WESTERN UNIVERSITY

FACULTY OF ARTS, HUMANITIES AND LANGUAGES
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT

The Impact of Social and Communicative Anxiety

Performed at

Airsealand Logistics Co.,Ltd

In Partial fulfillment of the Requirements for the Degree of

Bachelor of Arts in English for Communication

Under the Advisory of: Mr. HAM Kunthea

Submitted to: The Department of English

Summeited by Ms. Pauv Mithona

21 March, 2019

STUDENT INFORMATION

Personal Information

Full Name	Pauv Mithona	Khmer Name	ៅ មិថុនា
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Student ID	B13-0337	B/A Major	English for Communication
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Expected Graduation	15 March 2019	Future Goal	Business Owner

Organization Information

Company Name	Airsealand Logistics Co.,Ltd
Company Address	#31, Street 200, Sangkat Phsar Thmey III, Khan Daun Penh, Phnom Penh, Cambodia.
Type of Company	Transportation Air and Sea Freight
Telephone	+855 (0)23 215 670
E-mail	info@airsealandlogistics.com

Internship Information

Internship Title	The Impact of Social and Communication Anxiety
Duration	120 hours
Position	Logistics Staff
Salary	Optional
Director Name	Nen Kalyan
Position	General Manager
Telephone	017 214 008

DECLARATION

I declare that this internship report prepared on "The Impact of Social and Communicative Anxiety at Airsealand Logistics Co.,Ltd" is written base on my real work. It is my own report and has not been submitted either in part of in full for the award of any other degree of any other Universities. To the best of my knowledges, this internship report contains no materials previously published or written by another person, except where due reference is made in text of the internship report. It is my own report, under the supervision of Mr. HAM Kunthea, Lecturer, Western University.

Phnom Penh, 21th, March 2019

Pauv Mithona

CERTIFICATION

This is to certify that the internship report entitle "The Impact of Social and Communicative Anxiety at Airsealand Logistics Co.,Ltd" written and summited by Miss.Pauv Mithona, in partial fulfillment of the requirement of the degree of Bachelor of Arts in English Communication, to the Department of English of Western University, is recorded as a genuine internship work carried out under direct guidance and consultation. To the best of my knowledge, the paper has not been summited previously to quality for another academic award.

Phnom Penh, 21th, March 2019

Advisor

HAM Kunthea

ABSTRACT

This study is to analyze the impacts of social and communicative anxiety at workplace of Airsealand logistics. With a lot of high technology has also a disadvantage as social anxiety or communication one of them. Moreover, social anxiety is the reason of depression, it negatively effects physically, psychologically and increase complexity. These all causes are interlinked. Anxiety resulting from lack of emotion regulation skills because of substituted digital media use, social anxiety form avoidance of social interaction because of substituted digital media use, social anxiety because of worries about being inadequately connected, and anxiety, depression and suicide as the result of cyber bullying and related behaviors. The way to overcome or prevent of anxiety people should be have Confidence to talk, do exercise to refresh their feeling, encourage our selves or people who got anxiety try to talk more.

ACKNOWLEDGEMENTS

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CHAPTER 1

INTRODUCTION

1.1. Background Information

Anxiety is a persistent problem in multiple field of working (Daniel .M. 2012). In 1980, SAD (social anxiety disorder) was legitimately document as a psychiatric condition- defined by an extreme fear and prevention of social situations, where there is probable for valuation or denial by others (Kashdan B.T. & Mcknight, 2010). Depression is common now in worker and it has many reasons and all of those one of them is social media. Hesitate to communicate with others through face to face communication. Abilities are less to judge the people through their expressions. According to Saleem A. (2016) Social anxiety is the blend of fear, anxiety and concern that people experience meeting with stranger in pubic settings. Social anxiety is linked with the observation with comes dealing with others face to face to interaction. (Donna J. June 2007) Social anxieties are based upon the feelings of vulnerability, restlessness, shyness or fears to interact with others, in this fast era, everybody becomes smarts or in touch with other through technology. Social anxiety is the reasoning of depression, it effects physically and psychologically both and prevention of complexity, these all is interlinked. When we are not confident to talk everyone directly that have some psychological impacts which is psychologically have fear to talk with others Social interaction is when we meet with people or connect with people on the basis of some social needs. When we meet with others, day by day our interaction becomes stronger, but when we are mostly involve in electronic media those who are nearest to us these are more far to us. The psychological impact is when a victim physically appears, but can't concentrate on work. Social anxiety refers to obstinate fears of circumstances involving social communication or social performance or situations in which there is the probable for inspection by others (*American Psychiatric Association*, 1994).

Everything has positive and negative aspects, but here we are discussing the some related aspects of social anxiety. The criminal minds are born into society. These things give the dimension to others how to take crimes and fix them? The prevention of anxiety about adventure and comes out with the results of depression. Healthy mind have a healthy body and healthy minds make a healthy society. Now days our

youth is well-known from the media, there are many types of media and one of them is electronic media. Electronic media is in use of everybody of our society, but new generation is more influenced by Social media: including electronic media watching TV, documentaries and the videos those are viral with just one click.

This is important to people, engage each other through social media, people are connecting with each other for sharing get fun spend free time in other activities. Now in the modern world becomes harder and faster to follow it, peoeple needs to be more socialize by self with others. The modern world has modern ways to interact with other people are connected easily with one another. Everyone has a hard and fast life and in this life, social media is time saving.

The use of electronic media to communicate with others for the sake of socializing yourself and well-known from the new developing world. Television, Radio and Internet are the examples of electronic media through which we are aware of the outside world. Television is most common device and use of Social media, people is spending most of their time for it. Most of the serials and social websites are playing on it and a huge amount of youth watches it. Radio is not a later invention as well as Television, many of programs and stories are here through it.

The Internet is also a source of Social media, but with the passage of time it is easier to access and the sharing of videos, movies and massages are far from just a click. The mobile phone is that device which is easy to asses for anyone, anywhere and the well-known example of Social media, internet, movies each and everything available through it and students are well introduced from it and use it for each purpose.

1.2. Objectives

This study aims to find out to explore the impacts of social and communicative anxiety for workers. Thus, the study focuses on the following specific objectives: (1) The cause of social and communicative anxiety, (2) The impacts of social and communicative anxiety, (3) The solutions for social and communicative anxiety.

1.3. Significance

The internship will lead the intern to experience real working society, and it would be the best way to improve their technical skills. As you know what the students have learnt at university is all theories, but the internship seems to give them a chance to implement the learned theories in working environment. While the problem happened in the real situation, they were able to manage it easily and effectively. By doing the

internship the intern can gain more experience, improve the self-confident and perform task. Moreover, it is a preparing step for intern to face obstacle in working environment before graduating in Bachelor Degree at Western University. At the end, at least 100-120 working hours of internship to completed criteria. However, it is also a special gift to the intern before leaving the University, because all interns have a chance to implement all the learned theories into the real situation. Not only this but they can also get many advantage from doing this like improving the self-confident and the responsibility in task performed and gain more experience.

1.4. Scope and Limitation

The main content of this internship focuses only on the Impact of Social and Communicative Anxiety at Airsealand Logistics Co.,Ltd. To achieve this research potentially, it will be done by observing the exact process of work. In addition, the informants of this report are only from general manager, administrator and an assistant. Moreover, this research is done within Two month, 128 Hours for collecting data and observing the real work at Airsealand logistics Co.Ltd. The Scope of the research is correctly limited about the type of task and communication style in an Organization.

CHAPTER 2

Description of Internship

2.1. Company Profile

2.1.1. Introduction

Airsealand Logistics was established in Cambodia since 1995. Today, Airsealand operates in logistics projects. It has a unique capacity to respond to industry specific needs and provide individual services of the highest standards. We have our own trusted partners in Cambodia and worldwide so that ASL can provide a guarantee of service through regular monitoring and compliance to standard procedures to prevent any eventualities.

2.1.2. Vision

Airsealand Logistics has offers integrated transportation solutions including full chain of logistics by means of total commitment to our clients. ASL provides full transportation services, to deliver our cargo at the highest safety standards and to complete satisfaction.

2.1.3. Mission

Airsealand Logistics pursues new and innovative solutions to fulfill any unique and individual requirement, generates transportation support in line with international conventions and upholds the prevention of environment and property damage. ASL's innovative spirit generates an attitude of continuing development. The result ASL focused upon service and quality.

2.1.4. Plan and Strategy

ASL can provide a guarantee of service through regular monitoring and compliance to standard procedures to prevent any eventualities. The goal of ASL is to make sure our company and customers are delivering to customers what they want. And accomplish all of that by spending as little money as possible. By following these guidelines, ASL can ensure that our logistics are aligned with customers' needs, inventory targets, and company's cost reduction goals.

2.1.5. Organization Chart

Airsealand Logistics Co.,Ltd (ASL Functions)
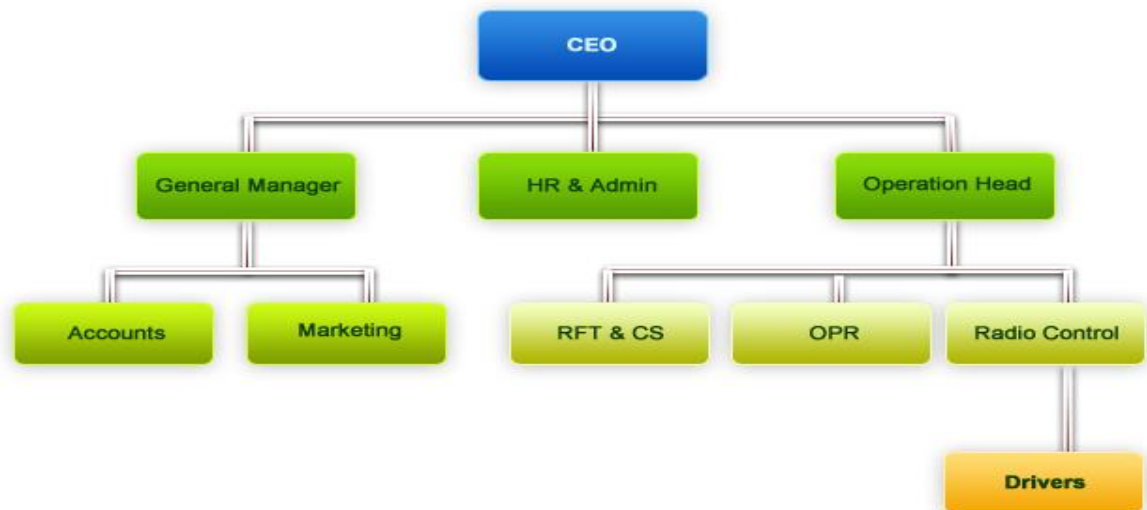
2.1.6. Administrative Procedure

- Plan shipments based on product availability and customer requests
- Track orders to ensure timely deliveries
- Prepare shipping documents (like invoices, purchase orders and bills of lading)
- Coordinate our supply chain procedures to maximize quality of delivery
- Schedule shifts for our drivers and warehouse staff
- Maintain updated records of orders, suppliers and customers
- Oversee the levels of our warehouse stock and place orders as needed
- Provide information to customers about the status of their orders

The activities of Airsealand

2.2. Responsibilities

As logistics in administrator is a person who responsible for many tasks such as: For my task I responsible for check the document, prepare document for management sign, control all document in company, prepare payment request, Petty cash, Cash advance and summit to Finance division. In addition, I'm working for shipping and receiving and support the logistics manager in all aspects of warehouse operation. I ensure that all incoming shipments are intact and accurate, prepare outgoing shipments, reviews shipment document such as invoice and packing lists and maintain inventory of shipping supplies.

2.2.1. Arrange Outgoing Shipment

From prepare packing lists to physically packing outgoing material, I cover on shipping process. I need review and compare transportation cost from different vendors, ensure that the outgoing shipment is accurate and well, packaged, track shipment and ensure delivery.

2.2.2. Process Incoming Shipment

Another main responsibility of arrange outgoing shipment is to receive incoming materials I also compare what has been shipped with the shipment order, ensure that the material in good condition, stock the material in the warehouse and file all corresponding documentation.

2.3. Work Environment

Some organizations exist comfortable environment but some organization contain uncomfortable environment. Working environment is very important because it can affect the whole working process. Actually, ASL provides a bit uncomfortable building because the whole building is too old. However, general manager who always guide all staffs to work, take care, encourages, and provides me useful information and a chance to work as assistant. In addition, director is an open minded person without putting any pressure on employees.

2.4. Challenges

2.4.1. Management Changes

As a business grows, its strategies, structure and internal processes grow with it. Some employees have a hard time copying with these changes. ASL has decrease productivity and morale during periods of change. Some employees rarely focus on communicating the benefits of changing and difficult to understood the why, how and when of change. All of reason will be more likely to get on board.

2.4.2. Clearance Documents

The priorities of each country's customs department are different. Some conduct random inspections. Other target specific issues with particular types of shipment or are county-specific. So importer should always provide accurate information to freight forwarders. Sometimes, delay cost that leads to delay-related charges and fees. These result from a host of reasons ranging from late freight release to inspections. Missing documents, the original Bill of loading is the most important document in the entire shipping process. If the go missing, we can expect to face problems with the release of our shipment, which will result in delays. Missing duties and taxes and overweight cargo are problems that our company concern.

CHAPTER 3

LITERATURE REVIEW

3.1. What is Social Anxiety?

Social anxiety is the fear of being judged and evaluated negatively by other people, leading to feelings of inadequacy, inferiority, self-consciousness, embarrassment, humiliation, and depression (Heimberg, R. (2013, October). anxiety is now viewed as a nonspecific term, covering a wide range on behavior and experiences. Is reflects a general state of arousal and assumed to play an importance role in everyday life, as well as emergency situation (Joy Albuquerque MD, 2002). Apart from this medical point of view, social phobia has been analysed by Leary and Kowalski (1995) from a psychological perspective. They established that people suffering from social anxiety tend to express their anxiety through nervousness, annoyance, uneasiness and a desire to flee, which makes it difficult to meet people of the other sex. They cannot handle the situation properly or manage the usual stresses of life. What is most devastating for them is that they do not feel comfortable among their fellow beings. Many scholars have attempted to define the term 'social anxiety'. Wittchen and Beloch (1996) define social phobia as "Mental disorder" characterised by "chronic, impairing anxiety" and commonly occurring among all groups of people in society. Leary and Kowalski (1995) refer to social anxiety as the "stage fright of everyday life". To them, people may suffer from anxiety because of the different social institutions they are related to and their social interactions. Social phobia (SP) is a devastating psychiatric condition which has concerned scholars and practitioners for the past three decades. Recognition of the condition has grown with the increase in epidemiological evidence and other related research. In the 1980s, the APA defined social phobia as "a persistent fear of one or more situations (the socially phobic situations) in which the person is exposed to possible scrutiny by others, and fear that he or she may do something or act in any way that will be humiliating or embarrassing" (APA, 1987, p. 241). The situation is exacerbated by fear related to humiliation and embarrassment because of the individual's level of anxiety. The anxiety comes from not being able to communicate with unfamiliar people, in a public speaking or other context (APA, 1994).

3.2. What is communicative Anxiety?

Anxiety disorders are many and diverse, varying from specific phobias to generalized anxiety Symptoms caused by stress (Stan Tian, 2018). One of the most abundant forms of anxiety is communication anxiety, which involves uneasiness and phobic attitudes towards public speaking. For some people this could be anxiety before speaking in front of crowds of 100 people plus, whereas for others just talking to a group of 5 people can be a problem. Communication anxiety is usually a problem for those whose jobs demand that they give speeches and presentations. Obviously, some degree of anxiousness is normal but it can become a hindrance when you are conscious of sweating, not being able to concentrate and having a dry mouth as you speak. There are, however, many ways of overcoming communication anxiety without needing to take tranquilizing medicine to calm you down or avoid the situation completely. Most individuals find that cognitive behavioral therapy helps to change their attitudes towards public speaking and that they can learn specific techniques for dealing with that situation without any anxiousness at all. Others will benefit greatly from hypnotherapy or simply chatting to a therapist to find out why they think public speaking is something to be nervous of. The Journal of Counselling / Revue canadienne de counseling, 2009Social phobia/social anxiety disorder is a clinical disorder characterized by fear of humiliation or embarrassment in social and/or performance situations, intense anxiety when exposed to these situations. Example, Stein, Ono, Tajima, & Muller, 2004; Widiger, 2005 excessive fear of rejection and criticism with higher levels of anxiety, more severe social skills deficits, and a higher degree of insecurity toward the upper end of the continuum. Social phobia is one of the most common anxiety disorders with lifetime prevalence rates as high as 13% (Magee, Eaton, Wittchen, McGonagle, & Kessler, 1996). Social phobia and GSP, in particular, is often chronic and comorbid with other disorders (e.g., Wittchen, Stein, & Kessler, 1999).

3.3. Causes of Social and Communicative Anxiety

People with social anxiety disorder usually experience significant emotional distress in the following situations: Being introduced to other people, Being teased or criticized, Being the center of attention, Being watched while doing something, Meeting people in authority ("important people"), Most social encounters, especially with strangers, Going around the room (or table) in a circle and having to say something, Interpersonal relationships, whether friendships or romantic, This is certainly not a complete list of symptoms -- other feelings have been associated with social anxiety as well.

The physiological manifestations that accompany social anxiety may include intense fear, racing heart, turning red or blushing, excessive sweating, dry throat and mouth, trembling (fear of picking up a glass of water or using utensils to eat), swallowing with difficulty, and muscle twitches, particularly around the face and neck. If a person usually becomes (irrationally) anxious in social situations, but seems better when they are alone, then "social anxiety" may be the problem (2013, October).

3.4. Impacts or Effects of Social and Communicative Anxiety

Everyone has anxiety from time to time, but chronic anxiety can interfere with your quality of life. While perhaps most recognized for behavioral changes, anxiety can also have serious consequences on your physical health. Anxiety is a normal part of life. For example, you may have felt anxiety before addressing a group or in a job interview. In the short term, anxiety increases your breathing and heart rate, concentrating blood flow to your brain, where you need it. This very physical response is preparing you to face an intense situation. If it gets too intense, however, you might start to feel lightheaded and nauseous. An excessive or persistent state of anxiety can have a devastating effect on your physical and mental. Anxiety is an unwanted guest. For some individuals, anxiety makes a sudden appearance, showing up one day after work but before dinner, and never leaving. For others, it makes a gradual appearance, like shower scum, creeping in here and there, seeming minor and non-threatening, until you realize it has taken over most of the tub and tiles.

3.5. Method to Overcome the Social and Communicative Anxiety

There are many ways to battle the fear of public speaking anxiety. Fear and anxiety can last for a short time and then pass, but they can also last much longer and you can get stuck with them. In some cases they can take over your life, affecting your ability to eat, sleep, concentrate, travel, enjoy life, or even leave the house or go to work or school. This can hold you back from doing things you want or need to do, and it also affects your health. Some people become overwhelmed by fear and want to avoid situations that might make them frightened or anxious. It can be hard to break this cycle, but there are lots of ways to do it. You can learn to feel less fearful and to cope with fear so that it doesn't stop you from living. Face your fears and anxieties so they don't become debilitating. Identify ways to create a sense of personal control or mastery in your life. To solute to problem of social and communication anxiety you should be: Preparing, practicing, having a backup plan, relaxing, easing into eye contact, and positive visualization (Joshua Acosta, 2014).

And finally, even if you are challenged by fear, don't ignore other parts of your life. It is possible to find wellbeing in relationships and purpose even while working on security.

CHAPTER 4

Reflection of Internship

4.1. Results and Discussion

4.1.1. The impacts of social and communicative anxiety at workplace

Depending on the interview, the researcher found that each participant provided different kinds of the impacts of social and communicative anxiety depending on what they have met and faced. After interview found two main impacts, such as positive and negative impact of social and communicative anxiety.

Positive Impact of social and communicative Anxiety in workplace

The P1 said that "…*it can make us think before to ask the boss*…" And P2 also comment that "… *know yourself of our feeling in order to fight the obstacle and we cannot express your idea in public and do not get something we expect...*" and P3 said "…*it is make you and he/she are not good at communication, make the work slowly* …" However the P4 said that "…*we are known of the feel that we afraid, it does not matter how much we lose ours friendship while we less communicate with them, make us and relative is getting worse and our knowledge is weakness….*"

Negative Impacts of social and communicative Anxiety in workplace

The P1 said that "… *it effect on workplace as slow working and lack of communication make the networking late to the boss*…" the P3 and P4 give similar opinions said that "… *anxiety in social it can make us and another people is getting worse*…" and the P2 also mentioned that "… *we cannot express your ideas in the public and cannot get the thing we want if we has anxiety disorder*.."

4.2. Overcome the social and communicative anxiety at workplace

According to the interview, all the participants provided some tips to overcome the social and communicative anxiety at workplace on their working situation. They solving their problem depend on the real faced in their life and working time.

The P3 said "… *you need to have confidence in yourself, so that you are able to make yourself strongly when you communicate with your boss or talk to other people*…" The P4 said that "…*we need to be self-confident and we can*

overcome fear…" The P2 commented that "… *the boss must to encourage the employee to talk more…*" and P1 said that "… *try to communicate in order to make the good result at your workplace and do exercise to refresh our feeling…*"

4.3. Discussion

The finding found that all four participants in this study show that communicative and social anxiety faced some problem. First, anxiety can make people not to communicate with each other base on level of knowledge, higher status and different of position. However if we more confidence and encourage from other or get good advice from professional we can prevent or overcome it.

According to the result above, everyone has anxiety from time to time, but chronic anxiety can interfere with your quality of life. While perhaps most recognized for behavioral changes, anxiety can also have serious consequences on your physical health. Anxiety is a normal part of life. In the short term, anxiety increases your breathing and heart rate, concentrating blood flow to your brain, where you need it. This very physical response is preparing you to face an intense situation. If it gets too intense, however, you might start to feel lightheaded and nauseous. An excessive or persistent state of anxiety can have a devastating effect on your physical and mental. Anxiety is an unwanted guest. For some individuals, anxiety makes a sudden appearance, showing up one day after work but before dinner, and never leaving.

CHAPTER 5

Conclusion and Recommendation

5.1. Conclusion

During working for Airsealand logistics, it is true that working condition is good and also the good environment, especially the coworkers who truthfully help each other. That is a sign of the awareness of working as a team at the workplace. Since the researcher began this career, she tried her best to improve communication skill and English as well. All in all, ASL is a good workplace for freshly graduated students to gain new experiences in life.

5.2. Recommendation

Based on the result from this study, it should be recommended that all the impact of social and communicative anxiety in the workplace people should follow some tips below in order to prevent or overcome it:

1. Have Confidence to talk with people who working in organization or people in public
2. Prepare behavior and speak softly to people around us
3. Encourage ourselves to avoid anxiety disorder

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    personality disorder. In W. R. Crozier & L. E. Alden (Eds.), *The essential*
    handbook of social anxiety for clinicians (pp. 219–240). Chichester, UK:
    Wiley.

➢ **Appendices**

Appendix A: Curriculum Vitae and application letter

PERSONAL INFORMATION

Date of Birth: *12 June 1995*

Place of Birth: *Kompong Speu*

Nationality: *Cambodian*

Marital Status: *Single*

Home   *House 13E₃, St. 261, Sangkat Teuk Laork*
Address: *I, Khan Toul Kok, Phnom Penh,*
                   Cambodia

Mobile: *(855) 17 845 595*

E-mail: *pauvmithona96@gmail.com*

KEY SKILLS

- Good IT skills
- Ability to deliver work under tight deadlines, to work both independently and in a team

EDUCATION

2015–2019   Bachelor of English for Communication

                       Western University

                       Phnom Penh

2013–2016   Bachelor of Finance and Banking

                       University of Economics and Finance

                       Phnom Penh

2001–2013   Certificate of High School

                       Chea Sim Santhmok High School Phnom Penh

TRAINING COURSES

2015–2016   Certificate of General English Programme

Pannasastra University of Cambodia

Phnom Penh

Certificate of Basic Computer and Applications

Panasastra University of Cambodia

Phnom Penh

2007–2008   Certificate of General English Programme

Santhormok International Language School

Phnom Penh

WORK EXPERIENCE

2017–present   Adminstrative of Marketing at Airsealand Logistics Co.,Ltd

Duties and responsibilities

- Write an article due to event
- Prepare payment request
- Help the administrator write management Profile
- Help Supervisor to copy document
- Update document list

LANGUAGES

- Khmer   Mother tongue
- English   High level of proficiency (reading, writing, listening, and speaking)

HOBBIES

Reading books, searching reading articles in the Internet, communicating with others, etc

REFEREES

- Mr LAY Sothea
  Lecturer
  Western University, Phnom Penh
  Mobile: (855) 81 639 996

- Mr CHHIM Sopheak
  Lecturer
  Western University, Phnom Penh
  Mobile: (855) 77 328 776

Mithona PAUV
#13E$_3$, St. 261, Sangkat Teuk Laork I,
Khan Toul Kok, Phnom Penh, Cambodia
E-mail: pauvmithona96@gmail.com
Mobile: (855) 17 845 595

Dear Sir/Madam,

I am writing in response to the vacancy announcement of Administration. I have reviewed the selection criteria and optimistically feel that my profile including work experience and academic background fully meets the requirements. Therefore, I wish to submit my application for your kind consideration.

Academically, I hold a Bachelor of English for Communication from Western University, and Bachelor of Finance and Banking from University of Economics and Finance.

I sincerely believe that my creativities, positive attitude of continuous learning, and good teamwork spirit coupled with work experience as well as academic background will best contribute to Airsealand Logistics Co.,Ltd

I look forward to hearing from you. I can be reached at above contacts.

Yours faithfully,

Mithona PAUV

Appendix B: Letter of Thanks

Mithona PAUV

#13E₃, St. 261, Sangkat Teuk Laork I,

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Nen Kalyan

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Ref: Letter of Thanks

Dear Mrs. Nen Kalyan

I am writing to show my sincere thanks for allow me a priceless chance to complete my internship which is a partial fulfillment of the requirement for the degree of Bachelor of Arts, major in English for Communication at Western University.

I am excited and pound as an work in warn environment and gained experiences with real work in ASL. Team work and all staffs were extremely amazing, especially Administration Department.

Finally, I extent my best wish to you to be healthy and to enhance a great success in your progressive work. Please accept my respectfulness and thankfulness.

Sincerely Yours,

Questions for patients

1. How many days do you staying in here? And do you felt better now?

2. Today, we come here in order to make an interview with you by your agreement. So, I would like to interview you on the topic that I have informed to you previously.

3. What is anxiety of communication?

4. Have you ever felt nervous or worry while communicate with others? Why do you felt nervous while speak to others?

5. When you came to meet a doctor, are you having a problem with social anxiety? Why?

6. And how about of communicative anxiety in workplace? Why?

7. What are the impacts of social and communicative anxiety?

8. How do you overcome the anxiety in social and communicative at workplace?

9. What suggestions would you like to give in order to avoid social and communicative anxiety?

10. Yes, thank you again! At the end, we would like to say thank you so much for your kindness to give us making an interview. We would like to bless you and your family success with your work and please meet four kinds of the Buddha's bless.

Appendices B

Interview Transcribes

Interview 1

I: Interview, P1: Participant 1 (General Manager)

I: How are you today? We come here in order to make an interview with you. It has concerned to our research topic for fulfilling the requirement of our Bachelor's Degree in Communication skill. Today I believe that you really be aware of the aim of this interview as I have informed to you previously.

P1: Emm… I'm so good.

I: Now let I ask question to you! What is anxiety of communication?

P1: Ok, anxiety is a feeling of worry or nervous or the feeling that we do not want to communicate with people near us.

I: Have you ever felt nervous or worry while communicate with others?

P1: Yes, it happened when I working in here at the first time.

I: Why do you felt nervous while speak to others?

P1: Heheh...because I do not know people in the hospital before and do not know how to speak with them.

I: Have you ever met a problem of anxiety in workplace communication? Why?

P1: Yes, I already told you it happened when I working in here at the first time. Because I do not know people in this hospital and do not know how to speak with them and afraid to say something wrong with them.

I: Have you ever met a problem of anxiety in social communication? Why?

P1: In social public we cannot speak to people around us because we cannot speak to them first, we afraid of them, afraid of say something wrong.

I: What are the impacts of social and communicative anxiety?

P1: Err… the anxiety can effects to all people and all gender but there are two main point to consider such as positive and negative of anxiety. The positive impacts of anxiety it can make people know their feeling, never have a problem with their manager, the working system are slow and communicate its easy, it can make you think before ask to the manager. The negative impacts of anxiety it can make people slow communicate with people at organization, working not improve as the organization expect, cannot achieve the goal of organization.

I: How do you overcome the anxiety in social and communicative at workplace?

P1: In order to overcome the anxiety we should dare to speak with the people, although we do not know them before and do exercise to refresh your feeling in order to prevent anxiety.

I: What suggestions would you like to give in order to avoid social and communicative anxiety?

P1: Yes, we should do exercise as I told you a moment.

I: Yes, thank you again! At the end, we would like to say thank you so much for your kindness to give us making an interview. We would like to bless you and your family success with your work and please meet four kinds of the Buddha's bless.

P1: Thank you.

Interview 2

I: Interview, P2: Participant 2 (General Manager)

I: How are you today? We come here in order to make an interview with you. It has concerned to our research topic for fulfilling the requirement of our Bachelor's Degree in Communication skill which concern to your field. Today I believe that you really be aware of the aim of this interview as I have informed to you previously.

P2: Emm… I'm so good.

I: Now let I ask question to you! What is anxiety of communication?

P2: Ok, anxiety is a feeling that we do not want to speak with people and it happen when we do not know ourselves and do not have confidentially.

I: Have you ever felt nervous or worry while communicate with others?

P2: Yes, it aways happened when I speak to my boss at the first time.

I: Why do you felt nervous while speak to others?

P2: Heheh...because I afraid of say the word wrong to him and afraid he is angry with me.

I: Have you ever met a problem of anxiety in workplace communication? Why?

P2: Yes, I already told you it happened with my boss and me.

I: Have you ever met a problem of anxiety in social communication? Why?

P2: Yes, when I speak with authorities and policemen because they are have job different with me and seem they have powerful than me.

I: What are the impacts of social and communicative anxiety?

P2: Yes, it can effects to me and people in organization such as slow communicate and ours work not improve, lose confident to people and yourself, but for public social we cannot express your idea in public and do not get something we expect. In

contrast, it have some good point like we can know of our bad habit, try to face the problem and it will better next time.

I: How do you overcome the anxiety in social and communicative at workplace?

P2: We should practice the word before speak it out and try to communicate with people, encourage ours employee to make them happy.

I: What suggestions would you like to give in order to avoid social and communicative anxiety?

P2: I think we should learn of other feeling to prevent anxiety and try to communicate with people.

I: Yes, thank you again! At the end, we would like to say thank you so much for your kindness to give us making an interview. We would like to bless you and your family success with your work and please meet four kinds of the Buddha's bless.

P2: Thank you.

I: Interview, P3: Participant 3 (patient)

I: How many day do you staying in here? And do you felt better now? My name is Pourn Pang. Today I have a chance to interview with you by your agreement. So, I would like to interview you on the topic that I have informed to you previously.

P3: Err… I stay in here for a long time and now I'm ok, thank you.

I: Now let I ask question to you! What is anxiety of communication?

P3: It's a fear that we do not communicate with people we do not know or know before, but not so close with us, for example, people who have high position than us, our boss, that is I do not want to speak with them it is always afraid.

I: Have you ever felt nervous or worry while communicate with others?

P3: Yes, sometime.

I: Why do you felt nervous while speak to others?

P3: Because we were afraid of people we not knew before, we cannot talk to them, and it make relationship not smooth, it's always frustrating.

I: When you came to meet a doctor, are you having a problem with social and communicative anxiety? Why?

P3: I used to be met in the workplace and also in social, because sometimes we think that the place we went to have a lot of people and top manager or top ministry.

I: What are the impacts of social and communicative anxiety?

P3: When people who are less self-conscious and then you talk less with him, it is make you and he are not good at communication, make the work slowly, afraid to talk to others and we know a lot about fear and try to overcome it.

I: How do you overcome the anxiety in social and communicative at workplace?

P3: First, we need to be self-confident and we encourage ourselves to overcome the fear.

I: What suggestions would you like to give in order to avoid social and communicative anxiety?

P3: We have to talk more with other but we must think the first word to talk with them and try to do with the same people as we know.

I: Yes, thank you again! At the end, we would like to say thank you so much for your kindness to give us making an interview. We would like to bless you and your family success with your work and please meet four kinds of the Buddha's bless.

P3: Thank you.

Interview 4

I: Interview, P4: Participant 4 (patient)

I: How many day do you staying in here? And do you felt better now? My name is Pourn Pang. Today I have a chance to interview with you by your agreement. So, I would like to interview you on the topic that I have informed to you previously.

P4: Err… I stay in here for a long time and now I'm ok, thank you.

I: Now let I ask question to you! What is anxiety of communication?

P4: The feeling of nervous when we interacting with other people, we do not know where to start. We do not know if they can come back and talk to us if we know back ground they can talk. Go to their boss, they talk to each other

I: Have you ever felt nervous or worry while communicate with others? Why do you felt nervous while speak to others?

P4: We are nervous when it comes to relationships, because we are afraid of not being able to have enough knowledge, to talk, to be afraid, to talk to them, to evaluate our words, to our knowledge, through our words.

I: When you came to meet a doctor, are you having a problem with social and communicative anxiety? Why?

P4: I was scared! Is a nervous feeling while talking with them, like did not know what to say.

I: What are the impacts of social and communicative anxiety?

P4: There are two impacts of social and communicative anxiety such as positive and negative impacts. The negative is the fear can change ourselves, it can make you stay alone and make people do not want to communicate with you in the workplace. The positive is we are known of the feel that we afraid, it does not matter how much we lose ours friendship while we less communicate with them, make us and relative is getting worse and our knowledge is weakness.

I: How do you overcome the anxiety in social and communicative at workplace?

P4: We must start talking again, but first of all, we do not say too much. We can take the first step, just smile and then repeat, then talk about the topic one by one, so the next time we will be confident to talk and we have to be prepared our behavior and the last is knowledge, so try to become more knowledgeable and we will know about anxiety.

I: What suggestions would you like to give in order to avoid social and communicative anxiety?

P4: We need to learn to practice with our community and with the people in our society, and try to do it again and again, you need to have confidence in yourself, so that you are able to make yourself strongly and start face with them or talk to him or her.

I: Yes, thank you again! At the end, we would like to say thank you so much for your kindness to give us making an interview. We would like to bless you and your family success with your work and please meet four kinds of the Buddha's bless.

P4: Thank you.