

Analysis of the Impact of Employee Workplace Loneliness on Corporate ESG

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Abstract. In contemporary society, with the transformation of the economy, the theory of sustainable development has been fully integrated into China's current development model. In addition, investors also consider the positive impact of a company on society and its good management as important criteria for measuring investment before making decisions. The impact of workplace loneliness among important participants and employees in homework companies can also affect investors' decision-making and judgment. This article analyzes and evaluates the impact of different directions on employee workplace loneliness by reviewing relevant research results. The research results show that employee workplace loneliness is related to S and G in the company's ESG evaluation report. Therefore, companies and their leaders should pay attention to the emotions and needs of individual employees in order to promote the sustainable and healthy development of the enterprise. This study has important reference value for the impact of individual differences among employees and workplace loneliness on the development of enterprises.

Keywords: Workplace loneliness; ESG; Personal psychology of employees.

1. Introduction

1.1. Research Background

Loneliness is a fundamental or primitive human experience that few people can avoid throughout their lives, especially with the advent of the information age and the increasing psychological distance between people, the problem of loneliness has become increasingly common [1]. Workplace loneliness arises from the gap between an individual's actual and expected interpersonal relationships, as this gap cannot be compensated for in a short period of time through simple actions or words, thus creating feelings of loneliness in the individual's mind. Employees and companies are interconnected, and various aspects of employees can affect the development of the company. ESG, as an investment report that measures a company in contemporary times, can reflect the company's situation. The purpose of companies disclosing ESG ratings is to enhance their social impact [2]. The higher the ESG rating information of a company, the more positive the information it conveys to the market, and the more likely it is to attract investors' attention [3]. Therefore, workplace loneliness has an impact on ESG. With the development of society, in the process of contemporary enterprise development, ESG is a set of indicators for evaluating a company's performance in sustainable development. In ESG social (S) and government (G), there is an inseparable connection with workplace loneliness. Thus, investors can obtain non-financial indicators such as the positive impact of the company on society and good corporate governance as measures of investment. The sense of loneliness that employees experience in the workplace is closely related to both the company and society. The impact of individual employee emotions can have different effects on the company and even society, such as on employee productivity, the overall atmosphere of the work environment, and the relationship between employee leaders. There are tens of thousands of enterprises in society, and employees are indispensable in these enterprises. As a leader in a company, it plays a crucial role in the management of employees, influencing them to varying degrees and ultimately impacting the company and society.

The sense of loneliness in the workplace is more pronounced among recent graduates. Due to a lack of understanding and familiarity with the surrounding environment, people, and leaders when entering the workplace, one may not have sufficient ability to solve problems in the face of difficulties.

Without the help of colleagues and leaders, one may lose confidence in their work. This will have an impact on the company. Older employees may also experience workplace loneliness, but as time goes by and their position in the workplace steadily improves, the sense of loneliness will decrease significantly. Researchers have pointed out that prolonged feelings of loneliness in the workplace can lead to self-doubt and even psychological disorders among employees, greatly reducing work efficiency, resulting in imperfect teamwork skills, and lowering employees' sense of identity in the company.

Therefore, this study focuses on workplace loneliness. As workplace loneliness is closely related to ESG, this article introduces the influence of S and G in ESG. Social care for employees by companies can significantly reduce workplace loneliness, thus exploring the impact of workplace loneliness on enterprises, society, and individual employees.

1.2. Research Review

1.2.1 The concept of workplace loneliness

Workplace loneliness refers to negative evaluations and feelings towards an organization and the people who work with them, which cannot meet one's own needs for existence and relationships. The theory of resource conservation holds that any actual or potential loss of an individual's resources will cause psychological pressure and tension, which will have a negative impact on the individual and hinder their positive behavior. From the perspective of resource conservation theory, workplace loneliness may trigger psychological pressure and tension among employees due to resource loss, thereby curbing positive behaviors that can enhance organizational competitiveness and innovation - the unleashing of employee creativity [4]. Many scholars have different definitions of workplace loneliness. In this study, workplace loneliness is different from general loneliness as it arises in the work environment and mainly comes from an individual's mentality.

1.2.2 Personal factors

The research results indicate that there are differences in workplace loneliness in terms of gender, age, and position: women have higher levels of workplace loneliness than men; Employees under the age of 25 have the highest level of workplace loneliness, while employees aged 31-40 have the lowest level of workplace loneliness; The higher the position, the higher the feeling of workplace loneliness [5]. Therefore, personal reasons of employees can also have an impact on workplace loneliness.

1.2.3 Leadership type

Research has found that harsh leaders will openly ridicule employees, publicly insult employees, belittle employees, and violate employees, which can make employees feel unfairly treated and easily reduce their psychological security, indirectly increasing their knowledge hiding behavior [6]. So the type of leadership is very important, as it can affect individual employees and subsequently impact the company.

1.2.4 Enterprise evaluation report ESG

The fulfillment of corporate ESG responsibility mainly promotes high-quality development of enterprises through two paths: corporate reputation and financing constraints. Therefore, companies need to actively communicate ESG related information to stakeholders such as investors and suppliers. This helps stakeholders better understand the risks and opportunities of sustainable development in enterprises, further enhancing the role of sustainable information in decision-making, and striving for more resources for high-quality development of enterprises, thereby bringing practical benefits to enterprises [7]. Therefore, the impact of employee behavior on the company can affect ESG.

1.3. Research Significance

1.3.1 Theoretical significance

Firstly, this article contributes to the research on ESG in corporate evaluation reports. By studying the impact of leadership management and personal age on workplace loneliness, it provides a basis

for the relevant effects of workplace loneliness in the Chinese cultural context. It also provides evidence for the interpersonal and social problems that individuals may experience after experiencing workplace loneliness, and provides theoretical support for a good working atmosphere and harmonious interpersonal relationships in organizations. The series of psychological problems caused by this in the context of Chinese workplace culture and its impact on normal interpersonal communication in daily life on ESG evaluation reports of enterprises are of great significance for enriching relevant research in China.

1.3.2 Practical Significance

With the high-quality and rapid development of the economy, enterprises are paying more and more attention to ESG evaluation reports, and management is an important indicator for measuring enterprises. However, enterprises have failed to study the individual psychology of employees as a key factor in organizational development. Workplace loneliness, as a manifestation of negative emotions, can have a negative impact on employees' personal work behavior and organizational effectiveness. Therefore, this article discusses the relationship between workplace loneliness and job performance, strengthens the importance that enterprise managers attach to workplace loneliness, and guides enterprises to pay more attention to employee emotional management, focusing on the positive and upward development of employees' emotions. This can improve employees' work efficiency, promote the development of enterprises, and provide certain empirical basis for related research.

2. Analysis of the Impact of Workplace Loneliness

2.1. The Origin of Workplace Loneliness

Graduates who have just entered the workplace may have some unknown expectations when facing environments, they have never encountered before, such as surprises about the environment, interpersonal relationships, and initial exposure to work. And their colleagues and leaders will have varying degrees of influence on them. Workplace loneliness refers to negative evaluations and feelings towards the organization and the people who work with them, which cannot satisfy one's own existence and relationship needs [8]. The theory of resource conservation holds that any actual or potential loss of an individual's resources will cause psychological pressure and tension, which will have a negative impact on the individual and hinder their positive behavior [8]. Because newly hired employees are not familiar with the people around them and do not have guidance from senior colleagues when dealing with difficult problems, most people feel embarrassed and take the initiative to ask questions. This can easily create a sense of discomfort and psychological gap for new employees who have been working for a short time, leading to a sense of loneliness in the workplace. The older one is, the longer their work experience, and the stronger their work abilities, the more stable their network and position in the workplace will be. Their patience with newcomers will increase with their own abilities, and they will neglect to take care of them. This invisibly forms a bullying relationship, which affects employees' work efficiency and other aspects.

2.2. The Type of Leadership Indirectly Leads to Employees' Sense of Loneliness

For leaders, if their expectations for employees are too high, it can also affect their performance. Critical leadership is a destructive leadership style that refers to the perceived verbal or nonverbal hostile behavior of superiors that employees perceive, but does not include physical contact, such as unfair treatment, indifference, public ridicule, public insult, demotion, or invasion of employees' privacy [6].

Therefore, encountering a responsible leader or colleague plays a crucial role. Newcomers in the workplace will innovate their work plans and strategies with a sense of novelty and adventure towards new things. This has made breakthrough progress in the development of enterprises, enabling them to move towards innovative new directions. The opportunities for newcomers in the workplace are

related to the decisions made by their leaders. The management style, personal personality, and broad mindedness of leaders are of great significance to newcomers in the workplace.

2.3. The Impact of Workplace Loneliness on Society

Workplace loneliness has a significant impact on society. In terms of physical and mental health, workplace loneliness can lead to an atmosphere of distrust, mutual suspicion, and fear in the work environment, which in turn can cause employees with weak psychological resilience to develop distorted psychology. This sense of loneliness not only makes their living conditions listless, but may also lead to extreme behavior and even endanger the lives of others, with serious social harm. Research has shown a strong correlation between workplace loneliness and corporate efficiency. The lonelier an employee is, the more likely they are to be absent from work, resulting in lower efficiency and more low-level mistakes; In addition, due to the previously mentioned physical and mental health issues, employees may take longer sick leave than others, resulting in very little investment in their work. As a result, employees may consider changing their job positions or resigning, which can affect the stability and long-term development of the company. Research shows that if most people have more workplace connections, they are likely to stay in the company for a longer period of time.

2.4. The Impact of Workplace Loneliness on Leaders Indirectly Leads to Employees

If workplace loneliness has a greater impact on newcomers in the workplace, then it also has an impact on leaders. Allison's research found that the higher the organizational level, the fewer members the organization has access to, making it more difficult to establish good social relationships. It also found that employees in higher positions are more likely to experience workplace loneliness [5]. If leaders experience workplace loneliness, it can also affect the work experience of their subordinates, thereby affecting employee efficiency. Leaders play a crucial role in a team. In collaboration, if managers can patiently handle subordinates' problems and even point them out, guide them to solve problems without shirking responsibility, and supervise the team's growth together, it will be beneficial to promote the overall development of the team. On the contrary, if a manager is a person who is indifferent to the world and superficial, only throwing problems to subordinates to solve or even taking the blame, then their seemingly insignificant influence on employees will actually affect the long-term development of the company and even the company's reputation in society.

3. Methods to Alleviate Workplace Loneliness

How to alleviate workplace loneliness? Enterprise managers need to help employees proactively establish connections, such as actively communicating with colleagues, sharing work experience and self-feelings, and trying to establish new interpersonal relationships. At the same time, you can also use your spare time to participate in company organized events or social gatherings, expand your social circle, and find your own positioning. Enhance self-worth, such as continuously learning new knowledge and skills, improving one's professional abilities and competitiveness. Adapt to corporate culture, such as understanding and adapting to the culture and values of the company, actively participating in team activities and work discussions, and striving to be a part of the team. Seeking external help, for example, if workplace loneliness persists and is difficult to alleviate, seeking help from family, friends, or professional counselors and obtaining their advice. These methods can help you better cope with challenges and difficulties in the workplace. Graduates who have just entered the workplace can regularly receive mental health education, such as improving their psychological resilience and social adaptability through activities such as interpersonal communication and psychological counseling, reducing stress and loneliness; In addition, students themselves should also learn emotional counseling, release stress through meditation, confiding, exercise, and other methods. At the same time, they should actively learn social skills, integrate into the collective, seek social support, reduce loneliness, and enhance individual psychological qualities [9]. In short, loneliness in

the workplace has a negative impact on employees' personal emotions. When the level of loneliness increases, individuals will gradually reduce their investment in learning resources in order to get rid of the negative feelings brought by loneliness, and the higher the level of loneliness, the greater the effort to reduce the investment in learning resources [10].

4. Conclusion

As an emotional experience, workplace loneliness can harm employees' work performance and thus affect the development of the enterprise. And managers play a very important role. If you encounter a patient manager, employees will be more willing to work hard, and the enterprise will develop accordingly. But if you encounter a leader who is indifferent and harsh, employees will dislike their work, leading to a decrease in work efficiency and preventing the company from developing. Therefore, managers should actively guide employees in their daily work, ensure smooth communication and a good working environment, and minimize negative workplace behaviors such as vicious competition. This way, there will be positive aspects in the ESG evaluation report of the enterprise. Workplace loneliness is ubiquitous and can affect businesses and even society. Strive to change the workplace environment, alleviate the negative impact of the workplace through a positive attitude, and create a better environment. Thus, the enterprise will have a good reputation among investors, attract investors to invest, and the enterprise will steadily develop. When a company develops, it will make contributions to society, such as doing charity work.

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