



Individual Impact of COVID-19 Pandemic in a State of Uncertainty on Trust Basis

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ABSTRACT

The COVID-19 pandemic is a rapidly spreading virus outbreak affecting people's lives globally in terms of health, economy, social and psychological aspects. Governments have taken various measures to protect the functioning of societal life and individual health. To prevent the spread of the virus in society, measures such as lockdowns, travel restrictions, a ban on gatherings in enclosed spaces, closure of certain businesses, school closures, and transition to remote learning were taken. In addition, on an individual level, measures such as wearing masks, practicing personal hygiene, and maintaining physical distance were taken. The uncertainty of the situation has weakened people's sense of security. Health concerns, job losses, social isolation, financial turmoil, and low morale have increased people's worries about the future. The long-term effects of the pandemic are still not fully understood, but it is known that the sense of security plays a significant role in both the quality and level of life of society and individuals. The sense of security of individuals is important in every aspect of life, and the loss of this feeling can negatively impact their economic, physical, emotional, and social health. This study, conducted using a literature review method, aimed to identify the psycho-social and economic problems arising during the pandemic process. The results of the study indicated that the pandemic experienced globally caused serious problems for both individuals and society and that these problems are likely to have impacts on the "new normal" life after the pandemic.

Bilinmezlik Durumu Olarak COVID-19 Pandemisinin Güven Temelinde Birey Yaşamına Etkisi

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Öz

COVID-19 pandemisi, tüm dünyada hızla yayılan bir virüs salgını olup insanların hayatını sağlık, ekonomik, sosyal ve psikolojik yönden etkiledi. Devletler, toplumsal yaşamın işleyişini ve birey sağlığını korumak amacıyla çeşitli önlemler aldılar. Virüsün hayatın her alanına yayılmasını önlemek için toplumsal planda sokağa çıkma yasağı, seyahat kısıtlamaları, kapalı alanlarda toplanma yasağı, bazı sektörlerde işyerlerinin kapatılması, okulların tatil edilmesi ve uzaktan eğitime geçiş gibi tedbirler alındı. Bunun yanı sıra bireysel planda, maske takma, kişisel bakım-hijyene özen gösterme ve fiziksel mesafe koyma gibi önlemler alındı. Bir bilinmezlik durumu olarak yaşanan süreç, insanların güven duygularını zayıflatmıştır. Sağlık endişeleri, iş kayıpları, sosyal izolasyon, finansal bozulmalar ve düşük moral gibi faktörler bireylerin gelecek kaygılarını artırmıştır. Pandemi sürecinin uzun dönem etkileri henüz tam olarak anlaşılmamakla birlikte, güven duygusunun hem toplumun hem de insanların yaşam kalitesi ve düzeyinde önemli bir rol oynadığı bilinmektedir. Bireylerin güven duyguları, yaşamının her alanında önemlidir ve bu duygu kaybı, insanların ekonomik, fiziksel, duygusal ve sosyal sağlığını negatif yönde etkileyebilir. Literatür taraması yöntemi ile yapılan bu çalışmada pandemi sürecinde ortaya çıkan psiko-sosyal ve ekonomik sorunların belirlenmesi amaçlanmıştır. Çalışma sonucunda küresel düzeyde yaşanan pandeminin hem birey hem de toplum yaşamında ciddi sorunlar oluşturduğu belirlenmiş ve bu sorunların "yeni normal" olarak isimlendirilen pandemi sonrası yaşamda da muhtemel yansımaları olacağı kanaatine varılmıştır.

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Introduction

Outbreaks have occurred in some periods of human history and have caused the deaths of millions of people, leading to multi-faceted changes in individual and societal life. Outbreaks have caused negative impacts on individuals' cognitive, emotional, and behavioral structure and socioeconomic life. At the same time, they have contributed to the disruption of the administrative, cultural, and economic order of societal life ¹.

The COVID-19 pandemic can be evaluated as both uncertainty and a trust crisis. During this process, significant trust losses are said to have been experienced among countries, companies, and individuals ². The restrictive nature of the measures taken to protect health during the pandemic has caused differentiations and changes in individuals' attitudes and behaviors, beliefs and values, philosophical thoughts and world views, and perceptions of freedom and security. These changes are shaping a way of life referred to as the "New Normal". The "New Normal" will be a period surrounded by an eroded sense of trust due to the pandemic, affecting the individual's outlook on themselves, other people they are in relationships and communication with, and the future.

The "New Normal" is defined as individual and societal life shaped by insecurity and uncertainty. How will these changes manifest in the "New Normal"? How will the erosion of trust and uncertainty be resolved in the "New Normal" period? To what extent will individuals be able to rebuild trust in their personal relationships, working lives, and social relationships? Can the limitations and disconnections caused by the insecurity and uncertainty experienced in international social, political, and economic relationships during the pandemic be overcome? How will "physical distance" be implemented in human relationships in the "New Normal"? What direction will the understanding and practices of hygiene evolve? To what extent will the risk perception of individuals and societies be elevated? What will be the role and importance of internet technology, which is the most widely used tool for communication and information sources, education and economic activities during the pandemic, in the "New Normal" era?

The ongoing COVID-19 pandemic, which has an unpredictable outcome and continues with changing variants, raises many questions. It is still being searched for answers to these questions as humanity has lived in fear and insecurity due to extraordinary circumstances for a long time. How will the pandemic affect the concept of freedom and the beliefs of humanity who live in insecurity due to security reasons? The problems caused by the pandemic have raised many questions that require answers.

Methods

In this study, a literature review was conducted using various academic databases and online resources to investigate the impact of the COVID-19 pandemic on individual life. The studies related to COVID-19 were evaluated in terms of their effects on individuals' biopsychological and socioeconomic life. The majority of the studies on the subject in the literature were conducted during the pandemic period, and efforts were made to identify the problems that the pandemic has created in the lives of individuals and society. During the pandemic, which has continued for almost two years, the measures taken have had both positive and negative effects, leading to the emergence of a new way of life, referred to as "new normal" in the literature.

COVID-19 Pandemic

Pandemics are global outbreaks of infectious diseases that have a major impact on various aspects of life. Throughout history, pandemics such as the bubonic plague, cholera, typhus, HIV, and SARS have posed a dangerous threat to humanity. These outbreaks are global health issues that can alter how people live and lead to changes in societal structures and governance. Because of their rapid spread, unknown causes, lack of protection, treatments, and ability to cause direct death, pandemic diseases create a shock effect on people. When people face this danger, their first reaction is often to escape their environment and sever connections with others ³.

Pandemic diseases have always caused mass panic and anxiety for humanity. The first bubonic plague outbreak that started in China in 161-162 AD resulted in the death of one-third of those infected in the Mediterranean region. In the 20th century, about 300 million people died from the disease. The bubonic plague originating from China and Central Asia caused the death of approximately one-third of Europe's population in 1347. The Black Death that occurred in Italy in the 1300s resulted in the death of 75-125 million people. Cholera spread in Japan in 1817, in Moscow in 1826, and in Berlin, Paris, and London in 1831. The Spanish Flu infected approximately half a billion people between 1918 and 1920 and caused the death of 17-50 million people. HIV appeared in 1960 and caused 940,000 deaths and 1.8 million new HIV infections by 2017. SARS in 2003, Influenza A H5N1 (bird flu) in 2006, Influenza A H1N1 (swine flu) in 2009, MERS in 2012, Influenza A H7N9 in 2013, Ebola in 2014, and Zika in 2015 caused numerous deaths ¹.

The COVID-19 pandemic, which is a rapidly spreading infection disease, has affected all societies and caused chaos, as have previous outbreaks.

China reported to the World Health Organization (WHO) on December 31, 2019, about an unknown respiratory illness in Wuhan. The WHO announced on January 7, 2020, that the cause of the disease was a new coronavirus and named it 2019-nCoV. Scientists in China identified the virus on January 9, 2020⁴.

The WHO declared the situation as a pandemic on March 11, 2020⁵. As the outbreak quickly spread around the world, the WHO provided preventive measures and recommendations. Individual measures can be summarized as wearing masks, following hygiene rules, and maintaining a physical distance. Different types of vaccines were also produced to prevent their spread. The COVID-19 outbreak also created a global "crisis" and was referred to as a "health crisis" due to its dangerous results for human health and its causes of global fear and panic⁶.

A crisis is defined as an event that emerges quickly and unexpectedly, causing fear and panic and is difficult, risky, and dangerous⁷. The spread of a virus across the world has created an environment that is referred to as the "new normal." To protect against the virus, measures and regulations have been taken, and the environment has changed, so people continue to lead their daily lives while also having to comply with decisions made by public authorities. At the individual level, the most serious issue was the fear and uncertainty caused by the unknown. As a result, people evaluated the outbreak based on their beliefs, perceptions, and understandings and displayed their own attitudes and behaviors as a result of these evaluations.

The public authorities in each country took measures based on their own resources to prevent the spread of the virus that had spread worldwide and caused the death of many people. The positive aspects of the measures taken for the protection of health during the pandemic period have also had negative results. Agamben⁸ evaluates the resulting situation as the sacrifice of beliefs, normal life, social relationships, work, emotional closeness, and religious and political convictions to the risk of illness.

Before the pandemic, some countries did not take measures due to the belief that herd immunity would develop, but when it became clear that this approach was not effective, the necessity of taking some measures emerged. The measures taken had both positive and negative impacts on individual and social life. Individual measures include wearing masks, maintaining physical distance, and paying attention to hygiene. Social measures cover a wide range of activities, from education, travel, and work-life to entertainment life. The main social measures are curfew, travel restrictions and reduction of face-to-face education to remote learning, suspension or restriction of activities in businesses such as shopping centers,

restaurants, and barber shops, limited use of public transportation, restrictions on intercity and international travel, closure of certain workplaces in certain sectors, remote work, certain workers with certain age or chronic illnesses being granted leave, closure of places of worship, ban on mass events, a ban on artistic, sports and cultural activities, etc.^{1,9}.

The procedures of each country were seen to have similar characteristics during the process. Although these measures were gradually relaxed, the pandemic changed people's regular lifestyles, thoughts, communication styles, and practices in a sudden and profound way and caused them to reorganize their perception of time and space. When the COVID-19 pandemic emerged, health protection measures became a priority. Problems arose in terms of sources that people could trust in an uncertain and unknown environment. During the COVID-19 outbreak, social media usage increased, and manipulative and false information and conspiracy theories on these platforms caused information pollution and increased people's anxiety. It can be said that incorrect information provided by social media during crisis periods can lead to emotional reactions such as stress, depression, anxiety, hopelessness, insomnia, anger, and others¹⁰.

During the process, false information about COVID-19 led to some people not following necessary measures or not getting vaccinated. A series of negative opinions was expressed about the vaccines developed to prevent the spread, which is still being discussed. A study by Petersen et al.¹¹ found that providing accurate and transparent information about the negative effects of vaccines increased confidence in health authorities and decreased the likelihood of getting vaccinated, while unclear and suspicious communication increased vaccine acceptance and reduced confidence. A relationship has been found between mistrust of official information and guidance provided by institutions and the preference for alternative medical treatments¹². Generally, belief in conspiracy theories and individuals having false information has also triggered belief in conspiracy theories during the COVID-19 process.

The accuracy of information provided by institutions can sometimes be questionable, and this can increase distrust. It can be said that distrust of institutions can affect relationships among individuals and groups and lead to negative outcomes¹³. Research has shown that trust issues related to institutions can lead to the acceptance of false information, and individuals perceive themselves to be at risk in terms of economics and health¹⁴. As uncertainty in information increases, people tend to accept information and narratives from sources they trust as being true.

Transparency is required for society to receive reliable information during crisis periods. Institutions must

provide clear information about preventive and supportive measures taken to prevent harmful behavior. A positive correlation has been found between the reliability of information and trust in institutions and measures taken ¹⁴. The measures should aim to reduce uncertainty and decrease the effects of socioeconomic shocks ¹⁵.

During the Covid-19 pandemic, each country's government informed the public through various communication tools, and also regulated social interactions through various organizations ¹³. The Ministry of Health in Turkey established a Scientific Board to overcome uncertainty, panic and anxiety, manage the crisis and ensure confidence. This board implemented numerous health measures, such as emergency measures to control and prevent the spread of the epidemic, and treatment of infected individuals. The ministry also informed the public about the implementation of Covid-19 screening tests and ways to protect from the virus, among other activities. The Ministry transparently communicated daily numbers of cases, deaths, and recoveries, vaccination efforts, and hospital occupancy rates to the public and gained public trust. The Ministry also played a coordinating role during the crisis and assisted institutions and organizations with their necessary work.

Initially, the media was a platform where information was spread uncontrollably and caused confusion, but over time, it became an environment where real data released by official institutions was followed. During this period where individual and social life was sustained with a number of restrictions, institutions focused on the bio-physiological aspect of the outbreak and carried out their precautions and information accordingly. However, it can be said that there was not enough information and guidance for the psycho-social aspect of the problem, which was equally important, and that adequate measures were not taken to protect health.

Trust

Like many concepts, there is no agreement on the definition of trust. Trust is an important emotion that forms the basis of human relationships and communication and enables individuals to protect and sustain their existence. As humans are social beings, they have a requirement for constant communication with others. At this point, the level of trust between individuals is a determining factor in social life that directly affects it, and is widely studied as an important variable in social sciences. The level of trust felt or experienced between individuals provides direction for evaluating and maintaining situations to be shared in a secure and manageable manner. Trust is not just an emotional and cognitive situation ¹⁶, it is a structure that interacts with the perception and belief that an

individual has about the expected situation in human relationships ¹⁷.

Trust has a dynamic structure and differentiating features based on socioeconomic relationships and interactions between people ¹⁸. Trust, which forms the foundation of relationships and cooperation between individuals and groups, ensures the continuation of living and cooperation together ¹⁹. Communication and interaction between people changes, causing the trust to change as well, so constant trust cannot be referred to. Trust has an important role in the regular maintenance and determination of social life. Individuals are part of structures with different characteristics such as family, neighborhood, workplace, cultural, artistic, political and economic groups, and trust determines these relationships.

The formation and sustainability of social life require the emergence and institutionalization of various organizations. Individuals have relationships not only with other individuals, but also with institutions and structures. Trust plays a crucial role in the functioning, development, and relationships between institutions and structures and between these entities and individuals.

An individual's sense of trust is influenced by their familiarity, closeness, and sense of belonging with the group they are in. This takes the form of partial trust for family and acquaintances, and social trust for strangers. Partial trust refers to a high level of trust between individuals, while social trust is characterized by a cautious approach to strangers and is considered a low level of trust ²⁰. Social trust refers to mutual trust among people living and interacting in a society, even if they do not know each other ²¹.

Social trust serves not only as a source for protecting and maintaining institutions and processes within society, but also facilitates socialization of individuals ²². Trust can be classified into three categories: trust in institutions and structures, trust in close family members and friends, and generalized trust towards strangers. Some approaches that include trust in social capital studies view it as a result of social capital, while others see it as a cause. When associating trust with social capital, it highlights the importance of trust towards strangers rather than trust in family and friends ²³.

Social capital, which is considered one of the key variables affecting a society's socioeconomic and political success and is considered more important and prioritized than human and physical capital, covers trust. Trust has a positive relationship with social development and reflects indicators such as fair income distribution, human development, cooperation, and educational success. Trust increases or decreases cooperation among individuals. Trust encourages

cooperation and partnership in solving collective problems in social life and makes it easier for the individual to participate in social and political life ²⁴. Trust forms the foundation of relationships and communication within society and supports the formation and socialization of the individual's social identity. As trust increases, transaction costs decrease, cooperation and social integration become stronger ²⁵ according to Bozkurt.

Studies have shown a negative correlation between trust and crime rates and corruption, and an increase in distrust leads to an increase in social risk ²⁶. Putnam ²⁷ describes distrust as a pathology and says it affects every aspect of individual and social life. In societies with increased distrust, there is a rise in isolation, alienation, and illegal organization among individuals. Trust forms the foundation of almost every implementation in social life. The gaps and deficiencies that arise from the fact that the entire daily operations cannot be regulated by legal regulations and institutional practices are resolved through trust-based relationships. At this point, it can be said that trust both shapes the legal structure and has a positive impact on the complex operations of daily life ²⁸.

Fukuyama ²⁶ categorizes societies as having high and low trust and emphasizes the impact of trust between individuals on the economic development of society. Lack of trust is considered a cost-increasing factor that negatively affects a society's economic activities, while secure societies do not incur this cost. Therefore, trust has a dynamic feature that guides a society's socioeconomic development, social integration, stability, and growth ²⁹. High-trust societies prefer tolerance, compromise, and finding common solutions in resolving conflicts and are considered to be societies with developed capacities ³⁰. As a result, cooperation and solidarity between individuals in these societies are realized at a higher level.

Trust is evaluated as desired expectations regarding the actions and intentions of others ³¹ and is a factor that determines an individual's attitude towards risk and is established through mutual dependency ³². Individuals make decisions based on the social trust of authorities managing the risks when they are lacking information about the risks of danger and determine their perception of risk and benefit ³³. Trust is a crucial component in decision-making based on information ³⁴. Trust is a necessary component in social relationships that potentially require taking risks ³⁵. In studies on risk perception and acceptance of danger, trust is considered an explanatory variable ³⁶. The relationship between trust and risk perception is studied by risk management researchers and it has been found that individuals' risk perceptions show differences based on cultural context and risk factors and there is a strong

connection between perceived risk probability and trust ^{37,38}.

Natural disasters and pandemics threaten the basic desires of people to protect and continue their existence, causing disruption of the sense of trust. The disrupted sense of trust affects an individual's cognitive strategies, decision-making and behaviors ³⁹⁻⁴¹. Additionally, all outbreaks have generally had negative impacts on health, national security, the economy, and consumption in ⁴². The COVID-19 outbreak has created an atmosphere of uncertainty and insecurity. The measures taken to manage the "health crisis" caused by the outbreak turned into a crisis that disrupted the social and economic order of society. The pandemic and the measures taken have caused fear and panic in all countries, as well as imposed changes in leisure activities, threatened habits, disrupted plans, changed lifestyles, and fundamentally changed established relationships and communication ⁴³.

Due to its multi-dimensional uncertainty, the fear of getting sick and unintentionally spreading the disease to others has eroded mutual trust among individuals and paved the way for new endeavors. The most frequently used resource during the process was communication technology. Communication technology facilitates communication between people but can also contribute to an increase in insecurity due to its virtual and complex nature ¹⁶. The widespread use of internet technology during the pandemic also revealed the reality that digital society is both a risk society and a surveillance society ⁴⁴.

The report of the Police Academy highlights many aspects of the new normal that will emerge after the COVID-19 pandemic. One of them is the changing of individual behaviors. The report indicates that long-term staying at home creates tension in social relationships, causing harm to people's mental and emotional abilities and socioeconomic lives. At the same time, it draws attention to the fact that limited communication through the internet and phone due to physical isolation, spending countless hours aimlessly on social media, and the possibility of people believing in conspiracy theories, can increase various addictions and interpersonal violence, potentially leading to the deterioration of social relationships in the long term ⁴⁵.

Intolerance Of Uncertainty

It can be said that intolerance of uncertainty, one of the concepts that have been widely studied in social sciences, like trust, lacks agreement in its definition, as many concepts in the field. Intolerance of uncertainty refers to the state of discomfort and unease experienced by individuals in uncertain situations. It is defined as a tendency to believe in a negative outcome of an event and an inability to accept the event without considering the probability of it occurring ^{46,47}.

Individuals with low tolerance of uncertainty perceive uncertain situations in their environment as dangerous⁴⁸ and tend to interpret these situations as threats^{49,50}. Carleton⁵¹ states that the source of intolerance of uncertainty and fear of the unknown is negative belief and lack of information, resulting from an individual's susceptibility.

The relationship between uncertainty and negative beliefs has also been expressed by Dugas et al.⁵². The relationship between uncertainty tolerance and conditions such as anxiety and general anxiety disorder has been studied⁵³, and it has been seen that individuals with low tolerance for uncertainty perceive uncertainty more, experience excessive physical arousal when a threat arises⁵⁴, and exhibit cognitive, emotional, and behavioral responses. Individual anxiety caused by uncertainty at the individual level complicates decision making and behavior. An increase in uncertainty levels in social life also reduces the rational behavior skills of individuals⁵⁵ and results in more reflexive behavior aimed at survival. On the other hand, a low level of social anxiety can lead to the outbreak of the epidemic, which in turn increases anxiety levels. A study on the H1N1 epidemic showed that individuals who are unsuccessful in managing uncertainty carry more anxiety⁵⁶.

Pandemic situations increase uncertainty and can lead to heightened risk perception and fear, which in turn affects behavior etkilendir⁵⁷. The COVID-19 pandemic, with its uncertain duration and outcome, can also be characterized as a pandemic of anxiety and fear. The uncertainty of when it will end and the possibility of recurrence contributes to a sense of helplessness, inadequacy, pessimism, entrapment, worry about the future and hopelessness among individuals.

During the COVID-19 pandemic, people attempted to gain accurate information about the pandemic and its outcomes in order to control their emotional states such as fear and anxiety, and to protect their health. Individuals who struggled with uncertainty increased their internet searches and paid close attention to social distancing⁵⁸. As a result, there was a transition period in accepting the reality of COVID-19 and complying with institutional measures.

Impact Of The COVID-19 Pandemic On Individual Life

Global outbreaks have negatively impacted the economic, social, cultural, and political structures of societies and caused changes. The COVID-19 pandemic also affected the world's economies and the fundamental dynamics of community life, disrupted face-to-face communication, relationships and cooperation, and made it necessary to change established habits with new ones.

The COVID-19 crisis must be evaluated in terms of its impacts on individuals, families, communities, and the workforce, and its resulting uncertainty and dimensions of vulnerability.

Impact on Psychological Structure

The COVID-19 pandemic has caused people to experience psychological isolation during the period of continued social isolation restrictions. In this situation, people feel inadequate, trapped feelings, helplessness, inadequacy, and uncertainty, while experts also expressed concerns about an increase in panic, depression, and paranoia⁵⁹. As a result of people becoming intolerant in the face of insecurity and uncertainty, psychological and emotional traumas have arisen.

Trauma is caused by a catastrophic reaction that results from a threat to a person's life or physical integrity. Individuals can cope with ordinary negative experiences, but in traumatic events, these skills are ineffective. The emotional field is restricted, angry outbursts occur and difficulty in concentration is experienced. The memory recordings of the individual change after trauma and the normal flow of life is disrupted. Goals become meaningless and the future becomes uncertain⁶⁰. The COVID-19 crisis has rapidly turned into an existential crisis for humanity and society. Bozkurt explains that in times of crisis, people's existential anxieties increase and their calm/analytical thinking skills deteriorate²⁵.

During pandemics, the first emotions that commonly arise among people are intense anxiety and fear⁴⁵. This can lead to changes in attitudes and behaviors. For example, the increased fear of death and widespread panic caused by the outbreak can affect people's self-esteem and lead them to turn more to cultural values and belief systems in order to repair it^{25,45,60}, or cause the adoption of negative beliefs and inflexible attitudes⁶¹. It was expected that mild to moderate fear and concern would arise due to the pandemic, but it has been seen that it has gone beyond that for many people.

Early findings⁶² indicate that the COVID-19 pandemic and related restriction measures have negatively impacted mental well-being. The uncertainty experienced has directly impacted people's perception and behavior. Because intolerance to uncertainty leads to an inability to handle negative uncertain situations, avoidance, and a tendency to exaggerate threats and develop psychopathological symptoms⁶³. The COVID-19 pandemic has resulted in prolonged staying at home, limited social interaction, leading to an increase in anger, tension, communication problems, and family conflicts, exacerbation of previous mental health issues, and an increase in anxiety among those with anxious personality structures. People are facing

significant stressors such as the threat of death, fear of infecting loved ones, loss of living standards, inability to meet basic needs, and financial responsibilities, which lead to feelings of helplessness and hopelessness⁴⁵.

Many people felt trapped at home by the virus and considered it as the restriction of their freedom. According to Bozkurt, the feeling of being restricted can create anger and violence. In Bozkurt's study, 52% of the participants felt trapped, and 32% reported becoming more irritable and easily frustrated²⁵.

The fear of death became more prevalent and people began to live with the fear of death, leading to significant transformations in consumption and spending practices with some restrictions imposed by governments. Although everyone has different tolerances to the uncertainty in life, fear and uncertainty can make people feel stressed, anxious, and vulnerable⁶⁴.

According to Bozkurt's research, 65% of the participants reported an increase in restlessness, 52% reported a decline in sleep quality, about one-third felt they had lost control of their life, 42% reported difficulties in their daily activities, 41% reported constant fatigue/exhaustion, 41% were afraid of getting infected, 30% felt helpless, and 27% felt lonely²⁵. Studies have shown that demographic variables have weaker explanatory power over fear responses compared to general avoidance of risk and intolerance to uncertainty⁶⁵. Uncertainty and the meaning of life are significant contributors to depression and anxiety⁶⁶⁻⁶⁸. The intolerance to uncertainty plays a key role in elevating anxiety and its persistence⁶⁹. The increased fear and terror of death caused by the pandemic can lead to people becoming more attached to their cultural values and belief systems. Stimuli related to death (funeral cars, cemeteries, etc.) can cause people to display traditional and conservative thoughts and behaviors, but can also lead to negative attitudes towards individuals from different cultures *açabilir*^{7,25}.

The COVID-19 pandemic has caused numerous negative impacts not only on physical death but also on psychological well-being. Social isolation and loneliness are related to both the objective experiences of being alone and subjective feelings of loneliness, and can generate fear, anxiety, worry, hopelessness, and pessimism. Anxiety sensitivity and intolerance to uncertainty may increase along with social isolation and loneliness, and this can contribute to the increase in suicidal thoughts during the pandemic^{70,71}. Nowadays, it is a reality that digital technology is rapidly advancing and permeating almost every aspect of human life. During the pandemic, the knowledge that every online activity can be monitored, can undermine privacy feelings and trigger feelings of being watched and controlled, resulting in the development of fear and anxiety, and even paranoid-schizoid personalities⁶⁰.

The pandemic has made it necessary for us to question important issues such as freedom, physical comfort and anxiety about the future. If the individual's philosophy of life does not change, social alienation, loneliness, increase in fear, increase in anxiety, and increase in hostile feelings could lead to the breakdown of social peace due to alienation from oneself and others for a few years⁵⁹. Studies have shown that individuals with existing mental health problems during the Covid-19 quarantine conditions had their problems exacerbated and faced greater difficulties in adjusting after the lifting of the quarantine, leading to a negative impact on their psychological well-being⁷². Along with these negative outcomes, psychological vulnerability has also triggered community-oriented behaviors. At this point, the importance of social capital in society is highlighted. It can be said that a strong social capital has a positive effect on psychological well-being and has both positive effects on community-oriented behavior and individual resilience.

The Impact on Bio-Physiological Structure

The COVID-19 pandemic has not only created various new illnesses but also directly led to death. As a result of the virus spread, pre-existing chronic illnesses have worsened, and a multi-faceted treatment necessity has arisen. COVID-19 is a virus that causes respiratory infections and directly affects human respiratory systems, making breathing difficult. It also weakens the immune system, increases stress levels, disrupts sleep quality, affects the brain and nervous system, causing headaches and fatigue, increases the risk of heart disease by affecting the cardiovascular system, and slows down body functions due to reduced physical activity.

On the other hand, the continued security measures, especially the curfew, have a negative effect on individuals' movements⁷³. The decrease in resistance to infection due to the lack of mobility caused by isolation has resulted in cardiovascular and musculoskeletal disorders. The risk of respiratory system disorders has arisen due to the constant use of masks⁷⁴. The use of various disinfectants for personal hygiene has caused skin disorders. These effects vary depending on the length, intensity, and personal compliance with COVID-19 measures, and can differ from person to person.

Impact on Behaviors

The global outbreak has negatively impacted people's psychological and physiological structures. Aktay⁷⁵ and other researchers⁷¹ state that it is clearly visible that the outbreak has brought new forms of relationships into our lives and revealed consciousness levels and behavioral patterns. As a result of the isolation process, which is an inseparable part of the measures taken against the COVID-19 pandemic, many psychological

and medical problems have arisen⁶⁰. During this period, it can be said that individuals with high levels of intolerance to uncertainty and anxiety struggle with accepting the security measures taken⁷⁶.

Due to the uncertainty and insecurity, people's emotions, thoughts, beliefs, attitudes and habits, as well as their usual behavior have been affected by this process. Isolation, closure of workplaces and schools, restrictions on going out and traveling have confined people to their homes. The compulsory conditions of the applied measures have directed people's behavior and created dependence and abnormality in some aspects. During the pandemic, negative and disruptive reactions were seen in people's behavior, such as overstocking, acting without considering others, attacking healthcare workers, escaping quarantine, etc.^{7,45}.

Miller states that quarantine can lead to a loss of boundaries in people's behaviors, for example, some individuals may engage in activities they wouldn't normally do, such as drinking in the middle of the day due to changing social norms in the background^{45,71}. These behaviors may become a difficult-to-break habit during social isolation and can potentially lead to health problems. Research shows that staying in limited areas with a heightened perception of disease risk for a long time during quarantine can result in increased sleep and eating disorders.

The mediating effect of intolerance of uncertainty on compulsive buying behavior has been evaluated and it has been proven that intolerance of uncertainty has a partial mediating role⁷⁷. The prioritization of hygiene and cleanliness issues after the COVID-19 pandemic is a positive gain, and it can offer an opportunity for individuals with obsessive-compulsive disorder to rationalize their behavior, but it can also carry the risk of developing obsessive-compulsive behaviors⁴⁴. The pandemic can cause specific psychologic stress-related suicide thoughts and deaths, while physical distancing measures and other consequences can generally pose a risk^{70,71}.

The closure of workplaces due to measures to prevent the spread of the virus has caused many people to face economic difficulties, leading to a transition from an active social life to a passive individual loneliness, causing depression in some young people, causing some to resort to illegal ways to cope with and forget their problems. Afterwards, some of these young people were found to have used drugs and alcohol excessively, and some even committed suicide. In individuals with or without existing psychiatric disorders, factors such as loneliness and financial stress can cause more severe symptoms, and behavioral problems such as family violence, smoking, alcohol, drug and gambling addiction may increase^{60,78}.

During the COVID-19 pandemic, intolerance of uncertainty and internet addiction increased, especially among adolescents, causing an increase in internet usage⁷⁹. Individuals struggling with increased stress and depleted psychological resources during the process were caused to resort to cyber idleness as a coping mechanism⁸⁰. Addiction such as shopping addiction, food addiction may develop among individuals who are prone to use and become addicted to internet and social media technologies due to limited access impulse and hygiene concern^{7,81}.

Impact on Private Life

The COVID-19 pandemic affected family life in various ways. People were forced to spend more time at home and this increased communication and interaction among family members. At the same time, the need for work and education at home increased due to the closure of schools and workplaces. The increased stress and strain of working parents at home due to the need for time management and cooperation has increased. The loss of jobs and economic concerns during the process have also increased stress and tension. The closure of schools and educational programs has increased the worries of parents about their children's future as it hinders their access to education.

The long-term stay at home, the need for limited behavior, financial stress and other factors have led to feelings of loneliness, an increase in anger, tension, communication problems, and family conflicts, a flare-up of mental health issues and an increase in anxiety for those with anxious personality structures^{60,78,82}. During the process, preschool children showed more sleep difficulties, outbursts of anger, and dependencies, while adolescents mainly showed reactions related to COVID-19 worries and uncertainty⁸³. Due to the obligation of staying at home, the decrease in opportunities for social activities⁸⁴, the restriction of communication with family and friends, and the disruption of intergenerational solidarity have resulted.

The COVID-19 pandemic has reduced the frequency of face-to-face communication between elderly parents and adult children while increasing the frequency of phone and video calls⁸⁵. There has been a decrease in financial assistance provided by adult children to elderly parents and a decrease in daily assistance (cleaning, cooking, shopping, etc.) provided by elderly parents to adult children⁸⁶. Additionally, the number of elderly parents caring for their grandchildren has also decreased⁸⁷. The COVID-19 pandemic has caused a decrease in the marital satisfaction of mothers, an increase in conflicts with their spouses, difficulties in emotional regulation, and an increase in depression, anxiety, and stress levels^{88,89}. According to Bozkurt, communication problems among family members have

increased due to over-crowding and decreased income²⁵.

A research conducted has found that 29.7% of participants experienced problems with their close partners during the pandemic, 16.83% reported that the issue of domestic violence has worsened since the start of the pandemic, and some resorted to using drugs or alcohol to cope with relationship problems edilmiştir⁹⁰. In Turkey, it has been seen that women use positive strategies more than men, and the levels of using emotional and behavioral positive strategies are higher⁹¹. According to a study by Bozkurt, 54% of participants during the quarantine period reported that their family bonds were strengthened, 17% reported that the family communication problems increased. It is noted that the general increase in trust in people and the abundance of friends that can be talked to, even if it is over the phone or internet (i.e. the abundance of social capital), helps to strengthen family bonds^{25,92}.

The Socioeconomic Impact of Life

Pandemics, despite having different geographic impact areas and causes, create lasting, widespread and similar effects in every aspect of social life. The pandemic has brought the concepts of isolation and social/health distance to the forefront in social life in the short and medium term getirmiştir⁷. Social isolation, physical distance, and monotonous activities imposed can negatively affect social relationships⁴⁵. Dangerous situations can cause individuals to experience fear and panic, there can be an increase in violence tendencies among trapped individuals and crime rates can increase. The COVID-19 pandemic is described as a threat that has globally ended social life by confining people to their homes and isolating the individual from everything else⁸⁵. Before the COVID pandemic, people were pursuing a routine life, but after the pandemic, that routine life was disrupted and life practices changed. These changing behaviors can eventually become the norm and negatively affect the society's moral values⁹³.

Humans are naturally part of social structure and have a need for attachment. People who can't fulfill the need for attachment and belongingness cannot feel safe⁵⁹. Interpersonal social interaction, an important component of which is trust and distrust, is also related to brain function^{94,95}. The COVID-19 pandemic has also caused a weakening of the sense of trust needed for people to maintain social relationships and make connections.

The Effect on Human Relationships in Social Life

At the beginning of every social relationship (marriage, friendship, neighborhood, business partnership, worker-employer, etc.), there is an approach towards trusting. At the beginning of communication and relationships, a trust-based "psychological contract" is

made between the parties. If the established communication and relationship affects the individual psychologically and physiologically, the trust feeling is damaged and the individual's decisions and actions are negatively affected.

Social relationships are very important for people's mental, emotional, and physical health. Reliable social connections both strengthen the physical immune system and increase mental and emotional resilience⁴⁵.

Trust between individuals is one of the necessary social resources used in cooperation and problem solving⁹⁶. Trust is the determinant in the formation, regulation, and continuation of human relationships²⁶. Therefore, if the feeling of trust weakens, it will be difficult for an individual to cooperate and show solidarity with someone they do not know. Safe, satisfying communication and interaction between individuals spreads the feeling of trust in social life and creates a common ground of agreement⁹⁷. Strong social bonds not only reduce fear and anxiety, but also help people cope with psycho-social problems more easily during crisis periods. Trust creates trust and loneliness is as frightening a concept as death in the depths of the human mind²⁵.

Trust plays a critical role in many aspects of social life⁹⁸ and an individual's level of trust influences their social relationships. High levels of trust positively affect socioeconomic relationships and cooperation, while low levels of trust negatively impact these relationships. The breakdown of relationships due to distrust can have negative effects on mental health. A study⁹⁹ described psychosis as a social interaction problem and highlighted that trust is an important factor for disrupted social interactions in psychosis¹⁰⁰.

Lack of trust can cause changes in hormonal levels in the human brain and individuals may face challenges such as decision-making difficulties, thought disorder, skeptical approach, and emotional disturbances. When faced with difficulties (economic, social, etc.), cooperation and assistance may break down and individuals may seek individual solutions. Relationships between people form a society and every factor that affects these relationships results in social, economic and political consequences. During the pandemic, different reactions, attitudes and ways of thinking emerged in the psychology of individuals and societies compared to before the pandemic.

The pandemic caused the suspension of traditional actions that express love and respect, which are dominant in cultures where contact and touch are prevalent. Especially in important family and close events (wedding, circumcision, funeral etc.), individuals were isolated and kept away from their closest ones (spouse, mother, father, child etc.). During the pandemic, people couldn't visit their sick relatives and

couldn't perform necessary rituals for the deceased. Behaviors that could cause contamination (such as not wearing a mask, violating hygiene rules, and participating in gatherings) became dangerous due to the fear of catching the virus from others or transmitting it to others. This situation can lead to deterioration of relationships between people, increase in insecurity and anxiety. Prolonged stay at home, weakening of social relationships, limited physical interaction and increased use of internet/phone can cause deterioration of cognitive and emotional abilities. Health measures that restrict social mobility and contact during the COVID-19 period have seriously impacted not only human health but also all aspects of economic and social life. These impacts have caused a slowdown, suspension, and contraction of economic and social activities.

Impact on Economic Activities and Work Life

It is often stated that nothing will be the same after the coronavirus pandemic. It is expected that significant changes will occur in the economic field. The uncertain environment created by the coronavirus pandemic not only caused a loss of confidence in financial markets, but also created a trust issue in every area of life. Confidence has decreased between countries and global cooperation has been replaced by countries trying to solve problems on their own. Loss of confidence weakens not only social life but also economic developments, and ultimately slows down or retards democratic development¹. After the pandemic, the prices of assets were revalued. The prices of stocks and real assets initially decreased. This caused asset owners to reduce their consumption, considering that their wealth was declining and the possibility of being less wealthy in the future². Countries affected by the crisis have introduced fiscal, monetary, and social policy measures to alleviate the economic and social effects of the pandemic. As the weight of the government in the economy increases with the coronavirus, it can be said that nationalist approaches will emerge instead of globalization¹.

Following the COVID-19 pandemic, there has been a decline in economic activities due to the necessity of observing social distance and the widespread digitalization. Research shows that the fear of COVID-19 is positively related to conformity and panic buying intentions¹⁰¹. Anxiety explains the relationship between these variables and panic buying behavior¹⁰². The unexpected emergence of an economic downturn caused great uncertainty for consumers and increased economic risk perceptions. Consumers' decreased demand for consumption and the direct impact of uncertainty caused economic data to deteriorate¹⁰³. Thus, the COVID-19 pandemic was seen to directly affect and shape people's shopping habits and economic situation. The economic risk perception also

reflected on interpersonal relationships. A study found a negative relationship between economic risk perception and social distance, but a positive relationship between health risk perception and social distance¹⁴.

During the pandemic, people rushed to markets due to fears of uncertainty and scarcity. At the beginning of the pandemic, panic prevailed in some areas, and people tried to shop without respecting each other's rights. Physiological needs overshadowed other needs⁷. Studies have revealed that families with children and female consumers have a higher tendency to stock up during the pandemic. Due to limited access and hygiene concerns, consumers turned to online shopping. During this period, all kinds of shopping increased over the internet and continued intensively even after the pandemic. As a result of the COVID-19 pandemic, social life was restricted by the ban on going out in many countries. As a result, the closure of public spaces resulted in a large wound to the demand for goods, and a decrease was seen in national income accounts and world trade. The restriction of human mobility and the narrowing of activities in sectors, such as tourism, civil aviation, and transportation, led to the complete cessation of some services offered by small businesses and artists^{6,7}.

The closure of service businesses with high social interaction such as barbershops, hairdressers, restaurants, and cafes during the pandemic period caused consumers to find ways to meet these needs on their own. Manufacturing, trade, tourism, entertainment, and the arts sectors are among the sectors most affected by the economic crisis. Economic slowdown due to the global crisis caused employment to decline, many people lost their jobs in various sectors, and employment conditions worsened. The COVID-19 crisis has led to an increase in remote work systems and the implementation of flexible working systems in many sectors due to health measures. The COVID-19 pandemic period has caused people to consider both their health concerns and their worries about unemployment caused by the economic crisis. The mental health of young people has also been affected by the crisis. According to a study, 53% of young men and 60% of women have stated that they have uncertainties and fears about their careers, and 50% have reported experiencing anxiety disorders and depression⁶.

A study conducted by Öztürk⁷⁴ highlighted that there could be significant impacts on every level in the economy outside of the healthcare sector, in both public and private sectors. In particular, topics such as remote work, alternating work, and remote education deeply affected working methods during the pandemic. Remote work, also known as teleworking, is a flexible working method where the entire or a part of the

worker's hours can be performed outside of the workplace, with flexibility in location and time. Communication and relationships are established through the use of computer, phone, and internet ⁶. Bozkurt found that 56% of work-from-home/online workers saw a decrease in productivity and 14% saw an increase, leading to the possibility of offering more support for online work in case of a weakening of workplace attachment ²⁵.

Remote work can also bring with it problems such as increased hiring and training costs for businesses, management and control issues, and health and safety concerns. Additionally, for workers, remote work may result in loss of job-based learning and advancement opportunities, conflicts between work and family roles, reduced loyalty to work and the company, social isolation, relatively low job security, and inadequate working conditions. Other drawbacks include an increase in the underground economy, tax losses, increased social expenses, regulatory and enforcement difficulties, and problems related to social order and health ⁶.

Impact on Education, Culture, and Arts Life

The Covid-19 pandemic has affected educational activities worldwide. Schools and universities were closed and education shifted to an online environment. As a result, the use of e-learning technologies increased and schools and universities reorganized their learning processes. Also, during the pandemic, access to educational activities was unevenly distributed, and students' online learning experiences were different. During the pandemic, issues and challenges in the education sector also arose. A study conducted by Berument and colleagues ⁸⁹ found a significant decrease in academic interest and attachment to school among primary and secondary school students and an increase in aggressive behavior and non-compliance with rules. However, there was also a decrease in helping and supporting others.

According to some research results, the sectors that are most affected by the pandemic include the cinema-culture, event, and entertainment industry, tourism industry, transportation services, and hotel-accommodation services ^{6,7}. During the pandemic, cultural centers, theaters, cinemas, museums, concert halls, and other cultural and art venues were closed in many countries. Similarly, sporting events were also canceled or postponed. During the pandemic, the working conditions of artists, musicians, and other cultural and art sector workers became more difficult, and many projects or performances were canceled. The number of online events increased, and people tried to follow art and cultural events from their homes through the internet.

Conclusion/Suggestion

Uncertainty intolerance is a discomfort felt by an individual due to the lack of clarity or certainty in a situation they perceive or encounter. This can lead to an increase in the need for information about an uncertain outcome or future and result in feelings of anxiety, stress, concern, and fear, as well as negative reactions and behaviors due to the lack of information. Trust is a component that strengthens and solidifies relationships between individuals. It helps a person form a deep and strong connection in their relationships with others. Trust also increases mutual respect and tolerance among individuals. In a relationship with insecurity, people tend to feel more anxious, closed off, and skeptical. This negatively affects the quality and durability of the relationship.

The COVID-19 pandemic, which is considered a health crisis, has become a life crisis that encompasses all aspects of human life due to its inherent uncertainty and undermining of trust. Measures have been taken in the individual sphere to prevent the spread of the virus, such as using masks, maintaining physical distance, and paying attention to personal hygiene. In the social sphere, many businesses have been closed in various sectors, a curfew has been imposed at certain times, travel restrictions have been imposed, schools have been closed and switched to online education, and gatherings and demonstrations have been banned.

Like any pandemic, the Covid-19 pandemic has caused various and significant negative effects on all individuals and societies globally. It has been a source of multi-dimensional problems not only in people's biopsychological structure but also in their socioeconomic lives. The rapid spread of the virus, the inability to find definite ways of transmission and protection for a long time, and the sudden deaths it causes have thrown people into the struggle to cope with anxiety, depression, loneliness, fear, stress, and losses, ultimately causing trauma.

The preventive measures imposed at the societal level due to the pandemic have restricted social relationships, such as spending time with neighbors, friends, and relatives, and have weakened communication and attachments. Social isolation has caused increased feelings of loneliness, anger, anxiety, sleep disturbances, eating disorders, domestic violence, and increased usage of substances among individuals who were forced to stay at home. The closure of workplaces and suspension of work has reduced the motivation and commitment of workers and increased unemployment and loss of income, causing economic-based anxieties to rise. The closure of schools and the shift of education to digital platforms have decreased the efficiency of education and teaching and have negatively impacted children's knowledge and skills.

However, it has been pointed out that many people have developed new values, believe in the need for more empathy, loyalty, and solidarity, and that it has caused them to re-evaluate their lives and needs. The picture caused by the Covid-19 pandemic has been referred to as "the new normal," and it is widely accepted and stated by most scientists that individual and social life after the pandemic will be much different from before. It can be said that new applications will be needed to overcome the negatives that occur in every aspect of individual and social life, as it is believed that the habits formed during the pandemic will be permanent.

Health authorities globally state that the virus continues with variants that are not as dangerous as in the first years of the pandemic. To reduce the negative impact of the pandemic on individuals and society in the "new normal," we can suggest some measures.

- Strengthening social support resources to enhance the weakened sense of security in individuals during the pandemic and establish trust in social relationships through planned cooperation, mutual aid, and solidarity activities,
- Implementing psychological support programs by public institutions to address emotional disruptions (fear, anxiety, concern, anger, etc.), sleep and eating disorders, excessive consumption and hoarding habits, and substance dependencies during the process,
- Implementing rehabilitation programs to prevent internet technology and social media addiction in children and youth,
- Organizing educational, cultural, artistic, and sports programs to develop socialization and social belongingness in children and youth and ensuring their participation
- Priority should be given to supporting and helping disadvantaged individuals who were negatively impacted both psychologically and economically during the pandemic,
- The necessary infrastructure and personnel should be determined, and necessary measures should be taken in the health sector,
- Consideration should be given to the fact that education and teaching activities are moving towards an online environment every day due to the advancing internet technology, and efforts should be made to strengthen the infrastructure and resources used,
- The negative aspects of remote and flexible work methods favored in many sectors of the working life should be identified, and developing preventive measures should be taken,
- Emphasis should be placed on encouraging and supporting cooperation and partnerships

between individuals and organizations in economic activities by relevant public institutions.

This study, based on a literature review, can be considered to take the lead in field surveys related to the subject, taking into account its limitations.

This study does not require ethical committee approval.

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