

ABSTRACT

Communication between humans and ChatGPT is an increasingly popular communication model. Traditional communication theories fall short in explaining this, as ChatGPT, being a machine, not only serves as a medium but also as a communicator. This research employs the CAI theory to examine the interaction between humans and ChatGPT, focusing on functional aspects. This study utilizes a qualitative method with in-depth interviews as the data collection technique. Data analysis is conducted using the NVivo. The research findings indicate that the functional aspects in the communication process between humans and ChatGPT encompass the attributes of ChatGPT, the forms of interaction, the styles of interaction, the influence of these interactions, and human perspectives on ChatGPT. The conclusion drawn from this research is that communication between humans and ChatGPT cannot be equated with human-to-human communication. ChatGPT has its own limitations that differentiate it from humans. A comparison between HHC and HMC reveals that machines, in the context of communication, function as unique partners, limited to text-based responses, and play a dual role as both communicator and medium. However, limitations in empathy, personal experience, and subjective judgment underscore the significance of AI literacy as a key factor in the effectiveness of human-machine communication.

Keywords: *Artificial Intelligence, ChatGPT, Interaction, Human-Machine Communication, Human-Human Communication*