

# 网络社交态度、网络信任、人际信任与社交焦虑、孤独感之间的关系

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**【摘要】 目的:**探讨网络社交态度是否通过影响信任进而影响社交情感,具体的,本研究关注网络社交态度、网络信任、人际信任、社交焦虑和孤独感五个变量之间的关系。**方法:**采用《网络社交态度量表》《网络空间人际信任量表》《人际信任量表》《社交回避及苦恼量表》和《孤独量表》对456名成年人进行了测试。通过结构方程模型建立五个变量之间的关系。**结果:**正向的网络社交态度可以直接促进网络信任,进而影响并提升现实人际信任,降低社交焦虑,并且减轻孤独感;网络社交态度对孤独感有直接作用;现实人际信任的提升可以直接降低孤独感。**结论:**本研究揭示了网络社交态度对焦虑与孤独感的影响及其背后的心理机制,为干预与网络社交相关的心理健康问题提供了心理学的依据。

**【关键词】** 网络社交态度; 网络信任; 现实人际信任; 社交焦虑; 孤独感

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## Relationship among Online Social Attitude, Online Trust, Interpersonal Trust, Social Anxiety and Loneliness

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**【Abstract】 Objective:** This study aimed to examine the relationship among online social communication attitude, online trust, interpersonal trust, social anxiety, and loneliness. **Methods:** The Online Social Communication Attitude scale, Online Trust scale, Interpersonal Trust scale, Social Anxiety scale, and Loneliness scale were applied to 456 adults. **Results:** The results indicated that positive online social communication attitude can be positively related with online trust and interpersonal trust, and negatively related with social anxiety and loneliness. Online social communication attitude and interpersonal trust both had direct effects on loneliness. **Conclusion:** This study suggests that online social communication attitude influences social anxiety and loneliness.

**【Key words】** Online social communication attitude; Online trust; Interpersonal trust; Social anxiety; Loneliness

网络社交,是个体通过电子邮件、短信、手机社交工具与朋友、家人、同事进行沟通,或者情感交流的行为<sup>[1]</sup>,为我们的生活创造出高效沟通的便利条件<sup>[2-4]</sup>,可以满足个体在网络上分享自己的观点、结交朋友、维持和加固原来的熟悉关系的需要<sup>[5]</sup>,是现代人际交往方式的延伸和替代<sup>[6,7]</sup>。

网络社交为我们带来便利的同时,也带来了许多心理健康和情绪情感方面的问题。由于网络沟通具有虚拟性、脆弱性、不确定性,容易降低网络信任<sup>[8,9]</sup>。使用网络社交方式,也会让个体减少现实社会接触。过往的文献中指出,问题性网络使用会导致孤

独感的产生<sup>[10,11]</sup>,如果是网络成瘾,就更加会产生孤独感<sup>[12]</sup>,甚至还可能造成个体害怕面对现实社会的接触,导致焦虑<sup>[13,14]</sup>。

不过,网络社交对于心理健康的影响,不仅仅源于网络社交的频度,而且可能源于对网络社交的态度。本研究探讨网络社交态度对社交相关的情感(如社交焦虑、孤独感)的影响及作用机制。本研究的目的在于,着力探查网络环境中的社交态度,与信任(网络信任、人际信任)和社交相关情绪(社交焦虑和孤独感)之间的关系。

## 1 方 法

### 1.1 研究对象

研究对象共计456名,男性96人(占21%),女性

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360人(占79%)。年龄18-35岁,均值(标准差)为5.18(1.347)。学历方面,本科56%,硕士学历34%,专科5%,高中3%,博士及以上2%。

## 1.2 施测方法

主要通过网络平台收集数据,所有研究对象均采用匿名方式回答问卷,共收集有效问卷456份。

## 1.3 研究工具

1.3.1 网络社交态度问卷 该问卷从Caplan<sup>[15]</sup>编制的Generalized Problematic Internet Use Scale2; Lenhart, Madden, Hitlin<sup>[16]</sup>和Lenhart, Rainie, Lewis<sup>[17]</sup>共同编制的网络在线沟通话题问卷; Bonetti, Marilyn 和 Linda<sup>[18]</sup>编制的《在线沟通对象问卷》和Peter, Valkenberg, Schouten<sup>[19]</sup>编制的《网络在线沟通目的问卷》中选取个体对网络社交态度相关的16道题目构成。如“网络社交在您的生活中,起到了积极的作用”,“在条件允许的情况下,您更加愿意选择上网交朋友”,“网络社交方式可以取代过去的传统沟通交流方式”等。5点量表,1分代表完全不同意,5分代表完全同意。分数越高,表示对网络社交态度越积极正向。该问卷在本研究中信度 $\alpha=0.802$ 。

1.3.2 网络空间人际信任量表 采用丁道群等人<sup>[20]</sup>修订的网络空间人际信任量表。该量表为5点量表,得分越高,网络信任程度越高。该量表在本研究中信度 $\alpha=0.711$ 。

1.3.3 人际信任量表 采用Rotter<sup>[21]</sup>的人际信任量表,该量表为5点量表,得分越高,表示现实人际信任程度越高。该问卷在本研究中信度 $\alpha=0.781$ 。

1.3.4 社交回避及苦恼量表 采用Watson 和 Friend<sup>[22]</sup>编制的问卷。该问卷分为社交回避和社交焦虑两个分量表。该问卷在本研究中信度 $\alpha=0.901$ 。社交焦虑分量表的 $\alpha=0.845$ ,社交回避分量表的 $\alpha=0.827$ 。

1.3.5 孤独量表 采用Russell等<sup>[23]</sup>更新的第三版孤独量表,该量表为4点量表,分数越高,孤独感水平越高。该问卷在本研究中信度 $\alpha=0.876$ 。

## 1.4 统计分析方法

采用SPSS 20.0和AMOS 21.0进行数据整理和分析。

## 2 结 果

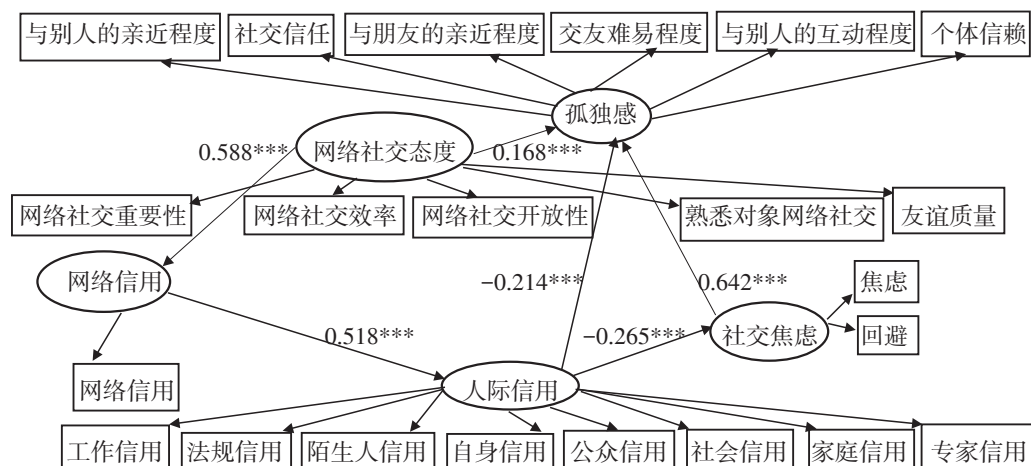
### 2.1 描述性统计分析和相关分析

网络社交态度与网络信任之间呈显著性正相关,网络信任与人际信任之间呈显著性正相关,人际信任与社交焦虑之间呈显著性负相关,社交焦虑与孤独感之间呈显著性正相关,人际信任与孤独感之间呈显著性负相关,网络社交态度与孤独感之间呈显著性正相关。见表1。

表1 描述性统计分析和相关分析(总体样本数量N=456)

	M(SD)	网络社交态度	网络信任	人际信任	社交焦虑	孤独感
网络社交态度	38.55(8.487)	-				
网络信任	12.86(2.822)	0.444**	-			
人际信任	55.78(7.795)	0.152**	0.436**	-		
社交焦虑	11.33(6.868)	-0.029	-0.225**	-0.221**	-	
孤独感	42.11(8.111)	0.095*	-0.077	-0.178**	0.543**	-

注:\*在0.05水平(双侧)上显著相关。\*\*在0.01水平(双侧)上显著相关。



注:\* $P<0.05$ ,\*\* $P<0.01$ ,\*\*\* $P<0.001$

附图 网络社交态度、网络信任、人际信任、社交焦虑和孤独感的结构方程模型

## 2.2 结构方程模型分析

为了研究网络社交态度、网络信任、人际信任、社交焦虑及孤独感5个变量之间的关系,建立结构方程模型,并用AMOS 21.0进行模型拟合及检验。

结构方程模型拟合结果显示: $\chi^2/df=1.926$ , NFI=0.903, IFI=0.951, TLI(NNFI)=0.925, CFI=0.949, RMSEA=0.045。结构模型及路径系数见附图。

## 3 讨 论

本研究发现,积极的网络社交态度会促进网络信任,进而促进现实人际信任,而现实人际信任会降低社交焦虑,进而减轻孤独感。在网络虚拟环境中,当个体认同网络社交这种方式的时候,他们对该种方式的态度是积极正向的,从而建立网络信任。在网络虚拟环境中的信任会被带入到我们的现实生活,加强现实中的人际信任,降低了对别人负面评价的恐惧,从而降低社交焦虑程度,使个体不再害怕面对外界给予的负面评价,促进对来自他人认同以及亲密感的知觉,最终降低孤独感。

本研究结果还显示,越喜欢网络社交,越容易感到孤独,即正向的网络社交态度对孤独感有直接效应。该结果结合上述发现说明,仅仅对网络社交有正向态度,并不能简单地降低孤独感。因为网络社交是通过网络文字符号进行交互的,必然缺少反馈,越使用该方式,越容易减少现实社会接触,越容易感到孤独<sup>[10,12]</sup>。对网络社交的正向态度,只能促进网络沟通的频度,不能促进网络沟通的质量,从而无力改善孤独感。

因此,我们的研究显示,信任是决定网络社交态度如何影响社交相关心理健康的决定因素。

以往研究较多关注网络成瘾、网络社交频度与信任间的关系<sup>[8]</sup>;网络成瘾、网络社交频度与焦虑或孤独感间的关系<sup>[14]</sup>等等,而我们的研究发现,尽管网络社交态度对孤独感有直接效应,但只有通过促进现实人际信任才能降低社交焦虑与孤独感。该发现从网络社交态度这一新视角,阐释了网络社交态度对焦虑与孤独感的影响及其背后的心理机制。

本研究揭示了信任是连接虚拟社交相关心理与现实情感体验的关键因素,为干预、调节虚拟社交于心理健康的负面影响,提供了心理学的依据。

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