

INTERMEDIATION ROLE OF JOB ALIENATION IN THE RELATIONSHIP BETWEEN JOB STRESS AND CYBERLOAFING BEHAVIOUR

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Abstract

The aim of this study is to test the relationships between job stress, cyberloafing and job alienation variables and to determine the mediating role of job alienation in the relationship between job stress and cyberloafing behavior. In this context, the quantitative research method was used. "Relational research design" was used in the design of this study, which is an applied research. The data in the study were obtained by simple random sampling method using the survey method. The research sample consists of 305 public employees in Aksaray in Turkey. The data of the research were tested through the SPSS 22 program. Cronbach's alpha coefficient calculation and exploratory factor analysis were used to measure the validity and reliability of the scales used in the study. Normality test was performed to measure whether the data were normally distributed. Correlation analysis was performed to test the relationship hypotheses. By adding Process Macro software to the SPSS program, it was tested whether job alienation played a mediating role in the relationship between job stress and cyberloafing. Process Macro Model 4 developed by Hayes (2013) was used in the mediation test. According to the results of the research, it was determined that there is a significant and positive relationship between job stress and cyberloafing behavior and its sub-dimensions. It has been determined that there is a significant and positive relationship between job stress and job alienation. It has been determined that there is a significant and positive relationship between job alienation and cyberloafing behavior and its sub-dimensions. In addition, it was concluded that job alienation has a partial mediator role in the relationship between job stress and cyberloafing behavior.

Key Words: Job Stress, Cyberloafing, Job Alienation.

İŞ STRESİ İLE SANAL KAYTARMA DAVRANIŞI ARASINDAKİ İLİŞKİDE İŞE YABANCILAŞMANIN ARACILIK ROLÜ

Özet

Bu çalışmanın amacı; iş stresi, sanal kaytarma ve işe yabancılaşma değişkenleri arasındaki ilişkileri test etmek ve iş stresi ile sanal kaytarma davranışı arasındaki ilişkide işe yabancılaşmanın aracılık rolünü tespit etmektir. Bu kapsamda nicel araştırma yöntemi esas alınmıştır. Uygulamalı bir araştırma olan bu çalışmanın tasarımında, "ilişkisel araştırma tasarımı" kullanılmıştır. Araştırmada veriler anket yöntemi kullanılarak basit tesadüfî örnekleme yöntemiyle elde edilmiştir. Araştırma örneklemini Aksaray ilindeki 305 kamu çalışanı oluşturmaktadır. Araştırmanın verileri SPSS 22 programı aracılığıyla test edilmiştir. Araştırmada kullanılan ölçeklerin geçerlilik ve güvenilirliğini ölçmede cronbach alfa katsayısı hesaplaması ve açımlayıcı/keşfedici (exploratory) faktör analizi yapılmıştır. Verilerin normal dağılıp dağılmadığını ölçmek için normallik testi yapılmıştır. İlişki hipotezlerinin test edilmesi için korelasyon analizi yapılmıştır. SPSS programına Process Makro yazılımı eklenerek iş stresi ve sanal kaytarma arasındaki ilişkide işe yabancılaşmanın aracı rolü olup olmadığı test edilmiştir. Aracılık testinde Hayes (2013) tarafından geliştirilen Process Makro Model 4 kullanılmıştır. Araştırma sonuçlarına göre iş stresi ile sanal kaytarma davranışı ve alt boyutları arasında anlamlı ve pozitif yönlü bir ilişki olduğu tespit edilmiştir. İş stresi ile işe yabancılaşma arasında anlamlı ve pozitif yönlü bir ilişki olduğu tespit edilmiştir. İşe yabancılaşma ile sanal kaytarma davranışı ve alt boyutları arasında anlamlı ve pozitif yönlü bir ilişki olduğu tespit edilmiştir. Ayrıca iş stresi ve sanal kaytarma davranışı arasındaki ilişkide işe yabancılaşmanın kısmi aracı rolüne sahip olduğu sonucuna ulaşılmıştır.

Anahtar Kelimeler: İş Stresi, Sanal Kaytarma, İşe Yabancılaşma.

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1. INTRODUCTION

Internet usage has increased significantly in recent years with the spread of mobile netjobs and smart devices. The reason for this increase is not only the use of computers and the internet for entertainment purposes, but also the intense use in business life. Although information technology has positive effects on business life, misuse of the internet and computer is a growing problem. Generally; "Cyberloafing", which refers to the use of computers and internet for non-business purposes during jobing hours. Cyberloafing activities are considered as an inefficient use of time, as they prevent employees from fulfilling and completing their main job-related duties. Cyberloafing is defined as a type of counterproductive loafing in which resources are wasted in the workplace (Robinson & Bennett, 1995).

Job stress is the sum of relationships that exceed the individual's strength of endurance arising from the individual and threaten himself according to the individual (Lazarus, 1985). Although job stress is a factor that has a positive effect on employee productivity to a certain extent, it is an important problem that causes many unwanted discomfort and attitudes in employees beyond that level. Job stress, which is the predecessor and sometimes successor of many individual and organizational factors, is an important factor that needs to be managed in terms of its results. As a matter of fact, behaviors such as cyberloafing and an increase in smoking can be expressed as partial indicators that job stress directly or indirectly affects loafing (Soysal, 2009). Businesses where people job and carry out their professional activities are organizations. The concept of job alienation is related to the job environment of the employees, or in other words, the elements within their organizational environment.

When the literature is examined, it is seen that cyberloafing and performance (Askew, 2012; Turunç, 2006); cyberloafing and organizational commitment (Sıçrar, 2017; Candan & İnce, 2016; Güngör, 2016); cyberloafing and job satisfaction (Çivilidağ, 2017; Çavuşoğlu & Palamutçuoğlu, 2017; Özdemir, 2016; Çelik, 2014); cyberloafing and organizational justice (Kaplan & Öğüt, 2012; Restubog et al., 2011; Henlea et al., 2009; Lim & Teo, 2005; Lim, 2002); cyberloafing and organizational cynicism (Yıldırım & Karabey, 2017; Çelik, 2014); cyberloafing and demographic characteristics (Kaplan & Çetinkaya, 2014; Çavuşoğlu & Palamutçuoğlu, 2014). There are also studies investigating the relationship between job stress and cyberloafing (Koay et al., 2016; Şen et al., 2016; Turunç, 2015; Kutanis et al., 2014; Henle & Blanchard, 2008; RuningSawitri, 2012). However; There was no study investigating the role of job alienation in the relationship between job stress and cyberloafing. Therefore, the main problem of the research can be expressed as "determining the mediating role of job alienation in the relationship between job stress and cyberloafing behavior".

2. LITERATURE REVIEW

2.1. Job stress

Job stress is defined as a state of fatigue that creates physical and mental balance problems in the individual (Akpınar, 2008: 359). Today, the dynamic business world, anxiety in job security and economic fluctuations cause employees to live in constant stress. Organizations; They are social systems created by individuals and they have a social climate in which individuals live, job and interact with each other. In this sense, every organization develops sources of stress according to the job done, the technology it uses, the environmental conditions, the tendencies and experiences of its members, intra-organizational groupings, conflicts and the climate created by the organization (Aydın, 2004: 54).

According to another classification of organizational stress causes, causes of stress are stress causes arising from organizational policies, stress causes arising from organizational structure,

stress causes arising from physical conditions in the job environment, stress causes related to the structure of the job and stress causes arising from interpersonal relations in the organization (Silah, 2005: 158- 160; Şimşek et al., 2001: 223-225).

2.2.Cyberloafing

Cyberloafing is when employees use the internet connection of the jobplace for their private job during business hours. In other words, cyberloafing can be defined as sending and receiving e-mails, shopping online, doing banking, stock market and financial transactions, surfing the internet, visiting job search sites, using the jobplace internet connection or their own connection during jobing hours. refers to activities such as participating in social netjobs, watching videos for entertainment, visiting virtual communities, reading online newspapers or magazines, playing games, downloading music, movies or videos (Örücü & Yıldız, 2014; Ünal & Tekdemir, 2015; Lim , 2002).

Robinson and Bennett (1995) define cyberloafing as an anti-productive type of loafing in which resources are wasted in the jobplace. According to Anandarajan and Simmers (2014), cyberloafing is online web behaviors that are made voluntarily during jobing hours by using the opportunities provided by the organization. Ünal and Tekdemir (2015), on the other hand, have experienced the confusion of whether cyberloafing is an act of loafing or is it the use of information technologies in the jobplace, based on the definitions reached in the studies. Cyberloafing is taking care of one's own business or surfing for entertainment purposes by using the internet connection of the jobplace during jobing hours or by providing an internet connection with their own means. The main thing to consider in order to be loafing is to do the action at the jobplace and to disrupt the flow of the organization's job or to postpone the job. The fact that this is done over the internet creates cyberloafing (Ünal and Tekdemir, 2015).

2.3.Job Alienation

Alienation; the decrease in the adaptation to the natural, social and cultural environment of the person, especially the decrease in the effectiveness of control towards the environment, and the decrease in adaptation with this control causes the person's helplessness and loneliness after a certain period of time (Şimşek et al., 2001).

Alienation from job; It is the indifference and indifference of employees to the aims of the organization, the rules and principles required by their jobs, the environment in which they job, their colleagues, and various organizational events (Gücenmez, 2007). The concept of alienation is one of the concepts frequently encountered especially in business life. On the other hand, (Ergil, 1980) defines job alienation as the alienation of individuals from expectations, values, rules and relations that depend on existing structures (social institutions). As can be seen, alienation has a negative meaning as a concept.

As stated in various studies conducted to date, the state of alienation is affected by many factors, from the conditions of the society in which the individual lives, from the conditions of his social and business environment to his own individual conditions (Çalışır, 2006: 26-27).

Job alienation results in being passive in the face of events, condoning worsening conditions, absenteeism or tardiness, low productivity and high error rates. Alienation, like stress and dissatisfaction, creates a basis for withdrawal behaviors such as success, absenteeism, and leaving job. The decrease in productivity and motivation, decrease in organizational commitment, increase in job stress, decrease in interest in job, decrease in job satisfaction and increase in jobforce turnover can be said as the effect of alienation on employees (Tutar, 2010).

3. METHOD

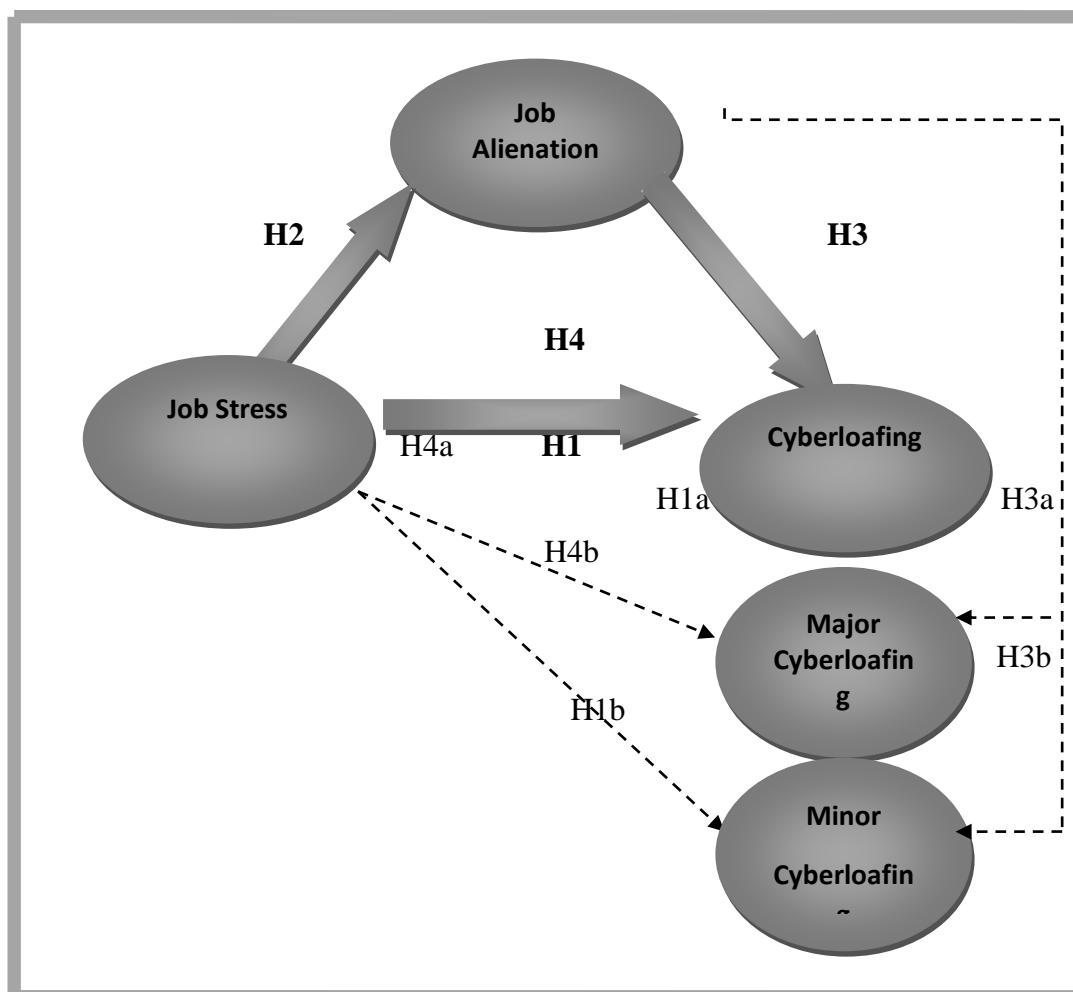
The research was based on the quantitative research method. The design of the study, which is an applied research, can be expressed as "relational research design". In this section, sampling, data collection process, data collection tool and data analysis are emphasized.

3.1.Purpose, Research Model and Importance:

The main purpose of this research is; The aim of this study is to determine whether job alienation has a mediating role in the relationship between job stress and cyberloafing behavior. In addition, it is to test the relationships between the variables of job stress, cyberloafing and job alienation. Cyberloafing behavior, which has become a problem and brought with it by the technological development, can cause many negative results in organizations, especially the decrease in organizational productivity. Some employers take various measures against internet use (cyberloafing), usually outside of job. However, these measures are often insufficient. Therefore, it is important to determine the relationship between cyberloafing behavior and job stress and job alienation variables. In this sense, it is thought that the findings obtained from the research can be beneficial to businesses in human resource management practices.

In this study, "Is there a mediating role of job alienation in the relationship between job stress and cyberloafing behavior?" seeks an answer to the basic research question. The hypotheses put forward in the model and research developed in this direction are as follows:

Figure 1: Research Model



It is known that employees exhibit cyberloafing behavior in coping with negative workplace experiences such as stress (Kutunis et al., 2014; Coker, 2013; Henle & Blanchard, 2008; Anandarajan & Simmers, 2005). Employees stated that spending time on the Internet in the face of difficult tasks relaxes them and removes them from stressful situations (Coker, 2013; Kim & Bryne, 2011; Urgin et al., 2007). However, Anandarajan and Simmers (2005: 787) suggested that cyberloafing behavior may also have constructive effects and stated that cyberloafing can have a stress-reducing effect (Kutunis et al., 2014:49-55). In this case, the dimension of cyberloafing behavior that develops due to job stress comes to the fore. In addition, there are studies showing that there is a relationship between job stress and the important and unimportant cyberloafing sub-dimension of cyberloafing (Çivilidağ, 2017; Mastrangelo et al., 2006; Stanton, 2002). In this context, in order to test the relationship between job stress and cyberloafing behavior, H1 and sub-hypotheses were formed based on the studies conducted in the literature.

H1: There is a significant and positive relationship between job stress and cyberloafing behavior.

H1a: There is a significant and positive relationship between job stress and major cyberloafing behavior.

H1b: There is a significant and positive relationship between job stress and minor cyberloafing behavior.

The alienating effect of organizational health problems, which adversely affect the mental, psychological and biological health of the person, can cause an increase in job stress. Thus, job stress is the result of an alienating effect of organizational health problems. (Amount, 2010:177). However, if individuals experience role stress, they cannot be expected to perform their jobs adequately (Agarwal, 1993:723). According to Manderscheid, alienation can be seen as a result of reactions to stress and can be evaluated as a stimulating effect on stress (Elma, 2003: 59). A limited number of experimental studies conducted on different occupational groups reveal that there is a significant relationship between job stress and job alienation (Sashkin, 1984; Kösterelioğlu, 2011; Valadbigi, 2011; Erkılıç, 2012). In this context, to test the relationship between job stress and job alienation, the H2 hypothesis was created based on the studies conducted in the literature.

H2: There is a significant and positive relationship between job stress and job alienation.

Job alienation causes the employee to distance himself mentally and physically from his job. It is very difficult for the employee, who is alienated from his job and alienated to the job, to have a positive interaction with the job. As a result of this situation, negative and hostile results emerge (Kurtulmuş and Yiğit, 2016: 866). For this reason, it is thought that employees who experience job alienation tend to exhibit deviant behaviors against productivity (Iyigün & Çetin, 2012; Lian et al., 2012; Nair & Vohra, 2012). Due to the fact that cyberloafing is included in deviant behaviors against productivity, it is expected that an individual who is alienated from job will exhibit cyberloafing behavior. In this context, in order to test the relationship between job alienation and cyberloafing behavior, the H3 hypothesis and sub-hypotheses were formed based on the studies conducted in the literature.

H3: There is a significant and positive relationship between job alienation and cyberloafing behavior.

H3a: There is a significant and positive relationship between job alienation and major cyberloafing behavior.

H3b: There is a significant and positive relationship between job alienation and minor cyberloafing behavior.

In the long term, job stress generally has a corrosive effect on the physical and psychological integrity of the person (Kinman and Jones, 2005: 101). Job stress is an important phenomenon that causes negative effects on the productivity of employees. It is thought that such behaviors of employees who engage in cyberloafing behavior in the workplace are caused by job stress and this situation is mediated by the alienation from job, which causes the employee to move away from his job mentally and physically. In this context, the H4 hypothesis was created based on the studies conducted in the literature to test the mediating role of job alienation in the relationship between job stress and cyberloafing behavior.

H4: Job alienation has a mediator effect on the relationship between job stress and cyberloafing behavior.

3.2. Sample, Data Collection Process

The universe of the research consists of public personnel jobbing in public institutions and organizations operating in the city center of Aksaray in Turkey. Data were collected from a total of 310 employees using the simple random sampling method. In determining the sample size, the sample size table specified by Yazıcıoğlu and Erdoğan (2007:72) was taken as a basis. Accordingly, 384 samples are sufficient for a population size of 1000000. In the research, the survey method was preferred because of the high rate of return. After removing the 5 missing and incorrectly filled questionnaires, 305 questionnaires were included in the study. Data were collected in September 2021. Relevant public institutions and organizations were visited and included in the research on a voluntary basis. Therefore, the sample of the research consists of 305 public employees who voluntarily agreed to participate in the research. Introductory information showing the main characteristics of the participants for whom data were provided is presented in Table 1.

Table 1: Demographic Characteristics of the Participants

Features	Variables	F	%	Features	Variables	F	%
Gender	Kadın	168	55	Job Time	Less than 5 years	98	32
	Erkek	137	45		6-10 years	92	30
	Total	305	100		11-15 years	60	20
			16-20 years		55	18	
Marital Status	Bekar	99	33	Total	305	100	
	Evli	206	67	High School	57	19	
	Total	305	100	Education	Associate degree	128	42
Age	18-28	55	18		Bachelor	102	33
	29-39	82	27		Graduate	18	6
	40-50	128	42				

50 üstü	40	13	Total	305	100
Total	305	100			

Of the employees participating in the research, 55% are women, 45% are men, and 33% of the participants are single and 67% are married. 18% of the participants are 18-28, 27% are 29-39, 42% are 40-50 years old and 13% are over 50 years old. The jobing period of the participants varies between 32%, less than 5 years, 30% 6-10 years, 20% 11-15 years, and 18% 16-20 years. 19% of the employees participating in the research are high school graduates, 42% are associate degree graduates, 33% are bachelor and 6% are graduate.

3.3. Analysis of Data

The data of the research were tested through the SPSS 22 program. Cronbach's alpha coefficient calculation and expolaratory factor analysis were used to measure the validity and reliability of the scales used in the study. Normality test was performed to measure whether the data were normally distributed. Correlation analysis was performed to test the relationship hypotheses. By adding Process Macro software to the SPSS program, it was tested whether job alienation played a mediating role in the relationship between job stress and cyberloafing. Process Macro Model 4 developed by Hayes (2013) was used in the mediation test.

3.4. Data collection tool

As a result of the examination and interpretation of previous studies in the literature, various scales prepared to measure the levels of job stress, cyberloafing and job alienation of employees were examined, and the scales that were considered to be most suitable for the purpose, scope and plan of the research were determined to be used in the questionnaire. The questionnaire consists of four parts. In the first part, personal participant information is given.

Job Stress Scale (JSS): In the second part, the 7-item unidimensional job stress scale (JSS) developed by House and Rizzo (1972) was included to measure the job stress of employees. Five-point Likert-type scaling (1= Strongly disagree, 2= Disagree, 3= Undecided, 4= Agree, 5= Totally agree) was used. The suitability of the data structure for factor analysis was measured with the KMO (Kaiser Meyer Olkin) test. In addition, Bartlett's test was applied to measure the conformity of the data to the multivariate normal distribution. The KMO value is .669. It was observed that the Bartlett's test result of the scale was significant at $p=.000$. As a result of the KMO and Bartlett's test, the data structure is suitable for factor analysis. (Hair, Black, Babin, Anderson, 2010). The factor structure of the job stress scale was tested with the Varimax Rotation method. As a result of the factor analysis, the scale was collected in a single factor in accordance with the literature. The explained variance rate is 84%. The factor analysis results of the scale are given in Table 2. As a result of the reliability analysis, the Cronbach's Alpha value of the scale's internal consistency coefficient was determined as .967. A Cronbach value above 70% indicates high reliability (Cronbach, 1951).

Table 2: Job Stress Scale Factor Analysis Results

Substances	Factor 1
JSS1	.951
JSS7	.942
JSS3	.941
JSS5	.928
JSS6	.918
JSS2	.913
JSS4	.832
Kaiser-Meyer-Olkin(KMO)	.669
Barlett'sTest(Sig.)	.000
Total Explained Variance (Rotation Method: Varimax)	84%

Cyberloafing Activities Scale (CAS): In the third part, there is the “Virtual Loafing Activities Scale” (CAS), which consists of two dimensions, important and unimportant cyberloafing activities, developed by Örucü and Yıldız (2014) in order to determine the cyberloafing behaviors of employees. . Items 1, 2, 3, 4, 5, 6, 7, and 8 of the scale represent significant cyberloafing behavior, while items 9, 10, 11, 12, 13, and 14 represent unimportant cyberloafing behavior. Five-point Likert-type scaling was used (1= Never, 2= Rarely, 3= Sometimes, 4= Often, 5= Always). The suitability of the data structure for factor analysis was measured with the KMO (Kaiser Meyer Olkin) test. In addition, Bartlett's test was applied to measure the conformity of the data to the multivariate normal distribution. The KMO value is .863. It was observed that the Bartlett's test result of the scale was significant at $p=.000$. As a result of the KMO and Bartlett's test, the data structure is suitable for factor analysis. (Hair, Black, Babin, Anderson, 2010). The factor structure of the cyberloafing activities scale was tested with the Varimax Rotation method. As a result of the factor analysis, the scale was collected in two factors in accordance with the literature. The explained variance rate is 92%. The factor analysis results of the scale are given in Table 3. As a result of the reliability analysis, the Cronbach's Alpha value of the scale's internal consistency coefficient was determined as .960. A Cronbach value above 70% indicates high reliability (Cronbach, 1951).

Table 3: Cyberloafing Activities Scale Factor Analysis Results

Substances	Factor 1	Factor 2
CAS2	.997	
CAS6	.992	
CAS5	.991	
CAS3	.974	
CAS1	.967	
CAS7	.960	
CAS8	.944	
CAS4	.908	
CAS10		.995
CAS14		.994
CAS12		.948
CAS11		.946
CAS9		.946
CAS13		.688
Kaiser-Meyer-Olkin(KMO)		.863
Barlett'sTest(Sig.)		.000
Total Explained Variance (Rotation Method: Varimax)		92%

Job Alienation Scale (JAS): In the fourth part, the 10-item unidimensional job alienation scale (JAS) developed by Hirschfeld and Feild (2000) was included in order to determine the job alienation of employees. Five-point Likert-type scaling (1=Strongly disagree, 2=Disagree, 3=Undecided, 4=Agree, 5=Strongly agree) was used. The suitability of the data structure for factor analysis was measured with the KMO (Kaiser Meyer Olkin) test. In addition, Bartlett's test was applied to measure the conformity of the data to the multivariate normal distribution. The KMO value is .823. It was observed that the Bartlett's test result of the scale was significant at $p=.000$. As a result of the KMO and Bartlett's test, the data structure is suitable for factor analysis. (Hair, Black, Babin, Anderson, 2010). The factor structure of the job alienation scale was tested with the Varimax Rotation method. As a result of the factor analysis, the scale was collected in a single factor in accordance with the literature. The explained variance rate is 88%. The factor analysis results of the scale are given in Table 4. As a result of the reliability analysis, the Cronbach's Alpha value of the scale's internal consistency coefficient was determined as .982. A Cronbach value above 70% indicates high reliability (Cronbach, 1951).

Table 4: Job Alienation Scale Factor Analysis Results

Substances	Factor 1
JAS5	.976
JAS7	.974
JAS1	.973
JAS2	.957
JAS6	.957
JAS9	.935
JAS3	.924
JAS10	.919
JAS4	.915
JAS8	.867
Kaiser-Meyer-Olkin(KMO)	.823
Barlett'sTest(Sig.)	.000
Total Explained Variance (Rotation Method: Varimax)	88%

4. FINDINGS

Before testing the hypotheses, the data were tested for normality and the Skewness (skewness) and Kurtosis (kurtosis) values were examined and it was determined that the values were between -1.5 and +1.5. According to the values obtained, it was concluded that the data were normally distributed (Tabachnick & Fidell, 2013). Therefore, the normality distribution, which is the prerequisite for performing parametric tests, was provided in the research. Correlation analysis was performed to test the relationships between variables. The values reached regarding the correlation analysis are as in Table 5.

Table 5: Results of Correlation Analysis for Variables

N=305	Job Stress	Cyberloafing	Major Cyberloafing	Minor Cyberloafing	Job Alienation
Job Stress	1				
Cyberloafing	.757**	1			
Major Cyberloafing	.847**	.923**	1		
Minor Cyberloafing	.300**	.739**	.424**	1	
Job Alienation	.859**	.765**	.772**	.451**	1

According to the correlation analysis, a significant and positive relationship between job stress and cyberloafing ($r=.757$ $p=0.01$); It was determined that there was a significant and positive relationship between job stress and significant cyberloafing ($r=.847$ $p=0.01$) and a significant and positive relationship between job stress and insignificant cyberloafing ($r=.300$ $p=0.01$). Therefore, the H1, H1a and H1b hypotheses are supported. There is a significant and positive relationship ($r=.859$ $p=0.01$) between job stress and job alienation. Therefore, the H2 hypothesis is supported. A significant and positive relationship between job alienation and cyberloafing ($r=.765$ $p=0.01$); It was determined that there was a significant and positive relationship between job alienation and major cyberloafing ($r= .772$ $p=0.01$), and a significant and positive relationship between job stress and minor cyberloafing ($r=.451$ $p=0.01$). Therefore, hypotheses H3, H3a and H3b are supported.

After the significant relationships between the variables were observed, the mediation test was performed. The mediating role of job alienation in the relationship between job stress and cyberloafing was analyzed using the PROCESS macro program (Model-4). The results of the analysis regarding the mediation model are given in Table 6.

Table 6: Analysis Results Regarding the Mediation Model

Model 1	R²	F	β	t	P	CI
IndepentendVariable→DepentendVariable						
Job Stress → Cyberloafing	.572	406.004	.709	20.149	.000	.638 - .777

Model 2	R²	F	β	t	P	CI
IndepentendVariable→DepentendVariable						
Job Stress → Job Alienation	.738	855.537	1.069	29.249	.000	.997 – 1.141

Model 3	R²	F	β	t	P	CI
IndepentendVariable→DepentendVariable						
Job Stress			.355	5.496	.000	.228 - .482
→Cyberloafing	.623	249.500				
Job Alienation			.329	6.349	.000	.227 - .431

As a result of the analysis, it was found that job stress significantly predicted cyberloafing behavior ($R^2 = .572$, $\beta = .709$, $t = 20.149$, $p = .000$, % 95 CI = .638, .777) and job stress predicted job alienation significantly ($R^2=.738$, $\beta = 1.069$, $t = 29.249$, $p = .000$, % 95 CI = .997, 1.141). According to the results of the bootstrap analysis performed to determine the direct and indirect effects on the mediator model tried to be tested in this study, the relationship between job stress and cyberloafing behavior was found to be ($R^2= .623$, $\beta =.355$, $t = 5.496$, $p = .000$, 95% CI). = .228, .482), when job alienation is controlled, the predictive power of job stress on cyberloafing is still significant, but the predictive power has

decreased ($R^2 = .623$, $\beta = .329$, $t = 6.349$, $p = .000$, % 95 CI = .227, .431). In the mediation role analysis; If the independent variable predicts the dependent variable insignificantly, it can be called "full mediation", and when there is a significant decrease in the independent variable's prediction of the dependent variable, it can be called "partial mediation" (Frazier, Tix, & Barron, 2004). In this context, it was concluded that job alienation has a partial mediator role in the relationship between job stress and cyberloafing behavior ($\beta = .352$, $SE = .062$, 95% CI = .223, .469). Therefore, hypothesis H4 is supported.

5. CONCLUSION and RECOMMENDATIONS

Cyberloafing is online web behaviors that are made voluntarily during jobing hours by using the opportunities provided by the organization (Anandarajan & Simmers, 2014). Cyberloafing is defined as a type of counterproductive loafing in which resources are wasted in the workplace (Robinson & Bennett, 1995). Job stress is defined as a state of fatigue that creates physical and mental balance problems in the individual (Akpınar, 2008: 359). It is known that employees exhibit cyberloafing behavior in coping with negative workplace experiences such as stress (Kutanis et al., 2014; Coker, 2013; Henle & Blanchard, 2008; Anandarajan & Simmers, 2005). In addition, it is very difficult for an employee who moves away from his job due to reasons such as stress and who is alienated to job, to have a positive interaction with the job. Employees stated that spending time on the Internet in the face of difficult tasks relaxes them and removes them from stressful situations (Coker, 2013; Kim & Bryne, 2011; Urgin et al., 2007). In this context, the main purpose of the research is; The aim of this study is to determine whether job alienation has a mediating role in the relationship between job stress and cyberloafing behavior. In addition, it is to test the relationships between the variables of job stress, cyberloafing and job alienation.

According to the results obtained in the research, a significant and positive relationship between job stress and cyberloafing; It has been determined that there is a significant and positive relationship between job stress and significant cyberloafing, and a significant and positive relationship between job stress and insignificant cyberloafing. It has been determined that similar results have been achieved in studies conducted in the literature (Koay et al., 2016; Şen et al., 2016; Turunç, 2015; Kutanis et al., 2014; Henle & Blanchard, 2008; RuningSawitri, 2012). There are also studies showing that there is a relationship between job stress and the important and unimportant cyberloafing sub-dimension of cyberloafing, which is consistent with the results of this study (Çivilidağ, 2017; Mastrangelo et al., 2006; Stanton, 2002). A significant and positive relationship between job alienation and cyberloafing; It has been determined that there is a significant and positive relationship between job alienation and significant cyberloafing, and a significant and positive relationship between job stress and insignificant cyberloafing. However, it was determined that there is a significant and positive relationship between job stress and job alienation. It is seen that the results obtained in the research overlap with previous studies in the literature (Sashkin, 1984; Kösterelioğlu, 2011; Valadbıgi, 2011; Erkılıç, 2012).

However, it has been concluded that job alienation has a partial mediator role in the relationship between job stress and cyberloafing behavior. As a result of the research, it can be said that employees experiencing job stress exhibit cyberloafing behavior and this behavior is mediated by alienation from job. If we evaluate the result in terms of managers in the organization; It is thought that exhibiting a management style that does not put employees under stress and makes them feel comfortable will prevent negative behaviors such as alienation from job and cyberloafing. In this study, it has been tried to reveal whether the job alienation has a mediating effect on the job stress experienced by the employee in the organization and the cyberloafing behavior that develops due to this stress. The research is limited to a sample group determined

by the random method consisting of employees jobing in the province of Aksaray in Turkey and the results obtained are valid within the scope of this sample. Another limitation is that the research is cross-sectional. It is thought that more descriptive information will be reached with longitudinal studies that address the development of the research over time and that are repeated at least twice. It may be suggested to conduct research by including variables such as organizational cynicism, organizational culture, mobbing, and leadership style in future studies.

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