

The Transformation of Generation Z's Communication Patterns through the Use of Artificial Intelligence in Digital Life

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Abstract: This study aims to analyze the use of Artificial Intelligence (AI) in Generation Z's communication activities, identify the transformation of communication patterns resulting from AI use, and understand how Generation Z perceives changes in communication within digital life. This study employs a phenomenological approach to explore the experiences and perspectives of Generation Z in utilizing AI as part of their communication activities. Informants were selected purposively based on their active engagement with digital technology and their experience in using AI to support communication activities. Data were collected through in-depth interviews, observation, and documentation, and were analyzed thematically through coding, theme categorization, and data interpretation. The findings indicate that Generation Z utilizes AI to search for information and ideas, compose and refine messages, select appropriate language, evaluate messages, and obtain alternative perspectives before engaging in communication. This utilization demonstrates a transformation in communication patterns that creates a human–technology–human relationship, in which AI becomes part of the process of preparing and constructing messages without replacing humans as communicators. Generation Z perceives AI both positively and critically, particularly due to its ability to provide convenience, speed, efficiency, and flexibility in communication. However, informants remain aware of the importance of human control to maintain message authenticity, personal character, and the quality of interpersonal communication. This study concludes that AI has become an integral part of the transformation of Generation Z's digital communication through a process of adaptation and collaboration between humans and technology.

Keywords: Artificial Intelligence, digital communication, Generation Z, communication transformation, human–technology interaction

1. INTRODUCTION

The development of digital technology has brought significant changes to people's lives, particularly in the ways individuals communicate and interact (Ismail et al., 2023). The emergence of various digital platforms has enabled communication processes to take place rapidly and flexibly, no longer being restricted by space and time (Arkhipova & Janssen, 2024; Butt, 2026). These changes have become increasingly evident with the emergence of *Artificial Intelligence* (AI), which is capable of assisting humans in generating information, providing recommendations, answering questions, and supporting various communication activities (Bista, 2025). AI is no longer viewed merely as a technology that supports work, but has increasingly become part of people's digital lives.



This condition demonstrates that technological development has influenced the ways individuals construct, convey, and receive messages in their everyday lives (Balcerzak et al., 2026).

Generation Z is one of the groups that has a strong connection with the development of digital technology. Growing up in an environment filled with the internet, social media, and digital devices, this generation has communication patterns that differ from those of previous generations (Wawer et al., 2022). Communication activities among Generation Z occur not only through face-to-face interaction but also through various digital spaces, such as social media, messaging applications, information-sharing platforms, and AI-based services (Rudawska & Giraldi, 2025). Their ability to adapt to technology makes Generation Z an important group to examine in understanding changes in communication patterns resulting from technological development. The use of technology in everyday life has gradually shaped new habits in obtaining information, expressing opinions, building relationships, and fulfilling communication needs (Vinichenko et al., 2021).

The emergence of *Artificial Intelligence* has further expanded forms of digital interaction that previously occurred primarily between humans (Boyd & Markowitz, 2026). AI technology enables individuals to interact directly with digital systems through text- and voice-based conversations (Calderón-Fajardo et al., 2025; Chan & Lee, 2023). Various AI-based applications can respond to users' questions, assist in composing messages, provide ideas, translate information, and support the completion of various communication activities (Rami, Mayur Rao, Amit Raninga, 2024). This situation demonstrates a shift in the position of technology from merely being a communication tool to becoming a technology that can participate in the communication process (Savin et al., 2024). Such interaction introduces a new form of communication that brings humans and technological systems into increasingly intensive interaction.

The use of AI in communication can also be observed through the growing number of communication activities supported by this technology. Generation Z can use AI to assist in composing messages to others, searching for information before engaging in communication, creating digital content, developing ideas, and understanding received messages (Elzbieta et al., 2024). Such use indicates that AI can influence various stages of communication, ranging from information seeking and message construction to message delivery and the interpretation of information (Dergisi, 2026). Therefore, AI no longer functions solely as a technology that assists with tasks but can also influence how individuals determine ways of communicating. This development is an important aspect to consider in understanding the transformation of communication in digital society (Salsabila & Fatmawati, 2026).

The transformation of communication patterns influenced by AI is not limited to the use of devices or applications but also involves changes in users' communication behavior. The ease of obtaining information and generating messages can make communication processes faster and more practical (Costache et al., 2026). Individuals can ask AI to help determine word choices, improve message structures, translate languages, or adjust communication styles according to particular situations. This condition allows technology to influence how individuals express their thoughts and feelings (Fangni, 2025; Karlina & Irianto, 2026). Therefore, the use of AI in communication needs to be understood not only from a technological perspective but also from the experiences and communication behaviors of the people who use it.

In the context of interpersonal communication, the use of AI also creates new dynamics. Generation Z can utilize AI as a means of obtaining input before communicating with others or as support when experiencing difficulties in expressing messages (Efrita et al., 2025; Stojkovi, 2026). In certain situations, AI can even become a space for individuals to develop ideas and prepare for communication before engaging in direct interaction. This demonstrates that technology can indirectly become part of the interpersonal communication process (Bunea et al., 2024). This transformation is important to examine because it may influence how individuals develop confidence, choose language, express opinions, and respond to communication situations (O'Farrell & Weaver, 2024).

The use of AI in communication also raises issues concerning the authenticity and genuineness of messages (Todoranova, 2026). When individuals use AI assistance to compose messages or generate information, questions arise regarding the extent to which such messages represent their own thoughts and communication characteristics.

The increasingly intensive use of AI may also make the boundaries between messages generated independently by humans and those assisted by technology more difficult to distinguish (Nik Hynek, Beata Gavurava, 2024). This condition is important in communication studies because communication is not merely concerned with the transmission of information but also involves meaning, identity, expression, and social relationships.

The use of AI in digital life is closely related to issues of trust and digital literacy. Generation Z needs the ability to understand, evaluate, and use information generated by technology critically (Sabag-Ben Porat, 2025). Responses provided by AI cannot always be accepted without consideration because the information generated needs to be evaluated based on context, needs, and accuracy. In communication processes, this ability becomes increasingly important because inaccurate information may influence message interpretation and the relationship between communicators and recipients (Rathore, 2023; Sairete et al., 2024). Therefore, the use of AI requires digital communication skills that are oriented not only toward convenience but also toward responsibility and information accuracy.

Another issue that needs to be considered is the potential emergence of technological dependence in communication activities. When AI is continuously used to assist in composing messages, finding ideas, or providing responses, it may lead to changes in individuals' ability to communicate independently (Emmert-Streib, 2021). Generation Z, as a group relatively close to technology, is therefore important to examine in determining whether the use of AI functions merely as a supporting tool or has become a factor that shapes their communication patterns. Users' experiences in utilizing AI can provide an understanding of how the technology is accepted, used, and interpreted in everyday life. The user perspective is important because communication transformation is determined not only by technological development but also by how humans utilize and interpret the technology.

Research on the transformation of Generation Z's communication patterns through the use of *Artificial Intelligence* is therefore important. This study does not view AI merely as a technological development but places it within the context of digital communication and the social lives of its users. The study is directed toward understanding Generation Z's experiences in utilizing AI, the changes in communication patterns they experience, and the meanings and considerations that emerge from the use of this technology. A qualitative approach is employed to obtain an in-depth understanding of Generation Z's experiences, perceptions, and communication practices in digital life. Thus, this study is expected to contribute to the development of digital communication studies while enriching discussions concerning the relationship between humans, communication, and AI technology. Based on this background, the study addresses three research questions: (1) How does Generation Z utilize *Artificial Intelligence* in communication activities within digital life? (2) How does the use of *Artificial Intelligence* transform Generation Z's communication patterns? and (3) How does Generation Z perceive and interpret the changes in communication resulting from the use of *Artificial Intelligence* in digital life?

2. METHODOLOGY

This study employs a phenomenological approach to gain an in-depth understanding of Generation Z's experiences in utilizing *Artificial Intelligence* (AI) in communication activities within digital life (Usman et al., 2025). A phenomenological approach was selected because the study focuses on the subjective experiences of informants in using AI, including how they experience changes in the ways they obtain information, construct messages, interact, and communicate with others (Fadila, 2024). Through this approach, the study not only describes the forms of AI use but also seeks to understand the meanings that Generation Z attributes to the changes in communication patterns they experience.

The subjects of this study are members of Generation Z who actively use digital technology and have experience utilizing AI-based applications or services in their communication activities. Informants were selected purposively based on several criteria: they are members of Generation Z, actively use digital media, have experience using AI to support communication activities, and are able to explain their experiences and perspectives regarding the use of such technology (Abdussamad, 2021). The number of informants was determined based on the adequacy of information

obtained throughout the research process, taking into account the principle of data saturation, which refers to the point at which interviews no longer produce new information relevant to the research focus.

Data were collected through in-depth interviews, observation, and documentation. In-depth interviews were conducted to explore informants' experiences regarding the forms of AI utilization, changes in communication practices, perceived benefits and challenges, as well as their perspectives on the influence of AI on interpersonal communication and digital life (Bahiyah & Gumindari, 2024). Observations were conducted on digital communication activities related to AI use, while documentation was used as supporting research data. The collected data were then transcribed, organized according to emerging themes, and compared across informants to obtain a comprehensive understanding of Generation Z's communication experiences.

Data analysis was conducted thematically through several stages, including reading and comprehensively understanding the interview data, identifying significant statements, coding relevant data, grouping codes into themes, and interpreting relationships among the themes. The analysis focused on three main aspects: the utilization of AI in communication activities, the transformation of Generation Z's communication patterns, and Generation Z's interpretation of communication changes resulting from AI use. Data validity was maintained through source triangulation by comparing information obtained from multiple informants and conducting member checking of the interview results to ensure consistency between the collected data and the research interpretation.

3. RESULTS AND DISCUSSION

1. Utilization of Artificial Intelligence in Generation Z Communication Activities

The findings of this study indicate that Generation Z utilizes *Artificial Intelligence* (AI) as part of their communication activities in digital life. Such utilization is not limited to information searching but also includes composing messages, generating ideas, improving language use, translating information, and preparing for communication with others. Informants perceive AI as a technology that can help accelerate the communication process, particularly when they experience difficulties in finding the right words or require information quickly. This use of AI demonstrates that technology has increasingly been positioned as a support tool throughout various stages of everyday communication.

Based on the interview findings, several forms of AI utilization were identified in Generation Z's communication activities. First, AI is used as a source of information and a tool for generating ideas before individuals deliver messages or engage in communication. Informants use AI to obtain an overview of a particular topic so that they have an initial understanding before communicating with others. Second, AI is utilized as an aid in composing messages, particularly when informants want to convey messages in a more structured and polite manner or in accordance with a particular communication context. Third, AI is used to improve language, such as correcting grammar, selecting appropriate terms, translating messages, and adjusting language styles. Fourth, AI is used as a digital discussion partner, particularly when informants need alternative perspectives or responses to a particular issue.

The utilization of AI in Generation Z's communication activities is also evident in the technology's ability to provide responses tailored to users' needs. Informants do not always use AI for the same purpose but adjust their questions or instructions according to the communication situation they are facing. In certain situations, AI is used to help understand information, while in other situations, it is used to find appropriate wording, organize ideas, or obtain responses to a particular issue. This flexibility indicates that the utilization of AI in communication is situational and depends on the needs of each individual user. Thus, the use of AI becomes part of an individual's strategy for addressing various communication needs in digital spaces.

AI is also utilized as a means of evaluating messages that users have created. Generation Z can enter a sentence or draft message into an AI system and request feedback regarding its clarity, politeness, structure, or appropriateness of language. This process demonstrates that communication assisted by AI does not only occur at the message-generation stage but also at the evaluation stage before the message is delivered to the recipient. The presence of AI

provides users with an opportunity to reconsider the messages they intend to send, allowing communication to take place in a more directed manner and in accordance with the intended context.

The use of AI in communication also demonstrates changes in the way Generation Z makes decisions before interacting with others. When facing communication situations that are considered difficult, users can first obtain input from AI before determining their responses. This indicates that digital communication processes increasingly involve a stage of consultation with technology. Nevertheless, the responses generated by AI still require user consideration because the context of relationships, personal experiences, and emotional conditions cannot be fully understood by the system. Therefore, the utilization of AI in Generation Z's communication demonstrates an interaction between human capabilities and technological capabilities, with humans retaining control over the communication decisions they make.

The interview findings with Informant EP indicate that AI is primarily utilized to help generate ideas and prepare messages before engaging in communication. Informant EP stated, *"I usually use AI when I am confused about how to express something. Sometimes I already know what I want to say, but I am confused about how to arrange the words so that they are clearer."* (Informant EP) This statement indicates that AI functions as a supporting tool during the communication preparation stage. The informant continues to determine the content of the message based on their own thoughts, while AI is used to help find a more appropriate way of expressing it. This condition demonstrates a collaborative process between human ability to determine the meaning of a message and technology's ability to assist in structuring the message.

Informant SP more frequently utilizes AI to improve and adjust language when communicating. Informant SP explained, *"I usually use AI to improve sentences. For example, when there is a message I want to send but I am afraid the language sounds too harsh or impolite, I ask AI to help revise it so that it is easier and more pleasant to read."* (Informant SP) This use demonstrates that AI plays a role in helping users consider aspects of language and communication context. The informant does not use the AI-generated output entirely but makes further adjustments based on the intended meaning and relationship with the message recipient. This indicates that AI serves as a means of helping users construct messages that are more appropriate to particular communication situations.

In contrast to the two previous informants, Informant WR utilizes AI as a space for discussion and for obtaining alternative perspectives before communicating with others. Informant WR stated, *"I often ask AI when I have a problem or am confused about how to deal with a particular situation. It does not mean that I immediately follow its answer, but I use it to see another perspective before talking to someone else."* (Informant WR) This statement demonstrates that AI is not only used to generate messages but also assists the thinking process before communication takes place. AI becomes one of the sources of consideration used by the informant to understand a situation and determine how to communicate.

The three interview findings reveal similarities as well as differences in patterns of AI utilization. Informant EP utilizes AI to generate ideas and compose messages, Informant SP uses it to improve language and adjust the way messages are conveyed, while Informant WR uses it as a discussion space to obtain additional perspectives. These differences demonstrate that the utilization of AI in Generation Z's communication is flexible and adapted to the communication needs of each individual. Although the forms of utilization differ, all three informants similarly position AI as a supporting technology that assists the communication process rather than as an entity that completely replaces the role of humans.

These findings indicate that AI has undergone a shift in function from merely being an information-processing technology to becoming a medium that supports communication. Generation Z does not only use technology to obtain information but also integrates it into the process of message formation. From a digital communication perspective, this condition demonstrates a changing relationship between humans and technology in the communication process. Technology is no longer merely a channel that connects communicators and recipients but has begun to play a role in helping individuals prepare and construct messages before they are conveyed to others.

The utilization of AI also demonstrates Generation Z's tendency to prioritize speed, convenience, and efficiency in communication. Informants tend to use AI when they need responses or information within a short period of time. However, such use does not completely replace interpersonal communication. AI is more commonly positioned as a supporting tool that provides alternatives, while the final decision regarding the message to be conveyed remains with the user. Thus, the utilization of AI in Generation Z's communication activities demonstrates a collaborative relationship between humans and technology.

The findings of this study are in line with research in an article titled Haquu & Rohmah, (2024) *"Interaction Process Between Humans and ChatGPT in the Context of Interpersonal Communication"*. The research shows that human interaction with ChatGPT presents a different form of communication than communication between humans. ChatGPT is able to respond adaptively and adjust the language style in interaction, while AI's literacy ability is one of the important factors in building communication between humans and technology. The findings reinforce the results of this study that AI has been used not only to obtain information, but also as a support in the process of message formation, language selection, and consideration before communicating. Thus, the use of AI in Generation Z communication shows the involvement of technology in the process of preparing and drafting messages, while users still have control in determining the message to be delivered.

The findings of this study do not fully align with research that views AI as a replacement for human interpersonal interaction. Several studies indicate that although Generation Z may feel comfortable interacting with chatbots because of their responsiveness and accessibility, communication with AI still has limitations in providing empathy, emotional closeness, and authenticity comparable to those found in human relationships. This difference is evident in the present study because the three informants primarily position AI as a communication support tool rather than as a replacement for interpersonal communication. Therefore, the transformation of Generation Z's communication patterns through AI is more appropriately understood as the emergence of a new communication pattern that combines human capabilities with technological support, while humans remain the parties who determine meaning, purpose, and final decisions in the communication process.

2. Transformation of Generation Z's Communication Patterns through the Utilization of Artificial Intelligence

The findings of this study indicate that the utilization of *Artificial Intelligence* (AI) has brought changes to Generation Z's communication patterns in digital life. These changes are particularly evident in the way informants search for information, compose messages, select words, determine communication styles, and prepare themselves before interacting with others. Before utilizing AI, the process of composing messages was largely based on personal thoughts and experiences. After using AI, the technology has become one of the sources of consideration in determining the form of communication perceived as appropriate. This condition demonstrates that AI has entered the human communication process, particularly at the stages of message preparation, formation, and evaluation.

The transformation of communication patterns is also evident in the way Generation Z determines the form and style of messages. AI provides various alternative choices of words, sentence structures, and ways of conveying messages based on the context provided by users. Informants then select and adjust the generated results according to their personal characteristics and relationships with the recipients. Informant EP explained, *"Now, when I want to communicate something important, I usually ask AI first. From there, I get several options for how to express it, and then I choose the one that best suits the way I speak."* (Informant EP) This statement indicates that AI has become one of the sources of consideration in forming messages, while the final decision remains with the user. There has been a shift from a communication pattern that was entirely formed independently to a communication pattern that involves technological assistance in the message-composition process.

A similar change can also be observed in interpersonal communication. Informant SP revealed, *"If there is a message that I consider somewhat sensitive, I usually consult AI first. I want to know whether the way I am expressing it is appropriate or whether it could be made gentler."* (Informant SP) This experience demonstrates that AI has begun to be used as a consultation space before interpersonal communication takes place. The informant does not regard AI

as a substitute for communication with other people but utilizes it to reduce uncertainty and prepare a response that is considered more appropriate. This condition indicates that technology has entered the communication decision-making process, particularly when individuals face situations that require consideration of language choices and ways of conveying messages.

Meanwhile, Informant WR demonstrates that changes in communication patterns are also related to efficiency and speed in preparing messages. Informant WR stated, *“In the past, when I was confused about how to reply to a message, I would think about it myself or sometimes ask a friend. Now it is faster to ask AI first, especially when I do not know how to respond.”* (Informant WR) This statement indicates a change in the source of reference used in the communication process. AI has become a new alternative that is utilized before the informant provides a response to others. This change demonstrates that technological development not only affects the media used for communication but also influences the thinking process and decision-making before a message is delivered.

The three interview findings indicate that the transformation of Generation Z's communication through AI occurs in several forms, namely changes in message composition, consultation before interpersonal communication, and increased speed in determining responses. Informant EP uses AI to obtain alternative ways of conveying messages, Informant SP uses it to consider sensitive messages, while Informant WR utilizes it to accelerate the process of determining responses. Although their forms of use differ, all three demonstrate that AI has become part of Generation Z's communication process. However, AI has not completely replaced the role of humans because informants continue to select, adjust, and make decisions regarding the messages they intend to convey.

These findings demonstrate that the transformation of Generation Z's communication patterns through AI is adaptive and collaborative. AI provides alternatives and convenience, while humans continue to play a role in determining the meaning, purpose, context, and final form of messages. This pattern can be understood as the emergence of human–technology–human communication, in which AI is positioned between the communicator's thinking process and the process of delivering messages to the recipient. The presence of AI makes the communication process more reflective because individuals have an opportunity to evaluate messages before they are conveyed. However, the use of technology also needs to be controlled so that the convenience it provides does not result in the loss of spontaneity and personal characteristics in communication.

S . R. Nur's research, (2024) entitled *"The Role of Artificial Intelligence (Chat GPT) in the Development of Technology and Communication"* also strengthens the findings of this research. The research shows that the development of ChatGPT provides a new role in technology and communication activities, including helping users obtain information, increase efficiency, and support the communication process. These findings are in line with the results of this study which shows that Generation Z uses AI as a tool to find ideas, compose messages, improve language, and obtain alternative thinking before communicating with others. Thus, AI is no longer only understood as a technology for processing information, but has developed into part of the digital communication environment that provides support for the process of forming and delivering messages.

The findings of this study do not fully align with the view that the use of AI can replace human interpersonal communication. Research on Generation Z's interactions with chatbots indicates that although AI can provide convenience, rapid responses, and ease of interaction, the technology still has limitations in providing empathy, emotional closeness, and the authenticity of human communication. This difference is evident in the present study because the three informants continue to position communication with humans as the primary objective, while AI is used only as a support tool in preparing for communication. Therefore, the transformation of Generation Z's communication patterns through AI is more appropriately understood as a change in the way humans communicate with technological assistance rather than as the replacement of human communication by AI.

3. Generation Z's Interpretation of Communication Changes Resulting from the Utilization of Artificial Intelligence

The findings of this study indicate that Generation Z interprets the use of AI in communication in various ways. Some informants perceive AI as a technology that helps improve their communication abilities, particularly in searching for information, composing messages, and finding appropriate language choices. AI is considered helpful when informants experience difficulties in expressing their ideas. The presence of this technology also provides informants with greater convenience in obtaining communication references without having to constantly rely on assistance from others.

Informants also demonstrate an awareness of the limitations of AI. They do not entirely regard the results provided by AI as something that must be directly accepted. They continue to consider, edit, and adjust the information or messages generated by AI. This indicates that Generation Z occupies the position of active users rather than passive recipients of technology. This experience demonstrates the importance of digital literacy skills in using AI critically, particularly when the technology is utilized in communication activities.

Generation Z also interprets communication changes resulting from AI from the perspectives of trust and message authenticity. The use of AI in composing messages can provide convenience, but at the same time, it raises questions regarding the extent to which such messages truly represent the user's thoughts and feelings. Informants recognize that messages that rely too heavily on AI-generated content may lose their personal elements if they are not adjusted accordingly. Therefore, the use of AI is considered more appropriate as a means of supporting communication rather than replacing an individual's personal expression.

Informants interpret AI as part of the changes in digital life that cannot be separated from technological development. AI is considered to have become increasingly integrated into everyday activities, including the communication process. This change requires Generation Z to adapt to new communication patterns that involve technology more intensively. Such adaptation requires not only the ability to use technology but also the ability to understand when AI should be used, how it should be used, and the boundaries of its use in communication.

This interpretation is further evident in the informants' experiences in determining the boundaries of AI use in communication. Informant EP stated, *"AI does help me communicate something, but I do not want to immediately use everything AI provides because it may not necessarily fit the way I speak."* (Informant EP) This statement demonstrates an awareness that the use of AI still requires personal control. For the informant, technology functions as a source of alternatives that helps identify ways of communicating, while decisions regarding the final message remain with the individual. This indicates that Generation Z does not merely pursue convenience when using AI but also considers whether the message is consistent with their identity and personal communication style.

A similar interpretation is demonstrated by Informants SP and WR, although each places emphasis on different aspects. Informant SP stated, *"I feel helped because AI makes communication easier, but if everything is left to AI, I think the message feels less like myself."* (Informant SP) Meanwhile, Informant WR stated, *"I think AI is useful for helping find answers or ways to communicate something, but we still have to think about it again because we are the ones communicating with other people, not AI."* (Informant WR) These two statements demonstrate that the informants interpret AI as a technology that provides convenience while simultaneously requiring boundaries in its use. These experiences reinforce the finding that Generation Z places humans at the center of the communication process, while AI functions as a support tool that helps expand communication options and capabilities.

The findings indicate that Generation Z interprets AI-based communication transformation as a shift toward communication that is faster, more practical, flexible, and technologically supported, while still requiring human control and consideration. AI provides convenience in the message-formation process, but the meaning of communication remains determined by humans as users. The transformation of Generation Z's communication patterns does not represent a process of replacing human communication with technology but rather the formation of a new relationship pattern between humans, AI technology, and the digital communication environment. These findings confirm that the development of AI has brought changes not only to the way Generation Z communicates but also to the way they prepare, understand, and interpret the communication process in digital life.

The findings of this study are consistent with the research of Mubarak & Rosmaria, (2026), entitled *Transformation of Social Interaction of Generation Z in the Era of Artificial Intelligence: An Analysis of Changes in Digital Communication Patterns*, which examines the use of ChatGPT as a digital communication medium among Generation Z. The study demonstrates that ChatGPT is not only utilized as a technological tool for obtaining information but also functions as a medium for communication, self-expression, emotional management, and sharing personal experiences. The findings further indicate that Generation Z perceives ChatGPT as a safe and non-judgmental communication space that facilitates interaction and self-disclosure. This is consistent with the findings of the present study, which show that Generation Z interprets AI as a technology that supports the communication process while humans remain the parties who retain control over the use and interpretation of messages. Thus, AI can be understood as part of the development of the digital communication environment that expands the ways in which individuals obtain information, express themselves, and receive support in carrying out their communication activities.

The findings of this study do not fully align with the perspective that positions AI as a replacement for human relationships and interpersonal communication. Several studies indicate that interaction with chatbots can provide convenience, rapid responses, and a space for users to express various matters, but AI still has limitations in providing empathy, emotional closeness, and authenticity comparable to human-to-human communication. The findings of this study demonstrate that the three informants continue to establish a clear boundary between technological assistance and human communication. AI is perceived as useful for providing information, alternative ideas, and assistance in composing messages, but it is not considered capable of completely replacing the experience of interpersonal communication. Therefore, Generation Z's interpretation of AI demonstrates both acceptance of technology and critical awareness of its limitations, indicating that communication transformation is more reflective of a process of human adaptation to technology than the replacement of human communication by AI.

4. CONCLUSION

Based on the findings of the study, Generation Z utilizes *Artificial Intelligence* (AI) as part of their communication activities in digital life, particularly to search for information and ideas, compose and improve messages, select appropriate language, evaluate messages, and obtain alternative perspectives before communicating with others. Interviews with three informants indicate that the utilization of AI is adapted to the communication needs of each individual, namely as a tool for composing messages, adjusting language, and providing a space for obtaining perspectives before engaging in interaction. These findings demonstrate that AI has developed from merely being an information-processing technology into a medium that supports various stages of Generation Z's communication.

The utilization of AI has also transformed Generation Z's communication patterns, particularly at the stages of message preparation, formation, and delivery. Generation Z has begun to involve AI in determining word choices, language styles, responses, and ways of dealing with particular communication situations. This transformation creates a human technology human communication pattern, in which AI becomes part of the communicator's thinking and preparation process before the message is delivered to the recipient. Nevertheless, AI does not completely replace interpersonal communication because informants continue to select, adjust, and make decisions regarding the messages generated. Thus, the changes that occur primarily demonstrate a process of human adaptation and collaboration with technology in digital communication.

Generation Z interprets communication changes resulting from AI both positively and critically. AI is perceived as capable of providing convenience, speed, efficiency, and flexibility in communication, while users remain aware of technological limitations, particularly concerning message authenticity, personal characteristics, and AI's ability to replace emotional closeness in human communication. Therefore, the use of AI in communication needs to be accompanied by digital literacy skills and user control so that technology continues to function as a support tool rather than a replacement for the human role. Overall, the transformation of Generation Z's communication patterns through AI demonstrates the emergence of a new digital communication pattern that combines human capabilities with technological support, with humans remaining the primary parties responsible for determining the meaning, purpose, and direction of communication.

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