

## The Measure and Analysis of E-Personality – The Case of the Neuroticism Scale of the Five Factor Model

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### Abstract

The development of social networks and telecommunications has changed human life dramatically. Online behavior in today's information society has become an indispensable part of daily life. Therefore, researchers have focused on network behavior in recent years. Personality traits are regarded as an important determinant of behavior and personality inventories have been applied for diverse reasons in different fields. However, their utilization in the Internet environment, to predict network behavior, may have limits in scope and applicability due to the differences between real-life and the cyber world. This study suggests that a personality type in the cyber world, calling it "E-personality", may differ from real-life personality types. Currently, well-developed personality scales exist for academic use. However, the plausibility of applying them in cyberspace still lacks systematic proof. This study argues that measurement of the E-personality of Internet users is helpful for understanding network behavior. Recently, neuroticism has increasingly gained more attention and is now regarded as an important online personality trait by psychologists today. In light of this, this study is based on neuroticism of the Big Five personality inventory. The study has sampled university students from different types of university in Taiwan, and has testified the reliability and validity of the Inventory through confirmatory factor analysis. The results provide suggestions for practical proposes and future academic studies.

*Keywords: E-personality, online neuroticism, confirmatory factor analysis, reliability, validity*

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### 1. Introduction

Personality traits have often been used for behavior prediction. In different fields, people look very highly upon personality traits, which are utilized to predict vocational selection, performance at work and study, and clinically as an index to evaluate psychological illness. (Briggs & Myers, 1980; Barrick & Mount, 1991; Komarraju et al., 2011; Piedmont, 1998) However, as the Internet has developed, virtual embodiment has been created in today's network society (Turkle, 1996). We often find ourselves showing network behavior that differs from our behavior in real society. Additionally, we can also find, on the Internet,

plenty of introverts who are actually shy and quiet in real society, but who act like extroverts online, and have a tongue in their heads. This situation reflects the difference between "Real-life Personality" and "Online Personality". Regarding the difference between real-life personality and online personality, former psychologically-related studies had different points of view. Some studies considered the personality of an individual, in principle, being identical to their online personality (Kraut et al., 2002). For example, an extrovert would exhibit extraversion on the Internet, and vice versa. Other researchers regarded both as different personalities and that it is "disinhibition" that makes them different

(Joinson, 2003; Kiesler et al., 1985). Others believed, in fact, that the different personality an individual shows on the Internet, is still part of the personality of that individual, just that they usually hide that aspect in their minds (Suler, 2004). All these points of view have left room for further discussions. This study thinks that if an individual's real-life personality differs to their online personality, it should be discussed and tested respectively. However, in the past, researchers have not become involved much in this subject.

Aboujaoude (2012) believed E-personality does exist, and it may affect real-life personality. In fact, no matter how much the researchers looked, they had already admitted, directly or indirectly, that real-life personality does differ to E-personality. Accordingly, this study plans to develop a scale with reliability and validity for the measurement of E-personality. The main scope of the research will be the characteristics of the virtual personalities of individuals in the Internet environment. The developmental process of the scale follows DeVellis (2012), and those recommended by relevant literatures on personality scale development. (Churchill, 1979; Govindarajan & Kopalle, 2006; Netemeyer et al., 2003; Pearson, 1980). The study will develop a personality test which is suitable for measuring network society behavior. By implementation of a pre-test and sample collection, the applicability and performance will be analyzed. The main purpose of this study is to develop a scale, which is suitable for the utilization of E-personality measurement and can be used as a measuring tool for domestic and foreign researchers.

## **2. Literature Review**

### **2.1 Personality Theories**

Trait theory states that the difference between individuals can be described by several important behavior tendencies. The study of such theory is mainly to find an impact dimension for the descriptions of diverse personalities, and the point of this

research happened to be consistent with the theory of this study. Therefore, this study will utilize several points of trait theory to form a basis. Personality psychologists now have a consensus regarding personality traits, but this differs between regions, countries, and cultures. In general, psychologists believe that personality consists of five dimensions. The most widely acceptable personality traits are the Five Factor Model (FFM), categorized by Costa & McCrae (1986) into neuroticism, extraversion, openness, agreeableness, and conscientiousness. Despite the fact that the categories have not been recognized worldwide (Block, 1995; Eysenck, 1992), the FFM can still be regarded as the most widely accepted personality theory so far.

Neuroticism is the most stable personality trait in personality studies (McCrae & Terracciano, 2005). Neuroticism is a fundamental personality trait in the study of psychology and is characterized by anxiety, fear, moodiness, worry, envy, frustration, jealousy, and loneliness. Individuals who score high for neuroticism are more likely than the average person to experience such feelings as anxiety, anger, envy, guilt, and depressed moods. They respond poorly to stressors, are more likely to interpret ordinary situations as threatening, and minor frustrations as hopelessly difficult. They are often self-conscious and shy, and they may have trouble controlling urges and delaying gratification. Neuroticism is a prospective risk factor for most "common mental disorders", such as depression, phobia, panic disorder, other anxiety disorders, and substance abuse disorder symptoms that traditionally have been called neuroses.

### **2.2 E-Personality**

#### **2.2.1 Online Behavior**

Turkle (1995) indicated that the Internet provided opportunities for people to show themselves in different ways. People could slightly change their style, or exaggerate changes in their identity, such as age, experience, personality, appearance, and

even gender. Young (1996) thought that the Internet had the characteristics of interaction. For instance, chat rooms and on-line games are the most addictive interactions. Young also regulated the definitions and characteristics of Internet Addiction Disorder (IAD). The issues of IAD, with the utilization of the Internet nowadays, is the important negative impact on Internet users. Studies have exhibited that excessive Internet users tend to have certain unique personality characteristics. Young (1998) believed that the higher the depressive tendencies of the Internet user, the severer their excessive Internet use would become.

Many discussions have utilized the characteristics of Internet behavior for marketing segmentation analyses, which are similar to the characteristics of population and psychological statistics. The analyses, which were different from historical population statistic variables, mainly differentiated Internet consumers by using new marketing segmentation variables. Bernoff & Li (2010) categorized the public according to the conditions of their participation in network activities. They called it a "Social Technographics Profile", categorizing Internet users by the following types: creators, critics, collectors, joiners, spectators and inactives. Brandtzæg (2010) suggested that Internet users are also classified by following practical types: Non-users, sporadics, debaters, entertainment users, socializers, lurkers, instrumental users and advanced users. Brandtzæg (2012) had also verified these classifications with practical data.

There has been every kind of network behavior from the past until now, and into the future. This study thinks that it could be highly associated with the E-personality of an individual. On the other hand, each E-personality should match its practical type. However, so far, this study has not been able to discuss the mutual relationship.

### **2.2.2 Introduction of E-personality**

Wallace (2001) introduced the concept of an online persona. Our denoted online

persona differs with our real-life persona as we show different traits on different occasions and when meeting different persons. Suler (2004) argued that "rather than thinking of disinhibition as revealing an underlying 'true self', we can conceptualize it as a shift to a constellation within self-structure, involving clusters of effects and cognition that differ from the in-person constellation". The concept of the "E-personality" makes individuals calibrate their offline lives, and thus behavior from their Internet personality may affect their off-line personality as well (Aboujaoude, 2012).

There are three parts of the psychic apparatus as defined in Freud's structural model of the psyche, including id, ego and super-ego. These are the three theoretical constructs in terms of whose activity and interactive mental life is described. According to this model of the psyche, the id is the set of uncoordinated instinctual trends; the super-ego plays the critical and moralizing role; and the ego is the organized, realistic part that mediates between the desires of the id and the super-ego (Ruth, 2006). Freud, in a famous metaphor, compared the psyche to an iceberg. Figure 1 is based on Freud's metaphor. Like an iceberg, nine-tenths of the psyche is invisible to us under water level (solid line figure 1), submerged in the unconscious. According to Freud's personality theory, this research argues that Internet users will show personality traits deeply hidden inside them in the cyber world. This study suggests that in the Internet world, the water level will fall (dotted line in Figure 1) and Internet users will show more of their inside traits unconsciously, seen as Figure 1. It is still us who is online, but it's a part of ourselves that we generally keep fairly hidden but which in the Internet world, is revealed. These personality traits exist in the cyber world. This study calls it E-personality. E-personality may be consistent, inconsistent or different extend.

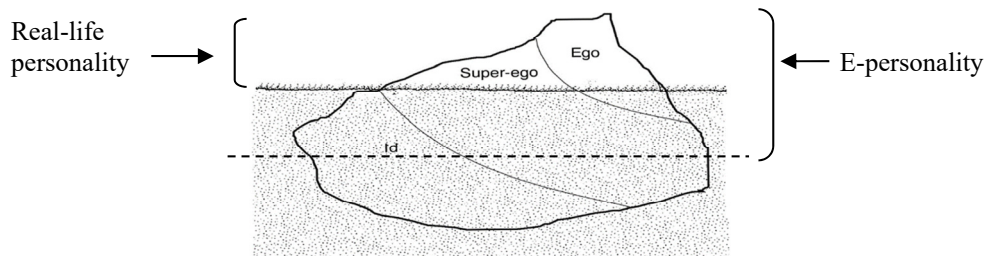


Figure 1: E-personality, Adjusted from Dewey (2007)

Regarding the relevant study subjects of IS, which are personality related, in early phases scholars utilized the impact of personality trait on successful utilizations of information systems. Now it has developed into the impact of personality traits on utilizations of the Internet (McElroy et al., 2007; Devaraj et al., 2008) and the personality traits of utilization with the encouragement of social networks (Seidman, 2013). Past studies have mainly focused on the relationships between real-life personality traits and Internet or IT usage. They take the Internet as "a tool". However, for this study, we regard the Internet world as "a society". This study argues that E-personality does exist and it affects Internet users' behavior. Additionally, an individual's behavior in the cyber world shows different kinds of pattern from those in the real world and sometimes an individual has network behavior, which differs from our behavior in real world. The fundamental way to start to look at E-personality is to understand Internet users' behavior.

### 3. Research Method

Since neuroticism is a fundamental personality trait and has been suggested as a reliable trait by different nation samples, this study selected neuroticism to test the E-personality facet. Thus, our study has focused on designing a neuroticism personality inventory for online users, calling it the "Online Neurotic Personality Inventory" (ONPI). This study will testify the reliability and validity of the ONPI in an attempt to provide a tool to faithfully re-

flect neurotic behavior on the Internet and that can be applied to subjects for future research. The development of this study scale contained seven steps: (1) specify domain neuroticism of the E-personality, (2) generate sample of items, (3) pilot test, (4) purify the measure, (5) data collection, (6) further refine the measure and (7) access reliability and validity.

#### 3.1 Scale Development

This study will utilize the neuroticism personality inventory of the NEO-PI-R S Form developed by Costa & McCrae (1992) to form a basis. The questions of this scale will be answered by a 5 point Likert Scale. This study will also refer to other relevant personality scales and relevant literatures on network behavior (Aboujaoude, 2012; McCrae et al., 2005; McCrae et al., 1996). It will then revise the contents of the scale accordingly to meet the practical measurement needs of the neuroticism trait of E-personality. There are two basic prepositions of this study: (1) as individuals stay in the network environment, the personality traits that an individual shows may differ from the one in real life. (2) The behavior patterns of the Internet and real life are different, thus they reflect different personality traits.

#### 3.2 Operational Definition of E-personality

The first thing required for the development of a measuring tool for E-personality will be conceptualization of E-personality. The discussion of this study has emphasized the personality traits ex-

hibited by individuals in the network environment. Consequently, the methodology of measurement should be different. No matters how researchers call it: online persona, digital personality, online personality...etc., they all mean the same thing. This study has called it “E-personality” and defines it as: “In the Internet environment,

individuals exhibit consistent, continual and different behavior and reactions than other individuals”. This study aims to measure E-personality and begins with neuroticism. It then defines neuroticism personality traits and detailed facets so as to ascertain an operational definition, as in Table 1.

Table1: The Operational Definition of the Six Facets of Neuroticism Domain in E-personality

Domain facet	Operational Definition	Adjective Checklist Items
Neuroticism	Identifies individuals who are prone to psychological distress on the Internet.	
Anxiety	Internet users are apprehensive, fearful, prone to worry, nervous, tense, and jittery.	Anxious, fearful, worried, tense, nervous, not confident, unoptimistic
Angry Hostility	The tendency to experience anger and related states, such as frustration and bitterness.	Irritable, impatient, excitable, excitable, moody, hard, tense
Depression	The tendency to experience depressive effects on the Internet	Worrying, unhappy, not confident, lack of self-confidence, pessimistic, moody, anxious
Self-Consciousness	Internet users are uncomfortable around others, sensitive to ridicule, and prone to feelings of inferiority.	Shy, lack of self-confidence, timid, defensive, inhibited anxiousness
Impulsiveness	The inability to control cravings and urges on the Internet.	Moody, irritable, sarcastic, self-entered, loud, hasty, excitable
Vulnerability	Internet users feel unable to cope with stress, becoming dependent, hopeless, or panicked when facing emergency situations.	Lack of clear-thinking, lack of self-confidence, anxious, inefficient, not alert, careless

Adjusted form Costa & McCrae (1992)

### 3.3 Generate Sample of Items

The initial items of the scale were discussed by a professor, three PhD students, three professionals from the industry community, and three graduate students during weekly meetings. In order to maintain the integrity of the entire scale, we intended to neither change the number of items from the neuroticism of NPO-PI-R nor the implication of the original items. Instead, we focused on changing the items that originally referred to behavior in real-world social environments to behavior in cyberspace environments. After finishing the development of the initial scale, we asked English professionals to perform translation and then we back-translated the

items. After bidirectional translation, we invited five professionals with practical experience, and scholars to join the item development, interviewing them to assure their professional credentials. After the interviews, we adjusted the content of the initial items with reference to the opinion of the interviewees, after which we performed the pilot test with the adjusted version and further adjusted the scale. Finally, we invited two professors and three experts to review the scale items to ensure the content validity, nomological validity and expert validity that followed the study of Churchill (1979).

### 3.4 Pilot Test and Purifying the Measure

We first performed a pilot test before formally distributing the questionnaire in order to discover if there were questions that might be misunderstood due to ambiguous wording and to avoid interference with the scale validity. We gave out 92 questionnaires during the pilot test to students of the employer of the current study's first author. 76 valid questionnaires were returned. During the pilot test, if subjects had any concerns or problems when answering, they could either mention them through a comment section at the end of the questionnaire or communicate with the researchers administering the questionnaire on the spot. Following the suggestions and feedback from the respondents of the pilot test, we performed final adjustments on the scale during a weekly meeting of the study authors before building the final version of the ONPI. (Appendix 1)

## 4. Data Analysis Results

This study used SPSS to perform statistical analysis and used LISREL to perform confirmatory factor analysis in order to test the construct validity of the scale.

### 4.1 Participants

Our study took undergraduate students from 13 colleges in Taiwan as the research subjects. In order to cover different types of student and establish a representative norm, the 13 colleges selected in our study included six national universities and seven private universities; divided by type, we included six comprehensive universities, four universities primarily for science and technology studies, and three medical universities. For each university, we selected a full-time teacher employed by the university and invited the students within his or her class to complete the ONPI for a 50 NTD gift card as a reward. A paper survey was conducted in this study. In total, we sent out 1,233 surveys and received 1,109 valid samples. The valid response ratio of the samples was 89.9%. The total sample

includes 534 women (48.2%), 571 men (51.4%) and 4 subjects (0.4%) whose sex is unknown. The age range was 21 to 26.

### 4.2 Reliability and Validity

The 48 items of the Online Neurotic Personality Inventory developed for our study have fairly good overall internal consistency ( $\alpha=0.884$ ). Table 2 shows the reliability of each personality facet, also showing satisfactory internal consistency with  $\alpha$ -values between 0.747 (Vulnerability) and 0.677 (Impulsiveness). These results fully indicate that the scale developed in our study has sufficient reliability. Figure 2 shows that most standardized factor loadings of all items and their constructs are more than the acceptable level ( $> 0.5$ ). The results of testing convergent validity revealed sufficient validity.

### 4.3 Model Fit

Our study performed a model fit analysis using structural equation modeling (SEM). In terms of the fit index for model fit, our study referred to the opinions of Bagozzi and Yi (1988), Jöreskog and Sörbom (1989), and Hair et al. (1998), choosing the ratio of  $\chi^2$  and degrees of freedom ( $\chi^2/\text{d.f.}$ ), with GFI, AGFI, NFI, NNFI, CFI, and RMSEA as the seven indexes for assessment. Specifically,  $\chi^2/\text{d.f.}$  must not be larger than 5; GFI, NFI, NNFI, and CFI should be larger than 0.9; AGFI should be larger than 0.8; and RMSEA should be lower than 0.08. Within the first-order (Figure 2) for the ONPI in our study, the standardized regression coefficients were all significant, implying that the model of online neurotic personality with six facets was quite stable. From Table 3, we can see that all the fit indexes of the models of our study nearly reached their standard ideal values, with only GFI slightly lower than its ideal value, indicating that the model of our study had good model fit.

Table 2: Mean and Standard Deviation for Each Item and the Cronbach's Alpha Values of Facets in the Online Neuroticism Personality Inventory

Domain facets	Item	No.	Mean	S.D.	Cronbach's $\alpha$ If Item Delete	Cronbach's Alpha	Compose Reliability
Neuroticism	Cronbach's Alpha=.884						
N1	N1-1	1	2.59	.972	.709	.738	.767
	N1-2	31	2.57	.913	.706		
	N1-3	61	2.77	.873	.686		
	N1-4	91	2.69	.904	.699		
	N1-5	121	2.81	.868	.692		
	N1-6	151	3.57	.827	.738		
	N1-7	181	2.95	.770	.724		
	N1-8	211	3.47	.884	.731		
N2	N2-1	6	2.60	.893	.703	.730	.750
	N2-2	36	2.46	.874	.687		
	N2-3	66	2.79	.956	.686		
	N2-4	96	2.67	.843	.697		
	N2-5	126	3.10	.877	.727		
	N2-6	156	2.82	.859	.694		
	N2-7	186	3.18	.889	.703		
	N2-8	216	3.24	.876	.719		
N3	N3-1	11	2.84	.904	.736	.742	.764
	N3-2	41	2.81	1.047	.690		
	N3-3	71	2.80	.886	.717		
	N3-4	101	2.87	.986	.714		
	N3-5	131	3.67	.730	.751		
	N3-6	161	2.72	.909	.705		
	N3-7	191	2.91	.901	.694		
	N3-8	221	3.30	.869	.705		
N4	N4-1	16	3.43	.950	.628	.658	.678
	N4-2	46	3.01	.889	.636		
	N4-3	76	3.07	.991	.595		
	N4-4	106	3.11	.878	.625		
	N4-5	136	3.21	.943	.607		
	N4-6	166	3.14	.786	.642		
	N4-7	196	2.97	.912	.613		
	N4-8	226	3.53	.808	.662		
N5	N5-1	21	2.99	.912	.641	.677	.722
	N5-2	51	3.36	.975	.630		
	N5-3	81	2.99	.898	.629		
	N5-4	111	3.84	.777	.687		
	N5-5	141	2.79	.846	.636		
	N5-6	171	3.61	.923	.638		
	N5-7	201	3.39	.881	.641		
	N5-8	231	2.61	.799	.664		
N6	N6-1	26	3.12	.949	.694	.747	.783
	N6-2	56	2.58	.807	.656		
	N6-3	86	3.23	1.001	.700		
	N6-4	116	2.75	.795	.662		
	N6-5	146	3.41	.902	.689		
	N6-6	176	2.64	.787	.655		
	N6-7	206	2.90	.734	.671		
	N6-8	236	3.12	.949	.694		

N1 = Anxiety, N2 = Angry Hostility, N3 = Depression, N4 = Self-consciousness, N5 = Impulsiveness, N6 = Vulnerability

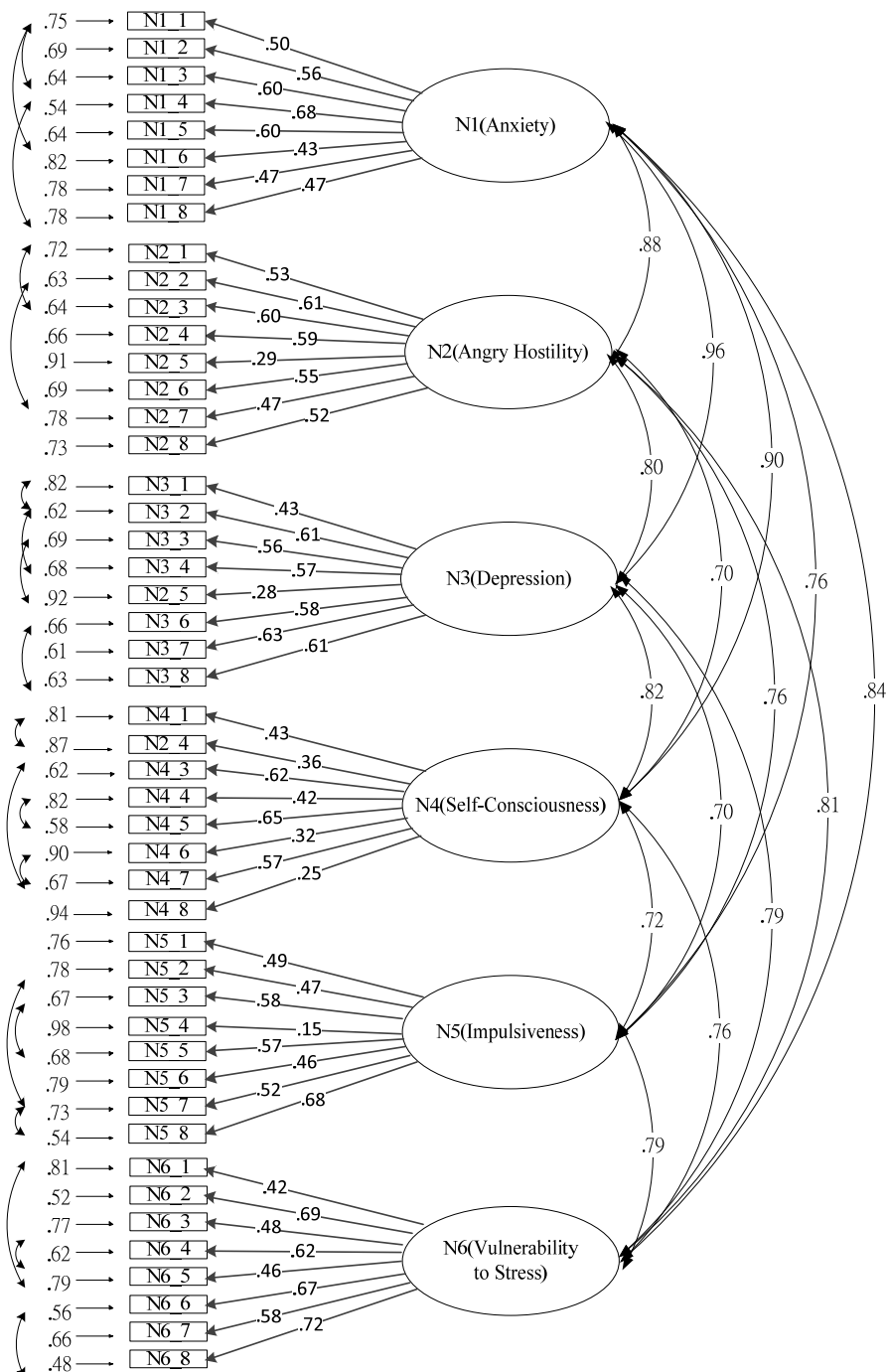


Figure 2: ONPI Measurement Model



Table 3: CFA Fit Indices for ONPI

Fit Indices	Recommended Value	Scholars	ONPI value
GFI	$\geq 0.9$	Jöreskog and Sörbom (1989)	.71
NFI	$\geq 0.9$	Bentler and Bonett (1980)	.91
NNFI	$\geq 0.9$	Bentler and Bonett (1980)	.91
CFI	$\geq 0.9$	Bagozzi and Yi (1988)	.92
RMSEA	$\leq 0.08$	Hu & Bentler (1999)	.094

## 5 Conclusions and Suggestions

This study developed the ONPI, attempting to properly assess the personality of Internet users and understand Internet behavior. The results showed the ONPI to possess enough reliability and validity to be useful for measuring neuroticism in an online setting.

### 5.1 Findings

The ONPI developed in our study is based on the neuroticism inventory of NEO-PI-R. It possesses good reliability and validity, not only implying that the ONPI is a valid tool for assessing Internet neurotic personality, but also that the neurotic behavior of college students as manifested online may not be so different from real life. Although some articles have emphasized that individuals may exhibit different behavior on the Internet versus in the real world (Aboujaoude, 2012; Suler, 2004), the lives of college students are perhaps simpler than those of the general population. Therefore, any differences present between the two environments may not be distinguishable because of the limited subject variation present.

Nowadays, individuals come into contact with and use the Internet and smart phones from childhood. Interaction with these information technologies are inherently self-oriented, making it is easy for an individual to become excessively self-centered and to develop excessive and unhealthy personality traits during maturation. These can further worsen into trends of exaggeration, complacency, conceit, ego, and selfishness, effects that may even expand into real-world settings. For parents and educational professionals, it is very

important to understand the online behavior of the next generation and prevent them from developing abnormal neuroticism. Specific approaches can include supporting a teenager's self-image, clarifying differences between the Internet world and the real world, further regulation of the use of social networks, proper supervision of the online behavior of teenagers, and building healthy social connections and routines throughout childhood, all efforts that would be of great help for the development of healthy personalities of coming generations. Our study is a beginning and can play a role in measuring the E-personalities of teenagers and young adults.

### 5.2 Implications

In terms of clinical practice and academic research, the ONPI developed in our study can help as a useful tool by promoting accurate diagnostic standards for defining abnormal personality. In addition, appeals to neuroticism have become an important business development: sales approaches that take advantage of online neurotic behavior are just beginning to unfold, and efforts to end irrational consumption behavior, such as impulse buying behavior on the Internet, can start from assessing the neurotic personality traits of individuals. On the other side, it can be used to predict individuals with unstable neuroticism and can prevent cybercrime. The ONPI developed in our study has good properties, and can be used as an instrument to screen for online neurotic personalities in the population.

### 5.3 Suggestions and Limitations

This study revealed that the neuroticism inventory is a well-designed personal-

ity inventory and can be revised to testify in the cyber world. However, there is still plenty of space for improvement. Reviewing the factor loadings of the measurement models, eleven of the items in the scale were less than 0.45 (Figure 2); standardized loading estimates should be 0.45 or higher, and ideally, 0.70 or higher, indicating that each item was explained more by its hypothesized reflective construct than by error. Therefore, there is room for improvement.

There are several limitations of our study. First, the ONPI was designed and based on the neuroticism personality inventory of NEO PI-R, and as such, it may not be able to fully reflect all the unique features of online neuroticism personality. Second, due to the limitations of cost and manpower, our study chose college students as the research subjects. Although it is now very common for college students to use the Internet, we still need to consider that our results may not be generalizable to the general population.

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Appendix 1. Online Narcissism Personality Scale

Narcissism Facets	Item	No.	Measure
			In the internet world,
N1	N1-1	1	I am not a worrier.
	N1-2	31	I am easily frightened.
	N1-3	61	I rarely feel fearful or anxious.
	N1-4	91	I often feel tense and jittery.
	N1-5	121	I seldom feel nervous.
	N1-6	151	I often worry about things that might go wrong.
	N1-7	181	I have fewer fears than most people.
	N1-8	211	Frightening thoughts sometimes come into my head.
N2	N2-1	6	I often get angry at the way people treat me.
	N2-2	36	I'm an even-tempered person.
	N2-3	66	I am known as hot-blooded and quick-tempered.
	N2-4	96	I am not considered a touchy or temperamental person.
	N2-5	126	I often get disgusted with people I have to deal with.
	N2-6	156	It takes a lot to get me mad.
	N2-7	186	At times I have felt bitter and resentful.
	N2-8	216	Even minor annoyances can be frustrating to me.
N3	N3-1	11	I rarely feel lonely or blue.
	N3-2	41	Sometimes I feel completely worthless.
	N3-3	71	I am seldom sad or depressed.
	N3-4	101	I have sometimes experienced a deep sense of guilt or sinfulness.
	N3-5	131	I tend to blame myself when anything goes wrong.
	N3-6	161	I have a low opinion of myself.
	N3-7	191	Sometimes things look pretty bleak and hopeless to me.
	N3-8	221	Too often, when things go wrong, I get discouraged and feel like giving up.
N4	N4-1	16	In dealing with other people, I always dread making a social blunder.
	N4-2	46	I seldom feel self-conscious when I'm around people.
	N4-3	76	At times I have been so ashamed I just wanted to hide.
	N4-4	106	It doesn't embarrass me too much if people ridicule and tease me.
	N4-5	136	I often feel that I am not as good as others.
	N4-6	166	I feel comfortable in the presence of my bosses or other authorities.
	N4-7	196	If I have said or done the wrong thing to someone, I can hardly bear to face them.
	N4-8	226	When people I know do foolish things, I get embarrassed for them.
N5	N5-1	21	I rarely overindulge in anything.
	N5-2	51	I have trouble resisting my cravings.
	N5-3	81	I have little difficulty resisting temptation.
	N5-4	111	When I am having my favorite foods, I tend to eat too much.
	N5-5	141	I seldom give in to my impulses.
	N5-6	171	I sometimes eat myself sick.
	N5-7	201	Sometimes I do things on impulse that I later regret.
	N5-8	231	I am always able to keep my feelings under control.
N6	N6-1	26	I often feel helpless and want someone else to solve my problems.
	N6-2	56	I feel I am capable of coping with most of my problems.
	N6-3	86	When I'm under a great deal of stress, sometimes I feel like I'm going to pieces.
	N6-4	116	I keep a cool head in emergencies.
	N6-5	146	It's often hard for me to make up my mind.
	N6-6	176	I can handle myself pretty well in a crisis.
	N6-7	206	There are so many little jobs that need to be done that I sometimes just ignore them all.
	N6-8	236	I'm pretty stable emotionally.

N1 = Anxiety, N2 = Angry Hostility, N3 = Depression, N4 = Self-consciousness, N5 = Impulsiveness, N6 = Vulnerability

