

## THE EFFECTS OF SOCIAL MEDIA TO MENTAL HEALTH: A PROPOSED FRAMEWORK

Farzunah Hassan and Nur Amirah Shaqirah Mahat  
*Faculty of Information Management,  
Universiti Teknologi MARA (UiTM)  
Puncak Perdana Campus,  
UiTM Selangor, Malaysia*

### Abstract

The development of technology especially the development of the use of gadgets has influenced the increased use of social media. The facilities that provided by the latest gadgets or mobile devices such as smart phones are allow the users to surf and browse social media in anywhere and anytime. Social media is a network with the most percentage of its use, especially among young adult. However, the uses of social media also have an impact on mental health and behavior of users if unregulated use. Therefore, this study will examine the impact of social media on the positive and negative side of social media use. This study also examines how the use of social media affects the mental health and behavior of a person. Through finding of this is expected to help social media users to be more careful when using social media and finding of this study can provide awareness to social media users about how to use social media appropriately.

**Keywords:** Social media, mental health, human behavior, the effect of social media,

### 1. Introduction

In the 21st century, a revolution in the development of information and communication technologies has been done to make a nation and a society that becomes more advanced and sensitive to the development of the world nowadays. Information and communication technology is very necessary in society. Almost everyone knows how to use technology and has led them to dominate and control almost everything at their fingertips. There are lot of advances in information and communication technologies such as the creation of smart phones, televisions, laptops and others as well as internet networks available has accelerated every search information and facilitate interaction between individuals or groups, whether near or far in the virtual world (Nadzri et al., 2017).The sophistication of information and communications technology capable speed up the work to facilitate the search for materials or sources of information and make it easier to connect and communicate over long distances or close through the internet. Internet is a global communication system that can connect the technology in the world. The appearance of social networking sites can make people interact easily and quickly. The use of social networking sites on the internet are becoming increasingly popular among the people regardless age, gender, background, education, economics and others. This can be seen through the ownership of social media among children under the age of adulthood has made social networking site as an important part of people's lives now. Social networking sites like "Facebook", "Instagram", "Twitter", "Telegram" and others has get the attention of the societies and becomes necessity in their life. The use of social networking sites on the internet is as a medium to fill of the time and also can connect and communicate with others. The sophistication of the applications offered and the ability to access using technologies such as

smart phones, laptops, etc. have attracted people to have their own social networking site and cause it to become a culture in the life of the community. In addition, young people have seen this social networking site as a place for them to get information without having to watch television and read newspapers anymore. Everyone has the right and free to use social media according to individual needs and comforts but they have to use it in the right way.

In this study, several issues were discussed regarding on how the social media has an effect on mental health. Based on the observations from a number of research articles, there are some limitations that may occur when using social media among social media users. First issue discussed in this study is excessive use of social media can give adverse consequences to the user. This is because it can increase the negative results of the use of social media (Zheng & Lee, 2016). Second issues is the use of social media without control can cause social media addiction in the societies in this country and it's very worrying because it's could affect the mental health if there is no an appropriate action to be taken in dealing with these attitudes. Addicted to social media provides a very large impact on a person's mental health because it makes a person addicted has desire to always check their social media site. Another issue that discussed in this study is the awareness of social media use towards users whether it can provide neither positive nor negative impact on themselves (Mantymaki & Islam, 2016).

The use of social media over the internet affects the pattern of community life. If there is no awareness in the use of social media, it will leave a negative impact on the development of a society in the future. A society need to use these social media the right way and beneficial to improve the efficiency of a society mind in order to be first class. The aim of this paper is to identify the effects of social media to mental health among public sector. In order to achieve this aim, we propose a framework to evaluate the effects of social media. This paper discuss the development of the research framework which will be applied many domains.

The remainder of this paper is organized as follows. Section 2 is literature review. Proposed framework is in Section 3. Conclusion is discusses in Section 4.

## **2. Literature Review**

Social media is defined as a network that connects a user with a different user. Interactions between users of social media especially among public sector are allowing them to share the latest information and various opinions. Many public sectors use social media to provide a variety of information about the activities of their organizations as a services-related information and product marketing. Social media can be a useful tool in public sector users, but it can also affect the mental health of public sector users. The use of social media can give the positive and negative effects, and there are also some mental health problems that are often associated with the social media use such as psychological distress and suicidal ideation.

### *2.1 Social Media Usage*

As we know, social media is a new platform for the society to communicate socially with the other peoples, regardless of the distance of the communication. The users have opportunity to share ideas and information related current issues or problems among the users of social media. Social media allow their users to express anything that they want to share with their followers by posting status, photos, videos, emotion, links and other (Tandoc Jr. et al., 2014) and the user enable to interact with other users for sharing information among them. Social media are also able to enhance the self-confidence and personality of the users. Social support can increase creativity, improve self-expression, enhance wellbeing and develop skills to handle the problems (Singleton et al., 2016). Social support can also help the users who are in depression and to enhance their self-esteem (Sampasa-Kanyinga & Hamilton, 2015). From the support that they received by the other users, they could increase the self-confident and able to handle each problem that faced by them easily. However, the excessive use of social media can

lead to addiction among the users. They are spending lot of time only on the social media without thinking of other things such as eating and sleeping that caused them to become addicted with the social media. The addicted user feel anxiety if they do not using the social media, out of focus while doing something, always holding and scrolling smartphone, feel envy and challenged when someone post something on their social media (Taylor & Strutton, 2016) and they also have less interaction with the actual environment. In the actual life, they don't know how to communicate with the others properly and had a lower self-esteem on themselves rather than in the virtual life. The excessive use of social media can give effect on the health such as eyestrain, carpal tunnel syndrome, fatigue, chronic sleep deprivation and backaches. The users have stayed up at the night for using the smartphone or other mobile devices and did not have enough sleep, so they will be out of focus while studying, driving, working and other because they don't get a good quality resting and take a short time.

Besides that, there are a lot of cyberbullying in social media because everyone uses social media in their lives includes for communication, sharing information and spending their free time to avoid boredom and loneliness (Sampasa-Kanyinga & Hamilton, 2015). Bullying in technology on social media can be likes posting nasty or negative comments on others picture or user's wall, using others videos or pictures to make fun and hacking others account social media and posting something that embarrassing the owner of account (Gahagan et al., 2015). The increasing of the information that revealed by the users includes personal information, locations, photos, emotions, and other, showing that they do not put a limit privacy about their personal life from their followers (Malik et al., 2016). The irresponsible people will easily retrieve the detailed information about their victim that available on the social media to impersonate someone else for crime work such as scamming, phishing, fraud and others.

## *2.2 Types of Mental Health and Behavior*

Social media is a rapidly growing network technology used by all levels of society. Social media is gaining attention as more and more social media applications that can be accessed at any time and allows it to connect with anyone at any time. Facebook is the social media that receiving the largest use among users. The social people use the Facebook because it fulfills their need to involve in two way communication with other social media users. While the shy people having an interest to use Facebook because it provide with the communication channel that eliminates the psychological distress of communicating in person (Grace et al., 2015). However the increasing use of social media, especially Facebook has led to some drastic impact on a user's mental health. The social media use that exceeds level usage of social media can cause the mental health problems that unnoticed by the user itself. The effect of this mental health at once will cause changes in behavior. There are several identified mental health and behavior in this study.

Depression is a feeling of pressure available to describe the feeling of sad too deep or depressed excessively and can make one lose interest and enthusiasm in yourself to do any things like lazy to do the outdoor activities that need to be confronted with other people, having sleep disturbance and more severe depression can cause a person to be minded to commit suicide due to pressure depression extreme within. Problematic social media use (PSMU) significantly linked with depressive symptoms. For example excessive use of social media lead to the less of face-to-face social interactions, lack of physical activities and having sleep disorder (Ariel et al., 2017). Using the multiple social media platforms can leading to the depressive symptoms which enable a number of potential source of embarrassment that allowing lead to the symptoms of depression. For example, an individual may feel pressured by a social media and decided to turn to other social media platforms in order to get the support, but the absence of user interaction from other user causing them to feel excluded and frustrated (Primack et al., 2017).

Attention Deficit Hyperactivity Disorder (ADHD) is one of the mental health's associated with the social media use which commonly found in children level will make someone feel restless, cannot be quiet and easily distracted mind and attention and make them not focused in doing any work. This kind of health problem linked with the addicted in use the internet. Most social media use requires the user to access social media via the internet. Addicted to the social media and internet are closely associated in this matter. A person who have the ADHD symptom always struggle with self-regulation may be unable to control their internal self-control to give the full concentrations in doing any work that the full of concentrations. People with this problem tend to forget their daily life activities (Rosenbaum & Wong, 2012).

Another mental health problem is post-traumatic stress disorder, insomnia, and suicidal ideation that cause by the mainstream social media use such as Facebook, Twitter, online dating, and partner seeking sites (Turban et al., 2017). Social media frequently used as one way to look at others' lives and see what is owned by someone else which known as 'voyeurism' which someone have the tendency to derive psychological details by the using of social media. However voyeurism also is a kind of behavior that has the positive view, (Mantymaki & Islam, 2016) said that voyeurism is a behavior that motivated with avoid the psychological or mental health problem by the interactions with other social media users. Voyeurism also can be seen as a reparation mechanism to fulfill the need to belong.

Egocentric is a social connection associated with mental health which can reduce the anxiety, stress, and depression (Levula & Harre, 2016). The use of social media also can make someone unhappy, envious, and jealous of others. This kind of problem can lead to mental health problems if not fully controlled. People who experience such problems associated with media social envy have the tendency to be jealous of the activities carried out by their friends on social media. Social media also has a great potential to allow a person has a tendency to commit suicide. There are several factors that lead to suicide occurs, such as virtual harassment (Dianne, 2013) and cyber bullying in media social (Sampasa & Hamilton, 2015).

Table1. Analysis of Review.

| Authors                    | Usage | Types |
|----------------------------|-------|-------|
| Ferguson (2016)            | /     | /     |
| Primack et al. (2017)      |       | /     |
| Singleton et al.(2016)     | /     | /     |
| Rosenbaum & Anthony (2012) | /     | /     |
| Turban et al. (2017)       |       | /     |
| Mantymaki & Islam (2016)   |       | /     |
| Sampasa & Hamilton (2015)  | /     | /     |
| Li & Zhang (2015)          |       | /     |
| Zheng & Lee 2016)          | /     |       |
| Brusiloyskiy et al. (2016) | /     |       |

### 3. Proposed Framework

In this study we will identify the effects of social media use and how the social media use can affect the mental health of a person. In this chapter we also will review the effects of social media use on mental health. This chapter will be divided into two categories which are the effects of social media use which there are positive and negative effects and also the types of mental health and behavior that influenced from the use of social media.

Based on Figure 1, shows the proposed framework theoretical used as a guide to the study. Based on the previous study, the proposed theoretical framework illustrates the two variables which are dependent variable and independent variable. The independent variable consists of two variables which is the effect of social media use and the type of mental health and behavior. While, the effects of social media use on mental health will be the dependent variables. The framework will be used to answer the main research question which is what is the type of mental health caused by social media and what is the negative effect of social media use to the mental health among public sector?

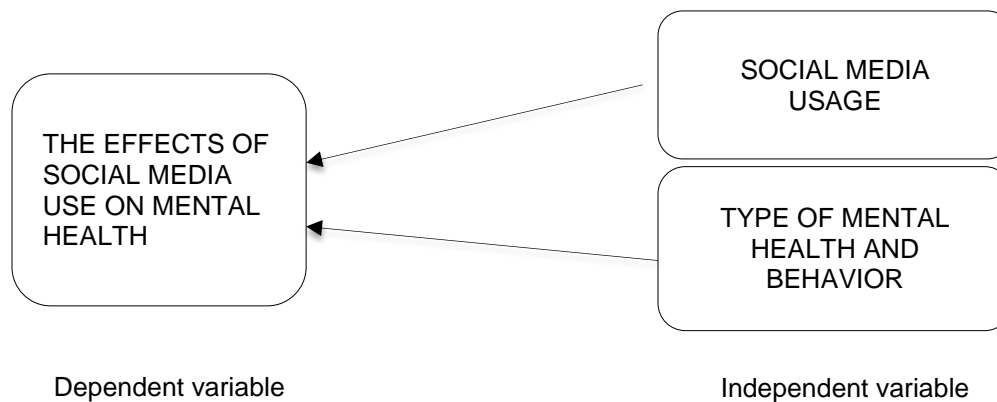


Figure 1. Proposed framework.

In Figure 1, we can conclude there are several effects of social media use either positive or negative such as sharing information and ideas, social support, addiction, privacy risk, lack of communication, cyberbullying, health problem and others. The excessive of use of social media can causes mental health to their user without they realize it such as depression, ADHD, post traumatic and voyeurism. Throughout this, we also hope this study will helps the users of social media in giving awareness about the effects of excessive of social media use to the mental health. Besides that, we hope this study will gain more knowledge that related with this topic which is able to achieve the objective of the research and give benefits to the societies or other researchers for the future use. We hope the societies will use the social media wisely and in a proper way such as gain their knowledge, share the right information, easy the communication and interaction and improve their soft skill either in communication or leadership.

### 4. Conclusion

In conclusion, the use of social media absolutely gives the variety of social media impact on the users, whether in terms of positive impact or even negative impact. Based on the studies, the majority of social media users will experience a mental health problem depending on the severity and frequency use of social media. Nowadays, the use of social media to be the main issue discussed regarding the negative impact of the use of social media to mental health.

Excessive consumption causes a deterioration of mental health. Therefore, this study can provide the users about the effect of social media use on mental health.

## References

- Ariel, S. MA. & et al., (2017) "Problematic social media use and depressive symptoms among U.S young adults: A nationality-representative study", *Social Science & Medicine*, 150-157.
- A. Nadzri M. et al., (2017). Conceptualising Mobile Augmented Reality (MAR) and E-Learning to Enhance Library Wayfinding. *Advanced Science Letters*, 23 (5) 4136-4140. doi: <https://doi.org/10.1166/asl.2017.8290>
- Brusilovskiy, E., & et al. (2016). Social media use, community participation and psychological well-being among individuals with serious mental illnesses. *Computers in Human Behavior*, 232-240.
- Ferguson, C.J. (2016). Social Media, Societal Changes, and Mental Health: You Can Live Wholesale. *Encyclopedia of Mental Health*, Volume 4, 179-183.
- Gahagan, K., Vaterlaus, J. M., Frost, L. R. (2015) "College student cyberbullying on social networking sites: Conceptualization, prevalence, and perceived bystander responsibility", *Computers in Human Behavior*, 1097-1105.
- Grace, D., Ross, M., Shao, W. (2015). Examining the relationship between social media characteristics and psychological dispositions. *European Journal of Marketing*, 1366-1390.
- Levula, A. & Harre, M. (2016) "Social networks and mental health: an egocentric perspective", *Mental Health review Journal*, 21(3), 161-173.
- Li, T. & Zhang, Y. (2015). Social network types and the health of older adults: Exploring reciprocal associations. *Social Science & Medicine*, 59-68.
- Malik, A., Hiekkanen, K., Dhir, A., Nieminen, M. (2016) "Impact of privacy, trust and user activity on intentions to share Facebook photos", *Journal of Information, Communication and Ethics in Society*, 14(4), 364-382.
- Mantymaki, M. & Islam, A. K. M. N. (2016) "The Janus face of Facebook: Positive and negatives sides of social networking site use", *Computers in Human Behavior*, 14-26.
- Primack, B. A. & et al., (2016) "Use of multiple social media platforms and symptoms of depression and anxiety: A nationality-representative study among U.S young adults", *Computers in Human Behavior*, 1-9.
- Rosenbaum, M. S. & Wong, I. A. (2012). The effect of instant messaging services on society's mental health. *Journal of Services Marketing*, 124-136.

- Sampasa-Kanyinga, H. & Hamilton, H. A. (2015) "Social networking sites and mental health problems in adolescents: The mediating role of cyberbullying victimization", *European Psychiatry*, 1021-1-27.
- Singleton, A., Abeles, P., Smith, I. C. (2016). Online social networking and psychological experiences: The perceptions of young people with mental health difficulties. *Computers in Human Behavior*, 394-403.
- Tandoc Jr., E. C., Ferrucci, P., Duffy, M. (2014) "Facebook use, envy, and depression among college students: Is facebooking depressing?", *Computers in Human Behavior*, pp.139-146.
- Taylor, D. G. & Strutton, D. (2016). Does Facebook usage lead to conspicuous consumption?:The role of envy, narcissism and self-promotion. *Journal of Research in Interactive Marketing*, 231-248.
- Turban, J. L. & et al., (2016) "Psychiatric disorders, suicidal ideation, and sexually transmitted infections among post-deployment veterans who utilize digital social media for sexual partner seeking", *Addictive Behaviors*, 96-100.
- Zheng, X & Lee, M. K. O. (2016). Excessive use of mobile social networking sites: Negative consequences on individuals. *Computers in Human Behavior*. 65-76.