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The Influence of Online Game Mobile Legends: Bang Bang on Interpersonal Communication in Gen Z

Ari Muhammad Luthfi[1]

[1]Faculty of Social Science and Political Science, Lampung University.

Email: arigurvie@gmail.com

Abstract

Online games are a type of video game that requires the internet when using it, this gives the possibility of players interacting with each other in real time. This study aims to analyze whether there is an influence of mobile legends online games on interpersonal communication among generation Z and if it affects how much influence it has on interpersonal communication among gen z. The study population was unknown so it used the lemeshow formula and obtained a sample size of 86 people according to the criteria (Gen Z). The study population was unknown so it used the lemeshow formula and obtained a sample size of 86 people according to the criteria (Gen Z). The data analysis method uses simple linear regression by first conducting a classical assumption test. The results showed that there was an effect of the Mobile Legends Online Game: Bang Bang on Interpersonal Communication among Generation Z of 0.286, which means that the use of Online Games by Gen Z contributes to the influence on the high and low (variation in value) on the Interpersonal Communication variable in Gen Z by 28.6%, while the contribution outside the variable of 71.4% of Interpersonal Communication in Gen Z is due to other variables not included in this study..

Keywords: ***Interpersonal communication, online games, gen z.***

INTRODUCTION

From prehistoric times to the current digital era, technology has undergone a rapid transformation and brought great impact in various aspects of life, ranging from communication, economy, education, to social and cultural aspects. This development

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not only encourages the creation of new tools that are more efficient, but also changes the way we think, work, and interact (Fadhilah et al., 2025).

This technological development brings both positive and negative impacts, so it is important to always consider the social, ethical, and sustainability impacts in every technological development. As technology continues to develop relentlessly, the generation that was born and raised with it is also experiencing the formation of characters and mindsets that are different from previous generations.

Generation Z is a demographic group that grew up with digital technology and the internet as an integral element of their lives, significantly different from their predecessors. They have the ability to think criticallyadapt quickly, and create innovations that can change the way we live. However, they also need to find ways to manage the negative impacts of technology in order to build a more balanced and sustainable future (Nurlaila et al., 2024).

Online gaming is a means of entertainment that also reflects how technology influences the mindset, behavior and the way this generation shapes their identity and social relationships in the digital age. Online gaming has become a global phenomenon that is changing the way people interact, play and even work (Rompas et al., 2023).

Mobile Legends: Bang Bang (MLBB) is one of the most popular *multiplayer online battle arena* (MOBA) games in Asia, especially in Indonesia. The success of *Mobile Legends* is also influenced by its accessibility. Along with its popularity, *Mobile Legends* also faces challenges, especially related to player behavior in the game, such as addiction (Amran et al., 2020) and toxic behavior (Sinaga et al., 2024).

Communication between players is an important part that reflects the form of interpersonal communication in the digital era. Through chat and *voice chat* features, players connect with each other to work together or strategize, but this communication can also lead to conflict if not done in a healthy and respectful way.

This study analyzes whether there is an influence of *mobile legends* online games on interpersonal communication among generation Z and if so, how much influence it has on interpersonal communication among gen z. Through an in-depth understanding of the influence, it is possible to understand the influence of *mobile legends* online games on interpersonal communication among gen z. Through a deep understanding of the influence, it is hoped that this research can provide insight into how *online games* affect the way gen z communicates and can add to the treasures of communication science, especially in the context of digital communication and social interaction in the modern era. This research can also be a reference for *game* developers in creating *games* that are

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not only entertaining but support positive communication skills, as well as being used as an evaluation material for the community in raising awareness among parents, educators and the community about the influence of *online games* on communication in gen z.

LITERATURE REVIEW

Technology and The Internet

Digital technology is a technology that uses computerized systems and data in digital form (binary numbers) to process, store, and transmit information (Berutu et al., 2024). This technology is the basis of various modern innovations that shape the way humans work, learn, and communicate in today's digital era. According to Zulvikri and Amani (2024), digital technology can be classified into three main components: digital artifacts, digital platforms, and digital infrastructure.

The word "internet" comes from the abbreviation "Interconnected Network", which reflects its function as an interconnected network. The internet has a role as a provider of information, facilitating interpersonal communication, the internet is also an economic driver, offering a variety of entertainment such as movies and music (Amalia and Halim, 2022).

Gen Z

Generation Z is a demographic group that includes individuals born between 1997 and 2012, after Generation Y (millennials). Generation Z has key characteristics such as being familiar with advanced technology, preferring to communicate through social media, having a high social awareness of environmental issues and diversity, being pragmatic and independent, valuing authenticity and transparency, being able to multitask, tending to seek information independently before making decisions, and being more open in discussing mental health issues, which distinguishes them from previous generations.

Online Game Mobile Legends: Bang Bang

Online games are a type of video game that requires the internet when using it, this gives players the possibility of interacting with others in *real time* (Yourlanda and Cindoswari, 2023). The main advantages are the ability to interact in *real time* through *online*, helping with self-skills and accessibility. However, there are also disadvantages, such as dependency that can interfere with daily life and social life, where players prefer to interact or communicate virtually rather than meet in person (Rompas et al., 2023).

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Mobile Legends: Bang Bang is a *multiplayer online battle arena* (MOBA) type mobile game created and published by *Moontoon*, an offshoot of *ByteDance*. This game was created for mobile phones, each team consists of 5 people with a mission to destroy the enemy base while fighting for their own base.

Interpersonal Communication

Interpersonal communication is a form of interaction involving two or more people who communicate directly, either using words or through body language or nonverbal expressions. This communication is personal and occurs between individuals, either directly without intermediaries or through certain media. This communication occurs when a communicator sends stimuli usually in the form of verbal symbols to influence the attitude or action of the communicant in the context of the communication. As with other communications that have certain characteristics, interpersonal communication also has distinctive features, such as two-way message flow, carried out directly, and followed by rapid feedback from the recipient of the message (Mulyana, 2005).

RESEARCH METHODS

This research uses quantitative techniques and uses survey research methods. The participants in this study are gen z who play mobile legends: bang bang online games in Bandar Lampung City. The category used by researchers in determining respondents is gen z who are involved in online gaming activities. The sample size of 86 respondents was obtained using purposive random sampling technique which aims to produce representation based on certain considerations that ensure respondents meet the criteria to be the object of research and can represent a population. Data collection was carried out using a questionnaire distributed through Google Forms with a Likert scale of 1-5. The data collected was then analyzed using SPSS version 23.

RESULTS AND DISCUSSION

Research Instrument Test

This study tested the validity and reliability of the instrument. In this study, the validity test used was Pearson correlation. The validity test is carried out by correlating each with the total score of the variable. Furthermore, the resulting correlation number will be compared with the $_{rtable}$ value with 30 respondents at α = 0.05, which is 0.514 (Sugiyono: 2013). All statement items for Online Game Usage.

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(X) and Interpersonal Communication (Y) have an r-table correlation value above the threshold. The average correlation for X and Y is 0.745 and 0.702 respectively, which can be said that all statement items are valid and can be used as research measuring instruments.

Cronbach's Alpha is used for the reliability test. The results of the Reliability test obtained an Alpha value of *Online Game* Usage (X) of 0.969, and Interpersonal Communication (Y) of 0.961 so that the questionnaire used in this study was declared *reliable* because the alpha value was> 0.60. This means that the measuring instrument used in this used in this study already has the ability to provide consistent measurement results in measuring the same symptoms.

Kolmogorov-Smirnov is used for normality test. Kolmogorov-Smirnov Normality Test with the condition that the KSZ and Asymp.Sig. results must be greater than 0.05 (Normal). The test results are as below, from t h i s test the KSZ value is 0.091 and Asymp.Sig. (2-tailed) of 0.076 which means greater than 0.05, then the data is normally distributed.

Respondent Characteristics

Overall, the characteristics of respondents in this study show that gen z who play *online games Mobile Legends: Bang Bang* is dominated by males who are still at the junior high school level. Seen from a total of 86 respondents, 59 respondents (68.6%) were male, 30 respondents (34.9%) were < 15 years old, and 31 respondents (36.0%) had a junior high school education.

Data Description

The data description in this study is a qualitative analysis of the answer categories on 86 respondents consisting of 50 questionnaire items submitted in two research variables, namely 25 items on the variable Use of *Online Games* by Gen Z (X), and 25 items on the variable Interpersonal Communication in Gen Z (Y).

Table 1. Descriptive Calculation Results of indicators of Online Game Usage *Online Games* by Gen Z

No	Use of *Online Games* by Gen Z	Frequency	Percentage (%)
1	Very good	3	3,49
2	Good	12	13,95

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3	Neutral	23	26,74
4	Not Good	32	37,21
5	Not good	16	18,60
Total		86	100

Source: Primary Data Year 2025

It is known that 3 (3.49%) respondents use *online games* very well, as many as 12 (13.95%) respondents use *online games* well, as many as 23 (26.74%) respondents use *online games* quite well, as many as 32 (37.21%) respondents use *online games* poorly and 16 (18.60%) respondents use *online games* poorly. Overall, the use of *online games* on respondents is not good so that it is necessary to disseminate information and promotion of the use of *online games.*

Table 2. Descriptive Calculation Results of Interpersonal Communication indicators in Gen Z

No	Interpersonal Communication in Gen Z	Frequency	Percentage (%)
1	Very good	5	5,81
2	Good	18	20,93
3	Neutral	60	69,77
4	Less Good	3	3,49
5	Not Good	0	0
Total		**86**	**100**

Source: Primary Data Year 2025

It is known that 5 (5.81%) respondents have very good interpersonal communication, 18 (20.93%) respondents have good interpersonal communication, 60 (69.77%) respondents have fairly good interpersonal communication, and 3 (3.49%) respondents have poor interpersonal communication. Overall, interpersonal communication among respondents is quite good so it is necessary to disseminate information and promote good communication.

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Simple Linear Regression

Table 3. Simple Linear Regression Analysis Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	62.277	3.456		18.019	000
Online Game Usage	.299	.052	.535	5.800	.000

Source: Primary Data Year 2025

From the table above the equation formed is: Y = a + bX = 62.277 + 0.299 X

Table 4. Determinant Coefficient Test Results (R2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.535a	.286	.277	9.925

Source: Primary Data Year 2025

In the determination test results obtained data on the effect of X on Y of 0.286 or 28.6% or in other words the variable Use of Online Games by Gen Z has a contribution of 28.6% in increasing Interpersonal Communication in Gen Z.

Table 5. T Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	62.277	3.456		18.019	.000
	Online Game Usage	.299	.052	.535	5.800	.000

Source: Primary Data Year 2025

Based on the results of the T test for the variable Use of Online Games by Gen Z, it is obtained t_{count} = 5,800 with a significance value of 0.000 <0.05, then Ho is rejected and Ha is accepted. This shows that partially Ha which states that there is a suspected influence of the *online* game *Mobile Legends: Bang Bang* on interpersonal communication in Gen Z - ***Accepted***

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CONCLUSION

From the explanation above, the researcher concludes that there is an influence of the *Mobile Legends online game: Bang Bang* on Interpersonal Communication among Generation Z. The magnitude of the influence of the *Mobile Legends Online Game: Bang Bang* on Interpersonal Communication among Generation Z of 0.286 means that the use of *Online Games* by Gen Z contributes to the influence on the high and low (variation in value) on the Interpersonal Communication variable in Gen Z by 28.6%, while the contribution outside the variable of 71.4% of Interpersonal Communication in Gen Z is due to other variables not included in this study.

SUGGESTIONS

Suggestions that need to be recommended are as follows:

1. The use of *Online Games* by Gen Z that needs to get attention to make it even better is to improve the conflict dimension where based on the results of the questionnaire distributed, it is found that the conflict dimension, especially the question item "I choose to play *online games* compared to helping parents" has the lowest value, which means that respondents prefer to play *Online Games* compared to helping their parents.
2. Interpersonal Communication in Gen Z that needs to be addressed is in the empathy dimension, where based on the results of the questionnaire distributed, it is found that the empathy dimension, especially the question item "I am not happy if someone has a better argument than me" has the lowest score, which means that respondents cannot accept the arguments of others who are not in line with themselves. This is a barrier in the implementation of good and effective interpersonal communication in Gen Z.

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