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A Path Analysis of Contact Styles, Relationship Satisfaction, and Internet Addiction among University Students

Sema YAZICI-KABADAYI¹, Fedai KABADAYI², Mehmet AVCI³

¹Recep Tayyip Erdoğan University, Türkiye 0000-0002-5221-6829

²Recep Tayyip Erdoğan University, Türkiye 0000-0003-2486-2337

³Recep Tayyip Erdoğan University, Türkiye 0000-0002-8298-8985

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ABSTRACT

The purpose of the present study was to explore the relationship between internet addiction, relationship satisfaction, and Gestalt contact styles among university students. A sample from a university in Turkey was recruited, which included 373 university students (271 females, 72.7%), aged 15-55. We administered and assessed the Gestalt Contact Disturbances Scale, Young's Internet Addiction Test, and the Relationship Assessment Scale. The relations were explored using Pearson's correlation and path analysis. Results indicated that contact, dependent contact, final contact, and full contact has significantly effect relationship satisfaction. Also, contact, full contact, relationship satisfaction has significantly effect internet addiction. Dependent contact and final contact has no significant effect on internet addiction. The results provided a perspective on expanding the literature of Gestalt therapy and internet addiction. We have provided some suggestions for Gestalt therapists and counselors.

Keywords:

Internet addiction, relationship satisfaction, contact style, Gestalt, path analysis

1. Introduction

The internet has become an indispensable element of modern societies. 59% of the world population is active internet users as of July 2020 (Statistica, 2020). Individuals use the internet for different purposes such as communication, knowledge acquisition, entertainment, shopping, business, and educational activities with the increase in internet access. However, excessive and uncontrolled internet use, which has become one of the most important functional tools of society, may result in addiction. In a study reporting the prevalence of internet addiction in 31 countries, the overall prevalence rate was found to be 6% (Cheng & Li, 2004). 79% of people in Turkey are using the internet in 2020. This rate was found to be 84.7% for men and 73.3% for women (Turkish Statistical Institute, 2020). Moreover, internet addiction in Turkey, the prevalence of 13.5% among university students (Baysan-Arslan et al., 2016) to 17.7% (Bener et al., 2019).

Research indicated that extreme and pathological internet usage causes problems in a person's physical, social, and psychological health (Davis, 2001; Young, 1998). Although not officially described as psychopathology, internet addiction is parallel to pathological disorders (Christakis, 2010). It is seen that some of the important variables related to internet addiction, which is related to various variables, are related to social relations. In studies, internet addiction has been positively associated with loneliness, social isolation (Gazo et al., 2020; Mamun et al., 2020; Puri & Sharma, 2016), and social phobia (Fayazi & Hasani, 2017; Yayan et al., 2017; Yücens & Üzer, 2018); social support (Cevik & Yildiz, 2017; Lei et al., 2018; Mo et al., 2018; Tudorel & Vintilă, 2018)

¹Corresponding author's address: Faculty of Education, Recep Tayyip Erdoğan University, Rize/Türkiye
e-mail: sema.yazici@erdogan.edu.tr

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and social commitment (Savci & Aysan, 2017). Internet addiction is closely related to the social relations of individuals.

The Gestalt approach, which draws attention with its emphasis on relationships, emphasizes especially the individual's communication with the environment, and the concept of contact includes social relations. According to this approach, contact is considered an extremely important process for an individual to survive. Disorders that occur during the contact process have negative effects on the functionality of the individual (Daş, 2015). The Gestalt approach uses the concept of contact disturbances to express these distortions. Contact disturbances refer to relationship distortions that occur during the contact process (Voltan-Acar, 2006). These distortions that occur during the contact process negatively effect the relationships that are extremely important for human beings, who are social creatures. It is stated that individuals experience low relationship satisfaction if their subjective evaluations of the relationships they live are negative, and high relationship satisfaction if they are positive (Hendrick, 1988). In this case, it is thought that individuals using contact disturbances will experience negative relationship experiences and this will negatively effect relationship satisfaction. One's cultural orientation towards individualism or collectivism has a significant impact on communication style, value system, relationships, and behaviors (Kapoor et al., 2003). Technology related behaviors were influenced by these elements that cultural orientation and espoused culture effect individual's contact styles, satisfaction in relationships, and interaction with others both online and offline (Agag & El-Masry, 2016; Arpacı et al., 2016; Hofstede et al., 2010; Kim & Jeong, 2015). People in collectivist cultures like Turkey tend to stay in touch with family, relatives, and friends (Hofstede, 2001; Kagıtcıbası, 1994). Although the internet keeps people connected, spending more time on the Internet causes spending less time and conflict with family and friends (Mesch, 2006). This situation is considered as a factor that can cause negative effects on social relationships. We estimate that contact with the environment is an important factor in the problems that arise in the social relations of individuals.

Recent developments (increasing distance education, working from home) and unexpected life events (pandemics) have made the internet mandatory in human life all over the world Every culture has its own way of making sense of life that influences a person's behaviors in the schema of activities (Feather, 1995). Thus, the severity of these problems may vary across cultures. It is important to understand how Internet addiction is related to different cultural factors such as language, rituals, values, family types, relationships, and communication styles (Chen & Nath, 2016). Problems in interpersonal relationships may cause individuals to turn to resources from which they can get satisfaction. In this sense, the internet is an important resource due to its easy accessibility, anonymity, and the sense of satisfaction it provides in the short term. However, it is thought that individuals who use contact disturbances will have low relationship satisfaction and the problem experienced by these people may result in internet addiction (Caplan, 2003). When the literature was examined, it was observed that there was no study aimed at explaining internet addiction through relationship satisfaction from depending on the way individuals establish relationships. The purpose of the present study was to develop a more comprehensive perspective on internet addiction, contact disturbances, and relationship satisfaction.

2. Literature

2.1. Internet Addiction

Internet usage rates have increased for acquiring and sharing information in today's information age (Kim et al., 2006). The internet, which has become a primary component of global civilization and is an extremely important communication tool, has effected human behavior both positively and negatively (Yellowlees & Marks, 2007; Tsai et al., 2009). Internet addiction is one of the most researched topics in the literature. It has been conceptualized many times under such headings as (Widyanto & Griffiths, 2006) excessive internet usage (Suhail & Bargees, 2006) and pathological internet usage (Kuss & Griffiths, 2014). Internet addiction is characterized by excessive/compulsive internet use and anxiety about losing control over internet usage. It is also indicated by the disruption of functionality in social activities, relationships, work, school responsibilities, sleep, food, and health-related tasks (Spada, 2014). Symptoms of internet addiction are exhibited by excessive internet usage, difficulty in reducing online time, insomnia, fatigue, decreased job performance, indifference, reduced time devoted to social relationships and activities, and irritability (Tonioni et al., 2012).

Sociologically, internet addiction has individual, social and economic effects (Yalcin, 2003). Individuals satisfy social needs that they cannot satisfy in real life with the internet (Kuss et al., 2013). Davis (2001), states that internet addiction is related to the social aspects of the internet. Lack of social support from family or friends and an isolated life also contribute to internet addiction, and those with such symptoms often depend on the internet for their social life (Yilmaz et al., 2014).

2.2. Relationship Satisfaction

Most individuals would agree that humans would not survive without intimacy and if they do, their life is usually isolated and full of sadness due to their lack of interpersonal skills. Thus, the ability to express and interpret each other's emotions seems essential to humans. For instance, one can observe the intimacy in a relationship between a mother and her newborn child, between parents with their children, and in friendships. The ability to establish relationships seems to increase the possibility of bonding with other human beings. Therefore, relationships whether generated or expressed seem to play an important part in people's lives (Reis & Collins, 2004).

How these relationships, which are extremely important in the life of the individual, are evaluated by the individual and to what extent they meet the relational needs of the individual also become an important issue. One's evaluations about the relationship are called relationship satisfaction. If individuals have positive evaluations about their relationships, it can be stated that these people experience relationship satisfaction (Vaughn & Matyastik-Baier, 1999). For the parties to the relationship between individuals, evaluations on whether the relationship is successful, satisfactory, or under the risk of rupture is an indicator of relationship satisfaction (Downing, 2008). Relationship satisfaction is high if individuals can meet their important needs such as togetherness and intimacy in relationships (Lin & Rusbult, 1995). Relationship satisfaction is affected by factors such as depression, coping methods, attachment styles, empathic disposition level, conflict behaviors, communication style, and perfectionism (Sarac et al., 2015).

2.3. Gestalt Contact Disturbances

People are in constant contact with living beings and inanimate objects (Brownell, 2010; Tagay, 2016). One of the main topics of the Gestalt therapy approach, which takes the individual as a whole with her environment and tries to explain the behavior in this way, is the concept of contact. In Gestalt therapy, the concept of contact is considered as a tool that enables the individual to relate to the world, and the person makes sense of the world through the knowledge and experiences gained through contact (Polster & Polster, 1974). According to the Gestalt theory, part of life is to have contact with the environment; contact is necessary to grow and change (Wheeler & Axelsson, 2015). Contact, which forms the basis of Gestalt therapy, is the experience of meeting with others. It defines the growth theme of an individual's internal needs (desire, perception, wishes, fear) and external stimuli (obstacles, stimuli, opportunities) at the border separating the individual and her environment and integration. Contact is how we nurture ourselves, understand, direct, and meet our needs. It is at the center of psychological and mental development peculiar to human existence (Jacob, 1989; Zinker & Nevis, 1994; Wheeler, 1994; Levine, 2012).

The contact process has three stages, the beginning, middle, and end. Before the contact, which is the first stage, the needs of the person begin to become evident. In the second phase, full contact, the person meets with the resource that will meet their needs. Final contact, which is the last stage, there is the satisfaction experienced after the need is satisfied (Levine, 2012). When a need recurs, the same cycle is repeated (Tagay & Voltan-Acar, 2012). To establish effective contact, these stages must be carried out without any interruption (Singer, 1994). In cases where the environmental matters and awareness are insufficient, and if individuals cannot use the appropriate contact style to meet their needs, contact styles turn into contact disturbances. The problem in this process and interruption of the cycle is referred to as contact disturbance. In the literature, five common interaction processes are used to moderate, resist, and interrupt contact within our environment. Polster & Polster (1973) promulgated five major channels of contact styles, namely, introjection, projection, retroreflection, deflection, and confluence. Although these contact disturbances are described as healthy for the individual in some cases, they can also lead to unhealthy functioning. Various psychological disorders occur in individuals as a result of the disruption of contact functions (Molaei, 2015; Ozkara, 2015; Potgieter, 2006; Voltan-Acar, 2006) and the individual has difficulties in communicating with her environment or her communication is completely lost (Ozkara, 2015).

2.4. Gestalt Contact Disturbances and Relationship Satisfaction

The idea that contact is vital in relationships is not new. In his seminal work, Winnicott (1960) explained that there was no such thing as a baby, in that the baby cannot exist without the mother. Rollo May conformably believed each individual was the center of a web of relations. He indicated that people always go out of the center to live in the world (May & Yalom, 1989). Piaget depicted life as a constant process of assimilation and accommodation via a contact in our surroundings. Regarding these works, people have myriad goals that guide human behavior about initiating and maintaining close relationships (Reis et al., 2000).

Theories of relationships particularly involve the self, the others, and the environment. Gestalt theory espouses that these three can only be active and salutiferous through contact. Contact explains where the self meets with the environment through the data transfer of the sense organs, including neurological contact such as intuition and perception (Korb et al., 1989). In our globalized world, people who do not ever really stand in isolation join the world around them. In this sense, they need to constantly be connected with others and the environment to maintain a healthy life through contact (Jacobs, 1989). Continuity of connection in relationships is related to the level of relationship satisfaction experienced by individuals (Downing, 2008). As a matter of fact, people living alone report less sense of belonging and relationship satisfaction than other individuals (Mellor et al., 2008).

Although meaningful contact mostly results in love and belonging, hate and isolation might occur due to contact disturbances that are useful to a certain degree. It seems that the effect of social interaction patterns with the world is very important for the results of the contact process (Polster & Polster, 1973). Moreover, there are important relations between contact disturbances and relationship satisfaction. Contact, full contact, and final contact are negatively related, and dependent contact is positively related to relationship satisfaction (Vural-Batik et al., 2020). Considering the vital importance of relationships for people, it is thought that contact disturbances that can disrupt these relationships will negatively effect relationship satisfaction, which refers to individuals' evaluations of relationships. Accordingly, the H1, H2, H3, H4 hypothesis has been proposed.

- H₁ Contact negatively effects relationship satisfaction.
- H₂ Full contact negatively effects relationship satisfaction.
- H₃ Final contact negatively effects relationship satisfaction.
- H₄ Dependent contact positively effects relationship satisfaction.

2.5. Gestalt Contact Disturbances and Internet Addiction

Individuals with internet addiction are considered to be lonely, socially insufficient, and have high levels of social isolation and low satisfaction in both family and social contexts (Young & Rodgers, 1998; Esen & Siyez, 2011; Kuss & Griffiths, 2015; Ostovar et al., 2016). Also, it is stated that one of the strongest predictors of internet addiction is satisfaction from communication (Chou & Hsiao, 2000). This indicates that individuals' social relations are an extremely important factor in the emergence and development of internet addiction. Those addicted use the internet mostly for interaction purposes. It was also determined that these individuals used the interaction style more in their social relationships and felt a higher level of loneliness (Batigun & Hasta, 2010). This shows that internet addiction is related to the way individuals have contact and that the quality of social relationships is effected by the addiction. Since individuals who have internet addiction cannot display the contact patterns that can sustain the social relationships they need, they try to meet these needs by turning to cyber relations. Kuss and Griffiths (2015) state that increased internet use is associated with social contact and success, and that today's users tend to be contactable via the internet because they are afraid of breaking away from their social life. In this context, it is thought that the type of contact individuals establish with their environment may have a decisive role in evaluating the relationships. Thus, it is estimated that relationships are negatively effected, and this can be an important predictor of internet addiction. Accordingly, the H5, H6, H7, H8 hypothesis has been proposed.

- H₅ Full contact positively effects internet addiction.
- H₆ Contact positively effects internet addiction.
- H₇ Final contact positively effects internet addiction.
- H₈ Dependent contact negatively effects internet addiction.

2.6. Relationship Satisfaction and Internet Addiction

The interest of individuals in important social and leisure activities decreases or disappears due to internet addiction (Ko et al., 2009). Internet addiction, which causes individuals to connect with other users although it causes them loneliness (Young & Rodgers, 1998), negatively effects individuals' relationships with family and friends (Cash et al., 2012; Kuss & Griffiths, 2015). Also, lack of interest in individuals causes anxiety and depression (Tonioni et al., 2012).

When vital relationships for individuals become difficult for them for various reasons, the internet provides a suitable social platform that allows them to interact, expand their social networks, increase their well-being and reduce stress (Tang et al., 2014). When individuals cannot cope with difficult real-life events, they use the internet as a mood changer or an escape method, where they can achieve life's goals and find happiness more easily. By creating an alternative world where the risks are reduced to a minimum, individuals leave aside their real relationships, their satisfaction with these relationships, and real life. Individuals, who bring their ties with the real world to a breaking point, continue along this axis and develop internet addiction. These individuals structure their daily lives over the internet and internet-related social relationships (Kuss & Griffiths, 2015). In other words, it is thought that individuals with a low level of relationship satisfaction in terms of real social relationships aim to establish relationships that will provide higher satisfaction through internet use, and the intensive use of the internet and related variables that occur during this time are related to internet addiction. Internet-related social communication and support also increase the desire to stay online (Davis, 2001). Accordingly, the H9 hypothesis has been proposed.

- H₉ Relationship satisfaction negatively effects internet addiction.

2.7. The Present Study

With an increasing number of people experiencing mental health concerns related to internet addiction and the changes in today's societal awareness about the importance of relationship satisfaction, contact styles have become a crucial component in our relationships. In addition to effectiveness in shaping a new age, the internet is also a vital tool for information, communication, and developing and maintaining relationships. A literature review revealed that there is a gap between internet addiction and relationship satisfaction (Arpaci et al., 2016; Chou & Hsiao, 2000). Moreover, there is a dearth of research on how contact disturbances effect internet addiction. Thus, the present study aims to reveal to what extent contact disturbances, which express the way individuals establish relationships, explain internet addiction through relationship satisfaction. Also, practitioners and researchers in the field may have a better understanding of recognizing and developing intervention programs to improve their relationship satisfaction regarding contact disturbances and decreasing internet addiction. Based on previous research, there are 9 hypotheses to be tested in the present study. A path diagram including hypotheses is presented (see Figure 1).

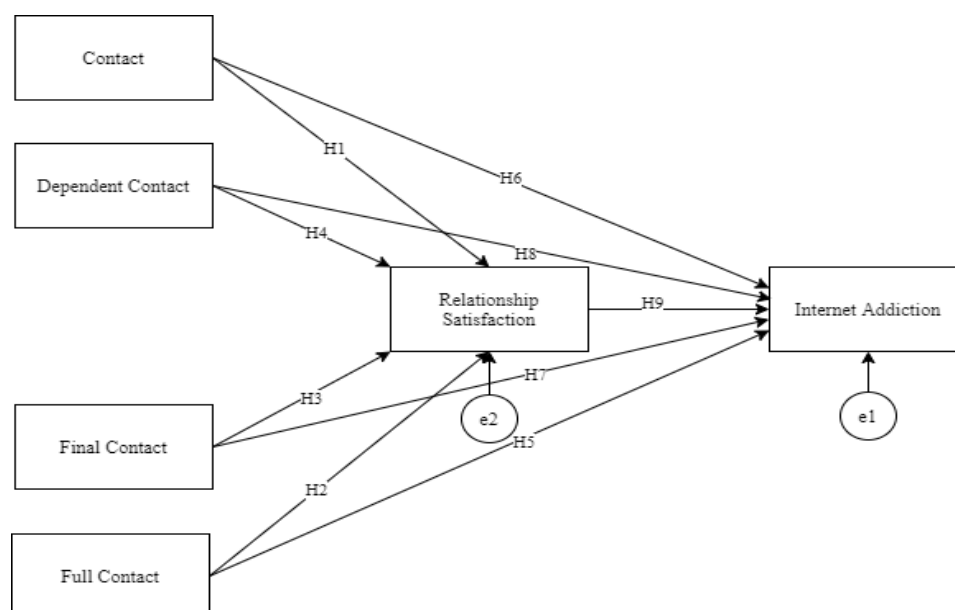


Figure 1. Hypothetical Path Model

3. Method

3.1. Model of the Research

This study was carried out according to the quantitative research method and relational survey model in order to reveal the mediating role of relationship satisfaction in the relationship between Gestalt contact styles and internet addictions of university students. Relational survey model aims to determine the relationship between two or more variables, and the direction and degree of the relationship (Karasar, 2013). The path analysis technique is used to test the causal relationships between two or more variables that was utilized in the current study (Meydan & Şeşen, 2015).

3.2. Participants

While forming the study group, the low-cost and easy-to-apply easy-to-use sampling method was used (Islamoglu & Alniacik, 2014). Karasar (2013) states that the size of the study group in social sciences should be between 300 and 400. Accordingly, 373 university students between the ages of 15-55 were included in the participant group of this study. Participants volunteered from various departments of a state university located in the Eastern Black Sea Region. 271 (72.7%) participants were female, and 102 (27.3%) participants were male. The mean age was 21.75 (SD = 5.33). Participants used the internet for approximately four and one-half hours daily. The internet is most preferred for social media (n = 223, 59.8%). More than half of the participants think that they have excessive internet usage (n = 207, 55.5%). Most participants were online directly from smartphones (n = 347, 93%).

3.3. Instruments

Gestalt Contact Disturbances Scale (GCDS): The GCDS was developed for use in a study on 1075 participants who ranged in age from 20 to 24 (Tagay & Voltan-Acar, 2012). The assessment consisted of 24 items (4-point Likert-type scale) and four subscales: contact, full contact, dependent contact, and final contact. The Gestalt contact cycle was used when naming the factors of the scale. It was not used as a pre-contact subscale since it covers the period during which contact did not occur. The dimension created by the projection in the scale was named the "contact" dimension. Self-rotation and deflection contact disturbances were included in the "full contact" sub-dimension. The sub-dimension of the absence of borders and the helping syndrome contact disturbances was called "dependent contact". The dimension with the withdrawal contact disturbance seen at the endpoint of the contact cycle is called "final contact". According to the results of the exploratory factor analysis (EFA), the validity of the scale was found to account for 42.33% of the total variance. The variance of each sub-dimension was 9.01% for contact, 13.84% for full contact, 11.88% for dependent contact, and 7.6% for final contact. The Cronbach's alpha coefficient of each sub-dimension was .61 for contact, .79 for full contact, .75 for dependent contact, and .60 for final contact. The reliability coefficient of the test of each sub-dimension was .74 for contact, .77 for full contact, .69 for dependent contact, and .65 for final contact. Confirmatory factor analysis (CFA) verified the four-factor structure $\chi^2/df = 4.64$, CFI = .91, GFI = .92, RMSEA = .06, and SRMR = .06 (Tagay & Voltan-Acar, 2012).

Young's Internet Addiction Test-Short Form (YIAT-SF): The YIAT-SF was developed by (Young, 1998). The Turkish Form of the YIAT-SF was adopted in a study of 1,167 university students who ranged in age from 17 to 35 (Kutlu et al., 2016). The assessment consisted of 12 items on a 5-point Likert-type scale and one-factor. The total variance of the scale was 48.9%. The Cronbach's alpha coefficient of the one-factor was .91. CFA verified the one-factor structure $\chi^2/df = 2.78$, RMSEA = .07, RMR = .70, GFI = .93, AGFI = .90, CFI = .95 and IFI = .91 (Kutlu et al., 2016).

Relationship Assessment Scale (RAS): A new version of the RAS was created (Renshaw et al., 2011). The scale, which was created primarily to evaluate romantic relationships, was revised to measure satisfaction from relationships with friends, parents, and romantic partners. The Turkish Form of the RAS was adopted in a study on 336 participants who lived in İstanbul (Celik, 2014). The scale consisted of 7 items using a 5-point Likert-type scale and one-factor. The total variance of the scale was 56.45%. The Cronbach's alpha coefficient of the one-factor was .87 and also split-half test reliability was .82. CFA verified the one-factor structure $\chi^2/df = 4.06$, RMSEA = .06, SRMR = .04, GFI = .95, NFI = .95, CFI = .97 and IFI = .97 (Celik, 2014).

3.4. Data Collection and Procedure

The data collection process was carried out using Google Forms and paper-pencil surveys in the classrooms. Participants answered the questionnaire in an average of 15 minutes. After explaining the aims of the research, the participants filled out the questionnaires voluntarily.

3.5. Data Analysis

First, the assumptions of the study were checked. Second, Pearson analysis was used for correlations between the variables. Third, path analysis was tested to explore the relationships between Gestalt contact disturbances (contact, full contact, dependent contact, final contact), relationship satisfaction, and internet addiction in the present study. The path diagram was analyzed through maximum likelihood estimation. Also, 95% confidence interval and 5000 bootstrapped samples include the path analysis. The descriptive statistics and path statistics were analyzed using IBM SPSS and AMOS 26 Software.

3.6. Ethical

In this study, all rules stated to be followed within the scope of "Higher Education Institutions Scientific Research and Publication Ethics Directive" were followed. Ethical Review Board Name: Research Ethics Committee of Recep Tayyip Erdogan University. Date of Ethics Evaluation Decision: 05.05.2020 Ethics Assessment Document Issue Number: 2020/23

4. Findings

4.1. Descriptive Statistics

There were various assumptions prior to the analysis including accuracy of the data, missing value, outliers, normality, linearity, and multicollinearity (Cokluk et al., 2016). Firstly, the frequency table and descriptive statistics of the data set were examined. Ranges, means, standard deviation, minimum and maximum values were checked. There was no missing data in the data set. The standard Z values and Mahalanobis distances score were tested, and 6 (final data = 373) outliers were deleted (Tabachnick & Fidell, 2012). Skewness and kurtosis coefficients were examined for normality (see Table 1). It was determined that the data set came from the normal distribution since, it was in the range of -2 and +2 (Collier, 2020).

Table 1. Descriptive Statistics and Correlations

	1	2	3	4	5	6
1 Contact	–					
2 Full Contact	.40**	–				
3 Dependent Contact	.22*	.30**	–			
4 Final Contact	.49**	.39**	.26**	–		
5 Relationship Satisfaction	-.36**	-.30**	.13*	-.27**	–	
6 Internet Addiction	.32**	.44**	.09	.20**	-.26**	–
Mean	13.04	17.49	23.36	11.45	24.48	28.30
SD	4.26	5.35	5.26	3.24	4.26	8.14
Skewness	.44	.48	-.16	.31	.03	.28
Kurtosis	-.38	-.37	-.43	-.57	-.57	-.29

Note. ** Correlation is significant at the .01 level, and * Correlation is significant at the .05 level

4.2. Correlational Analysis

Relationships between variables are analyzed (see Table 1). Contact was positively correlated with full contact ($r = .40, p < .01$), dependent contact ($r = .22, p < .05$), final contact ($r = .49, p < .01$), internet addiction ($r = .32, p < .01$) and negatively correlated with relationship satisfaction ($r = -.36, p < .01$). Full contact was positively correlated with dependent contact ($r = .30, p < .01$), final contact ($r = .39, p < .01$), internet addiction ($r = .44, p < .01$) and negatively correlated with relationship satisfaction ($r = -.30, p < .01$). Dependent contact was positively correlated with final contact ($r = .26, p < .01$), relationship satisfaction ($r = .13, p < .05$) and not correlated internet addiction ($r = .09, p > .05$). Final contact was negatively correlated with relationship satisfaction ($r = -.27, p < .01$) and positively correlated with internet addiction ($r = .20, p < .01$). Relationship satisfaction was negatively correlated with internet addiction ($r = -.26, p < .01$).

4.3. Path Analysis

Structural equation modeling is an advanced statistical methodology for testing theoretical structures (Byrne, 2010). Structural relationships between observed variables are tested in path analysis, which is one of the structural equation models. The criteria used to evaluate the findings obtained in the path analysis are as follows. A fit index of hypothesized models presents $3 \leq \chi^2 / sd =$ excellent, $GFI, NFI \geq .90 =$ good, $RMSEA \leq .08 =$ good (Kelloway, 1998) and $TLI = .95, SRMR \leq .08 =$ good criteria for evaluation (Hu & Bentler, 1999).

According to the results, H7 and H8 were not significant in the hypothetical path model. First, the hypothesized effect of final contact and internet addiction (H7) was removed in the path diagram. Second, dependent contact and internet addiction (H8) was removed. We reported the fit values for the final version of the path diagram after H7 and H8 were removed from the model. We reached the following fit values in the current study. $\chi^2/df = .624, GFI = .999, NFI = .997, TLI = 1.000, RMSEA = .000, SRMR = .010, AIC = 39.248$. All fit indices in the path analysis provided some evidence of the perfect fit. The final path diagram is presented in Figure 2.

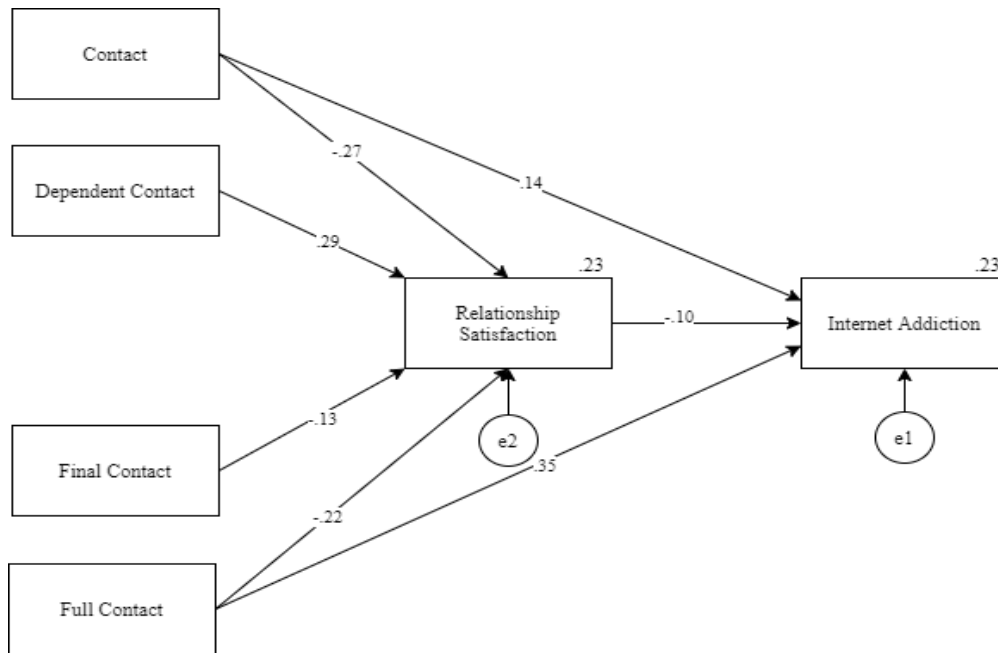


Figure 2. Path Diagram

According to final path model, contact ($r = -.27, p < .01, 95\%$ Confidence Interval (CI) = $[-.37, -.17]$), final contact ($r = -.13, p < .01, 95\%$ CI = $[-.24, -.02]$) and full contact ($r = -.22, p < .01, 95\%$ CI = $[-.32, -.10]$) negatively effects relationship satisfaction and dependent contact positively effects relationship satisfaction ($r = .29, p < .01, 95\%$ CI = $[.19, .38]$). These results show that the H1, H2, H3, and H4 hypotheses were significant. Also, contact, dependent contact, full contact and final contact were predicted to relationship satisfaction ($R^2 = .23$). Moreover, contact ($r = .14, p < .01, 95\%$ CI = $[.05, .24]$), full contact ($r = .35, p < .01, 95\%$ CI = $[.26, .43]$) positively effects internet addiction and relationship satisfaction ($r = -.10, p < .01, 95\%$ CI = $[-.21, .01]$) negatively effects internet addiction. These results show that the H5, H6, and H9 hypotheses were significant. Also, contact, full contact and relationship satisfaction was predicted to internet addiction ($R^2 = .23$).

5. Discussion

The present study used the Gestalt theory framework predictive role of contact, dependent contact, final contact, full contact, and relationship satisfaction for internet addiction. Based on the previous research findings related to internet addiction and relationship satisfaction, we hypothesized that contact, full contact, and final contact negatively effect relationship satisfaction whereas dependent contact positively effects relationship satisfaction. Moreover, contact, and final contact positively effects internet addiction whereas relationship satisfaction negatively effects internet addiction.

In the literature, individuals who display healthy contact patterns may have positive results in their social relationships (Zinker, 1998), while individuals displaying unhealthy contact patterns may have to use

dysfunctional coping strategies (Jacobs, 2007). This can have negative consequences for individuals' relationships (Beaumont, 1994). Because the individuals cannot establish healthy social relations (Ozkara, 2015), they experience dissatisfaction in their relationships and become unhappy (Perls, 1992). Therefore, contact disturbances (contact, full contact, and final contact disturbances) established by individuals may cause them to evaluate their relationships negatively. Individuals may turn to use the internet as a dysfunctional coping strategy. The present study shows contact, full contact, and final contact negatively predicted relationship satisfaction. This finding supports the recent study by Vural-Batik et al. (2020) that contact and full contact significantly predicted relationship satisfaction. However, contrary to our result, final contact did not predict relationship satisfaction.

In Gestalt therapy, it is suggested that psychological health includes having flexible, satisfying, and developing relationships. This process, which includes a mutual relationship, is expected to be adaptable as conditions change. Individuals tend to maintain their relationships in this way by using the methods they have often succeeded in meeting their needs. However, when these relationship styles are repeated without adapting to different situations, it may not always produce satisfactory results. As a result, the individual's relationships are damaged, and the person may avoid relationships (Joyce & Sills, 2014). Correspondingly, the present findings show that using more contact, full contact, and final contact results in less relationship satisfaction. Moreover, using more dependent contact results in more relationship satisfaction.

The dependent contact consists of the confluence of borders and profection syndrome that individuals balance their needs by accommodating with others (Voltan-Acar, 2006). In our study, the finding indicated that dependent contact did not have an impact on internet addiction. According to Kuss et al. (2013), personality traits such as openness, conscientiousness, extraversion, agreeableness, neuroticism have an impact on internet addiction both protective and conducive. In this respect, different personality traits may have had a positive and negative impact on dependent contact.

Another way of viewing this is that there is no contact without communication, and this causes a feeling of isolation for the individual (Perls, 1969). Support and contact with our environment constitute an important resource for the individual (Wheeler & Axelsson, 2015). The world is now moving as fast as wireless connections and mobile phones can carry us. Thinking or acting faster has become a way of life. The problems of many people who have psychological problems are that they feel isolated and cannot have positive relationships. Individuals are in search of attachment and consistency in their relationships with themselves. This shows that the problems experienced by individuals arise from their experience of themselves in relation to others (Levine, 2012). Making contact is a common process for all organisms and in all kinds of activities. Mankind manifests itself only in the relationship of dialogue with others (Jacobs, 1989). All of these factors point out that the way individuals establish contact affects their relationships, and the satisfaction they obtain from relationships can be evaluated in the context of contact disturbances. Relationship satisfaction can increase due to more "dependent contact" and, less "contact", "full contact", and "final contact". Internet addiction can increase due to less relationship satisfaction.

The present study has some limitations. The data consist only from one university. Therefore, study groups from different regions and universities may be involved in future research to examine psychological, developmental, social, and cultural factors. A second limitation may be that the study group consists of university students and participants from a non-clinical population. In future studies, the model can be tested in different age groups in non-clinical and clinical populations. The third limitation that indirect effects are not reported in the present study. Finally, it may be helpful to re-examine the dependent contact sub-dimension in future research university students since it does not meet some assumptions.

6. Conclusion

The present study was the first to research the relations between Gestalt contact disturbances, relationship satisfaction, and internet addiction with path analysis. The results indicated that Gestalt contact disturbances and relationship satisfaction were important predictors of internet addiction. Thus, the present study provided important implications for Gestalt therapy in explaining internet addiction. The results expanded the current literature in terms of Gestalt theory. Moreover, this study makes contributions to internet addiction in terms of Gestalt therapy for mental health practitioners.

We would like to present some suggestions based on the results of this study. First, mental health practitioners (counselors, psychologists, psychiatrists) especially Gestalt therapists can evaluate contact disturbances and relationship satisfaction in cases of internet addiction. Conceptualizing relationship satisfaction and contact disorders in the first sessions may be a start. Cognitive restructuring for contact disturbances of clients can make an important contribution to reducing internet addiction in therapy. Second, the way clients communicate with mental health practitioners during the first sessions may include some contact disturbances. This can also be a sign that clients have contact disturbances. Mental health practitioners can also evaluate this sign and plan therapy. Therefore, the contact style of the client in the therapeutic relationship can contribute to the treatment of internet addiction. Third, this study provided a finding for researchers that relationship satisfaction effects the reduction and treatment of internet addiction. Future studies can focus on which relationships effect internet addiction more.

7. References

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