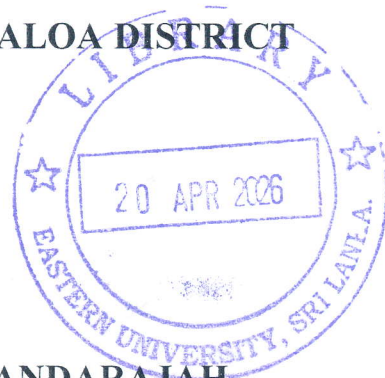


**THE MEDIATING ROLE OF MENTAL HEALTH OF  
EMPLOYEE IN THE RELATIONSHIP BETWEEN CYBER  
LOADING AND JOB PERFORMANCE: A STUDY BASED ON  
HEALTH CARE SECTOR IN BATTICALOA DISTRICT**



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## ABSTRACT

The rapid advancement of internet technology has transformed the modern workplace, offering numerous benefits while simultaneously introducing new challenges. One such challenge is cyberloafing, a behaviour characterized by employees engaging in personal internet use during working hours. This phenomenon has become particularly relevant in high-pressure sectors like healthcare, where consistent employee performance is critical to service delivery and patient outcomes. In the context of the Batticaloa District in Sri Lanka, where healthcare institutions face resource constraints and post-pandemic mental health pressures, understanding the implications of cyberloafing has become both timely and essential.

This study examines the impact of employee cyberloafing on job performance, focusing on the mediating role of mental health among healthcare workers in Batticaloa District. Based on the Conservation of Resources (COR) and Affective Events Theories, a quantitative survey was conducted using structured questionnaires. Results show that cyberloafing negatively affects both mental health and job performance, while mental health positively influences performance. Employees who frequently engage in non-work internet use experience reduced focus and increased stress, which lowers their efficiency. Mental health significantly mediates this relationship, indicating that poor psychological well-being intensifies the negative effects of cyberloafing on performance. These findings suggest that addressing mental health is key to managing cyberloafing and improving productivity.

This study highlights that mental health significantly mediates the negative impact of cyberloafing on job performance in the healthcare sector. To improve employee performance, healthcare institutions should address both digital behaviour and mental well-being. Implementing supportive mental health programs and clear internet use policies can help manage cyberloafing and enhance overall productivity.

**Keywords:** *Employee Cyber Loafing, Mental Health and Employee Job Performance*

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