

## THE INFLUENCE OF ADDICTION TO USING ARTIFICIAL INTELLIGENCE (AI) IN GENERATION Z IN GUIDANCE AND COUNSELLING

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### Abstract

In today's increasingly sophisticated world, technological developments have a big influence on people's daily lives. Intelligence is created and channeled to computers so that they can do work like humans do. These intelligences are contained in a gadget. Gadgets are tools that can help people to connect with each other and connect with various existing media. This convenience has an impact on many things that spread very easily. Furthermore, it has an impact on the difficulty of obtaining correct and reliable information for various purposes, causing a person to feel uncomfortable and safe and to be wary of information. This research aims to understand the impact of excessive use of Artificial Intelligence (AI) on generation Z. To find out the influence of AI on the lives of generation Z, both emotionally, mentally and socially, generation Z. The method used in this article is a method using a literature review approach or what is called with literature study. The method that uses this approach contains theories from literature that are related (relevant) to the research problem. Literature review plays a role in forming the basis of research studies by building relevant concepts and theories. In this literature review, an analysis of the concepts and theories applied is carried out based on accessible literature, especially from articles that have been published in various scientific journals and also books that are relevant to the research problem

**Keywords:** Artificial Intelligence, generation Z, Guidance and Counselling

### 1. Introduction

In today's increasingly sophisticated world, technological developments have a big influence on people's daily lives. Intelligence is created and channeled to computers so that they can do work like humans do. These intelligences are contained in a gadget. Gadgets are tools that can help people to connect with each other and connect with various existing media. This convenience has an impact on many things that spread very easily. Furthermore, it has an impact on the difficulty of obtaining correct and reliable information for various purposes, causing a person to feel uncomfortable and safe and full of vigilance towards information (Damayanti & Prasetyono, 2022) Technology has an impact on all dimensions of human life, influencing interaction, entertainment, work, economic education and relationships. Technological developments are increasingly growing rapidly in the scope of education. The use of artificial intelligence (AI) is increasingly expanding into various aspects of life, including guidance and counseling.

Generation Z are people born in the internet generation, a generation that has enjoyed the wonders of technology after the birth of the internet. Generation Z or the internet generation is growing and developing in the digital world in various aspects. Generation Z are experts in operating various technological media than previous generations. Generation Z is quick in accessing information and they are also growing smart, skilled in using technology and creative. Generation Z is a generation that has interacted with technology from birth, so technology greatly influences the lives of generation Z.

In an era where technology is increasingly seeping into everyday life, generation Z was introduced to artificial intelligence (AI) tools at an early age. While AI can provide great benefits in guidance and counselling, there is also the potential for addiction and dependency impacting mental wellbeing. Generation Z, the majority of whom prefer to use AI in learning, has the potential to experience a decline in critical thinking power and lose the ability to solve problems because they tend to be lazy and put less effort into their tasks. In this technological era, if you are smart to utilize and use AI technology properly and correctly, there will be many benefits. However, on the other hand, if the user is too dependent it will be detrimental to themselves, a lot of potential within the user will slowly disappear because the use of this technology will make an individual lazy and not independent. Therefore, the use of Artificial Intelligence (AI) technology itself requires understanding and application that is appropriate and not excessive.

Based on Law Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 concerning Information and Electronic Transactions, which is a law regulating various new legal acts in the field of technology, reforms have been carried out to regulate Artificial Intelligence which already exists in social life. Artificial Intelligence (AI) technology was created to be able to carry out smart and intelligent activities such as being able to carry out tasks of reasoning, thinking, knowledge, understanding language, making decisions and solving problems.

As for this research conducted by (Kristiyowati, 2021), avoiding using various sophistication or artificial intelligence provided by various applications is not a very appropriate thing. From the various things that cannot be separated from each other, there is a concern that Generation Z, who are very familiar or even grew up in very rapid progress, will experience a loss of humanity due to existing developments. This is a bad impact, but it does not cover the possibility that there are many good impacts that can flow from existing developments. The situation of loss of humanity that Generation Z will experience is the shift to the concept that humans grow and develop because of other people

Research conducted by Gulo et al., (2024) even though Artificial Intelligence technology has extraordinary capabilities, humans still have to act as final decision makers. Ethics is key in ensuring that decisions taken by Artificial Intelligence technology are in accordance with human values and do not ignore empathy

The latest research Burton, (2019) the use of Artificial Intelligence makes individuals in the Generation Z era appear critical in their actions and influence the decisions taken and are also very efficient, productive and enjoyable, but it also has a negative impact on the self, including being able to doubt the individual's self, being dependent on Artificial Intelligence in excess.

The aim of research regarding the Influence of Addiction to the Use of Artificial Intelligence (AI) in Generation Z in Guidance and Counseling is to understand the impact of excessive use of Artificial Intelligence (AI) on Generation Z. To find out the influence of AI on the lives of Generation Z both emotionally, mentally and socially Z.

## **2. Methods**

The method used in this article is a literature review approach or what is called a literature study. The method that uses this approach contains theories from literature that are related (relevant) to the research problem. Literature review plays a role in forming the basis of research studies by building relevant concepts and theories. In this literature review, an analysis of the concepts and theories applied is carried out based on accessible literature, especially from articles that have been published in various scientific journals and also books that are relevant to the research problem (Lubis, 2022)

Then regarding data collection, according to Sugiyono, data collection techniques are the most strategic step in research, because the main aim of this research is to obtain data (Sugiyono, 2013) Data collection in this research uses methods in the form of searching and collecting information from various sources such as books, scientific journals and based on research that has been carried out previously. Material obtained from various sources is analyzed critically and in depth to support the ideas and concepts proposed

### 3. Results and Discussion

Artificial Intelligence (AI) is the origin of the words "Artificial" and "Intelligence". "Artificial" means something that is not real, while "Intelligence" comes from the Latin word "intelligo" which means "I understand". Intelligence is the ability to take action. Artificial intelligence is a part of computer science that enables machines to do work like and as well as humans can (Kusumawati, 2008). According to Knight and Rich, artificial intelligence / AI is a part of computer science that seeks to create computers that humans can do, even better than that (Aini<sup>1</sup> et al., 2023)

According to the Big Indonesian Dictionary (KBBI), a generation is a group of individuals who have the same life span. A generation is a group consisting of individuals of the same age range who have experienced the same historical events in the same time period. A generation can be defined as a group of individuals who experience important social and historical events around the same time in their lives and exhibit some of the same characteristics and behaviors.

Generation Z are people born in the internet generation, a generation that has enjoyed the wonders of technology after the birth of the internet (Sarubang, 2023) Generation Z or the internet generation is growing and developing in the digital world in various aspects. Generation Z are experts in operating various technological media than previous generations. The character of generation Z is that they are quick to access information and proficient in using Artificial Intelligence (AI) technology.

Generation Z is a generation that is very attached to the use of technology, it seems like it has been ingrained in them since birth. Generation Z has the characteristic of wanting to always be connected to the internet at all times. Generation Z spends a lot of time with technology in every activity and technology is used to make it easier to complete tasks through technology. AI has a positive impact on learning and makes it easier to access learning media from various sources. But as time goes by, AI has a bad influence. Generation Z, who prefers to use AI in learning, may experience a decline in critical thinking power and lose the ability to solve problems due to sophisticated technology that can answer all questions

AI technology with various forms of creative and sophisticated innovation has a meaningful impact on every human life in various fields such as social, business, economics and health. The influence of AI in various factors of life has a positive impact because AI can answer various life problems according to current conditions. However, on the other hand, AI can also be a threat to human resources because various jobs carried out by humans are gradually being replaced by AI technology. As time goes by, the development of AI technology will become increasingly sophisticated with various innovations. In an effort to prepare for this, humans always need to upgrade themselves to follow developments in science, especially technological developments and foster creativity which is difficult to replace by AI technology. Basically, AI is capable of taking on various human jobs, but AI will never be able to take on the emotional side of humans, which is

why the world community, especially Indonesian society, needs to maintain and develop its emotional intelligence so that in the future its existence will still be needed, living like a true human being who has love, love and concern for fellow human beings in order to improve life. (Sari, 2023)

Artificial Intelligence has the potential to be pervasive and create major changes in the education sector. This is evident from the fact that before computers and other technology existed, teachers and students were involved in teaching and learning activities directly. Computer and telecommunications technology has continued to develop over the years, leading to the development of artificial intelligence. With the introduction and use of new technologies in education, artificial intelligence has also found wide application in education. The emergence of new technology in the form of artificial intelligence has opened our minds to the importance of technological progress. Especially for students pursuing higher education. Because not only does it help make things easier, but it can also be used to open up new insights about various things. Artificial intelligence is a type of computer science that allows machines or computers to be able to do tasks as well as humans do. (Salsabilla et al., 2023)

In guidance and counseling, AI can play a role in career decisions, emotional counseling, or even in managing stress through applications and online platforms that are tailored to the needs of generation Z. Apart from that, it is also important to consider the ethical and privacy impacts of using AI technology in this context This

The use of AI in career guidance can include several things, such as :

1. Data analysis for career mapping: AI can analyze data about an individual's interests, abilities and preferences to recommend suitable career paths.
2. Job market trend monitoring: AI can track job market trends, including job demand and industry developments, to provide insight into emerging career opportunities.
3. Job vacancy screening: AI can help in filtering and matching job vacancies to candidate profiles, improving the match between applicants and the jobs on offer.
4. Job interview simulations: AI can be used to provide virtual job interview practice, provide feedback, and help individuals prepare for real interviews.
5. Skills development: AI can suggest appropriate training and skills development

Programs based on individual needs and career goals. The use of AI in career guidance can increase efficiency, accuracy and personalization in helping individuals navigate their career paths. However, it is important to consider the balance between technology and human interaction to ensure a holistic and supportive experience for individuals seeking career guidance. The use of AI in emotional counseling can have a positive impact, especially for Generation Z, such as :

1. Sentiment analysis: AI can analyze the sentiment of text or voice to identify mood swings or worrying symptoms, enabling quick and appropriate responses.
2. Monitoring and reporting: AI can be used to monitor online behavior or smart device activity to identify patterns that may signal emotional or psychiatric problems.
3. Virtual therapy: AI can support virtual therapy by providing additional tools and resources, such as relaxation or cognitive exercises, as well as providing feedback based on user interactions.
4. Personalization: Through data collection and analysis, AI can customize emotional counseling interventions according to individual needs, taking into account their preferences and responses to various techniques or strategies.



While AI can provide greater accessibility and scalability in providing emotional support, it is important to remember that effective emotional counseling often requires human aspects such as empathy and personal interaction. Therefore, integration between AI technology and human mental health practitioners is often the most effective approach

The use of AI in managing stress can involve several approaches, including :

1. **Stress Tracking Apps:** Apps that use AI technology can track stress levels based on physical data such as heart rate, activity levels, and sleep patterns. This allows users to understand their stress patterns and take action accordingly.
2. **Relaxation Training:** AI can provide personalized relaxation training based on user responses, such as guided meditation or breathing exercises. This helps reduce stress and improves overall well-being.
3. **Virtual Counseling:** AI systems equipped with emotional understanding can provide virtual counseling to manage stress. They can respond to concerns and provide relevant suggestions to help users overcome the challenges they face.
4. **Alerts and Reminders:** AI can provide reminders and alerts to take stress-reducing actions, such as short breaks or physical exercise, based on user behavior patterns and responses.
5. **Lifestyle Analysis:** AI can analyze daily lifestyle patterns, such as diet, physical activity, and social interactions, to provide suggestions on lifestyle changes that can help manage stress effectively.

By leveraging AI technology, individuals can access tools and resources that can help them recognize, manage, and reduce stress in everyday life. However, it is important to remember that this technology is only an assistive tool, and it is important to combine it with a comprehensive stress management strategy, including support from a mental health professional if needed.

#### **4. Conclusions**

Generation Z are people born in the internet generation, a generation that has enjoyed the wonders of technology after the birth of the internet. Generation Z or the internet generation is growing and developing in the digital world in various aspects. Generation Z are experts in operating various technological media than previous generations. Generation Z is quick in accessing information and they are also growing smart, skilled in using technology and creative.

AI technology with various forms of creative and sophisticated innovation has a meaningful impact on every human life in various fields such as social, business, economics and health. The influence of AI in various factors of life has a positive impact because AI can answer various life problems according to current conditions. However, on the other hand, AI can also be a threat to human resources because various jobs carried out by humans are gradually being replaced by AI technology.

As time goes by, AI technology will become increasingly sophisticated with various innovations. In an effort to prepare for this, humans always need to upgrade themselves to follow developments in science, especially technological developments and foster creativity which is difficult to replace by AI technology.

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