

專輯論文

樂在其中還是深受其害？情緒耗竭、 社會支持及應對策略在基於心情改善的 社交媒體使用與心理困擾關係中的作用

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摘要

社交媒體已成為許多現代人提升情緒的工具，人們以改善心情為目的使用社交媒體，以期改善情緒狀態並促進自我療癒。然而過往研究指出，過度依賴社交媒體改善情緒會導致心理問題。基於使用與滿足理論與情緒管理理論，本研究旨在探討基於心情改善的社交媒體使

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用所伴隨的情緒及心理健康影響，以及外部社會支持、個人應對策略在其中扮演的調節作用。研究採用電腦輔助電話調查系統 (computer-assisted telephone interviewing system, CATI) 進行隨機抽樣調查，訪問了447名香港市民，結果顯示基於心情改善的社交媒體使用與情緒耗竭及心理困擾均呈正相關，同時，更高程度的社交媒體情緒耗竭亦伴隨著更高程度的心理困擾。此外，社會支持、不同類型的應對策略在上述過程中產生不同的調節效應。本研究豐富了從動機角度探討社交媒體使用與心理效應的研究方向，其結果亦可提高公眾對基於心情改善的社交媒體使用所伴隨的心理健康風險的認識，並為社會工作者及心理健康專業人員的實踐提供參考。

關鍵詞：基於心情改善的社交媒體使用、情緒耗竭、心理困擾、社會支持、應對策略

Special Issue Article

Surfing or Suffering? The Role of Emotional Exhaustion, Social Support, and Coping Strategies in the Relationship Between Social Media Use for Mood Modification and Psychological Distress

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Abstract

Social media has become a mood booster for many individuals living in a modern society, as they use social media with the purpose of improving their

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emotional state and promoting self-healing. However, previous research has indicated that excessive reliance on social media for mood modification is considered problematic. Based on the uses and gratifications theory and mood management theory, this study aims to explore the emotional and mental health impacts of social media use for mood modification, as well as the moderating role of external social support and internal coping strategies. Using a random sampling telephone survey conducted through the computer-assisted telephone interviewing system (CATI), 447 Hong Kong citizens completed the survey. The results revealed that social media use for mood modification was positively correlated with emotional exhaustion and psychological distress. Furthermore, a higher level of emotional exhaustion due to social media use was accompanied by a higher degree of psychological distress. Additionally, social support and various types of coping strategies exhibited different moderating effects in this process. This study enriches the research on social media use and psychological impacts from a motivational perspective, and the findings could raise public awareness of the potential mental health risks associated with social media use for mood modification. The results also provide practical implications for social workers and mental health professionals.

Keywords: social media use for mood modification, emotional exhaustion, psychological distress, social support, coping strategies