

**RELATIONS AMONG LONELINESS, SHYNESS,
PERCEIVED SOCIAL SUPPORT, LIFE
SATISFACTION AND PROBLEMATIC
INTERNET USE**

LARISSA VAROL AFO

İSTANBUL, 2018

RELATIONS AMONG LONELINESS, SHYNESS, PERCEIVED SOCIAL
SUPPORT, LIFE SATISFACTION AND PROBLEMATIC INTERNET USE

A THESIS SUBMITTED TO
THE GRADUATE SCHOOL OF SOCIAL SCIENCES
OF
BAHÇEŞEHİR UNIVERSITY

BY

LARISSA VAROL AFO

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR
THE DEGREE OF MASTER OF ARTS
IN
THE DEPARTMENT OF CLINICAL PSYCHOLOGY

JUNE 2018

THE REPUBLIC OF TURKEY
BAHCESEHIR UNIVERSITY

GRADUATE SCHOOL OF SOCIAL SCIENCES
CLINICAL PSYCHOLOGY

Name of the thesis: Relations Among Loneliness, Shyness, Perceived Social Support, Life Satisfaction and Problematic Internet Use
Name/Last Name of the Student: Larissa VAROL AFO
Date of the Defense of Thesis: 01.06.2018

The thesis has been approved by the Graduate School of Social Sciences.

Assoc. Prof. Burak KÜNTAY
Graduate School Director
Signature

I certify that this thesis meets all the requirements as a thesis for the degree of Master of Arts.



Assist. Prof. Başak Türküler AKA
Program Coordinator
Signature

This is to certify that we have read this thesis and we find it fully adequate in scope, quality and content, as a thesis for the degree of Master of Arts.

Examining Comittee Members

Signature

Thesis Supervisor
Ph.D. Oya MORTAN SEVİ



Member
Assist. Prof. Burak DOĞRUYOL



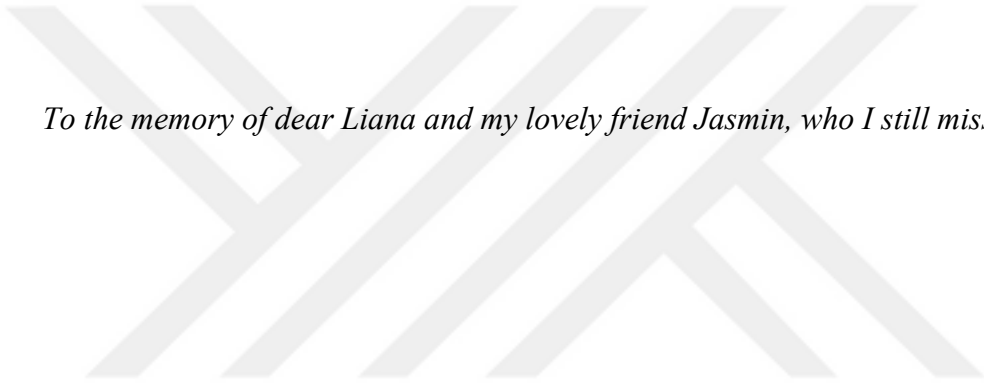
Member
Assist. Prof. Doruk UYSAL IRAK



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Name Surname: Larissa Varol Afo

Signature



To the memory of dear Liana and my lovely friend Jasmin, who I still miss every day

ACKNOWLEDGMENTS

I would like to thank my advisor, Dr. Oya Mortan Sevi, for her help and support with this project. She has always been available to answer questions, read drafts, and help with every step of the way. Furthermore, I would like to thank the members of my thesis committee, Assist. Prof. Burak Doğruyol and Assist. Prof. Doruk Uysal Irak for their input and guidance.

Ali Karakaş, from KONDA Research and Consultancy has been tremendous source of help with survey development and data gathering. I would also like to thank my friend Yasemin Yılmaz, for her help and support with methods and proofreading drafts.

My husband Jerry Afo has been an unwavering source of moral support and encouragement. My daughter Olivia is too young to know how much she has helped and fulfilled me emotionally throughout the course of the project. I thank her from the bottom of my heart, in the hopes that she reads this one day.

My brother Barış has always been a constant source of support, whether it be studying together or winning arguments at the dinner table. Finally, my mother Gülçin Varol deserve the largest share of the praise. She has raised me, led me to pursue my education to the fullest and led me to believe that I can accomplish anything. My father, Aydın Varol, was not able to live to see this day, but I know he

would have been very proud of me. He was the main person in my life that pushed me to pursue my studies to the fullest. I thank him for the spiritual and emotional support that he has left me and I always carry with me.



ABSTRACT

RELATIONS AMONG LONELINESS, SHYNESS,
LIFE SATISFACTION, PERCEIVED SOCIAL
SUPPORT AND PROBLEMATIC INTERNET USE

Varol Afo, Larissa

M.A, Clinical Psychology

Thesis Supervisor: Clinic Psychologist Dr. Oya Mortan Sevi

June 2018, 65 pages

The Internet is a constantly growing and inevitable communication tool that has lots of contributions to people's lives. Every day access to the Internet is getting easier and quicker. This much speed and convenience can lead to the development of some pathology on humans. In the psychology literature, problematic Internet use is being examined within the scope of behavioral addiction. For understanding this internet- human interaction, we must understand and define the problem and try to know who is it that is being affected by this problem. With this purpose, some potential relevant factors were determined for this present study in according with the literature. These factors were loneliness, shyness, perceived social support and life satisfaction. In order to measure these factors, the Problematic Internet Usage Scale, UCLA Loneliness Scale, Shyness Scale, Multi-Dimensional Perceived

Social Support Scale (MDPSSS), Life Satisfaction Scale and Personal Information Form were used as measurement tools. It is hypothesized that loneliness, shyness, perceived social support and life satisfaction would predict problematic Internet use. Data were collected from 504 participants between the ages of 18 and 60. As a result, all hypotheses were verified. Higher levels of loneliness and shyness, and lower levels of perceived social support and life satisfaction predicted higher levels of problematic Internet use at statistically significant levels. Although at the beginning of the study no hypothesis was made regarding the predictive power of age, it was found to be a significant and strong predictor of problematic Internet use. It is found that problematic Internet usage is associated with younger ages. Additionally, problematic internet usage scores were compared according to gender (male, female) and working status (working, not working). Male Internet users had higher problematic internet use scores than female internet users, however gender was no longer significant when the scales were introduced to the model. These findings are discussed according to the literature findings and finally, suggestions for further research are made.

Keywords: Problematic internet use, loneliness, shyness, social support, life satisfaction

ÖZ

YALNIZLIK, UTANGAÇLIK, ALGILANAN SOSYAL DESTEK VE YAŞAM DOYUMUNUN PROBLEMETİK İNTERNET KULLANIMI İLE İLİŞKİSİ

Varol Afo, Larissa

Yüksek Lisans, Klinik Psikoloji

Tez Yöneticisi: Öğr. Gör. Dr. Oya Mortan Sevi

Haziran 2018, 65 sayfa

İnternet, insanların hayatına büyük katkıları olan, sürekli büyüyen ve insanın hayatına girmesi kaçınılmaz olan bir iletişim aracıdır. Her geçen gün internete erişmek daha kolay ve hızlı olmaktadır. Bu kadar hız ve rahatlık, insanlarda bazı patolojilerin gelişmesine neden olabilir. Problematik internet kullanımı, literatürde davranışsal bağımlılık kapsamında incelenmektedir. Bu internet-insan etkileşimini anlamak için sorunu anlamalı, tanımlamalı ve bu problemde kimin etkilendiğini öngörmeye çalışmalıyız. Bu amaçla, bu çalışmada ele alınacak ilgili değişkenler literatürdeki çalışmalar göz önüne alınarak belirlenmiştir. Bunlar yalnızlık, utangaçlık, algılanan sosyal destek ve yaşam doyumudur. Bu faktörler arasındaki ilişkileri incelemek için, ölçme aracı olarak Problemler İnternet Kullanım Ölçeği,

UCLA Yalnızlık Ölçeği, Utangaçlık Ölçeği, Çok Boyutlu Algılanan Sosyal Destek Ölçeği (MDPSSS), Yaşam Doyumunu Ölçeği ve Kişisel Bilgi Formu kullanılmıştır. Yalnızlığın, utangaçlığın, algılanan sosyal desteğin ve yaşam doyumunun problemlili internet kullanımını yordayacağı varsayılmıştır. Örnekleme 18-60 yaş arasındaki 504 katılımcı oluşturmuştur. Sonuç olarak, tüm hipotezler doğrulanmıştır. Bulgular daha yüksek yalnızlık ve utangaçlık ile daha düşük algılanan sosyal destek ve yaşam doyumunu düzeylerinin yüksek düzeydeki problematik internet kullanımını anlamlı bir şekilde yordadığını göstermektedir. Çalışmanın başında yaş ile ilgili herhangi bir hipotez kurulmamasına rağmen, yaş, araştırmanın sonunda problemlili internet kullanımının etkili ve güçlü bir yordayıcısı olarak bulunmuştur. Yaş arttıkça problemlili internet kullanımı seviyesi azalmaktadır. Ayrıca, problematik internet kullanımı puanları cinsiyet (erkek, kadın) ve çalışma durumuna göre (çalışan, çalışmayan) karşılaştırılmıştır. Erkek internet kullanıcılarının problematik internet kullanımı puanları kadın internet kullanıcılarına göre daha yüksektir, fakat ölçeklerle beraber modele girdiği zaman anlamlılığını yitirmektedir. Ayrıca, çalışmayan internet kullanıcıları çalışan internet kullanıcılarına göre daha yüksek internet kullanımı puanlarına sahiptir. Bu bulgular literatür sonuçları ışığında tartışılmış ve daha ileri çalışmalar için öneriler sunulmuştur.

Anahtar kelimeler: Problematik internet kullanımı, yalnızlık, utangaçlık, sosyal destek, yaşam doyumunu

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CHAPTER 1

INTRODUCTION

1.1. Internet Use

According to the *Internetlivestats* website's 2016 figures, Turkey is 14th in Internet usership in the world, with 46 million Internet users. This number was 35 million in June 2010 and 7,270,000 in 2005. This dramatic increase calls attention to both itself and to the effects of this subject.

Like other disciplines, psychologists have done a lot of research regarding the Internet. When the findings become more diverse, new curiosities emerge and new hypotheses are investigated.

The Internet is a constantly growing and inevitable communication tool that has lots of contributions to people's lives. Every day access to the Internet is getting easier and quicker. That much speed and convenience can lead to the development of some pathological behavior. For understanding this Internet- human interaction, we must understand and define the problem and try to know those who are affected by

this problem. The psychopathology associated with Internet use has been loosely defined in the literature. Young (1999) lists symptoms such as obsessively thinking about the Internet, developing a tolerance, a diminished capacity for impulse control, inability to stop Internet use, and withdrawal symptoms as signifying a potentially unhealthy Internet usage.

1.2. Problematic Internet Use and Internet Addiction Disorder

Excessive or poorly controlled preoccupations, urges, or behaviors stemming from Internet use, which could potentially lead to impairment or distress, generally characterize problematic Internet use (PIU) or Internet Addiction Disorder (IAD) (Weinstein et al., 2014).

Excessive Internet use and its potential negative effects increasingly became an area of interest in the last two decades (Casale et al., 2015). Understanding these negative effects on the mental and social health of individuals requires understanding its predictors.

Internet use for various aims and different subtypes have been defined by some researchers. Internet Addiction Disorder (IAD) manifests itself in at least three different ways: *excessive gaming-gambling*, *sexual preoccupations (cybersex)*, and *socializing or social networking*, including e-mail and messaging (Weinstein et al., 2014).

The original DSM-5 suggested four components in its initial inclusion of IAD for diagnosis: According to Block (2008), the first component is that excessive Internet use is oftentimes signaled by a loss of sense of time or a neglect of basic drives.

Second, individuals exhibiting problematic Internet use show signs of withdrawal, such as feeling angry, tense, and/or depressed when they cannot access a computer. Further, individuals begin to develop a tolerance, in the sense that they begin needing better computer equipment, more software, or more hours of use. And finally, individuals begin experiencing adverse effects, such as arguments, lying, poor academic or vocational achievement, social isolation, and fatigue (Weinstein et al., 2014).

In a cognitive-behavioral model of pathological Internet use, Davis (2001), described specific and generalized pathological Internet use. By specific pathological Internet use (PIU), Davis includes those people who are dependent on a particular aspect of Internet, one of the specific functions it serves, such as overuse of online sexual material/services, online auction services, online stock trading, and online gambling. Hence, it is only a particular aspect of the Internet that is connected to specific PIU. Generalized pathological Internet use, on the other hand, encompasses a more general, multidimensional overuse of the Internet, such as spending time online without a particular purpose, online ‘chatting’, or dependence on e-mail.

According to this model, problematic cognitions when paired with behavior that either intensifies or sustains the maladaptive response result in PIU. For this theory, the individual’s thoughts or cognitions are the main cause of abnormal behavior, which are then taken as the basis for PIU.

1.3. Problematic Internet Use and the Potential Relevant Factors

Problematic Internet use (PIU) was studied through various psychological factors and traits in the literature. Some of those were depression (Beutel et al., 2011;

Ceyhan et al., 2008; El-Sayed Hammour et al., 2015; Keser- Özcan et al., 2007), anxiety (Beutel et al., 2011, Reed et al., 2015), close relationships (Beutel et al., 2017); social avoidance and distress (Caplan, 2007), psychological well-being (Casale et al., 2015), loneliness (Caplan, 2007; Ceyhan et al., 2008; Keser- Özcan et al., 2007; Junghyun et al., 2009; Ye et al., 2015; Say et al., 2016), self-efficacy (Ceyhan et al., 2008), shyness (Ebeling-Witte et al., 2007; Öztürk et al., 2011; Pawlikowski et al., 2014), Eysenck Personality traits (Öztürk et al., 2011), life satisfaction (Pawlikowski et al., 2014), social support (Durak- Batıgün et al., 2011; Keser- Özcan et al., 2007), locus of control (Ye et al., 2015), big five personality traits (Durak- Batıgün et al., 2011).

One of these possible and popular traits is **loneliness** in the literature. Because loneliness generally includes anxious feelings about a lack of connection or communication with other beings, individuals can attempt to relieve the feelings of loneliness through excessive Internet use. Some studies established that loneliness was associated with increased Internet use and problematic use of the Internet (Morahan-Martin & Schumacher, 2003; Kraut, Patterson, Landmark, Kiesler, Mukhopadhyay, & Scherlis, 1998; Odacı & Kalkan 2010). According to these studies, lonely individuals use Internet and e-mail more frequently and tend to turn to the Internet for emotional support compared to others (Morahan-Martin & Schumacher, 2003).

Shyness is defined as being anxious and nervous during interpersonal communication. Shy individuals usually have difficulties with communicating with others; they talk less and prefer to stay away from social environments. The virtual

world presented by the Internet offers alternatives to shy people. Research has shown that the environment that the Internet provides, enables shy people to have better quality relationships, as they feel like they have greater control over how they interact with others and present themselves online, which takes place largely on text-based platforms (Huan et al., 2014). Those who do not have many friends and experience higher levels of loneliness, have a higher tendency of establishing friendships with strangers (Caplan, 2007).

According to self-presentation theory, shy individuals, like anyone else, also attempt to control their self-image or any other information pertaining to their identity, in order to leave a positive impression on others. Through these, the individual seeks to gain approval from others and diminish disapproval to the best of their ability. (Edelmann, 1987; Goffman, 1959; Huan et al., 2014). The desire for gaining approval, collecting maximum “like” and having maximum “followers” in the social media covers a deep psychological topic and maybe some pathology.

Another concept, which was found to have a negative correlation with problematic Internet use, is “**perceived social support**” (Oktan, 2015). Social support means that a person has people around them that they can trust, value them and care about them. When we look at the studies of Internet dependency, one of the variables discussed is social support. A person can be said to have social support when they have individuals around them to trust, who value them and are concerned for them. When we look at the research studying the relationship between Internet use and social support, Miller (2008) finds no meaningful relationship between the variables, while others such as Yeh et al. (2008) and Batıgün and Kılıç (2011) found

a close relationship.

Life satisfaction, another factor associated with PIU, is defined as a person's positive evaluation of all aspects of their life, according to their self-defined criteria (Demir et al., 2015; Diener, Emmons, Larsen ve Griffin,1985; Veenhoven, 1996).

Studies looking at Turkey and international contexts found a negative relationship between life satisfaction and Internet dependence (Brenner, 1997; Caplan, 2002; Ceyhan, Ceyhan ve Gürcan, 2007; Kayri ve Günüş, 2009; Özcan ve Buzlu, 2005). Another study, also carried out in Turkey, indicated that life satisfaction was a significant predictor of problematic Internet use among adolescents (Demir et al., 2015).

Although those psychological factors and traits were frequently used in the studies with different binary or triple combinations, there is no study that investigates these four factors together (loneliness, shyness, perceived social support, and life satisfaction).

1.4. A Systematic Review of Literature on Problematic Internet Use

1.4.1. The Articles that were published in the PsychINFO, Medline and Academic Research Complete Databases

Articles in English that were published between the years of 1990 and 2017 have been searched in the Psych INFO, Medline and Academic Research Complete databases by using “(1) PIU and loneliness; (2) PIU and shyness (3) PIU and social support; and (4) PIU and life satisfaction” keywords.

The articles that were studying subjects under 18 years of age and only testing for reliability and validity were eliminated. The methodological approaches and findings of the remaining 16 studies that satisfied the search criteria are summarized in Table 1.1.

The results of this review indicated that most of the studies were done with undergraduate students (Caplan, 2007; Casale et al., 2008; Ceyhan et al., 2008; Özcan et al., 2007). Only two articles have a wider age range, such as between 14-97 years old (Beutel et al., 2011; Beutel et al., 2017). Women made up most of samples in the studies. There weren't any specific exclusion criteria for the samples. Generally, similar measurement scales were used according to countries' adaptations. UCLA Loneliness Scale is frequently used in the studies (Caplan, 2007; Ceyhan et al., 2008; Özcan et al., 2007; say et al., 2016). Shyness scale is also often used in the surveys (Öztürk et al., 2011; Ebeling-Witte et al., 2007; Pawlikowski et al., 2014; Wei et al., 2010). The studies generally preferred multiple regression analyses for the statistical method.

According to results of the studies, loneliness (Caplan,2007; Ceyhan et al., 2008; Özcan et al., 2007; Say et al., 2016; Ye et al., 2015), shyness, social anxiety (Caplan, 2007), depression (Ceyhan et al. 2008; Özcan et al., 2007) and low psychological well-being (Casale et al., 2015; Ye et al., 2015) are associated with problematic use of Internet. Compared to females, males had higher levels of PIU. (Say et al., 2016; El-Sayed Hammour et al., 2015; Beutel et al., 2011).

1.4.2. The Articles that were published in Turkish Psychiatry Index and Turkish Journal of Psychology

The articles that were published between 1990 and 2017 years in Turkish Psychiatry Index and Turkish Journal of Psychology were surveyed by using “problematic internet use” keyword. Two articles were found in this database and the samples of these studies were made up of university students. Depression, anxiety, stress and emotional intelligence were measured, and these were found as predictors of PIU. Being male is also significantly associated with PIU (Ançel et al., 2015; Odacı & Çıkrıkçı, 2016).

In Turkish Journal of Psychology only one article was found in the database with the “Internet” keyword. This article was done with university students about personality factors, psychological symptoms and social support in relation to Internet addiction. Males had higher addiction scores than females. Addiction scores were low in agreeableness and conscientiousness but high in neuroticism and psychological symptoms. They also report less social support, lower life satisfaction and future expectation (Durak-Batıgün & Kılıç, 2011)

Table 1.1

Systematic Literature Review

Study (Author, year)	Database	Sample	Measurement	Statistical Method	Result
Ançel et al., 2015	Turkish Psychiatry Index	432 students	Sociodemographic characteristics, Online Cognition Scale and Emotional Intelligence Scale.	Descriptive statistics, t-test, Pearson Correlation Analysis and Stepwise Hierarchical Regression Analysis.	Problematic internet use rate is 15.9%, there is negative correlation between Online Cognition Scale and Emotional Intelligence Scale. Gender (being male), departments of students, using internet for social interaction and emotional intelligence are predictors of problematic internet use.
Beutel et al., 2011	Academic Search Complete	1401 female 1111 male Age: 14-94	Questions and standardized questionnaires on depression, anxiety (HADS), and depersonalization (CDS-2)	Univariate and multivariate parametric and nonparametric statistics	Users were younger and had a higher socioeconomic status (education, employment, income). Chatting, online communities, games and sex were domains of young, mostly male adults.
Caplan, 2007	Medline	343 undergraduate students Age: 18 -28 (M = 19.4; SD = 1.37)	Social Avoidance and Distress (SAD), UCLA Loneliness Scale, Preference for Online Social Interaction.	Pearson Correlation analysis Regression analysis	Social anxiety, loneliness, and POSI were significantly correlated with one another. <u>The relationship between loneliness and preference for online social interaction is spurious, and that social anxiety is the confounding variable.</u>
Casale et al., 2015	Academic Search Complete	495 undergraduate students (204 males, 291 females) 18 to 26 years old (M= 20.88 Years; SD = 1.98).	Generalized problematic Internet use Scale 2, Participants completed the 18-item Italian version of the Psychological Well-being Scales	A set of hierarchical multiple regression analyses	<u>Low psychological well-being is associated with problematic use of Internet communicative services.</u>

Continuation of the Systematic Literature Review

Ceyhan et al., 2008	Medline	559 university students 322 (57.6%) female and 234 (41.9%) male 3 missing (0.5%).	Problematic Internet Use Scale, UCLA Loneliness Scale, Beck Depression Inventory (BDI), Computer Self-Efficacy Scale (CSES).	Stepwise method of linear multiple-regression analysis	Loneliness, depression, and computer self-efficacy were significant predictors of problematic Internet use. <u>Loneliness was found as the most important predictive variable.</u> Depression predicted problematic Internet use on the second rank, and computer self-efficacy on the third rank.
Durak-Batigün & Kılıç, 2011	Turkish Journal of Psychology	1198 university students 672 female and 525 male	Internet Addiction Scale, Big Five Personality Inventory, Social Support Inventory (MDPSS) and demographical information form	Regression analyses	Male students were <u>found to have higher addiction scores than female students.</u> Addiction scale were low in agreeableness and conscientiousness but high in neuroticism and psychological symptoms. They also report less social support, lower life satisfaction and future expectation. Significant correlations were found between <u>shyness, Internet use, and personality traits.</u> A stepwise regression analysis indicated that <u>shyness was predicted by introversion, neuroticism, and problematic Internet usage</u> as assessed by the Online Cognition Scale.
Ebeling-Witte et al., 2007	Medline	88 undergraduate students 34 male and 54 female	the Revised Cheek and Buss Shyness Scale, the Online Cognition Scale, a computer/Internet familiarity scale, the Eysenck Personality Questionnaire Revised (short version) and the Abbreviated Duke Social Support Index	Multiple regression analysis	Female students <u>had significantly lower PIU levels</u> on all dimensions of Online Cognition Scale (OCS) (i.e., social comfort, loneliness/depression, diminished impulse control and distraction) than those of males.
El-Sayed Hammour et al., 2015	Academic Search Complete	600 undergraduate university students	Online self-administered questionnaire, Online Cognition Scale (OCS)	Chi square test, t test, ANOVA, and Linear regression	Lonely Individuals or whom did not have good social skills could develop strong compulsive Internet use behaviors resulting in negative life outcomes (e.g., harming other significant activities such as work, school, or significant relationships) instead of relieving their original problems.
Junghyun et al., 2009	Academic Search Complete	635 students 58% were female and 42% were male	Survey about favorite online activity (e.g. online gambling, online shopping, online pornography, chatrooms), UCLA Loneliness scale	Multigroup analysis	

Continuation of the Systematic Literature Review

Odacı et al., 2017	Turkish Psychiatry Index	543 university students; 378 female (%69,6); 154 male (%28,4) Age: 17-28 (M = 18.49).	Support Inventory, Brief Symptom Inventory and demographical information form	The Kruskal–Wallis test	Problematic Internet use behaviors vary depending on depression, anxiety, and stress levels. As depression, anxiety, and stress levels increase, problematic Internet use increases.
Özcan et al., 2007	Medline	730 university students, Age M=20.84, SD = 1.95, and the majority were females	Online Cognition Scale (OCS), UCLA Loneliness Scale, Beck Depression Inventory, Multidimensional Perceived Social Support Scale (MDPSS)	Multiple-regression analysis.	According to the multiple regression analysis, the OCS results are relatively affected by the Beck Depression Scale, UCLA Loneliness Scale, and MDPSS (0.249, 0.160, 0.124). The correlation between problematic Internet use and depression is the most striking one.
Öztürk et al., 2011	Academic Search Complete	453 students %46.5 female (n=210) and %53.5 male (n=243)	Problematic Internet Use Scale, The Eysenck Personality Questionnaire, Shyness Scale	Regression analysis	There was a significant relationship between gender and this effect on problematic Internet use. Lying, extraversion, neuroticism, introversion, psychosis and shyness were precursors to problematic Internet use
Pawlikowski et al., 2014	Academic Search Complete	769 active Internet users. 673 of them completed the measurements.	Internet Addiction Test (IAT), Shyness and Sociability Scales for Adults (Asendorpf & Wipperf, 1998), the Satisfaction of Life Scale (Diener, Emmons, Larsen, & Griffin, 1985)	Pearson's correlations, the Fisher's Z-test, hierarchical regression analyses and Chow-Test (Chow, 1960).	<u>Shyness and life satisfaction are significant predictors for a tendency towards pathological use of Internet Games, but not pathological use of Internet Pornography.</u>
Reed et al., 2015	Academic Search Complete	162 participants from three universities in the UK 85 females and 77 males Age: 18-34 (M =19.6; SD = 2.3).	Internet Addiction Test (IAT; Young 1998), Hospital Anxiety and Depression Scale (HADS; Snaith and Zigmond 1994), Emotional–Social Loneliness Scale (E-SLS; de Jong Gierveld and Kamphuis 1985),	Regression analysis	There were no statistically significant differences on any of these variables(all Fs<1), with the exception of gender across the disciplines, $v2(2) = 12.40, p<0.01$.

Continuation of the Systematic Literature Review

Say et al., 2016,	Academic Search Complete	402 university students	Online Cognition Scale, Parent-Adolescent Relationship Quality Scale, UCLA Loneliness Scale, Problem Solving Inventory and Multidimensional Anger Inventory	Correlation analysis, analysis of variance (ANOVA), and multiple mediation model test (Bootstrap).	Males had higher levels of problematic internet use when compared to females. The results of mediating effects of anger, problem solving, and loneliness on relationship quality between parent-adolescents, and problematic internet use revealed that these variables partially mediated the relationship between negative mother-adolescent relationship and problematic internet use.
Skues et al., 2016	Academic Search Complete	164 students; Gender: 73.8 % female and 26.2 % male Age: (M = 26.86, SD=7.88).	Problem Internet Use Questionnaire (PIUQ; Demetrovics et al. 2008), Boredom Proneness Scale (BPS—Farmer and Sundberg 1986), The UCLA Loneliness Scale Version 3 (Russell 1996), The Distress Tolerance Scale (DTS; Simons and Gaher 2005),	A confirmatory factor analysis model	<u>L</u> oneliness was significantly associated with both boredom and <u>PIU</u> , but was not a significant predictor of PIU in the model. There was no evidence that distress tolerance moderated either of these associations.
Wei et al., 2010	Academic Search Complete	131 online gamers in China 63% male and 33% female, and the gender of 5 people (4%) was undisclosed	Six items were used in the current study to assess online gaming dependency, shyness scale by Cheek and Buss, the Center for Epidemiological Studies Depression Scale, The physical problems scale included six items to measure physical health-related problems, such as fatigue, aches, and skipping meals.	Hierarchical multiple regression analysis	The results of path analysis found that maladaptive cognitions, shyness, and depression are positively related to online gaming dependency. Online gaming dependency was also positively related to different types of negative life outcomes.
Ye et al., 2015	Medline	260 Chinese undergraduate students 84 male, 176 female Age M = 20.1; SD = 1.2	Locus of control Rotter's (1966) scale, Campbell Index of Well-being, UCLA Loneliness Scale, Preference for online social interaction (POSI)	Correlation analyses and hierarchical multiple regression analyses	There were significant positive correlations between the Loneliness , Locus of control, and POSI scales . Additionally, there were negative relationships between Loneliness, Locus of control, and Subjective well-being scales, and a positive correlation between Loneliness and Locus of control scales. This means that there were positive relations among low well-being, loneliness, external locus of control, and the POSI scale .

1.4.3. Other Articles that were published about Problematic Internet Use

The articles that were not accessed using the keywords (oneliness, shyness, social support and life satisfaction) aforementioned are collected in this chapter.

Some studies established that loneliness was associated with increased Internet use and problematic use of the Internet (Kraut, Patterson, Landmark, Kiesler, Mukophadhyay, & Scherlis, 1998; Morahan-Martin & Schumacher, 2003; Odacı & Kalkan 2010) The results show that lonely individuals used the Internet and e-mail more and more likely to use the Internet for emotional support than others (Morahan-Martin & Schumacher, 2003).

On the other hand, some studies have indicated that loneliness and PIU have a spurious correlation (Caplan, 2007) or loneliness is a mediator variable, whereas shyness is a predictor variable (Huan, 2014). In addition, some studies have shown a positive correlation between problematic Internet use and shyness and loneliness (Ceyhan & Ceyhan, 2008; Kraut et al., 1998; Odacı & Kalkan 2010).

In the studies that investigated in Turkey and abroad it was found that there was a negative relationship between life satisfaction and Internet dependence (Brenner, 1997; Caplan, 2002; Ceyhan, Ceyhan ve Gürcan, 2007; Kayri ve Günüç, 2009; Özcan ve Buzlu, 2005). Another study, which was also considered in Turkey, indicated that life satisfaction was a significant predictor of problematic Internet use among adolescents (Demir et al., 2015). Another concept, which was found to have a negative correlation with problematic Internet use, is “perceived social support” (Oktan, 2015).

1.5. Aim of Thesis

Aim

The results of studies suggested that loneliness, shyness, perceived social support, and life satisfaction generally have significant correlations with PIU. This study aims to investigate the relationship between PIU and these independent variables taken together. No study has included the four variables together, so this study is an opportunity for understanding how much the explanatory power of our models would improve when these four variables are taken together.

Hypotheses

- H 1. Loneliness and problematic Internet Use will be significantly related.
- H 2. Shyness and problematic Internet Use will be significantly related.
- H 3. Perceived social support and problematic Internet Use will be significantly related.
- H 4. Life satisfaction and problematic Internet Use will be significantly related.
- H 5. Higher levels of loneliness, higher levels of shyness, lower levels of perceived social support and lower levels of life satisfaction will significantly predict higher levels of PIU.

1.6. Importance of Thesis

Most of the works carried out in this area were made with university students and adolescents. This study aims to analyze a sample with greater variation in age, to include adults between the ages of 18 and 60. This kind of wider age range allows one to see if there is any generational variation in PIU. Furthermore, this study also contributes to the literature focusing on Turkey as it is a first in both widening the age variation and also including all four psychological factors. Different traits and psychological dispositions will be analyzed together, giving us an opportunity for making new predictions about the PIU.

CHAPTER 2

METHOD

2.1. Participants

Individual between 18-60 years of age who are Internet users were included in the study. In total, 575 individuals participated in the online survey, however 71 of them were removed from the survey data. Of the dropped cases, 60 of them were removed because of too missing values and 11 of them were removed because they were not in our age range. Individuals between 18-60 years of age ($M=28$, $SD=8.044$) who were also active Internet user were included in the study. The sample had a reasonably equal distribution in gender. Of the respondents, 44% were male and 55% were female. Table 2.1 summarizes the descriptive statistics for the demographic characteristics.

Table 2.1

Demographic characteristic of sample (N=504)

Variables	N	%
Gender		
Male	222	44
Female	275	54,6
Missing	7	1,4
Education Level		
Secondary School	5	1
High School	24	4,8
Associate's Degree	14	2,8
Collage Graduate	366	72,6
Post Graduate/PhD	92	18,3
Missing	3	0,6
Marital Status		
Single(widow, divorced)	346	69,7
Married(married, engaged)	155	31
Missing	3	0,6
Work Status		
Working	272	54
Not Working	227	45
Missing	5	1
Income		
3.500 TL and below	131	26.6
3.500-4.999 TL	99	20.1
5.000-9.999 TL	145	29.4
10.000 TL and over	118	24

When looking at the demographics about Internet usage 97% of the participants have been using the Internet for over 5 years, 11% of the participants have been Internet users for 3-5 years. When looking at their daily frequency about their usage, 68% of the participants say “it’s always on, on my phone or on my computer”, 21% of participants

say that they use the Internet for “more than 3 hours a day”, 8% of participants “2-3 hours a day”, only 2% of participants use the Internet “1 hours or less a day.” 56% of the participants use the Internet for social networking, 23% of them use it for entertainment, 18% of them use the Internet for researching and 3% of them use it for gaming.

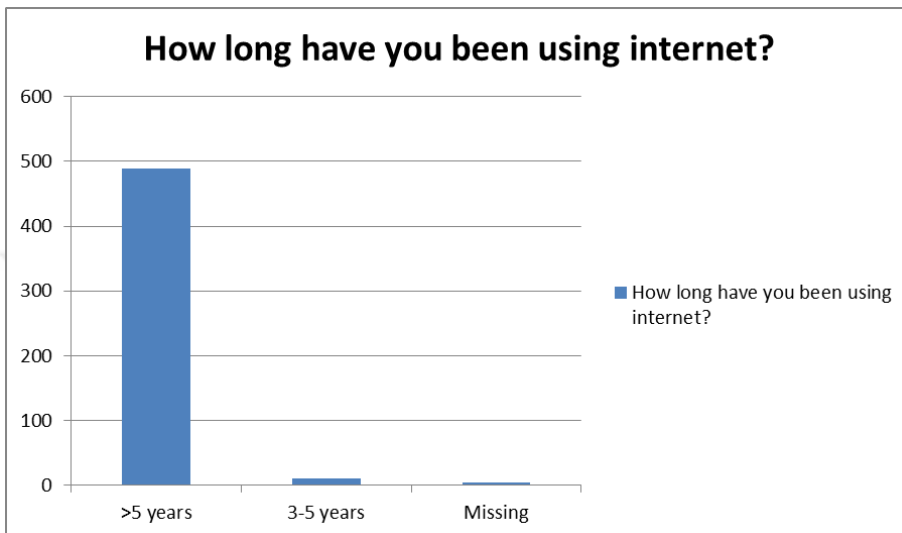


Figure 2.1 Length of Internet usage

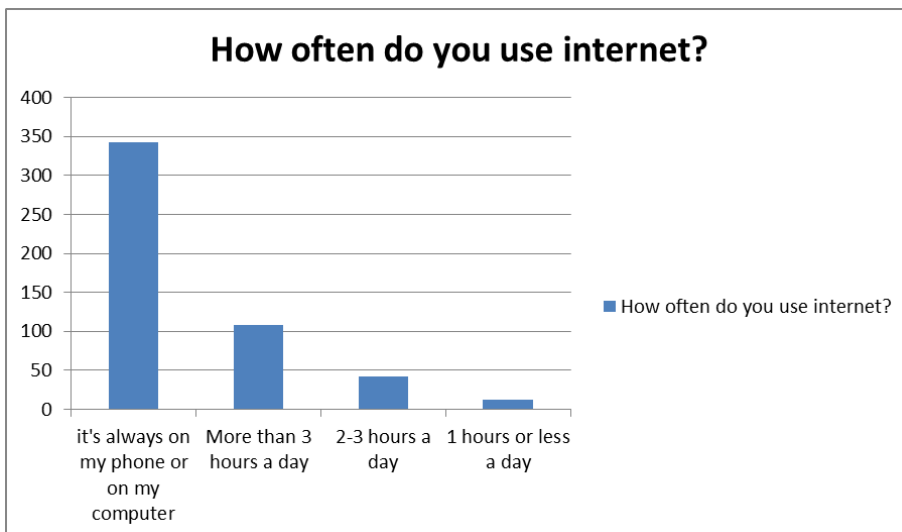


Figure 2.2 Daily Internet Usage

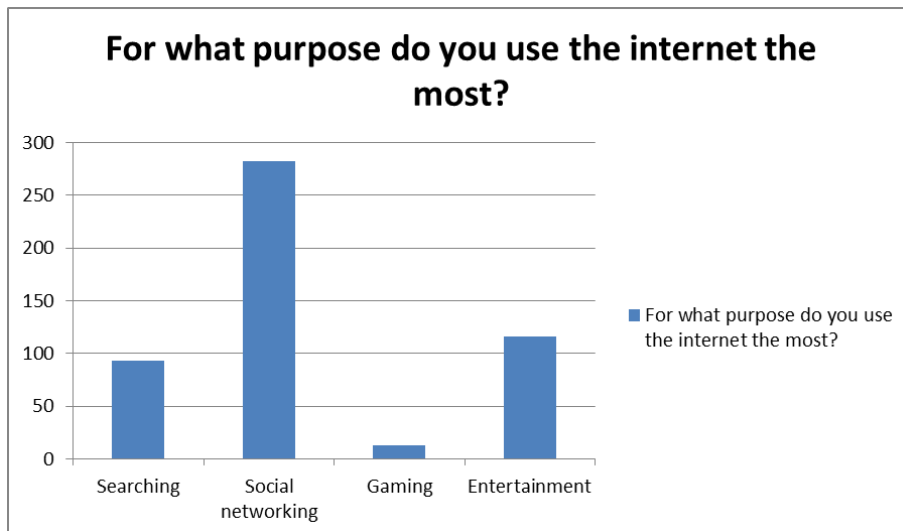


Figure 2.3 Main Purpose of Internet Use

2.2. Measures

2.2.1. The Problematic Internet Usage Scale

The scale that was used in this analysis was developed by Ceyhan, Ceyhan, and Gürcan (2007) and it is a 33-item scale used order to determine PIU levels of university students. The scale is used to identify the intensity of Internet usage in a wide spectrum from healthy to unhealthy condition. The scale includes three subscales as noted: 1) negative consequences of the Internet, 2) social benefit/social comfort, and 3) excessive use. Items are rated on a scale of 1 to 5 according to options, ranging from ‘Not appropriate’, ‘Rarely appropriate’, ‘Sometimes appropriate’, ‘Usually appropriate’, and ‘Always appropriate’. Based on the responses on the 5-point Likert scale, total possible scores range from 33 to 165, higher scores indicating unhealthy Internet usage, where the Internet affects the respondents’ lives negatively and may be creating a tendency for pathology such as Internet dependency. The Cronbach’s alpha of the scales was .94. Internal consistency of subscales ranged between .75 and .94. These factors explained

48.94% of total variance in healthy to unhealthy Internet usage. The test-retest reliability of the total scale was .81 and split half reliability was .83. It is a reliable and valid assessment tool to evaluate the level of problematic Internet usage in Turkish culture.

2.2.2. UCLA Loneliness Scale

The scale was developed by Russell, Peplau, and Cutrona (1980) and adapted into Turkish by Demir (1989). The UCLA Loneliness Scale is a 4-point Likert-type self-evaluation scale used to determine an individual's loneliness level. The scale consists of 20 items, 10 positive and 10 negative. The highest possible score is 80 and the lowest 20. High scores on the scale show that loneliness level of individual is high. It has a Cronbach alpha internal consistency co-efficient of .96 and a 5-week interval test-re-test reliability co-efficient of .94.

2.2.3. Shyness Scale

The scale was developed by Cheek and Buss (1990) and adapted into Turkish by G ng r (2001). This is a 20-item 5-point Likert-type scale. The respondents respond to questions according to options like 'It's not appropriate for me at all,' 'Not appropriate', 'Undecided', 'Suitable for me' and 'Very Suitable for Me.' The highest possible score is 100, and the lowest is 20. A high score shows that the individual perceives himself as shy. The scale has a Cronbach alpha internal consistency co-efficient of .91, with a 3-week interval test-re-test reliability co-efficient of .83

2.2.4. Multi-Dimensional Perceived Social Support Scale (MDPSSS).

This scale was developed by Zimet et al. (1988). This 7-point Likert-type scale has 12 items. High scores on the scale indicate high-perceived social support. The reliability and validity studies of the scale have been completed by Eker et al., (1995; 2001). The reliability scores were found to range between .80 and .95.

2.2.5. Life Satisfaction Scale

The Life Satisfaction Scale was developed by Diener, Emmons, Larsen, and Griffin (1985) and adapted into Turkish by Köker (1991) and Yetim (1993). The scale has 5 items and measures objective well being. This 7-point Likert-type scale is scored from 1 to 7, and the total score varies between 1 and 35. High scores represent a high level of life satisfaction. Coefficiency varies between .80 and .89. The test–retest coefficient was .85 and item test-retest correlation coefficients were between .71 and .80.

2.2.6. Personal Information Form

In this study, a personal information form was prepared and used consisting of questions about participants' demographical background and Internet use patterns about duration and purpose.

2.3. Procedure

Voluntary applicants were asked to evaluate themselves on the already prepared scales. Data was obtained via online social media resources. Participants optionally completed the scales. Participation in the study was completely voluntary throughout the entire study. The obtained results were then results analyzed.

2.4. Data Analysis

The data was analyzed using the SPSS statistical software. Demographic frequency analysis was carried out to examine the characteristics of participants. Pearson's correlation analysis was conducted to assess the relation between PIU and other independent scale variables. Finally, three models employing OLS regression were conducted to evaluate the predictive of PIU. The analysis was carried out in the following logic: first, Model 1 tested the effects of demographic variables on PIU to evaluate how much of problematic Internet use could be attributed to independent factors of a person's life, in isolation from their psychological background. Second, the scales were tested on PIU independently of demographic factors to see which, if any, were significant. Finally, in Model 3, the effects of the scales on PIU were tested for while controlling for demographic factors. The results of each of these steps will be presented in the following section.

CHAPTER 3

RESULTS

3.1.Descriptive Statistics

The descriptive statistics of the measures used in the study were given in Table 3.1.

Table 3.1
Descriptive Information of the Measures

Measures	<i>M</i>	<i>SD</i>	<i>Range</i>
PIUS	69.54	21.83	34-142
UCLALS	34.30	11.61	20-80
SS	48.74	17.04	20-97.49
MDPSSS	63.91	15.84	21-84
LSS	21.62	7.32	5-35

Note: PIUS: Problematic Internet Usage Scale, UCLALS: UCLA Loneliness Scale, SS: Shyness Scale, MDPSSS: Multi-Dimensional Perceived Social Support Scale, LSS: Life Satisfaction Scale

3.2.Group Variance and Significance Tests

Gender and work status

An independent samples t-test was conducted to compare problematic internet use for female and male participants. There was a significant difference in the scores for female (M=65.76, SD=20.89) and male (M=74.18, SD=22.17) participants; $t(495) = -4.34$, $p=.000$. These results suggest that female participants have significant lower problematic internet use score than male participants.

An independent samples t-test was conducted to compare loneliness for female and male participants. There was a significant difference in the scores for female (M=33.04, SD=11.14) and male (M=35.89, SD= 12.05) participants; $t(495) = -2.73$, $p=.007$. These results suggest that female participants have significant lower loneliness score than male participants.

An independent samples t-test was conducted to compare shyness score for female and male participants. There was a significant difference in the scores for female (M=47.32, SD=16.18) and male (M=50.67, SD=17.86) participants; $t(495) = -2.18$, $p=.029$. These results suggest that female participants have significant lower shyness score than male participants.

According to independent samples t-test results perceived social support scores were significantly higher for female participants (M=66.73, SD= 15.18) than male participants (M=60.64, SD=15.90); $t(495) = 4.35$, $p=.000$.

According to independent samples t-test results life satisfaction scores were significantly higher for female participants (M=23.24, SD= 6.99) than male participants (M=19.59, SD=7.21); $t(495) = 5.71, p=.000$.

Table 3.2
Differences in Problematic Internet Use Scores Between Female and Male Participants

	M	SD	T	P
<i>PIUS</i>			-4.34	.000
Female	65.76	20.89		
Male	74.18	22.17		
<i>UCLALS</i>			-2.73	.007
Female	33.04	11.14		
Male	35.89	12.05		
<i>SS</i>			-2.18	.029
Female	47.32	16.18		
Male	50.67	17.86		
<i>MDPSSS</i>			4.35	.000
Female	66.73	15.18		
Male	60.64	15.90		
<i>LSS</i>			5.71	.000
Female	23.24	6.99		
Male	19.59	7.21		

Note: PIUS: Problematic Internet Usage Scale, UCLALS: UCLA Loneliness Scale, SS: Shyness Scale, MDPSSS: Multi-Dimensional Perceived Social Support Scale, LSS: Life Satisfaction Scale ** $p < .01$

The results support each other, not working participants have higher problematic internet use, and loneliness and shyness score, whereas lower perceived social support and life satisfaction scores. Levene's test for equality for variance was significant.

According to independent samples t-test results; not working participants (M=74.62, SD=22.97) have higher PIU scores than working participants (M=65.37, SD=20.05); $t(497) = -4.74, p=.000$.

Additionally, not working participants (M=37.38, SD= 12.78) have higher loneliness score than working participants (M=3.77, SD=9.86); $t(497) = -5.41, p=.000$. Not working participants (M=52.91, SD= 17.67) have higher shyness score than working participants (M=45.29, SD= 15.70); $t(497) = -5.04, p=.000$. Not working participants (M=60.84, SD= 16.69) have lower perceived social support score than working participants (M=66.53, SD= 14.59); $t(497) = 4.01, p=.000$. Not working participants (M=19.68, SD= 7.57) have lower life satisfaction score than working participants (M=23.21, SD= 6.77); $t(497) = 5.44, p=.000$.

Table 3.3
Differences in Problematic Internet Use Score Between Working and Not Working Participants

	M	SD	T	P
<i>PIUS</i>			-4.74	.000
Working	65.37	20.05		
Not Working	74.62	22.97		
<i>UCLALS</i>			-5.41	.000
Working	31.77	9.86		
Not Working	37.38	12.78		
<i>SS</i>			-5.04	.000
Working	45.29	15.70		
Not Working	52.91	17.67		
<i>MDPSSS</i>			4.01	.000
Working	66.53	14.59		
Not Working	60.84	16.69		
<i>LSS</i>			5.44	.000
Working	23.21	6.77		
Not Working	19.68	7.57		

Note: PIUS: Problematic Internet Usage Scale, UCLALS: UCLA Loneliness Scale, SS: Shyness Scale, MDPSSS: Multi-Dimensional Perceived Social Support Scale, LSS: Life Satisfaction Scale

** $p < .01$

3.3. Findings Related to Problematic Internet Use

3.3.1. Relations between Age, Psychological Factors and Problematic Internet Use

To be able to investigate the relationship between all measures used in the study, which were Problematic Internet Use, Loneliness, Shyness, Perceived Social Support and Life Satisfaction, Pearson's correlation analyses was conducted.

According to this analysis, there were significant correlations between PIU and loneliness $r(504) = .52, p < .01$, shyness $r(504) = .49, p < .01$, perceived social support $r(504) = -.48, p < .01$, life satisfaction $r(504) = -.44$. Results indicated that when the scores of loneliness and shyness increase, the score of PIU increases. However, when the scores of perceived social support and life satisfaction increase, PIU scores decrease. These findings are all in line with the preliminary research hypotheses. Besides, there were correlations between loneliness and shyness $r(504) = .59, p < .01$, perceived social support $r(504) = -.64, p < .01$, life satisfaction $r(504) = -.50, p < .01$. Correlation results also revealed that shyness was negatively related to perceived social support $r(504) = -.44, p < .01$ and life satisfaction $r(504) = .38, p < .01$. Also perceived social support was positively correlated with life satisfaction $r(504) = .52, p < .01$.

Also, the correlation between Age and other variables were investigated. According to analyses, there were significant relations between Age and other variables. There were significant relations between age and PIU $r(504) = -.39, p < .01$, loneliness r

(504) = -.23, $p < .01$, shyness $r(504) = -.28$, $p < .01$, perceived social support $r(504) = .20$, $p < .01$, life satisfaction $r(504) = .31$, $p < .01$. Results showed that the scores of Problematic Internet Use, loneliness and shyness decrease as age increase. Though, as age increased, the scores of perceived social support and life satisfaction increased. All correlations are displayed on table below.

Table 3.4

Correlation Matrix of Independent and Dependent Variables

Measures	1	2	3	4	5	6
1 Age						
2 PIUS	-.39**					
3 UCLALS	-.23**	.53**				
4 SS	-.28**	.46**	.59**			
5 MDPSSS	.20**	-.48**	-.64**	-.44**		
6 LSS	.31**	-.44**	-.50**	-.38**	.52**	

Note: PIUS: Problematic Internet Usage Scale, UCLALS: UCLA Loneliness Scale, SS: Shyness Scale, MDPSSS: Multi-Dimensional Perceived Social Support Scale, LSS: Life Satisfaction Scale

** $p < .01$

3.3.2. Regression Analyses on Problematic Internet Use

Below, in Table 3.5 are the results of the three different regression models trying to explain demographic and psychological factors on PIU. Model 1 is testing for effects of demographic variables (gender, age, work status, income and marital status) on PIU. Model 2 tests for the effects of psychological factors (loneliness, shyness, perceived social support and life satisfaction), which were measured with the scales described

above. This analysis is performed to test the hypothesis whether loneliness, shyness, perceived social support and life satisfaction predict problematic Internet usage. Model 3 shows testing effects of the scales while controlling for demographic variables. Additionally, VIF scores were tested for, all VIF scores were below 10, which means there wasn't any issues with multicollinearity in the model.

In model 1, demographic variables of age, gender, working status, marital status and income were tested using multivariate OLS regression. Gender and age returned significant results. The model's adjusted R-square is 0.16, meaning the model can account for 16% of the variation in PIU with these demographic variables. Compared to males, females score .11 points less on problematic Internet use. For each additional year of age, problematic Internet usage goes down by -.09.

In model 2, the psychological factors of loneliness, shyness, perceived social support and life satisfaction were tested with multivariate linear regression. All scales have significant effects on PIU. The model's adjusted R-square is 0.36, meaning that the model can account for 36% of the variation in PIU with these independent variables. As a person moves one unit up on the loneliness scale, their score on the problematic Internet usage scale goes up by .20. As shyness goes up one point PIU goes up by .21. However, as a person moves one unit up on the perceived social support scale, problematic Internet usage scale goes down by -.18. As life satisfaction goes up one point PIU goes down by -.17.

In model 3, the psychological scales variables were tested with multivariate regression, while controlling for demographic variables. All the scales retained their significance, as well as age. Gender as an explanatory factor seized to be significant when the psychological scales were introduced to the model. For each additional year of age, problematic Internet usage goes down by -20 in Model 3. As a person moves one unit up on the loneliness scale, problematic Internet usage scale goes up by .19. As shyness goes up one point PIU goes up by .18. However, as a person moves one unit up on the perceived social support scale, problematic Internet usage scale goes down by -.19. As life satisfaction goes up one point PIU goes down by -.10. The model's adjusted R^2 is .39, which means that introducing the demographic control variables to the model only increases the explanatory capacity of our model by %3 (as Model 2 had an R^2 of .36). Furthermore, once we compare the coefficients of the psychological scales between Model 2 and 3, we see that there is very little change. This means that the main explanatory work of the effects on PIU are still through the proposed scales of loneliness, shyness, perceived social support and life satisfaction.

Table 3.5

Multivariate Regression on PIU

	Model 1	Model 2	Model 3	VIF
Gender	-.11** (1.90)	-	-.04 (1.66)	1.11
Age	-.29** (.15)	-	-.20** (.13)	1.78
Work Status	-.04 (2.03)	-	.04 (1.76)	1.25
Income	-.07 (.89)	-	.02 (.78)	1.26
Marital Status	-.05 (2.63)	-	-.06 (2.25)	1.75
UCLALS	-	.20** (.10)	.19** (.10)	2.21
SS	-	.21** (.06)	.18** (.06)	1.60
MDPSSS	-	-.18** (.07)	-.19** (.07)	1.86
LSS	-	-.17** (.13)	-.10* (.14)	1.65
ΔR^2	.16	.36	.39	
Constant	100.22	69.70	84.79	
N	474	504	474	

Note: PIUS: Problematic Internet Usage Scale, UCLALS: UCLA Loneliness Scale, SS: Shyness Scale, MDPSSS: Multi-Dimensional Perceived Social Support Scale, LSS: Life Satisfaction Scale

Standard Errors in parenthesis.

** $p < .01$, * $p < .05$

CHAPTER 4

DISCUSSION

This study aims to evaluate the relation of demographic and psychological factors with problematic Internet use and to determine its predictors.

First of all, frequency and percentage analysis were used to determine participants' demographic features and Internet using habits. When looking at the age of participants, their age range was between 18-60 years old ($M=28$, $SD=8.044$). Male participants constituted %44 of the participants, whereas female participants accounted for %54.6. Majority of the participants' education level was college graduate with the % 72.6 and %18.3 of them had Post Graduate/PhD degrees. When looking the respondents' marital status, % 66.7 of them were single and % 28.5 of them were married. The minority groups were widow, divorced, and engaged in total with % 4.4, which were then subsumed under one of the categories. Widowers and the divorced respondents were

grouped under the single category, while those who said they were engaged were included in the married category. % 54 of the participants were working, whereas % 45 of them were not working.

Problematic Internet usage scores were compared across genders (male, female) and work status (working, not working). The results were parallel with the literature. Male Internet users had higher problematic Internet usage scores than female Internet users. Also, those who were not had higher problematic Internet use scores than those who were working.

The primary purpose of the research was to evaluate some potential predictors of problematic Internet use. The literature suggested that several factors predict problematic Internet use (Weinstein, Lejoyeux; 2010). The factors receiving the most attention were loneliness, shyness, perceived social support, and life satisfaction.

Individuals with few social friends (Wang et al., 2011; Weinstein et al., 2014) and lonely individuals used the Internet more and they were more likely to use the Internet for emotional support than others (Morahan-Martin, Schumacher, 2003). According to studies shyness positively related with problematic Internet use. Results of studies show that shyness puts a person at high risk to develop problematic Internet use (Casale et al., 2015). Some studies suggest that shyness positively related to online gaming

dependency (Wei et al., 2010). Additionally, Internet games may be used to compensate social deficits (e.g., shyness) and life satisfaction (Pawlikowski et al., 2013). Also, using the Internet establishes virtual friendships online and so this decreases shy individuals' perceived deficit in their real-life social network and this situation help them to relieve their feelings of loneliness (Ebeling- Witte et al., 2007).

But there is not any study, which considered these factors together. For this purpose, loneliness, shyness, perceived social support and life satisfaction were chosen to be studied together as potential predictors of problematic Internet use, according to previous findings of the literature review. Correlation analysis was done between measures, after significant relations were found, multivariate OLS regression was used to test the scales' effects on PIU. The findings of this study confirm the previous findings of the literature and by studying the four psychological factors together allows to evaluate the relative effects of shyness, loneliness, perceived social support and life satisfaction. Furthermore, it is shown that the effects of life satisfaction decreases by the most in Model 3, when other demographic factors are introduced to the model. Age remains the variable with the most explanatory power, with a coefficient of -.20. This is in line with other findings in the wider psychological literature, where life satisfaction increases with age. It is therefore meaningful that life satisfaction seizes to be an important predictor of PIU, when it is taken together with age, shyness, loneliness and perceived social support.

According to the results of the study, all the initial hypotheses were verified. Each hypothesis was compatible with the literature.

- ✓ Loneliness and problematic Internet Use were found to be significantly related.
- ✓ Shyness and problematic Internet Use were found to be significantly related.
- ✓ Perceived social support and problematic Internet Use were significantly related.
- ✓ Life satisfaction and problematic Internet Use were significantly related.
- ✓ Higher levels of loneliness, higher levels of shyness, lower levels of perceived social support and lower levels of life satisfaction all significantly predicted higher levels of PIU.

4.1. T-Test Results

Gender and work status

Gender and working status were tested with independent samples t-test. Male participants have higher problematic Internet use score than female participants. These results were parallel with the other findings of the study, where males had higher loneliness and shyness level than females, and also lower perceived social support and life satisfaction levels than female participants. Also, the results were parallel with the overall literature, which maintains that male participants have higher PIU levels than females (Keser-Özcan & Buzlu,2007; Morahan Martin, Schumacher, 2003; Say & Durak-Batıgün, 2016).

Furthermore, a t-test was run to compare PIU score of working and not working participants and it found that not working participants had higher problematic internet use score than working participants. Again, the results support each other. Not working

participants have higher loneliness and shyness scores than working participants; however, they have lower perceived social support and life satisfaction scores.

4.2. Findings Related to Problematic Internet Use

4.2.1. Relations between Age, Psychological Factors and Problematic Internet Use

According to the Pearson correlation test results, all variables were significantly correlated with each other. Age has a significant correlation with the all independent and dependent variables.

Loneliness and shyness had a positive correlation with problematic Internet use, whereas perceived social support and life satisfaction had negative correlation. These findings were parallel with the literature. A number of studies have found evidence to support an association between PIU and loneliness (e.g., Ceyhan & Ceyhan, 2008; Junghyun et al., 2009), and shyness (e.g., Chak & Leung, 2004; Ebeling-Witte, Frank, & Lester, 2007).

A recent study found that adolescents with PIU produced low scores on all of the life satisfaction dimensions (H. Cao, Sun, Wan, Hao, & Tao, 2011; Casale et al., 2015).

Although the variables were significantly correlated, all correlation coefficients were below .70, which also shows that there isn't any issue with multicollinearity. So, all variables served as useful independent variables in the model.

4.2.2. Regression Analyses on Problematic Internet Use

Model 1

Of the demographic variables that were included in the model only age and gender had significant effects and the model overall explained 16% of the variance in problematic Internet use.

Model 2

In order to test the main variables of interest in the present study, multivariate OLS regression analysis was run. The analysis was performed to examine whether potential psychological factors that loneliness, shyness, perceived social support and life satisfaction were predictors related to problematic Internet use.

Loneliness and shyness positively predict PIU; on the other hand, perceived social support and life satisfaction negatively predict Problematic Internet Use. Shyness was found as the most important predictive variable. Loneliness predicted problematic Internet use on the second rank, perceived social support on the third rank and life satisfaction on the fourth rank. All measures together explained 36% of the variance in problematic Internet use. These findings were parallel with the literature.

In literature some articles indicated that loneliness and PIU have a spurious correlation (Caplan, 2007) or loneliness is a mediator variable, whereas shyness is a predictor variable (Huan, 2014). According to our findings both of them significantly predict problematic Internet use. In fact, most of the studies found similar results with

ours that there was a positive correlation between PIU, and loneliness and shyness (Ceyhan & Ceyhan, 2008; Kraut et al., 1998; Odacı & Kalkan 2010).

According to present study's results perceived social support and life satisfaction negatively predict Problematic Internet Use, which was parallel with the literature (Oktan, 2015); (Brenner, 1997; Caplan, 2002; Ceyhan, Ceyhan ve Gürcan, 2007; Kayri ve Günüç, 2009; Özcan ve Buzlu, 2007).

Model 3

Multivariate OLS regression was performed, testing the effects of the psychological variables while controlling for demographic factors. When the all variables were added to the regression analysis together, age became the most important predictor. Loneliness predicted problematic Internet use on the second rank, perceived social support on the third rank, shyness on the forth rank and life satisfaction on the fifth rank. All measures together explained 39% of the variance in problematic Internet use.

These findings showed that when the age increases, problematic Internet use decreases. This is an important finding, which was parallel with the literature but it was rarely researched. Also when the age raises loneliness and shyness levels decrease, however perceived social support and life satisfaction increase.

In literature, because most of the works were done with the university students, it leaves a gap related to age variable, but since age was very important predictor in this study, it can encourage future studies to study wide age ranges.

4.3. Contributions and Implications of the Study

This study contributes to an understanding of a real and growing situation in Turkey, related to problematic Internet use. This theme should be given attention by researchers from areas like psychology and sociology. Because the problematic Internet use has recently become a popular scientific issue, unfortunately it has a limited literature in Turkey. This present study tried to clarify some predictors of problematic Internet use. With these predictors professionals can create some prevention techniques or curative therapies for the future periods. To know some predispositions can help to understand and make comments about the situations. Loneliness, shyness, perceived social support and life satisfaction were separately studied in this area but it was the first time that they came together in a study. Also, the relationship between age and gender, and how those can be moderating variables to psychological dispositions deserves further attention.

Like the whole inventions, Internet also causes the change and development of the society and people, for this reason this type of studies help to make some assumptions about the direction in which the person will evolve. In this study we saw the predictors and tried to make some findings about what feeds problematic Internet usage and how problematic Internet use is related with psychological factors and traits.

With the demographic information we can see some risk groups, such as males and not working Internet users within the context of Turkish culture. To understand risk groups can also benefit to prevent this situation.

4.4.Limitations and Strengths of the Study and Suggestions for Future Research

The sample was drawn from among respondents to an announcement shared on several social media platforms and the survey reached the people who took part in those social media platforms. This sampling strategy excluded people who didn't have access to those platforms. The external validity was threatened with this sampling bias and sample is not representative for the general population. Additionally, after the data were obtained, it was seen that the data belonged to the high income and highly educated (university and post graduates $N = 458$, %91) population, and therefore not representative of the whole population. However, the aim of the study was not to study the prevalence of problematic Internet usage in the population, which would have necessitated a random sampling strategy to ensure representativeness of the study.

During the study, reached number of participants makes the results reliable, however the online data collection method can see as a limitation because participants were not interviewed face to face. 60 participants left the survey and didn't complete it, and because it was online data collection method, we didn't have any accurate information about why they discontinued to the survey. We could only make some guesses about why they completed only half of it. Additionally, some Internet connection problems could occur during the collection and it interrupts the participants' accession. The length

of the survey was seen as a disadvantage for the study. Participants may have been bored and left at half.

In the future studies, problematic Internet use can separate some subgroups like (social media, online-gambling, online sex) which we couldn't because of the limited availability of scales in Turkish.

Also some studies can make some different models. For example, problematic Internet use was dependent variable in the present study and we examined its predictors. However, problematic Internet use can be an independent variable and new studies can focus on the variables predicted by the problematic Internet use.

Additionally, the secondary outcomes of this study indicated that being male and not working participants were important factors for problematic Internet use. Future researches may also carry out logistic regression analysis to investigate the possible relations between these demographic features and problematic Internet use. It is suggested that a psycho-social model that includes loneliness, shyness, perceived social support, life satisfaction, age, gender, and working status can be tested in a new study.

Future researches should also include the clinical samples in order to compare the scores with normal population.

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APPENDIX A

BİLGİLENDİRİLMİŞ ONAM FORMU

Bu çalışma Bahçeşehir Üniversitesi Klinik Psikoloji Yüksek Lisans Programı kapsamında yüksek lisans tezi olarak Larissa Varol Afo tarafından Öğr. Gör. Dr. Oya Mortan Sevi'nin danışmanlığında yürütülmektedir. Bu çalışmada bireyin internet kullanım tutumları ile psikolojik etkenleri arasındaki ilişkinin incelenmesi amaçlanmıştır.

Çalışmaya katılım tamamen gönüllülük esasına dayanmaktadır ve çalışmada kişisel bilgilerin gizliliği esas alınmıştır. Çalışma süresince kimlik bilgileriniz talep edilmemektedir.

Araştırma yaklaşık olarak 15 – 20 dakika sürecektir. Lütfen soruların başındaki yönergeleri dikkatlice okuyunuz ve her soruyu size en yakın olan cevabı vererek yanıtlayınız. Araştırma içinde yer alan soruların doğru ya da yanlış cevapları yoktur. Vermiş olduğunuz cevaplar gizli tutulacak ve yalnızca araştırma amacına yönelik kullanılacaktır.

Vereceğiniz cevaplar bu araştırma için büyük değer ve önem taşımaktadır. Bu nedenle değerlendirmelerinizi sizi yansıtacak şekilde dürüstçe ve titizlikle yapmanız ve tüm soruları cevaplamaya çalışmanız, araştırmanın güvenilirliğine büyük bir katkı sağlayacaktır. Dilediğiniz zaman çalışmaya katılmaktan vazgeçebilirsiniz veya çalışmayı yarım bırakabilirsiniz. Çalışmanın veri toplama aşamasının sonunda, bu çalışmayla ilgili sorularınız varsa cevaplanacaktır. Ayrıca çalışma hakkında daha fazla bilgi almak isterseniz Klinik Psikoloji öğrencisi ve tez yürütücüsü Larissa Afo ile (larissa_varol@hotmail.com) e-mail adresinden iletişime geçebilirsiniz. Katılımınız için teşekkür ederim.

Psikolog Larissa Varol Afo
Bahçeşehir Üniversitesi
Sosyal Bilimler Enstitüsü
Klinik Psikoloji Yüksek Lisans Öğrencisi
larissa_varol@hotmail.com

Bu çalışmaya tamamen gönüllü olarak katılıyorum ve istediğim zaman yardıma kesip çıkabileceğimi biliyorum. Verdiğim bilgilerin bilimsel amaçlı yayımlarda kullanılmasını kabul ediyorum.

Katılımcının İmzası

APPENDIX B

Personal Information Form

1. Yaş : _____
2. Cinsiyet :
 Kadın Erkek
3. Eğitim Durumu
 İlkokul
 Ortaokul
 Lise
 Yüksekokul
 Üniversite
 Yüksek lisans/Doktora
4. Mesleğiniz? _____
Şu anda çalışıyor musunuz?
 Evet Hayır

Çalışmıyorsanız ne kadar süredir çalışmıyorsunuz?
 6 aydan az 6 ay-1 yıl 1-3 yıl 3-5 yıl
 5 yıldan fazla
5. Aylık hane geliriniz ne kadar? (Hanenizde yaşayanların aylık toplam geliri)
 0-1400 TL 1401- 2499 TL 2500- 3499 TL 3500- 4999 TL
 5000- 9999TL 10.000 + TL
6. Medeni Durumu
 Bekar Evli Dul Boşanmış
 Nişanlı
7. Ne kadar süredir internet kullanıyorsunuz?
 6 aydan az 6 ay-1 yıl 1-3 yıl 3-5 yıl
 5 yıldan fazla
8. İnternete erişimi için hangi araç/araçları kullanırsınız?
 Masaüstü bilgisayar
 Dizüstü bilgisayar
 Tablet
 Akıllı telefon
 Diğer

9. Hangi sıklıkla internet kullanıyorsunuz?
Günde ____ saat Haftada ____ saat Ayda ____ saat

10. İnterneti **en çok** hangi amaçla kullanıyorsunuz?

- Araştırma yapma (akademik, iş ve mesleki, sağlık vb.)
- Sosyal ağlar (facebook, twitter, blog vb)
- Oyun
- Eğlence amaçlı (müzik dinleme/klip izleme, film/dizi seyretme vb.)

11. Herhangi bir kronik rahatsızlığınız var mı?

- Evet Hayır Belirtiniz...

12. Psikolojik destek almanızı gerektiren bir sıkıntı yaşadınız mı?

- Evet Hayır Belirtiniz...

13. Psikiyatrik ilaç kullanıyor musunuz?

- Evet Hayır Belirtiniz...

APPENDIX C

The Problematic Internet Usage Scale

Açıklama: Bu anket, bireylerin internet kullanım davranışlarını betimlemek için hazırlanmıştır. Sizden istenen, internet kullanırken genellikle gösterdiğiniz davranışları dikkate alarak, aşağıdaki ifadelerden her birinin size uygunluk derecesini belirlemenizdir.

Bu amaçla, ilk önce her bir ifadeyi okuyunuz ve daha sonra her bir ifadenin karşısındaki **“Tamamen Uygun”**, **“Oldukça Uygun”**, **“Biraz Uygun”**, **“Nadiren Uygun”**, ve **“Hiç Uygun Değil”** seçeneklerinden kendi durumunuza uygun olan bir seçeneği belirleyiniz. Bu seçeneği belirledikten sonra o seçeneğe ait parantezin içerisine çarpı (X) işareti koyunuz.

Lütfen, hiçbir maddeyi boş bırakmayınız. Yanıtlarken kendi internet kullanım davranışlarınızı olduğu gibi yansıtmanız, sonuçların daha sağlıklı değerlendirilmesine katkıda bulunacaktır. Yanıtlarınız ile bu bilimsel araştırmaya katıldığınız için teşekkürler.

	Tamamen uygun	Oldukça uygun	Biraz uygun	Nadiren uygun	Hiç uygun değil
1. İnternet bağlantımı kesmeye her karar verdiğimde kendi kendime “birkaç dakika daha” diyorum.					
2. İnternette geçirdiğim zaman çoğunlukla uyku süremi azaltıyor.					
3. İnternet ortamında elde ettiğim saygıyı günlük yaşamımda bulamıyorum.					
4. İnternette, diğer ortamlara göre daha kolay ilişki kuruyorum.					
5. İnternette ismimi gizlemek beni daha özgür kılıyor.					
6. Çok istememe rağmen interneti uzun süre kullanmaktan bir türlü vazgeçemiyorum.					
7. İnternete gerekmedikçe girmekten kaçınıyorum.					
8. Yalnızlığımı internetle paylaşıyorum.					

9. Tekrar internete girene kadar kendimi huysuz, karamsar, rahatsız ve huzursuz hissediyorum.					
10. Problemlerimden bunaldığımda sığındığım en iyi yer internettir.					
11. Birisi internette ne yaptığımı sorduğunda savunmacı ve gizleyici oluyorum.					
12. Planladığımın dışında fazladan bir dakika bile interneti kullanmıyorum.					
13. İnternette bağlantı kurduğum insanlara kendimi daha iyi anlatıyorum.					
14. İnternete giremediğim zaman, internette olmayı düşünmekten kendimi alıkoyamıyorum.					
15. İnternette, kontrol benden çıkıyor.					
16. İnternet yüzünden yemek yemeyi unuttuğum zamanlar oluyor.					
17. İnternette daha fazla vakit geçirmek için günlük işlerimi ihmal ediyorum.					
18. Sosyal aktiviteler için para harcamaktansa internete erişmek için harcamayı tercih ediyorum.					
19. Sürekli ziyaret ettiğim internet sitelerini bir gün dahi girememeye tahammül edemiyorum.					
20. İnternet kullandığım süre boyunca her şeyi unutuyorum.					
21. Yapmam gereken işler çoğaldıkça, internet kullanma isteğim de o ölçüde artıyor.					
22. İnternet, yapmam gerekenleri ertelemek için vazgeçilmez bir araçtır.					
23. İnternet kullanımım, benim için önemli kişilerle olan ilişkilerimde problem yaşamama neden oluyor.					
24. İnternet kullanırken başkalarının beni meşgul etmesine öfkeleniyorum.					
25. İnterneti kullanmasam bile sürekli aklımda.					
26. İnternette kendimi çok özgür hissediyorum.					
27. İnternette çok fazla zaman geçirdiğim için başarımla düşüyorum.					
28. İnternet kullanmayı bırakamadığım için randevularıma veya derslerime geç kalıyorum.					
29. Sabahları uyandığında bir an önce internete bağlanmak istiyorum					
30. İnternet kullanırken zamanın nasıl geçtiğini hiç anlayamıyorum.					

31. İnternet beni kendisine esir ediyor.					
32. İnternet ortamında genellikle kendimi huzurlu hissediyorum.					
33. İnternet yoluyla iletişim kurmayı, yüz yüze iletişim kurmaya tercih ediyorum.					



APPENDIX D

UCLA Loneliness Scale

Aşağıda çeşitli duygu ve düşünceleri içeren ifadeler verilmektedir. Sizden istenilen her ifade de tanımlanan duygu ve düşünceyi ne sıklıkta hissettiğinizi ve düşündüğünüzü her biri için tek bir rakkamı daire içine alarak belirtmenizdir.

	Ben bu durum u HİÇ Yaşam am	Ben bu durum u NADİR EN Yaşarı m	Ben bu durum u BAZE N Yaşarı m	Ben bu durum u SIK SIK Yaşarı m
1. Kendimi çevremdeki insanlarla uyum içinde hissediyorum.	1	2	3	4
2. Arkadaşım yok.	1	2	3	4
3. Başvurabileceğim hiç kimsem yok.	1	2	3	4
4. Kendimi tek başıyaymışım gibi hissetmiyorum.	1	2	3	4
5. Kendimi bir arkadaş grubunun bir parçası olarak hissediyorum.	1	2	3	4
6. Çevremdeki insanlarla bir çok ortak yönüm var.	1	2	3	4
7. Artık hiç kimseyle samimi değilim.	1	2	3	4
8. İlgilerim ve fikirlerim çevremdekilerce paylaşılmıyor.	1	2	3	4

9. Dışa dönük bir insanım.	1	2	3	4
10. Kendimi yakın hissettiğim insanlar var.	1	2	3	4
11. Kendimi grubun dışına itilmiş hissediyorum.	1	2	3	4
12. Sosyal ilişkilerim yüzeyseldir.	1	2	3	4
13. Hiç kimse gerçekten beni iyi tanımıyor.	1	2	3	4
14. Kendimi diğer insanlardan soyutlanmış hissediyorum.	1	2	3	4
15. İstedğim zaman arkadaş bulabilirim.	1	2	3	4
16. Beni gerçekten anlayan insanlar var.	1	2	3	4
17. Bu derece içime kapanmış olmaktan dolayı mutsuzum.	1	2	3	4
18. Çevremde insanlar var ama benimle değiller.	1	2	3	4
19. Konuşabileceğim insanlar var.	1	2	3	4
20. Derdimi anlatabileceğim insanlar var.	1	2	3	4

APPENDIX E

Shyness Scale

Bazı duygu ve davranışlara ilişkin olarak aşağıda verilen ifadelerden size uygun olan ve olmayanları özenle saptadıktan sonra yanıtlarınızı; her ifadenin karşısındaki (Bana Hiç Uygun Değil, Uygun Değil, Kararsızım, Bana Uygun, Bana Çok Uygun) seçeneklerinden yalnız biri için (X) işareti koyarak belirtiniz.

Lütfen boş bırakmayınız ve her ifade için bir işaretleme yapınız.

	Bana Hiç Uygun Değil	Uygun Değil	Kararsızım	Bana Uygun	Bana Çok Uygun
1. 1. İyi tanımadığım kişilerle birlikteyken kendimi tedirgin hissederim.					
2. Toplumsal ilişkilerde hiç rahat değilim.					
3. Başkalarından herhangi bir konuda bilgi istemek bana zor gelir.					
4. Arkadaş toplantıları ve diğer sosyal etkinliklerde genellikle rahat değilimdir.					
5. Başkaları ile birlikte iken konuşacak uygun konuları bulmakta güçlük çekerim.					
6. Yeni girdiğim bir ortamda utangaçlığımı yenmek uzun zaman alır.					
7. Yeni tanıştığım insanlara doğal davranmakta					

güçlük çekerim.					
8. Yetkili bir kişi ile konuşurken kendimi gergin hissedirim.					
9. Sosyal yeterliliğim konusunda kuşkularım var.					
10. Karşımdaki kişinin gözlerinin içine bakmak bana zor gelir.					
11. Sosyal ortamlarda kendimi baskı altında hissedirim.					
12. Tanımadığım kişilerle konuşmak bana güç gelir.					
13. Karşı cinsten kişilerle birlikteyken daha utangaç olurum.					
14. Topluluk önünde konuşmakta güçlük çekerim.					
15. Kalabalıkta herkesin bakışlarını üzerimde hissetmekten rahatsız olurum.					
16. Başkalarının yanında hata yapmaktan çekinirim.					
17. Birisinden bir şey ödünç isterken güçlük çekerim.					
18. Tek başına alışverişe gitmekten çekinirim.					
19. Başkalarına duygularımı açıklamakta güçlük çekerim.					
20. Birisine ödünç verdiğim bir şeyi geri istemekten çekinirim.					

APPENDIX F

Multi-Dimensional Perceived Social Support Scale (MDPSSS)

Aşağıda 12 cümle ve her bir cümle altında da cevaplarınızı işaretlemek için 1'den 7 'ye kadar rakamlar verilmiştir. Her cümlede söylenenin sizin için ne kadar çok doğru olduğunu veya olmadığını belirtmek için o cümle altındaki rakamlardan yalnız bir tanesini işaretleyiniz. Bu şekilde 12 cümlenin her birine bir işaret koyarak cevaplarınızı veriniz.

Lütfen hiçbir cümleyi cevapsız bırakmayınız. Sizce doğruya en yakın olan rakamı işaretleyiniz.

1. Ailem (örneğin, annem, babam, eşim, çocuklarım, kardeşlerim) bana yardımcı olmaya çalışır.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

2. İhtiyacım olan duygusal yardım ve desteği ailemden (örneğin, annem, babam, eşim, çocuklarım, kardeşlerim) alırım.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

3. Arkadaşlarım bana gerçekten yardımcı olmaya çalışırlar.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

4. İşler kötü gittiğinde arkadaşlarıma güvenebilirim.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

5. Ailem ve arkadaşlarım dışında olan ve ihtiyacım olduğunda yanımda olan bir insan (örneğin, flört, nişanlı, sözlü, akraba, komşu, doktor) var.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

6. Ailem ve arkadaşlarım dışında olan ve sevinç ve kederlerimi paylaşabileceğim bir insan (örneğin, flört, nişanlı, sözlü, akraba, komşu, doktor) var.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

7. Sorunlarımı ailemle (örneğin, annem, babam, eşim, çocuklarım, kardeşlerim) konuşabilirim.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

8. Sevinç ve kederlerimi paylaşabileceğim arkadaşlarım var.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

9. Ailem ve arkadaşlarım dışında olan ve duygularıma önem veren bir insan (örneğin, flört, nişanlı, sözlü, akraba, komşu, doktor) var.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

10. Kararlarımı vermede ailem (örneğin, annem, babam, eşim, çocuklarım, kardeşlerim) bana yardımcı olmaya isteklidir.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

11. Ailem ve arkadaşlarım dışında olan ve beni gerçekten rahatlatan bir insan (örneğin, flört, nişanlı, sözlü, akraba, komşu, doktor) var.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet

12. Sorunlarımı arkadaşlarımla konuşabilirim.

Kesinlikle hayır 1 2 3 4 5 6 7 Kesinlikle evet



APPENDIX G

Life Satisfaction Scale

	Hiç uygun değil	Uygun değil	Biraz uygun değil	Ne uygun, ne uygun değil	Biraz uygun	uygun	Çok uygun
1. Yaşamım birçok yönüyle ideallerime yakın.							
2. Yaşam koşullarım çok iyi.							
3. Yaşamımdan hoşnudum.							
4. Şu ana kadar istediğim şeyleri elde edebildim.							
5. Yeniden Dünyaya gelseydim yaşamımda hemen hemen hiçbir şeyi değiştirmezdim.							