Jurnal Komunikasi
https://journal.trunojoyo.ac.id/komunikasi

EISSN 2549-4902, **ISSN** 1978-4597
Volume 19 No 2 September 2025

The Use of Generative AI as a Form of Catharsis for Generation Z

Asri Rahayu[1a)], Fiki Alif Nurochman[2)], Neza Alexandra Hasmi[3)], Tiara Linda Ramadhani[4)], Rama Wijaya Abdul Rozak[5)]

[1,2,3,4,5)] **Indonesia University of Education**
[a)] author correspondence : asrirahayu234@student.upi.edu

DOI:https://doi.org/10.21107/ilkom.v19i2.34256

Article History:
Received May 06th 2025
Revised July 29th 2025
Accepted September 04th 2026

ABSTRACT

This study aims to analyze the use of Generative AI as a medium for emotional self-disclosure among Generation Z and its implications for emotional needs fulfillment, mental health, and social relationships. A quantitative approach was employed using a survey of 100 respondents, with 86 AI users included in the main analysis. The research instrument consisted of 25 item Likert scale questionnaire covering four dimensions: motivation, driving factors, emotional fulfillment, and perceived impacts. Reliability of the instrument was assessed using the Cronbach's Alpha coefficient, yielding an overall a = 0.953, indicating excellent internal consistency. The findings reveal a high prevalence (86%) of AI use for emotional expression, primarily driven by the desire to avoid judgment, consistent responses, and constant accessibility. Interpersonal communication barriers, such as fear of negative evaluation, past negative experiences, and loneliness, also contribute to the preference for AI. In terms of emotional needs, AI supports emotional validation, self-reflection, and emotion regulation; however, it remains limited in providing deep emotional satisfaction due to the absence of non-verbal empathy. Although most respondents do not perceive significant negative impacts, early signs of a displacement effect are identified among a subgroup of users. Therefore, strengthening digital literacy is essential to maintain a balance between technology use and meaningful interpersonal relationships.

Keywords*: generation Z; generative AI; self disclosure; mental health; social Rrlationship*

ABSTRAK

Penelitian ini bertujuan untuk menganalisis penggunaan *Generative AI* sebagai media pengungkapan diri emosional di kalangan Generasi Z serta implikasinya terhadap pemenuhan kebutuhan emosional, kesehatan mental, dan relasi sosial. Metode yang digunakan adalah pendekatan kuantitatif melalui survei terhadap 100 responden, dengan 86 responden pengguna AI sebagai fokus analisis. Instrumen penelitian berupa kuesioner dengan 25 pernyataan skala Likert yang mencakup empat dimensi, yaitu motivasi penggunaan, faktor pendorong, pemenuhan kebutuhan emosional, dan dampak yang dirasakan. Reliabilitas instrumen diestimasi menggunakan koefisien *Cronbach's Alpha* dengan hasil keseluruhan *a* = 0.953 (sangat reliabel). Hasil penelitian menunjukkan bahwa penggunaan AI sebagai media katarsis memiliki prevalensi tinggi (86%), yang didorong oleh keinginan untuk menghindari penghakiman, konsistensi respons, serta aksesibilitas tanpa batas waktu. Hambatan komunikasi interpersonal seperti rasa takut dinilai, pengalaman sosial negatif, dan kesepian turut mendorong penggunaan AI. Dalam aspek emosional, AI membantu memberikan validasi perasaan, refleksi diri, dan pengelolaan emosi, namun belum mampu sepenuhnya memenuhi kebutuhan emosional yang mendalam karena keterbatasan empati *nonverbal*. Meskipun sebagian besar responden tidak merasakan dampak negatif yang signifikan, terdapat tanda-tanda awal *displacement effect* pada sebagian subkelompok pengguna. Oleh karena itu, diperlukan literasi digital untuk menjaga keseimbangan penggunaan teknologi dan relasi interpersonal..

Kata Kunci: *generasi Z; generative AI; pengungkapan diri; kesehatan mental; relasi sosial*

Cite this as (APA Style):
Rahayu, A., Nurochman, F. A., Hasmi, N. A., Ramadhani, T. L., & Rozak, R. W. A., (2025). The Use of Generative AI as a Form of Catharsis for Generation Z. *Jurnal Komunikasi*, 19 (2), 151-164. doi: https://doi.org/10.21107/ilkom.v19i2.34256

© 2025 Authors

INTRODUCTION

Advances in artificial intelligence (AI) technology over the past decade have brought about fundamental changes in various aspects of human life, including patterns of communication and emotional expression. Globally, the use of generative AI-based platforms such as ChatGPT, Gemini, Meta AI, and others has experienced rapid growth. ChatGPT, for example, reached 100 million active users in just two months after its launch in November 2022, making it one of the fastest-growing applications in the history of technology (Hu, 2023). In Indonesia, the adoption of generative AI also shows a similar trend, particularly among the younger generation known as Generation Z (Tri Haryanto, 2024). Generation Z is strongly associated with a generation that values instant gratification, has everything at their fingertips, and relies on AI to make life easier—especially when it comes to fulfilling their social needs through AI. A current phenomenon is that Generation Z always enjoys their solitude because they don't need friends to talk to or share personal matters with. Generation Z prefers to befriend the AI at their fingertips, as they don't have to worry that what they say will be discussed outside their circle—which could lead to information leaks or conflicts. Gen Z feels comfortable having AI as a confidant; it helps alleviate boredom and serves as a fun companion whenever needed.

This phenomenon can be understood through the framework of Computer-Mediated Communication (CMC), which refers to communication that takes place through computer technology or digital devices (Walther, 2009). From a CMC perspective, human interaction with generative AI represents the latest development in mediated communication, which now includes artificial intelligence-based entities. The structural characteristics of the AI medium—such as the absence of nonverbal cues, consistent responses, and unlimited accessibility—make it a conducive space for emotional self-disclosure. This phenomenon is further reinforced by the concepts of the online disinhibition effect and reduced cues in CMC theory, which explain why individuals tend to be more open in digital environments than in face-to-face interactions.

Generation Z is increasingly turning to AI, such as ChatGPT, as a primary means of self-expression, driven by ease of access, anonymity, and the comfort of self-disclosure without fear of judgment (Azzahro, 2025; Norsely et al., 2023; Nurnabillah & Salsabil, 2025). This phenomenon has even evolved into a new form of relationship, in which individuals find emotional comfort through interactions with algorithms (Nurkhairani et al., 2025; Vandhika & Sahrani, 2025) and use AI as a means of consultation and self-expression (Makatita & Husein, 2026; Nazhesda et al., 2025).

Nevertheless, the use of AI as a means of emotional expression also raises various complex psychosocial implications. Research indicates the potential for emotional dependence on AI, a decline in the quality of interpersonal relationships, and an increase in feelings of loneliness even among individuals who are actively

engaging in digital interactions (Felicia et al., 2025; Rahmawati & Miharja, 2025). Furthermore, intensive interaction with AI can shape new social identity constructs and create a virtual reality in human-technology relationships (Salim et al., 2025; Suryanatha et al., 2025). In fact, this phenomenon is also linked to deeper psychological dynamics, such as efforts to cope with loneliness or emotional distress through non-human entities (Mutiarrama et al., 2024; Yoseppin et al., 2025). On the other hand, although AI technology has positive potential in supporting mental health—such as helping to prevent suicidal ideation through digital interventions—its use still requires proper understanding to avoid causing broader negative impacts (Carlinda et al., 2024). Generation Z must also understand their own psychological state—they shouldn't rely solely on AI. Ordinary people like those in Generation Z need interpersonal relationships with their peers as well as with people who better understand their personalities, such as their parents, teachers, professors, and so on. Essentially, ordinary people need interaction with others to experience direct, reciprocal connection with their fellow human beings.

A number of studies have examined the use of AI as a medium for self-expression. (Azzahro, 2025) and (Nurnabillah & Salsabil, 2025) show that AI is used for self-disclosure because it provides a sense of security and anonymity. Studies by (Norsely et al., 2023) and (Makatita & Husein, 2026) found that interactions with AI allow users to express themselves without social pressure (Nazhesda et al., 2025). (Yoseppin et al., 2025) added that AI is beginning to serve as a substitute for interpersonal relationships when dealing with personal issues. In terms of theory and approach, (Aidha et al., 2025) employed a psycholinguistic perspective, (Salim et al., 2025) utilized social identity theory, and several other studies adopted perspectives from communication psychology and phenomenology (Mutiarrama et al., 2024; Vandhika & Sahrani, 2025). Research methods are dominated by descriptive qualitative and phenomenological approaches; quantitative studies that comprehensively integrate driving factors with psychosocial impacts within a single analytical framework remain very limited (Felicia et al., 2025; Rahmawati & Miharja, 2025).

Based on this literature review, this study offers a novel approach by simultaneously integrating driving factors (ease of access, anonymity, emotional comfort) with psychosocial impacts (loneliness, emotional dependence, quality of interpersonal relationships) within a single CMC framework, specifically in the context of Generation Z. This study aims to analyze the phenomenon of using AI as a medium for emotional venting or catharsis among Generation Z, with a focus on identifying the driving factors and their psychosocial impacts. Theoretically, this study contributes to the development of research in digital communication and social psychology. Practically, the research findings are expected to serve as a foundation for the development of digital literacy, the formulation of policies regarding the healthy use of AI technology, and a reference for education practitioners, counselors, and the general public.

METHODS

This study employs a quantitative approach using a survey design to examine Generation Z's perceptions of using AI as a means of emotional expression, as well as to identify the driving factors and resulting psychosocial impacts. The survey method, conducted via a questionnaire, is considered effective for measuring the attitudes, opinions, and perceptions of a large number of respondents (Ponto, 2015). This study was conducted online from March to April 2026 by distributing a questionnaire via Google Forms to Generation Z members who actively use digital platforms throughout Indonesia.

The research subjects were Generation Z individuals born between 1997 and 2012 who had interacted with generative AI-based applications such as ChatGPT, Gemini, or similar platforms. The sample size of 100 respondents was determined based on the minimum sample size requirement for quantitative descriptive survey research. Roscoe (1969) suggests that an appropriate sample size in behavioral science research ranges from 30 to 500 respondents, with a minimum sample size of 10 times the number of variables being analyzed. With five dimensions (variables) in this study, 100 respondents met this requirement. Additionally, this number also took into account the efficiency of online data collection using purposive sampling. These criteria include: (1) being between 14 and 29 years old, (2) having used a generative artificial intelligence application at least once, and (3) being willing to participate voluntarily. Before completing the questionnaire, respondents were provided with an explanation of the study's objectives to ensure voluntary participation and data confidentiality (Durga et al 2019).

Research data were collected using a questionnaire consisting of 25 statements on a five-point Likert scale, ranging from (1) Strongly Agree to (5) Strongly Disagree. The questionnaire was divided into four sections according to the research dimensions: (1) motivations for choosing AI as a medium for confiding (5 items), covering indicators of non-judgment, privacy, accessibility, and consistency of responses developed from the concept of the online disinhibition effect (Suler, 2004); (2) factors driving AI use (5 items), including indicators of negative social experiences, shame or fear of being judged, loneliness, and a lack of listeners, based on the theory of communication apprehension (McCroskey, 1977); (3) fulfillment of emotional needs through AI (5 items), including indicators of emotional validation, emotional regulation, and identity exploration, which draw on the theory of hyperpersonal communication (Walther, 2009); and (4) perceived impacts on mental health and social relationships (10 items), including indicators of positive impacts, risk of emotional dependence, social anxiety, interaction quality, empathy, and interpersonal trust.

Instrument Reliability Test

The reliability of the instrument was tested using Cronbach's alpha, calculated from the complete set of valid data from 86 AI users. The entire sample

was used for the reliability estimate because the data had been fully collected and met the minimum requirement for internal consistency analysis (n > 30). The results of the reliability test for each dimension are presented in Table 1.

Tabel 1. Reliability Test Results for the Instrument by Dimension

No	Dimensions	Cronbach's Alpha	Description
1	Reasons for Choosing AI as a Medium for Expressing One's Feelings	0,876	Good
2	Drivers of AI Adoption	0,924	Excellent
3	Meeting Emotional Needs Through AI	0,900	Excellent
4	Impact on Mental Health and Social Relationships	0,856	Good
	All Instruments	0,953	Excellent

Source: Research Data, March–April 2026

The Cronbach's alpha values for each dimension ranged from 0.852 to 0.924, and the instrument as a whole yielded a coefficient of 0.953. Based on the criteria (George & Mallery, 1999), an α value of ≥ 0.70 is classified as "acceptable," and an α value of ≥ 0.80 is classified as "good." Thus, all dimensions of the instrument were deemed reliable, and the instrument as a whole demonstrated excellent internal consistency, making it suitable for data analysis.

The collected data were analyzed using descriptive statistics to illustrate trends in respondents' answers, presented in the form of percentages, frequency distributions, and mean scores per statement item (Dong, 2023). Data processing was conducted using the response summary feature in Google Forms, which was then presented in descriptive narratives and tables for each dimension.

RESULT AND DISCUSSION

This study involved 100 Generation Z respondents from across Indonesia, whose data was collected via an online questionnaire between March and April 2026. A total of 86% of respondents reported having used Generative AI as a means of expressing their feelings, so all subsequent analysis focused on those 86 users. The distribution of respondents' answers for each questionnaire item is presented separately by dimension in the following tables. Mean scores close to 1–2 indicate a tendency to agree, a score of 3 indicates a neutral stance, and scores of 4–5 indicate a tendency to disagree.

Motivations for Choosing AI as a Medium for Emotional Expression: A CMC Perspective

Tabel 2. Reasons for Choosing AI as a Medium for Expressing One's Feelings

No.	Statement	SA	A	N	D	SD	Agree (%)	Mean
Dimension 1: Motivation for Choosing AI as a Medium for Expressing One's Feelings								
Q1	Not feeling like I'll be judged for my feelings	25	36	25	11	4	61	2,32
Q2	Feels more comfortable with AI than with friends or family	15	21	34	22	7	36	2,85
Q3	24-hour AI availability as the main reason	15	31	31	16	6	47	2,66
Q4	Privacy is better protected when you confide in AI	20	23	30	21	6	43	2,70
Q5	AI provides more consistent responses than humans	17	41	27	13	2	58	2,42

Source: Research Data, March 2026

The most notable finding in this dimension is that 61% of respondents chose AI because they did not feel they would be judged for their feelings (Q1, mean = 2.32). This directly aligns with the concept of the online disinhibition effect in CMC theory (Suler Ph, D, 2004), which states that individuals tend to be more open in digital environments because there are no authoritative cues that might lead to negative judgments. The consistency of AI responses (Q5, 58% agreed, mean = 2.42) also provided emotional support, consistent with the concept of "reducing social cues" (Walther, 2009) which suggests that the absence of nonverbal cues actually reduces evaluative anxiety.

The 24-hour availability of AI (Q3, 47% agreed, mean = 2.66) and privacy concerns (Q4, 43% agreed, mean = 2.70) were the next most significant factors. Interestingly, only 36% of respondents felt more comfortable sharing their feelings with AI than with the people around them (Q2, mean = 2.85), indicating that for the majority of users, AI still functions as a supplementary medium—not a replacement—in their emotional communication ecosystem. These findings are consistent with the CMC literature, which states that women—who made up the majority of respondents in this study (75%)—tend to be more active in digital self-disclosure behaviors related to emotional expression (Joinson, 2001).

Drivers of AI Adoption

Tabel 3. Drivers of AI Adoption

No.	Statement	SA	A	N	D	SD	Agree (%)	Mean
Dimensi 2: Drivers of AI Adoption								
Q1	Negative social experiences prompt people to confide in AI	21	28	29	19	3	49	2,56
Q2	A sense of shame or fear of being judged drives the choice of AI	23	33	28	12	5	56	2,42
Q3	The lack of listeners in the vicinity	13	31	28	20	8	44	2,79
Q4	Emotional distance from parents or close relatives	13	24	35	17	10	37	2,88
Q5	Loneliness leads to more frequent use of AI	21	29	24	29	7	50	2,62

Source: Research Data, March 2026

Dimension 2 confirms that interpersonal communication barriers are the primary drivers of AI use as a medium for emotional expression. Shyness and fear of being judged by others (Q2, 56% agreed, mean = 2.42) are the strongest factors, which, from a CMC perspective, relate to the concept of communication apprehension—that is, anxiety about communicating due to fear of negative evaluation (McCroskey, 1977). AI offers a structural solution by eliminating threatening social cues, thereby minimizing this anxiety.

Loneliness (Q5, 50% agreed, mean = 2.62), negative social experiences (Q1, 49% agreed, mean = 2.56), and a lack of listeners in their immediate environment (Q3, 44% agreed, mean = 2.79) complete the picture of a deficit in interpersonal communication that drives Generation Z to seek emotional fulfillment through AI. Emotional distance from parents (Q4, 37% agreed, mean = 2.88) recorded the lowest percentage, although this figure still indicates that a number of respondents experienced family relationship challenges as a driving factor. These findings align with studies by (Felicia et al., 2025) and (Mutiarrama et al., 2024) which found a link between negative interpersonal experiences and increased intensity of AI use as an emotional outlet.

Meeting Emotional Needs Through AI

Tabel 4. Meeting Emotional Needs Through AI

No.	Statement	SA	A	N	D	SD	Agree (%)	Mean
Dimension 3: Meeting Emotional Needs Through AI								
Q1	Using AI to validate emotions	16	36	23	16	8	52	2,64
Q2	AI is capable of meeting emotional support needs	12	26	41	16	6	37	2,79
Q3	AI helps manage and understand emotions	14	34	33	14	6	48	2,64
Q4	AI as a Tool for Exploring One's Identity	12	36	37	10	5	48	2,60
Q5	Feeling relieved and calm after pouring my heart out to the AI	12	23	40	20	6	35	2,85

Source: Research Data, March 2026

Dimension 3 relates to the theory of *hyperpersonal communication* (Walther, 2009), which explains that computer-mediated communication can exceed the intensity of face-to-face communication because users have full control over the messages they send. A total of 52% of respondents used AI for emotional validation (Q1, mean = 2.64), and 48% used it to manage and understand emotions (Q3, mean = 2.64) as well as for self-identity exploration (Q4, mean = 2.60). This identity exploration function is particularly relevant given that 80% of respondents were between the ages of 18 and 21—a phase known as emerging adulthood (Arnett, 2000)

However, the limitations of AI became evident in the catharsis function: only 35% of respondents felt relieved and calm after confiding in the AI (Q5, mean = 2.85), while neutral responses dominated (40%). This limitation can be explained through the concept of "cues filtered out" (Kiesler et al., 1984): the social cues eliminated by the AI actually remove the elements that serve as the source of emotional depth in human-to-human interactions. Furthermore, only 37% of respondents stated that AI was able to fully meet their emotional support needs (Q2, mean = 2.79), indicating that interactions with AI have not yet been able to fully replace the need for deep and personal emotional responses.

Impact on Mental Health and Social Relationships

Tabel 4. Impact on Mental Health and Social Relationships

No.	Statement	SA	A	N	D	SD	Agree (%)	Mean
Dimension 4: Impact on Mental Health and Social Relationships								
Q1	Sharing Your Feelings with AI Has a Positive Impact on Mental Health	16	36	23	16	8	52	2,64
Q2	Feeling emotionally dependent on AI	12	26	41	16	6	37	2,79
Q3	AI makes social withdrawal and real-life social interaction	14	34	33	14	6	48	2,64
Q4	Concerns that pouring one's heart out to AI could have a negative impact on mental health	12	36	37	10	5	48	2,60
Q5	AI helps reduce social anxiety	12	23	40	20	6	35	2,85
Q6	The habit of turning to AI reduces the need to share with others	10	23	47	15	3	35	2,76
Q7	Empathy decreases after frequent exposure to AI	7	10	20	38	24	17	3,63
Q8	The quality of interpersonal relationships remains unaffected	16	31	34	10	8	48	2,63
Q9	It's harder to build trust with people	6	22	40	22	10	28	3,09
Q10	Pouring one's heart out to AI leads to a tendency to rarely engage in real-life social relationships	6	8	33	36	17	14	3,51

Source: Research Data, March 2026

The average mean score on this dimension tends to be close to 3 (Neutral) or leans toward "Disagree," indicating that the majority of respondents do not feel they are experiencing any significant negative impacts from the current use of AI. Rejection of the claims that AI draws individuals away from real-world social interactions (Q3, rejected by 58% of respondents, mean = 2.64) and that it reduces the ability to empathize (Q7, rejected by 62%, mean = 3.63) does indeed contrast with theoretical concerns. However, from a CMC perspective, this provision should be interpreted through the concept of optimistic bias: people tend to perceive the negative impact of technology as less significant for themselves than for others. The

impact of technology is perceived as less significant because it is merely a robot programmed by humans—seeming human-like, yet unable to function like a human who can make direct contact through cognitive, affective, or psychomotor means.

What warrants attention is a paradoxical finding: 44% of respondents acknowledged concerns about the potential negative impact of the habit of sharing with AI (Q4, mean = 2.60), even though, at the same time, the majority did not actually experience it. In addition, 34% of respondents acknowledged that this habit makes them feel less of a need to share their feelings with those around them (Q6, mean = 2.76). The polarized distribution of responses to these items suggests the possibility of an early-stage displacement effect among a subset of users—namely, a gradual tendency to replace real-life interpersonal communication with AI interactions. It should be emphasized that this interpretation is based on respondents' self-perceptions rather than on measurements of actual behavior; therefore, it is not possible to generalize that a dominant displacement effect exists based on the current data. Meanwhile, 44% of respondents stated that the quality of their interpersonal relationships was not affected (Q8, mean = 2.63), indicating that AI at this stage still serves as a complementary channel rather than a substitute.

Theoretical and Practical Implications

Overall, the findings of this study both confirm and elaborate on the preliminary arguments. The use of AI as a means of emotional release (catharsis) is a psychosocial phenomenon that cannot be oversimplified. Through the CMC perspective, this study successfully constructs an analytical framework that coherently links driving factors to psychosocial impacts. Theories such as reduced social cues, the online disinhibition effect, hyperpersonal communication, filtered-out cues, and the displacement hypothesis provide systematic explanations for the patterns observed. The catharsis theory is particularly relevant to this topic, but what sets it apart is that the outlet for one's feelings—or the conversation partner to whom one confides a problem—is not a human being, but rather a loyal friend who is always there: AI. With AI, people have a companion to whom they can confide all their problems. However, the downside is that people do not receive emotional feedback because, fundamentally, AI lacks the affective capacity to connect with others directly the way humans do (Wahyuningsih, 2017). On the positive side, however, the findings above show that not everything needs to be communicated or shared with AI, as Gen Z views AI merely as a supplement to fill their days so that their time isn't wasted. They use AI as a supplementary medium for catharsis.

In practice, although the majority of respondents still use AI as a complementary tool, a significant number of respondents have already shown signs of the displacement effect, underscoring the urgency of developing CMC-based digital literacy programs. Counselors, educators, parents, and policymakers need to understand that an effective response is not simply a matter of restricting access to

AI. What is far more important is to strengthen the quality of real-life interpersonal communication that Generation Z experiences on a daily basis, so that AI continues to serve as a complement rather than gradually taking over the role of truly meaningful social relationships.

CONCLUSION

expression among Generation Z is a significant and growing phenomenon, with a high prevalence rate (86%). These findings indicate a shift in patterns of emotional communication from conventional interpersonal interactions toward technology-mediated communication, particularly in the form of human-AI interactions. From the perspective of Computer-Mediated Communication (CMC), AI was chosen because of its structural characteristics that minimize the risk of social evaluation, such as the absence of judgment, consistent responses, and unlimited accessibility. These factors contribute to the online disinhibition effect, making individuals feel safer and more comfortable engaging in self-disclosure. In addition, barriers to interpersonal communication—such as the fear of being judged, negative relational experiences, loneliness, and limited social support—are also major drivers of AI use as an alternative space for emotional expression. On the positive side, AI provides a safe space for expressing emotions, engaging in self-reflection, and regulating emotions. However, AI's limitations in fulfilling a profound cathartic function due to the absence of nonverbal empathy indicate that AI cannot yet fully replace the role of human interaction. Early signs of the displacement effect identified in certain user subgroups based on respondents' self-perceptions need to be anticipated, although they are not yet sufficient to draw a definitive conclusion.

From a policy perspective, efforts are needed to strengthen digital literacy—efforts that not only emphasize the technical aspects of technology use but also foster critical awareness of its psychosocial impacts and the importance of striking a balance between virtual interactions and real-life relationships. This study contributes to the development of research on CMC and interpersonal communication by demonstrating that AI can serve as a complementary medium for self-expression, but cannot replace the depth of human relationships. This study has several limitations that must be acknowledged. First, the study sample consisted of only 100 respondents selected through purposive sampling, so any generalization of the findings to the entire Indonesian Generation Z population must be made with caution. Second, the use of a self-report survey method raises the possibility of social desirability bias, in which respondents may not be entirely accurate in reporting their behaviors and perceptions. Third, the analysis was limited to descriptive statistics, so causal relationships among the variables could not yet be identified. Fourth, data collection was conducted at a single point in time (cross-sectional), so changes in patterns of AI use and its impacts over time could not be recorded. Given these limitations, the recommended agenda for further research includes: (1) longitudinal studies to track changes in AI usage patterns and their psychosocial impacts over time; (2)

experimental or mixed-methods studies that combine quantitative data with in-depth interviews to capture a richer dimension of the experience; (3) research with larger samples using probability sampling techniques to improve representativeness; and (4) a cross-generational study (Generation Z vs. Millennials) to understand whether patterns of AI use as a medium for confiding in others are generational in nature or represent a universal response to changes in communication technology.

REFERENCES

Aidha, F. A., Khoirunnisa, K., & A'yun, S. Q. (2025). Integrasi Kecerdasan Buatan dan Kecerdasan Emosional dalam Dialog Digital: Tinjauan Psikolinguistik terhadap Interaksi Generasi Modern. *GHANCARAN: Jurnal Pendidikan Bahasa Dan Sastra Indonesia*, 932–952.

Arnett, J. J. (2000). Emerging Adulthood. *American Psychologist*, *55*, 469–480. https://doi.org/10.1037//0003-066X.55.5.469

Azzahro, F. (2025). Analisis Self-Disclosure Pada Remaja Pengguna ChatGPT. *JCOSE Jurnal Bimbingan Dan Konseling*, *8*(1), 15–23.

Carlinda, B., Bachri, D., Muthmainnah, A. J., Juliani, C., Qonitatunnajah, M., & Wicaksono, W. P. (2024). Scoping Review: Teknologi Berbasis Artificialintelligence dalam Mencegah Suicide Ideationgenerasi Z Indonesia. In *Jurnal Empati* (Vol. 13).

Dong, Y. (2023). Descriptive Statistics and Its Applications. *Highlights in Science, Engineering and Technology*, *47*, 16–23. https://doi.org/10.54097/hset.v47i.8159

Felicia, C., Oey, G. A. B., Pertiwi, S. A., Abdillah, R., Clarence, V., Heng, P. H., & Idulfilastri, R. M. (2025). Hubungan Intensitas Penggunaan Chatgpt dengan Tingkatkesepian pada Mahasiswa. *Pendas : Jurnal Ilmiah Pendidikan Dasar*, *10*(4).

George, D., & Mallery, P. (1999). *SPSS® for Windows® step by step: A simple guide and reference.* Allyn & Bacon.

Hu, K. (2023). *ChatGPT sets record for fastest-growing user base - analyst note*. Reuters.Com.

Joinson, A. N. (2001). *Self-disclosure in computer-mediated communication : The role of self-awareness and visual anonymity*. *192*(May 1999), 177–192.

Kiesler, S., Siegel, J., & Mcguire, T. W. (n.d.). *Social Psychological Aspects of Computer-Mediated Communication*. 1123–1134.

Makatita, A. A., & Husein, I. (2026). Fenomena Penggunaan ChatGPT sebagai Media Konsultasi Mahasiswa dalam Mengekspresikan Diri. *Journal of*

Media and Communication, *02*(Vol. 02 No. 03 Januari-Maret 2026 Page. 96-101), 96–101.

McCroskey, J. C. (1977). Oral Communication Apprehension: A Summary of Recent Theory and Research. *Human Communication Research*, *4*(1), 78–96. https://doi.org/10.1111/j.1468-2958.1977.tb00599.x

Mutiarrama, Z. S., Darajatunnisa, R., Faustina, F., Mahfuzhah, N., & Rara Wihita, A. (2024). Studi Fenomenologi: Pengalaman Generasi Z dalam Menghadapi Kesepiandengan Character Artificial Intelligence. In *Jurnal Empati* (Vol. 13).

Nazhesda, M., Fitriyah, H., & Irwansyah, I. (2025). Pemanfaatan ChatGPT Sebagai Aspek Relasi Dalam Menghadapi Masalah Pribadi. *Jurnal Locus Penelitian Dan Pengabdian*, *4*(11), 10160–10173.

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.

Nurkhairani, A., Arwansyah, O. K. D., & Ginting, R. (2025). Menemukan Kenyamanan dalam Algoritma: Fenomena Curhat ke AI dalam Era Digital. *Tabularasa: Jurnal Ilmiah Magister Psikologi*, *7*(2), 80–89.

Nurnabillah, S., & Salsabil, L. S. (2025). Analisis Pengungkapan Diri pada Komunikasi Manusia dan AI (Studi Kasus Penggunaan Chatgpt Sebagai Tempat Curhat). *JIKE: Jurnal Ilmu Komunikasi Efek*, *8*(Volume 8 No 1, Juli-Desember 2024 (235-251)). https://doi.org/10.32534/jike.v8i1.6863

Ponto, J. (2015). Understanding and Evaluating Survey Research. *Journal of the Advanced Practitioner in Oncology*, *6*(2), 168–171.

Rahmawati, F., & Miharja, S. (2025). Ketergantungan Emosional Anak terhadap Artificial Intelligence: Psikoanalisis dan Implikasinya dalam Konseling Keluarga Islam. *Jurnal Bimbingan Penyuluhan Islam*, *7*(2), 149–162.

Roscoe, J. T. (1969). *Fundamental research statistics for the behavioral scinces*.

Salim, S., Rahmadiana, R., Zibran, R., & Fajriah, N. (2025). Konstruksi Identitas Sosial Generasi Z melalui Interaksi dengan CHATGPT. *Mediakom: Jurnal Ilmu Komunikasi*, *9*(1), 20–34.

Suler Ph, D, J. (2004). *The online disinhibition effect*. *7*(3), 321–326.

Suryanatha, I. B., Ningrum, W. S., Damayanti, E., & Rafsanjani, M. A. (2025). Hiperrealitas Kekuasaan Meta AI Dalam Dekonstruksi Cara Curhat Generasi Z di Era Digital Society 5.0. *Jurnal Administrasi Politik Dan Sosial*, *6*(3), 533–542.

Tri Haryanto, A. (2024). *APJII: Jumlah Pengguna Internet Indonesia Tembus 221 Juta Orang*. Inet.Detik.Com.

Vandhika, S., & Sahrani, R. (2025). Chatting Away Loneliness: Embracing New

Connections Between Humans and Artificial Intelligence. *INSAN Jurnal Psikologi Dan Kesehatan Mental*, *10*(1), 1–20. https://doi.org/10.20473/jpkm.v10i12025.1-20

Wahyuningsih, S. (2017). Teori katarsis dan perubahan sosial. *Junal Komunikasi*, *XI*(1), 39–52. 10.21107/ilkom.v11i1.2834

Walther, J. B. (2009). Communication Research. *Communication Research*. https://doi.org/10.1177/009365096023001001

Yoseppin, G., Mas, A., Dewi, N., & Purba, Y. K. (2025). Fenomena Chatbot AI Sebagai Teman Curhat: Implikasi Pada Hubungan Antarpribadi di Era Digital. In *Jurnal Ilmu Komunikasi* (Vol. 7, Issue 1).