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摘要(中)	<p>本研究想了解在 CMC 環境下是不是一個進行慰語訊息的「好」情境，探究在 CMC 環境下慰語訊息的效果層面，從先前的慰語訊息研究發現的個人與情境變項中，找出性別、苦惱者特質與苦惱情境特性主要影響因素，並援引客氣理論中的面子策略來看在 CMC 環境下是否還有面子需求存在？因為運用客氣理論中的面子需求在支持性傳播中會造成兩難情形：慰語訊息提供者可能會阻礙到苦惱者自尊需求；而苦惱者在尋求支持時，也會破壞本身的形象需求。採用網路問卷與焦點團體訪談的研究方法，先收集量化資料之後，再去深度了解 CMC 互動深層的意涵。本研究所提出的影響因素只有性別未對慰語訊息造成影響，但是其他因素皆以單純主要效果呈現，顯示未來研究必須更進一步針對各變項間的關係做更多的討論。最後本研究發現在 CMC 環境下，個人願意對陌生網友會付出較多心力去傳遞慰語訊息，也都認為慰語訊息中應該滿足苦惱者的面子需求，所以 CMC 環境可以是進行慰語訊息的好情境，但是在面對面環境下的評價標準在不一定適用於 CMC 環境，且 CMC 環境本質的獨特性在於其可轉換性。研究並對 CMC 環境的慰語訊息提出建議，對於苦惱者而言，CMC 環境已是可以進行慰語訊息的良好環境，體會在 CMC 環境下社交性愉悅；對於慰語訊息提供者也要體認 CMC 環境的特性，可在訊息中強調自身相關經驗、網路有創意有趣的文字呈現和超連結豐富相關資訊，來增加慰語訊息的效果。</p>
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