Araştırma Makalesi

The Relationship Between Work Alienation Behavior and Cyberloafing: A Study on Healthcare Professionals

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Abstract
This study was conducted to determine the relationship between work alienation and cyberloafing among healthcare professionals. Besides, it is aimed to reveal the differences between both concepts according to sociodemographic variables. In the current research, a questionnaire form consisting of a cyberloafing scale, a work alienation scale, and sociodemographic characteristics were used as data collection tools. The questionnaire consists of 51 questions and 5 dimensions. The population of the research consists of 4042 people working at a public hospital, a hospital of health science university, and a private hospital. A total of 602 questionnaires were evaluated in these institutions. Based on the findings, there was a relationship between work alienation and cyberloafing behaviors of health professionals and some sociodemographic variables. In addition, there was a low-level positive and significant relationship between work alienation and cyberloafing levels of healthcare professionals. As a result of the correlation analysis in the study, a low-level positive and significant relationship was found between work alienation and cyberloafing. In addition, significant differences were found between work alienation, cyberloafing, and sociodemographic variables.

Keywords: Work alienation behavior, cyberloafing, healthcare professionals, healthcare management
JEL Classification Codes: I10, I15

İşe Yabancılaşma ile Sanal Kaytarma Arasındaki İlişki: Sağlık Çalışanlarına Yönelik Bir Araştırma

Öz
Bu çalışma sağlık çalışanlarında işe yabancılaşma ile sanal kaytarma arasında ilişkiyi belirlenmek amacıyla yapılmıştır. Ayrıca her iki kavramın sosyodemografik değişkenlere göre farklılıklarının ortaya konulması amaçlanmaktadır. Mevcut araştırmada veri toplama aracı olarak sanal kaytarma ölçeği, işe yabancılaşma ölçeği ve sosyodemografik özelliklerden oluşan bir anket formu kullanılmıştır. Araştırma evrenini, bir devlet hastanesi, bir sağlık bilimleri üniversitesi sağlık uygulama ve araştırma merkezi ve bir özel hastanede çalışan toplam evren 4042 kişiden oluşmaktadır. Bu kurumlarda toplam 602 anket değerlendirmeye alınmıştır. Bulgulara göre, sağlık çalışanlarının işe yabancılaşma ve sanal kaytarma davranışları ile bazı sosyodemografik değişkenler arasında ilişki olduğu tespit edilmiştir. Sağlık çalışanlarının işe yabancılaşma ile sanal kaytarma düzeyleri arasında düşük düzeyde pozitif yönde anlamlı bir ilişki olduğu belirlenmiştir. Araştırmada yapılan korelasyon analizi sonucunda işe yabancılaşma ile sanal kaytarma arasında düşük düzeyde pozitif yönde anlamlı bir ilişki tespit edilmiştir. Ayrıca İşe Yabancılaşma ve sanal kaytarma ile sosyodemografik değişkenler arasında anlamlı farklılıklar tespit edilmiştir.

Anahtar kelimeler: İşe yabancılaşma, sanal kaytarma, sağlık profesyonelleri, sağlık yönetimi
Jel Sınıflandırma Kodları: I10, I15

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1. Introduction

The ability and attitudes of the workforce are crucial in the delivery of healthcare services. The coordinated efforts of numerous employees or units are used to offer health services, which are made up of several interconnected procedures. Healthcare professionals' emotional states and behaviors are thought to play a significant role in how effectively and efficiently services are provided. According to this theory, employee cyberloafing and emotional disengagement from the workplace can have a negative impact on health services.

Alienation is defined as the orientation of feelings against another person, including hatred, dislike, dislike, and disgust. It is known to be as old as human history and has theological roots (Kiraz, 2011; Froom, 1992). With this phenomenon, two people or two groups may become estranged from one another, or one person or one group may become estranged from another (Durcan, 2007). Work alienation is a situation of inefficiency, caused by an employee's sense of indifference, boredom, and unwillingness toward his or her job and the belief that the work is pointless. This study looked at the five subdimensions of the idea of alienation, which are: helplessness, meaninglessness, ruthlessness, isolation, and self-alienation (Gürsoy, 2014).

A new "work disruption movement" has emerged as a result of employees' frequent use of the internet, which is a vital component of our day and age and company life (Ulusoy and Benli, 2017). This behavior is known as "cyberloafing" which is described as using company-provided email and internet resources for personal or non-work-related activities while on the clock (Blanchard and Henle, 2008).

Organizations expect great performance, excellent work, and productivity from their employees in the modern workplace (Doorn, 2011). The institutions' responses to meet these demands stress workers, and this circumstance fosters feelings of alienation and aversion to one's job. The development of these feelings has several side effects that lower productivity at work. One of these is regarded as cyberloafing (Anandarajan, Devine, and Simmers, 2004; Babür, 2009).

This study sought to establish a link between healthcare professionals' cyberloafing behaviors and their feelings of alienation. Data collected from 602 individuals from a public hospital, a private hospital, and a university hospital in the same region were analyzed and reviewed to ascertain the association between alienation and cyberloafing behaviors of healthcare professionals. The association between cyberloafing and its subdimensions, work alienation and its subdimensions, and sociodemographic information of healthcare professionals was examined. Tables displaying the statistical findings were produced, and the outcomes were assessed.

The research problem is work alienation and cyberloafing behaviors are problems that negatively affect the productivity of healthcare workers. The research questions

for this basic problem are; Is there a relationship between alienation behaviors and cyberloafing behaviors of health care workers? Are there significant differences according to socio-demographic variables? Health sector employees carry out important studies for people's health. Such behaviors of healthcare workers can negatively affect their productivity. For this reason, health workers working in hospitals with 3 different statuses were selected.

2. Literature Review

2.1. Work Alienation

The definition of alienation is the direction of feelings toward another individual, including hostility and disdain (Kiraz, 2011). This phenomenon allows for one-way or two-way alienation between two individuals or groups, as well as one-way alienation between an individual or group (Durcan, 2007). Analyzing the idea reveals that it predates the history of humanity. Its roots are rooted in theological principles (Fromm, 1992). Alienation is present in both celestial and non-celestial religious ideas, and it was connected to religion in the Hellenistic era (Fettahlıoğlu, 2006; Kartal, 2017). In terms of its historical development, the concept of alienation is split into two phases. It is defined as a concept that is focused on the world of concrete realities in the Industrial Revolution and the post-Industrial Revolution period, moving from a religious dimension to a philosophical dimension, while the first period is defined within the framework of a religious, philosophical, and metaphysical thought before the 18th century (Babür, 2009).

When an employee feels unmotivated by their work and believes it to be useless, it can lead to work alienation, an emotional state. From the perspective of the employer, this circumstance is seen as the employee's failure to demonstrate the appropriate attention and interest in his or her work and failing to provide what is expected (Gürsoy, 2014). It arises as a result of the conflict between the task required by the job and the employee's natural being (Mottaz, 1981). Marx introduced the idea of alienation to the world of business in his book "Capital," where he discussed it in the context of the separation of labor from the product, the type of production, the process, and the individual (Davidov, 1997).

Work alienation, in general, is when people get disconnected from the norms, connections, and ideals of their workplace, and this tendency to disconnect is made worse by the meaninglessness of these things (Fettahlıoğlu, 2006). Organizational dysfunction that affects both employers' and employees' behavior results in disagreements, unrest, and undesirable behaviors at work. These occurrences lead to workers feeling alienated from their jobs as a result (Bingöl, 1990).

The five subdimensions of the idea of labor alienation are helplessness, meaninglessness, ruthlessness, isolation, and self-alienation. The state of not being able to discover the ability inside oneself to guide the events and phenomena met

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by believing that the individual cannot intervene against the events and phenomena around him/her is defined as the powerlessness dimension (Gürsoy, 2014). Meaninglessness Dimension is the state of discord brought on by the inability to assess an individual's essence, the motivation behind his or her actions, and the belief that the will driving those actions does not belong to the individual (Lindley, 1990). The relentlessness dimension is the idea that rules are no longer taken into account in achieving goals as a result of rules having less of an impact and that breaking rules is required behavior (Seeman, 1959). The state of alienation from the social and physical environment in which the individual is positioned or the reduction of interpersonal relationships is the dimension of isolation (Durkheim, 2006). On the other side, self-alienation occurs when a person's behavior does not conform to his or her expectations for the future or when the person behaves in a manner that is inconsistent with those expectations (Seeman, 1959).

Some factors contribute to the development of unfavorable feelings that affect how alienated employees get from work. When it comes to organizational and environmental issues, while Seeman addresses these causes within a socio-psychological framework, several authors classify them under two primary categories (Babür, 2009). Incorrect perception of organizational management, especially when combined with alienation from work in business life, can lead to significant problems in working activities, such as alienated employees, loss of job and life satisfaction, low productivity, low motivation, low organizational commitment, increase in labour turnover rate, and withdrawal from work (Erdem, 2021).

The feeling of alienation from work is considered a phenomenon that causes negative consequences for employees (Babadağ, 2018). One of the biggest problems faced by organizations is the alienation of employees from the organization and, accordingly, not adopting the organization, not believing in the goals of the organization, and not feeling belonging to the organization (Kasap, 2021). The alienation of the employee from the workplace results in psychological sadness, job discontent, absenteeism, poor performance, burnout, intention to quit, and lack of participation in work (Chiaburu, Thundiyil, and Wang, 2014). In this case, the alienation of employees from their jobs, themselves or the business causes great damage to today's organizations (Yıldız, 2019).

Work alienation can have major repercussions since it makes a person turn away from corporate operations and not want to be involved (Artar, 2018). Performance and service quality have a significant role since the activities of employees in the study's focus area, the health sector, is focused on providing services (Tengilimoğlu, Işık, and Akbolat, 2015). Accurate measurement of health service quality and encouragement of quality service delivery through the use of a rewards system, motivating and monitoring the delivery of health services have become crucial performance criteria in terms of the provision of health services (Aydın,

2007). To some extent, valuing employees, encouraging them to participate in the processes, and taking steps to avoid objectification are essential elements in preventing alienation from the workplace (Söyük and Şengül 2016). Measures such as improving workplace culture, reviewing job descriptions, and increasing employee participation and autonomy can be taken to combat alienation (Gayretli 2023). Healthcare professionals' internal turmoil, unfavorable working conditions, and doubts about whether they are performing their duties as required have an impact on their performance and lead to a feeling of alienation from their jobs.

2.2. Cyberloafing

In the modern world, where technology is advancing quickly and the globe has become a global community, an organization's ability to succeed depends on its ability to deploy its people resources effectively (Çavuşoğlu, Palamutçuoğlu and Palamutçuoğlu, 2017). Organizations have begun to effectively utilize the technological instruments offered by the technology to maintain their success in a continuously changing environment (Ünal and Tekdemir, 2015).

It has been noted that technological advancement and employment prospects in organizations have a beneficial impact on employees' contributions and productivity to the organization (Vitak, Crouse, and Larosa, 2011). The employees have access to an enormous variety of information thanks to the special learning opportunities offered by the Internet, and they can use these opportunities to advance themselves in their professional lives (Greenfield and Devis, 2002; Blanchard and Henle, 2008).

Technological opportunities offered in businesses have provided positive contributions to both employees and organizations but have also caused many negativities (Örücü and Yıldız, 2014). The frequent use of the internet, which is one of the most important inventions of the age, by employees in a way that is not related to work brings up a new "work disruption movement" (Ulusoy and Benli, 2017). In this case, employees' use of workplace e-mail and internet facilities for non-work purposes during working hours is referred to as the concept of "cyberloafing" (Blanchard and Henle, 2008).

When cyberloafing behavior increases, counterproductive behaviors become inevitable and may lead to undesirable consequences such as job dissatisfaction, burnout syndrome, decreased performance and productivity, loss of energy and time. Therefore, it is important to control cyberloafing with electronic control systems and keep it at a certain level (Seçkin, 2020).

Cyberloafing, according to Lim and Teo (2006), is the voluntary practice of checking personal e-mail and surfing irrelevant websites while at work. By utilizing a similar concept, Bock and Ho (2009) define cyberloafing as using company-provided internet resources for personal use while at work. It is stated as

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counterproductive work behavior when the employee appears to be doing work and creates free time for himself by surfing in the virtual world (Albar, 2019).

Researchers use many terminologies to describe cyberloafing in the both national and international literature (Genç and Tozkoparan, 2018). The concept of cyberloafing is expressed as "cyberloafing", virtual sloth "cyberslacking" (Vitak, Crouse, and LaRosa, 2011; Garrett and Danziger, 2001), virtual loafing "cyberbullying" (Blanchard and Henle, 2008), deviant internet use "cyber deviancy" (Weatherbee, 2010), "non-work related computing" (Pee, Woon and Kankanhalli, 2008). (Bacaksız, Rujnan and Seren, 2018; Karataş and Avcı, 2017). The terms "cyberloafing," "cyber mischief," and "cyberloafing" are all used in the national literature to describe the practice (Örücü and Yıldız, 2014).

Receiving or sending personal e-mails, surfing websites, shopping online, using social media, and messaging behaviors are all examples of cyberloafing behaviors that are typically observed in businesses, as described in the previous definitions. Even so, other online inappropriate and illegal behaviors are referred to as "cyberloafing" or "electronic virtual harassment," such as browsing adult entertainment sites (obscene sites and gambling sites), cyberbullying, sexual harassment, and abuse (Piotrowski, 2012).

Web browsing and personal e-mail exchanges were the initial categories used by (Lim, 2002) to categorize cyberloafing activities. It was categorized as e-commerce activities, personal communication activities, and personal information research/monitoring activities by Mahatanankoon, Anandarajan, and Igbaria (2004). Cyberloafing activities are divided into two categories by Blanchard and Henle (2008): serious and minor. Based on Li and Chung's study, Doorn (2011) divided cyberloafing activities into four main categories. These include social interaction, learning new things, leisure activities, and virtual emotional engagement.

On the other hand, cyberloafing behavior is divided into four categories: personal learning, abusive/deviant, habitual/addictive, and regeneration. On three key aspects, Doorn (2011) assessed the elements that contribute to cyberloafing behaviors. These include organizational, professional, and personal factors.

Researchers present two opposing opinions regarding the effects of cyberloafing behaviors in their studies. Employees who engage in minor cyberloafing behaviors are said to have a good impact on organizations and provide an opportunity for employees to grow and learn. On the other hand, cyberloafing is also said to have negative repercussions for organizations (Örücü and Yıldız, 2014). Erdem (2021), states that with cyberloafing, employees' skills and creativity towards their professions can increase and learning behavior can develop.

Employees may get tired and exhausted from time to time due to excessive workload, as well as when they do not have a job, they may get bored and overwhelmed, and employees may show cyberloafing behavior. However, although cyberloafing is stated as a negative behavior within the scope of counterproductive work behavior, some scientists argue that it can be useful in reducing stress and increasing motivation (Merdan, Erdem and Gümüşsoy, 2022). In this respect, cyberloafing behaviors in the workplace may benefit an individual by lowering stress levels, but they may not benefit the organization (Anandarajan, Simmers, and D'Ovidio, 2011). From a different perspective, such employee actions result in production and financial losses, use of corporate resources, productivity loss, network issues, and cybercrimes, which result in legal, financial, and temporal losses (Mills, Hu, Beldona and Clay, 2001; Xiao-chun and Ya-ping, 2010).

The employee's cyberloafing behaviors at work may result in legal repercussions when we take the legal aspect into account. A total of 29 cases were sent to the Court of Cassation between 1997 and 2021. Due to employees' tendency to engage in such behavior, legal actions may be taken that could result in employers terminating the employment contract. Also, employees may have more leisure time and engage in cyberloafing activities during times when there are fewer demands placed on their time. On the other hand, when the work demands are high, a person who is physically exhausted may have a propensity for cyberloafing (Henle and Blanchard, 2008). Thus, to avoid cyberloafing, it is crucial to maintain a balance between work and leisure demands (Kılıç, 2017).
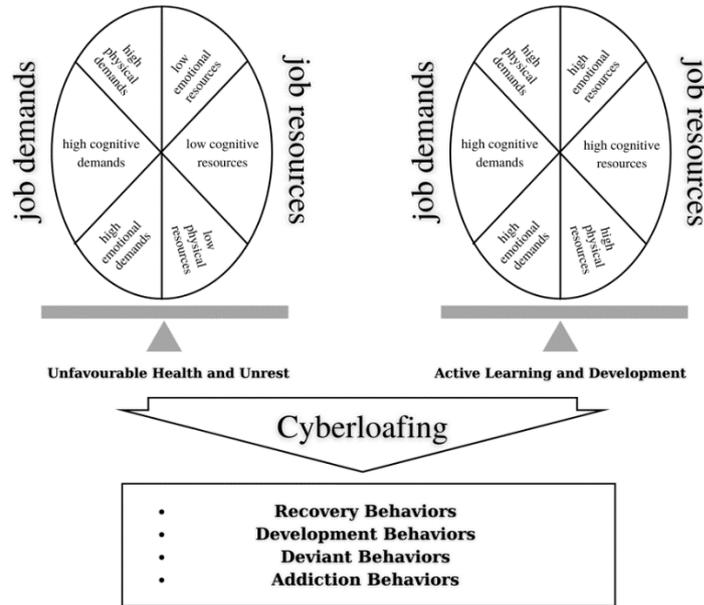
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Figure 1: DISC Model (Demand-Induced Strain Compensation Model) and its Relationship with Cyberloafing (Doorn, 2011).

In order to prevent cyberloafing behaviors in the workplace, employers should determine to what extent they will tolerate serious and minor cyberloafing behaviors in order to avoid different problems (Blanchard and Henle, 2008). Employees' cyberloafing behaviors in the workplace may cause them to interfere with their work. When the rulings of the Court of Cassation are analyzed in this context, it can be seen that employers file lawsuits against their employees who engage in cyberloafing behavior.

Internet technology thus offers both individuals and organizations limitless potential and advantages, but it also presents enormous obstacles for businesses. Organizations should understand how to benefit from these advantages by avoiding these drawbacks (Al-Shuaibi, Shamsudin, and Subramaniam, 2013).

2.3. Work Alienation and Cyberloafing

Today, the internet and information technologies are widely used and serve as crucial tools for many jobs across all sectors (Çavuşoğlu et al., 2017). Employees engage in off-the-job behaviors as a result of work alienation, which includes negative emotions like reluctance to work, meaninglessness, loneliness, powerlessness, and irregularity (Gürsoy, 2014). The practice of cyberloafing is one of the non-work behaviors that may be seen as a result of workplace alienation (Babadağ, 2018).

The inability of the employee to meet his/her expectations regarding his/her position in the organization, the lack of career expectations, the loss of focus on his/her job due to conflicts within the organization, and feeling like indifference and carelessness towards his/her job all contribute to the emergence of alienation from work (Chiaburu et al., 2014). Those who experience these emotions might not give their work essential devotion and priority and instead turn to leisure activities (Babadağ, 2018).

Individuals who experience alienation from work may exhibit cyberloafing behaviors, which is defined as using the technological facilities provided to improve working conditions for non-work activities during working hours (Jia, Jia and Karau, 2013). It is defined as employees engaging in non-work behaviors with internet access during working hours, directing the time they should spend for work to behaviors such as surfing the internet, dealing with e-mails, watching videos, and playing games (Blanchard and Henle, 2008). Cyberloafing is a form of withdrawal behavior that can manifest in various work settings, involving activities like online shopping during office hours or downloading music while working from home. However, cyberloafing at home during the pandemic differs from our current understanding of cyberloafing in a traditional office context, primarily due to the evolving nature of remote work during these unprecedented times (Reizer et al. 2022).

The usage of the internet in businesses has numerous advantages, including improved employee communication, lower workload, and elimination of unnecessary transactions. Yet, using these facilities carelessly while on the job has several adverse consequences for the business and the employees (Anandarajan et al., 2004). Additionally, as a result of the advancement of technology, cyberloafing activities may now be carried out using both advanced mobile devices and business personal computers with internet connection. Our research shows that those who use personal internet-connected devices engage in more cyberloafing behaviors.

3. Research Methodology

3.1. Sample Selection and Data Collection

The population of the research consists of 4042 people including all healthcare professionals (physicians, nurses, midwives, laboratory staff, medical secretaries, administrative staff, etc.) except cleaning staff, security staff, patient caregivers working in a public hospital, a health sciences university health practice and research center and a private hospital. The required information to represent the universe was determined to be at least 351 health professionals chosen using the convenience sample method in line with the formula "x=Z(c/100)2r(100-r), n=N x/((N-1)E2 + x), E=Sqrt[(N - n)x/n(N-1)]", to disclose the existence of this relationship in the research.

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A total of 1847 people in three organizations were contacted during the research; questionnaires and consent forms were distributed, however, only 797 of those contacted returned the forms. The questionnaires of 195 participants in the study were not analyzed because they were inaccurate, incomplete, and filled out by personnel who did not belong to the target group. Within a 95% confidence interval, the gathered data were assessed.

3.2. Method

The research employed the questionnaire approach to obtain data. There are three sections to the questionnaire. The first section has statements with 16 questions to ascertain the sociodemographic characteristics of the personnel, including questions about gender, age, education, marital status, title, and professional experience. The "Work Alienation Scale," created by Mottaz (1981) and translated into Turkish by Yumuk (2011), was applied in the second section. The scale has three subdimensions: self-alienation, meaninglessness, and powerlessness. There are 7 questions in each dimension, for a total of 21 questions. In the scale form, questions ranging from 1 to 7 indicate a lack of power, questions ranging from 8 to 14 indicate a lack of meaning, and questions ranging from 15 to 21 indicate a degree of self-alienation. The Likert scale has five points: (1) strongly disagree, (2) disagree, (3) slightly agree, (4) agree, and (5) strongly agree.

In the third section, Örücü and Yıldız's (2014) "Cyberloafing Scale" was applied. The cyberloafing scale consists of 14 questions, with 7 questions in each of the two subdimensions of significant and negligible cyberloafing. The crucial cyberloafing dimension is represented by questions numbered 1, 3, 4, 5, 6, and 7, whereas the minor cyberloafing dimension is represented by questions numbered 2, 9, 10, 11, 12, and 13. The scale is a five-point Likert scale: (1) strongly disagree, (2) disagree, (3) slightly agree, (4) agree, and (5) definitely agree.

The work alienation scale's reliability coefficient Cronbach's alpha value was 0.824, and the cyberloafing scale's reliability coefficient Cronbach's alpha value was 0.896. These results demonstrate the high reliability of both scales. Using the SPSS 22 program, the study's kurtosis and skewness values were initially analyzed to see whether the data had a normal distribution or not. Since the study data's kurtosis and skewness values were within the range of 1, it was concluded that the data complied with parametric tests and the normal distribution; the *t*-test and analysis of variance were utilized in the analyses.

3.3. Hypotheses of the Research

Work alienation, also known as distancing from work, causes the employee to be mentally and physically distanced from his/her job. If an employee is alienated from work, he/she will probably try to compensate for this situation with cyberloafing behaviour (Kurtulmuş and Yiğit, 2016). Babadağ (2018), who examined the effects of work alienation on cyberloafing, stated in his study that work alienation positively and significantly affects sub-dimensions such as important and unimportant cyberloafing. Seçkin (2020), who examined whether perceived social exchange affects work alienation and cyberloafing behaviours, found that work alienation positively affects cyberloafing behaviours and that work alienation has a mediating effect on the relationship between perceived social exchange and cyberloafing.

Altınışık ve Onağ (2021), in his study on job satisfaction, cyberloafing and work alienation, found that employees' cyberloafing behaviours have a positive and significant effect on their organisational alienation. Özcan and Candemir (2021), who stated that there is no relationship between work alienation and cyberloafing, found that cyberloafing has a weak negative significant relationship with the meaninglessness sub-dimension of work alienation.

Nair and Vohra's (2012) study showed that the work alienation of organisation members tends to influence counterproductive behaviours. According to the study of Yıldız et al. (2015), cyberloafing behaviour is one of the behaviours that negatively affect productivity in the same way. For this reason, it was thought that work alienation would increase cyberloafing as an independent variable while formulating the hypotheses. It is predicted that the variables selected within the scope of this research may have different effects on each other and that work alienation and cyberloafing behaviour may vary depending on sociodemographic factors. In this context, the following hypotheses were developed.

Employees who experience alienation from work may turn to non-work behaviours (Seçkin 2020). Cyberloafing behaviour is expressed as one of the non-work counterproductive behaviours that an employee experiencing work alienation may turn to (Babadağ 2018). Based on this, the following hypothesis 1 was designed for the relationship between work alienation and cyberloafing:

Hypothesis 1

H_0: There is no connection between cyberloafing and work alienation.

H_1: Cyberloafing and work alienation are related.

When the literature is examined, researchers have stated that there may be a relationship between various sociodemographic variables and work alienation Moç

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(2018), Durmaz (2015), Gürsoy (2014) and Karahan (2014). Based on this, the following hypothesis 2 was designed for the relationship between sociodemographic variables and work alienation:

Hypothesis 2

H0: There is no association between sociodemographic variables and the subdimensions of work alienation.

H1: There is a connection between sociodemographic variables and the subdimensions of work alienation.

When the literature is examined, researchers have stated that there may be a relationship between various sociodemographic variables and cyberloafing Vitak et al., (2011), Akca (2013), Özkalp et al., (2012), Garrett and Danziger (2008). Based on this, the following hypothesis 3 was designed for the relationship between sociodemographic variables and cyberloafing:

Hypothesis 3

H0: There is no association between sociodemographic variables and cyberloafing or any of its subdimensions.

H1: There is a connection between sociodemographic variables and cyberloafing and its subdimensions.

3.4. Findings

The sociodemographic data of the participants is displayed in Table 1. Of the participants, 68.6% (n=413) were female, 27.1% (n=163) were between the ages of 25 and 30, 40.4% (n=243) had undergraduate education, 63.8% (n=384) were married, and 34.9% (n=210) had professional experience between 0 and 5 years. 85.5% of respondents (n=515) said they were satisfied with their jobs, and of them, 41.7% (n=251) employees in public hospitals, 25.4% (n=153) employees in private hospitals, and 32.9% (n=198) employees in university hospitals.

Table 1: Demographic Characteristics (N=602)

Demographic	Category	Frequency	Per. %
Gender	Woman	413	68,6
	Male	189	31,4
Age	24 and below	113	18,8
	25-30	163	27,1
	31-37	138	22,9
	38-45	126	20,9
	45 and above	62	10,3
Education	High School	127	21,1
	Associate Degree	153	25,4
	Undergraduate	243	40,4
	Postgraduate	79	13,1
Marital Status	Married	384	63,8
	Single	218	36,2
Title	Physician	64	10,6
	Nurse	226	37,5
	Midwife	23	3,8
	Labourer	32	5,3
	Medical Secretary	95	15,8
	Other Health Personnel	74	14,6
	Administrative Staff	88	14,6
Professional Experience	0-5	210	34,9
	6-10	129	21,4
	11-15	104	17,3
	16-20	75	12,5
	21 and above	84	14,0
Years of Service in the Institution	0-5	308	51,2
	6-10	145	24,1
	11-15	64	10,6
	16-20	50	8,3
	21 and above	35	5,8
Duration of Employment in the Institution	8 hours	378	62,8
	10-12 hours	168	27,9
	16 hours and above	56	9,3
Departments	Internal Sciences	120	19,9
	Surgical Sciences	105	17,4
	Intensive Care	19	3,2
	Emergency Sevice	18	3,0
	Child Diseases	35	5,8
	Laboratory	41	6,8
	Polyclinic	46	7,6
	Radiology	16	2,7
	Administrative Units	91	15,1
	Other	111	18,4
Job Satisfaction	Yes	515	85,5
	No	87	14,5
Managerial Position Status	Yes	45	7,5
	No	557	92,5

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Table 1 (Continued): Demographic Characteristics (N=602)

Type of Institution	State Hospital	251	41,7
	Private Hospital	153	25,4
	University Hospital	198	32,9
Mode of Operation	Daytime Only	390	64,8
	Seizure Procedure	212	35,2
Device Used for Internet Access	Corporate Computer	292	48,5
	Personal Device	310	51,5

When the alienation to work means of the studies were analyzed, it was determined to be at a moderate level. The study's findings showed that the mean participant's alienation from their job was (=2,64±0,61). Powerlessness (=2,83±0,62), meaninglessness (=2,45±0,58), and self-alienation (=2,64±0,70) were found to be the means of the subdimensions of alienation from employment.

Table 2: Mean Scores of Work Alienation and Its Subdimensions

	Mean	**Standard Deviation**
Work Alienation	2,64	0,61
Powerlessness	2,83	0,62
Meaninglessness	2,45	0,58
Self Alienation	2,64	0,70

Table 3 displays the *t*-test and variance analysis findings for the comparison of work alienation and its subdimensions concerning demographic factors. The results that exhibit substantial differences are shown in this table.

Table 3: Comparison of Work Alienation and Its Subdimensions According to Demographic Variables

	Work Alienation	Powerlessness	Disambiguation	Self Alienation
Gender	0,762	0,023*	0,215	0,656
Age	0,044*	0,013*	0,298	0,181
Education	0,074	0,002*	0,148	0,541
Professional Experience	0,063	0,028*	0,116	0,666
Working Hours	0,031*	0,002*	0,237	0,257
Staff Status	0,033*	0,007*	0,900	0,214
Love Your Job	0,000*	0,000*	0,000*	0,000*
Management	0,004*	0,000*	0,171	0,120
Institution Type	0,089	0,075	0,363	0,042*

(*) is significant at p<0,05 level.

When the work alienation means of the studies were analyzed, it was discovered to be below mean. The researchers discovered that cyberloafing had a mean of (=1,89±0,50), serious cyberloafing had a mean of (=1,74±0,60), while minor cyberloafing had a mean of (=2,05±0,70) (Table 4).

Table 4: Cyberloafing Means

	Mean	Standard Deviation
Cyberloafing	1,89	0,50
Serious Cyberloafing	1,74	0,60
Minor Cyberloafing	2,05	0,70

Table 5 displays the results of *t*-test and variance analyses demonstrating substantial distinctions between cyberloafing subdimensions and demographic factors.

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Table 5: Comparison of Cyberloafing and Its Subdimensions According to Demographic Variables

	Cyberloafing	Serious cyberloafing	Trivial Cyberloafing
Gender	0,004*	0,049*	0,001*
Age	0,000*	0,000*	0,007*
Marital Status	0,001*	0,001*	0,005*
Title	0,040*	0,007*	0,028*
Professional Experience	0,002*	0,001*	0,008*
Working Hours	0,001*	0,003*	0,001*
Staff Status	0,000*	0,001*	0,002*
Section	0,006*	0,000*	0,038*
Mode of Operation	0,015*	0,000*	0,312
Love Your Job	0,111	0,047*	0,235
Institution Type	0,000*	0,000*	0,000*
Internet Access Device	0,003*	0,005*	0,005*

(*) is significant at p<0,05 level.

The major premise of the study, which is the association between work alienation and cyberloafing, and its subdimensions, were examined using Pearson Correlation analysis (Table 6).

Table 6: Correlation Analysis Results

	W.A.	C.	Disem.	Disam.	S.A.	Imp. C.	Triv. C.
Work Alienation	1	,113**	,785**	,810**	,836**	,096*	,113**
Cyberloafing	,113**	1	,043	,123**	,092*	,917**	,941**
Powerlessness	,785**	,043	1	,459**	,454**	,038	,042
Meaninglessness	,810**	,123**	,459**	1	,560**	,111**	,118**
Self Alienation	,836**	,092*	,454**	,560**	1	,074	,096*
Serious Cyberloafing	,096*	,917**	,038	,111**	,074	1	,728**
Minor Cyberloafing	,113**	,941**	,042	,118**	,096*	,728**	1

*$p<0,01$**$p<0,05$*

A statistically significant positive link between the scores at the $p<0,01$ level was discovered as a consequence of the Pearson Correlation Analysis carried out to ascertain the relationship between work alienation and cyberloafing. At the $p<0,05$ level, a substantial positive association between alienation and an essential cyberloafing feature was found. At the $p<0,01$ level, a substantial positive association between alienation and the minimal cyberloafing component was discovered. Cyberloafing and the dimension of meaninglessness were shown to be significantly correlated at the level of $p<0,01$. At the $p<0,05$ level, a significant link between cyberloafing and self-alienation was found. Between the dimension of meaninglessness and substantial and minor cyberloafing, a significant association at the $p<0,01$ level was found. Self-alienation dimension and serious and minor cyberloafing were found to be significantly correlated at the $p<0,05$ level. As a consequence, hypothesis 1 was approved in this example, while hypothesis H0 was rejected because there was a positive and low-level significant association between the total score of work alienation and the total score of cyberloafing. The analyses were used to test the study's assumptions and questions. Using Pearson Correlation Analysis, Hypothesis 1 and the research questions were examined. When the *t*-test and Analysis of Variance were used to test hypotheses 2 and 3, it was found that there were significant differences between alienation from work and its subdimensions and sociodemographic variables, and H_0 was rejected. When the *t*-test and Analysis of Variance were used to test Hypothesis 3, it was discovered that there were substantial disparities between cyberloafing and its subdimensions and sociodemographic variables. As a result, H_0 was rejected.

4. Discussion

The participants' cyberloafing behaviors and serious cyberloafing and minor cyberloafing subdimensions indicate a significant difference according to gender in this study, which examined the links between work alienation and cyberloafing in three different hospitals ($p<0,05$). It was determined that males ($\bar{x}=2,005$) engaged

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in more cyberloafing, serious cyberloafing, and minor cyberloafing behaviors than females ($\bar{x}$=1,848). Their strong interest in politics, football, and financial markets can be attributed to their need to stay up-to-date with current events. The gender variable reveals a significant difference (p<0,05) in the subdimension of powerlessness. However, it was found that women ($\bar{x}$=2,876) had higher levels of powerlessness than men (x = 2,744), and powerlessness, which is the inability to find the power to intervene in circumstances beyond one's control, may have developed as a result of the difficulties and challenges women face in the workplace. In fact, according to Yumuk (2011), there is a substantial difference between the subdimension of powerlessness and gender, and according to Kartal (2017), Sayü (2014), and Çivilidağ (2017), there is a large difference between alienation from work and gender in their respective research. Overall, the search results suggest that there may be a relationship between gender and work alienation, with women more likely to experience work alienation in certain professions. However, more research is needed to fully understand the relationship between gender and work alienation.

Work alienation differs significantly by age (p<0,05). The means for alienation from work ($\bar{x}$=2,746) and powerlessness ($\bar{x}$=2,972) in the age range of 31 to 37 are greater than those in other age groups. Factors like professional expectations and expected promotions not materializing may be useful in explaining the high level of work alienation in the middle age group. There is a significant difference between participants' important and minor cyberloafing subdimensions and their cyberloafing behaviors according to age (p<0,05). The highest displaying age group was found to be 24 and under ($\bar{x}$=2,211) based on the age groups. One of the factors contributing to the higher cyberloafing behaviors of healthcare professionals in the age group of 24 and under can be attributed to the fact that young participants use social media applications and online tools more actively. In fact, Oruç (2004) found that the age variable was a contributing factor to alienation from the workplace in his investigations. Young age groups exhibit cyberloafing behaviors more frequently, according to studies by Çivilidağ (2017), Bacaksız et al. (2018), Güngör (2016), Garrett and Danziger (2008), Örücü and Yıldız (2014) and Vitak et al. (2011). Gümüş et al. (2021) found that the total work alienation score of health workers showed a significant difference according to age groups.

There is no significant difference between marital status and work alienation and its subdimensions (p>0,05). When the arithmetic means were looked at, it was discovered that single people had higher levels of cyberloafing ($\bar{x}$=2,007), serious cyberloafing ($\bar{x}$=1,853), and minor cyberloafing ($\bar{x}$=2,161) than married people. These levels of cyberloafing and its subdimensions serious cyberloafing and minor cyberloafing were found to be significant according to marital status (p<0,05). The high level of cyberloafing behavior among singles may be explained by the fact that they communicate more with their single friends or friends, use social media more frequently than married people, and engage in more social interaction as a result.

There was no correlation between marital status and occupational alienation and its subdimensions, according to Kartal (2017), Yetiş (2013), Moç (2018), and Bahadır (2017). Several studies on the connection between cyberloafing and marital status found significant disparities between the two, according to Güngör (2016), Bacaksız et al., (2018), Ulusoy and Benli (2017), Çavuşoğlu et al. (2017), Örücü and Yıldız (2014).

High school graduates (x̄=3,006) were found to have higher levels of powerlessness, and there was a significant correlation between education and this dimension (p<0,05). In general, those who have completed high school or equivalent education and are given the chance to work at the lowest levels based on merit may feel powerless because of pressure from their superiors. More educated individuals in their environment may make them less confident in their ability to protect themselves in a crisis, which could lead to a sense of powerlessness. In general, people with a high school and pre-high school education who are given the chance to work at the lowest levels based on merit may feel helpless in the face of pressure from their superiors. The presence of people in his or her environment who are more educated than him or her may produce a loss of self-confidence in defending himself or herself in case of challenges and this may result in impotence. Cyberloafing and its subdimensions did not significantly differ from the schooling variable (p>0,05), it was discovered. According to Chak (2004), when educational levels decline, so do cyberloafing practices. In their study on workplace alienation in health professionals, Söyük and Şengün (2016) discovered that workplace alienation in health employees varied depending on educational status. According to Söyük and Şengün's study from 2021, healthcare professionals with college education levels had the greatest mean level of workplace alienation. While Gürsoy (2014), Parsak (2010), and Kılçık (2011) were unable to find a connection between education and alienation from employment, Moç (2018), Durmaz (2015), and Bahadır (2017) did.

The title and work alienation dimensions and subdimensions did not significantly differ from one another, according to the variance analysis results (p>0,05). In his study, Gürsoy (2014) also noted that there was no noticeable distinction between work alienation and any of its subdimensions or title. The cyberloafing dimension, as well as serious and minor cyberloafing subdimensions, were found to differ significantly according to the title.

When the variance analysis findings of the comparison of alienation and its subdimensions according to years of professional experience were evaluated a significant difference was discovered between the level of powerlessness and years of professional experience (p<0,05). Those who labor between 11 and 15 years (x̄=2,929) are the ones who feel the most disempowered. The degrees of serious and minor cyberloafing among the participants, as well as the subdimensions of those levels, were significantly correlated with employee titles (p<0,05), and it was

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discovered that employees with 0 to 5 years of professional experience ($\bar{x}$=2,929) displayed high levels of cyberloafing behavior. It was established that there was no discernible difference between all scales and subscales and the number of years of employment in the organization. According to Gürsoy (2014), healthcare personnel's feelings of alienation rise as their years of professional experience rise. In his research on nurses, Yetiş (2013) argued that there was no discernible difference between alienation and years of professional experience. According to the research, there is no discernible difference between alienation and years of professional experience, according to Atalay (2013) on bankers, Parsak (2011) on university administrative personnel, and Kartal (2017) on healthcare professionals. Çavuşoğlu et al., (2017), Akça (2013), Lee et al., (2004) stated that there was no significant difference between working time and cyberloafing.

There was no statistically significant difference between the employees' levels of self-alienation, levels of work alienation, levels of powerlessness, and levels of meaninglessness according to their working years in the institution when the results of the analysis of variance of the comparison of the employees according to their working years in the institution were examined (p>0,05).

While there is a significant difference between the other subdimensions of powerlessness and self-alienation level and working hours (p<0,05), there is not a significant difference between the level of work alienation and its subdimension meaninglessness level and working hours (p>0,05). In comparison to other groups, employees who worked 16 or more hours exhibited higher levels of powerlessness ($\bar{x}$=3,043) and work alienation ($\bar{x}$=2,790). Health professionals must be present continuously in some units in order to give 24 hours of uninterrupted service. According to this method of operation, hospital management can allocate tasks following the operational requirements of the relevant units, and in this situation, working for an extended period may be thought of as a taxing and challenging duty for employees. Employees that are unable to meet these requirements may not want to work or may try to make improvements. The employee may feel disempowered if their efforts are unsuccessful and they begin to perceive themselves as a part of the problem. 86.5% of the participants in Bulut's (2010) study admitted to working longer than their given hours. To avoid employees feeling alienated from their jobs, working hours should be taken into consideration. Cyberloafing and its subdimensions showed a significant difference in working hours (p<0,05), and when the arithmetic means were looked at, it was observed that such behaviors were more prevalent in those working between 10 and 12 hours ($\bar{x}$=2,031).

According to tenure status, there is a significant difference between cyberloafing and its subdimensions (p<0,05). The analysis of the arithmetic means revealed that contracted employees had the highest levels of cyberloafing ($\bar{x}$=2,034), serious cyberloafing ($\bar{x}$=1,873), and minor cyberloafing ($\bar{x}$=2,196). Also, the relationship between tenure status and alienation and powerlessness is significantly different

(p<0.05). The level of work alienation (x̄=2,790) and powerlessness (x̄=3,021) was found to be higher in the permanent employees compared to the other groups when we looked at the arithmetic means of the participants. Such behaviors may be displayed as a result of differences in personal rights and financial earnings between permanent staff and other staff classifications. According to employee status, Kaya and Serçeoğlu (2013) showed a statistically significant variation in the degrees of work alienation. In contrast, Yetiş (2013) claimed that in his investigation of healthcare professionals, there was no noticeable variation in the level of alienation from the workplace according to employee status.

According to the department, there is no difference between work alienation and its subdimensions that is statistically significant (p>0,05). Cyberloafing, its subdimensions, and the department all differed significantly from one another (p<0,05). The employees working in the intensive care department were found to have the highest level of cyberloafing behavior (x̄=2,210) when the arithmetic means of the participants according to their departments were evaluated. The provision of health services could be negatively impacted by staff engaging in cyberloafing, particularly those working in intensive care units. The usage of internet-connected devices, where employees may participate in cyberloafing behaviors during work hours, should be restricted and managed in settings where highly sensitive medical services, such as intensive care units, are provided. According to Söyük and Şengün (2016), the mean level of workplace alienation varies depending on the employee's department, with obstetrics department employees reporting the greatest levels on the mean. While Bahadır (2017) concluded that there was no significant difference, Durmaz (2015) and Yetiş (2013) discovered a substantial difference between alienation from work and its subdimensions.

When the results of the *t*-test comparing work alienation and its subdimensions according to the type of work are examined, it is found that there is no significant difference between the participants' levels of work alienation, powerlessness, meaninglessness, self-alienation, and minor cyberloafing (p>0,05). Only the difference between cyberloafing and serious cyberloafing was determined to be statistically significant (p<0,05). When the arithmetic means were compared to the daytime employees, it was found that on-call healthcare professionals engaged in more cyberloafing (x̄=1,980) and serious cyberloafing (x̄=1,867) behaviors. On-call employees may participate in these behaviors to keep themselves awake at night or to pass the time till the end of the workday because of the long working hours. Employees displaying such behaviors at a low level to stay awake during downtime may not be a disadvantage as long as the job is not interrupted throughout the shift and the necessary follow-up is made.

According to job satisfaction, there is no significant relationship between cyberloafing behavior and minor cyberloafing behavior (p>0,05), however, there is

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a significant relationship between serious cyberloafing behavior and job satisfaction (p<0,05). Examining serious cyberloafing patterns revealed that individuals who disliked their jobs ($\bar{x}$=1,881) exhibited more of them than those who did. According to job satisfaction, there is a significant difference in the dimensions and subdimensions of work alienation, powerlessness, meaninglessness, and self-alienation (p<0,05). According to the mathematical means of the survey respondents, those who did not enjoy their jobs reported higher levels of self-alienation ($\bar{x}$=3,162), powerlessness ($\bar{x}$=3,172), meaninglessness ($\bar{x}$=2,835), and alienation from one's work (x=3,064).

Between managerial position and cyberloafing and its subdimensions, there is no statistically significant difference (p>0,05). When the arithmetic means were looked at, it was discovered that individuals without managerial positions were the ones who felt work alienated ($\bar{x}$=2,662) and powerlessness ($\bar{x}$=2,863). Employees may become disgruntled if their professional aspirations are not met. According to Kartal's (2014) research, alienation levels among healthcare professionals with administrative responsibilities were lower than those of individuals without such responsibilities.

The level of self-alienation and the type of institution showed a significant difference when the results of the *t*-test of the comparison of work alienation and its subdimensions according to the type of institution were investigated (p<0,05). State hospitals, private hospitals, and university hospitals are just a few examples of the variables based on the type of institution that is within the scope of our study. The analysis of the participants' arithmetic means revealed that state hospital personnel ($\bar{x}$=2,705) had higher levels of self-alienation than those working in other institutions. There is a significant difference between cyberloafing, serious cyberloafing, minor cyberloafing, and institution type (p<0,05). Employees working in private hospitals exhibit more cyberloafing ($\bar{x}$ =2,096), significant cyberloafing behaviour ($\bar{x}$ =1,904) and minor cyberloafing behaviour ($\bar{x}$ =2,287).

According to the internet device used, there was a significant difference between cyberloafing, serious cyberloafing, and minor cyberloafing (p<0,05). The study finds that using a personal device, cyberloafing ($\bar{x}$=1,970), substantial cyberloafing behavior ($\bar{x}$=1,810), and minor cyberloafing behavior ($\bar{x}$=2,130) are all conducted. To prevent employees from engaging in such behaviors, some organizations should restrict access to the internet on company-owned devices for personal use. Employees should be warned about the use of mobile devices as an additional form of cyberloafing, and the necessary measures should be taken.

5. Conclusion

The study's findings revealed a moderately significant positive association between healthcare professionals' alienation and their degrees of cyberloafing. According to the results, there was no statistically significant correlation between the

cyberloafing total scores and the component of powerlessness. The dimension of meaninglessness and cyberloafing total scores had a statistically insignificant but favorable association. Also, the self-alienation dimension and total cyberloafing scores had a statistically insignificant but favorable connection. An essential cyberloafing dimension and the overall scores of work alienation have a statistically low but substantial positive association. The negligible cyberloafing dimension and overall alienation scores were revealed to have a statistically weakly positive significant association.

The results of Babadağ's (2018) study, "The Impact of Work Alienation on Cyerloafing," were used to analyze 187 desk clerks working for a municipality. According to the study's correlation analysis, there is a strong association between alienation, cyberloafing, and all of its subdimensions in the same direction. According to Babadağ, employees' cyberloafing tendencies could worsen as their degrees of alienation rise. He used regression analysis to examine work alienation as an independent variable and the dependent variables as minor cyberloafing, serious cyberloafing, and general cyberloafing. The regression analysis revealed that both serious and minor cyberloafing was positively and significantly influenced by work alienation. Also, he discovered a strong correlation between overall cyberloafing and work alienation. Similar findings between these aspects and our investigation are revealed by the research. Hence, to lessen cyberloafing behavior, organizations should take into account the causes of work alienation.

To look into the mediating role of psychological contract breach on the impact of intimidation and work alienation on cyberloafing, Yıldırım (2018) conducted a study at hotels operating in Erzurum. According to the correlation analysis, there is a strong and favorable association between work alienation and both significant and minor cyberloafing, the researcher concluded.

In a different study conducted by Seçkin (2020) within the scope of 237 administrative personnel working in the central district municipality of Malatya province, the mediating effect of work alienation on the relationship between perceived social exchange and significant cyberloafing was tried to be determined. As a result of the analyses, as the social exchange perceived by the employees increases, their level of alienation from work decreases and with decreasing alienation from work, employees engage in less important cyberloafing behaviours.

Kasap (2021) collected data from 325 employees working in textile companies operating in Bursa province in his study aiming to determine the relationship between organisational alienation and cyberloafing behaviours. As a result of the data obtained and the analyses performed, a high level of relationship was found between significant and insignificant cyberloafing behaviours and the sub-dimensions of organisational alienation (distancing from self, distancing from the environment, distancing from work, powerlessness, meaninglessness and normlessness).

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In this study, it was found that various sociodemographic factors and healthcare professionals' cyberloafing and alienation behaviors were related. These conclusions are framed by some detailed recommendations on the problems. Some of these include; organizations should take into account employee expectations to prevent the growth of alienation and cyberloafing behaviors. As a result, adjustments can be made during lengthy workdays or employees' expectations can be satisfied in a way that doesn't interfere with workflow. Encouraging employees' professional growth through training might, in some cases, help to mitigate the feeling of helplessness. Enhancing the personal privileges of employees who have fewer personal rights can have a big impact on the staff. To stop cyberloafing behaviors, institutional policies or technical measures can be implemented.

To prevent behaviors that would lower organizational efficiency as a result of employees' alienation from their jobs, employers should adhere to the working terms and circumstances. Employees who feel alienated from their jobs may engage in cyberloafing behavior, which needs to be carefully monitored. It is crucial to improve the variables that have an impact on how well healthcare professionals deliver essential health services. Healthcare professionals working in crucial areas of the delivery of healthcare services may be subject to limitations on their ability to use the internet on mobile devices while on the clock.

When the literature is examined, it is seen that there are studies examining the relationship between work alienation and cyberloafing by addressing sociodemographic variables Babadağ (2018), Kasap (2021), Altınışık and Onağ (2021) and Yıldırım (2018). However, it is seen that there is a limited number of studies examining the relationship between work alienation and cyberloafing in the focus of the health sector in the literature. In this context, it is thought that our research will contribute to public, private and university health sector managers and researchers who will address this issue in future studies.

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