

DAFTAR PUSTAKA

- Abdullah, M. (2015). *Metode Penelitian Kuantitatif*. Aswaja Pressindo.
- Adam, G., & Larry, D. R. (2022). *The Distracted Mind: Ancient Brains in a High-Tech World*. MIT Press.
- Agustian, N. R., & Putren, I. (2024). *Kesehatan Mental di Indonesia Tahun 2024: Antara Tantangan dan Harapan*. Kompasiana. https://www.kompasiana.com/rifky15/6672b8a2c925c4791a738562/kesehatan-mental-di-indonesia-tahun-2024-antara-tantangan-dan-harapan?page=2&page_images=1
- AIPRM. (2024). *100+ ChatGPT Statistics 2024*. AIPRM. <https://www.aiprm.com/chatgpt-statistics/>
- Akdilek, S., Akdilek, I., & Carter, N. M. P. (2024). The Influence of Generative AI on Interpersonal Communication Dynamics. In *The Role of Generative AI in the Communication Classroom* (pp. 167–190). IGI Global. <https://doi.org/10.4018/979-8-3693-0831-8.ch009>
- Al-Zahrani, A. (2025). Exploring the Impact of Artificial Intelligence Chatbots on Human Connection and Emotional Support Among Higher Education Students. *Sage Journals*, 15(2), 6. <https://doi.org/https://doi.org/10.1177/21582440251340615>
- Anam, M. K., Lestari, T. P. L., Latifah, Firdaus, M. B., & Fadli, S. (2021). Analisis Kesiapan Masyarakat Pada Penerapan Smart City di Sosial Media Menggunakan SNA. *Jurnal RESTI (Rekayasa Sistem Dan Teknologi Informasi)*, 5(1), 69–81. <https://doi.org/10.29207/resti.v5i1.2742>
- Anderson, M., & Jiang, J. (2023). *Teens, Social Media & Technology*. Pew Research Center. <https://www.pewresearch.org/internet/2023/12/11/teens-social-media-and-technology-2023/>
- Anggraini, C., Ritonga, D. H., Kristina, L., Syam, M., & Kustiawan, W. (2022). Komunikasi Interpersonal. *Jurnal Multidisiplin Dehasen (MUDE)*, 1(3), 337–342. <https://doi.org/10.37676/mude.v1i3.2611>
- Annur, C. M. (2023). *Survei: ChatGPT Jadi Aplikasi AI Paling Banyak Digunakan di Indonesia*. Databoks. <https://databoks.katadata.co.id/infografik/2023/06/26/survei-chatgpt-jadi-aplikasi-ai-paling-banyak-digunakan-di-indonesia>
- Aprilia, K. (2023). *Pengguna Internet Indonesia Paling Banyak Usia Berapa*. <https://diskominfo.tubankab.go.id/entry/pengguna-internet-indonesi-paling-banyak-usia-berapa#:~:text=Berdasarkan hasil survei Asosiasi Penyelenggara,sebanyak 210%2C03 juta pengguna.>
- Ardan, A. F., Ah, Q. ', & Wijayani, N. (2024). Komunikasi Interpersonal Dalam Era Digital Tantangan Dan Peluang. *Jurnal Sosial Dan Humaniora*, 1(3), 99–

104. <https://doi.org/10.62017/arima>

Badan Penelitian dan Pengembangan Kesehatan. (2018). *Riset Kesehatan Dasar (Riskesdas)*. Kementerian Kesehatan Republik Indonesia. <https://www.litbang.kemkes.go.id/laporan-rkd-2018/>

Baumeister, R. (2001). Bad is stronger than good. *Review of General Psychology*, 5(4), 325. <https://doi.org/10.1037/1089-2680.5.4.323>

BPS. (2020). *Hasil Sensus Penduduk 2020*.

Brandenstein, A., & Ibrahim, R. (2022). Emotional Connection Between Humans and AI: An Analysis of the Role, Potential and Challenges of Interactive AI Using the Movie HER as an Example. *International Journal of Human–Computer Interaction. Lecture Notes in Education Psychology and Public Media*, 38(15), 1450. <https://doi.org/https://doi.org/10.1080/10447318.2022.2042489>

Brandtzaeg, P. B., & Folstad, A. (2017). Why People Use Chatbots. *Lecture Notes in Computer Sains*, 1(3), 1–18. https://doi.org/10.1007/978-3-319-70284-1_30

Buhalis, D., & Karatay, N. (2022). Mixed Reality (MR) for Generation Z in Cultural Heritage Tourism Towards Metaverse. In *International Centre for Tourism and Hospitality Research* (pp. 16–27).

Cardona-Isaza, D. J., Jiménez, S., & Montoya-Castilla, I. (2021). Decision-making Styles in Adolescent Offenders and Non-offenders: Effects of Emotional Intelligence and Empathy. *Anuario de Psicología Jurídica*, 32(1), 51–60. <https://doi.org/https://doi.org/10.5093/apj2021a23>

Chaplin, J. P. (2008). *Kamus Lengkap Psikologi* (K. Kartono (ed.)). PT Raja Grafindo Persada.

Chayko, M. (2021). *Superconnected The internet, digital media, and techno-social life*. SAGE Publications Inc.

Chen, X., & Li, Y. (2023). Digital Transformation in the Post-Pandemic Era: Global Trends and Social Impact. *Journal of Digital Society*, 2(15), 145–162.

Cheng, X., Zhang, X., Cohen, J., & Mou, J. (2022). Human vs. AI: Understanding the impact of anthropomorphism on consumer response to chatbots from the perspective of trust and relationship norms. *Information Processing & Management*, 59(3). <https://doi.org/https://doi.org/10.1016/j.ipm.2022.102940>

Christin, M., Baskoro, M. L., & Hidayat, D. (2024). Menyusuri Hiperrealitas: Transmedia Storytelling dan VirtualInfluencers Dalam Digital Public Relations. *Jurnal Komunikasi*, 16(2), 400. <https://doi.org/http://dx.doi.org/10.24912/jk.v16i2.31492>

- Deloitte. (2023). *State of AI in the Enterprise*. Deloitte Insights Research Report. <https://www2.deloitte.com/us/en/pages/consulting/articles/state-of-generative-ai-in-enterprise.html>
- DeVito, J. A. (2017). *Komunikasi Antarmanusia* (5th ed.). Professional Books.
- Din. (2022). *Sekitar 51 Persen Penduduk Kota Bandung Generasi Milenial dan Gen Z*. Portal Bandung. <https://www.bandung.go.id/news/read/6365/sekitar-51-persen-penduduk-kota-bandung-generasi-milenial-dan-gen-z>
- Erikson, E. H. (1968). *Identity: Youth and Crisis*. W.Norton & Company.
- Fabio, D. (2024). *Number of ChatGPT Users (Oct 2024)*. Exploding Topics. <https://explodingtopics.com/blog/chatgpt-users>
- Folstad, A., & Brandtzaeg, P. B. (2017). Chatbots and the new world of HCI. *Interactions*, 24(4), 38–42.
- Fransiska, M. (2024). Efektivitas Komunikasi Interpersonal Antara Guru Melalui Media Daring Di UPTD SKB Kota Tangerang. *Jurnal Konvergensi*, 5(1), 1–8.
- Gambetta, D. (2023). *AI and Emotional Intelligence: The Evolution of Social Interaction*. Harvard University Press.
- Ghozali, I., & Latan, H. (2015). *Konsep, Teknik, Aplikasi Menggunakan Smart PLS 3.0 Untuk Penelitian Empiris*. Badan Penerbit UNDIP.
- Ghufron, M., & Risnawati, N. R. (2014). *Teori-Teori Psikologi*. Ar-Ruzz Media.
- Glikson, E., & Woolley, A. W. (2020). Human trust in artificial intelligence: Review of empirical research. *Academy of Management Annals*, 14(2), 627–660. <https://doi.org/https://doi.org/10.5465/annals.2018.0057>
- Gnewuch, U., Morana, S., Adam, M., & Maedche, A. (2017). Faster is not always better: Understanding the effect of dynamic response delays in human-chatbot interaction. In *Proceedings of the 25th European Conference on Information Systems (ECIS 2017)*. researchgate.net/publication/324949980_Faster_Is_Not_Always_Better_Understanding_the_Effect_of_Dynamic_Response_Delays_in_Human-Chatbot_Interaction
- Goleman, D. (2002). *Emotional Intelligence*. PT Gramedia Pustaka Utama.
- Gross, J. (2007). *Emotion Regulation: Conceptual foundations*. In J. J Gross (3rd ed.). Guilford Press.
- Gutentag, T., Kalokerinos, E. K., & Tamir, M. (2024). Motivational Intensity in Emotion Regulation. *Personality & Social Psychology Bulletin: Sage Journals*. <https://doi.org/https://doi.org/10.1177/01461672241273273>
- 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/https://doi.org/10.1177/1461444819858691>
- Hair, J. F., Hult, G. ., Ringle, C. ., & Sarstedt, M. (2022). *A Primer on Partial Least Square Structural Equation Modeling (PLS-SEM)* (3rd ed.). Sage Publication Ltd.
- Ho, A., Hancock, J., & Miner, A. S. (2018). Psychological, Relational, and Emotional Effects of Self-Disclosure After Conversations With A Chatbot. *Journal of Communication*, 68(4), 723. <https://doi.org/https://doi.org/10.1093/joc/jqy026>
- Hoppe, F., Baijal, A., Chang, W., Chadna, S., & Hoong, F. W. (2023). *e-Conomy SEA 2023*. Bain & Company. <https://www.bain.com/insights/e-conomy-sea-2023/>
- IDN Media. (2024). *INDONESIA GEN Z REPORT 2024*. <https://cdn.idntimes.com/content-documents/indonesia-gen-z-report-2024.pdf>
- In, J. (2017). Introduction of a pilot study. *Korean Journal of Anesthesiology*, 70, 601–605.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Refika Aditama.
- Insights, G. M. (2023). *Chatbot Market Size By Type, By Application, Industry Analysis Report, Regional Outlook, Growth Potential, Competitive Market Share & Forecast, 2023-2032*. GMI Research Report. <https://market.us/report/chatbot-market/>
- International Telecommunication Union. (2023). *Measuring Digital Development: Facts and Figures 2023*. <https://www.itu.int/en/ITU-D/Statistics/pages/facts/default.aspx>
- Ismi, F. (2024). *Mantap! Kota Bandung Raih Indeks Digital Masyarakat Terbaik Tahun 2024*. Portal JABARPROVGID. <https://jabarprov.go.id/berita/mantap-kota-bandung-raih-indeks-digital-masyarakat-terbaik-tahun-2024-15302>
- Izzatli, S. (2024). Content in the New Media Environment: The Interaction of Medium and Message. *Akademik Tarih ve Dusunce Dergisi*, 11(1), 117–124. <https://doi.org/https://doi.org/10.46868/atdd.2024.855>
- Jiang, L. C., Bazarova, N. N., & Hancock, J. (2010). The Disclosure–Intimacy Link in Computer-Mediated Communication: An Attributional Extension of the Hyperpersonal Model. *Human Communication Research*, 37(1), 67. <https://doi.org/https://doi.org/10.1111/j.1468-2958.2010.01393.x>
- Kahn, P., & Reicher, A. (2018). The new ontological category hypothesis in human-robot interaction. In *In Human-Robot Interaction*. Cambridge University

Press.

Katadata Insight Center. (2023). *Survei Kesehatan Mental Gen Z di Indonesia*. Katadata.Co.Id. <https://katadata.co.id/>

Kementerian Komunikasi dan Informatika. (2023). *Laporan Perkembangan Teknologi AI di Indonesia*. Kominfo Research Report. <https://aptika.kominfo.go.id/2023/11/sekjen-kominfo-penggunaan-ai-harus-sesuai-dengan-nilai-etika-di-indonesia/>

Kim, J., & Park, S. (2023). The Role of Chatbots in Enhancing Communication and Emotional Connectivity Among Generation Z. *Journal of Digital Communication Studies*, 15(2), 123–138.

Krause, N., Herzog, A. R., & Baker, E. (2000). Providing support to others and well-being in later life. *The Journals of Gerontology Series B: Psychological Sciences and Social Sciences*, 55(5), 309. <https://doi.org/10.1093/geronj/47.5.p300>

Kurniawan, B. A. (2024). *Bagaimanakah Sosok Gen Z Indonesia Saat Ini?* Kompas.Id. <https://www.kompas.id/baca/humaniora/2024/08/04/bagaimanakah-sosok-gen-z-indonesia-saat-ini>

Kurniawati, E., Mawarsih, P. B., Widuri, A. W. P., Nadzifah, H., & Shofiana, F. R. (2024). The Effectiveness of E-Learning Ruang Guru for the Digital Native Generation. *The 5th International Conference on Teacher Education and Professional Development in Collaboration with SEAMEO and JETA*, 11(1), 266–270. 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

Lammertyn, M. (2024). *60+ ChatGPT Facts And Statistics You Need to Know in 2024*. Invgate. <https://blog.invgate.com/chatgpt-statistics>

Lazarus, R. S. (1990). *Emotion and Adaptation*. Oxford University Press.

Leary, M. R. (2012). *Interpersonal Rejection*. Oxford University Press. <https://doi.org/https://doi.org/10.1093/acprof:oso/9780195130157.001.0001>

Li, J., Chu, Y., & Xu, J. (2023). Impression transference from AI to human: The impact of AI's fairness on interpersonal perception in AI-Mediated communication. *International Journal of Human-Computer Studies*, 179(103119), 76. <https://doi.org/https://doi.org/10.1016/j.ijhcs.2023.103119>

Ling, R. (2004). *The Mobile Connection: The Cell Phone's Impact on Society (Interactive Technologies) 1st Edition*. Morgan Kaufmann.

Lister, M., Dovey, J., Giddings, S., Grant, I., & Kelly, K. (2009). *New Media A*

- Critical Introduction* (second edi). Routledge.
- Littlejohn, S. W., Foss, K., & Oetzel, J. (2021). *Theories of human Communications*. Waveland Press.
- Lo, C. K. (2023). What Is the Impact of ChatGPT on Education? A Rapid Review of the Literature. *Education Sciences*, 13(4). <https://doi.org/https://doi.org/10.3390/educsci13040410>
- Mashar, R. (2015). *Emosi Anak Usia Dini Dan Strategi Pengembangannya* (edisi Ket). Kencana. https://www.google.co.id/books/edition/Emosi_Anak_Usia_Dini_dan_Strategi_Pengem/nT6-DwAAQBAJ?hl=id&gbpv=1&dq=emosi+diri&pg=PA62&printsec=frontcover
- McKinsey Global Institute. (2023). *The State of AI in 2023: Generative AI's Breakout Year*. McKinsey & Company. <https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai-in-2023-generative-ais-breakout-year>
- Mirae, K., Jaedong, O., Doha, K., Jungwoo, S., & Daeho, L. (2024). Understanding User Preferences in Developing a Mental Healthcare AI Chatbot: A Conjoint Analysis Approach. *International Journal of Human-Computer Interaction*, 1(9). <https://doi.org/https://doi.org/10.1080/10447318.2024.2353450>
- 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. <https://doi.org/10.30829/komunikologi.v7i2.16653>
- Nwodo, A. Uchenna. (2024). Artificial Intelligence (AI) Systems: Implications for Emotonal Human Communication, 4(1), 89. *Journal of Humanities Social Sciences and Business*. <https://doi.org/10.55047/jhssb.v4i1.1441>
- Otung, I. (2014). Overview of digital communication. *Digital Communications: Principles and Systems*, 1–40. https://doi.org/https://doi.org/10.1049/PBTE058E_CH1
- Oxford Dictionary. (2023). *Definition of chatbot*. <https://www.oxfordlearnersdictionaries.com/>
- Park, J., Kim, S., & Lee, H. (2023). The Blurring Boundaries: Understanding Physical-Digital Integration in Modern Society. *Technology in Society Journal*, 68, 101–115.
- Prensky, M. (2011). *Digital Natives, Digital Immigrants*. MCB University Press.
- Puspita, S. M. (2019). KEMAMPUAN MENGELOLA EMOSI SEBAGAI DASAR KESEHATAN MENTAL ANAK USIA DINI. *Program Studi PGRA*, 5(1), 85–92.

- <https://jurnal.stitnualhikmah.ac.id/index.php/seling/article/download/434/402>
- Radziwill, N., & Benton, M. (2017). Evaluating Quality of Chatbots and Intelligent Conversational Agents. In *arXiv preprint*. <https://doi.org/https://arxiv.org/abs/1704.04579>
- Reeves, B., & Nass, C. (1996). *The Media Equation: How People Treat Computers, Television, and New Media Like Real People and Places*. Cambridge University Press.
- Rideout, V., & Robb, M. B. (2019). *The Common Sense Census: Media Use by Tweens and Teens, 2019*. Common Sense Media. <https://www.commonsensemedia.org>
- Rodriguez, M., & Kim, J. (2023). Digital Dependency: A Global Study of Human-Technology Interaction Patterns. *International Journal of Digital Behavior*, 12(4), 378–392.
- Rogers, Carl, R. (1961). *On Becoming a Person*. Houghton Mifflin Company. https://teots.org/wp-content/uploads/2021/08/On-becoming-a-person-by-Rogers-Carl-R.-z-lib.org_.pdf
- Ruppel, E. K., Gross, C., Stoll, A., Peck, B. S., Allen, M., & Sang, Y. K. (2017). Reflecting on Connecting: Meta-Analysis of Differences between Computer-Mediated and Face-to-Face Self-Disclosure. *Journal of Computer-Mediated Communication*, 22(1), 18–34. <https://doi.org/https://doi.org/10.1111/jcc4.12179>
- Sahir, S. H. (2021). *Metodologi Penelitian* (T. Koryati (ed.)). KBM INDONESIA.
- Salam, O. D. (2015). *Pentingnya Komunitas Di Era Digital*. Binus University. <https://communication.binus.ac.id/2015/11/05/pentingnya-komunitas-di-era-digital/>
- Santrock, J. (2002). *Life-Span Development Perkembangan Masa Hidup*. Erlangga.
- Sari, E. A. (2019). PERAN PUSTAKAWAN AI (ARTIFICIAL INTELLIGENT) SEBAGAI STRATEGI PROMOSI PERPUSTAKAAN PERGURUAN TINGGI DI ERA REVOLUSI 4.0. *Kajian Perpustakaan Dan Informasi*, 3(1), 64–73. <https://doi.org/10.1002/9780470114735.hawley10080>
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th ed.). John Wiley & Sons.
- Sekaran, U., & Bougie, R. (2018). *METODE PENELITIAN UNTUK BISNIS*. Salemba Empat.
- Severin, W. J., & Tankard, J. W. (2011). *Teori Komunikasi: Sejarah, Metode, dan Terapan di Dalam Media Massa*. Prenada Media Group.
- Shin, D., & Park, Y. J. (2023). Emotional bonding with AI companions: Exploring the role of emotional interactivity. *New Media & Society*, 25(1), 164.

- Shintadewi. (2013). *Mengelola Emosi Diri*. <http://lenterakecil.com/penulisandaftar-pustaka-dari-internet>
- Siregar, S., & Sazali H. (2024). Komunikasi Antarpribadi Relasi Dosen dan Mahasiswa UIN Sumatera Utara Dalam Pembelajaran Public Relations. *Jurnal Pekommas*, 9(1), 155–164. <https://doi.org/https://doi.org/10.56873/jpkm.v9i1.5587>
- Skuse, D. H., & Gallagher, L. (2011). Genetic influences on social cognition. *Pediatric Research*, 69(5 Pt. 2), 85–91. <https://doi.org/10.1203/PDR.0b013e318212f562>
- Subiyantoro, E., Nugraha, H. C., Ratih, C. K., & Nosyarafil, R. R. (2013). *Simulasi Digital jilid 1*. Direktorat Jenderal Pendidikan Dasar dan Menengah.
- Sugiyono. (2010). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Administrasi Dilengkapi Dengan Metode R&D*. Alfabeta.
- Suler, J. (2004). The Online Disinhibition Effect. *CyberPsychology and Behaviour*, 7(3), 321–326.
- Sundar, S. (2008). The MAIN Model: A Heuristic Approach to Understanding Technology Effects on Credibility. In *In Digital Media, Youth, and Credibility* (pp. 73–100). MIT Press.
- Suri, G., Sheppes, G., Young, G., Abraham, D., McRae, K., & Gross, J. J. (2018). Emotion regulation choice: the role of environmental affordances. *Cognition and Emotion*, 32(5), 963–971. <https://doi.org/https://doi.org/10.1080/02699931.2017.1371003>
- Taneja, H., Webster, J., & Mishra, S. (2019). Examining the association between social media usage and political participation in India. *International Journal of Communication*, 12, 3554–3577.
- Thompson, R. (1994). Emotion regulation: A theme in search of definition. Monographs of the Society for Research in Child Development. *Monographs of the Society for Research in Child Development*, 59(2–3), 28. <https://doi.org/https://doi.org/10.1111/j.1540-5834.1994.tb01276.x>
- Tran, T. D., & Pham, T. Van. (2024). The Relationship Between Thinking Ability, Emotional Intelligence, and Decision-Making. *Emerging Science Journal*, 8(2), 644–657. <https://doi.org/https://doi.org/10.28991/esj-2024-08-02-017>
- Triantoro, S., & Saputra, N. E. (2012). *Manajemen Emosi*. PT Bumi Aksara.
- Tumiyem, T., Syasmita, I., & Umara, Y. (2024). Pengaruh Empati Dan Kontrol Diri

- Terhadap Agresivitas Siswa Kelas XI SMK Negeri 1 Bintang Bayu. *Pedagogi: Jurnal Ilmiah Pendidikan*, 10(1), 85–93.
<https://doi.org/10.47662/pedagogi.v10i1.667>
- Turkle, S. (2011). *Alone together: Why we expect more from technology and less from each other*. Hachette Book Group.
- Twenge, J. (2017). *iGen: Why today's super-connected kids are growing up less rebellious, more tolerant, less happy-and completely unprepared for adulthood*. Atria Books.
- UNCTAD. (2023). *Digital economy report*. Utrade & Development.
<https://unctad.org/topic/ecommerce-and-digital-economy/digital-economy-report>
- Walther, J. B., & Parks, M. R. (2020). *Cues filtered in, filtered through*. In *Engaging Theories in Interpersonal Communication* (2nd ed.). Routledge.
- Walther, J. B., & Whitty, M. T. (2020). Language, Psychology, and New New Media: The Hyperpersonal Model of Mediated Communication at Twenty-Five Years. *Journal of Language and Social Psychology*, 30(1).
<https://doi.org/https://doi.org/10.1177/0261927X20967703>
- Wang, L., & Liu, Y. (2022). Artificial Intelligence Chatbots and Their Impact on Communication Practices in the Digital Age. *International Journal of Technology and Social Science*, 9(3), 45–59.
- Wang, Q., Chen, W., & Liang, Y. (2019). The impact of social media on emotional wellbeing A systematic review. *International Journal of Environmental Research and Public Health*, 15(8), 1–13.
- Wibowo, M. (2024). *ChatGPT Voice Mode : 5 Keunggulan Fitur Baru, Bisa Ngobrol untuk Pengguna Premium*. MerlindaWibowo.Com.
<https://merlindawibowo.com/2024/10/13/chatgpt-voice/>
- World Economic Forum. (2023). *Digital Transformation Initiative: Unlocking Value for Society*. WEF Research Report.
<https://www.weforum.org/publications/digital-transformation-initiative/>
- Xiao, A. (2018). Konsep Interaksi Sosial dalam Komunikasi. *Jurnal Komunikasi, Media Dan Informatika*, 7(2), 1–6.
- Zahrani, A. R., & Haqqu, R. R. (2024). ASPEK RELASIONAL DALAM PROSES KOMUNIKASI MANUSIA DENGAN MESIN (CHATGPT). *KOMVERSAL : JURNAL KOMUNIKASI UNIVERSAL*, 6(2), 324–338.
<https://doi.org/10.38204/komversal.v6i2.2056>
- Zhang, J., Wang, X., Lu, J., Liu, L., & Feng, Y. (2024). The impact of emotional expression by artificial intelligence recommendation chatbots on perceived humanness and social interactivity. *Decision Support Systems*, 187.
<https://doi.org/https://doi.org/10.1016/j.dss.2024.114347>