



**Social Anxiety and Work Self-Efficacy of Personnel in the Department of Education, Division of Zamboanga del Norte Amidst the Novel Corona Virus Disease (NCOVID-19) Pandemic**

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**ABSTRACT**

People at present are experiencing a nationwide lockdown and put themselves under the Enhanced Community Quarantine (ECQ) for the first time. It causes discomfort while at home and keeping updates regularly from social media and television. This Novel Corona Virus Disease (NCOVID) pandemic harms lives because even during the writing of this study, the vaccine is still unavailable for treatment. The greatest challenge to surpass this terrible situation will need full cooperation and follow the government's orders without complaint. One action that ultimately responded to this effect is the cancellation of works in all schools, both public and private, at all levels—enjoining DepEd personnel to observe ECQ and keeping themselves all the way safe and vigilant. However, they demonstrated social anxiety, but it never stops them from working efficiently. Among the everyday social tensions, there were two ultimately showed extremely experienced. On the other part, the list of work self- efficacy also recorded two excellent while others are above average. The relationship between social anxiety and work self-efficacy for teaching personnel showed not significant, while non-teaching substantially related to each other. Meaning, their association is relevant and observable. Finally, correlating the variables among the DepED personnel in the Division of Zamboanga del Norte found significant.

*Keywords:* Social anxiety, work self-efficacy, Novel Corona Virus Disease, Department of Education, Outbreak,

**INTRODUCTION**

The world today is facing the scariest scenario, and figuring a tremendous number of death tolls accounted for more than a million people found positive. The cause is primarily coming from the unprecedented virus known as Novel Corona Virus Disease (NCOVID- 19). It is an infectious discovered disease originated in Wuhan, China, on December 31, 2019, according to the World Health Organization. The rapid spreading of contamination triggered the Chinese researchers to

investigate and said that this virus is from illegally trafficked animals like pangolins that serve as one of Asia's food and medicine. But, scientists intuitively think that bats and snakes could be a great contributor to why this virus existed and closely related genetically to the Severe Acute Respiratory Syndrome Coronavirus – 1 (SARS-COV 1). Noticeably emerged in China at the end of 2002, and recorded more than 8,000 cases in 33 countries in eight months. It figures out that people's lives started to shake. Directing unusual behavior that has something to survive within the quarantine period in a month is at conventional actuation—added with a lockdown in various places that causing delays of foods and supplies in consignment. Shouted for the sudden release, including the government's financial assistance as recently promised by President Rodrigo R. Duterte, made the people unruly and demandable. One reason is for them to save themselves and their families. But, the government strictly observes the Enhanced Community Quarantine (ECQ) wherein the confinement of families in the respective homes is within their homes. An appeal to stay home: mainly the thorough approach to flatten the curve of the spreading. Both public and private different agencies are on their suspensions state wherein their employees have never come to report, instead, stay at home while waiting for any financial supports, particularly those belonging to the poverty level. Poverty cannot be a characteristic of the persons, but instead, of their present situation ( [Morrisa, Santos & Neumeyerd, 2020](#)).

From lockdown to the enhanced community quarantine, adversely impacted the social norms and individual function of the workers like in the Department of Education. As the situation goes tricky, abnormalities form usual relative to the effect on social anxiety and frightening. Social anxiety (SA) refers to a negatively emotional experience that resulted in a fear of negative evaluation by others in social situations ([Zhao et al. 2019](#)). And because of the uncertain resumption of work, employees have never put the works orderly. Tended to disregard major tasks attributing to the year-end compliance due to the overwhelming health issues that even today nobody assures its vaccine. The works made to sacrifice and do not affect what the department is asking. However, the national declaration on a state of emergency somewhat offers each employee a chance not to report to the station. Still, initiatives do something homework to cope with necessary forms and online submission. But how someone complies a routine task with eagerness and compassion if news headlines flashing thousands of deaths and almost a million victims on various channels on television. Work is ineffective and a waste of time while in the state, emotionally unstable to tackle things. While the community experiences social instability like usual conversations, interactions and simple gatherings are at stake, which leads to anxiety that may constrain normative development and potentially affect functioning adversely ([Smith et al., 2020](#)).

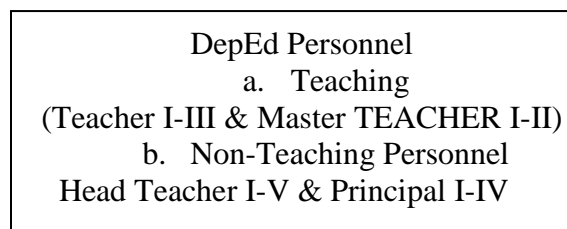
The study on the context of social anxiety amidst NCOVID-19 relating to the work self-efficacy drives into the relevant information on how the DepEd employees in the province of Zamboanga del Norte make themselves useful during the ECQ. Notably, in the second week of March 2020, the suspension and cancellation of classes for both public and private schools in all levels issued judiciously. It was an abrupt response to the current health issues that considerably an effective action made by the provincial governor. It neither deserved a celebration nor early vacation, but it was an emergency reason that frightened those who work in the education sector. Although forms and reports are about to comply, these are still on teachers' and employees' table waiting for the lifting of ECQ. The pendency impliedly shows unfinished and bulked bunches of reports that soon to be on priority.

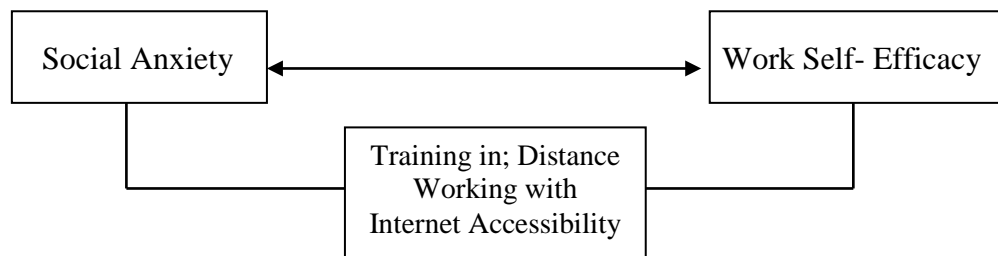
## FRAMEWORK

Not only businesses in the Philippines are under in the state of lockdown, including all sectors such as religious, NGO's, and Education. Conclusively, the countless functions are regulated, and only those that serve the primary commodities are on the line of priorities. Every day is a break. Like teachers for both public and private schools in all levels never obliged to report, however, bulks of documents expected to be at home as the homework tasks. Nevertheless, the outbreak comes closer to affect the whole community that is resulting from worrying in daily social actions. It primarily yields a Social Anxiety Disorder (SAD) and known as a prevalent psychiatric condition because of the intense fear in social situations ( [Hoogendam et al., 2018](#)). And recently, all the discomforts tended to disengage oneself into an absolute obligation and start to become dysfunctional. But according to [Stromberg et al. \(2017\)](#), the kind and value of the workers' contributions are higher than the wage in general. He further stressed that the productivity cost underestimated when payments are used and caused performance reductions that also influence the co-workers' expectations. In this time of anxiety, there is an aversion to notable social obligations because people tended to be free from contaminations. But fears go with time overestimation after changing the initial cognitive task ( [Sarigiannidis et al., 2019](#)).

The study selected the DepEd personnel and determined how their social anxiety ruled over their work self-efficacy. While some initiated to carry those relevant works to finish at home, others used to alert updates projecting the lifting of the ECQ. Doing an estimated time frame to start working with and meanwhile did household chores, children care, and online leisure. These are one way of countering the threat of virus spreading and contamination. To work under in a state of uncertainty may be useful only if kind of available resources like foods, medicine, vitamins, and extra money practically present. With this time around, there is a need to have social support that mainly includes the help and guidance of family members, co-workers, friends, relatives, and employees ( [Pabayoa et al., 2020](#)). Although mostly their displacement and distance indicate a robust connection of their work completion, the presence of technological platforms such as social media ensures efficacies. As the monitoring of Learners' Information System (LIS) for year-end: finalization of registrations can efficiently work at home. Only the presence of internet connectivity necessitates the completion of the transactions through any gadgets that cater to the manipulation as the 21st-century teachers, with these diversified modes of works, are no longer new to them. It is sufficient reason and motivation for educators to explore the possibility of using the cell phone as an essential tool in the educational system, especially in developed and developing countries ([Librero et al., 2007](#)).

Figure 1: Social Anxiety and work self-efficacy among DepEd Personnel





### **OBJECTIVES OF THE STUDY**

During the recent health issues brought by a specific virus that tremendously recorded millions of cases and thousands of deaths throughout the world, this study promptly responded to how DepEd personnel socially affected and work at home effectively. The study premised in the following objectives; (1). To determine the most commonly social anxiety and Work Self- Efficacy presently experienced. (2). To know social anxiety and work self-efficacy's level of practice. (3). To determine the significant relationship between social anxiety and work self-efficacy of DepEd personnel.

### **METHODOLOGY**

#### **Research Design**

The study adopted the qualitative and quantitative types of research. They both yielded explicit descriptions for the level of variables and revealed a relationship after the statistical computations. In the collections of data techniques, the social media platform solely applied. Specifically, on Facebook, all the friends considerably the respondents and given a chance to respond to the survey form attached in the messenger. The mode of retrieval was through the messenger as they similarly attached the file when done. The research employed a purposive and convenience sampling- a non-probability since the sample is chosen only for private and convenient purposes. And there is limited access to all the respondents and judgmentally only selected by the researcher capability. The allocation of days for the data gathering was only two days, excluding the testing of reliability- the test and retest. The study assured that the respondents' selection spread widely in the province since there was accessibility to identify them.

#### **Research Site**

The intent of the study exclusively is to determine the DepEd personnel social anxiety and work self- efficacy in the advent of this crisis and covered the province of Zamboanga del Norte. Thus, linking into the individual FB account and sending a letter of consent, whether they have the interest to participate, was strategically used—a similar platform used for retrieval. The teachers responded to the editable format attached in the messenger and sent back for tabulation. It was the most effective way of reaching the survey tool due to the lockdown and ECQ that teachers' confinement in their respective homes strictly mandated to implement—only those who have the account selected and within the sampling group.

#### **Participants**

The participants categorically grouped into teaching and non-teaching personnel that included Teacher I-III, and Master Teacher I-II, and Head Teacher I-V and Principal I-IV in the Division of Zamboanga del Norte, respectively. DepEd personnel operationally defined here are those holders of the positions mentioned earlier who directly influenced the school-based operations and mobilizations at the school level. Each respondent must be a regular permanent teacher serving the school for at least one year within the province with a minimum performance of very satisfactory. There was 30 teaching personnel, and 15 non-teaching personnel comprised a total of N=45 respondents.

## Instruments

The survey tool made of fifteen (15) items for Social Anxiety and fifteen (15) also for the Work Self-Efficacy with a total of thirty (30) statements. The five-point Likert Scale presented like Extreme (5); Very (4), Moderately (3), Slightly (2), Not at all (1). And for the Work Self-Efficacy: Excellent (5), Above Average (4), Average (3), Below Average (2), Very Poor (1). Through the Cronbach's Alpha internal consistency or reliability measure, items obtained the intervals of between 0.70 - 0.80 or higher considered respectable or acceptable. Those resulting only between a range of between .60-.65 (undesirable), was finally eliminated. Since the tool initially made by the researcher, the Statistical Package on Social Sciences (SPSS 20) software used to test its reliability through the test and retest approach. To determine the significant relationship between social anxiety and work self-efficacy, it employed the Spearman Rank Order Correlation Coefficient as an appropriate statistical tool because the data that underwent mathematical treatment was ordinals. The respondents' message containing the survey tool was immediately deleted for private purposes.

## RESULTS AND DISCUSSIONS

In this part, each objective has given a coherent discussion resulted from thorough investigative data retrieval from the research parameter.

*Objective 1. To determine the most commonly social anxiety and Work Self- Efficacy presently experienced.*

Table 1 shows the DepEd Personnel Social Anxiety during the NCOVID outbreak. Among the fifteen statements that are specifying common anxieties, there are only two that described Extreme Anxiety. These are " I worry when a neighbor has a travel history in a place with positive cases" and " I limit social interactions, especially on strangers." The indicators of their dominancy are in terms of the reflected mean, such as M= 4.42 and M=4.29, respectively. The rest of them marked only "Very Anxiety"; however, these are too high and can be a good source of information regarding the emotional stability of the personnel in dealing with these social interactions. Like " I feel anxious when a friend approaches me and does not observe social distancing (at least 1 meter)" considered the least degree, but, it is categorizing Very Anxiety. It gives an implicit manifestation that the respondents strictly observed the social distancing as one of the government's strategic approach to flatten the curve of the spreading. And "I never attend social occasions like birthday, anniversaries, and others," this shows that in any social gatherings, mainly when a present of an enormous number of people are present, they tended to avoid those scenarios. They isolate themselves in fear of contamination through human to human infections. Secondly, "I worry about my financial capacity, primarily for food supplies procurement." It assumes the uncertainties of



their financial savings to support until the lifting of the ECQ. Even, the government assures the postponement of various deductions from both public and private entities to provide enough financial stability further while undergoing to survive from this health issue, they still worried about their food projection.

Table 1: *The common forms of Social Anxieties during in the NCOVID outbreak among DepEd Personnel*

Statement	Standard Deviation (SD)	Mean X	Description
I feel anxious when someone talks with me about NCOVID.	0.75	3.44	Very
I feel anxious when watching a piece of television news, particularly on NCOVID.	0.77	3.64	Very
I feel anxious when the President talks about the updates on both policies and current situations on the live broadcast.	0.72	3.62	Very
I worry when a neighbor has a travel history with a place with positive cases.	0.78	4.42	Extreme
I feel anxious about my family's health situation.	0.96	4.11	Very
I limit social interactions, especially strangers.	1.01	4.29	Extreme
I worry about the social interactions of my family members.	0.88	3.67	Very
I feel anxious about how the government acts on this pandemic and arrives into a logical resolution.	0.84	3.73	Very
I am not comfortable and started to escape a situation even it is a unique gathering.	0.96	3.62	Very
I worry about my financial capacity, primarily for food supplies. Procurement.	1.03	3.56	Very
I feel anxious to go outside even with pass slip.	1.06	3.69	Very
I feel anxious when a friend approaches me and does not observe social distancing. ( at least 1 meter)	1.13	3.36	Very
I never attend social occasions like birthday, anniversaries, and others.	1.36	3.42	Very
I feel anxious to visit various places like department stores, supermarkets, and grocery malls purposely for family necessities.	1.17	3.78	Very
I feel anxious about my health and consciously check my condition most often.	1.09	4.00	Very
<b>Aggregate</b>	<b>0.31</b>	<b>3.76</b>	Very

4.20-5.00- Extreme, 3.40-4.19-Very, 2.60-3.39- Moderately, 1.80-2.59- Slightly, 1.00-1.79, Not at all

Table 2 reveals the work self-efficacy of DepEd personnel during the period of home quarantine. The two statements that obtained the excellent were “follow the DepEd mandates religiously through its strategic approach amidst NCOVID,” and “ make myself available for a call to duty/conference/meeting anytime even during the unfavorable period.”It makes sense to the real attitude of the teachers as a good follower not only to the department itself but even to orders in other disciplines. They valued the kind of training to be respectful and diligent despite the unsettle world condition and show a willingness to a worthy engagement. The other excellent signifies the commitment and dedication toward individual work tasks. They don't hesitate to attend important calls like meetings and conferences in times of crisis. Believing that their contributions have something to impact the type of demands the department is asking and untiringly attribute the success to everyone. However, the statement that says, “ I occasionally visit my office/school to

ensure that everything is properly in order,” averagely responded. Understandably because the people are under ECQ and impossibly getting the chance of visiting the school or office frequently for security reasons, the result indicates a tough situation to go out from home.

*Table 2:* The common forms of Work Self-Efficacy during in the NCOVID outbreak among DepEd Personnel

Statement	Standard Deviation (SD)	Mean X	Description
Even I am presently at home quarantine, I			
I work with dedication relative to my position even at home.	0.78	3.82	Above Average
regularly work with forms and school reports at home.	0.86	3.93	Above Average
constantly monitor online from the DepEd website for the work updates.	0.82	3.91	Above Average
follow the DepEd mandates religiously through its strategic approach amidst NCOVID.	0.83	4.38	Excellent
spend much time to formulate plans and programs ready after lifting the Enhanced Community Quarantine.	0.78	3.56	Above Average
regularly communicate with my co-workers/teachers /parents to cope with the unattended tasks.	0.68	3.89	Above Average
occasionally visit my office/school to ensure that everything is properly in order.	1.13	2.62	Average
bring some unfinished bunches of the report at home	0.83	4.00	Above Average
do extra readings like books, journals, and articles to serve as my professional growth.	0.89	3.51	Above Average
check all emails and make an immediate response, especially if they are relative to works.	0.88	3.89	Above Average
motivate myself though the situation is scary, I can be productive in my work.	0.67	4.09	Above Average,
never put things unattended.	0.70	3.69	Above Average,
encourage others to work at home during the crisis.	0.78	3.89	Above Average
involve some co-workers to work as a team for report compliance through online.	1.01	3.93	Above Average
make myself available for a call to duty/conference/meeting anytime, even during the unfavorable period.	0.77	4.33	Excellent
<b>Aggregate</b>	<b>0.41</b>	<b>3.83</b>	<b>Very</b>

4.20-5.00- Excellent, 3.40-4.19-Above Average, 2.60-3.39- Average, 1.80-2.59- Below Average, 1.00-1.79, Very Poor

*Objective 2.* To know social anxiety and work self-efficacy's level of practice.

It shows in table 3 the level of social anxiety for teaching personnel composed of teacher I-III and master teacher I- II. They marked a mean of M= 3.80 (Very anxiety) with SD=0.51, and for Non-teaching like head teachers, I-V and Principal I-IV obtained a mean of M=3.72 with SD=0.80 (Very Anxiety). The aggregate has a mean of M=3.76 (Very Anxiety). Thus, the level presents a higher degree, which explains that personnel at this moment have a feeling of anxiety because of the confronted undesirable worldwide pandemic. The Work Self-Efficacy, the teacher I-II master teacher I –II and categorically yielded a mean of M=3.71 (Above Average) and a mean of M= 3.96 (Above Average) for non-teaching that includes head teacher I-V and Principal I-IV. Both of these classifications of the personnel obtained an “Above Average” description next from the designated highest report- the “Excellent.” It figures out that regardless of these social discomforts emerged

within their community, they work according to their will to accomplish the various year-end reports. Their isolation from co-workers and heads of offices does not attribute to dysfunctional in the light of the crisis, but taking that moment to intensify the working habit to a better and even most acceptable one.

Table 3: The level of Social Anxiety and Work Self-Efficacy of DepEd Personnel

Social Anxiety			
DepEd Personnel	Mean	Standard Deviation (SD)	Description
Teaching ( Teacher I-III, Master Teacher I-II)	3.80	0.51	Very Anxiety
Non-Teaching ( Head Teacher I-V, Principal I-IV)	3.72	0.80	Very Anxiety
Aggregate	3.76	0.62	Very Anxiety
<i>4.20-5.00- Extreme, 3.40-4.19-Very, 2.60-3.39- Moderately, 1.80-2.59- Slightly, 1.00-1.79, Not at all</i>			
Work Self-Efficacy			
Teaching ( Teacher I-III, Master Teacher I-II)	3.71	0.29	Above Average
Non-Teaching ( Head Teacher I-V, Principal I-IV)	3.96	0.10	Above Average
Aggregate	3.83	0.23	Above Average
<i>4.20-5.00- Excellent, 3.40-4.19-Above Average, 2.60-3.39- Average, 1.80-2.59- Below Average, 1.00-1.79, Very Poor</i>			

Objective 3: To determine the significant relationship between social anxiety and work self-efficacy of DepEd personnel

The teaching personnel show no significant relationship between social anxiety and work self-efficacy, as reflected in table 4. As the SPSS version 20 used to calculate through Spearman Rank Correlation Coefficient, it yielded a rho ( $r$ ) = 0.29 with a tabular value of .306 at 0.05 level of significance. It makes the two variables no relationship. It means the higher their level of social anxiety, and they are scared of the present situations, their work self-efficacy is somewhat affected. They have no interest in doing extra works relative to their school task and obligations. And inversely, there is a tendency that they are very much productive in their actions because they do not care about the issue. However, the non-teaching personnel like HTI-V and PI-IV, their social anxiety and work self-efficacy are related. The computed rho ( $r$ ) = 0.70 with a tabular value of 0.446 at 0.05 level of significance, it reveals a significant relationship. By Klynn’s authority that when  $r > .40$ , the association is substantial and much more, the tabulated value is less than the rho ( $r$ ). It further explains that even they scared of the unresolved outbreak, they are useful and productive in doing their task as part of the non-teaching personnel. Because naturally, their work needs to mobilize for the overall success of the programs and projects of the department, this makes them exercise their duties expeditiously. Those who worried about the virus outbreak tended not to show interest in demonstrating an eagerness to perform their job. They are uneasy and trying to leave work-related responsibilities unattended. Finally, the study reveals a relationship between social anxiety and the work self-efficacy of DepEd personnel. They are giving a rho ( $r$ ) = 0.45 with a tabular value of 0.446 at 0.05 level of significance. There is a slight difference with the computed rho, and it is tabular; however, it gives importance. It concludes that even in the crisis period, they are still working with their designated tasks regardless of how critical the situation they are



experiencing. Although they responded much anxiety in the survey, this does not preclude the idea of doing anything while in the ECQ and stay at home; instead, they take the opportunity the right timing to tackle bulk reports, forms, and completion activities for a year-end culmination period.

Table 4: The Significant Relationship Between Social Anxiety and Work Self-Efficacy among DepEd Personnel

Variables	Spearman		Remarks
	Computed rho (r)	Tabular value @ 0.05 level of significance	
<b>Social Anxiety and Work Self-Efficacy</b>			
Teaching Personnel (TI-III & MT I-II)	0.29	0.306	Not significant
Non- Teaching Personnel (HTI-V & PI-IV)	0.70	0.446	Significant
<b>Social Anxiety and Work Self-Efficacy (DepEd Personnel)</b>	0.45	0.446	Significant

### CONCLUSIONS

The world’s quietness does not signify a pleasurable moment to celebrate, but it is the time to contemplate how individual life deserves protection and remains rightfully respected. Amidst the emergence of NOVID-19, people started to think differently, particularly in their survival strategies. They primarily keep their families at home, purchase enough foods, and vigilant to the social activities that might be the reasons for probable virus transmission. Social interactions are no longer visible; the 1-meter distancing strictly observed even mass gatherings prohibited as a national security measure. Thus, the logical rigor of social anxiety developed because of the rapid unexplainable contamination exponentially increasing every day. Cancellation of works promptly implemented. Lockdowns of cities, towns, and main roads are presently underlying so much stress to the people, especially those who are daily wage workers. However, relevance is worthwhile. It is the government’s moral obligation to protect the citizenry against any harm, especially from the recent unprecedented virus that spread all over the world.

The Department of Education personnel is inclusively affected by the abrupt advisory and executive orders. Directing to suspend and canceled all the school activities, including the graduation ceremonies and closing programs. They asked to stay at home and later followed the ECQ vigorous implementation. They are anxious about incidences and tended to escape from some collective social actions while working with their tasks relative to forms and others. The teaching personnel composed of teacher I-III and master teacher I-II, the association between social anxiety and work self-efficacy, is not substantial. Meaning, the high level of anxiousness is causing them to relax from working to those relevant forms during ECQ. And it can also be their dedication to doing things that do not affect by the prevailing crisis. Not like the non-teaching personnel like head teachers and principals in general. The association between social anxiety and work self-efficacy is substantial, which means it is significant. Even they scared and showed a very anxious in the survey, they continuously performing their duties and responsibilities at home. With the use of technological platforms, they could be able to communicate those essential persons that can assist in the delivery of work services. Furthermore, despite the health uncertainties, their working attitude remains functional and useful regardless of the kind of approach to take so long they could provide

favorable outputs during their stay at home. In general, the study perceives the significant relationship of these variables, namely; social anxiety and work self-efficacy of DepEd personnel during the NVOVID-19.

The Division of Zamboanga del Norte personnel proved to have a positive working habit and continue doing their task at their home. Regardless of the time, event, and circumstances, they stand firm and commit themselves accountable in any mission entrusted to them.

## TRANSLATIONAL RESEARCH

The study impartially informs the Division of Zamboanga del Norte Officials how the personnel during the NCOVID-19 outbreak socially affected and how they performed their job concerning their positions. It further demonstrates that even amid crisis and uncertainties, their tolerance and acceptance to the unexpected infectious disease help them gain the confidence to confront the reality and assumes survival in the future. The present situation impacted the lives of the personnel. Abnormalities in the social well-being patterns, emotional depressions, inability to perform daily tasks are just some of the manifestations that they perceive something threatening. But, fortunately, the study gives a remarkable result that they are still functioning and making things easy.

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