

DAFTAR PUSTAKA

- Abbas, M., Jam, F. A., & Khan, T. I. (2024). Is it harmful or helpful? Examining the causes and consequences of generative AI usage among university students. *International Journal of Educational Technology in Higher Education*, 21(1). <https://doi.org/10.1186/s41239-024-00444-7>
- Admin. (2023). *ChatGPT: AI Language Model yang Mengubah Dunia*. Himpunan Mahasiswa Sistem Informasi ITS.
[https://arek.its.ac.id/hmsi/2023/04/02/chatgpt-ai-language-model-yang-mengubah-dunia/#:~:text=ChatGPT dan pendahulunya bermula pada,alami untuk berkomunikasi dengan manusia.](https://arek.its.ac.id/hmsi/2023/04/02/chatgpt-ai-language-model-yang-mengubah-dunia/#:~:text=ChatGPT%20dan%20pendahulunya%20bermula%20pada,alami%20untuk%20berkomunikasi%20dengan%20manusia)
- Ahmadi, M. (2023). Komunikasi Simbolik: Implikasi Penggunaan Chatbot Sebagai Upaya Peningkatan Efektivitas Pelayanan Customer Service. *J-KIs: Jurnal Komunikasi Islam*, 4(1), 101–110. <https://doi.org/10.53429/j-kis.v4i1.594>
- Al Mazroui, K., & Alzyoudi, M. (2024). The role of ChatGPT in mitigating loneliness among older adults: An exploratory study. *Online Journal of Communication and Media Technologies*, 14(4).
<https://doi.org/10.30935/ojcmt/14777>
- Aminullah, M., & Ali, M. (2020). Konsep Pengembangan Diri Dalam Menghadapi Perkembangan Teknologi Komunikasi Era 4.0. *Komunike*, 12(1), 1–23. <https://doi.org/10.20414/jurkom.v12i1.2243>
- Andrade-Arenas, L., & Yactayo-Arias, C. (2024). Chatbot with ChatGPT technology for mental wellbeing and emotional management. *IAES International Journal of Artificial Intelligence*, 13(3), 2635–2644.
<https://doi.org/10.11591/ijai.v13.i3.pp2635-2644>
- Anindya, K. (2023). *Inilah Karakter dari Anak Tunggal, Orang Tua Wajib Tahu*. Liputan6.Com. <https://www.liputan6.com/citizen6/read/5475106/inilah-karakter-dari-anak-tunggal-orang-tua-wajib-tahu?page=9>

Ansori. (2024). Proses Penelitian. *Paper Knowledge . Toward a Media History of Documents*, 3(April), 49–58.

ARTAMEVIAH, R. (2022). PENGARUH CITRA MEREK, HARGA DAN PROMOSI TERHADAP KEPUTUSAN PEMBELIAN PADA E-COMMERCE SHOPEE (Studi pada Konsumen Shopee di Jakarta). *Bab II Kajian Pustaka 2.1*, 12(2004), 6–25.

Balaji, N., Bharadwaj, A., Apotheker, J., & Moore, M. (2024). *Consumers Know More About AI Than Business Leaders Think*. [Www.Bcg.Com](https://www.bcg.com/publications/2024/consumers-know-more-about-ai-than-businesses-think).
<https://www.bcg.com/publications/2024/consumers-know-more-about-ai-than-businesses-think>

Beier, G., Ullrich, A., Niehoff, S., Reißig, M., & Habich, M. (2020). Industry 4.0: How it is defined from a sociotechnical perspective and how much sustainability it includes – A literature review. *Journal of Cleaner Production*, 259. <https://doi.org/10.1016/j.jclepro.2020.120856>

Bickmore, T., & Cassell, J. (2019). *Relational Agents : A Model and Implementation of Building User Trust*.

Bogna, F., Rainieri, A., & Dell, G. (2020). Critical realism and constructivism: merging research paradigms for a deeper qualitative study. *Qualitative Research in Organizations and Management: An International Journal*, 15(4), 461–484. <https://doi.org/10.1108/QROM-06-2019-1778>

Brandtzaeg, P. B., Skjuve, M., & Følstad, A. (2022). My AI Friend: How Users of a Social Chatbot Understand Their Human-AI Friendship. *Human Communication Research*, 48(3), 404–429.
<https://doi.org/10.1093/hcr/hqac008>

Bubaš, G. (2024). *The use of GPT-4o and Other Large Language Models for the Improvement and Design of Self-Assessment Scales for Measurement of Interpersonal Communication Skills*. 2023.

Bungaria, A., & Siti, A. D. (2024). Desain, Jenis dan Metode Dalam Penelitian

- Kualitatif. *Jurnal Komprehensif*, 2(1), 1–10.
- Cannan, J., & Hu, H. (2011). Human-Machine Interaction (HMI): A Survey. *Technical Report: CES-508*, 1–16.
- CBS News. (2024). *Google AI chatbot responds with a threatening message: “Human ... Please die.”* Cbsnews.Com.
<https://www.cbsnews.com/news/google-ai-chatbot-threatening-message-human-please-die/>
- Ciechanowski, L., Przegalinska, A., Magnuski, M., & Gloor, P. (2019). In the shades of the uncanny valley: An experimental study of human–chatbot interaction. *Future Generation Computer Systems*, 92, 539–548.
<https://doi.org/10.1016/j.future.2018.01.055>
- CNN. (2024). ‘*There are no guardrails.’ This mom believes an AI chatbot is responsible for her son’s suicide.* Edition.Cnn.Com.
<https://edition.cnn.com/2024/10/30/tech/teen-suicide-character-ai-lawsuit>
- Creswell, J. W., & Creswell, J. D. (2018). *Research Design Qualitative, Quantitative, and Mixed Methods Approach*.
- Creswell, J. W., & Creswell, J. D. (2023a). Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. In *SAGE Publications* (Sixth Edit, Vol. 7, Issue 2).
- Creswell, J. W., & Creswell, J. D. (2023b). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. (Sixth Edit).
- Cristy, C., & Soetikno, N. (2023). Resiliensi dan Kesepian pada Remaja Berstatus Anak Tunggal yang Mengalami Fatherless Akibat Perceraian. *Jurnal Pendidikan Tambusai*, 7(3), 31322–31331.
- Croes, E. A. J., & Antheunis, M. L. (2021). Can we be friends with Mitsuku? A longitudinal study on the process of relationship formation between humans and a social chatbot. *Journal of Social and Personal Relationships*, 38(1),

- 279–300. <https://doi.org/10.1177/0265407520959463>
- Cummings, M. L. (2021). Rethinking the Maturity of Artificial Intelligence in Safety-Critical Settings. *AI Magazine*, 42(1), 6–15.
<https://doi.org/10.1002/j.2371-9621.2021.tb00005.x>
- Elisabeth Ayuna, N. (2023). Peran Komunikasi Dalam Proses Akulturasi Sistem Sosial Lokal. *Technomedia Journal*, 8(1 Juni), 35–51.
<https://doi.org/10.33050/tmj.v8i1.2015>
- Elmaresa, M. V. (2025). *Human and Artificial Intelligence Interaction from the Perspective of Social Construction of Technology*. 8(1), 52–64.
- Era Mutiara Pertiwi, Dewi Retno Suminar, R. A. (2022). Psychological Well-being among Gen Z Social Media Users. *Jurnal Ilmiah Psikologi*, 7(3), 204–218.
- Eriana, E. S., & Zein, D. A. (2023). Artificial Intelligence. In *Angewandte Chemie International Edition: Vol. 6(11)*.
- Etzrodt, K., Gentzel, P., Utz, S., & Engesser, S. (2022). Human-machine-communication: introduction to the special issue. In *Publizistik* (Vol. 67, Issue 4). <https://doi.org/10.1007/s11616-022-00754-8>
- Golda, A., Mekonen, K., Pandey, A., Singh, A., Hassija, V., Chamola, V., & Sikdar, B. (2024). Privacy and Security Concerns in Generative AI: A Comprehensive Survey. *IEEE Access*, 12, 48126–48144.
<https://doi.org/10.1109/ACCESS.2024.3381611>
- Guoarchive, E. (2025). *An AI chatbot told a user how to kill himself—but the company doesn't want to “censor” it*. <https://www.technologyreview.com/2025/02/06/1111077/nomi-ai-chatbot-told-user-to-kill-himself/>
- Guzman, A. L., & Lewis, S. C. (2020). Artificial intelligence and communication: A Human–Machine Communication research agenda. *New Media and*

- Society*, 22(1), 70–86. <https://doi.org/10.1177/1461444819858691>
- Haqqu, R. (2024). *Kecerdasan Buatan Sebagai Agen Sosial : ChatGPT dan Manusia Dalam Perspektif Komunikasi di Era Digital*. 1193–1214.
- Haqqu, R., & Rohmah, S. N. (2024). Interaction Process Between Humans and ChatGPT in the Context of Interpersonal Communication. *Jurnal Ilmiah LISKI (Lingkar Studi Komunikasi)*, 10(1), 23.
<https://doi.org/10.25124/liski.v10i1.7216>
- Helaluddin, H. (2018). Getting to Know More about Phenomenological Approaches: A Qualitative Study. *Journal of Research Gate*, 1–15.
<https://www.researchgate.net/publication/323600431>
- Humas. (2023). *Dapatkah Komunikasi Tradisional dan Modern Berjalan Harmonis?* Humasindonesia.Id.
<https://www.humasindonesia.id/berita/dapatkah-komunikasi-tradisional-dan-modern-berjalan-harmonis- -1577>
- Jacobs, K. A. (2024). Digital loneliness—changes of social recognition through AI companions. *Frontiers in Digital Health*, 6(March).
<https://doi.org/10.3389/fdgth.2024.1281037>
- Javier, F. (2024). *Negara dengan Populasi Pengguna ChatGPT Tertinggi*. Data.Tempo.Co. <https://data.tempo.co/data/1952/negara-dengan-populasi-pengguna-chatgpt-tertinggi>
- Jia, C., Yang, Z., Xin, T., Li, Y., Wang, Y., & Yang, T. (2022). Differences in School Performance Between Only Children and Non-only Children: Evidence From China. *Frontiers in Psychology*, 12(January), 1–14.
<https://doi.org/10.3389/fpsyg.2021.608704>
- Kashyap, R. (2023). Review of: “A First Chat with ChatGPT: The First Step in the Road-Map for Artificial Intelligence ...” *Qeios*, 1–48.
<https://doi.org/10.32388/2cydlt>

- Kavitha, K., Joshith, V. P., & Sharma, S. (2024). Beyond text: ChatGPT as an emotional resilience support tool for Gen Z – A sequential explanatory design exploration. *E-Learning and Digital Media*, 0(0), 1–27.
<https://doi.org/10.1177/20427530241259099>
- Kirk, H. R., Gabriel, I., Summerfield, C., & Feb, H. C. (2025). *Why human-AI relationships need socioaffective alignment*. 1–29.
- Laksana, N. Y., & Fadhilah, A. (2021). Computer-mediated communication and interpersonal communication in social media Twitter among adolescents. *Journal of Social Studies (JSS)*, 17(1), 65–78.
<https://doi.org/10.21831/jss.v17i1.39015>
- Lee, S. B. (2020). Chatbots and Communication: The Growing Role of Artificial Intelligence in Addressing and Shaping Customer Needs. *Business Communication Research and Practice*, 3(2), 103–111.
<https://doi.org/10.22682/bcrp.2020.3.2.103>
- Li, M., Cai, M., Zhong, H., & Liu, H. (2021). Comparisons of academic achievements of one-only children vs. children with siblings in China. *Current Psychology*, 40(11), 5658–5671. <https://doi.org/10.1007/s12144-020-01263-5>
- Lin, Y. (2024). Laughter in Interpersonal Communication: When Laughter Conveys Disaffiliation. *Education, Language and Sociology Research*, 5(2), p40. <https://doi.org/10.22158/elsr.v5n2p40>
- Liu, J. (2024). *ChatGPT : perspectives from human – computer interaction and psychology*. June. <https://doi.org/10.3389/frai.2024.1418869>
- Mashuri, S., Sarib, M., Rasak, A., & Alhabisyi, F. (2022). Semi-structured Interview: A Methodological Reflection on the Development of a Qualitative Research Instrument in Educational Studies Ruslin. *IOSR Journal of Research & Method in Education (IOSR-JRME)*, 12(1), 22–29.
<https://doi.org/10.9790/7388-1201052229>

- Matua, G. A., & Van Der Wal, D. M. (2015). Differentiating between descriptive and interpretive phenomenological research approaches. *Nurse Researcher*, 22(6), 22–27. <https://doi.org/10.7748/nr.22.6.22.e1344>
- May, A. I., Lomas, J. D., & Lion, G. (2024). *IMPROVED EMOTIONAL ALIGNMENT OF AI AND HUMANS: HUMAN RATINGS OF EMOTIONS EXPRESSED BY STABLE DIFFUSION V1, DALL-E 2, AND DALL-E 3*. 1–16.
- Meng, J., & Dai, Y. N. (2021). Emotional Support from AI Chatbots: Should a Supportive Partner Self-Disclose or Not? *Journal of Computer-Mediated Communication*, 26(4), 207–222. <https://doi.org/10.1093/jcmc/zmab005>
- Moustakas, C. (1994). Phenomenological Research Methods. In *SAGE Publications*.
http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbeco.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484_SISTEM PEMBETUNGAN TERPUSAT STRATEGI MELESTARI
- Muhammad Hasan, T. K. H., Syahrial Hasibuan, I. R., Sitti Zuherah Thalhah, M.Pd., Dr. Cecep Ucu Rakhman, S.Sos., M. ., Paskalina Widiastuti Ratnaningsih, S.Pd., M.Hum., Dr. Inanna, S.Pd., M. P., Andi Aris Mattunruang S.E., M.Sc., Dr. Herman, S.Pd., M. P., Nursaeni, S.Ag., M.Pd., Dr. Yusriani, SKM., M.Kes, Dr. Nahriana, M. P., Dumaris E. Silalahi, S.Pd., M.Pd., Dra. Sitti Hajarah Hasyim, M. S., & Azwar Rahmat, M.TPd, Yetty Faridatul Ulfah, M.Hum, Nur Arisah, S.Pd., M. P. (2023). *Metode penelitian kualitatif*.
- Mujib, A. (2015). Pendekatan Fenomenologi Dalam Studi Islam. *Jurnal Pendidikan Islam*, 6(November), 167–183.
- Nasir, A., Nurjana, Shah, K., Sirodj, R. A., & Afgani, M. W. (2023). Pendekatan Fenomenologi Dalam Penelitian Kualitatif 1. *INNOVATIVE: Journal Of Social Science Research*, 3(5), 4445–4451. <https://j-sos.sch.id/index.php/innovative/article/view/1000>

- innovative.org/index.php/Innovative%0APendekatan
- Nass, C., & Moon, Y. (2017). Machines and mindlessness: Social responses to computers. *Journal of Social Issues*, 56(1), 81–103.
<https://doi.org/10.1111/0022-4537.00153>
- Neuman, W. L. (2014). Social Research Methods: Qualitative and Quantitative Approaches. In *Teaching Sociology* (Seventh Ed, Vol. 30, Issue 3).
<https://doi.org/10.2307/3211488>
- Norsely, F., Arviani, H., & Achmad, Z. A. (2023). Pengalaman Interaksi Pengguna Remaja Curhat dengan ChatGPT. *Komunikologi: Jurnal Pengembangan Ilmu Komunikasi Dan Sosial*, 7(2), 120–135.
<http://jurnal.uinsu.ac.id/index.php/KOMUNIKOLOGI/article/view/16653>
- Parker, K., & Igielnik, R. (2020). *On the Cusp of Adulthood and Facing an Uncertain Future: What We Know About Gen Z So Far*. Pewresearch.Org.
https://www.pewresearch.org/social-trends/2020/05/14/on-the-cusp-of-adulthood-and-facing-an-uncertain-future-what-we-know-about-gen-z-so-far/?utm_source=chatgpt.com
- Pentina, I., Hancock, T., & Xie, T. (2023). Exploring relationship development with social chatbots: A mixed-method study of replika. *Computers in Human Behavior*, 140(March). <https://doi.org/10.1016/j.chb.2022.107600>
- Personal, M., & Archive, R. (2022). *Constructivist grounded theory: a new research approach in social science*. 114970.
- Pramana, P., Priastuty, C. W., Utari, P., Aziz, R. A., & Purwati, E. (2022). Beradaptasi Dengan Perubahan Teknologi: Kecerdasan Buatan Dan Evolusi Komunikasi Interpersonal. *Jurnal Ilmiah Dinamika Sosial*, 7(2), 214–225.
<https://doi.org/10.38043/jids.v7i2.4909>
- Prosek, E., Giordano, A., Lindo, N., Holden, J., & Bevly, C. M. (2024). *Approved: a Phenomenological Exploration of Counselors' Experiences in Personal Therapy*. 14(2), 181–197. <https://doi.org/10.15241/db.14.2.181>

- Qian, Y., & Hu, Y. (2024). *The digitalization of family life : A multilevel conceptual framework*. March. <https://doi.org/10.1111/jomf.12983>
- Qutoshi, S. B. (2018). Phenomenology: A Philosophy and Method of Inquiry. *Journal of Education and Educational Development*, 5(1), 215. <https://doi.org/10.22555/joed.v5i1.2154>
- Rivki, M., Bachtiar, A. M., Informatika, T., Teknik, F., & Indonesia, U. K. (2015). *TEORI PENGETAHUAN EDMUND HUSSERL*. 112, 228–238.
- Roshanaei, M., Rezapour, R., & El-nasr, M. S. (2024). *Talk, Listen, Connect: Navigating Empathy in Human-AI Interactions*. 1(1).
- Salmaa. (2022). *Penelitian Terdahulu*. Penerbitdeepublish.Com. <https://penerbitdeepublish.com/penelitian-terdahulu/>
- Schleidgen, S., Friedrich, O., Gerlek, S., Assadi, G., & Seifert, J. (2023). The concept of “interaction” in debates on human–machine interaction. *Humanities and Social Sciences Communications*, 10(1). <https://doi.org/10.1057/s41599-023-02060-8>
- Seo, W., Yang, C., & Kim, Y. H. (2024). ChaCha: Leveraging Large Language Models to Prompt Children to Share Their Emotions about Personal Events. *Conference on Human Factors in Computing Systems - Proceedings*. <https://doi.org/10.1145/3613904.3642152>
- Sharma, A., Lin, I. W., Miner, A. S., Atkins, D. C., & Althoff, T. (2023). Human–AI collaboration enables more empathic conversations in text-based peer-to-peer mental health support. *Nature Machine Intelligence*, 5(1), 46–57. <https://doi.org/10.1038/s42256-022-00593-2>
- Smith, J. A., Flowers, P., & Larkin, M. (2022). *Interpretative Phenomenological Analysis: Theory, Method and Research*.
- Sovianti, R. (2024). *Communication in the Era of Artificial Intelligence : Its Impact on Human-Technology Interaction*. 1(4), 10–18.

- Soysal, Y., & Türkmen, S. (2024). Reinterpreting the Member Checking Validation Strategy in Qualitative Research Through the Hermeneutics Lens. *Qualitative Inquiry in Education: Theory & Practice*, 2(1), 42–63. <https://doi.org/10.59455/qietp.19>
- Subiyantoro, S., Degeng, I. N. S., Kuswandi, D., & Ulfa, S. (2023). Exploring the Impact of AI-Powered Chatbots (Chat GPT) on Education: A Qualitative Study on Benefits and Drawbacks. *Jurnal Pekommas*, 8(2), 157–168. <https://doi.org/10.56873/jpkm.v8i2.5206>
- Sudarman. (2014). Fenomenologi Husserl Sebagai Metode Filsafat Eksistensial. *Jurnal Lintas Agama*, 9(2), 103–113.
- Sundar, S. S., & Liao, M. (2023). Calling BS on ChatGPT: Reflections on AI as a Communication Source. *Journalism and Communication Monographs*, 25(2), 165–180. <https://doi.org/10.1177/15226379231167135>
- Sundler, A. J., Lindberg, E., Nilsson, C., & Palmér, L. (2019). Qualitative thematic analysis based on descriptive phenomenology. *Nursing Open*, 6(3), 733–739. <https://doi.org/10.1002/nop2.275>
- Suyanto. (2019). Fenomenologi sebagai metode dalam penelitian pertunjukan teater musical. *Lakon: Jurnal Pengkajian & Penciptaan Wayang*, XVI(1), 26–32.
- Tiar Sirait, F. E. (2020). Manusia Dan Teknologi: Perilaku Interaksi Interpersonal Sebelum dan Sesudah Media Digital. *Journal of Education, Humaniora and Social Sciences (JEHSS)*, 3(2), 524–532. <https://doi.org/10.34007/jehss.v3i2.366>
- Tungga, N., Wanda, A., & Haris, A. S. (2020). *Dalam Penciptaan Komposisi Musik Nusantara*. 3(2), 192–202.
- Usop, T. B. (2019). Kajian Literatur Metodologi Penelitian Fenomenologi dan Etnografi. Https://Www.Researchgate.Net/Publication/330651306_KAJIAN_LITERAT

UR_METODOLOGI_PENELITIAN_FENOMENOLOGI_DAN_ETNOGRAFI, 1(1), 1–12. <https://doi.org/10.13140/RG.2.2.15786.47044>

Wang, Y. (2025). Understanding Attitudes and Trust of Generative AI Chatbots for Social Anxiety Support. In *CHI Conference on Human Factors in Computing Systems (CHI '25), April 26-May 1, 2025, Yokohama, Japan* (Vol. 1, Issue 1). Association for Computing Machinery. <https://doi.org/10.1145/3706598.3714286>

Waruwu, M. (2023). Pendekatan Penelitian Pendidikan: Metode Penelitian Kualitatif, Metode Penelitian Kuantitatif dan Metode Penelitian Kombinasi (Mixed Method). *Jurnal Pendidikan Tambusai*, 9(2), 99–113. <https://doi.org/10.36706/jbti.v9i2.18333>

Williams, A. (2020). Twenge, J. M. (2017). iGen: Why Today's Super-Connected Kids Are Growing Up Less Rebellious, More Tolerant, Less Happy and Completely Unprepared for Adulthood. New York, NY: Atria. ISBN: 978-1-5011-5201-6 paperback. 342 pp. *Family and Consumer Sciences Research Journal*, 48(3), 290–293. <https://doi.org/10.1111/fcsr.12345>

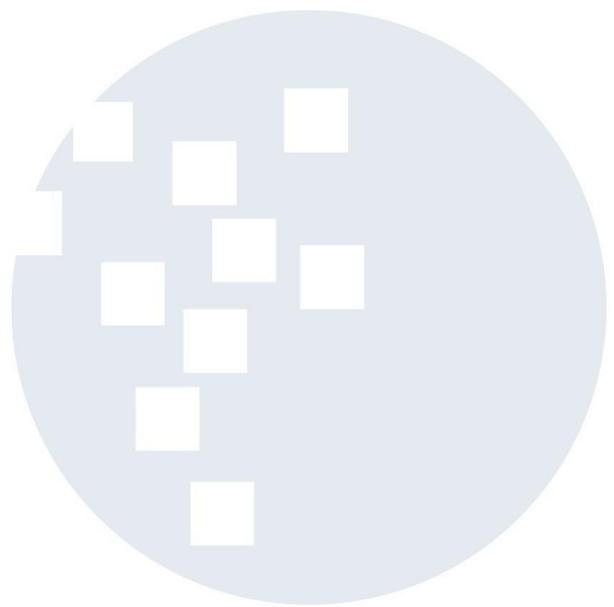
Yao, M. Z., & Ling, R. (2020). “What Is Computer-Mediated Communication?”—An Introduction to the Special Issue. *Journal of Computer-Mediated Communication*, 25(1), 4–8. <https://doi.org/10.1093/jcmc/zmz027>

Yasmin, R. A. (2020). *Apa itu Computer Mediated Communication?* Binus.Ac.Id. <https://binus.ac.id/malang/2020/08/apa-itu-computer-mediated-communication/>

Yen, E. G. (2018). Pengantar Studi Fenomenologis Dalam Penelitian Teologis. *Te-Deum*, 8(1), 1–16. <https://ojs.sttsappi.ac.id/index.php/tedeum/article/download/42/25>

Younas, A., Fàbregues, S., Durante, A., Escalante, E. L., Inayat, S., & Ali, P. (2023). Proposing the “MIRACLE” Narrative Framework for Providing

Thick Description in Qualitative Research. *International Journal of Qualitative Methods*, 22, 1–13. <https://doi.org/10.1177/16094069221147162>



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA