

HOW DO ABUSIVE SUPERVISION AND GENDER AFFECT EMPLOYEE CYBERLOAFING BEHAVIOR THROUGH EMOTIONAL EXHAUSTION?

Ira Sagita¹⁾, Fatmah Bagis²⁾, Hengky Widhiandono³⁾, Ika Yustina Rahmawati⁴⁾

Program Studi Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Purwokerto¹²³⁴

E-mail: fatmahbagis2014@gmail.com

Abstract: This study examines the role of abusive supervision and gender on cyberloafing with emotional exhaustion as a mediating variable. This study uses a quantitative approach with a questionnaire data collection method. This research was conducted on employees at maternity clinics in Purwokerto, totaling 140 respondents out of 212 employees. The sampling technique used was quota sampling by setting a quota based on the proportion of each maternity clinic. This research was conducted using Partial Least Square analysis. The results of this analysis calculate the percentage of the results of the demographic conditions of all employee respondents at maternity clinics in Purwokerto so that the calculations are evenly distributed. As a result, 140 respondents were collected from the sampling. By using a significant level of 5%, the results of the analysis calculation prove that Abusive Supervision has a significant positive effect on Cyberloafing and is dominated by female employees. Abusive Supervision has a significant positive effect on Emotional Exhaustion and is dominated by female employees. Emotional Exhaustion has a significant positive effect on Cyberloafing and is not influenced by gender. Meanwhile, the mediation results show that Emotional Exhaustion cannot mediate the relationship between Abusive Supervision and Cyberloafing and is not influenced by gender. The results of this study indicate that supervisors who treat employees harshly will make employees engage in cyberloafing behavior, but employees can control their emotions.

Keywords: *Abusive Supervision, Gender, Emotional Exhaustion, Cyberloafing*

1. Introduction

Busy routines often create feelings of boredom and boredom at work, it is not uncommon for boredom to appear when activities are busy, so many employees take the time to create a little relaxation by utilizing internet-based technology to relieve a little pressure and boredom at work called cyberloafing (Syilfen Vania et al., 2023). In the context of healthcare, cyberloafing behavior keeps employees from focusing on their tasks and negatively impacts productivity (Sarioğlu Kemer & Dedeşin Özcan, 2021). Along with its development, internet resources have become a necessity for every organization, namely maternity clinics (Nursya & Yuliza, 2023). A maternity clinic is a clinic that provides medical health services to mothers who want to give birth and other medical services (Nur, 2021). A study conducted by (P. K. Lim et al., 2021) reveals that employees allocate 40%-60% of their working hours to non-work-related cyber activities. This suggests that, on average, employees spend approximately 3 hours or more per day on the internet during their working hours. Based on the results of interviews with the head of staffing at the object, there is still frequent cyberloafing behavior in the workplace which is done consciously or unconsciously with a percentage of 20% of employees who do cyberloafing,

while at the object there is a ban on the use of mobile phones while working because it can reduce focus while working. Cyberloafing is not only associated with loss of productivity but also other unintended negative consequences, employees may accidentally download some unsafe files, thus increasing the risk of security breaches (Koay et al., 2022).

The internet is the biggest change in people's lives with all information needs available and unlimited (Bagis, Darmawan, et al., 2023). According to Koay & Soh, 2018 in (Khan et al., 2021) defines the term cyberloafing as activities that employees do with other work tasks at work that are not related to their job roles. Cyberloafing encompasses activities like checking personal emails, watching YouTube videos, browsing Facebook, conducting personal financial transactions, and creating personal blogs or websites (P. K. Lim et al., 2021). With the increasing use of the internet and mobile phones and reduced administrative supervision in the workplace, it has become easier for employees to engage in cyberloafing and internet-based personal activities while at work (Pariyanti et al., 2022). Cyberloafing behavior creates various negative impacts such as increasing operational costs for company internet usage, wasted time at work, and losses experienced by agencies due to delays in completing a number of projects (P. K. Lim et al., 2021). While cyberloafing is associated with numerous negative impacts, it also has potential positive effects. It can serve as a constructive outlet for employees to manage work-related stress. Moreover, engaging in cyberloafing may act as a catalyst for generating new ideas among employees, serving as a source of creativity and innovation (P. K. Lim et al., 2021). Furthermore, cyberloafing can be viewed as a strategy employed by ostracized employees to safeguard their personal resources and prevent emotional exhaustion (P. K. Lim et al., 2021).

Emotional exhaustion refers to a condition of both physical and psychological fatigue, representing a highly dysfunctional state prevalent in today's demanding work environments. It is characterized by a sense of being overwhelmed and depleted of one's resources (Akram et al., 2019). According to Choi 2018 in (Syilfen Vania et al., 2023) emotional exhaustion is a psychological disorder that arises from boredom and boredom due to long working hours, high workloads and risks. Emotional exhaustion pertains to behaviors that can emotionally and cognitively divert an individual's attention away from their work (Akram et al., 2019). The source of emotional exhaustion is harsh treatment from supervisors that makes employees less productive at work (Khan et al., 2021). One example of abusive behavior exhibited by a supervisor is speaking using harsh language towards their subordinates which makes them emotionally exhausted (Agarwal & Avey, 2020). Then, there are several parties involved in abusive supervision, namely supervisors (perpetrators of behavior), employees who are treated harshly (recipients of behavior), and observers of behavior (Liang et al., 2022). Abusive supervision extends beyond its impact on work productivity, also influencing employees' personal lives and causing feelings of embarrassment in the presence of colleagues (Khan et al., 2021). This research update looks at the bias that may occur due to different demographic conditions. Demography is research related to the human population as seen from positions, gender, age, education level, employee status and length of work (Liani et al., 2021). It has been observed in several agencies that the frequency of gender affects the occurrence of cyberloafing behavior carried out during employee working hours (Ramadhan & Sari, 2019).

The results of (P. K. Lim et al., 2021) found that abusive supervision can reduce the tendency of employees to engage in cyberloafing behavior at work. The same research results also obtained by (Agarwal & Avey, 2020) found that abusive supervision can reduce the tendency of cyberloafing behavior in organizations. The results of (Khan et al., 2021) also show that abusive supervision significantly and positively affects cyberloafing. This study aims to examine the effect of abusive supervision and gender-related demographics on cyberloafing behavior with emotional exhaustion as a mediating variable. So that the contribution of this research is as a

development of previous research through deeper considerations because this study includes demographics into empirical testing. This research is expected to be a reference for the development of science. The benefit of this research is that it can be taken into consideration for companies in making decisions.

1.1 Conservation Of Resource Theory (COR)

The Conservation of Resource Theory elucidates this occurrence by establishing a connection between oppressive supervision and cyberloafing via the conduit of emotional fatigue (Khan et al., 2021). According to Conservation Of Resource Theory, when an organization puts stress on its employees, it will disrupt employees mentally and employees become emotionally exhausted (Hobfoll & Wells, 1998). Formulated by (Hobfoll & Wells, 1998), Conservation of Resources (COR) theory proposes that individuals are motivated to acquire, preserve, safeguard, and enhance resources that hold significance for them. The depletion of resources will result in stress (P. K. Lim et al., 2021). According to COR theory, stress occurs when a person experiences the risk of resource loss, net resource extraction and the absence of resource growth after resource investment (Hobfoll, 1989). Psychological stress arises in employees when they feel threatened, feel lost and have no power to regain lost resources due to harsh behavior from superiors (Akram et al., 2019). Conservation of Resources (COR) theory posits that individuals are inclined to actively pursue and safeguard resources they deem valuable, especially in situations where there is a risk of resource loss or the perception of impending resource loss (Hobfoll, 1989).

In general, resources are defined as everything that employees perceive to achieve their goals (Zhou et al., 2023). Specifically, employees succumb to powerlessness because they have little control over their behavior and are threatened or punished by their leaders (Fan et al., 2023). Furthermore, employees are motivated to engage in cyberloafing as a way to prevent further resource loss and to regain resources (P. K. Lim et al., 2021). Cyberloafing serves as a stress reliever that allows employees to avoid further resource drain (Fan et al., 2023). In this research, abusive supervision is viewed as a factor depleting employees' resources, leading to stress among them. Therefore, it becomes crucial for supervisors to interact with employees in a considerate manner to prevent the depletion of their resources (Agarwal & Avey, 2020).

1.2 Abusive Supervision and Cyberloafing

Behaving rudely to someone is a negative action, supervisors who take such actions will cause their employees to lose their morale so that, the company loses its competent resources and results in employees feeling dissatisfied with their jobs (Khan et al., 2021). Because of this behavior, employees carry out non-work activities such as cyberloafing to increase their resources (Fan et al., 2023). Moreover, nowadays 4G technology is very sophisticated because it can open the internet without interruption which makes it very easy for employees to do cyberloafing (Yui, 2021). Employees feel that they have the opportunity to do this by utilizing their working hours to browse the internet when they feel underappreciated in their workplace (Bagis, Adawiyah, et al., 2023).

Abusive supervision is verbal and non-verbal hostile behavior from supervisors in particular, abusive supervision that does not involve physical contact including, throwing anger, giving humiliating criticism, giving silent treatment and lying (Koay et al., 2022). A supervisor has more authority than the employee, so it is likely that the employee does not dare to go against the supervisor (Bhattacharjee & Sarkar, 2023). However, workplace bullying can have many negative consequences, for example, the victim may retaliate (P. K. Lim et al., 2021). Employees are reluctant to stand up to abusive supervisors as it may result in termination of employment

however, employees will find other ways to divert anger and dissatisfaction by contributing less to the company (Koay et al., 2022).

In several agencies that have been observed by previous studies, it was found that female employees are more dominant in cyberloafing behavior because it is related to lifestyle and online shopping which is a routine carried out by most female (Ramadhan & Sari, 2019). Meanwhile, male employees engage in cyberloafing behavior that leads to entertainment such as online games and watching videos on the application. But there is no gender difference in performing cyberloafing behavior including online gambling which generally occurs in male (Toker & Baturay, 2021). Gender is considered to form the basis of a person's personality which includes characteristics of thinking, emotions and changes in individual attitudes (Toker & Baturay, 2021). However, the changing personality base may be influenced by demographic factors other than gender (Toker & Baturay, 2021).

A systematic review found that violence perpetrated by supervisors leads to a failure of self-regulation in employees and consequently employees engage in deviant behavior (Bhattacharjee & Sarkar, 2022). Abused employees are more likely to engage in cyberloafing to reduce their work effort at work as a way of taking revenge for their supervisor's mistreatment (Koay et al., 2022). It is proven that abusive supervision influences employees to commit cyberloafing (Khan et al., 2021). However, different results found that abusive supervision has no significant effect on cyberloafing (Syilfen Vania et al., 2023). The results of research conducted by (Ramadhan & Sari, 2019) found that female employees can control themselves not to engage in cyberloafing behavior. Meanwhile, research conducted by (Toker & Baturay, 2021) revealed that male engage in cyberloafing behavior more often than female, especially for personal matters. Therefore, the hypothesis is formulated below.

H1: Abusive Supervision has a significant positive effect on Cyberloafing

H1a: Abusive Supervision in male has a direct effect on Cyberloafing

H1b: Abusive Supervision in female has a direct effect on Cyberloafing

1.3 Abusive Supervision and Emotional Exhaustion

The presence of abusive supervision can result in the depletion of valuable workplace resources. Employees who experience abuse are less likely to receive the crucial support from their supervisors, which is essential for improved performance and pro-social behavior. For instance, abusive supervision may prompt employees to conceal their workplace knowledge (P. K. Lim et al., 2021). Employees who experience emotional exhaustion often feel helpless in controlling events that cause employees to feel trapped in a situation (P. K. Lim et al., 2021). Employees who work for abusive leaders often experience decreased self-efficacy and the development of negative emotions that will ultimately lead to reduced emotional resources (Zhang et al., 2022).

Continued abusive behavior can also make employees feel demotivated, lack of job satisfaction and reduced spirituality in the workplace (Khan et al., 2021). In addition, employees who experience abuse have to spend more resources not only to endure negative treatment from supervisors but also to please supervisors in the hope of not experiencing further abuse (P. K. Lim et al., 2021). After experiencing mistreatment from supervisors, they deal with the attitude and involve themselves in non-work-related activities (Khan et al., 2021).

Persistent abusive behavior from superiors will cause psychological distress in employees, reduce their concentration on job roles, lead to low productivity and employees will feel emotionally exhausted and their performance will begin to decline which will ultimately harm the company (Khan et al., 2021). Therefore, if companies want their employees to work diligently, companies need to maintain positive relationships with employees (Koay et al., 2022).

Female who experience abusive and detrimental supervision tend to experience increased emotional exhaustion due to the pressure and stress caused by abusive supervision behavior and have an effect on reducing psychological well-being and employee performance (Masduki et al., 2021). Abusive supervision of male employees can create an unhealthy work environment, increase stress and contribute to emotional exhaustion (Perdanaputra & Gunawan Putra, 2022). Previous research found that abusive supervision encourages stronger emotional exhaustion felt by employees at work (Agarwal & Avey, 2020). Previous research also provides strong evidence that abusive supervision has a major impact on emotional exhaustion (Anasori et al., 2020; Khan et al., 2021; P. K. Lim et al., 2021). Therefore, the hypothesis is formulated below.

H2: Abusive Supervision has a significant positive effect on Emotional Exhaustion

H2a: Abusive Supervision in male has a direct effect on Emotional Exhaustion.

H2b: Abusive Supervision in female has a direct effect on Emotional Exhaustion

1.4 Emotional Exhaustion and Cyberloafing

Emotional exhaustion is a feeling of psychological fatigue due to the accumulated pressures of personal life and work demands (P. K. Lim et al., 2021). In COR theory, emotionally exhausted employees are motivated to take actions that can regain their depleted resources (P. K. Lim et al., 2021). Research conducted by (Khan et al., 2021), found that abusive supervisors affect employees' lives which ultimately lead to emotional exhaustion in employees which causes employees to cyberloaf to pass the time and avoid negative thoughts. Then, employees who feel disturbed will cause psychological distress which not only disturbs themselves but also their personal lives (Khan et al., 2021).

Employee emotional exhaustion is a direct consequence of interpersonal treatment that causes stress in the workplace and can lead to feelings of fatigue (Fan et al., 2023). Emotionally exhausted employees will reduce their work commitment, reduce workload or take other actions to protect and obtain emotional resources (Zhang et al., 2022). Employees who are emotionally exhausted will engage in cyberloafing as retaliation against abusive supervisors (Zhang et al., 2022). However, cyberloafing is difficult for supervisors to detect because it does not require employees to leave their desks and cyberloafing also gives supervisors the illusion that the employee is working because they are concentrating on the computer (Liang et al., 2022).

Workers subjected to workplace violence often undergo emotional exhaustion as a consequence of losing valuable resources. To cope with this situation, employees may resort to engaging in cyberloafing as a strategy to avoid interactions with their abusive superiors, aiming to prevent additional resource depletion (P. K. Lim et al., 2021). Gender and Emotional Exhaustion are influenced by several factors including role, job demands and social support (Perdanaputra & Gunawan Putra, 2022). Female tend to experience higher levels of exhaustion than male because they have multiple responsibilities between home and career interests (Masduki et al., 2021). Between male and female have different ways of responding to fatigue, female tend to have more difficulty in dealing with fatigue due to hormonal influences (Perdanaputra & Gunawan Putra, 2022). Factors such as workload, family roles and social expectations can affect the level of emotional exhaustion in individuals, including due to differences that may be related to gender (Masduki et al., 2021). Previous research proves that employees who are emotionally drained due to abusive supervision and intimidation from superiors are more likely to engage in cyberloafing to reduce stress (Khan et al., 2021; Syilfen Vania et al., 2023). Therefore, the hypothesis is formulated below.

H3: Emotional Exhaustion has a significant positive influence on Cyberloafing.

H3a: Emotional Exhaustion in male has a direct effect on Cyberloafing

H3b: Emotional Exhaustion in female has a direct effect on Cyberloafing

1.5 Emotional Exhaustion as a Mediator in the relationship between Abusive Supervision and Cyberloafing

Fatigue is a complex condition that can lead to decreased mental and physical function (Fan et al., 2023). According to Maslach and Leiter in (Akram et al., 2019), emotional exhaustion is a symptom of psychological strain and can be defined as a feeling of emotional exhaustion in relation to one's physical and emotional resources. It is characterized by loss of attention and difficulty concentrating (Charoensukmongkol & Puyod, 2020). According to COR theory, when treated harshly by a supervisor, an employee will feel emotional, physical and psychological exhaustion (Charoensukmongkol & Puyod, 2020). A supervisor who takes such actions becomes a trigger for workplace stress because it makes employees feel depressed and humiliated (Fischer et al., 2021).

Emotional exhaustion can be conceptualized as the loss of resources needed to respond to job demands (Akram et al., 2019). Fatigue may be experienced by employees working under pressure, while psychological stress may occur due to resource depletion (Akram et al., 2019). A person who is affected will feel worthless and helpless (Khan et al., 2021). As mentioned, abusive supervision causes resource depletion which in turn causes emotional exhaustion and eventually employees will engage in cyberloafing to avoid interaction with superiors (Khan et al., 2021). Differences in the level of emotional exhaustion among individuals of different genders can affect the occurrence of cyberloafing behavior (Toker & Baturay, 2021). Basically, emotional exhaustion can arise due to stress and high job demands. While demands do not only come from work, in female the demands of being a housewife and social life can also increase emotional exhaustion, making employees escape from work by engaging in cyberloafing behavior.

It is evident in previous studies that, employees who are emotionally exhausted due to abusive supervision, are more likely to cyberloaf to cope with stress (Khan et al., 2021; P. K. Lim et al., 2021). Engaging in cyberloafing serves as a temporary escape for emotionally exhausted employees, providing a respite from work-related stress and negativity. This allows employees to adopt a defensive stance, enabling them to protect or even replenish resources, such as through online communication with others (Zhang et al., 2022). Therefore, the researcher predicts that employees who are subjected to abusive supervisory behavior are likely to exhibit emotional exhaustion and are likely to engage in cyberloafing to cope with stress. This, the hypothesis is formulated below.

H4: Emotional Exhaustion can mediate the relationship between Abusive Supervision and Cyberloafing.

H4a: In male, Emotional Exhaustion can mediate the relationship between Abusive Supervision and Cyberloafing

H4b: In female Emotional Exhaustion can mediate the relationship between Abusive Supervision and Cyberloafing

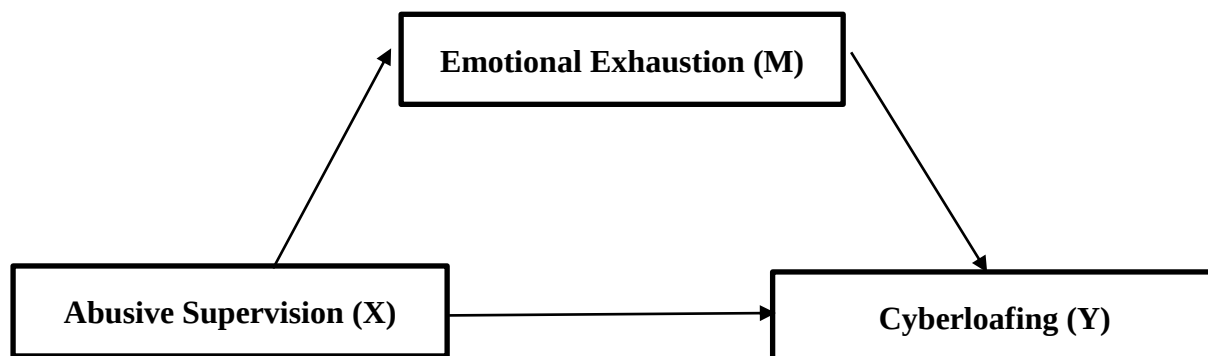


Fig 1. Conceptual Model

2. Research Method

This type of research is quantitative research, and is an update of research conducted by (Khan et al., 2021) by adding demographic factors, namely gender. The difference with previous research lies in the population, sample and year of the study. Unique identification is used to maintain the confidentiality of the maternity clinic. The population of this study amounted to 212 derived from 83 employees of Maternity Clinic A and 129 employees of Maternity Clinic B. The sample was calculated using the slovin formula with a 5% margin of error which resulted in a sample size of 140 samples. The sampling technique used was quota sampling (Suliyanto, 2018) by setting a quota based on the proportion of each maternity clinic. This research was conducted using Partial Least Square analysis. Data collection was carried out by distributing research questionnaires indirectly.

Sociodemographics and job profiles of the respondents reported by the researcher include name, position/field, agency origin, gender, age, last education, employee status and length of service. This study uses a 5-point Likert scale measurement, namely (1) strongly disagree, (2) disagree, (3) neutral, (4) agree and (5) strongly agree. Abusive Supervision is measured using 15 statement items adopted from 3 indicators, namely Angry-Active Abuse, Humiliation-Active Abuse and Passive Abuse sourced from (Tepper, 2000). Respondents were asked to evaluate their perceptions of their supervisors. Cyberloafing was measured using 11 statement items adopted from 2 indicators namely Browsing activities and E-mailing activities sourced from (V. K. G. Lim, 2002). Emotional Exhaustion was measured using 9 statement items adopted from 3 indicators of physically disturbed, psychologically disturbed and socially disturbed sourced from (Maslach & Jackson, 1981).

3. Results and Discussion

3.1. Results

The respondents of this study were 140 employees from two maternity clinics in Purwokerto. The distribution of respondents at each clinic was carried out evenly according to the quota sampling method. The gender of the respondents was dominated by female. The age of respondents was dominated by employees aged 20 - < 30 years. The education level of the respondents was dominated by Diploma (D3) which was dominated by midwives. The length of work of most respondents is 1 - 3 years. The following is a detailed demographic table of the collected questionnaires.

Tabel 1. Demographic Profile

Table Descriptive Analysis			
Identity	Group	Frequency	Percentage
Maternity Clinic	Maternity Clinic A	55	39.28
	Maternity Clinic B	85	60.71
Position	Pharmacy	12	8.57
	Management	3	2.14
	Waitress	4	2.85
	Chef	9	6.42
	Administration	11	7.85
	Customer Service	12	8.57
	Staff	5	3.57
	Pharmacist	4	2.85
	Security	2	1.42
	Environmental Health	2	1.42
	Finance	5	3.57
	Laboratory	9	6.42
	Nurse	14	10.0
	Registration	2	1.42
	Midwife	25	17.85
	Driver	3	2.14
	Laundry	3	2.14
	Infrastructure	2	1.42
	Medical Records	3	2.14
	Technician	6	4.28
	Cashier	4	2.85
Gender	Male	51	36.42
	Female	89	63.57
Age	< 20 Years old	0	0
	20 - < 30 Years old	92	65.71
	30 - < 40 Years old	38	27.14
	≥ 40 Years old	10	7.14
Education	High School/Equivalent	48	34.28
	Diploma	51	36.42
	Bachelor	28	20.0
	Profession	13	9.28
Employee Status	Permanent	39	27.85
	Contract	101	72.14
Length of Working	1 Years	31	22.14
	1-3 Years	73	52.14
	>3 Years	36	25.71

3.1.1 Structural Model Analysis

The results of the PLS analysis in Figure 2. Shows the R² value of 0.119 which indicates that the Cyberloafing variable is influenced by Abusive Supervision and Emotional Exhaustion by 11.9%. While the R² value of Emotional Exhaustion is 0.039 which indicates that the Emotional Exhaustion variable is influenced by Abusive Supervision by 3.9%.

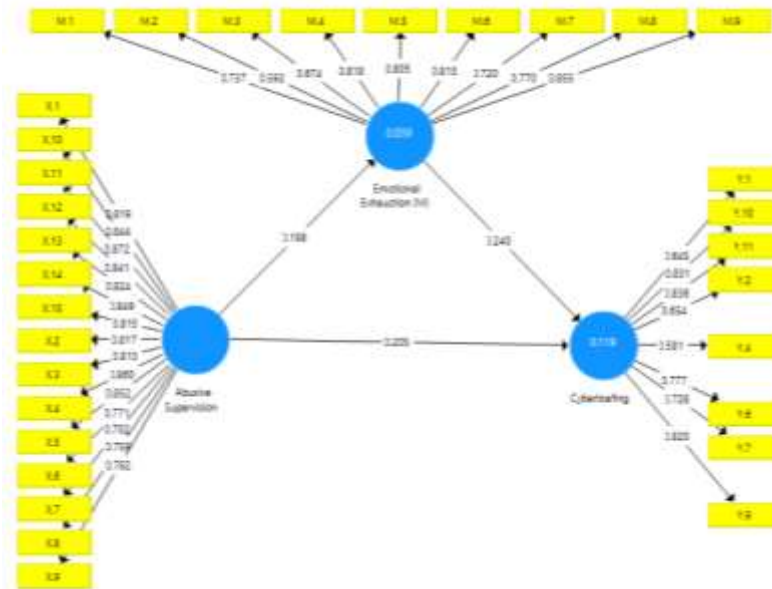


Fig 2. Outer Model

3.1.2 Convergent Validity

It is shown that the loading factor value of each statement item is at a value > 0.50. Loading factor with a value of > 0.50 indicates that the statement item is valid (Camgoz-Akdag & Zaim, 2012; Hair, J., Anderson, R., Tatham, R. and Black, 1998). It can be said that all statements are valid.

3.1.3 Reliability and Validity Test

Table 2. Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Abusive Supervision	0.964	0.976	0.967	0.665
Cyberloafing	0.885	0.908	0.905	0.547
Emotional Exhaustion (M)	0.910	0.943	0.923	0.575

The results of the analysis in table 2. show the value of Cronbach's alpha and composite reliability on Abusive Supervision, Emotional Exhaustion and Cyberloafing variables > 0.70. The AVE value of all variables > 0.50 which indicates that all variables are declared valid and reliable.

3.1.4 Model Fit

Table 3. Fit Summary

	Saturated Model	Estimated Model
NFI	0.650	0.650

The analysis results in table 3. Shows the NFI value of 0.650 <0.900. So it can be concluded that the variables have a model fit that can be declared good.

3.1.5 Hypothesis Test

The results of hypothesis 1 show that Abusive Supervision has a significant positive effect on Cyberloafing. This is indicated by the original sample value of 0.205 and p values of 0.012. The results of hypothesis 2 state that Abusive Supervision has a significant positive effect on Cyberloafing. This is indicated by the original sample value of 0.198 and p values of 0.020. The results of hypothesis 3 show that Emotional Exhaustion has a significant positive effect on Cyberloafing. This is indicated by the original sample value of 0.240 and p values of 0.018.

Table 4. Hypothesis Test Result

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Result
Abusive Supervision -> Cyberloafing	0.205	2.529	0.012	Hypothesis supported
Abusive Supervision -> Emotional Exhaustion	0.198	2.343	0.020	Hypothesis supported
Emotional Exhaustion -> Cyberloafing	0.240	2.378	0.018	Hypothesis supported

3.1.6 Mediation Analysis

From the research results, the original sample value is 0.047 and p values (0.135> 0.05) which indicates that the relationship between abusive supervision and cyberloafing cannot be mediated by emotional exhaustion.

Table 5. Spesific Indirect Effects

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Result
Abusive Supervision -> Emotional Exhaustion -> Cyberloafing	0.047	1.496	0.135	Hypothesis not supported

3.1.7 Multi Group Analysis

Multi group analysis or often called multi sample analysis aims to compare data analysis based on sample characteristics with 2 or more data sets (Ghozali, 2021).

Table 6. Multi Group Analysis (Gender Male)

	Original Sample (O)	t-Value Grup-1 Male	P Values Grup-1 Male	Result
Abusive Supervision -> Cyberloafing	0,183	0,537	0,592	Hypothesis not supported
Abusive Supervision -> Emotional	0,109	0,354	0,723	Hypothesis not supported
Emotional Exhaustion -> Cyberloafing	0,377	1,088	0,277	Hypothesis not supported

The results of the analysis in table 6. show that abusive supervision has a positive effect on cyberloafing but is not significant (Original Sample = 0.183; p Value <0.05). Abusive supervision has a positive effect on emotional exhaustion but not significant (Original Sample = 0.109; p Value <0.05). Emotional exhaustion has a positive effect on cyberloafing but is not significant (Original Sample = 0.377; p Value <0.05).

Table 7. Multi Group Analysis (Gender Female)

	Original Sample (O)	t-Value Grup-2 Male	P Values Grup-2 Female	Result
Abusive Supervision -> Cyberloafing	0,295	4,054	0,000	Hypothesis supported
Abusive Supervision -> Emotional	0,279	2,783	0,006	Hypothesis supported
Emotional Exhaustion -> Cyberloafing	0,280	1,949	0,052	Hypothesis not supported

The results of the analysis in table 7. show that abusive supervision has a significant positive effect on cyberloafing (Original sample = 0.296; p Value <0.05). Abusive supervision has a significant positive effect on emotional exhaustion (Original Sample = 0.279; p Value <0.05). Emotional exhaustion has a positive effect on cyberloafing but not significant (Original Sample = 0.280; p Value <0.05).

Table 8. Result of Specific Indirect Effects

	Specific Indirect Effects (Male vs Female)	P Values Male vs Female	Result
Abusive Supervision -> Emotional Exhaustion -> Cyberloafing	-0,037	0,815	Hypothesis not supported

From the results of the study obtained a specific indirect value of -0.037 and p values ($0.815 > 0.05$) which indicates that the relationship between abusive supervision and cyberloafing cannot be mediated by emotional exhaustion.

3.2.Discussion

3.2.1 Abusive Supervision on Cyberloafing

The results of the analysis show that Abusive Supervision has a significant positive effect on Cyberloafing and female employees tend to engage in cyberloafing behavior due to pressure from superiors and social demands of the Maternity Clinic in Purwokerto. This is reinforced that cyberloafing is an activity outside of work carried out by employees to calm the mood after experiencing abusive behavior from their supervisors (Khan et al., 2021). The results of this study are in line with research conducted (Khan et al., 2021) that abusive supervision positively and significantly affects cyberloafing. However, different results found that abusive supervision has no effect on cyberloafing behavior, when the nature of work is carried out in the field (Agarwal & Avey, 2020). Different results were also found (P. K. Lim et al., 2021; Syilfen Vania et al., 2023) that abusive supervision has no significant effect on cyberloafing. A company that has employees with a relatively younger age, harsh actions and tends to be abusive in the form of spoken language from supervisors cannot affect cyberloafing behavior.

3.2.2 Abusive Supervision on Emotional Exhaustion

The results of the analysis state that Abusive Supervision has a significant positive effect on Emotional Exhaustion and is dominated by female employees who have a high level of sensitivity so that emotional exhaustion increases faster at the Maternity Clinic in Purwokerto. This is evidenced that the abusive behavior shown by the leader or supervisor to employees in the form of harsh words, insulting and even demeaning employees further creates emotional exhaustion from employees at work. Abusive Supervision greatly affects emotional exhaustion, this shows that employees who face abusive behavior from supervisors will experience emotional exhaustion and stress (Khan et al., 2021). The results of this study are in line with research conducted (P. K. Lim et al., 2021) found that high pressure from supervisors to harsh remarks that offend employees as a form of abusive supervision increasingly make employees feel depressed to create boredom at work. The same results also found that abusive supervision encourages the stronger emotional exhaustion felt by employees at work (Agarwal & Avey, 2020).

3.2.3 Emotional Exhaustional on Cyberloafing

The results of the analysis show that Emotional Exhaustion has a significant positive effect on Cyberloafing and is not influenced by gender because male and female have the same portion in dealing with fatigue at the Purwokerto Maternity Clinic. This is evidenced that the higher the level of fatigue or boredom felt by employees at work, it will increase the occurrence of cyberloafing behavior. Therefore, most employees involve themselves in searching for information that is not related to work on the internet which will ultimately waste time affecting their productivity. The results of this study are in line with research conducted (Khan et al., 2021; Syilfen Vania et al., 2023) which states that the higher the level of emotional exhaustion felt by employees will increase cyberloafing behavior at work. However, different results found that emotional exhaustion has no significant effect on cyberloafing (P. K. Lim et al., 2021).

3.2.4 The Mediating Role of Emotional Exhaustion in the relationship between Abusive Supervision and Cyberloafing

The results showed that the relationship between abusive supervision and cyberloafing cannot be mediated by emotional exhaustion and is not influenced by gender. It is believed that when the employee is treated harshly by the supervisor, the employee still performs cyberloafing behavior but the employees can control their emotions. The results showed that abusive supervision has a significant positive effect on emotional exhaustion because employees who are treated harshly by supervisors or superiors will feel emotional exhaustion or saturation at work. Emotional exhaustion also has a significant positive effect on cyberloafing because employees who feel emotional exhaustion will escape to cyberloafing behavior to reduce the level of fatigue or saturation. However, this study found that emotional exhaustion cannot mediate the relationship between abusive supervision on cyberloafing at the Maternity Clinic in Purwokerto.

The results of this study are not in line with research conducted (Khan et al., 2021) which states that emotional exhaustion is able to mediate the relationship between abusive supervision and cyberloafing. The results of this study which show the effect of abusive supervision on cyberloafing with emotional exhaustion as a mediating variable have not been supported by other studies. This research is expected to be useful in leading to new research, especially in the field of emotional exhaustion as a mediating variable in maternity clinic employees in Purwokerto. In testing it can be proven that emotional exhaustion cannot mediate the relationship between abusive supervision on cyberloafing and is not influenced by gender at maternity clinics in Purwokerto.

4. Conclusion

Based on the results of hypothesis testing, the authors found that abusive supervision has a significant positive effect on cyberloafing and female employees tend to engage in cyberloafing behavior due to pressure from superiors and social demands at maternity clinics in Purwokerto. The results of the analysis state that Abusive Supervision has a significant positive effect on Emotional Exhaustion and is dominated by female employees who have a high level of sensitivity so that emotional exhaustion increases faster at the Maternity Clinic in Purwokerto. Emotional exhaustion has a significant positive effect on cyberloafing and is not influenced by gender because male and female have the same portion in dealing with fatigue at maternity clinics in Purwokerto. In testing it can be proven that emotional exhaustion cannot mediate the relationship between abusive supervision on cyberloafing and is not influenced by gender at maternity clinics in Purwokerto. The results of this study indicate that supervisors who treat employees harshly will make employees engage in cyberloafing behavior, but employees can control their emotions. The implication of this research may be useful for leaders of maternity clinics in Purwokerto to be able to pay attention to their employees so that employees feel comfortable at work which in turn will increase the profit of maternity clinics so as to reduce cyberloafing behavior at work.

This study has several limitations. First, data were collected from only 2 maternity clinics in Purwokerto. The results may be different if the data were collected from more than 2 maternity clinics. Second, this study deals with phenomena related to cyberloafing behavior in the workplace, data collection through questionnaires that may not fully reveal the truth. Therefore, in-depth interviews and other approaches can be used to get more accurate results about the phenomenon. Third, for future research can pay attention to mediating variables that can reduce employee cyberloafing behavior and can add moderating variables including job satisfaction and spirituality in the workplace.

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