

The Effect of Frequency of Interpersonal Interaction on Job Performance and Satisfaction in Businesses

Yitong Wu

College of Arts and Sciences, Beijing Normal University, Zhuhai, China

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Abstract: This paper explores the relationship between the frequency of interpersonal interactions and the sense of job efficacy in the workplace and proposes various strategies to improve organizational effectiveness. First, information overload is one of the main challenges posed by frequent interpersonal interactions, information distracts employees' cognitive resources and reduces the quality of decision making and sense of job efficacy. Second, frequent interactions create time management problems, and employees need to establish good time management behaviors. In addition, social fatigue and emotional exhaustion are also negative impacts of frequent interactions, especially in jobs with high emotional involvement, where employees are prone to feel physically and mentally exhausted, which in turn affects their job performance. This paper suggests optimizing time management practices and providing positive emotional management strategies. Through these approaches, organizations can reduce information overload, improve time utilization efficiency, and enhance employees' emotional well-being, thereby improving overall work effectiveness.

1 INTRODUCTION

In the modern world, individuals cannot avoid interacting with other members of the workforce, coworkers or leaders in the work environment. Seeking advice from coworkers, collaborating on tasks, and engaging with leaders are common occurrences. Since interpersonal interactions can have a significant impact on workplace dynamics, good interpersonal interactions not only promote information sharing and resource integration, but also enhance team cohesion and reduce work friction, thus creating a more productive and harmonious work atmosphere. Through positive interactions, individuals can learn from the experiences and skills of others and expand their career horizons, while gaining emotional support, relieving work stress, and further enhancing personal resilience and creativity. Therefore, it becomes crucial to study the relationship between the frequency of interpersonal interactions and the perceived efficiency and work achievement. In this paper, we will focus on the impact of interpersonal interactions on employee performance in organizations, analyzing and exploring solutions for three major reasons. This research can help to develop plans and measures for organizations and

employees to achieve greater career success by optimizing communication mechanisms, establishing good time management programs, and providing emotional management assistance to help employees achieve mutual personal and team growth ultimately improving work efficiency and performance.

2 ANALYSIS

In the modern workplace, high-frequency interpersonal interactions have become the norm of task operation in enterprises, however, the impact of this interaction pattern on employee work effectiveness presents a complex multidimensional character. Specifically, this effect can be generated through the following three mechanisms: intensive interpersonal interactions lead to information overload, which causes cognitive resources to be dispersed, decision-making quality decline, and persistent stress accumulation when the amount of information received by an employee in a work task exceeds the employee's processing capacity. Second, frequent interpersonal interactions can significantly interfere with work time management by interrupting and prioritizing tasks, thus reducing employees' time

control, although scientific time management strategies can mitigate this negative effect to some extent. Third, sustained high-intensity interactions are more likely to induce social fatigue and emotional exhaustion, a phenomenon that is particularly prominent in occupations that require a high degree of emotional commitment, and long-term emotional resource overdraft not only impairs employees' empathy, but also leads to a continuous deterioration of work performance.

2.1 Information Overload

Frequent interpersonal interactions lead to more information exchange, especially in teamwork or cross-departmental communication scenarios, where the amount of information tends to show an increasing trend. Research on information overload is summarized in the literature review by Edmunds and Morri (Edmunds and Morris, 2000). They say that people who receive an amount of information that exceeds an individual's processing capacity feel a great deal of stress, which in turn causes their cognitive resources to be dispersed, and consequently, their sense of work efficacy suffers. Information overload means that decision makers are confronted with more information than they can effectively process, resulting in a decline in decision quality. Information overload not only stresses decision makers but also weakens their judgment and decision-making ability. According to Phillips-Wren and Adya, information overload makes it difficult for decision makers to process information efficiently, resulting in wrong decisions or suboptimal choices. It also distracts cognitive resources and prevents decision makers from focusing on core tasks, thus reducing productivity and effectiveness (Phillips and Adya, 2020). Ultimately, information overload increases the psychological pressure on the individuals, and this pressure is further exacerbated, leading to a significant decrease in the sense of work effectiveness. This information overload exists in the work environment of interpersonal communication, overload pressure in the enterprise's tasks will make the employee's pressure increase, dispersed cognitive resources, and finally the formation of a vicious circle cannot completely deal with the work task, dragging down the overall task work progress. In the effectiveness of information utilization.

2.2 Working Time Management

A review of the literature in this area indicates that in the workplace environment, employees' frequent

interpersonal interactions can interrupt their personal work schedules, cause task interruptions, and thus reduce the effectiveness of their time management. The literature also suggests that for employees, work interruptions such as phone calls and e-mails can reduce their time management effectiveness, increase work stress, and negatively impact productivity (Claessens et al., 2024). In addition, for employees who need to plan their tasks autonomously, frequent interpersonal interactions may interfere with their time management behaviors by causing them to have conflicting priorities in dealing with their work tasks. However, research on employees' time management behaviors has found that good time management behaviors, such as setting clear goals, prioritizing tasks, and making detailed plans, can help employees gain better control of their time, reduce stress, and increase job satisfaction, which in turn improves job effectiveness (Claessens et al., 2024). In addition, from the perspective of organizational interventions, time management training can improve employees' time management skills, improve their sense of control over time, reduce tension and stress at work, and thus significantly enhance their sense of job effectiveness (Eerde, W, 2003; Green and Skinner, 2005). Focusing on a group of workplace employees, the aim is to reveal how the frequency of interpersonal interactions affects employees' work efficacy through time management behaviors.

2.3 Social Fatigue and Emotional Exhaustion

Social fatigue is a phenomenon in which individuals feel physically and emotionally exhausted due to excessive emotional involvement and stress accumulation during frequent and intensive interpersonal interactions. Chaves-Montero et al.'s literature points out that social workers, due to the nature of their work, often need to cope with and deal with complex emotional entanglements, which puts them at high risk of emotional exhaustion (Chaves-Montero et al., 2025). Emotional exhaustion, as a core element of burnout, manifests itself as a severe depletion of emotional resources as well as extreme physical and mental exhaustion. In frequent interpersonal interactions, individuals are forced to invest a great deal of emotion, especially when faced with conflict-ridden, stressful, or emotionally demanding situations. The literature further elaborates that social workers are at a significantly higher risk of emotional exhaustion when dealing with client conflict, under work stress, and lacking adequate social support. Thus, high-frequency

interpersonal interactions often serve as a trigger for social fatigue, which in turn negatively affects an individual's sense of work efficacy. Social fatigue can deplete an individual's emotional resources, making them feel exhausted and overwhelmed at work, thus weakening their performance and reducing their sense of work efficacy. From the perspective of emotional resources, social fatigue will continue to deplete individuals' psychological energy reserves, leading to a decline in their emotional regulation ability, weakened empathic response, and even negative psychological states such as professional indifference. Second, at the level of cognitive function, individuals in a state of long-term social fatigue tend to show problems such as distraction, reduced judgment and decision-making efficiency, which directly affects their work quality and output efficiency. This state also triggers a series of behavioral consequences, including procrastination, avoidance of social interactions, and decreased creativity. This not only affects their current work performance but may also have a lasting negative impact on their long-term career development. Therefore, understanding and effectively managing social fatigue is of great significance to improving employees' work performance.

3 DISCUSSIONS

In the modern workplace environment, information overload, time management imbalance and emotional exhaustion have become the three core challenges affecting organizational effectiveness. In order to deal with these problems systematically, it is necessary to establish a three-dimensional solution system of communication mechanism optimization, time management improvement and emotion management enhancement. These solutions are both independent and supportive of each other, and together they build a complete framework for improving employee effectiveness and organizational productivity.

3.1 Establishing Good Communication Mechanisms

In the information-exploding workplace environment, effective management of information overload requires a systematic response strategy. The negative impact of information overload can be significantly reduced by establishing a scientific organizational communication mechanism, improving individual information processing capabilities, and supplementing it with dynamic optimization

measures. Specifically, multi-level solutions can be constructed from the following dimensions:

According to Patoko and Yazdanifard 's discussion of literature on organizational communication, the establishment of strong communication mechanisms is essential for organizational effectiveness (Patoko and Yazdanifard, 2014). A good communication mechanism is important because it significantly improves the efficiency and accuracy of information transfer and reduces misunderstanding and information lag. A clear communication mechanism can help organizational members better understand tasks and goals, thereby reducing cognitive load and the stress associated with information overload. Specifically, a good communication mechanism should be multi-layered, covering a wide range of aspects such as language, tools, skills and culture. Such a mechanism includes the use of clear and concise language, avoiding the misuse of jargon, and ensuring that information can be easily understood by all employees. In addition, the introduction of information filtering tools and collaboration tools, which help employees prioritize important information and reduce unnecessary information distractions, are also an important part of this mechanism.

Secondly, improving individual communication skills is also a key part of this mechanism. Considering that there are differences in the way different employees receive information and their ability to process it. Therefore, the communication mechanism should have a certain degree of flexibility and be able to adjust to the needs of different employees. For example, some employees may prefer face-to-face communication, while others prefer to receive information via e-mail or instant messaging tools. By providing different communication paths for different employees, and by training and practicing them, employees can process information more effectively and reduce the stress caused by information overload. At the same time, organizational information and communication technology plays an important role in this process. By introducing automated tools, organizations can manage information communication and task allocation more efficiently and reduce the time spent by employees on daily information processing, thus further reducing the stress of information overload.

In an organization, the communication mechanism is not static, it should be dynamically adjusted with the development of the organization and changes in the external environment. Management should regularly evaluate the effectiveness of communication mechanisms and optimize them according to the actual situation. Or analyze data to better understand communication bottlenecks and problems. For

example, by analyzing data such as email response time and meeting efficiency, inefficiencies in communication can be identified and appropriate improvement measures can be taken.

Through this multifaceted strategy to optimize the communication mechanism and the continuous improvement of the mechanism optimization, the organization can not only improve the efficiency of information processing and reduce psychological stress but also enhance the efficiency and sense of achievement of employees. Effective communication mechanisms can also promote efficient teamwork by reducing misunderstandings and information lags, thus enhancing overall work efficiency and helping organizations achieve their goals more effectively.

3.2 Helping to Improve Time Utilization

Inadequate work time management is rooted in the interplay between the double-edged effect of technological tools and the imbalance of organizational mechanisms. In addition to establishing effective communication mechanisms, improving time management practices is critical to organizational success. A meta-analysis by Aeon et al. found that time management enhances employee performance (Aeon, B, 2021). However, Ter Hoeven et al. found through an online survey that the use of technology in work scenarios, while increasing speed and efficiency, also increases the number of interruptions, unpredictable workloads, and unexpected tasks on the job, leading to scheduling imbalances (Ter Hoeven et al., 2014). Ultimately, these increased work characteristics exacerbated burnout and decreased work engagement. The effectiveness of time management practices depends not only on the use of tools and technology, but also on how to balance the efficiency gains and potential disruptions that technology brings. While technological tools can help employees better plan and manage their time, over-reliance on technology or improper use may lead to blurring of work-life boundaries and increased work stress. Therefore, when introducing time management tools, organizations should focus on developing employees' time management skills and help them allocate work-life time reasonably to avoid burnout. At the same time, management should pay attention to the reasonableness of task allocation to avoid time management failure due to task overload or priority conflict.

Optimization of task allocation and priority management can be considered. Appropriate introduction of time management technology tools (e.g., project management software, task

management applications, etc.) within a reasonable range can help employees set goals, assign priorities and make detailed work plans more clearly, thus improving the efficiency of time use. These tools can help individuals manage their time more efficiently, better control the pace of their work, reduce distractions and priority conflicts at work, and thus improve work efficiency. Efficient time management not only helps employees' complete tasks more effectively, but it also enhances their sense of control and accomplishment. By creating a balanced work environment and reducing the negative impact of unpredictable workloads, organizations can increase employee engagement and effectiveness. In addition, organizations can help employees continuously optimize their time management strategies and adapt to dynamically changing work demands through regular time management training and feedback mechanisms. For example, through training that simulates actual work scenarios, employees can better grasp how to reasonably allocate time in a multi-tasking environment and avoid the anxiety that arises from piling up tasks. At the same time, management can make timely adjustments to task allocation and workflow through regular performance evaluations and employee feedback to ensure that time management tools and strategies can truly serve the actual needs of employees, rather than becoming an additional burden.

Further, organizations can also enhance the effectiveness of time management by introducing flexible working arrangements, such as flextime or telecommuting, to help employees achieve a better work-life balance. This flexibility not only reduces commuting time but also allows employees to schedule their work tasks according to their own productive time slots, maximizing the efficiency of time use. In addition, the organization should encourage employees to take adequate rest and relaxation after work to avoid time management failure and psychological fatigue caused by overwork. Through this all-round support, the organization can not only enhance the time management ability of employees, but also create a healthy and efficient working atmosphere, which will ultimately promote the overall success of the organization.

3.3 Providing Positive Emotion Management

Diener et al. stated that positive emotion management can effectively enhance employees' well-being and productivity (Diener et al., 2024). Dimotakis et al. further demonstrated through empirical research that high levels of positive emotions can alleviate the

negative relationship between negative emotions and job satisfaction at the individual level (Dimotakis et al., 2015). In addition, emotional expression plays a key role in the workplace as an important channel for conveying social messages (Van Kleef, 2009). For example, sincere smiles have been shown to enhance others' perceptions of friendliness and increase customer satisfaction [8]. Overall, positive emotional expression is often associated with more positive social outcomes, such as stronger business relationships (Grandey et al., 2005; Van Doorn et al., 2014).

Based on these studies, organizations should emphasize and actively promote positive emotion management approaches to alleviate employees' negative emotions and emotional exhaustion. First, through personalized emotion management strategies, employees can better manage their emotional resources and reduce emotional depletion caused by frequent interpersonal interactions. For example, organizations can provide emotion management training to help employees identify and regulate their emotions or provide emotional support to employees through psychological counseling services. Second, enhancing emotional support and effectively managing emotional resources can help employees maintain a positive work state, thereby enhancing work efficiency and sense of accomplishment. For example, managers can understand employees' emotional states and provide support through regular team-building activities or one-on-one communication. Finally, personalized emotion management strategies can not only meet employees' individual needs but also enhance their sense of belonging and satisfaction with the organization. For example, organizations can help employees achieve a better work-life balance through flexible work arrangements or mental health benefits.

By integrating these approaches, organizations can create a supportive work environment that promotes employees' emotional well-being and enhances overall organizational performance. My point is that positive emotion management is more than just a tool to enhance employee well-being; it is a key factor in an organization's ability to achieve efficient operations and long-term success. By focusing on the emotional needs of employees and providing support accordingly, organizations can not only reduce emotional depletion but also enhance employees' sense of belonging and work engagement, thus laying a solid foundation for sustainable organizational growth.

The communication mechanism, time management optimization and positive emotion management approaches coordinate with each other to build a systematic framework for addressing the challenges of interpersonal interactions in the

workplace. The communication mechanism lays the foundation for efficient collaboration by standardizing the information transfer process; the time management strategy helps employees plan their tasks rationally and enhance their work efficiency; and the positive emotion management focuses on cultivating the ability to regulate emotions and maintain mental health. The three form a complete closed loop from information processing to task execution to psychological adjustment, which not only solves superficial efficiency problems, but also targets the deep-seated psychological depletion, creating a healthy and sustainable working environment for the organization, and ultimately realizing the dual enhancement of employee effectiveness and organizational development.

4 CONCLUSION

This paper explores the impact of high-frequency interpersonal interactions in the workplace on employees' work performance, and points out that information overload, time management imbalance, and emotional exhaustion are the three major influencing factors. Information overload distracts cognitive resources and reduces the quality of decision-making; frequent interactions interfere with task prioritization and weaken the effectiveness of time management; and high-intensity socialization is prone to emotional exhaustion and impairs work performance. To address these issues, the study proposes systematic solutions: optimizing organizational communication mechanisms, improving time management strategies, and implementing positive emotion management. These solutions can improve information processing efficiency and time control, as well as alleviate psychological stress, thus building a healthy and sustainable work environment. Ultimately, this will help to achieve improved employee effectiveness and sustainable corporate development.

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