

Positive Social Support will Make well-being?

Jyh-Jeng Wu

Professor, Department of Business Management, National United University, Taiwan; National Taichung University of Science and Technology, Taichung, Taiwan

Shu-Hua Chien

Professor of in the Department of Insurance and Finance, National Taichung University of Science and Technology, Taichung, Taiwan

Pei-Xin Chen

Master Student of Department of Business Management, National United University, Taiwan; National Taichung University of Science and Technology, Taichung, Taiwan

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 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.