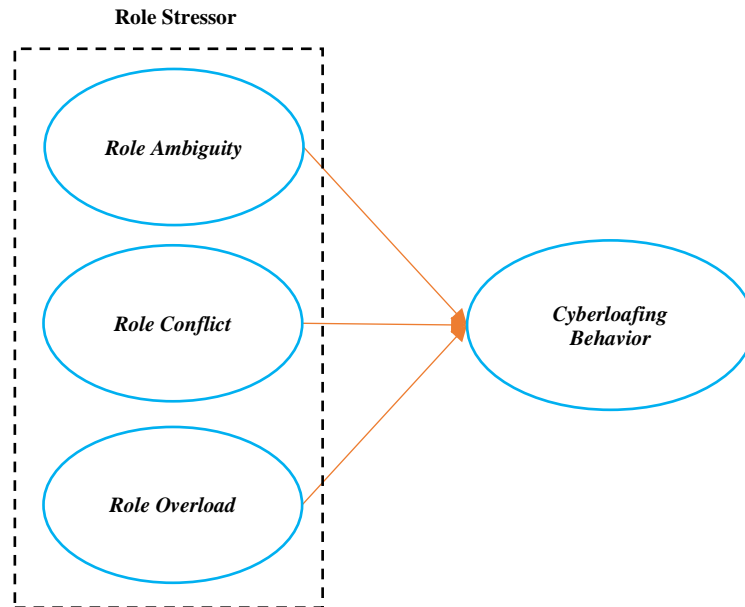

Figure 1. Conceptual Framework

A five-point Likert scale was utilized for item measurement. This scale will facilitate respondent responses and provide an opportunity for the author to process [29]. The target population for the study comprised employees of Sinar Kasih Hospital Purwokerto. Hospital employees were selected as the study subjects due to their strong association with role stressors, making them well-positioned to provide representative responses. To account for uncertainty in sample size, the required number of samples can be determined by multiplying the total number of items by five.

n = Item of indicators x 5
In this research, with 15 items, the minimum sample size needed is:
n = 15 x 5 = 75 as a minimum sample.

The software SmartPLS was chosen because it has fewer requirements and assumptions, making it highly suitable for social science research, especially in the field of human-computer interaction, where measuring perceptions and obtaining normally distributed data is often challenging. SmartPLS did not rely on normality assumptions. Furthermore, Smart PLS can be used to test small-scale samples. The tests conducted included outer model, inner model, and hypothesis testing. Outer model tests included convergent validity, discriminant validity, and reliability testing. Inner model tests included assessments of collinearity at the construct level, goodness of fit, effect size, predictive relevance, and coefficient of determination.

The analysis was conducted using the Partial Least Squares (PLS) algorithm with SmartPLS 3.0 software. The steps are as follows:
1. Design: Quantitative approach to examine the effect of role stressors on cyberloafing.
2. Instrument: Questionnaire based on indicators from previous studies.
3. Sample: 109 employees of Sinar Kasih Hospital, Purwokerto.
4. Data Collection: Questionnaires were distributed and collected online.
5. Data Processing: Data was cleaned and screened before analysis.
6. Outer Model: Tested for reliability and validity (convergent and discriminant) of the constructs.
7. Inner Model: Assessed path coefficients, R², and predictive relevance among latent variables.
8. Hypothesis Testing: Bootstrapping was conducted to evaluate the significance of relationships.

RESULTS AND DISCUSSIONS
Of the 114 questionnaires, 109 respondents (95.69%) met the inclusion criteria. This study examined three specific respondent attributes, including gender, age, and length of work. The respondents' characteristics see in Table 1.

Table 1. Respondents' Characteristics

Gender	Frequency	Percentage	Age	Frequency	Percentage	Length of work	Frequency	Percentage
Men	49	44.9 %	27-36	30	27.6 %	< 5	24	22.0 %
Women	60	55.1 %	37-46	26	23.8 %	5 - 10	51	46.8 %
			>47	53	48.6 %	> 10	34	31.2 %

Source: Primary Data (2025)

Most respondents had between five and ten years of service (46.8%), and the majority were female (55.1%). This trait is important since gender and length of service may have an impact on how workers view and react to role pressures, which may have an impact on their propensity to engage in cyberloafing.

Outer Model
The outer model assessed the validity and reliability of the relationships between latent variables and their corresponding indicators within the structural equation model.

Convergent Validity
The outer loading value for all research constructs should be above 0.7 [29]. Therefore, it can be concluded that all constructs meet the convergent validity criteria if their values exceed 0.7. This stage requires a re-estimation process, namely, removing items that have a validity value below 0.7. The outer loading test results shown in Table 2.

Table 2. Outer Loading Test Results

| Variable	Indicator	Outer Loading (>0,7)
Role Ambiguity (RA)	RA-1	0,717
	RA-2	0,788
	RA-3	0,882
	RA-4	0,844
	RA-5	0,834
	RA-6	0,745
	RA-7	0,786
	RA-9	0,717
Role Conflict (RC)	RC-1	0,777
	RC-2	0,765
	RC-3	0,817
	RC-4	0,746
	RC-5	0,826
Role Overload (RO)	RO-1	0,798
	RO-2	0,817
	RO-3	0,821
	RO-4	0,800
Cyberloafing Behavior (CB)	CB-1	0,754
	CB-3	0,820
	CB-4	0,732
	CB-5	0,733
	CB-7	0,849

Source: SmartPLS 3.0 (2025)

It is important to know that some questionnaire statements are absent from the Table 2. These indicators were excluded from data processing due to their invalidity (re-estimation process) as they had outer loading values of less than 0.7, and re-testing was conducted. The re-estimation results show that all indicators have values >0.7, thus meeting the convergent validity criteria.

Variable	AVE
Role Ambiguity	0.642
Role Conflict	0.619
Role Overload	0.655
Cyberloafing Behavior	0.607

Source: SmartPLS 3.0 (2025)

Additionally, information is deemed legitimate if it satisfies the Average Variance Extracted (AVE) standard, which is ≥ 0.5 [29]. The validity of each variable is confirmed by Table 3, which displays that its AVE value is greater than the 0.5 cutoff. In detail, the structure model for this research shown in Figure 2.
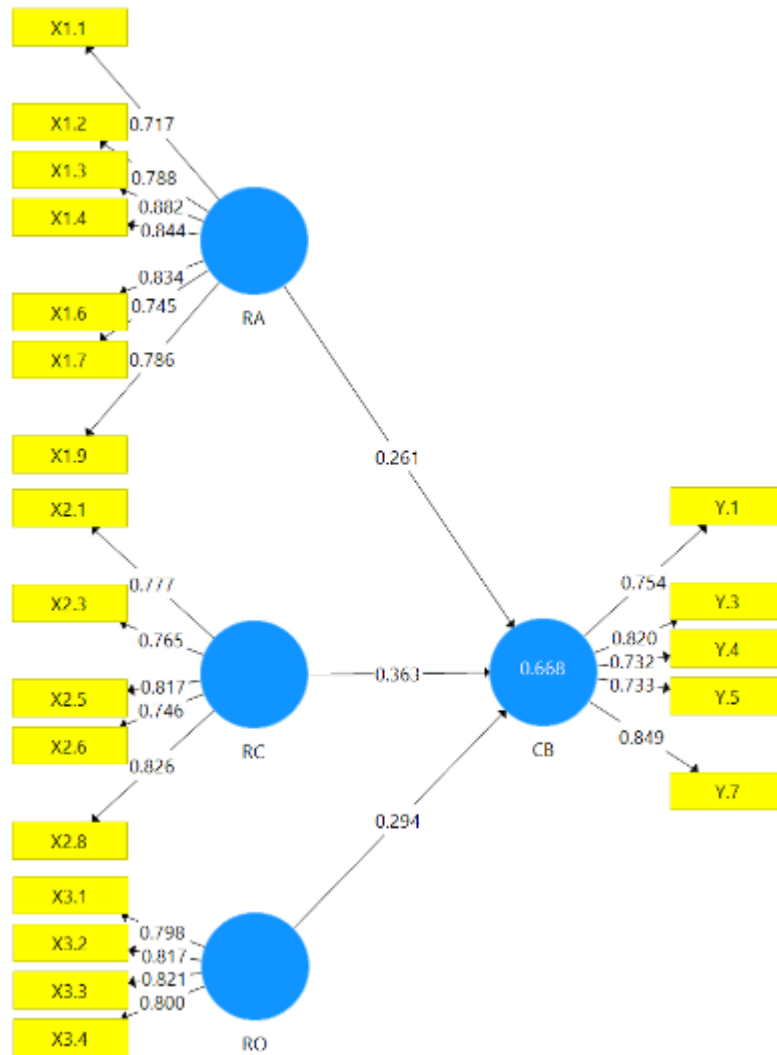
Figure 2. Structure model
Source: SmartPLS 3.0 (2025)

Discriminant validity

Discriminant validity ensures that a construct is distinct from other constructs, highlighting its unique contribution in capturing specific phenomena within the model [29]. The Cross Loading's can be shown in Table 4.

Table 4. Cross Loading's

	Cyberloafing Behavior	Role Ambiguity	Role Conflict	Role Overload
RA-1	0.437	0.717	0.524	0.487
RA-2	0.478	0.788	0.542	0.539
RA-3	0.618	0.882	0.527	0.489
RA-4	0.566	0.844	0.532	0.441
RA-5	0.539	0.834	0.497	0.398
RA-6	0.584	0.745	0.505	0.509
RA-7	0.597	0.786	0.641	0.630
RC-1	0.634	0.488	0.777	0.480
RC-2	0.583	0.541	0.765	0.618
RC-3	0.578	0.584	0.817	0.658
RC-4	0.462	0.423	0.746	0.557
RC-5	0.683	0.588	0.826	0.622
RO-1	0.541	0.525	0.543	0.798
	Cyberloafing Behavior	Role Ambiguity	Role Conflict	Role Overload
RO-2	0.582	0.560	0.612	0.817
RO-3	0.623	0.504	0.667	0.821
RO-4	0.601	0.432	0.581	0.800
CB-1	0.754	0.423	0.486	0.445
CB-3	0.820	0.582	0.630	0.611
CB-4	0.732	0.477	0.638	0.584
CB-5	0.733	0.504	0.498	0.572
CB-7	0.849	0.659	0.667	0.596

Source: SmartPLS 3.0 (2025)

The indicator's loading value for its construct is always higher than its loading for other constructs, thus achieving discriminant validity. Consequently, all of the indicators have strong discriminant validity.

Reliability Test
The Cronbach's alpha and composite reliability values are >0.8, indicating the instrument is reliable [29].

Table 5. Reliability Test

	Cronbach's Alpha	rho_A	Composite Reliability
Role Ambiguity	0.906	0.912	0.926
Role Conflict	0.847	0.854	0.890
Role Overload	0.824	0.826	0.883
Cyberloafing Behavior	0.837	0.846	0.885

Source: SmartPLS 3.0 (2025)

Table 5 confirms the validity and reliability of this research tool by demonstrating that both composite reliability and Cronbach's alpha surpass the 0.6 thresholds.

Inner Model
The inner model test evaluates data structures using statements that are both valid and dependable to get better model accuracy.

Collinearity Assessment at the Construct Level
Two constructs with a tolerance < 0.2 or VIF > 5 indicate the constructs have a collinearity issue. To ensure that the two constructs do not have a collinearity problem, the tolerance should be > 0.2 or VIF < 5 [29].

Table 6. Inner VIF Values

	Cyberloafing Behavior
Role Ambiguity	1.943
Role Conflict	2.667
Role Overload	2.391

Source: SmartPLS 3.0 (2025)

The result in the Table 6 above reveals that there is no collinearity issue between the two related constructs, as indicated by the VIF value < 5 and > 0.2.

Goodness of Fit (GoF) Index

$$\text{Goodness of Fit} = \sqrt{\overline{AVE} \times \overline{R^2}}$$
$$= \sqrt{0.631 \times 0.668}$$
$$= \sqrt{0.421}$$
$$= 0.648$$

The GoF index value for this study is 0.648, which is close to 1, indicating a good fit between the observed results and the expected values.

Effect Size (f²)

A latent variable is considered to have a sufficient effect size if the f^2 value is above 0 [29].

Table 7. Effect Size

	Cyberloafing Behavior
Role Ambiguity	0.106
Role Conflict	0.149
Role Overload	0.109

Source: SmartPLS 3.0 (2025)

As shown by the effect size results in the Table 7, the model has an average effect size of 0.121. This result indicates that the model has a small effect size.

Predictive Relevance (Q²)

The Q^2 value can be obtained through the blindfolding procedure, which yields the construct's cross-validated redundancy estimation. This involves comparing two values: the sum of squared prediction errors (SSE) and the sum of squared observations (SSO). The Q^2 value can be calculated using the formula $Q^2 = 1 - (SSE / SSO)$ [29].

Table 8. Effect Size

	SSO	SSE	Q² (=1-SSE/SSO)
Cyberloafing Behavior	545.000	338.292	0.379
Role Ambiguity	763.000	763.000	
Role Conflict	545.000	545.000	
Role Overload	436.000	436.000	

Source: SmartPLS 3.0 (2025)

According to the calculated Q^2 value presented in the Table 8, it can be concluded that the endogenous constructs have predictive relevance (greater than 0) and can accurately predict data not used for model evaluation.

Coefficient of Determination (R²)

This study aims to understand how changes in exogenous variables affect endogenous variables [29]. Greater precision in the data test is indicated by the higher percentage [29].

Table 9. Analysis of R-Squared Test

	R-Squared	Adjusted R-Squared
Cyberloafing Behavior	0.668	0.659

Source: SmartPLS 3.0 (2025)

With an R-Squared value of 0.668, the Cyberloafing Behavior (CB) variable in Table 6 indicates that Role Stressor contributes 66.8% of the total, with other factors influencing the remaining portion.

Hypothesis Test

A significance test < 0.05 and a t-statistic value > 1.658 for the one-tailed hypothesis indicate that the hypothesis test employs the bootstrapping method [30]. Direct effects tests were used.

Direct Effect Hypothesis

For hypothesis testing, bootstrapping was used, revealing path analysis or coefficients with direct effects.

Table 10. Direct Effect

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
RA -> CB	0.261	0.271	0.103	2.531	0.012
RC -> CB	0.363	0.357	0.112	3.228	0.001
RO -> CB	0.294	0.295	0.119	2.463	0.014

Source: SmartPLS 3.0 (2025)

According to the direct effect hypothesis test results, Role Ambiguity (RA), Role Conflict (RC), and Role Overload (RO) positive and significant effect on employee Cyberloafing Behavior (CB) (see Table 10). These findings are in line with H1, H2, and H3, with t-statistic above the t-table value (1.658) and p-values below 0.05.

The analysis results show that Role Ambiguity (RA) significantly increases Cyberloafing Behavior (CB). This finding supports a subset of the Cognitive–Affective Personality System (CAPS) theory, which posits that emotion and cognition are interconnected components of personality that influence an individual's emotional state, behavioral choices, and coping responses [8]. Employees who lack adequate information, receive minimal guidance, or are unclear about how to meet the expectations of a given role are more prone to engaging in cyberloafing behavior.

According to this research, employees often have a lack of role clarity in the workplace. Lack of clear job descriptions as well as uncertainty about what they should be doing, for whom, and with what sanctions, leads employees to focus on nonwork activities (such as cyberloafing). These findings provide support for Hypothesis 1, that Role Ambiguity (RA) is positively related to Cyberloafing Behavior (CB). The results of previous research, Sutarmin et al., proved the positive effects of RA on CB, which were again supported by this research [11]. Several other previous studies have also found similar results that Role Ambiguity (RA) has a positive effect on Cyberloafing Behavior (CB) [2].

The results of the testing of data analysis show that RC has increased the CB with significance. This result is consistent with the Theory of CAPS. Its explanation is the interaction between emotion, cognition, and personal behavior. The model posits that situational factors are triggers of cognitive and affective response, and response helps to determine behavior for an individual [7]. Role conflict experienced by employees may generate cognitive and affective responses that lead to deviant behaviors, such as cyberloafing. The Role Conflict had a significant impact on CB, also supporting the results of A. Husna et al. previously studied with [15]. This seems to be in line with findings of some other previous studies, which have already reported that Role Ambiguity (RA) has a positive effect on Cyberloafing Behavior (CB) [11].

The analysis of data indicates that Role Overload (RO) can lead employees to perform diversionary behaviors such as cyberloafing to help employees to reduce the Job Stress from it. Thus, these results support the third hypothesis, Role Overload (RO) has a positive impact on Cyberloafing Behavior (CB). This study suggests that the workers often confront role overload in their work. Role overload (RO) impels employees to find some relief from the stressful and tiring conditions they must face. In such a situation, workers may entertain themselves on a smartphone during work time. Such behavior can harm the organization as it can result in a decrease in employee performance. The findings of earlier research by George et al., which demonstrated that Role Overload (RO) can be seen as having a positive relationship with Cyberloafing Behavior (CB), are also supported by this study [17]. Similar results have been found by several other earlier studies, namely that Role Overload (RO) positively influences Cyberloafing Behavior (CB) [24].

CONCLUSION

This study aims to examine the influence of role stressors, including Role Ambiguity (RA), Role Conflict (RC), and Role Overload (RO), on Cyberloafing Behavior (CB) among healthcare workers. The findings indicate that Role Ambiguity significantly increases the likelihood of cyberloafing, supporting the Cognitive-Affective Personality System (CAPS) theory, which highlights the interaction of emotional and cognitive processes in shaping coping behavior, as well as role conflict and role overload. These results enhance understanding of how role stressors can lead to counterproductive behaviors, particularly in high-demand environments like healthcare. The study offers practical implications for the management of Sinar Kasih Hospital Purwokerto, emphasizing the importance of providing clear job guidelines, monitoring employee workloads, and managing role conflict to reduce stress and discourage disengagement through behaviors like cyberloafing. This research is not without limitations. It focused solely on one hospital, which may limit the generalizability of the findings. Future studies are encouraged to expand the sample across multiple healthcare institutions, including community health centers (puskesmas), to increase representativeness. Incorporating demographic factors such as age, education, and income as control variables could also offer a deeper and more nuanced understanding of cyberloafing behavior in healthcare settings.

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