Trying to Save the Game(r): Understanding the meaning-making process of YouTube subscribers surrounding mental health and video game vlogging

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Abstract

Through technological innovation and the rise of digital platforms, many young adults are afforded the opportunity to spend their lives online. Young adults are making media-sharing platforms, specifically YouTube, part of their daily lives (Westenberg, 2016, p. 8). YouTube allows content creators to produce videos that not only attract audiences of different ages and geographic locations, but forge an intimate bond between producer and consumer, allowing each to engage in content through the comments section (Westenberg, 2016, p. 9).

This qualitative study examined the comments and experiences of subscribers of a gaming YouTuber with over one million subscribers, GameGrumps. Specifically, it analyzed the meaning-making processes of YouTube subscribers surrounding their relationship with GameGrumps who discusses his personal mental health challenges in gaming videos.

Methodology

• Data were collected from August 2018 to October 2018. Criteria for participation included YouTube subscribers from the United States or abroad who were at least 19 years of age and had commented on a video, expressing their own mental health experiences, of a gaming YouTuber.

• Subscribers were identified through a YouTube comment search and 26 (who made available their contact information on their own channel) were recruited. Four GameGrumps subscribers, assigned code names S1 through S4, were interviewed via Skype, phone, and email (when needed).

• In-depth interviews were recorded and transcribed into word documents by the researcher using Express Scribe. Transcripts were then coded using a grounded theory approach to surface commonalities, unique experiences, and perspectives in the interview questions. Concepts were then analyzed into themes using the theoretical framework.

Results show disclosing creates positive self-awareness, solidarity in experiences, and a stronger understanding and bond with a YouTube gaming vlogger.

Findings & Analysis

Subscribers voluntarily chose to disclose their mental health story on GameGrumps' comment section of one where he disclosed personal information about himself. Participants disclosed their own mental health experiences including depression, anxiety, suicide, and obsessive-compulsive disorder in the comments section to show support for others also experiencing mental health problems who choose to not disclose on YouTube. Their aim was to create a positive experience for both themselves and the individual who sees the comment.

Theme 1: Positive Experience and Letting Go

“At first, I was a little bit nervous [but later thought] I had done something with my desires to tell Dan and Ann that, `Hey, you guys did something good for me`” (S2, SEPTEMBER, 2018).

Theme 2: Not Being Alone

“After hearing his [GameGrumps'] experience, I felt like it’s okay to come forward with this kind of thing” (S4, OCTOBER, 2018).

Theme 3: Anonymity

“I’ve never really talked about my depression on social media…but it’s hard when you know our family will see it, especially knowing my grandparents will see it. It’s easier for me to do on a YouTube comment because my family won’t see that” (S3, SEPTEMBER, 2018).

Theme 4: Relatability and Comfort

“But I also think it sets up an odd sort of relationship between subcribers and content creators. You know all these personal details about someone’s life. You get to know them, and you can’t help but relate that, to a certain degree, they are your friend” (S1, SEPTEMBER, 2018).

Subscribers described disclosing in the comments section as easier due to the anonymity YouTube provides. Subscribers disclosed because it made them feel as if they were not alone. Much of this encouragement came from GameGrumps discussing his own mental health experiences, who subscribers saw as close to them like a friend.

Future Directions

• This study aimed to understand why and how mental health disclosure occurs within the YouTube gaming community and what outcomes subscribers experience doing so.

• Findings show those who chose to disclose their mental health story did so for their own benefit as well as for the benefit of those reading.

• Most subscribers stated how their choice of disclosure led to self-guidance, self-awareness, and relief that they were not the only ones experiencing difficulties in their lives.

• Results also show the significance to subscribers when a public figure, like GameGrumps, shares their own mental health experiences online.

• Subscribers found comfort in watching, commenting, and relating their own experiences with GameGrumps.

• Though self-disclosure creates the fear of ‘discrimination by members of the public,’ research indicates that while the stigma toward mental health exists, ‘broadcasting one’s experience means educating people about mental illness’ (Corrigan, 2012, p. 466).

• While anonymity was a factor for most participants, it did not overpower the importance they believed in sharing their voice, even if it meant only one or two people would read it.

References

- De Choudhury, M., Suh, E., & De, L. (2014). ‘It’s been a relief': Using content analysis to identify and profile social media disclosures of personal mental health. Social Science Computer Review, 32(1), 71-82.

Conclusion

• These findings serve as future research questions surrounding self-disclosure and mental/physical illness as mediated on YouTube.

• As mental health disclosure becomes more prevalent online, self-disclosure may become normalized, adding to the mainstream usage of YouTube for this purpose and, perhaps, diminishing the stigma of mental illness.