



## Family Communication in Supporting Adolescent Mental Health in the Digital Era

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### Abstract

Family communication in building a support system in adolescents is a very important issue because through open and quality communication families can provide emotional, moral, and practical support that is important for adolescents. The purpose of the research is to be more enthusiastic in running a good and successful life, in terms of parental support and the mentality of adolescents in the digitalisation era and the ability of parents to listen actively. Researchers chose a qualitative approach with a descriptive case study approach and supported using the Family Communication Pattern Theory (FCPT) from Koerner and Fitzpatrick (2002). The results of this study suggest that enhancing family bonds is essential for honest communication and constructive action. Good communication also allows adolescents to feel heard, understood, and get appropriate direction from parents or other family members. Families can provide support such as, information support which functions as a source of receiving information directly, for example advice and suggestions, family assessment support can provide direction such as forms of gratitude and recognition, and instrumental support with family contributions in the form of facilities or infrastructure. Therefore, the family as a support system can help prevent adolescent mentality if there is no real family support, attention or affection, then changes in norms become a source of forming self-character such as temperament, unruly, more confident, and some even yell at parents.

Keywords: Family Communication, Adolescent Mentality, Attitude, Norms, Digital Era.

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### 1. Introduction

Family is the first and main place of comfort for us as children. The attention and affection that exists between parents and their children is an elixir for the development of mental psychology and social and even religious values in us as children (Nurhidayah, 2020). Family life is similar to relationships of love, respect, co-operation and support among relatives. Parents perform these actions to achieve family goals, such as raising healthy, flexible, adaptable and well-behaved children (Rahmayanty et al., 2023). As parents, they are expected to work together to build an emotionally healthy family where all members love and respect each other and succeed in achieving happiness through affection, support, other forms of positive interaction which in turn fosters a positive family life and succeeds in bringing them together through a support system, attention, affection which then creates a positive family life, and so on (Ratnasari, 2007).

Obtaining this happiness depends, among other things, on the harmony of communication between family members. One of the problems faced by parents and teenagers today is communication (Ratnasari, 2007). How to foster the attitude of adolescent children to obediently follow the advice of their parents to realise their potential and vice versa, parents must also communicate well if their children need a support system or the attention and affection they want as children. In order not to have conflicts in the family either in the form of problems from the parents or mentally from the child (Bidin A, 2017). The relationship between adolescents and parents is often characterised by discord, lack of support, and closed communication. Adolescents in these relationships are more likely to suffer from depressive symptoms, have poor mental health, and engage in harmful activities including drug and alcohol use and smoking (Yunus, 2017). This condition can occur due to differences in viewpoints between parents and children, which often lead to opposing attitudes with parents or children's busy schedules that make them not have much time to spend with their children or children are not given the opportunity to voice their thoughts and opinions when there is a problem (Ratnasari, 2007).

Adolescents also continue to develop emotionally, psychologically, and biologically. According to the World Health Organization (WHO) adolescence is a stage of life with requirements and rights that are characteristic for adolescent growth, both health and adolescent development (Sawyer et al., 2018). Adolescence is defined by WHO in several categories, early adolescence with ages ranging from 10-19 years, while late adolescence refers to people in the age group 15-24 years (Windarwati et al., 2021). The causes of adolescent mental health can be caused by various things, such as active reproductive hormones, ongoing brain growth, and the development of their sense of self.

The biggest challenge parents face in educating their teenagers is the rapid advancement of technology. This is particularly evident when looking at the fact that today's teenagers would rather use social media than read a book. In addition, the behaviour of today's teenagers is becoming increasingly westernised, customs and other elements of local culture are also eroding and daily culture is becoming increasingly westernised without regard to prevailing social and religious standards (Nurhidayah, 2020).

The digital age refers to technological developments that include various media that cannot run on their own. Digital media, on the other hand, is a type of electronic media that stores data in digital format (Thoha et al., 2023). Observing the rise of the digital era that is increasingly widespread in today's society, the impact on children's psychological development makes the home the main educational institution (Nurhidayah, 2020). There are many good things that can be achieved with the advent of the digital era, and there will be many positive and negative impacts. The ease of getting education, entertainment and information are some of the positive impacts, while children's behaviour and manners are one of the negative impacts. It is now the responsibility of parents to teach their children to make good and bad decisions about technological advancements in the digital age. (Azhari et al., 2024). Family communication in building a support system in adolescents is a very important issue, the development of information and communication technology has affected family communication patterns and support from family is the most important factor in helping someone solve problems. When there is support, self-confidence will increase and motivation to face problems that arise will increase (Tamher, 2009). It can be concluded that the family support system is a form of support from the family, which can be emotional, communication, attention, and appreciation (Bimbingan et al., 2020). To obtain the key to successful family communication in building a support system for adolescents in the digitalisation era, this journal intends to provide an overview of how parents and children who need a support system for themselves to be more enthusiastic about living a good and successful life, in terms of aspects of parental support, mental health of adolescents in the digitalisation era and the ability of parents to listen actively. From the above background, the researcher is interested in revealing the case of family communication in the form of a support system with a case study of family communication as a pillar of the adolescent support system in the digitalisation era.

## 2. Literature Review

Previous research conducted by Perdian, Rizki and Andhita (2023) with the topic "Changes in Parents' Communication with Children in the Digital Age" which uses communication pattern theory and qualitative research methods, in this document review aims to focus on the value of successful communication in family relationships and to provide information procedures for parents who want to maintain positive communication relationships with their children in the digital age. The results of this study show that the different ways parents communicate with their children in the digital age have a variety of complex effects. Improving relationships and daily communication has its advantages, but there are also drawbacks. For example, children's social skills and emotional expression may be affected, direct interaction time may be reduced, and there is a risk of children being exposed to inappropriate content. Therefore, to maintain a healthy balance between technology use and direct contact with their children, parents need to be aware of these impacts and take necessary actions.

Eva, Yanto & Juliana (2023) have also conducted research with the title "Parents as Supporting System: Handling Adolescent Children Who Experience Depression" the method used in this study is to use descriptive qualitative methods with a literature study approach. The aim is that parents can be seen as a source of help when dealing with adolescents who experience depression. Results, if parents can understand what to do, they can fulfil their position as a support system. Understanding children's concerns, maintaining harmonious family relationships, and providing strong parental support can increase adolescents' chances of recovering from depression.

Previous research conducted by Wardiyah, Mahnum and Jenny (2023) entitled "Family Communication Patterns: Case Studies on Adolescents with Risk Categories and Mental Health Problems" using Family Communication Pattern Theory (FCPT) theory and qualitative methods. In his research, he discusses that good communication patterns in the family are a protective factor in adolescent mental health. With one goal and open communication between parents and children is referred to as a communication pattern created in the family. Therefore, families should be able to work together to encourage greater family involvement, practice excellent parenting, maximise the communication and function of each member in the home, and identify risk factors for mental health problems in adolescents at an early age.

According to research by Dinny, Nazila, Simar, and Kimas Permad (2023) conducted research with the title "The Importance of Communication to Overcome Problems in the Family" the method used in this qualitative research uses the literature review method that researchers use is Traditional Review and uses communication theory and psychology related to parent and child communication. The goal is that by improving their communication skills, families can foster a more supportive and peaceful atmosphere that benefits the general well-being of the family. Results, One of the most important components that underpin family relationships is communication. Communication includes more than just talking; it also involves understanding, expressing emotions, active listening and offering support. When there is effective communication, everyone in the family understands and supports each other. To enhance family bonding, it is vital to promote honest and constructive conversations. Effective communication between parents and children is essential.

### **3. Materials and Methods**

This research uses a qualitative approach. The researcher chose a qualitative approach with a descriptive case study approach based on case studies and literature review because it is in accordance with the chosen theme, namely exploring information to adolescents during the digitalisation era, so that the author can describe the problems that occur thoroughly and in depth (Soumokil-Mailoa et al., 2022). By using document studies to express in language and certain sentence structures and interviews from 2 informants, namely informant 1 Mrs Khotimah aged 47 has a teenage daughter Sunalia aged 22 and informant 2 Mrs Sakiyah aged 46 has a daughter Maulida aged 22. The intended document study is to search for literature based on study sources such as books, journals, the internet, and so on (Thoha et al., 2023). To increase the authenticity of the journals they chose as references, the researchers looked at a number of articles that had been published and were relevant (Rosmalina & Khaerunnisa, 2021). Journal data sources that have been collected are related to the topic of family communication in building adolescent mental health support in the digital era and are selected for later review via the internet sourced from various links/websites, journals and books.

Researchers used the FCPT Theory (family communication pattern theory), Koerner and Fitzpatrick (2002) is a fundamental process in family functioning that defines family relationships and determines how families communicate. It is associated with warmth and social influence by changing attitudes and behaviours according to norms, identified by attention from one to another. Conformity orientation refers to more limited communication between parents and children (Daulay et al., 2023). In this study, researchers used Family Communication Pattern Theory (FCPT), this theory says that a family can function optimally when the family creates mutually open communication which means that families provide mutual understanding to each other. Families that achieve a shared social reality (agreement, similarity, and harmony in beliefs and attitudes) that leads to better and more efficient interactions so that disputes rarely occur. To achieve a shared reality, family members must perceive topics in the same way, have similar attitudes and beliefs, and then ultimately have corresponding beliefs towards something (Samek & Rueter, 2011: 1015). With this research showing honest communication. It is characterised by the participation of all family members in conversations and interactions. There are no time or topic restrictions when family members communicate and exchange thoughts, feelings, experiences and opinions.

### **4. Results and Discussion**

Based on the results of interviews with parents as informant 1, namely Khotimah, the mother of teenager Sunalia and informant 2, namely Sakiyah, the mother of teenager Maulida, this research interview is focused on family communication that requires a self-support system in digital era adolescents who lack family attention and affection so that these teenagers feel depressed about their lives. Related to the theory used family communication includes the importance of communication, family support, behavioural attitude change, the role of the support system, social influence and adolescent norms. Family support can be in the form of judgement, comfort, or recognition. These are serving behaviours. Early adolescence in this age group ranges from 12 to 16 years, while late adolescence ranges from 17 to 25 years (Friska et al., 2020).

In today's digital era, adolescents have their own views or sometimes can disagree with the views of their own family, which is where adolescents feel the absence of self-support, attention and more affection from the family sphere. So that family conflicts arise or even the teenager experiences mental depression if there is no support provided. From the results of the interviews that have been conducted, researchers get several explanations which are divided into several sub-discussions and become the results of the research.

#### **4.1. The Importance of Family Communication**

Based on the results of interviews with parents as informant 1, namely Khotimah and informant 2, namely Sakiyah, researchers took informants from the parents' point of view with how the process of the importance of family communication that occurs between parents and children. From the statements of informants 1 and 2, they stated that of course communication is important, as parents must want open and honest communication between parents and

teenagers in the current era. It is not just a short question like asking children where they are playing and with whom, but also how parents build and maintain strong communication relationships. To ensure that communication goes as planned, the communication process requires a trustworthy communicator. Communicators bear the primary responsibility for any failure in the communication process (Subejo et al., 2021).

The description is in accordance with the theory used by researchers that most families want to have an open application of communication regarding the process of interaction or association of their children. Communicating is one of the activities that keeps the wheels of life turning, humans cannot relate to each other without communication. Therefore, communication is a very important tool (Awaluddin, 2019). Humans can relate to each other well through communication in a variety of environments, including communities, homes, businesses, schools and other human gathering places. Family communication is the exchange of messages within a family, which provides a means for family members to interact with other family members and becomes a place for the formation and development of values that guide life. If family communication is not harmonious, it will undoubtedly have an impact on child development and conflict within the family, making it difficult for children to live their lives in society (Mahmudah et al., 2020).

Family communication exchanges are considered very important to achieve certain goals, which are usually scheduled and prioritised. Silent family life without proactive communication can damage the bond between parents and children, but effective communication makes everyone in the family understand and support each other (Rahmayanty et al., 2023). To improve family bonding, it is crucial to promote honest and constructive conversations. As a result, parents and children must communicate well. Effective communication within the family is essential to solve problems that may occur, therefore it is important to foster relationships between parents and children before they engage in social interactions with others outside the family (Awaluddin, 2019). By honestly sharing thoughts, feelings and expectations with each other, family members can build closer relationships, understand each other and solve problems more effectively. Open communication creates deep emotional bonds and an atmosphere conducive to the growth and development of each individual in the family. With an effective communication relationship such as honest self-disclosure with the existing situation between parents and children, a family support system will be developed in the family environment.

#### **4.2. The Role of Family Support**

The results of interviews with teenagers as informant 1, namely Sunalia and informant 2, namely Maulida, researchers took informants from the point of view of being a teenager in the digital era with regard to family support in adolescents who felt a lack of support in the form of attention and affection. From the statements of informants 1 and 2, they stated that strong family support is built on the foundation of unconditional love and acceptance. We as teenagers want to feel loved, cared for and accept each family member as they are, with all their strengths and weaknesses. Like with more family time, for example having dinner together, holidays together or just hanging out and telling stories. Now this moment creates beautiful memories, strengthens the relationship between families and provides a more caring sense of affection. Related to the theory used by researchers regarding family support either emotionally, information or self-recognition.

Family support is defined as the family's acceptance, behaviour and attitude towards its members (Marwanti et al., 2012). The support that families can provide to adolescents in the digitalisation era can take the form of information support, instrumental support and emotional support. High family support will reduce morbidity and mortality rates which will also improve one's quality of life (Dian Fitri Febriana & Noorratri, 2023). There is also a relationship between family support and several forms of family support, including the following:

##### **a. Information support**

This support can be done by providing education to adolescents about the digitalisation era, what changes occur in the digitalisation era, what impacts are caused when adolescents enter the digitalisation era. One of them is the phenomenon of social media in the digitalisation era. Before the digitalisation era, it was difficult for people to find the information they need, but when entering the digital era, a lot of information is easily accessible even when people want to know the latest topics outside the country. Of course, this will also have several impacts including the absence of filtering in receiving information and the lack of adolescents in applying social norms when communicating through social media. The use of language that is acceptable to others, language that is not sarcastic and hurts others is still neglected when teenagers use social media. Information support from family can teach how to communicate well through social media and how to be wiser in social media (Bimbingan et al., 2020).

##### **b. Appraisal support**

Families can provide assessment support in the form of being a guide for adolescents, assessment support in family support can be done by giving direction and trust to adolescents to find a role for their identity. Parents provide opportunities for adolescents to develop their potential so that adolescents can find positive roles that are in accordance with their abilities. Feedback from the family to adolescents about the results of evaluating the efforts that have been made will provide encouragement for adolescents to better understand the problems faced by adolescents.

Discussions held with the family and adolescents will certainly provide an opportunity for adolescents to think back to determine what decisions adolescents will make later and adolescents will be better prepared for the risks that will be faced. Assessment support from the family can also take the form of encouragement and giving appreciation to adolescents (Bimbingan et al., 2020).

#### c. Instrumental Support

Instrumental support for adolescents is certainly very necessary when adolescents are having difficulty facing problems. One of the instrumental supports that can be done by the family is to become a friend to talk to adolescents to help adolescents calm down and feel that adolescents are not alone. Being a conversation partner for adolescents will be better if the family does not provide judgement and justification for adolescents. Being a friend to talk to means that the family takes more time to be a good listener for adolescents. Families who give time for adolescents to tell stories will provide support for adolescents to survive in times of difficulty. Other instrumental support can also direct adolescents to do counselling or therapy if it is deemed necessary to overcome the problems faced by adolescents (Bimbingan et al., 2020).

A positive family support system can help adolescents in various aspects of life, including in building a healthy and resilient mentality. From the statements of informants 1 Sunalia and 2 Maulida's views as a teenager, they stated that it is very important because the role of the family support system provides a sense of security and comfort for adolescents. They know that they can rely on their families for emotional support when they need it and families can help adolescents with mental problems by providing practical help. This can include helping them by listening to their stories, providing affectionate attention or even time to bond with their families.

The role of family support will provide strength and care for adolescents to maintain their mental health in the age of digitalisation. Adolescents need strong support from the people around them, especially family and peers. A positive support system can help adolescents in various aspects of life, including in building healthy and constructive social influence.

### 4.3. Adolescent Mental Changes

Adolescents will definitely experience various emotional or behavioural attitudes and even changes in mental health. Mental problems are the most common among adolescents in the current era. If adolescents get into trouble but the family cannot provide support or things that feel like the teenager is lonely no one pays attention to them then they will close themselves more or even disrupt their mental health, with the results of interviews from informants 1 Sunalia and 2 Maulida as a teenager they stated that a lack of family support can worsen the condition of adolescents with mental problems because that is what teenagers need if there is a problem. Sometimes adolescents also feel disappointed with their families because they do not support them when a teenager needs them and adolescents will feel alone with no one who understands what they are experiencing, if the family sometimes does not believe or ignore that the teenager feels depressed and they only say "*you just need to be stronger and more patient*"

The description of these changes in attitude has become a phenomenon of the family environment around adolescents, with several family problems, one of which is if the problem of declining family economic income makes parents work harder to make ends meet. Meanwhile, adolescents certainly also need attention and supervision in socialising or a problem that the teenager is facing (Soumokil-Mailoa et al., 2022). If there is no supervision or more attention from parents who make adolescents feel lonely, the absence of more attention and support will make these adolescents do dangerous things such as violence, brawls, bullying, and other crimes and even damage mentally. There are several impacts that may occur:

- a. Impaired Mental Health: Teenagers can feel lonely, isolated, and have nowhere to share their feelings or problems. This can increase the risk of depression, anxiety, and other mental health issues.
- b. Stunted Emotional Development: Lack of family support can hinder teenagers' emotional development. They may struggle to recognise and manage emotions, build confidence, and develop healthy social skills.
- c. Social Relationships Disrupted: Adolescents who do not have a strong support system in the family may struggle to build and maintain healthy relationships with others. They may feel insecure, insecure and have difficulty forming deep emotional bonds and may increase their risk of drug, alcohol or other harmful behaviours.

Adolescents who exhibit anxiety-provoking symptoms, such as feeling lifeless and exhausted, having no motivation to engage in social activities, or having no enthusiasm for life, may be in the early stages of moderate depression (Soumokil-Mailoa et al., 2022). Adolescent depression is also associated with age, gender, socioeconomic background, and history of bullying. Therefore, if there is no support, affection, or attention from the family. That is also why the role of mental support is important, especially family support which is needed by adolescents in the current era. It can be concluded that the family support system is a form of support from the family, it can be emotionally, communication, attention, appreciation from the family towards its family members related to family communication theory The family is an important support system for adolescents in the formation of attitudes and behaviour. If the lack of family support can also have a negative impact on changes in adolescent behaviour and

attitudes such as, adolescents who do not get emotional support from the family may be more vulnerable to engaging in risky behaviour such as, drug abuse, delinquency, and sexual behaviour and mental problems.

#### 4.4. Social Impact of Teenagers

Parents often take a back seat to their group in social interactions as teenagers are heavily involved in their peer group. Teenagers want to fit in with their group at all costs otherwise they will feel inferior and their self-esteem will decrease. Based on the statements of informant 1 ibi Khotimah and informant 2 Mrs Sakiyah, it is important for parents to know the influence of the social environment both negative and positive from the outside environment, especially with the current teenage friendship environment. Moreover, teenagers also need to have the ability to think critically and independently to make the right decisions and avoid negative influences from the social environment that can make arguments between children and parents. But sometimes the social influence of peers just makes negative changes in adolescents in this digital age.

This often arises in the relationship between parents and teenagers, especially the potential conflicts that may occur because teenagers are adjusting to the demands of their new environment and will become more than just themselves in the family environment. They are developing a sense of self that enables them to reach maturity. Influencing factors include, for example, physical changes, parent-child relationships, peer relationships, cognitive and intellectual growth, and personal identity (Nurhidayah, 2020). On the other hand, the social influence of adolescents can also provide positive things to support adolescents who have mental health because adolescents can fulfil various needs in groups, such as the need for a sense of security that is not always fulfilled at home or at school, the need to be understood, the need to be considered, the need to seek new experiences, the need to achieve, and the need to receive status as a need for self-esteem. According to (Odgers & Jensen, 2020) the positive impact of social media development for adolescents is an increase in self-esteem, a means to feel social support and social capital, a safe identity experiment, and increased opportunities to open up. In this digital era, adolescents are faced with much wider exposure to information and social interactions compared to previous generations. This has a significant influence on the development of their norms and behaviours.

#### 4.5. Teenage Norms in the Digital Age

Today's teenagers, who are used to living in the digital era, want freedom, even in terms of smartphone use. From the results of informant 1 Mrs Khotimah and informant 2 Mrs Sakiyah's views on the norms of adolescents in the digital era that continues to develop from technology, stating that nowadays the use of technology has positive and negative sides for adolescents. On the one hand, technology can help teenagers to learn and get information easily. On the other hand, technology can also cause addiction and they want to be recognised and accepted by their peers, so they may follow the trend that is popular, even though it is not in accordance with the values of teenagers today. Adolescents spend more time outside of school using digital media, including text messaging, social media, electronic games, smart phone use, and computers in general (Twenge et al., 2019). They are spoiled by the convenience that technology offers, and without realising it, this technological sophistication makes them lazy, spoiled, and unhealthy because they can easily get whatever they want from their mobile phones.

Norms are moral principles or rules of behaviour that determine what is appropriate and inappropriate to do in everyday life for specific reasons. The moral crisis of adolescents in Indonesia is also quite worrying as a result of foreign influences, adolescent standards and morals have developed in Indonesia. Everything is taken for granted, without any hesitation or consideration for the appropriate actions that Indonesian youth should take. In the past, we could give high marks to the morals of Indonesian children (Kurniawan et al., 2023). Based on politeness, manners, and language. However, the morality or behaviour of young Indonesians these days is a cause for concern. Social ties that actually contribute to character development must also be damaged. Explains that puberty, the development of logical reasoning, the emergence of idealistic thinking, unattainable expectations, changes in school, peers, friendships, dating, and movement towards freedom are some of the changes in adolescents that can have an impact on parent-teen relationships.

The digital age brings new changes and challenges to the adolescent norm. With good understanding and concerted efforts from various parties, we can help adolescents to utilise the opportunities presented in this digital era wisely and responsibly, and build positive and constructive social norms in the future.

### 5. Conclusion

Family communication in the lives of adolescents is becoming increasingly important and effective because it reduces the challenges of conflict that exist in the family by involving active listening, empathy, and open-mindedness. Good communication also allows adolescents to feel heard, understood, and get appropriate direction from parents or other family members. This communication centres on parents inviting children to discuss as if parents consider their children as friends, but all decisions from the results of discussions between parents and children are decided entirely by parents. If the child does not agree with the parents' decision, then the parents give a

good understanding to the child so that the child understands why the parents do not agree with the child's wishes. Thus, effective family communication not only builds strong relationships but also forms a stable foundation for the positive development of adolescents in the midst of complex information flows and digital influences. With the proliferation of social media and other digital platforms, teenagers are constantly surrounded by information and connections that can both enrich and burden their lives. In the midst of this digital age, family communication is an important support that can provide a sense of security, comfort and belonging.

The role of the family is also a support structure that can help prevent adolescent mental health problems. The role of support in adolescent mental will increase self-confidence and self-motivation to face problems and increase life satisfaction and will increase a person's emotional intelligence so that they can control themselves from mental health, because open and supportive family interactions can help reduce stress, anxiety, and depression. In improving adolescents' mental health by providing support such as, information support which functions as a source of receiving information directly, for example advice and suggestions, family appraisal support can provide direction such as forms of gratitude and recognition, as well as instrumental support with family contributions in the form of facilities or infrastructure then emotional support, increasing healthy communication, modeling positive behavior, and offering social support. However, it is also important to recognize the norms of adolescents and adjust strategies and with the changing social influences on adolescent norms in the digital era.

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