

## ONLINE GAMES AND COMMUNICATION BEHAVIOR OF MILLENNIAL MUSLIM TEENAGERS IN THE PERSPECTIVE OF COMMUNICATION PSYCHOLOGY

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### Abstract

*The majority of young people in Kekalek now find enjoyment and intriguing things to play in online games. It is unquestionably impossible to separate this action from the consequences, particularly the negative impacts of online gaming. The goal of this qualitative research method is to examine gamers' motivations for playing games and how they relate to their social behavior. The study's findings demonstrate that gamers play for enjoyment and entertainment, particularly when there is a competitive element. The implications also indicate a detrimental effect on gamers' communication behavior, including negative or sluggish reactions, disobeying parental commands, and using inappropriate language. As a result, gamers' primary objective is to enjoy themselves, which has an effect on the way they communicate, as they frequently use poisonous language and make fun of their parents and other members of the community.*

**Keywords:** *Online Games, Communication Behavior, Psychology, Gamers.*

### Abstrak

Game online menjadi hiburan dan hal menarik untuk dimainkan oleh mayoritas anak muda di Kekalek. Aktivitas ini tentu tidak terlepas dari dampak sebagai akibat, termasuk dampak buruk game online. Metode penelitian ini menggunakan kualitatif dengan tujuan untuk melihat motivasi gamers dalam bermain game serta korelasinya terhadap perilaku komunikasi para gamers. Hasil penelitian bahwa motivasi gamers adalah mencari kesenangan dan hiburan yang di dalamnya ada nilai kompetisi. Selain itu implikasi menunjukkan dampak negatif pada perilaku komunikasi gamers, yaitu respon yang lambat atau negatif, mengabaikan perintah orang tua, dan menggunakan bahasa yang tidak pantas. Sehingga motivasi para gamers hanya untuk mencari kesenangan semata yang berimplikasi pada komunikasi yang dilakukan gamers yang kerap kali menggunakan kata-kata toksik, bullying kepada orangtuanya dan orang-orang di lingkungan sekitar.

**Keywords:** *Game Online, Perilaku Komunikasi, Psikologi, Gamers.*



Lisensi

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## **A. INTRODUCTION**

Communication and computer systems evolve so swiftly due to the technology's rapid development.<sup>1</sup> The industrial world, which is engaged in a battle to develop information technology on a large scale, is therefore affected by this. The advancement of computers and communication has combined to create a new field of study that is frequently referred to as the internet.<sup>2</sup>

The existence of the internet has been successful in bringing about many conveniences for various spheres of human life, such as da'wah, where we can now find a large number of preachers who use the internet as one of the mediums in preaching by creating YouTube videos. Da'wah can affect many facets of society as a response to the realities of modern people's lives, which have been made easier by the presence of media, especially the internet.<sup>3</sup> Additionally, trade, and last but not least, amusement like online gaming. Even mothers in rural areas are starting to use the internet to fulfill daily demands like ordering food, buying clothes, and other necessities.

However, the presence of the internet today has not only succeeded in contributing many positive things, but researchers also see the negative side caused especially by online games. In this modern era, online gaming is no longer something foreign to teenagers. Due to so many game centers available, which provide facilities for playing online games, coupled with the existence of gadgets or smart phones that are increasingly sophisticated and can be used to play games both online and offline.

Online games such as Clash of Clans (C.o.C), Mobile Legends (M.L), Player Unknown's Battlegrounds (PUBG Mobile), and also Free Fire (F.F) are games that can be said to be very popular, since the beginning of their appearance until today each of the above games except (F.F) has been recorded as being downloaded more than 500 million times, we can see this on search engines such

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<sup>1</sup> Santrock, *Life-Span Development Perkembangan Masa Hidup* (Jakarta: Erlangga, 2003), 24.

<sup>2</sup> Jonathan Lukas, *Jaringan Komputer* (Yogyakarta: Graha Ilmu, 2006), 2.

<sup>3</sup> Lalu Ahmad Zainuri, "Moderasi Da'wah Studi Pemikiran TGH. Safwan Hakim Tentang Moderasi Islam," *Komunike: Jurnal Komunikasi Penyiaran Islam*, Vol. XIV No.2 (Desember 2022): 13, diakses 20 Juni 2023, <https://journal.uinmataram.ac.id/index.php/komunike>

as the Play Store. While (F.F) in the same place is also recorded to have been downloaded more than 100 million times.<sup>4</sup>

This will indirectly interfere with their communication psychology. Psychology and communication are interrelated fields, both of which involve humans. And when the two are connected, it will form an understanding that communication psychology is a discipline whose work is human behavior when communicating. George A Miller (1994) in Muhibudin suggests that communication psychology is: The science that seeks to describe, predict, and control mental and behavioral events in communication.<sup>5</sup> Psychology tries to analyze all components involved in communication.<sup>6</sup>

This perspective communication process occurs in communicants and communicators. A communicator when intending to convey a message to the communicant, there is a process in him. Communication messages consist of two aspects, namely messages and symbols, the content of the message is the mind while the symbol is language.

The process of packing thoughts with language that communicators do, in communication terms is called encoding. Then the results of encoding in the form of messages are transmitted or sent to communicants. The process of opening the packaging or packaging of the message received by the communicator is referred to as decoding. The contents of the package are the communicator's thoughts which, if understood by the communicant, communication occurs. Conversely, if the contents of the packaging are not understood, communication does not occur.<sup>7</sup>

Effective communication must satisfy the following five criteria, claim Stewart L. Tubbs and Sylvia Moss: (1) Recognizing that communication failure refers to the careful acceptance of the message's content as intended by the communicator and the careful acceptance of the communicator's incapacity to do so; (2) Enjoyment. Phatic communication is another name for this type of

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<sup>4</sup>Play Store, diakses tanggal 17 Oktober 2022.

<sup>5</sup> Laksana, *Psikologi Komunikasi*, 26-27.

<sup>6</sup> Laksana, *Psikologi Komunikasi*, 29.

<sup>7</sup> Laksana, *Psikologi Komunikasi*, 33.

communication. Because not all communication strives to create understanding and deliver information, it should be pleasant, familiar, and enjoyable for both parties; (3) Changing Perceptions. Persuasive communication is another name for this style of communication. which is characterized as the practice of influencing beliefs, values, and behavior by psychological manipulation in order to have people behave as though acting of their own free will; (4) Positive Social Connections. In terms of connection, association, power, as well as love and affection, it is to build and preserve fulfilling relationships with people. Simply expressed, if someone wants to engage or relate to others, in essence, he wants to control and is willing to be controlled, and he wants to love and is willing to be loved; 5) Exercise. The end outcome (adding up) of the entire communication process is action. Understanding all the psychological processes involved in communication as well as the variables that affect human behavior are both necessary for this action. The most crucial metric of efficacy is creating actual action. To get there, we must be able to establish positive relationships, mold and modify mindsets, or inspire understanding in others..<sup>8</sup>

Today, effective communication is crucial to the operation of any family, group, organization, or society. Without a doubt, interactions frequently take place in order to get the things we want. We engage in communication activities for a variety of reasons, including resolving conflicts inside and across groups of people. However, it is usual to produce issues and even confrontations if throughout this process we do not take into account the diction or words to be uttered that are adapted to the nature of the communicant. In order to address this issue, public relations practitioners must pay close attention to.<sup>9</sup>

Behavior is an individual's response or reaction to internal and external stimuli that encourage certain actions and mindsets.<sup>10</sup> In essence, a person's behavior is a psychological reaction to the environment that forms active or passive actions. Active actions are active reactions that cause concrete actions.<sup>11</sup> Meanwhile, Bandura, as a behaviorist, emphasizes his theory on the process of learning about environmental responses. Therefore, his theory is called social learning theory, or modeling. The principle is that behavior is the result of reciprocal interaction between behavioral, cognitive and environmental influences.<sup>12</sup>

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<sup>8</sup> Laksana, *Psikologi Komunikasi*, 30-32.

<sup>9</sup> Kurniawan, A. & Ihsan, M. (2020). Komunikasi Empatik Himpunan Mahasiswa Nahdlatul Wathan (HIMMAH NW) dalam Meningkatkan Loyalitas Kader. *Mukammil : Jurnal Kajian Keislaman*, 3(1), 61-76.

<sup>10</sup> Soekijo Notoatmojo, *Pendidikan dan Perilaku Kesehatan* (Jakarta: Rineka Cipta, 2003), 33.

<sup>11</sup> Muhibudin Wijaya Laksana, *Psikologi Komunikasi: Membangun Komunikasi yang Efektif dalam Interaksi Manusia* (Bandung: CV. Pustaka Setia, 2015), 2-3.

<sup>12</sup> Laksana, *Psikologi Komunikasi*, 13-14.

Kneer, Rieger, Ivorrry and Ferguson in Sri Lutfiwati said, based on several studies it is known that some of the encouragement or motivation for someone to choose to play online games consists of three main factors, namely: (1) Having a poor social life; (2) Low self-esteem; (3) Immersion in the game.<sup>13</sup> Motivation is the driving force that generates activity in living things, and gives rise to behavior and directs it towards certain goals. Motivation has three main components, namely: (1) Drive; (2) Direct; (3) Support.<sup>14</sup>

Based on the explanation above, it can be understood that humans have the potential or opportunity to take an action based on an impulse or motivation, both intricately and extricately. Intrisik means encouragement or motivation that comes from oneself, such as a student who diligently studies a course because he really wants to master it. While extraphysical means motivation that comes from outside oneself, a student who studies diligently because of an exam.<sup>15</sup>

The existence of such a reality invited researchers to conduct further research related to Online Games and Communication Behavior of Millennial Muslim Teenagers in the Perspective of Communication Psychology in Kekalek Hamlet, Pringgarata District, Central Lombok.

## B. RESEARCH METHOD

This research uses a descriptive qualitative approach. Miles and Huberman stated that in qualitative research the most commonly used way to present data is with narrative text (describing events).<sup>16</sup> And using data collection techniques such as observation, interviews and documentation.

Researchers chose to use this research by considering wanting to clearly reveal what their motivation is in playing Online Games and how the implications for behavior, especially millennial Muslim youth communication in Kekalek Hamlet, Pringgarata District, Central Lombok in the perspective of communication psychology.

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<sup>13</sup> Sri Lutfiwati, "Memahami Kecanduan Game Online Melalui Pendekatan Neurobiologi," *Anfusina: Journal Of Psychologi* 1, no. 1 (Desember 2018): 6, diakses 22 Juli 2022, <http://ejournal.radenintan.ac.id/index.php/anfusina>.

<sup>14</sup>Shaleh, *Psikologi*, 139-140.

<sup>15</sup> Shaleh, *Psikologi*, 148.

<sup>16</sup> Sugiyono, *Memahami Penelitian Kualitatif* (Bandung: CV. Alfabeta, 2015), 95.

In this method, the main data sources are online games played, Gamers, the Gamers' environment, parents, or the community in Kekalek Hamlet, Pringgarata District.<sup>17</sup> While additional data that comes from written sources in the form of books, documents, hamlet data, population, or data related to the research area and is considered to be able to assist researchers in completing research data. by using the Milles and Huberman model data analysis technique as follows: (1) Data Reduction; (2) Data Presentation; and (3) Conclusion Drawing and Verification.

### **C. RESULTS AND DISCUSSION**

#### **Gamers Motivations**

Due to the importance of competition in the game, gamers' purpose in playing online games is to find enjoyment or amusement that might cause an adrenaline rush or can inspire a competitive spirit. A person's encouragement to play video games may also stem from these reasons in addition to from having a terrible social life, feeling unappreciated, and becoming completely engrossed in a game that renders players ignorant of time and place. This is in keeping with Kneer, Rieger, Ivorrry, and Ferguson's viewpoint of the inspiration or motive for someone to choose to play online games.<sup>18</sup>

Based on the above arguments, we can understand that humans have the potential or opportunity to take an action based on an impulse or motivation, both intricately and extricately. Intrisik means encouragement or motivation that comes from oneself, such as a student who diligently studies a course because he really wants to master it. While extraphysical means motivation that comes from outside oneself, a student who studies diligently because he will take an exam.<sup>19</sup>

As for what motivates gamers in playing online games as the results of the analysis of the data that researchers have collected include: Intrinsic and Extrinsic

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<sup>17</sup> Lexy J. Moleong, *Metodelogi Penelitian Kualitatif* (Bandung: Remaja Rosdakarya, 2008), 157.

<sup>18</sup> Sri Lutfiwati, "Memahami Kecanduan Game Online Melalui Pendekatan Neurobiologi," *Anfusina: Journal Of Psychologi* 1, no. 1 (Desember 2018): 6, diakses 22 Juli 2022, <http://ejournal.radenintan.ac.id/index.php/anfusina>.

<sup>19</sup> Shaleh, *Psikologi*, 148.

## **Intrinsic**

### **1. Seeking Enjoyment**

One of the reasons gamers in the Kekalek hamlet play games is to find pleasure. This is consistent with Hobbes' observation that, regardless of the justifications a person makes for his action, the underlying causes of all such behavior are tendencies to find pleasure and avoid distress. Hedonists believe that seeking worldly pleasures is the primary goal of existence for humans.

The desire to get pleasure is the driving force for gamers to play games. The presence of the urge to get pleasure, makes gamers spend a lot of time playing online games, they are willing to stay up late until late at night, not only that, some even reach the morning just to play games.

Their success in finding pleasure in online games, tends to maintain their intensity in playing games and will even make them not hesitate to sacrifice both material and especially time because they feel it is not in vain to sacrifice material and time considering the pleasure they will get.

From such behavior, without realizing it, in the end it makes them trapped in addiction in playing online games, the characteristics of gamers who are addicted to playing online games as mentioned by Adam et al, in M. Fery such as: a day only plays one type of game with a duration of more than 3 hours, willing to spend a lot of money to buy vocers and upgrade items and characters owned, intensely more than one month still playing the same game, getting angry if prevented from playing the game, having many friends from playing the game even to have a community, prioritizing setting aside costs for games rather than others, etc.). Also seen in the gamers in the research location.

### **2. Looking for Entertainment**

As some gamers admitted when researchers interviewed them, the need for enjoyment is another motivation for gamers to play games. Entertainment is something that is vital for everyone. Humans have to change their focus from stressful conditions to more calming and fun ones in order to address problems in daily life.

There are so many different forms of entertainment to choose from, including films, television, radio, plays, music, books, comedies, and video games. The fact that they choose to play online games as a form of entertainment cannot be separated from their success at doing so. The ability of online games to offer players with increasingly difficult and entertaining game features greatly influences their desire to play games as a form of entertainment in the future.

The two urges above actually have a correlation with one another, the results of the researchers' analysis of the available data show that the urge to get pleasure and entertainment is what leads them to online games, given that playing online games tends to be more instant and easy to reach.

The existence of a sense that is considered to be able to provide entertainment for them when playing online games will certainly bring a sense of pleasure, which then the feeling of pleasure and comfort will be the strength that sustains their intensity in playing online games at other times, thus completing the motivational component in encouraging, directing and supporting from the intrisik side.

### **Extrinsic**

#### **1. Environment**

Teenagers frequently search for or associate with peers their own age in an effort to get over their internal turmoil. According to Selman in Sarwono, association with friends is the first step in influencing one's environment. By the time a person is between the ages of 9 and 15, they have developed a deep friendship that is characterized by shared interests and a desire to assist one another in resolving problems that they both face. They are very receptive to hearing outsiders' perspectives at this age. They begin to feel a stronger emotional connection and an increasing desire for one another around the age of 12.

In the age stages of adolescent development as mentioned by Selman above, it is possible for teenagers to act according to what the teenagers around them are doing. Especially when they feel they have a close relationship and are bound



by common interests and interests, there will be more opportunities to give input or influence each other.

Invitations or directions from peers and even generations above them, sometimes very effective in motivating gamers to participate in playing online games, the existence of closeness or good emotional relationships with friends, it becomes one of the triggers or motivations for gamers in playing online games.

The influence of the environment, which can be in the form of invitations from friends, is indeed very influential, so that it becomes one of the extraphysical factors that can be a separate motivation for gamers in playing games, especially since online games played by gamers in the research location are played in groups or per group. At first the gamers will start trying to play online games like their friends do after first observing and even getting input, then the interest arises to try at first with the intention of finding entertainment. At this stage when they start to feel entertained, it will contribute to their consistency in playing online games.

So that the influence of the environment becomes its own motivation for gamers who are able to encourage, direct and even sustain their intensity in playing online games. Because it is not uncommon for those who initially were not playing online games to suddenly want to play because of invitations from their peers, considering that the opportunity for this to happen is indeed open, especially when they have a good emotional relationship and are strengthened by the existence of common interests.

## 2. The value of Competition in the Game

The value of competition becomes an impetus or motivation that strengthens or sustains the behavior of gamers to always be consistent in playing online games. The manifestation of the value of competition can be in the form of praise and bullying. They will receive praise when they successfully complete the missions in the game, while bullying is received when they fail to complete the missions in the game they are playing.

The desire to appear or be recognized as the best, and to avoid ridicule either from friends or opponents then coupled with online game features which for them are increasingly interesting and challenging to play, making the online game even more perfect in maintaining or sustaining the intensity of the gamers to play it.

The value of competition presented in online games is an important part in sustaining or maintaining the intensity of gamers in playing online games, the value of competition is also what ultimately leads them to efforts to complete every mission in online games to get the most points as a measure of their success in winning every battle, so that the value of competition is perfect in filling each component of motivation as mentioned by M. Utsman.

### **Implications of Online Games on Communication Behavior**

#### **1. Slow Response**

Slow response means, when parents order them while they are playing online games, they tend to ignore it by saying "later, in a minute, in the form of troops, or gamers call it the term rush and various other rejection languages." When they are playing online games and then addressed, they tend to be late or slow to respond.

The occurrence of responses like the one above, in fact, cannot be separated from what is the motivation as something that encourages, directs and sustains gamers in playing online games such as seeking pleasure and entertainment. In the opinion of the researcher, it is humane when someone is enjoying entertainment, they will feel happy and will certainly try to avoid things that are considered to be able to interfere with or interrupt their pleasure, such as in this case orders, reprimands and others, even though they come from people who are older or more mature than them, one way is to be slow in responding as a message sent that they do not want to be disturbed, or are busy in winning game missions, especially when the orders or reprimands come from people who are considered to adhere to a different value system from them about online games.

## 2. No Response

No response in question such as when reprimanded does not answer, even if those who reprimand are their own parents because they are so solemn in playing online games, it is not uncommon for parents to call repeatedly.<sup>20</sup>

The occurrence of such a phenomenon is inseparable from the communication process that only occurs on one party, which in this case is the communicator, meaning that the process of packaging thoughts by the communicator using language, which in communication terms is known as encoding, does occur, but when the message is tried to be sent by the communicator, the receiver does not receive it because he is concentrating on something else, namely online games, there is communication activity in their conversation room, online games connect the interaction of one person with another in a game whose purpose is to carry out missions and achieve the highest score. So that the decoding process of the message sent by the communicator (parents) never happened or was hampered by other communication activities, as a result there was no response.

The effectiveness of communication in communicants requires concentration and feedback, feedback as a result of concentration, the right feedback of course it will only be possible when there is concentration, so that when concentration is absent, it is not surprising when what happens is no response.

The correlation with what motivates them lies in the extraphysical motivation, in this case the value of competition. There is a value of competition offered by online games that they try to win, because for them it becomes a pride in itself, by building communication involving a work team that has the same mission, which of course it once again drains their concentration because there is something they are fighting for, so they do not realize when someone reprimands as a result that feedback never exists and in the end no response is what happens.

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<sup>20</sup> Suratul Fahmi (Kekalek Gamer), *Interview*, 7 September 2022.

The two points above, namely slow response and no response, researchers see it as communication behavior born from personal factors.

### **3. Negative Response**

Negative responses that are meant in this case are for example such as their lack of respect when invited to communicate, an attitude that seems like indifference when greeted, either by parents or others, especially when they are playing online games. Not infrequently they will answer but by not turning their heads, no matter whether the person asking is younger or older than them, even worse, they will get angry and do not hesitate to issue oaths by calling animal names and so on when a call comes into their smart phone, while they are playing games.

Such communication behavior has become a spontaneity born out of habit, because their conversational space when playing online games is colored with toxic words "swearing", which is indeed a language that seems to have been legalized in their community when playing games. They learn how to behave by taking examples from the generation above them and the natural and social environment around them.<sup>21</sup> There is a process of habituation like Ivan Petrovich Pavlov's theory of classical conditioning.<sup>22</sup>

The presence of such responses, of course, is inseparable from what motivates them in playing online games, especially their motivation to obtain pleasure and the motivation of competition that in their perspective is present in online games. The motivation to obtain pleasure, which they seek by playing online games, when their motivations are fulfilled through games, then there are calls, orders, reprimands, and so on then it tends to be translated as a disturbance, so it is not surprising when the response or feedback that will be received by their interlocutors is like the responses mentioned earlier.

The difference with the first point, according to the researcher's opinion, lies in the level of the disturbance itself, meaning that when they interpret the

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<sup>21</sup> Laksana, *Psikologi Komunikasi*, 7.

<sup>22</sup> A. M. Irfan Asraf et.al., "Teori Behaviorisme", 7.

disturbance to reach its maximum limit, such as forcing them to stop or cut off what they are enjoying, then it tends to be at that time that negative responses will be seen, so the researcher assesses this third point as a communication behavior that is born from situational factors, meaning that it really depends on the extent of their interpretation of the existing disturbance.

Furthermore, researchers correlate the competition motive with their negative responses, when they experience defeat, then of course there will be disappointment or at least a sense of annoyance that is very likely that they express it in a way that they understand, such as issuing toxic words, even slamming smart phones and so on. Because in practice the conversation or communication space of gamers when playing online games, is colored with these words. Likewise, when they succeed in winning the game, of course at that time there is a sense of pride that they feel, and uniquely at that time their opponents will not be safe from bullying, they will bully their opponents with words that are a little demeaning such as "bot" (robot) to buy those who are not smart (stupid) in playing.<sup>23</sup>

Based on the results of the study, this happened because they were too immersed in the game, did not put the game in its position and portion so that they considered winning in the game was an ultimate victory, they tended to forget that winning and losing in games was a common thing, this in turn would shape the paradigm of thinking of adolescents who tended to be unstable and immature, This in turn will shape the paradigm of thinking of adolescents who tend to be unstable and immature, considering that winning in games is more important than parental orders, winning in game play is an extraordinary achievement, so that phenomena such as those in the field where they are like the results of interviews with parents of gamers, when they are ordered when they are playing games, their answers are later, in a moment, while forming troops and various other rejection languages.

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<sup>23</sup> Bahrul Wari dan Ferdian Warisman (Kekalek Gamers), *Interview*, 4 Desember 2022.

#### **D. CONCLUSION**

The intrinsic and extraphysical reasons that drive gamers to play games, such as the desire for enjoyment, entertainment, environment, and competitiveness, are actually inseparable from some of the communication behaviors of gamers, such as slow reaction, no response, and negative response. Simply expressed, the communication patterns that show up are a result of their desire to communicate while playing online games. The researcher does not quite concur with some of the reasons why people choose to play online games in light of the aforementioned findings.

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