

A Theoretical Analysis of Extroversion and Introversion at Workplace

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Abstract

India is a country with a large mass of unemployed youths looking for jobs. Most of the Indians belongs to either poor or middle-class families. In this country the gathering of necessities of life is of prime importance and the people here have no other option but to force themselves into jobs against their will. The students here do not judge their own personalities according to the jobs available before them. As a result, most Indians settle for jobs which are against their personalities, this creates a friction between their psychological health and the need to survive job. Another reason apart from this is lack of awareness among people. Young people who are seeking jobs think they can do any work which comes forth. They look at it as an opportunity which they don't want to miss. This may result in post-job stress. But they don't realize that it can have an adverse effect on their mental & physical health. If a person finds a right job according to his or her personality, then he or she will enjoy the work as play and not as a duty to be fulfilled. This paper makes an earnest attempt to discuss such issues surrounding introversion & extroversion personalities with respect to various kinds of jobs available in the market. I have also discussed an entrepreneurial view of both the introverted & extroverted personalities in this paper, which may serve as a reference for readers in understanding entrepreneurial qualities of both.

Keywords: Introverts, extroverts, personality, psychology, workplace

INTRODUCTION

Imagine you are sitting in a room with no one around, suddenly a person enters the room, pushing the door full open, stomping his or her foot with full of vigor and energy. This is the kind of person which every average person likes, yes, they are known as “extroverts”, now after some time another person enters the room and push the door lightly, this person is put his foot on ground slowly in order to avoid making unnecessary noise, he or she seems to be low in energy and somewhat bent, not walking straight, then he or she is probably an introvert [1]. This is the kind of person which every average person dislikes or may like, depending upon his or her perception. Psychology is a matter which is highly ignored in India. Particularly, the people with a psychological mind of an introvert, they are ignored the most. Extroverts on a variety may find themselves in a variety of jobs as they are expressive and talkative [2]. Introverts on the other hand find it very difficult to find a job suited to their personality as they are easily labeled as non-interactive, passive, unambitious & passionless. Extroverts on the other hand are rewarded everywhere because of their interactive & expressive nature. Before we dwell more into the analysis of introverts & extroverts at workplace, we will first understand the meaning behind both terms [3].

According to Carl Gustav Jung there are three kinds of people in this world according to their responses to the outside stimulations:

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1. *Introverts*: An introvert is a person who avoids social interaction, love solitude and is concerned with deep meaning of life rather than concerned with superficial material things.
2. *Ambiverts*: They are in between introverts & extroverts and share properties of both, they have balance qualities of both personalities.
3. *Extroverts*: An extrovert is an outgoing & outspoken person who likes social interaction, he or she is outgoing who enjoys being around people & communicating with them.

For the sake of this paper, we will focus our attention on only two of the above-mentioned personalities, i.e., introverts & extroverts.

As an author of this paper, I had served in the banking industry for five years before venturing into the academic field. In the banking industry, I observed performances as well as achievements of people with various personalities. I also observed the same in daily walks of life but at the core the I had always tried to observe particularly two traits of employees or people at bank or in outside environment respectively i.e., extroversion & introversion [4].

The major issue is not that introverts are good, or extroverts are bad or vice-versa, nor I had tried to do prove which one is better here and which one is not. The issue at which I am trying to pull readers attention is that the average people in India don't know anything about this. They treat all people the same. Only difference which is followed is that difference between male & female. In India, the women especially are naturally assumed to be introverts as they have attributes such as kindness, soft voice, non-aggressiveness, less ambition, less passion, etc.; in fact, in earlier days, they are perhaps the ideal traits that were considered good for women in India. Traits such as aggressiveness, assertiveness, high ambition, passion, anger, harshness, roughness, loud voice, etc., were considered as masculine traits or in other words traits of extroverts.

As an ex-banker I had seen the struggling life of people having introverted personalities. Banking is a very aggressive industry, particularly private banks which demand their people or employees to be highly aggressive and goal oriented. Introverts find it very difficult to cope with the vast pressure of sales & customer service. I also noticed that some introverts had adjusted to the work environment and survived the job and are still doing well.

The distribution of extroverted and introverted population is also not uniform, for instance, considering the European continent the Northeastern parts of the continent is more introverted than rest of the world, especially the countries such as Finland and Sweden are considered to be more introverted. The Southeast part of the Asian continent is considered to have most introverted population, for e.g., Japan, Thailand, Singapore, Vietnam, etc. On the contrary African, South & North American continent are considered to be more extroverted than rest of the world [5].

This paper makes an earnest attempt to analyze the behavior of introverts & extroverts at workplace and the factors which can be used for overcoming the obstacles pose by both.

LITERATURE REVIEW

Carl Gustav Jung defined introversion as an "attitude-type characterized by orientation in life through subjective psychic contents", and extraversion as "an attitude-type characterized by concentration of interest on the external object". According to Jung, an extrovert seeks intensive contact with the outside world. An introvert instead turns the psychic energy inwards. Jung believed that no one is 100% extrovert or 100% introvert; instead, we carry both traits. However, most minds tend to lean either to one side or the other.

Carl Gustav Jung also defined the term "extraversion" in *Psychological Types* as an "outward- turning of *libido*" and in the same book "introversion" as the "inward-turning of *libido*" (1921, pp. 427, 452) in

both cases defining libido as he had already done in *Symbols of Transformation* (1912/1956, pp. 128–141) as “psychic energy,” a term that for him meant “the *intensity* of a psychological process, its *psychological value*” in the sense of “its *determining* power” to produce “definite psychic effects” (1921, pp. 455–456; c.f. also Jung “On Psychic Energy,” (1928 /1960, pp. 3–66). These effects are nowhere more evident than in the direction and distribution of consciousness, which he defines, subjectively, as the relation of psychic contents to the ego – that “complex of ideas” that “constitutes the center of my field of consciousness and appears to possess a high degree of continuity and identity” (1921, p. 425).

Hans Eysenck's theory of extraversion vs. introversion put forward that it is caused by changeability in neuronal response. An individual whose extraversion rate is low (introverts) has a lower degree of response and is more responsive than the individual whose rate of extraversion is high (extroverts). An individual with an extroverted personality is always excited and likes to participate in various social activities to raise their degree of response. In contrast, an individual with an introverted personality always avoids social gatherings to keep their degree of response to a minimum level.

Extroversion

In psychology, extroversion means a person with a personality of being outward in nature. Individuals with extraversion personalities are very outgoing and socialistic. Higher extraversion levels in an individual lead to more social activities. People having this kind of personality can handle most situations easily pertaining to negotiation and communication [6]. These people are very talkative & sociable. Extroverted people have a vast network of friends and families, and they like to get attention most of the time.

According to Hans Eysenck, extroversion is in the middle of all the important theories and personality trait models. The supporting genetic structure is complex; extraversion is hereditary. From an assistant point of view, extraversion helps an individual to attain specific goals. Extroverted people are successful in careers like business, politics, and IT [7]. Some advantages of extroverted individuals are that they have the qualities to socialize, they can work within a group, they get more energy from rewards, and they are positive-minded people. On the other hand, there are also some disadvantages of extroverted individuals, such as they cannot work alone and independently, are less trustworthy, make mistakes easily, and are always overconfident.

Introversion

In psychology, individuals with introverted personalities are quieter and more reserved in social gatherings. Introverts feel nervous and uncomfortable talking to a stranger and maintain a small network of close friends and relatives. Famous psychologists suggest that introverts are people who tend to increase through reflection and decrease while interacting with others. Individuals with introverted personalities can become successful in making their careers in fields like writers, artists, and scientists because working independently is very much needed in these fields [8].

Some of the advantages of individuals with introverted personalities are that they can work alone independently, are good at listening, and are good observant. On the other hand, there are some disadvantages as well of the introverts like they have problems working within a group, socialization, not a good speaker, and they are not able to become successful in careers where the profession demands individuals with extrovert personalities. Because of their introverted nature, they are overlooked.

In a culture where being social and outgoing are prized above all else, it can be difficult, even shameful, to be an introvert. Susan Cain argues in this passionate talk, introverts bring extraordinary talents and abilities to the world, and should be encouraged and celebrated.

As Cain says in the introduction: “Extroversion is an enormously appealing personality style, but we’ve turned it into an oppressive standard to which most of us feel we must conform”, for example because talkative people “are rated smarter, better looking, more interesting and more desirable as friends”.

OBJECTIVE OF STUDY

1. To study characteristics of introverts & extroverts.
2. To specify the work areas suited for introverts & extroverts.

METHODOLOGY

1. The sources of data for the paper are secondary which is collected from websites, books, articles, etc.
2. Simple observational analysis is being used for the paper.

OBSERVATION

The observation of traits is being done based on parameters as discussed below in Table 1.

Table 1. Comparison of different parameters for extroverts and introverts.

S.N.	Parameters	Extroverts	Introverts
1	Communication	Prefer verbal & stimulating conversation	Prefer non-verbal conversation
2.	Socializing	Like social gatherings with plenty of people around	Like small gatherings with one or two close people
3.	Initiative	Active initiative takers	Avoid taking initiative, like to work in background
4	Assertiveness	More assertive	Less assertive
5	Leadership quality	Like to lead people	Like to follow or work alone
6	Aggressiveness	More aggressive	Less or no aggression
7	Focus	More focused on outer things & people	More focused on inner emotions & feelings
8	Talking nature	Like small talk	Like deep & meaningful conversation
9	Endurance	Extroverts are not tired easily as their mental & psychological energy is focused outside	Introverts are tired easily as their mental & psychological energy is focused inside
10	In meetings or gatherings	Start conversation first & talk more	Listen more than speak & think twice or thrice before speaking
11	Knowledge & intellectual ability	Not much focused on gaining knowledge and increasing intellectual abilities	More focused on gaining knowledge and increasing intellectual abilities
12	Energy	Recharges with social interaction	Recharges with spending time alone contemplating on favorite topics
13	Change	Accept change easily	Do not accept change easily
14	Concentration	Get distracted easily	Can concentrate deeply for long periods
15	Time	Spends more time with family & friends	Spends more time with themselves
16	Investment	Do investment on hunches & public news	Do investment based on careful calculations & self- analysis
17	Energy level	High in energy, one can sense a sort of vibration in the body of extroverts	Low in energy, loose and relaxed body walk
18	Risk appetite	High risk takers, like the adrenaline rush	Avoid risk or take calculated risk

FINDINGS

With reference to the above-mentioned table the we can make the following assumptions:

For Introverts

1. As introverts avoid social gatherings and getting along with people, they tend to become more depressed in case of failures as they have difficulty sharing their emotions with people.
2. As introverts have reserved nature & they like solitude along with long contemplation they tend to be more creative & imaginative.
3. As introverts enjoy reading and gathering knowledge, they tend to be more robust in theoretical knowledge & fundamental research.
4. As introverts avoid risk taking and initiative, they tend to adjust with secure jobs and avoid risky investment. If they invest, they will do based on acute calculations and not on hunches, this can make them good at stock market investing, e.g., Warren Buffet.

For Extroverts

1. As extroverts like social gatherings and getting along with people, they tend to become less depressed in case of failures as they can easily share their emotions with people.
2. As extroverts have an outgoing nature & they like getting along with people, as result they get less time for contemplation, so they tend to be less creative & imaginative.
3. As extroverts enjoy reading and gathering knowledge less, they tend to be less robust in theoretical knowledge & fundamental research.
4. As extroverts like risk taking and initiative, they tend to like high pressure & stimulating jobs, like those of event manager, sales manager, politicians, etc. They invest based on their hunches rather than calculations, this can result in devastating investments.

SUGGESTIONS

The strengths of the introverts lie in the following factors as discussed below:

1. Ability to listen carefully.
2. Ability to pay attention to minute details.
3. Ability to do deep contemplation on issues according to interest.
4. Ability to remain alert in the time of chaos.

The strengths of the extroverts lie in the following factors as discussed below:

1. Ability to speak assertively.
2. Ability to influence the public.
3. Ability to act proactively on various issues according to interest.
4. Ability to take initiatives.

On basis of this, few suggestions can be made with respect to types of jobs which are suited for extroverts & introverts:

With reference to the above-mentioned discussion, we can suggest following jobs for introverts:

1. Software engineer
2. Graphic designer
3. Content writer
4. Research associate in any field
5. Data scientist
6. Business analyst
7. Librarian
8. Accountant
9. Back-office executive
10. Poet
11. Artist
12. Novelist

Above are a few mentioned fields in which introverts can make their career. As it can be observed that most jobs require good analysis & intellectual abilities and less public interaction. Contrary to this the jobs for extroverts are mentioned as below:

1. General manager
2. Sales executive
3. Marketing manager
4. IAS or IPS officer
5. Army officials
6. Doctor
7. Banker
8. Politician
9. Teacher
10. Front desk officer
11. Event manager
12. Social media influencer

The jobs mentioned above are those kinds of jobs that involve fast decision making and high pressure. Naturally these are the kind of jobs that are paid more. But it doesn't pose any threats to introverts as the majority of them know how to be content with what they have.

Overcoming Obstacles Faced by Introverts

Although introversion poses many challenges to the persons possessing the introverted personality but the same can be overcome to a certain degree as per the few steps mentioned below:

1. Spending time with people
2. Increasing source of external stimulation
3. Finding someone to talk about personal issues.
4. Volunteering for social causes, etc.
5. Taking a class
6. Participating in social & public festivals functions, such as Garbha dance, Janmashtami events, Ganesh Puja, etc.
7. Playing outdoor games with friends

ENTREPRENEURSHIP PERSPECTIVE WITH RESPECT TO INTROVERSION AND EXTROVERSION

Entrepreneurship with Reference to Introversion

In a Forbes newsletter Caroline Castrillon cited, "There is a common misconception that only extroverts can succeed in business. In other words, entrepreneurs are aggressive, outgoing risk-takers who take no prisoners. This stereotype is flawed because introverts are not necessarily quiet or shy. What makes them different is that they tend to be more introspective and gain energy from their alone time."

She further added that entrepreneurs like Bill Gates, Elon Musk and Warren Buffett, who are all self-proclaimed introverts, are best known examples of introverted entrepreneurs.

The reason why introverts are good as well as bad entrepreneurs can be summed up in below mentioned lines:

Reasons for Being Good Entrepreneur

1. They are good at analyzing situations and markets.
2. They are good listeners which make them better leaders and employee's favorite.
3. They think twice before taking any decisions.
4. They are data driven and rely heavily on quantitative analysis of situations and markets.
5. They are creative and always look for new methods to enhance the present process or product.

Reasons for Being Bad Entrepreneur

1. They find difficulty socializing which can inhibit their chances of getting new acquaintances and thus building their own business network.
2. They are over cautious and sometimes avoid new chances or opportunities in fear of loss or failure.
3. Some introverted entrepreneurs avoid taking the role of leadership and in turn keep an extrovert manager to manage the leadership responsibility; this can affect their image in the eyes of customers as well as employees who usually think that an entrepreneur is one who took charge in front rather than at the backend.

Entrepreneurship with Reference to Extroversion

Usually when people think about entrepreneurship, they have a set character of a person who is an entrepreneur. Those qualities may be like that of a charismatic leader, a social person with a good network, especially with powerful people and most important the ability to take risk at any cost with or without prior calculations. If we carefully observe these facts, we will arrive at the personality of an extrovert.

Citing few lines from the blog Entrepreneur, “Intuitively, you might believe that extroverts have a natural advantage when it comes to entrepreneurship. They're more comfortable with engaging with other people, and more likely to do it on a consistent basis. As a result, they tend to have:

1. Wider networks
2. Easier conversations
3. Team dynamics
4. Charisma

It's important to note how rare it is that someone is either purely extroverted or introverted. Even strong extroverts enjoy quiet time to themselves on occasion, while strong introverts are capable of comfortably navigating highly social environments.”

The reason why extroverts are good as well as bad entrepreneurs can be summed up in few lines as below:

Reasons for Being Good Entrepreneur

1. They are more sociable, which means they have wide social networks and thus better business opportunities.
2. They have very good negotiations skills as well as convincing skills which make them better salespeople.
3. They are better at motivating teammates due to their warm nature, they like being around them.
4. Their risk-taking capabilities are high, and they are always on alert to grab opportunities.

Reasons for Being Bad Entrepreneur

1. They are not considered as good listeners which can create employees' issues later in their organizations.
2. They tend to act fast which can have adverse effects on their decisions.
3. They are not so data driven and rely heavily on their hunches and risk-taking abilities.

A Note for HR Managers or Supervisors of Any Organization

In your organization if you ever observe an employee who would like to sit in one corner engaged in his/her work alone, talk less, low in energy, take no initiative while working; he or she is probably introvert. So, don't assume him or her as of no use, because these people have separate talents which can be used elsewhere.

For the introverted employee the best place to put him or her is in a back office or operations job, or jobs that avoid high public interaction. If you are looking for a sales candidate for your job profile and an introvert candidate comes to you seeking that job, then you must check his interest thoroughly while selection, ensuring that he or she are not doing it just for the sake of earning money. Because introverts avoid public interaction, they tend to learn slow sales skills or at the most cannot do it properly.

The managers or HR personnel have to be very careful while hiring people for different roles. This is also important as it can lead to total destruction of the person's career as well as his mental health.

CONCLUSION

It is to be fairly noted that no one is pure introvert or extrovert, there can be more inclination towards one of the two psychological traits as per the mind of the person. We cannot say which of the above two are better, but from societal point of view most often the extroverts are rewarded the most due to their outgoing & warm nature. Introverts on the other hand struggle to make their place in midst of this extroverts admiring world. No personality is better than the other. Every organization has people having extroversion or introversion personalities. An organization has to just check on them and provide a job according to their area of interest. So that they can have employees satisfied with the role provided to them.

Unfortunately, in India less attention is given to these factors as majority of the population is poor or middle class, these classes are the ones which are in extreme need of any job. It becomes the responsibility of the respective HRs of the companies to check these traits in their respective candidates and stop looking for people having only college degree with sufficient marks to qualify for the company's job. If the above factors are kept in mind, then naturally, we will have a workforce thriving with productivity & happiness.

Limitations

1. The paper is prepared using general observations as well as data gathered from scholarly articles of renowned psychologists on this topic, thus it may limit its scope.
2. The data collected may differ as per the recent research done on the topic.

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