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專輯論文

不期而癒：情緒障礙者與AI聊天機器人的關係特徵與情感治癒研究

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摘要

在當前心理健康問題日益突出而傳統心理諮詢資源不足的背景下，AI聊天機器人作為新興的情感治癒工具，其重要性越發凸顯。已有的人機情感治癒研究多聚焦於社交線索豐富的實體機器人，重點關注臨床場景，傾向將其視作心理治療的輔助工具，而忽視了AI聊天機器人作為社會支持的生成性主體及其在日常生活場景中的角色。本研究基於社會支持理論和媒介喚起範式，探討情緒障礙者對於AI聊天的

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使用行為、認知特徵與關係互動，構建「技術－認知－關係」三維分析框架，提出「技術性社會支持」概念，用以描述AI作為社會支持的中介平台和生成性主體的雙重角色。綜合分析18名情緒障礙用户的訪談文本和社交媒體平台的347條帖文發現，在技術層面，AI為用户提供資訊與預演工具支持、情緒調節支持、準社交關係支持。認知層面，用户針對AI構建起人與物的雙重角色認知，借助故事敘事梳理識別內在情感體驗，並選擇性地內化反饋，提升自我接納與自我效能感。AI的擬人特質能夠增強用户的情感陪伴體驗，而非人特質提醒其持有對機器反饋的批判性審視能力，最終促成具有自主性和他助性的情感治癒實踐。關係層面，AI的介入與醫患關係中的權力等級使負面情緒分流至技術平台，而正向社交能量回流至人際關係，人際準則並非完全遷移至人機互動中。最後，本文提出技術性社會支持的情感治癒模型並對其進行理論探討。

關鍵詞：人機傳播、AI聊天機器人、情緒障礙者、社會支持、媒介喚起

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Special Issue Article

Healing by Chance: Research on the Relationship Characteristics and Emotional Healing Between Mood Disorders and AI Chatbots

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Abstract

Studies of the human–machine emotional healing relationship have primarily investigated physical robots that use rich social cues or medical-assisted robots designed to alleviate psychological problems, focusing on clinical usage scenarios and tend to regard such robots as supplementary tools for psychotherapy. However, the use of AI chatbots as a means to offer social

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support and related daily life scenarios have been neglected. Based on social support theory and the media evocation paradigm, this study explores the technology usage characteristics, cognitive construction, and relationship development of mood disorders in AI, constructs a three-dimensional "Technology-Cognition-Relationship" analysis framework, and proposes the concept of "technological social support" to describe the dual role of AI chatbots as a mediating platform for social support and as a generative subject. Analysis of interviews with 18 users with mood disorders and 347 posts on social media found that, at the technical level, AI provides information and rehearsal tools, emotion regulation, and quasi-social relationship support; at the cognitive level, users construct a dual role metaphor of human and object for AI, project their inner experience onto AI through storytelling, and selectively accept feedback to enhance self-efficacy and self-acceptance; and at the relationship level, the intervention of AI and the power hierarchy in the doctor–patient relationship have diverted negative emotions to platforms, while positive social energy has flowed back to interpersonal relationships. Interpersonal norms have not been completely transferred to human–machine interaction. Finally, this paper proposes and discusses the theoretical basis of an emotional healing model of technological social support.

Keywords: human–machine communication, AI chatbot, mood disorders, social support, media evocation