

摘要

2023 年 5 月，世界衛生組織宣布 COVID-19 作為國際關注的突發公共衛生事件已經結束，全球邁入後疫情時代。然而染疫後會併發後遺症，民眾面臨持續至少 2 個月的症狀並對日常生活或身體活動功能造成影響的長新冠症狀，染疫者會主動至虛擬社群尋求社會支持以緩解負面影響，但同時網路上也存在詐欺、假消息、陰謀論、科學誤導，此時需要透過信任修復與政府干預來重建民眾對社會與政府的信任，以恢復幸福感、公共滿意度及自我效能感。

本研究研究對象為「接種過疫苗且曾感染過長新冠之民眾」，採非機率性的便利性抽象方式進行調查，透過網路在非營利健康社群上（非健康診所自行經營之社群）發放共收集 353 份有效問卷，以自變數為社會支持、中介變數為信任修復、依變數為幸福感、公共滿意度與自我效能感、政府干預為干擾變數，問卷以李克特五點量表衡量。研究結果發現：(1)社會支持對信任修復具有正向顯著影響；(2)信任修復對修復結果包含幸福感、公共滿意度、自我效能感皆具有正向顯著影響；(3)信任修復對社會支持與修復結果（幸福感、公共滿意度、自我效能感）的關係中皆具有中介效果；(4)加入政府干預對信任修復及修復結果中的公共滿意度具有干擾效果。

關鍵詞：社會支持、信任修復、幸福感、公共滿意度、自我效能感、政府干預

Abstract

In May 2023, the World Health Organization declared the end of the COVID-19 pandemic as a public health emergency of international concern, ushering in the post-pandemic era. However, individuals who have contracted the virus may experience long-lasting symptoms, known as long COVID, which can persist for at least two months and impact daily life or physical activity. These individuals often seek social support in virtual communities to alleviate negative impacts, but online spaces also harbor deception, misinformation, conspiracy theories, and scientific misguidance. In this context, trust repair and government intervention are crucial to rebuilding public trust in society and government, thereby restoring well-being, public satisfaction, and self-efficacy.

This study, conducted between March 14 and March 21, focuses on individuals vaccinated against COVID-19 and who have experienced long COVID symptoms. A non-probability convenience sampling method was employed, where participants were selected based on their availability and willingness to participate. Data was collected through an online survey distributed in non-profit health communities (excluding clinics' self-operated communities). A total of 353 valid responses were gathered. The independent variable was social support, the mediating variable was trust repair, the dependent variables were well-being, public satisfaction, and self-efficacy, and government intervention was the moderating variable. The survey utilized a 5-point Likert scale for measurement, with one indicating 'strongly disagree' and five indicating 'strongly agree'.

The research findings are: (1) Social support significantly impacts trust repair. (2) Trust repair significantly impacts restoration outcomes, including well-being, public satisfaction, and self-efficacy. (3) Trust repair mediates the relationship between social support and restoration outcomes (well-being, public satisfaction, and self-efficacy). (4) Including government intervention moderates the effects on trust repair and public satisfaction, one of the restoration outcomes.

Keywords: Social Support, Trust Repair, Well-Being, Public Satisfaction, Self-Efficacy, Government Intervention.