

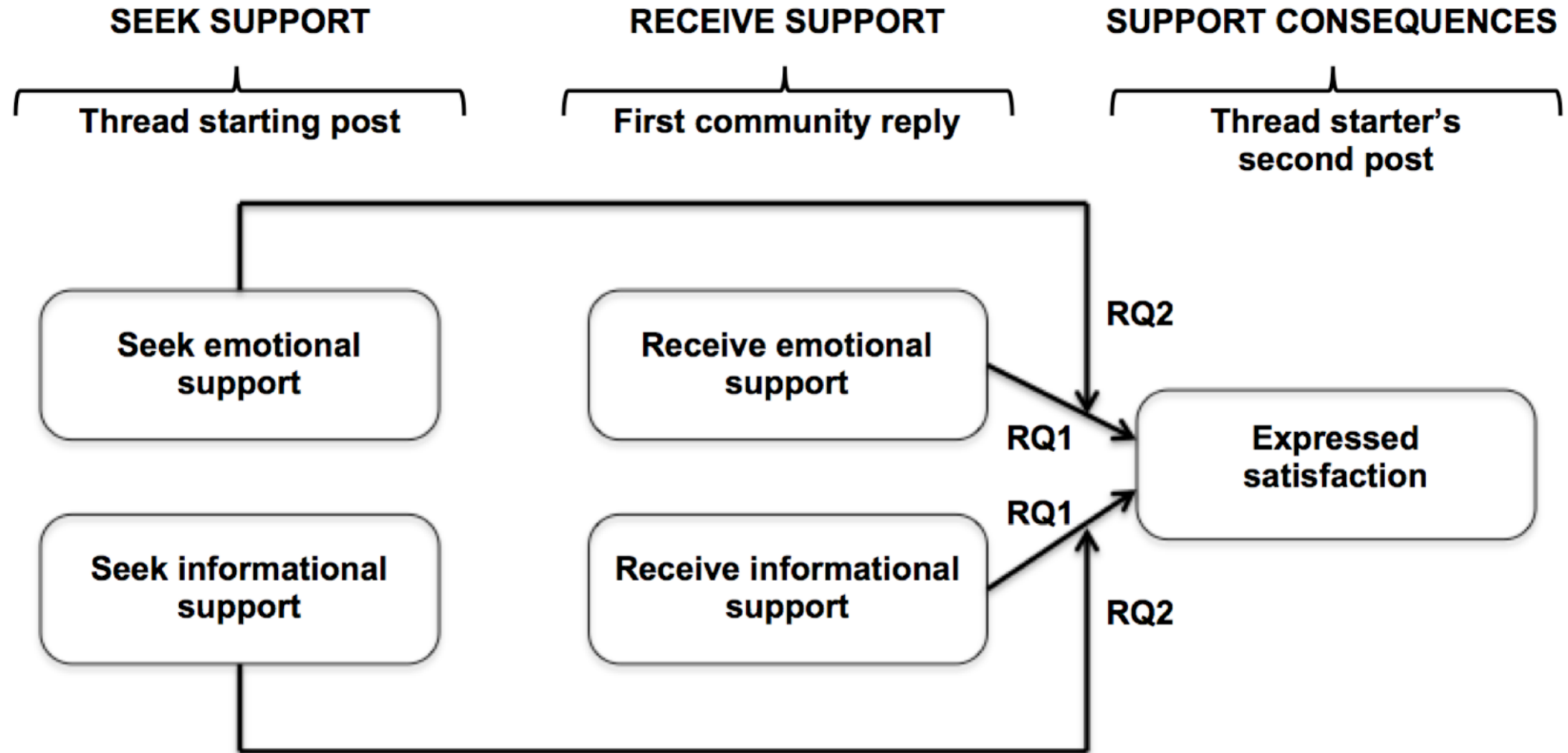
Paper Review #11

[CHI 2014] Support Matching and Satisfaction in an Online Breast Cancer Support Community

Dept. of Computer Science & Engineering
202122029 Meeyun Kim

2022. 02. 17.

Conceptual model



STUDY 1

Matching between Seeking and Receiving Support

Measuring Satisfaction

- Use **initial post** and **her second post** (none of the intervening replies)
- Ten Turkers answer **four questions** about the exchange:
 - (1) Overall satisfaction
 - (2) Satisfaction with the received health information
 - (3) Change in sentiment
 - (4) Change of closeness to the other members of the community

(**7-point Likert scales**, **1** – Completely dissatisfied, decreased very much, **7** – Completely satisfied, increased very much)

Measuring Satisfaction (Cont'd)

(1) Overall satisfaction

"Overall, how satisfied was this person in her second message with the conversation that she participated in?"

(2) Satisfaction with the received health information

"How satisfied was this person in her second message with the health information that she received from the other members of community?"

(3) Change in sentiment

"How much did this person's level of distress change from her first message to her second message?"

(4) Change of closeness to the other members of the community

"How much did this person's closeness to the other members of this community change from her first message to her second message?"

Labeling Result

Variable	<i>M</i>	<i>SD</i>	Min	Max	ICC
Seek emo support	2.75	1.66	1	7	0.91
Seek info support	4.21	2.01	1	7	0.95
Receive emo support	2.68	1.43	1	6.5	0.92
Receive info support	2.93	1.47	1	7	0.92
Composite satisfaction	4.80	0.71	1.93	6.58	0.92

Table 1: Descriptive statistics and intra-class correlations for seeking emotional and informational support in thread starting posts ($N=1000$); receiving emotional and informational support in first replies ($N=974$); and satisfaction in thread starters' second posts ($N=638$).

Predicting Composite Satisfaction

Heckman Selection Models

		Model 1 Satisfaction main effects (RQ1)			Model 2 Satisfaction main effects (RQ1) and interaction effects (RQ2)		
	Variables	Coef.	SE	<i>p</i>	Coef	SE	<i>p</i>
Predictor variables (Outcome: Composite satisfaction)	Seek emotional support	-.080	.052	.118	-.088	.053	.096
	Seek informational support	.122	.052	.020	.159	.054	.003
	Receive emotional support	.154	.050	.002	.136	.051	.008
	Receive informational support	.179	.047	.000	.164	.048	.001
	Posts between thread starter posts 1 and 2	.248	.038	.000	.227	.039	.000
	Seek emo support X Receive emo support				.012	.038	.752
	Seek emo support X Receive info support				-.006	.037	.866
	Seek info support X Receive emo support				-.090	.040	.025
	Seek info support X Receive info support				.079	.041	.052
	Constant	.543	.072	.000	.493	.075	.000
Selection variables (Selection: Having a second post in the thread)	Has profile	.265	.075	.000	.242	.075	.001
	Post count before thread	-.003	.040	.934	-.001	.038	.969
	Seek emotional support	.230	.050	.000	.236	.050	.000
	Seek informational support	.134	.052	.010	.140	.051	.006
	Receive emotional support	-.051	.050	.304	-.058	.049	.242
	Receive informational support	.042	.048	.375	.038	.047	.420
	Constant	.259	.056	.000	.272	.056	.000

STUDY 2

Matching between Behavioral Speech Acts and Receiving Support

Support Matching

- Measuring self-disclosure and question asking methods are used.

Variable	<i>M</i>	<i>SD</i>	Min	Max	ICC
Positive emo disclosure	1.55	0.96	1	6.7	0.90
Negative emo disclosure	2.39	1.52	1	6.7	0.94
Positive info disclosure	1.89	1.09	1	6.6	0.85
Negative info disclosure	3.58	1.72	1	7	0.91
Question asking	4.94	2.17	1	7	0.91

Table 3: Descriptive statistics and intra-class correlations for self-disclosure and question asking in thread starting posts ($N=1000$).

(**7-point Likert scales**, 1 – Not at all, Definitely does not contain a question, 7 – Very much, Definitely contains one or more questions)

Predicting Composite Satisfaction

Heckman Selection Models

		Model 1 Satisfaction main effects (RQ1)			Model 2 Satisfaction main effects (RQ1) and interaction effects (RQ2)		
	Variables	Coef.	SE	<i>p</i>	Coef.	SE	<i>p</i>
Predictor variables (Outcome: composite satisfaction)	Positive emotional disclosure	-.026	.063	.684	-.041	.065	.534
	Negative emotional disclosure	-.055	.057	.338	-.050	.059	.397
	Positive informational disclosure	.080	.064	.209	.080	.065	.218
	Negative informational disclosure	-.017	.064	.794	-.033	.067	.622
	Question asking	.176	.052	.001	.231	.055	.000
	Receive emotional support	.149	.048	.002	.119	.051	.020
	Receive informational support	.193	.044	.000	.186	.045	.000
	Posts between thread starter posts 1 and 2	.227	.038	.000	.205	.039	.000
	Positive emo disclosure X Receive emo support				.043	.056	.447
	Negative emo disclosure X Receive emo support				.003	.047	.949
	Positive info disclosure X Receive emo support				-.009	.059	.881
	Negative info disclosure X Receive emo support				.056	.055	.307
	Positive emo disclosure X Receive info support				.008	.058	.894
	Negative emo disclosure X Receive info support				-.022	.048	.644
	Positive info disclosure X Receive info support				-.012	.054	.826
	Negative info disclosure X Receive info support				-.034	.054	.533
	Question asking X Receive emo support				-.097	.041	.019
	Question asking X Receive info support				.073	.046	.107
	Constant	.476	.072	.000	.432	.076	.000
Selection variables (Selection: Having a second post in the thread)	Has profile	.244	.078	.002	.221	.077	.004
	Post count before thread	.005	.042	.899	.002	.040	.965
	Positive emotional disclosure	.131	.067	.050	.123	.066	.061
	Negative emotional disclosure	.098	.059	.098	.098	.059	.095
	Positive informational disclosure	.073	.066	.265	.081	.065	.213
	Negative informational disclosure	.132	.064	.039	.131	.064	.039
	Question asking	.130	.052	.013	.131	.052	.011
	Receive emotional support	-.059	.050	.232	-.065	.049	.189
	Receive informational support	.049	.047	.296	.046	.046	.323
	Constant	.269	.056	.000	.282	.056	.000