

DAFTAR PUSTAKA

- Ahmad Assegaf, I., Taufik Syastra, M., Kurniawan, R., Soleh Fajari, M., Novarini, R., Karim Harahap, A., Maulid, E., Irfayanti, Y., & Kurnia Wijayanti, E. (2024). PENGEMBANGAN CHATBOT KONSULTASI KESEHATAN MENTAL KESEHATAN MENTAL BERBASIS OPEN AI MODEL GPT-3.5 TURBO MENGGUNAKAN MEDIA WHATSAPP. *Jurnal Informatika Teknologi Dan Sains*.
- Anjar, E., Prodi, F., Uin, I. K., & Kalijaga, S. (2017). KOMUNIKASI TERAPEUTIK DALAM KONSELING (*Studi Deskriptif Kualitatif Tahapan Komunikasi Terapeutik dalam Pemulihan Trauma Korban Kekerasan Terhadap Istri di Rifka Annisa Women's Crisis Center Yogyakarta*) (Vol. 10, Issue 01).
- Anthony, W. A. (1990). Recovery from Mental Illness: The Guiding Vision of the Mental Health Service System in the. In *Psychosocial Rehabilitation Journal* (Vol. 16, Issue 4).
- Arora, S., & Sharma, V. (n.d.). *Recovery Model of Illness in Mental Health Care System*. 10. <https://doi.org/10.25215/1003.137>
- Aziz, R. (2019). *Analisis Faktor Konfirmatori Terhadap Alat Ukur Kesehatan Mental Berdasarkan Teori Dual Model*.
- Aziz, R., Mangestuti, R., Sholichatun, Y., Rahayu, I. T., Purwaningtyas, E. K., & Wahyuni, E. N. (2021). MODEL PENGUKURAN KESEHATAN MENTAL PADA MAHASISWA DI PERGURUAN TINGGI ISLAM. In *Journal of Islamic and Contemporary Psychology (JICOP)* (Vol. 1, Issue 2).
- Bhatt, S. (2025). Digital Mental Health: Role of Artificial Intelligence in Psychotherapy. In *Annals of Neurosciences* (Vol. 32, Issue 2, pp. 117–127). SAGE Publications Inc. <https://doi.org/10.1177/09727531231221612>
- Daft, R. L. (1984). *Information Richness. A New Approach to Managerial Behavior and Organization Design*. <https://www.researchgate.net/publication/235200674>
- Daft, R. L., & Lengel, R. H. (1986a). *Management Science (1986-1998)* (Vol. 32, Issue 5). ABI/INFORM Global.
- Daft, R. L., & Lengel, R. H. (1986b). *Management Science (1986-1998)* (Vol. 32, Issue 5). ABI/INFORM Global.
- Davidson, L., Ridgway, P., Wieland, M., & O'connell, M. (2009). A Capabilities Approach to Mental Health Transformation: A Conceptual Framework for the Recovery Era. In *CANADIAN JOURNAL OF COMMUNITY MENTAL HEALTH* (Vol. 28, Issue 2). www.cjcmh.com
- Dennis, A. R., & Valacich, J. S. (1999). *Rethinking Media Richness: Towards a Theory of Media Synchronicity*.
- Dennis, A. R., Wixom, B. H., & Vandenberg, R. J. (2001). Understanding fit and appropriation effects in group support systems via meta-analysis. *MIS Quarterly: Management Information Systems*, 25(2), 167–193. <https://doi.org/10.2307/3250928>
- Dr. Imam Machali, M. P. (2021). *METODE PENELITIAN KUANTITATIF* (Abdau Qurani Habib, Ed.).
- Epstein, R. M., Duberstein, P. R., Fenton, J. J., Fiscella, K., Hoerger, M., Tancredi, D. J., Xing, G., Gramling, R., Mohile, S., Franks, P., Kaesberg, P., Plumb, S., Cipri, C. S., Street, R. L., Shields, C. G., Back, A. L., Butow, P., Walczak, A., Tattersall, M., ... Kravitz, R. L. (2015). Effect of a patient-centered communication intervention on oncologist-patient communication, quality of life, and health care utilization in

- advanced cancer the VOICE randomized clinical trial. *JAMA Oncology*, 1(5), 92–100.
<https://doi.org/10.1001/jamaoncol.2016.4373>
- Fadlan, M. R., Purwanto, E., Azizurohman, A., Hakim, A. N., & Furqon, M. H. (2025). Dampak Platform Media Sosial Berbasis AI terhadap Kualitas Interaksi Sosial Generasi Z. *Interaction Communication Studies Journal*, 2(2), 15.
<https://doi.org/10.47134/interaction.v2i2.4276>
- Fasya, H., & Supratman, L. P. (2018). KOMUNIKASI TERAPEUTIK PERAWAT PADA PASIEN GANGGUAN JIWA THERAPEUTIC COMMUNICATION OF NURSES TO MENTAL DISORDER PATIENT. *Jurnal Penelitian Komunikasi*, 21(1), 15–28.
<https://doi.org/10.20422/jpk.v21i1.491>
- Ghaziah, S., Simamora, R. S., & Bunga, D. N. F. H. (2023). THE RELATIONSHIP BETWEEN MOTIVATION AND APPLICATION OF THERAPEUTIC COMMUNICATION BY NURSING STUDENTS OF STIKES MEDISTRA INDONESIA DURING CLINICAL PRACTICE IN 2022. *Therapy : Journal of Health Science*, 103–111. <https://doi.org/10.62354/therapy.v1i2.28>
- Ghozali, I. (2021). (n.d.). *Ghozali, I. (2021). Aplikasi analisis multivariate dengan program IBM SPSS 26 (10th ed.). Universitas Diponegoro.*
- Hanafi, I., Trianung Djoko Susanto, T., Agustina Dwi Astuti, I., Ekonomi, P., Pamulang, U., & Keagamaan Katolik, P. (2024). CHAT GPT SEBAGAI ERA BARU DALAM TRANSFORMASI PEMBELAJARAN: SYSTEMATIC LITERATURE REVIEW. *SAP (Susunan Artikel Pendidikan*, 8(3).
- Haquq, R. (2024). Kecerdasan Buatan Sebagai Agen Sosial: ChatGPT dan Manusia Dalam Perspektif Komunikasi di Era Digital. In *Seminar Nasional Universitas Negeri Surabaya*.
- Hariri, W. (2025). *Unlocking the Potential of ChatGPT: A Comprehensive Exploration of its Applications, Advantages, Limitations, and Future Directions in Natural Language Processing*. <http://arxiv.org/abs/2304.02017>
- Iversen, H. W., Riley, H., Råbu, M., & Lore, G. F. (2025). Building and sustaining therapeutic relationships across treatment settings: a qualitative study of how patients navigate the group dynamics of mental healthcare. *BMC Psychiatry*, 25(1).
<https://doi.org/10.1186/s12888-025-06874-5>
- Kementerian Kesehatan RI. (2023). *Menjaga Kesehatan Mental Para Penerus Bangsa*. <https://Kemkes.Go.Id/Id/Menjaga-Kesehatan-Mental-Para-Penerus-Bangsa>.
- Khairan, C. A., & Habib, M. S. (n.d.). CHATBOT AI DALAM IDENTIFIKASI AWAL GANGGUAN KESEHATAN MENTAL DI INDONESIA: TANTANGAN DAN PROSPEK. In *Jurnal Empati* (Vol. 13).
- Kim, M., Lee, S., Kim, S., Heo, J., Lee, S., Shin, Y.-B., Cho, C.-H., & Jung, D. (2024). *Therapeutic Potential of Social Chatbots in Alleviating Loneliness and Social Anxiety: Quasi-Experimental Mixed Methods Study (Preprint)*.
<https://doi.org/10.2196/preprints.65589>
- Kurniawan, D. E., Rosyidah, K., Ayu Olyvera, S., Anindyah, S., Hadi Kurniyawan, E., Tri Afandi, A., & Rosyidi Muhammad Nur, K. (2024). Influence of Therapeutic Communication on the Recovery Level of COVID-19 Patients. *Health and Technology Journal (HTechJ)*, 2(3), 308–318. <https://doi.org/10.53713/htechj.v2i3.144>
- Kusumaningtyas, P., Arrumi, A. P., & Keren Tiurma Eunike, dan S. (2023). Efektivitas Pemanfaatan Chat GPT dalam Tugas Esai Mahasiswa Ilmu Komunikasi Universitas Negeri Surabaya. *Prosiding Seminar Nasional*, 158–165.
- Kusumastuti, A., Ahmad, M. K., & Taofan. A.A., . (2020). *Metode Penelitian Kuantitatif*. penerbit Deepublish.

- Leamy, M., Foye, U., Hirrich, A., Bjørgen, D., Silver, J., Simpson, A., Ellis, M., & Johan-Johanson, K. (2023). A systematic review of measures of the personal recovery orientation of mental health services and staff. *International Journal of Mental Health Systems*, 17(1), 33. <https://doi.org/10.1186/s13033-023-00600-y>
- Levkovich, I., & Elyoseph, Z. (2023). Identifying depression and its determinants upon initiating treatment: ChatGPT versus primary care physicians. *Family Medicine and Community Health*, 11(4). <https://doi.org/10.1136/fmch-2023-002391>
- López-Panza, E. R., Pacheco-Roys, V. C., Fernández-Ahumada, K. J., Díaz-Mass, D. C., Expósito-Concepción, M. Y., Villarreal-Cantillo, E., & Aviles Gonzalez, C. I. (2024). Competencies of the nurses in the limitation of therapeutic effort in the intensive care unit: An integrative review. In *International Journal of Nursing Sciences* (Vol. 11, Issue 1, pp. 143–154). Chinese Nursing Association. <https://doi.org/10.1016/j.ijnss.2023.12.011>
- Luo, X., Ghosh, S., Tilley, J. L., Besada, P., Wang, J., & Xiang, Y. (2025). “Shaping ChatGPT into my Digital Therapist”: A thematic analysis of social media discourse on using generative artificial intelligence for mental health. *Digital Health*, 11. <https://doi.org/10.1177/20552076251351088>
- Melo, A., Silva, I., & Lopes, J. (2024). ChatGPT: A Pilot Study on a Promising Tool for Mental Health Support in Psychiatric Inpatient Care. *International Journal of Psychiatric Trainees*, 2(2). <https://doi.org/10.55922/001c.92367>
- Merrill, K., Mikkilineni, S. D., & Dehnert, M. (2025). Artificial intelligence chatbots as a source of virtual social support: Implications for loneliness and anxiety management. *Annals of the New York Academy of Sciences*, 1549(1), 148–159. <https://doi.org/10.1111/nyas.15400>
- Mirawati, I., Rahmawan, D., & Sharipudin, M.-N. S. (2025). A Media Richness Theory-Based Analysis of Students’ Communication Experience in AI-Assisted Consultation. *Mediator: Jurnal Komunikasi*, 18(1), 45–57. <https://doi.org/10.29313/mediator.v18i1.6816>
- Muin, A. (2023). *BUKU AJAR METODE PENELITIAN KUANTITATIF*. Literasi Nusantara Abadi.
- Nabila, N., Universitas, P., Ageng, S., Mayang, T., Rahmanita, A., & Raharja, R. M. (n.d.). *Adaptasi Penggunaan Artificial Intelligence (AI) Pada Mahasiswa* (Vol. 1, Issue 1).
- Nafiseh Zarei, R. N. H. N. (2024). Communication challenges caused by wearing masks and strategies used by pediatric nurses during the COVID-19 pandemic: A qualitative study. [https://www.Pediatricnursing.Org/Article/S0882-5963\(24\)00097-6/Abstract](https://www.Pediatricnursing.Org/Article/S0882-5963(24)00097-6/Abstract).
- Nindri, G., Tamonob, A., Mandaru, S. S. E., & Letuna, M. A. N. (2023). KOMUNIKASI TERAPEUTIK DALAM PENANGANAN PASIEN DENGAN GANGGUAN KEJIWAAN (STUDI KASUS PADA RSJ NAIMATA). In *Jurnal Mahasiswa Komunikasi* (Vol. 3, Issue 1).
- Nkembuh, N. (2025). Understanding the Impact of AI-Mediated Communication on Trust Formation and Negotiation Outcomes in Professional Remote Collaboration. *Journal of Computer and Communications*, 13(02), 172–190. <https://doi.org/10.4236/jcc.2025.132011>
- 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>
- Onken, S. J., Craig, C. M., Ridgway, P., Ralph, R. O., & Cook, J. A. (2007). An analysis of the definitions and elements of recovery: A review of the literature. *Psychiatric Rehabilitation Journal*, 31(1), 9–22. <https://doi.org/10.2975/31.1.2007.9.22>

- Pane, M. D., & Permana, M. Z. S. (2025). PERTANGGUNGJAWABAN PIDANA TERHADAP PENGEMBANG ARTIFICIAL INTELLIGENCE PADA KASUS PELANGGARAN PRIVASI DAN DATA PRIBADI. *Judge : Jurnal Hukum*, 6(03), 467–472. <https://doi.org/10.54209/judge.v6i03.1593>
- Park, G., Chung, J., & Lee, S. (2023). Effect of AI chatbot emotional disclosure on user satisfaction and reuse intention for mental health counseling: a serial mediation model. *Current Psychology*, 42(32), 28663–28673. <https://doi.org/10.1007/s12144-022-03932-z>
- Park, Y. S., Konge, L., & Artino, A. R. (2020). The Positivism Paradigm of Research. In *Academic Medicine* (Vol. 95, Issue 5, pp. 690–694). Wolters Kluwer Health. <https://doi.org/10.1097/ACM.0000000000003093>
- Podolan, M., & Gelo, O. C. G. (2023). THE FUNCTIONS OF SAFETY IN PSYCHOTHERAPY: AN INTEGRATIVE THEORETICAL PERSPECTIVE ACROSS THERAPEUTIC SCHOOLS. *Clinical Neuropsychiatry*, 20(3), 193–204. <https://doi.org/10.36131/cnfioritieditore20230304>
- Rahagia, R., & Nurhanifah, D. (2025). The relationship of nurse therapeutic communication to inpatient satisfaction. *Jurnal Ilmiah Kesehatan Sandi Husada*, 14(1), 27–35. <https://doi.org/10.35816/jiskh.v14i1.1244>
- Scholich, T., Barr, M., Stirman, S. W., & Raj, S. (2025). A Comparison of Responses from Human Therapists and Large Language Model–Based Chatbots to Assess Therapeutic Communication: Mixed Methods Study. *JMIR Mental Health*, 12. <https://doi.org/10.2196/69709>
- Shin, D. (2021). The effects of explainability and causability on perception, trust, and acceptance: Implications for explainable AI. *International Journal of Human Computer Studies*, 146. <https://doi.org/10.1016/j.ijhcs.2020.102551>
- Sihotang, H. (2023). *METODE PENELITIAN KUANTITATIF*. UKI Press.
- Slamet Widodo, S. S. , M. Kes. ;dr. F. L. M. K. L. O. A. SKM. , M. K. Ns. Rusdi. , S. Kep. , M. K. ; K. SKM. , M. M. ,M. kes; dr. S. M. P. L. M. Pd. K. A. D. S. M. K. D. R. W. ; A. H. M. P. ; dr. D. (2023). *BUKU AJAR METODE PENELITIAN*.
- Soo Suh, K. (1999). *Impact of communication medium on task performance and satisfaction: an examination of media-richness theory*.
- Spytska, L. (2025a). The use of artificial intelligence in psychotherapy: development of intelligent therapeutic systems. *BMC Psychology*, 13(1). <https://doi.org/10.1186/s40359-025-02491-9>
- Spytska, L. (2025b). The use of artificial intelligence in psychotherapy: development of intelligent therapeutic systems. *BMC Psychology*, 13(1). <https://doi.org/10.1186/s40359-025-02491-9>
- Stuart, H. (2016). Reducing the stigma of mental illness. *Global Mental Health*, 3, e17. <https://doi.org/10.1017/gmh.2016.11>
- Subiyantoro, S., Degeng, I. N. S., Kuswandi, D., & Ulfa, S. (2023). Exploring the Impact of AI-Powered Chatbots (Chat GPT) on Education: A Qualitative Study on Benefits and Drawbacks. *Jurnal Pekommas*, 8(2), 157–168. <https://doi.org/10.56873/jpkm.v8i2.5206>
- Suharmawan, W. (2023). Pemanfaatan Chat GPT Dalam Dunia Pendidikan. *Education Journal : Journal Educational Research and Development*, 7(2), 158–166. <https://doi.org/10.31537/ej.v7i2.1248>
- Ta, V., Griffith, C., Boatfield, C., Wang, X., Civitello, M., Bader, H., DeCero, E., & Loggarakis, A. (2020). User experiences of social support from companion chatbots in everyday contexts: Thematic analysis. *Journal of Medical Internet Research*, 22(3). <https://doi.org/10.2196/16235>

- Tamaulina Br. Sembiring, SH. , M. Hum. , Ph. D. I. S. Sn. , M. P. M. S. S. Pd. , M. P. I. T. S. S. , M. H. (2024). *Buku Ajar Metodologi Penelitian (Teori dan Praktik)* (S. Ag. , M. Pd. , M. Si. Dr. Bambang Ismaya, Ed.).
- Tseng, F. C., Cheng, T. C. E., Yu, P. L., Huang, T. L., & Teng, C. I. (2019). Media richness, social presence and loyalty to mobile instant messaging. *Industrial Management and Data Systems*, 119(6), 1357–1373. <https://doi.org/10.1108/IMDS-09-2018-0415>
- Utari, P., Nada Shofa Alkhajar, E., & Adita Widiyanti, M. (n.d.). *MASA DEPAN KOMUNIKASI: MENJELAJAH PERAN ARTIFICIAL INTELLIGENCE DALAM INTERAKSI MANUSIA*.
- Vowels, L. M., Francois-Walcott, R. R. R., & Darwiche, J. (2024). AI in relationship counselling: Evaluating ChatGPT's therapeutic capabilities in providing relationship advice. *Computers in Human Behavior: Artificial Humans*, 2(2), 100078. <https://doi.org/10.1016/j.chbah.2024.100078>
- World Health Organization. (2022). *Transforming mental health for all*.
- Yani, D. I., Chua, J. Y. X., Wong, J. C. M., Pikkariainen, M., Goh, Y. S. S., & Shorey, S. (2025). Perceptions of Mental Health Challenges and Needs of Indonesian Adolescents: A Descriptive Qualitative Study. *International Journal of Mental Health Nursing*, 34(1). <https://doi.org/10.1111/inm.13505>
- Yoseppin1, G., Mas, A., Dewi2, N., & Purba, Y. K. (n.d.). Fenomena Chatbot AI Sebagai Teman Curhat: Implikasi Pada Hubungan Antarpribadi di Era Digital. In *Jurnal Ilmu Komunikasi* (Vol. 7, Issue 1). www.bps.go.id/id/
- Zhao, W., Zhao, Y., Lu, X., Wang, S., Tong, Y., & Qin, B. (2023). *Is ChatGPT Equipped with Emotional Dialogue Capabilities?* <http://arxiv.org/abs/2304.09582>