

The Impact of Social Anxiety and Loneliness on Job Performance

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Abstract:

This research aims to identify social anxiety and social phobia and their concept, how to reduce and alleviate social anxiety, and to know the impact of psychological and social status on general job performance, and the extent of the ability of public administration to reduce psychological pressures on individuals, as well as to know the causes of social anxiety and loneliness and their impact on the individual and society, through a review of previous literature and the exchange of ideas and information.

Living in an age of development and globalization, people are never completely at ease, as noise fills their minds and hearts. Social anxiety not only hinders people from performing their daily tasks, but it also extends to the workplace, causing stress and apprehension, affecting their ability to perform at the required level. Social anxiety is a constant state of tension that accompanies a person's life cycle. They may constantly anticipate trouble at any moment, especially if they have previously suffered from bouts of anxiety and loneliness. They will program themselves for this, starting to worry about the most trivial things and isolating themselves from people. Even if they go to work, you will find them mingling with others and failing to acquire practical, professional, or even social skills. They remain vigilant and cautious at all times, to the point of obsession.

Keywords: Social anxiety, job phobia, job performance, loneliness, autism, social phobia, society, social problems.

1. Introduction

Since the beginning of the spread of globalization and technological development, human life has become more noisy than it was before. Rather, this development has not alleviated anything at the individual level, but rather increased pressures, altered personalities, and increased the isolation of people from one another, as they use their devices away from each other and prefer to sit alone. This has even reduced a large percentage of social gatherings, parties, and relationships to a very large extent, which may lead to the deterioration of societies in the future. This will not stop only at the standard of living, such as family and children, but will also be transferred to the person during his work. The individual carries his worries and fatigue from home to work without realizing it, so he begins to lack focus during work and reduces his professionalism in his job, and then ends up isolated and depressed about himself, who is no longer the same as before. Here, the competent authorities must intervene immediately so that the matter does not escalate at the individual level and spread to society as a whole.

From the above, our primary aim in writing this valuable research is because psychological pressures have a significant impact and importance on job performance. They certainly negatively impact job performance and productivity, as they will decline to become poor and undesirable. Most workers and employees bring their problems, illnesses, and life's fatigue with them to work, as they are unable to confront them.

Therefore, you will find them worried, disappointed, and reluctant to do anything, such as their son's illness, marital problems, or even illness they themselves suffer from. Job management or managers must pay attention to the condition of each employee, give them their financial and moral rights, and stand by them if necessary. This must not only support them on a personal level, but also save their company and business from future decline, as a single employee is likely to transmit this feeling to those around them during their job, and they will then be unable to control it at all.

Many previous studies on this topic demonstrate the significant impact of marital problems on overall job performance and its decline. This is because employees never perform as expected, and as a result, the organization or company loses a lot of money and incurs huge losses without knowing the true cause.

1.1. Research Questions:

- What is social anxiety?

- Define psychological stress and what are its psychological effects on the individual and society together?

- To what extent do anxiety and loneliness affect job performance?

- How can this phenomenon be reduced?

Can anxiety and social phobia spread beyond the home and workplace?

- What is the impact of loneliness and isolation on the workplace?

- Could marital problems be among the most important causes of social anxiety?

1.2. Research objectives:

- To identify social anxiety and social phobia.

- How to reduce and mitigate social anxiety.

- The impact of psychological and social status on overall job performance.

- The extent to which public administration can reduce psychological pressures on individuals.

- The causes of social anxiety and loneliness and their impact on the individual and society.

- To arrive at realistic solutions that will make us hopeful that groups suffering from social pressures will no longer exist.

1.3. Importance of the research:

The importance of the research content lies in: enhancing the employee's ability to work with strength and determination, combating all psychological pressures they experience outside the workplace, and overcoming them as much as possible. Finding solutions to social anxiety, fear of loneliness, and social isolation, and training themselves to develop self-esteem and self-confidence. This research demonstrates the risks of social anxiety and its role on the deterioration of society increases to an extreme, people who suffer from anxiety and loneliness will develop chronic depression that will lead to their death in the future.

1.4. Research Terms:

Anxiety: Psychiatrists define it as a feeling of dread and fear of something imminent, which is considered bad and undesirable in all cases. People don't worry about anything good.

Social Anxiety: This is a behavioral or cognitive reaction when a person perceives that something is threatening to themselves or their life, or that something bothers them, such as ridicule or the

reaction of others to a behavior they have previously done or committed. This makes the person self-sufficient and isolated from the surrounding community.

Loneliness: This is a person's need for heart-to-heart contact with another person, but they are unable to find one. This is a deeper psychological state than having many company members but no one who understands them properly, which leads to feelings of loneliness.

Job Performance: This is an assessment of whether an individual is performing their job duties to the best of their ability and in the required manner, and the extent to which the job is being accomplished to improve the productivity of the company they work for.

2. Theoretical Framework

Definition of Anxiety:

Albert Ellis defined anxiety as: "self-defeat," meaning that a certain behavior or experience has led to an internal defeat for the individual. They are predisposed to it, and there is nothing to motivate or strengthen them to combat this feeling, which could threaten their professional and social life. (Ibrahim, 2011)

Definition of Social Anxiety:

It can be defined as a state of tension that afflicts a person when they anticipate a certain reaction to a situation that will occur. They imagine it and anticipate others' reactions before it occurs.

Social anxiety usually occurs when an individual experiences a range of different fears in situations that require a specific social interaction. It is natural for a person to feel anxious when something they fear occurs, especially if these situations require something new or speaking to a group of new people or a crowd.

Anxiety begins and continues through several deeply rooted ideas, concepts, and beliefs in the human mind that are devoid of rationality. This person has learned and adopted goals that are unlikely to occur, but are impossible to achieve. This feeling grows within them until it leads to personal failure and lack of self-fulfillment, leading to frustration and feelings of loneliness.

The prevalence of social anxiety:

The prevalence of social anxiety has been diagnosed at all stages of life, and it is not insignificant, exceeding 11% of the world as a whole. Given the importance of this issue, numerous associations, institutions, and networks have emerged to combat this phenomenon and attempt, as much as

possible, to address it and develop relatively comprehensive solutions. These include the Social Anxiety Institute and the Social Anxiety Association.

Many scientists believe that this percentage is equal for men and women alike, as this anxiety can develop from an early stage of life, from adolescence through young adulthood. It is also likely a genetic factor from one of the parents, such as depression, autism, and social isolation. In general, it is a disorder that hinders an individual's movement and daily activities.

Causes of Social Anxiety:

5) Family Upbringing: It is well known that the family is the primary building block for training and developing children in all their qualities and abilities. Social anxiety stems largely from the mother and father. Most people who suffer from psychological and social anxiety suffer from their parents' harshness, including physical or psychological punishment, humiliation, insults, and fear of their reaction to anything. They also tend to avoid moving forward for fear of them and their punishment, leading to feelings of constant fear and social anxiety (Shalaby and Raslan, 1990). Fear and anxiety arise from several situations, including:

Speaking in front of adults, initiating a conversation, or even the stages of speaking to them, in front of an audience.

1- Being subjected to intense and persistent ridicule, reprimand, and negative criticism, and not knowing how to mount a psychological defense or react to this. A person who is constantly negatively criticized and whose strengths and virtues are not mentioned may become a failure and frustrated person, avoiding socializing or speaking with people. 2- Feelings of fear and helplessness due to a disease or birth defect they have suffered from or have had since birth, whether it be being too tall or too short, or a birth defect that appears on their face, causing them to hide and avoid sight each time.

3- Repeated failure in school and difficulty finding a job, which has led them to lack confidence in themselves or their abilities, or even to work on developing, innovating, and enhancing them. Instead, they become frustrated and lazy.

4- The person has experienced a psychological crisis, such as the death of a loved one, the farewell of a loved one, or the like.

5- The person has experienced personal crises in their life, such as poverty, homelessness, humiliation, emotional and physical deprivation, or even eviction from their home, displacement, and emigration.

Symptoms of social anxiety and loneliness:

- Chronic anxiety and confusion when speaking in many everyday situations, whether or not the person is embarrassed.
- Avoiding interactions with people they don't know or feel comfortable with.
- Fear of showing signs of anxiety and fear, so they begin to hide or avoid appearing directly in front of others, avoiding any conversations or dialogues as much as possible.
- Fear of doing anything innovative or new in their life, lest they be criticized and for fear of frustration and failure.

The extent to which social anxiety affects job performance:

The employee is the foundation of the production process, whether services or materials. He or she is the one who develops and destroys them. Therefore, attention must be paid to them, their abilities and requirements developed, and their needs met so that they do not become bored and resort to absconding from work or neglecting their job later on.

Social anxiety is a significant factor in changing employee performance, and these are points that indicate that the employee is socially anxious and suffers from loneliness.

- Arriving late to work and being lazy.
- Indifference to the duties and tasks assigned to him or her.
- Performing work to the worst of his ability, resulting in poor and completely unacceptable services.
- Feeling afraid of a manager's words, his or her arrival, or even a surprise inspection, which may lead to him or her hiding or suddenly being absent from work.
- Shyness when interacting with coworkers and colleagues when they gather for a specific event, whether they are the same age, older, or younger.
- He fears speaking to or in front of others. He often remains silent and listens to them without expressing his opinion. If asked to do so, he apologizes and makes any excuse.
- He feels shy during administrative or work meetings, so he begins to skip or apologize for them.
- He does not want to appear in front of the camera if his work requires constant photography and press coverage.

3. Conclusion:

We conclude from the above that social anxiety is not a psychological disorder that requires a referral to a psychiatrist to find a solution. Rather, it is simply a condition that a person faces and accompanies in specific social situations. This is because they have already built up thoughts in their mind that make them anxious and fearful of these situations. This is because they have not evaluated themselves positively from the outset, but rather allowed fear and frustration to enter their mind without any response to combat or limit them. This phenomenon negatively impacts not only the individual but also their family and professional life, as they go to work carrying their anxiety with them, posing a risk to their professional performance at work and potentially causing significant long-term losses within the organization they work for, without them even realizing it.

We conclude that social anxiety is a very bad feeling that cannot be easily overcome. It is a psychological illness that requires a specialist to eliminate and overcome it as much as possible. It can cause a lot of trouble if it persists while performing job duties.

4. Recommendations:

- Conduct research to identify the causes of self-destruction, which subsequently results in social anxiety.
- Include children, meet their desires, and listen to their advice to foster a generation that is self-confident, self-loving, and unafraid to express their opinions, regardless of whether they are right or wrong.
- Reduce negative criticism and hurtful language toward anyone we feel lacks confidence or is nervous during conversations. Perhaps we could help them without realizing it.
- Develop awareness programs, training, and workshops that encourage the enhancement of individual capabilities and reduce social anxiety and fear of loneliness.
- Train employees to trust their abilities, work to develop them, and train their creativity to grow and expand.
- Ensure employee feelings are taken into consideration and provide psychological and material reinforcements, such as bonuses and salary increases, as a form of psychological and moral motivation to increase their self-confidence and produce better work than before.

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