PROBLEMATIC INTERNET USE AND SOCIAL ANXIETY IN LATE ADOLESCENTS SOCIAL MEDIA USERS IN BEKASI CITY

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Abstract

The phenomenon of problematic internet use is one of the phenomena that is rife in late adolescents. This is an important concern for many researchers, especially regarding excessive internet use, especially in accessing social media. This study aims to determine whether there is a relationship between problematic internet use and social anxiety in late adolescents who use social media in Bekasi City. This study involved 111 late adolescents in the city of Bekasi who actively used social media for 5 hours or more/day. This research is a quantitative research with a correlational type. The sampling technique uses a purposive sampling technique. Data analysis was performed with the correlation technique of Pearson Product Moment using the program SPSS versi 25 for windows. Based on the result of research data analysis the value of corellation coefficient between those two variables is 0,661** with significant degree amount is 0,000, This suggest that there is a a positive relationship between problematic internet use and social anxiety among adolescents. So it can be concluded that the higher the problematic internet use in adolescents, the higher the level of adolescent anxiety.

Keywords:
*Problematic Internet Use, Social Anxiety, Social Media,
late adolescents.*

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INTRODUCTION

The rapid development of information and communication technology in Indonesia and all around the world has had a significant impact on people's daily lives. The internet has become one of the most prominent technologies in information and communication, with its usage continuously increasing (Ardi & Sukmawati, 2017). According to a survey conducted by the Association of Indonesian Internet Service Providers (APJII), it is known that internet penetration in Indonesia reached 78.19% in 2023, encompassing 215,626,156 individuals out of a total population of 275,773,901. This indicates an increase from the previous period. In the 2021-2022 period, the penetration rate was recorded at 77.02%, signifying a growth of 1.17% (APJII, 2023). Solihah (2015) states that the internet allows all human needs to be met, such as interacting socially, obtaining information, and fulfilling entertainment such as social media.

Lenhart (2010) said that technological advances, internet accessibility and digital learning tools are becoming more comfortable for adolescents and this may be related to an increase in excessive internet use. In terms of internet usage time, Indonesia is ranked fourth in the world with an average usage duration of 8 hours 51 minutes per day (Teendhuha 2019). The number of young users at this age is almost half (49%) of the total number of internet users in Indonesia (in Iskandar and Isnaeni 2019). It is known from this age range that it is included in the late adolescent category.

According to Wittchen, adolescence is the period when the greatest risk of social anxiety arises (in Yudianfi 2022). Adolescence is a period synonymous with physical and psychological changes. Rapee and Spense (2016) said that the changes that occur in adolescents play an important role in causing social anxiety among them. According to Hurlock (2003), one of the adolescent development tasks that must be fulfilled by adolescents is to have socialization skills and have new relationships with their peers. Efforts that can be made to achieve these developmental tasks are interacting with other people and peers. However, nowadays teenagers prefer to interact with other people or friends through online media rather than face to face.

Excessive internet use is recognized as a global public health challenge especially in Asian populations (Baloğlu, Şahin, & Arpaci, 2020). Tafur (2018) revealed that today's youth can easily access new information and communicate with others thanks to the rapid development of technology. However, even though technology provides various conveniences and connects adolescents with people who have the same interests, adolescents who spend a lot of time on social networks and online media sites are at risk of experiencing several mental disorders, one of which is anxiety (Younes et al., 2016). Based on the survey results of the Indonesia National Adolescent Mental Health Survey (2022) that the most common mental disorder among adolescents in Indonesia is anxiety disorder (a combination of social anxiety and generalized anxiety disorder) of 3.7% of the total prevalence of mental disorders of 4%.

According to (Widodo, 2017) , anxiety is the fear that arises when a person thinks of scary things that might happen to himself. Anxiety is divided into several levels, social anxiety ranks third in mental health problems after depression and alcohol abuse

(Sagalakova, Truevtsev, & Sagalakov, 2016). Social anxiety is a fear or nervousness that occurs in individuals when they are associated with other individuals (Butler & Dobson, 2001). Individuals who experience high social anxiety are afraid of getting negative judgment from others, worry about making a bad impression, or are afraid of doing embarrassing actions (Carleton, Collimore, & Asmundson, 2010).

According to (Leary & Dobbins, 1983) and (Yen et al., 2012) factors related to social anxiety include genetics, self-evaluation, self-esteem, the presence of strangers or strangers, past experiences, social skills and internet addiction. Internet addiction is a negative consequence of a person's high activity using the internet. According to (Young & Rogers, 1998) internet addiction is a loss of control and excessive preoccupation with the internet and its various applications. If the internet addiction behavior has affected the physical, psychological, or social life of the individual, then this behavior can be categorized as problematic internet use behavior.

This internet dependence occurs more frequently in late adolescents. This is reinforced by data related to the age distribution of internet users. It is known that users with an age range of 18-24 years are the age range of users who use the internet the most, with the average user accessing the internet to do communication and using social media (Milana. R, 2021). Social media is the most widely used use of the internet compared to other activities, such as searching for news and downloading videos (Pramesti & Dewi, 2022). The average duration of social media use by adolescents in Indonesia is quite high, exceeding 8 hours/day (Magnus, Prestianta, & Evita, 2022). Meanwhile (Odac & Kalkan,

2010) said that as an agreement among researchers, internet use which is categorized into PIU (problematic internet use) is for a duration of five hours a day. Teenagers use social media for various purposes, such as developing and maintaining relationships, building self-image, seeking entertainment, and expressing their thoughts and feelings (Nuzulita & Subriadi, 2020). Some popular social media platforms are Facebook, WhatsApp, Instagram, Youtube, Twitter, Telegram, etc. (Riaz, Ishaq, & Abbasi, 2018).

Prastika stated that social anxiety can occur due to excessive use of social media, causing interpersonal problems such as introversion or social problems where some users cannot even communicate properly in face-to-face situations (in Silmi et al. 2020). According to (Aditiantoro & Wulanyani, 2019), internet use in the current digital era can be categorized as problematic when individuals do not use the internet properly, namely at inappropriate times and places.

Parissa & Leonardi (2014) revealed that apart from having less control over their internet use, individuals with problematic internet use also lack direct or face-to-face social interaction. Shaw et al, (2015) revealed that greater social anxiety symptoms were found in users who spent more time accessing social media. Individuals who tend to be actively involved in online interactions will experience fear or anxiety in social situations because they fear that they will be judged and evaluated negatively by others and may limit their opportunities to have meaningful social relationships (O'Day & Heimberg, 2021) .

In this study, researchers interviewed five late adolescents who are active social media users who live in Bekasi and get the result that

the problem is that individuals experience social anxiety in certain social situations and tend to withdraw or avoid social situations that make them anxious. some subjects said that they felt that way because they rarely had face-to-face social interactions and were more used to having social interactions through online media.

The anxiety experienced by adolescents can have a serious impact on their psychosocial development, especially during the self-identity versus role confusion stage. According to the theory of psychosocial development put forward by Erikson (in Santrock, 2012) that the task of development in adolescence is to seek self-identity, failure to explore self-identity will form self-isolation. This stage is a crucial period in which adolescents seek an understanding of their personal identity, values and life goals. If teenagers experience anxiety that is prolonged and not handled properly, this can interfere with the process of healthy self-exploration and understanding. This self-identity can be formed through interactions that occur with parents, family and peers. Whereas currently teenagers tend to spend more time in their virtual world so that it hinders the process of interaction with their peers including the maturity of their own identity. This can limit the opportunity for adolescents to be able to learn from their social environment and learn the roles of their peers. So that the social anxiety that occurs interferes with the psychosocial development of adolescents for later stages such as the intimacy versus social isolation stage.

Individuals who use the internet too much and are too engrossed in their activities tend to become isolated and only focus on the internet, without paying attention to other people around them. This can cause them to lose interest in hanging out with friends and other people around them (Alpaslan, Avci, Soylu, & Guzel, 2015). This behavior can worsen the social skills of adolescents who have problems using the internet, causing fear and anxiety in social interactions (Weinstein, 2015).

In this case, the intervention method that can be applied is positive thinking therapy. According to (Seligman, 2008), individuals who engage in positive thinking tend to view their problems as temporary, manageable, and specific to particular situations. In contrast, those with negative thinking often perceive their problems as permanent, damaging everything, and uncontrollable. Positive thinking involves efforts to fill the mind with positive content. However, merely introducing positive content into the mind is considered less effective if it is not manifested in actual behavior. Therefore, it is crucial to translate this positive content into actions to create a significant impact. Research by Sabati (2010) shows that higher levels of positive thinking are associated with lower communication anxiety, while low levels of positive thinking are associated with higher communication anxiety.

In addition to positive thinking therapy, another method to address anxiety is cognitive behavior therapy (CBT). Cognitive Behavior Therapy (CBT) is a form of psychotherapy aimed at addressing maladaptive behaviors and reducing psychological distress by altering an individual's cognitive processes (Kaplan, Sadock, & Grebb, 2010). According to Rosenvald (Arjadi, 2015) , this approach teaches individuals to recognize that certain negative thought patterns can lead to

misinterpretation of situations and evoke negative emotions or feelings. The effectiveness of CBT has been demonstrated in various studies, such as research (Melisa, 2014), which found a reduction in public speaking anxiety among students who received CBT interventions.

Thus, it is hoped that late adolescents who implement positive thinking therapy or CBT will experience a reduction in social anxiety, as these techniques help them better recognize and understand their thought processes, thereby improving their ability to handle social situations.

In this study, researcher aims to examine the relationship between problematic internet use and social anxiety among late adolescents who use social media. The proposed hypothesis is that there is a correlation between problematic use and social anxiety among late adolescents in the city of Bekasi who use social media for more than 5 hours/day.

METHOD

The method used in this research is a quantitative method using a correlational study. This method was chosen because it is relevant to the research objective, namely to test the hypotheses that have been made by previous researchers. The population in this study is all late adolescents in the city of Bekasi who have social media accounts. The technique used in sampling in this study was non-probability sampling by purposive sampling. This technique was chosen because not all respondents have the same opportunity to become the research sample. The predetermined criteria are 18-22 years old, active social media users, use social media 5 hours or more/day and live in Bekasi. The subjects used in the study were 111 late adolescents who were active social media users in Bekasi City.

The research instrument used in this study was a measuring tool that had been adapted from Caplan's General Problematic Internet Use Scale 2 (GPIUS2), which consisted of 15 items and after going through item discrimination power calculations, two items were dropped, leaving 13 items item with a reliability of 0.876. The scale used to measure social anxiety variables in this study is the SAS-A (Social Anxiety Scale for Adolescents) scale which was adapted and translated into Indonesian by Apriliana & Suranta (2019) which includes the three aspects proposed by La Greca & Lopez consisting of 18 items with a reliability of 0.938. The scale model used is a Likert scale. The media used to help distribute questionnaires to respondents is the google form. The Google form is used because it makes it easier for researchers to be able to reach respondents and time efficiency. In this study, a basic assumption test was used which included a normality test and a correlation test using the Pearson product moment correlation method using SPSS 25 version for Windows.

RESULT

his study obtained data based on the age of the respondents with an age range of 18-22 years. Based on the data obtained, there were 12 respondents aged 18 years (10.8%), respondents aged 19 years totaled 21 persons (18.9%), respondents aged 20 years totaled (18.0), respondents aged 21 years 26 people (23.4%), respondents aged 22 totaled 32 people (28.8%). It is known that the majority of respondents are 22 years old.

This study also obtained data with the number of male respondents totaling 37 people (33.3%) and female respondents totaling 74 people (66.7%). It can be seen that there are more female respondents than male respondents in this study. then also obtained data from respondents who live in North Bekasi totaling 53 people (47.7%), domicile in South Bekasi totaling 20 people (18.0%), domicile in East Bekasi totaling 17 people (15.3%), domicile in West Bekasi 21 people (18,9%). It can be seen that the majority of respondents live in northern Bekasi.

Furthermore, this research also collected data on the daily duration of social media usage. It was found that 38 individuals (34.2%) used social media for 5 hours/day, while 73 individuals (65.8%) used social media for more than 5 hours/day. It can be concluded that the majority of respondents are likely experiencing problematic internet use, as according to Kalkan (2010), internet usage exceeding five hours per day falls under the category of PIU. From the calculations of demographic profiles based on various characteristics for both variables using T-Test and One Way ANOVA, no significant differences were observed.

Table 1. Categories according to PIU

Categories	Frequency	percent
Very Low	0	0%
Low	2	1,8%
Moderate	3	2,7%
High	5	4,5%
Very High	101	91%

Based on the table 1. categorization test, it can be seen that 2 respondents have low problematic internet use with a percentage of 1.8%. Furthermore, there were 3 respondents who had a percentage of 2.7% in the medium category, then there were 5 respondents who were in the high category with a percentage of 4.5% and there were 101 respondents who had a percentage of 91% who were in the very high category. So it can be concluded that the majority of respondents have very high problematic internet use.

Table 2. Categories according to social anxiety

Categories	Frequency	Percent
Very low	14	12,6%
Low	28	25,2%
Moderate	66	59,5%
High	3	2,7%
Very High	0	0%

Furthermore, based on the results of the categorization test above, it can be seen that there are no respondents who have very high social anxiety. So that the distribution of categories is in the very low category of 14 respondents who have a percentage of 12.6%, then in the low category there are 28 respondents with a percentage of 25.5%, then as many as 66 respondents are included in the medium category with a percentage of 59.5% and the high category is 3 respondents with a percentage of 2.7%. So it can be concluded that the majority of respondents have social anxiety in the medium category tends to be low.

Table 3. Assumption test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		111
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	6,14043202
Most Extreme Differences	Absolute	,069
	Positive	,069
	Negative	-,069
Test Statistic		,069
Asymp. Sig. (2-tailed)		,200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Based on the results of the normality test above using the one sample Kolmogrov-Smirnov test technique, the significance value (p) of the two variables, namely problematic internet use and social anxiety, was obtained at 0.200. This shows that p > 0.05 which means the data is normally distributed.

Table 1. The correlation of problematic internet use social anxiety

Correlations

		PIU	Kecemasan Sosial
PIU	Pearson Correlation	1	,661[**]
	Sig. (2-tailed)		,000
	N	111	111
Kecemasan Sosial	Pearson Correlation	,661[**]	1
	Sig. (2-tailed)	,000	
	N	111	111

**. Correlation is significant at the 0.01 level (2-tailed).

The correlation test in this study used the Pearson correlation method. Based on the results of the correlation test obtained, it shows the significance of both variables with a significance value of 0.000 (p <0.05), which means that there is a relationship between problematic internet use and social anxiety.

DISCUSSION

This study aims to determine the relationship between problematic internet use and social anxiety in late adolescents who use social media in Bekasi City. This study uses an assumption test using the normality test. In the normality assumption test, a significance (p) of 0.200 (p>0.05) was obtained for both variables. This means that the two research variables are normally distributed. Then the researchers conducted a correlation test between the PIU variables and social anxiety using the Pearson technique. It was stated that the two variables obtained very significant results, this was indicated by the presence of (**). The results of the Pearson correlation found a correlation coefficient of 0.661** with a significance of 0.000 (p<0.05). Therefore it can be said that there is a strong and positive relationship between problematic internet use and social anxiety. A positive value on the correlation coefficient indicates that the higher the PIU, the higher the social anxiety. Conversely, the lower the problematic internet use, the lower the social anxiety. This shows that the results of the hypothesis state that the alternative hypothesis (Ha) is accepted.

In line with research conducted by Parisa & Leonardi (2014) which shows that there is a significant and positive relationship between problematic internet use and social anxiety in

adolescents. This happens because individuals who experience problematic internet use will have a negative impact on their social life which can interfere with individual social life in terms of interpersonal functioning leading to social anxiety. Other research states that there is a relationship between PIU and social anxiety, namely research conducted by Shaik, Tondehal and Lavudya (2023), which states that excessive internet use significantly affects the emergence of social anxiety. Adolescents with PIU unknowingly isolate themselves from social interactions and spend most of their time on the internet rather than social activities. When teenagers use the internet in the form of social media excessively, it will make interpersonal communication or direct communication with other people low, and vice versa when the intensity of using social media is low, interpersonal communication is high (Silmi et al., 2020).

Based on the descriptive results that the researchers have done to 111 respondents, it shows that problematic internet use is included in the very high category, which is equal to 91% with a frequency of 101 respondents. It can be concluded that the majority of respondents have very high problematic internet use. This explains that many adolescents have patterns of excessive or problematic internet use, they tend to spend their time surfing the internet and have difficulty controlling their internet use and prioritize online interaction rather than interpersonal relationships in real life.

Based on the results of research data from the five aspects that make the biggest contribution is preference for online social interaction (POSI), which means that respondents tend to be more comfortable and prefer to interact

with other people through chat applications or social media compared to direct face-to-face interactions. According to Caplan (2010) the main key to PIU is the POSI aspect, where individuals want to interact online. The POSI aspect can predict how someone will use the internet and what negative results will arise. POSI is closely related to psychosocial problems such as social anxiety and lack of social skills. From the results of filling out the questionnaire, it can be seen that some respondents use social media for more than 5 hours/day, which means they have less control over their internet use. This results in the emergence of social anxiety disorder in line with the results of research conducted by Leary and Kowalsky (in Caplan 2010) saying that there is a relationship between a lack of ability to socialize directly with social anxiety.

Based on the results of the descriptive analysis data that has been carried out on 111 respondents, it shows that social anxiety is included in the moderate category, which is 59.5% with a frequency of 66 respondents. This does not mean that the respondent does not experience social anxiety, but has a tendency of social anxiety, but it's just not high. The results of the categorization of social anxiety at this moderate level indicate that respondents experience a moderate level of social anxiety when facing certain social situations. Respondents with moderate anxiety may be able to cope with some social situations without too much inhibition, but still feel burdened by an undue fear of negative judgment from others.

Based on the results of the research data, the Fear of Negative Evaluation (FNE) aspect or the fear of negative evaluation is the aspect that gives the biggest contribution of 86.3%. Based on these results it can be said that some

respondents feel worried about being judged or cared for by other people because of the prejudice that other people see negatively of them when in social situations. The availability of various features in social media applications allows teenagers to display their physical appearance and self-image perfectly and only show the best side of life. In accordance with the opinion put forward by Rauch, et al (2014) that interaction through social media can be a major concern for presenting oneself as well as possible in order to get a positive impression but the impression given is not in accordance with the original and social comparisons, which can make individuals experience social anxiety and more triggered by anxiety during social interactions.

This moderate outcome of social anxiety may be caused by factors other than problematic internet use that contribute to adolescent social anxiety. Anxiety in adolescents can be caused by various factors, such as friendship problems that affect the emergence of social anxiety in adolescents. De Los Reyes & Prinstein said that problems in friendships play an important role in maladaptive emotional functioning, including the development of depressive symptoms and social anxiety in adolescents (in Siegel, la Greca, and Harrison 2009).

Another possibility that can explain the moderate level of social anxiety is the personality factor. Some personalities tend to be more prone to social anxiety, such as respondents who are more shy or have a high level of social sensitivity. As in the results of Parisa & Leonardi's (2014) study they explained that for individuals who have extroverted personalities they tend to spend a lot of time interacting via the internet to maintain relationships that previously existed. Individuals with extroverted personalities enjoy virtual social interactions and have different needs to share existing social life Odac and Kalkan 2010). People with the extrovert personality type experience a different level of comfort with interactions when interacting via the internet than those with social anxiety disorder. People with social anxiety prefer to interact online because these people have difficulty interacting in person. So it is possible that this is what causes the results of the study to obtain many respondents who have high problem internet use but experience moderate social anxiety.

The various facilities provided by the internet to communicate with many people anytime and anywhere through social media make teenagers feel comfortable communicating through social media, they tend to pay high attention and focus completely on these activities. However, this can result in individuals ignoring the people around them when they are in a social environment, because they are busy with their smartphones, especially communicating with friends on social media. Even though direct interaction still occurs, the intensity is not as intense as when communicating through social media (Silmi et al., 2020). Teenagers who are more active using social media and mostly interact through their respective smartphones can experience a decrease in social interaction and can cause social anxiety.

Cognitive Behavioral Therapy (CBT) is a psychological approach that focuses on the interaction between thinking, feeling, and behavior, this approach can be one of the interventions to overcome social anxiety in late adolescence. CBT is effective in overcoming social anxiety in adolescents,

especially because they often use the internet as a means of communication when they lack social skills in the real world (Razieh, Zaman, Narjesskhaton, & Ali, 2012; Somers & Queree, 2007). CBT helps improve self-awareness and interpersonal skills and develop effective coping strategies (Bedell & Lennox, 1997). Research shows that CBT can change maladaptive thought patterns to be more adaptive, as seen in the decrease in anxiety in adolescents at MTs Negeri 1 Banjarmasin and in anxiety disorders such as Social Anxiety Disorder (SAD) and Obsessive Compulsive Disorder (OCD) (Fitria, , , & Karneli, 2020; Hayati & Tohari, 2022). With CBT, individuals learn how negative thoughts affect their feelings and behaviors, so that changing behaviors can improve thoughts and emotions (Corsini & Wedding, 1989).

CONCLUSION

Based on the research conducted, it can be concluded that the alternative hypothesis in this study is accepted, it is found that there is a significant relationship between problematic internet use and social anxiety in late adolescents who use social media in Bekasi City. From the results of the correlation test using the Pearson correlational product moment method, a coefficient value of 0.661^{**} is obtained, which means there is a strong and positive relationship. The relationship with this positive direction means that the higher the level of problematic internet use in adolescents, the higher the level of social anxiety.

The level of problematic internet use is in the very high category. In this case, it means that respondents use the internet excessively and have difficulty controlling their use, causing negative results that affect their social life. The level of social anxiety is in the moderate category, which means that respondents experience moderate social anxiety when facing certain social situations. The results of respondents who fall into the category of high problematic internet use but moderate social anxiety may be due to other factors that cause individuals to experience social anxiety. This can be an input for further research to pay attention to other factors that can affect social anxiety in adolescents.

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