

ABSTRACT

The emergence of artificial intelligence (AI)-based chatbots such as ChatGPT has transformed how Generation Z (Gen Z) interacts and expresses themselves in the digital sphere. This study aims to analyze the influence of Gen's interpersonal communication in interacting with ChatGPT on emotional regulation. A quantitative approach was employed using descriptive and causal research designs. A total of 399 Gen Z respondents in Bandung City were selected based on the criterion of using ChatGPT at least three times a week. Data were analyzed using Partial Least Squares-based Structural Equation Modeling (PLS-SEM). The result that interpersonal communication has a significant positive effect on emotional regulation (coefficient 0.645) and on interactions with ChatGPT (coefficient 0.962). Interaction also significantly affects emotional regulation (coefficient 0.327) and mediates the relationship between interpersonal communication and emotional regulation (indirect effect coefficient 0.314). Although all pathways are significant, descriptive results indicate that the effectiveness of communication and emotional regulation is within a "good" category but has not yet reached an optimal level, with the highest percentage being 70,01%. These findings suggest that interpersonal communication remains a crucial foundation for emotional regulation, while interaction with AI servers as a supportive bridge yet cannot fully replicate the quality of human-to-human communication. This study contributes to the discourse on digital communication and the development of emotionally responsive chatbots.

Keyword: interpersonal communication, interaction, emotional regulation, ChatGPT, Generation Z.