

# *The Influence Of Communication Technology On Human Relationships: An Interdisciplinary Review*

Dea Safitri<sup>1</sup> Fitria Santi<sup>2</sup> Revia Widiyanti<sup>3</sup> Muhammad Afrizal<sup>4</sup> Falbio Danu<sup>5</sup> Alif Herdiansyah<sup>6</sup>  
Muhammad Alvin Faiz<sup>7</sup>

<sup>1</sup>Product of Communication Science, University of Muhammadiyah Tangerang  
Tangerang, Indonesia

deasafitri808@gmail.com fitria78santi@gmail.com reviawidyan@gmail.com afrizalbila12@gmail.com  
falbiodanu2506@gmail.com alifalifoke42@gmail.com alvinfaiz3004@gmail.com



**Abstract**— This article aims to determine the effect of communication technology on human relationships through an interdisciplinary review involving various perspectives. In the current era of globalization, the development of technology is very fast, especially in information and communication technology which has provided many benefits and conveniences for humans. Communication technologies such as laptops, smartphones, and social media, have changed the way humans interact and relate to each other. The development of communication technology in today's digital era makes it easier for us to access information, and supports online interaction without having to meet face-to-face. However, communication technology also has a negative impact, namely the easy spread of hoax news, fraud, and can cause miscommunication. The influence of communication technology on human relationships has become a very relevant subject in the era of globalization. In this review, we can see how communication technology has improved people's lifestyles. Thus, this research can contribute to a better understanding of how communication technology affects human relationships and how we can utilize this technology to improve the quality of human interactions.

**Keywords**— *Communication Technology, Human Relations, Interdisciplinary.*

## I. INTRODUCTION

At present, communication technology in the world is developing very rapidly, which has a significant impact on the quality of communication between people. In today's digital era, communication technology has fundamentally changed the way we interact, communicate and live our daily lives (Rabbani & Najicha, 2023). Communication technology is also the latest long wave of humanity's socio-economic evolution, bringing changes in all areas of human life, including social, economic and political (Boestam & Derivanti, 2022). The use of communication technology has become an integral part of modern human life. With various communication tools such as mobile phones, the internet, and social media, humans can interact more easily and effectively (Mardiansyah, 2023). Advances in communication technology that occur in various aspects require people to change their behavior patterns including social interactions (Boestam & Derivanti, 2022).

Several studies have been conducted to determine the effect of communication technology on human relationships. Namely, research conducted by (Tan, 2018) explained that the growing dependence of modern society on social media is very worrying, because it can have a negative effect on the use of social media. However, social media also has the ability to influence interpersonal relationships in a positive way, but only if it is used appropriately, carefully, and in a timely manner. Over time, research on the influence of communication technology on human relationships has increased. For example, research conducted by (Rabbani & Najicha, 2023) explains the important point of social interaction in society is the contact between individuals. Technology that

enters and develops, causes several points that support and also hinder interaction. Likewise, there is a change in view of the status of interaction for someone who can affect that person's trust.

The massive use of communication media today has a significant impact on society. Communication products based on digital artificial intelligence technology and cyber networks change social, economic, political and cultural connectivity from face-to-face to communication based on views, words and images (Boestam & Derivanti, 2022). (Afandi, 2019) explains that socio-cultural changes caused by the use of communication technology can be divided into two broad groups, namely: Changes that come from the community itself and Changes that come from outside the community. This causes the use of social media to cause a number of problems, including cultural shifts from traditional culture to digital culture. Social media erases social boundaries. On social networks, there are no time and space restrictions and they can communicate anytime, anywhere (Jadidah et al., 2023). The impact of the presence of digital media as a digital communication tool has caused a lot of controversy in society, including a crisis of confidence that is rife in the midst of society. This is explained in Terry Flew's research (2019) which argues that "the rise of populism around the world can be seen as a consequence of a more general crisis of confidence in social institutions and the globalization project that has occurred in western liberal societies" (Boestam & Derivanti, 2022).

Technological progress is something that cannot be avoided in our lives, because technological advances and technological developments will continue to run in accordance with scientific progress (Saefullah, 2020). The development of communication technology has many benefits for us, one of which makes it easier for us to interact with each other. In addition, communication technology can also have several impacts on human relations, namely positive and negative impacts. One of the negative impacts of communication technology is that it can cause social changes in society, including frequent conflicts between certain groups with ethnic, racial and religious backgrounds. The number of criminal acts due to existing developments that can harm society (Afandi, 2019). In preventing the spread of the negative impact of the presence of communication technology, of course, several tactical steps are needed, including strengthening the relationship between the community and the environment in order to have a better impact (Arianto, 2022). The positive impact is that it reconnects people who have not been in contact with each other for a long time, makes it easier to communicate with one another without having to meet face to face, and makes it easier for us to add relationships (Rayta, 2023).

This research aims to find the truth about the influence of communication technology on human relationships, identify the positive and negative impacts of communication technology on human relationships, and develop recommendations for using communication technology effectively to improve the quality of human relationships. The benefits of this research are to increase understanding of how communication technology affects human relationships, help people use communication technology effectively to build and maintain positive and healthy relationships, and provide people with insights into how to create better relationships with the support of communication technology.

## II. RESEARCH METHODS

A research method is a systematic approach used to solve research problems by collecting data through various techniques, interpreting the data, and drawing conclusions based on the findings (Viktoriia et al., 2022). Writing this journal uses the literature study method. Research with a literature study is a research whose preparation is the same as other research, but the sources and methods of data collection by taking data in the library, reading, recording, and processing research materials. Data sources for literature study research can be official sources but can also be reports / conclusions of seminars, notes / recordings of scientific discussions, official writings published by the government and other institutions, both in the form of books / manuals and digital such as optical discs, computers or computer data (Melfianora, 2019). A comprehensive literature review is essential for researchers, as it establishes credibility, identifies gaps in knowledge, and serves as the backbone for proposing research-oriented studies (Jagat, Prasad, 2020).

### III. RESULTS AND DISCUSSION

Communication technologies play an important role in shaping human relationships, as highlighted in this interdisciplinary review article. The literature emphasizes the impact of different forms of technology, such as laptops, smartphones, social media platforms such as Facebook and different types of media such as newspapers, broadcasts, television and the internet (Dontre, 2021). The influence of communication technologies on human relationships has become a topic of interdisciplinary interest, with studies spanning fields such as communication science, psychology, and human resources. Research shows that the evolution of communication technologies significantly impacts face-to-face interactions, relationship satisfaction, intimacy, and attachment styles (Babacan, 2022). In addition, the use of communication technologies, both inside and outside romantic relationships, has been shown to affect individuals' ability to communicate effectively, leading to changes in communication patterns and behaviors. Advances in media technology play an important role in shaping mass communication and changing the way information is disseminated and consumed (Gonzalez et al., 2020).

Current technological advances continue to develop rapidly, giving birth to a digital society which causes changes in human life patterns due to technological advances so that they become more pragmatic, hedonistic, and give birth to an instant generation, but also prioritize effectiveness and efficiency in their behavior and actions (Waruk et al., 2023). Indonesian itself has a large population with diverse cultures, ethnicities, races and religions and has great potential for social change through the development of information technology, especially in the field of communication. Almost all Indonesians from various backgrounds and ages own and use social media as a means to obtain information and communicate with the public (Boestam & Derivanti, 2022). On social networks, there are no time and space restrictions and they can communicate anytime, anywhere. It is undeniable that social networks have a great influence on a person's life. Therefore, social media must be used effectively by Millennials, both to write comments and to produce and distribute content. Social media is not just for sharing important moments (Istiani et al., 2020)

#### **A. The Influence of Communication Technology on Human Relationships from Various Interdisciplinary Perspectives**

The influence of communication technology on human relationships can be seen from various interdisciplinary perspectives. Here are some examples such as sociology perspective, psychology perspective, and communication perspective. From many of these perspectives, we can find out the influence of communication technology that is always developing every day in the community. And we can find out the impacts that arise from the existence of this communication technology. The following are research and analysis related to the influence of communication technology from various interdisciplinary perspectives:

##### **1. Sociological Perspective**

Communication technologies have changed the way humans interact and relate to each other. From a sociological perspective, these technologies have a broad and complex impact on human relationships, covering social, cultural and structural aspects (Rabbani & Najicha, 2023). This perspective explains that the development of information and communication technology very quickly affects the order of human social interaction. Starting from the interaction between children and parents, neighbors, and friends. In the past, we could not even imagine communicating over long distances without seeing each other. But now it can all happen. Anywhere we can communicate with other people, even though the place is very far away. As long as we have quota or internet access. In addition, the existence of information and communication technology certainly has negative and positive impacts. It's just a matter of how we react to it so that it brings greater benefits (Majid, 2018). The current era does not allow for much rapid spread of misinformation or hoaxes, which can lead to mistrust and social polarization. Misinformation can spread faster than clarification or correct facts, exacerbating the situation and creating social instability (Vosoughi, S., Roy, D., & Aral, 2018).

##### **2. Psychology Perspective**

The influence of communication technologies on human relationships from a psychological perspective has become a focal point in recent research. Research conducted by (Wałęcka-Matyja et al., 2023) has shown that the digitization of life, especially during the pandemic in 2020, has significantly affected interpersonal communication in human relationships, emphasizing the importance of online interactions in creating and maintaining good relationships. Psychological research on mobile media and communication has highlighted the diverse emotional, cognitive and social processes that interact with mobile behavior, suggesting a growing body of knowledge about the psychological predictors and implications of mobile media use (Bayer J et al., 2022) In addition, the shift to virtual communication in creative

organizations due to COVID-19 has emphasized the role of media use in influencing the effectiveness of communication between leaders and followers, demonstrating the impact of psychological distance on creativity and leadership dynamics (Wang & Wang, 2022). Despite advances in computer-mediated communication, concerns remain about its ability to fully capture the emotional essence of face-to-face interactions, suggesting that while technology offers advances, it may not fully replace the valuable insights and elements that define human relationships (Usoroh, 2021).

### 3. Communication Perspective

In this perspective, the influence of communication technologies on human relationships is multifaceted, impacting both public and interpersonal communication. Digital communication technologies and social web platforms have fundamentally changed public communication by reshaping our perception of space and emphasizing the relational logic of communication over traditional territorial notions. (Keinert et al., 2021). The presence of mobile devices as a communication medium in the social environment has so many impacts on human interaction, negative and positive impacts can arise from the presence of this communication medium. One of the negative impacts on communication media is reducing the closeness of each other because of course most of them are more focused on their gadgets. But there are also positive impacts, one of which is making it easier for us to communicate remotely. (Mathewson et al., 2023). According to (Onyeator, 2019) Technology is pervasive in that it can cause the lines between mediated and face-to-face communication to blur, requiring a holistic approach to understanding its impact on human relationships.

#### ***B. Positive and Negative Impacts of Communication Technology on Human Relationships***

Nowadays, communication technology is one of the most rapidly developing technologies. Through its flagship feature, the internet, communication technology is currently one of the top-ranked technologies. As a rapidly developing technology, communication technology must have several advantages and disadvantages. Of course, those of us who always use this communication technology are already aware of some of the advantages and disadvantages that exist in communication technology. (Fung et al., 2023). Research conducted by Rabbani regarding the impact of communication technology is on the positive impact of easier access to information. Technological advances have opened up easier access to various sources of information. People can now quickly access news, educational information, and knowledge from various online sources. As for the negative impact, the potential for isolation from the social world. The overuse of technology, especially among the younger generation, has resulted in potential social isolation. The quality of social interaction in daily life may be reduced (Rabbani & Najicha, 2023). The rapid growth of communication technology, including the internet and mobile devices, has been associated with a shift in communication ethics, potentially leading to individualistic behavior and a social communication crisis, especially among the younger generation. (Fahreza Sunni et al., 2023).

The development of communication technology has a direct impact on changes in the culture and ethics of society. Communication technology has the power to control the way of thinking, lifestyle, activities, and even human activities. (Fahreza Sunni et al., 2023). Of course, thanks to communication technology along with the development of the times, it is not only communicating through voice in modern communication media. Now people can even greet each other face-to-face through video call technology. (Kolesov, 2023). The presence of communication technology, one of which is social media, certainly creates positive and negative impacts on changes in human relationship behavior. Because, for now, humans, especially gen Z, make communication technology a channel to find the latest information and trending phenomena. (Arianto, 2022). Communication technology provides a lot of information that we can all access easily, the information that exists has opened the eyes of the world to a new world, new interactions, and a new network without borders. It is well realized that the development of technology called the internet has changed the pattern of community interaction. (Fahreza Sunni et al., 2023).

Communication technologies, such as the internet and smartphones, have both positive and negative impacts on human relationships. The use of algorithmic response suggestions in communication can increase the speed of communication, the use of positive language, and the perception of closeness and cooperation among individuals, but it can also lead to negative evaluations if the use of AI is detected. (Behera & Sahoo, 2022). In addition, the introduction of smartphones and social media apps such as Line and Instagram can change intergenerational relationships, providing space for emotional expression while also potentially

dividing families due to the impact of these new communication tools. (Hohenstein et al., 2023). In addition, the rapid growth of communication technologies, including the internet and mobile devices, can have both beneficial and detrimental effects on human development, with positive changes in mobile density enhancing development while decreases in internet density negatively impacting long-term development. (Fahreza Sunni et al., 2023).

### **C. Effective Use of Communication Technology to Improve the Quality of Human Relationships**

Effective use of communication technologies can significantly improve the quality of human relationships by facilitating better interactions, emotional stability and overall satisfaction. In higher education, integrating information and communication technology (ICT) has been shown to improve the quality of education and foster better student-teacher relationships through innovative approaches. (Shkoda et al., 2023). In the workplace, socio-technical systems that incorporate digital technologies can optimize work quality and humanize the work environment, benefiting both employees and employers. (Guest et al., 2022). In counseling, effective interpersonal communication, supported by technology, is essential for client recovery and emotional stability, highlighting the importance of clear and consistent communication. Effective use of communication technology can improve the quality of human relationships by facilitating better connectivity, empathy and conflict resolution. For example, technology-based communication allows people to span time and distance, making it easier to maintain quality relationships despite geographical barriers. (Pratt & Cakula, 2020).

## **IV. RESEARCH RESULTS**

The results of our research using the literature study research method show that communication technology has a variety of different perspectives seen from various perspectives such as sociological perspectives, psychological perspectives and also communication perspectives. Communication technology also has a complex impact on human relationships, the positive impacts studied include increased interaction, while the negative impacts include changes in the dynamics of human relationships. The solution that can be taken from these impacts is by providing an understanding of how to use technology properly and correctly, as well as reducing the excessive use of technology. In general, this study found that communication technology has a mixed impact on human relationships. On the one hand, communication technology increases the frequency and ease of communication with each other, but on the other hand, it can reduce the quality of face-to-face interactions and cause miscommunication. Previous research conducted by Tan (2018) on the influence of communication technology shows that social media as a communication tool has both positive and negative impacts. The positive impact is that it makes it easier to maintain old relationships, allowing us to communicate with friends we have not contacted for a long time. However, the negative impact is that social media can cause jealousy and conflict due to misunderstanding of information. In this research, the author uses qualitative and quantitative methods to get a more complete and accurate picture of the impact of communication technology on interpersonal relationships. Qualitative methods are used to get deeper and more detailed information about respondents' experiences in using communication and information technology, while quantitative methods are used to find patterns and relationships between the use of communication and information technology and the quality of interpersonal relationships.

Then, recent research conducted by (Rabbani & Najicha, 2023) regarding the influence of communication technology in a positive way is the ease of accessing information. Technological advances have opened up access to various sources, people can now quickly get information, news and other knowledge from various online sources. For the negative impact, it is explained that there is a potential for social isolation from the social world due to excessive use of technology, especially among the younger generation, this can reduce the quality of social interaction in everyday life. In this research, the author uses a literature study research method that involves collecting, evaluating, and analyzing various written sources relevant to a particular research topic. These sources could be journal articles, books, research reports and other documents.

As such, our research provides additional insights into the complex impact of communication technologies on human relationships, while expanding understanding through both qualitative and quantitative approaches. These findings are in line with previous research, which confirms the importance of understanding and managing the positive and negative impacts of communication technologies in the context of interpersonal relationships. In addition, your research also highlights solutions that can



be taken to address the negative impacts of communication technologies, such as providing a better understanding of wise use and reducing overuse.

## V. CONCLUSIONS

This research examines the influence of communication technology on human relationships from various interdisciplinary perspectives, such as sociology, psychology and communication. In addition, the results also show that communication technology has a complex impact on human relationships. Communication technology has a mixed impact on human relationships, as there are many positive and negative impacts of using communication technology. To maximize the benefits and reduce the negative impacts, it is important that we understand the wise use of technology and avoid overuse. This research confirms the importance of managing the positive and negative impacts of communication technology in interpersonal relationships, and suggests solutions such as education on the appropriate use of technology.

From a sociological perspective, it can be seen that communication technology has changed the order of social interaction, enabling previously unimaginable long-distance communication. Positive impacts include easy access to information and global communication. However, negative impacts include the spread of misinformation (hoaxes) which can lead to social polarization and instability. Then from a psychological perspective, the use of communication technology has affected interpersonal communication, especially during the COVID-19 pandemic. Communication technology can support online interactions and help maintain relationships, but it can also reduce the emotional depth and quality of face-to-face interactions. The shift to virtual communication has also affected leadership dynamics and creativity in organizations. Finally, on the communication perspective, digital communication technologies have changed public and interpersonal communication. Positive impacts include the ability to reach and interact with others globally, while negative impacts include a potential reduction in the immediacy and quality of face-to-face interactions. These technologies have also led to the blurring of boundaries between mediated and face-to-face communication.

This research also explains that the wise use of communication technology can improve the quality of human relationships by facilitating connectivity, empathy, and conflict resolution. The right way to utilize the use of communication technology to run effectively is by increasing digital literacy. Educate the public about the wise and ethical use of technology, including how to identify valid information and avoid spreading hoaxes. The wise use of technology can improve the quality of human relationships, for example in education, technology improves student-teacher interaction and the quality of education. In the workplace, technology can optimize the work environment and relationships between employees. In counseling, technology can support effective interpersonal communication for client recovery.

## REFERENCES

- [1]. Afandi, Y. (2019). Gereja dan Pengaruh Teknologi Informasi “Digital Ecclesiology.” *Fidei: Jurnal Teologi Sistematis Dan Praktika*, 1(2), 270–283. <https://doi.org/10.34081/270033>
- [2]. Arianto, B. (2022). Dampak Media Sosial Bagi Perubahan Perilaku Generasi Muda di Masa Pandemi Covid-19. *Journal of Social Politics and Governance (JSPG)*, 3(2), 118–132. <https://doi.org/10.24076/jspg.2021v3i2.659>
- [3]. Babacan, M. E. (2022). *Türkiye ' de Yapılmış Medya ve İletişim Çalışmaları Doktora Tezlerinde Teknoloji ve İnsan İlişkisi Üzerine Bir Değerlendirme An Evaluation on Relations Between Technology and Humans in Media and Communication Studies Dissertations in Turkey*. 125–156.
- [4]. Behera, J., & Sahoo, D. (2022). Asymmetric relationships between information and communication technology (ICT), globalization, and human development in India: evidence from non-linear ARDL analysis. *Journal of Economic Structures*, 11(1). <https://doi.org/10.1186/s40008-022-00269-5>
- [5]. Boestam, A. B., & Derivanti, A. Des. (2022). Komunikasi Digital Dan Perubahan Sosial. *Jurnal Ilmu Sosial Dan Pendidikan (JISIP)*, 6(4), 2829–2834. <https://doi.org/10.36312/jisip.v6i4.4032/http>

- [6]. Dontre, A. J. (2021). The influence of technology on academic distraction: A review. *The Influence of Technology on Academic Distraction: A Review*, 3(3), 379–390.
- [7]. Fahreza Sunni, M., Nashih Ulwan, M., Arya Ferdian, D., & Istofik, R. (2023). Komunikasi Sosial Dalam Media Sosial. *Meyarsa: Jurnal Ilmu Komunikasi Dan Dakwah*, 4(1), 12–22. <https://doi.org/10.19105/meyarsa.v4i1.6644>
- [8]. Fung, K. K., Hung, S. S. lin, Lai, D. W. L., Shum, M. H. Y., Fung, H. W., & He, L. (2023). Access to Information and Communication Technology, Digital Skills, and Perceived Well-Being among Older Adults in Hong Kong. *International Journal of Environmental Research and Public Health*, 20(13). <https://doi.org/10.3390/ijerph20136208>
- [9]. Gonzalez, R., Gasco, J., & Llopis, J. (2020). Information and communication technologies and human resources in hospitality and tourism. *International Journal of Contemporary Hospitality Management*, 32(11), 3545–3579. <https://doi.org/10.1108/IJCHM-04-2020-0272>
- [10]. Guest, D., Knox, A., & Warhurst, C. (2022). Humanizing work in the digital age: Lessons from socio-technical systems and quality of working life initiatives. *Human Relations*, 75(8), 1461–1482. <https://doi.org/10.1177/00187267221092674>
- [11]. Hohenstein, J., Kizilcec, R. F., DiFranzo, D., Aghajari, Z., Mieczkowski, H., Levy, K., Naaman, M., Hancock, J., & Jung, M. F. (2023). Artificial intelligence in communication impacts language and social relationships. *Scientific Reports*, 13(1), 1–9. <https://doi.org/10.1038/s41598-023-30938-9>
- [12]. Huțul, T.-D., Pachița, I.-C., Karner-Huțuleac, A., & Gherguț, A. (2022). Attitudes towards Psychotherapy in Relation to Self-Stigma of Seeking Help and Coping Style. The Role of Interactions with Disabled People. *Logos Universality Mentality Education Novelty: Social Sciences*, 11(2), 32–44. <https://doi.org/10.18662/lumenss/11.2/68>
- [13]. Istiani, Nurul and Islamy, A. (2020). FIKIH MEDIA SOSIAL DI INDONESIA. *ASY SYAR'ITYAH: JURNAL ILMU SYARI'AH DAN PERBANKAN ISLAM*, 5, 202–225. <https://doi.org/10.32923/asy.v5i2.1586>
- [14]. Jadidah, I. T., Rahayu, A., Bella, H. S., Julinda, & Anggraini, T. W. (2023). Pengaruh Media Digital terhadap Sosial Budaya pada Anak Usia Sekolah. *Jurnal Multidisipliner Kepalamada*, 2(4), 253–268.
- [15]. Jagat, Prasad, P. (2020). *Significance of Literature Review in the Research of Social Sciences*. <https://doi.org/10.3126/JPD.V1I1.33108>
- [16]. Joseph Bayer, Leonard Reinecke, M. V. A. (2022). Psychological perspectives on mobile media: A flyover review. *Mobile Media and Communication*, 11(1). <https://doi.org/10.1177/20501579221134369>
- [17]. Keinert, A., Sayman, V., & Maier, D. (2021). Relational communication spaces: Infrastructures and discursive practices. *Media and Communication*, 9(3), 28–38. <https://doi.org/10.17645/mac.v9i3.3988>
- [18]. Kolesov, M. V. (2023). Ensuring the Constitutional Rights and Freedoms of Man and Citizen in the Development of Modern Information and Communication Technologies. *Russian Journal of Legal Studies (Moscow)*, 10(1), 55–58. <https://doi.org/10.17816/rjls321206>
- [19]. Majid, R. (2018). *Dampak Teknologi dan Komunikasi Terhadap Hubungan Keluarga*. Lpwnb (Lembaga Pengembangan Wilayah Nusa Tenggara Barat).
- [20]. Mardiansyah, M. (2023). *KETIKA INTERNET MENJADI BAGIAN INTEGRAL DALAM KEHIDUPAN MANUSIA*. HERMENEUTIKA FEMINISME.
- [21]. Mathewson, K. W., Parker, A. S. R., Sherstan, C., Edwards, A. L., Sutton, R. S., & Pilarski, P. M. (2023). Communicative capital: a key resource for human-machine shared agency and collaborative capacity. *Neural Computing and Applications*, 35(23), 16805–16819. <https://doi.org/10.1007/s00521-022-07948-1>
- [22]. Melfianora. (2019). Penulisan Karya Tulis Ilmiah dengan Studi Literatur. *Open Science Framework*, 1–3.
- [23]. Onyeator, I. (2019). Human Communication in a Digital Age: Perspectives on Interpersonal Communication in the Family. *New Media and Mass Communication*, 78(2007), 35–45. <https://doi.org/10.7176/nmmc/78-06>

- [24]. Pratt, M., & Cakula, S. (2020). The impact of using technology-based communication on quality of work relationships. *Baltic Journal of Modern Computing*, 8(1), 143–153. <https://doi.org/10.22364/BJMC.2020.8.1.07>
- [25]. Rabbani, D. A., & Najicha, F. U. (2023). Pengaruh Perkembangan Teknologi terhadap Kehidupan dan Interaksi Sosial Masyarakat Indonesia. *Researchgate.Net*, November, 0–13.
- [26]. Rayta, A. (2023). *Pengaruh Teknologi Terhadap Komunikasi & Dampaknya*. Studiolerasi.Com.
- [27]. Saefullah. (2020). *Pengaruh kemajuan teknologi komunikasi dan informasi terhadap karakter anak*. KEMENAG RI BDK JAKARTA.
- [28]. Shkoda, V., Maslyayeva, G., & Modina, M. (2023). Problems of effective use of information and communication technologies in educational institutions of higher education. *SHS Web of Conferences*, 164, 00032. <https://doi.org/10.1051/shsconf/202316400032>
- [29]. Tan, C. M. T. (2018). *The Impact of Social Media on Interpersonal Relationships*. Jarvee.Com.
- [30]. Usoroh, U. (2021). Reconstructing Emotional Aspects of Computer Mediated Communication Vis-À-Vis Human Relationship. *New Media and Mass Communication*, 96(2018), 29–35. <https://doi.org/10.7176/nmmc/96-04>
- [31]. Viktoriia, Marhasova., Olga, Garafonova., Zhanna, D. (2022). *Scientific research methodology as a general approach and perspective of the research process*. [https://doi.org/10.31891/2307-5740-2022-312-6\(2\)-55](https://doi.org/10.31891/2307-5740-2022-312-6(2)-55)
- [32]. Vosoughi, S., Roy, D., & Aral, S. (2018). The spread of true and false news online. *Science (New York, N.Y.)*, 359(6380), 1146–115. <https://doi.org/10.1126/science.aap9559>
- [33]. Walęcka-Matyja, K. K., & Dębska, J. (2023). Interpersonal relationships and communication in romantic relationships vs digitization of life. *Kwartalnik Naukowy Fides et Ratio*, 54(2), 9–23. <https://doi.org/10.34766/fetr.v54i2.1183>
- [34]. Wang, Y., & Wang, Y. (2022). Developing Creative Leadership in the Use of Digital Communication Tools: A Psychological Perspective. *Sustainability (Switzerland)*, 14(19). <https://doi.org/10.3390/su141911796>
- [35]. Waruk, D. I. D., Teknologi, I., & Dahlan, A. (2023). *Penerapan Digital Marketing Sebagai Upaya*. 1(2), 10082–10087.
- [36]. Yin, L. (2020). Thoughts on the {Logical} {Relationship} between {Human} {Development} and {Media} {Technology} in the {Era} of {Pan}-communication. *International Journal of Frontiers in Sociology*, 2(8), 81–88. <https://doi.org/10.25236/IJFS.2020.020811>