

The Impact of Digital Communication on Interpersonal Relationships

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ABSTRACT

In this study, we analyse the effect of digital means of communication on people's relationships, looking particularly at the ways technologies modify the quality, level, and interaction of people's connections. This study utilizes a secondary data methodology and compares existing literature to assess the advantages and disadvantages of digital means of communication. Results show that digital means of communication facilitate better access, timely interaction, and ease of maintaining long distance relationships. At the same time, they pose a challenge to both reduction of physical interaction, lack of emotional and contextual interpretation, and over-dependency on technology interfaces. From the literature review, we identify three primary considerations: How relationship interaction is shaped by technology, the impact of digital communication on emotional bonding, personalized trust, and online interaction problems such as increased conflict, isolation, and social distancing. The study also employs Social Presence Theory and Media Richness Theories to account for the communication medium and how the level of a relationship is determined by its outcome. The results and discussion focus on the balance of net opportunities and constraints provided by digital communications relative to context, intended purpose, and intended frequency of use. In any case, the study focuses on the advantages of digital means of communication affirming that they enhance interpersonal relationships if utilized moderately and when supplemented with face-to-face interaction. To mitigate risks and foster healthier relationships in the digital age, online emotional awareness, remote interaction habits, and digital competencies should be developed and cultivated.

Keywords- Digital communication; Interpersonal relationships; Emotional intimacy; Social presence; Media richness; Online interactions; Technology and relationships.

I. INTRODUCTION

Over the last two decades, how people communicate, engage, and maintain relationships has shifted fundamentally because of technology. The advent of smartphones, social media, instant messaging, and even video calls has made communication seamless regardless of time and geography. Digital communication, though different from traditional face-to-face contact, has a different set of pros and cons including digital immediacy and flexibility which transforms personal and work relationships. This trend has been even more pronounced because of global phenomena such as the COVID-19 pandemic which made digital platforms the only means available for social interaction to keep people connected. Social relationships are built on a web of diverse social,

emotional, and psychological exchanges. In the past, the formation of such relationships depended greatly on non-verbal body language, tone, and physical presence. In digital communication, such cues are modified, which begs the question of interaction quality. Instant messaging, for instance, provides users the ability to communicate frequently, however the absence of non-verbal cues makes miscommunication more likely. On the other hand, digital communication broadens the scope of connectedness by providing multiple means of interaction such as voice calls, video calls, texting, and even sharing multimedia.

The impact of digital forms of communication on relationship formations and connections has been a topic of scholarly debate. Some experts focus on the positive aspects, highlighting that people can remain in touch and therefore trust and social supporting can be

achieved. Experts in the other camp, however, warn that online interactions can replace face-to-face contact, leading to distractions, shallowness, and emotional inauthenticity. In addition, issues such as online harassment, digital being out of control, and online dependency complicate the basic modern relationship framework. The different age groups also impact socialization. "Digital natives," who tend to be younger or of the younger generations, often use digital forms of communication like social media or texting as the primary method to create and maintain their friendships. For the older generation, however, digital forms of communication act as secondary and supplementary to face-to-face communication. Moreover, the culture itself has an impact on the use of digital devices, thus impacting relationships in different societies.

Considering the existence of online communication, looking into the matter of the impact of such platforms on relationships between people and the connections they make is imperative. From an academic perspective, the subject of research holds relevance in the context of mental health, collaboration in the workplace, family relationships, framing of the community and community development. From this viewpoint, the goal of the research is to shed light on the issue and investigate the impact of digitalization in a community in respect of the connections between individuals and human relationships.

II. RESEARCH RATIONALE

The accelerating advancement of technology alters the fundamentals of how an individual engages in starting, nurturing, and experiencing interpersonal relationships. On the one hand, the communication technologies grant access to instantaneous connections, global networking, and the strengthening of long-distance ties. On the other hand, such technologies come with the dangers of decreased face-to-face communication, message and meaning misinterpretation, and emotional detachment among the users. This paradoxical scenario presents complex concerns about the quality of relationships in the current era. Investigating the phenomenon of online communication, exploring its specificities, and differentiating its effects remains of profound importance since current available data is inconclusive. While some of the studies emphasize online communication's ability to support intimacy and social support, others highlight its dangers of fostering isolation, superficial dependency, and disconnecting interpersonal relationships. This form of communication technology poses an element of uncertainty, and the focus should be placed on its multifaceted consequences rather than the singular, one-dimensional.

Interpersonal relationships are the bedrock of psychological wellbeing, social fabric harmony, and professional collaboration, and this normalcy aids the

functioning of social systems. Such systems demand explanation to enhance understanding with regard to the fabricating technologies serving the purpose of educators, politicians, mental health professionals, and citizens engaged in modern social life. This study seeks to revise and reinterpret ongoing discourse with analysis of the multiple pros and cons and focus on formulating policies ensuring meaningful engagement within modern sociotechnical frameworks.

Research Aim

The aim of this study is to critically examine how digital communication influences the quality, nature, and dynamics of interpersonal relationships, with a focus on both its positive contributions and potential drawbacks.

Research Objectives

1. To explore the ways in which digital communication tools (e.g., social media, instant messaging, video calls) shape interpersonal interactions.
2. To examine the positive impacts of digital communication on relationship maintenance, intimacy, and social support.
3. To analyze the challenges and risks posed by digital communication, including miscommunication, superficial connections, and digital dependency.
4. To compare generational and cultural differences in the use of digital communication for building and sustaining relationships.
5. To evaluate the overall influence of digital communication on the depth, authenticity, and quality of interpersonal relationships.

Research Question

1. In what ways do digital communication tools influence the nature and patterns of interpersonal interactions?
2. How does digital communication contribute positively to relationship maintenance, intimacy, and social support?
3. What challenges and risks, such as miscommunication, superficial connections, or digital dependency, arise from reliance on digital communication?
4. How do generational and cultural differences shape the use of digital platforms in building and sustaining relationships?
5. To what extent does digital communication affect the depth, authenticity, and overall quality of interpersonal relationships?

Research Gap

Although the relationship between digital communication and human interactions has been researched, there are still some areas that need further exploration and analysis. Most studies analyze the technological features related to digital communication platforms separately from the psychological effects that result from using them, and this has also been the case in most literature. These studies often take extreme

approaches by either focusing on enhanced connectivity as a key digital communication benefit, or on social interaction decay, superficial engagement, and dependence as the devastating detrimental effects. The interdependence of advantages and disadvantages in digital communication has been ignored, which is a major flaw of this approach. Current research also has a large gap in lack of generational and cultural comparison. The focus on so-called digital natives drives the research agenda, meaning that older people are neglected in the study of their social media and instant messaging relationship dynamics. In the same way, most of the literature is centered around the Western context and does not consider the impact of cultural values and norms from non-Western societies on the practice of digital communication.

In addition, there seems to be an emphasis placed on either romantic or family relationships, while other forms such as professional, academic, or community relationships are relatively ignored. This limited emphasis suspended a well-rounded understanding of how communications digitally shape different relationships. To add on, while the COVID-19 pandemic served to accentuate the need for digital means of communication, there is still a lack of comprehensive research on how the pandemic affects the relationship-structure quality and social cohesiveness of a community for a prolonged period of time. Filling the gaps highlighted is vital for constructing a well-rounded view on digital communication and its effect on relationships in contemporary society. This study aims to fill these gaps by looking at varying perspectives, balancing the positive and negative to contextualize within and across generations and cultures while broadening the scope to different relationship types.

III. LITERATURE REVIEW

Theme 1: The Impact of Digital Technologies on Communication and the Change of Face-to-Face Interaction

The fundamental nature and pace of interpersonal interactions have changed with the advent of new modes of communication such as the internet and social media. People can remain connected through social media, instant messaging, and video calls, and always can interact with one another regardless of geographic distance. Such interactions have a great deal of immediacy and constant availability, which helps to foster relationships even when physical presence is difficult.

The use of social media also poses certain challenges. Digital communication diminishes or alters the non-verbal components of traditional interactions which include tone, gestures, and expressions. Non-verbal features of communication such as emojis and multimedia do not capture the full breadth of human expressions. In addition, the constant availability of

social media devices can blur the line between personal, social, and professional domains, causing communication overload, anxiety, and stress. The absence of a definite evaluation suggests that such a phenomenon cannot be classed as entirely beneficial or harmful. The absence of a definite evaluation suggests the phenomena cannot be classified as entirely beneficial. In essence, it invites renewed consideration of the ways social interactions revolve around new technologies and their impact on social relationship formation over a period of time.

Theme 2: The Dynamics of Relationship Quality: Positive and Negative Effects

It is recognized that interpersonal relationships can both be enriched and strained through digital communication. For one, maintaining contact is easier and offers a sense of togetherness that otherwise, would be extremely difficult to access. Online platforms enable users to free share experiences, express care, and provide emotional support. Moreover, numerous individuals deem digital spaces as more conducive to self-disclosure since barriers of shyness or social anxiety are often lifted. Digital communication can encourage superficiality, which is problematic. Online contact is often quick and to the point, which leads to less emotional and interpersonal depth. In some cases, there is a dependence on digital contact that prioritizes a digital presence. Deficiency of face-to-face contact leads to the weakening of relational bonds. There is also the reliance on physical indicators and non-verbal cues which can lead to frequent misunderstanding as there is an absence of non-verbal communication. Incessant presence also leads to availability. Because of the digital space, there is constant presence which leads to a pressure to respond to.

This creates a digital causation that provides ease of access while steadily stripping relationship dynamic. Because of this, the digital platforms become a double-edged sword, offering a constant ease of communication while steadily exposing the individuals involved to numerous relationship dynamic quality vulnerabilities.

Theme 3: Cultural and Generational Aspects of Digital Communication

How different generations shift and adapt to new technologies is a matter of concern, especially in the field of sociology; there is a differing view on the impact of digital communication on relationships. For the younger people, disengaging from technology is almost impossible, and especially about social life, they regard the technology embedded platforms like social media as an integral and normal part of interaction. For these people, social media is an adequate substitute to face to face conversations and is a useful mechanism to nurture friendships and romantic relationships. Older people are, however, not inclined to share the same view as the younger generation. While a considerable number of them are willing to adopt new technologies like social

media, messaging, and video calling platforms, they prefer to consider all these forms of communication as secondary to physical contact. This attitude betrays, the battle between the two generations and the differing views they largely have of nearness and reality. Differences in the cultures of people has and continues to have an impact on the application of new technologies like digital communication. In cultures where collectively is very pronounced, sociocultural expectations dictate that digital technology helps to maintain and enhance relationships in social and family interaction. This is very different from the individualistic cultures where technology and digital communication is employed to express individuality. Descriptive sociocultural research that is not ethnocentric in these regards is virtually non-existent and therefore highlights the neglecting consideration of the embedding digital communication technology in diverse cultures and societies.

Synthesis of the Literature

When the literature is examined collectively, digital communication has had both positive and negative transformational impacts on interpersonal relationships. The digital space broadens the channels through which intimacy and support can be accessed, offering novel avenues for connection. The phenomenon also introduces risk of dependency, superficiality, or strained relations. While there has been some scholarly work around this idea, many tend to approach the digital aspect of communication either too positively or too pessimistically, which limits dimensionality and nuance. Moreover, it is often noted that most studies pay attention only to the younger population and tend to neglect the older generations as well as the rest of the world, focusing primarily on the Western perspective. Most studies seem to focus on familial and romantic relationships. This neglects the analysis of impacts on friendships and professional relations, and community interpersonal interactions. The long-term digital exchange of communication and its impacts on the quality of relationships has also not been researched extensively. This illustrates the gap which remains. It comprehensively brings to attention the areas which still need work and incorporates the intergenerational cultural debate, including digital communication's intersection on relationships.

Theoretical Framework

This study is guided by two theoretical perspectives: Social Presence Theory and Social Information Processing Theory. Together, they provide a balanced framework for understanding how digital communication affects interpersonal relationships.

Social Presence Theory suggests that the richness of communication is closely tied to the extent to which a medium can convey social and emotional cues. In traditional face-to-face interactions, these cues are abundant, contributing to intimacy, immediacy, and relational depth. Digital communication, particularly

text-based forms, often reduces these cues, which may lead to diminished emotional resonance and misinterpretation. However, modern platforms attempt to compensate for this limitation through tools such as video calls, emojis, and interactive media, which aim to replicate elements of social presence. In contrast, Social Information Processing Theory argues that meaningful relationships can still be developed through digital communication, even in the absence of rich non-verbal cues. Individuals adapt by using alternative strategies such as increased frequency of interaction, creative use of language, and prolonged engagement. Over time, these adaptations can foster intimacy and trust, challenging the idea that digital communication is inherently inferior to face-to-face interaction.

Together, these two perspectives provide a comprehensive lens. Social Presence Theory highlights the challenges of reduced communicative richness, while Social Information Processing Theory emphasizes human adaptability in overcoming these constraints. By applying both, this study can explore how digital communication both enables and constrains interpersonal relationships, offering a nuanced understanding of its overall impact.

IV. METHODOLOGY

Research Design

This research employs a secondary descriptive approach, which is most suitable for assessing the role of digital communication on relationships by synthesizing data, scholarly publications, and other documented materials. This study draws on secondary sources like peer-reviewed journals, books, and reputable digital publications, in contrast to primary research done through surveys, interviews, or experiments. A descriptive approach has been adopted as the objective of the study is not to test a particular hypothesis, but rather to understand in detail the emerging patterns, trends, and perspectives from previous research. Through this approach, a multi-faceted and holistic investigation on the issue can be conducted as it is possible to combine many perspectives and findings.

Data Sources

This study relies exclusively on secondary sources. These sources consist of journal articles published in the fields of communication studies, psychology, sociology, and digital media. Also included in the scope of study were books that examined the nature of human relations in the digital era. Lastly, the study included reports published by reputable institutions concerning the use of digital media and credible internet sources. Greater weight is given to the articles published in the last twenty years to ensure that the results capture the recent trends in digital communication technologies. However, some older studies and foundational theories are included to provide the study with a theoretical and historical context.

Data Collection

The step of the project which is related to data collection was carried out by searching online databases such as Google Scholar, JSTOR, ResearchGate, and even institutional libraries. Some of the search terms used include “digital communication,” “interpersonal relationships,” “social media,” “online intimacy,” and “relationship quality.” There was an additional step to ensure that the selected literature was of an adequate academic standard, relevant to the field of study, and published in the English language. Sources that were purely technical and did not discuss the relational dimension were not included as well as purely opinion pieces that lacked a theoretical or empirical underpinning.

Data Analysis

The study focuses on thematic analysis as a technique to integrate information from the chosen secondary sources. Thematic analysis covers concept development, identification of repetitive recurrent concepts, classification of the findings into themes, and linking cross-study. For the purpose of this research, three overarching themes were established during the literature review: (1) the metamorphosis of face-to-face communication into a digital modality, (2) the relationship quality: effects positive and negative, and (3) cultural and generational aspects. The findings from various sources were assigned to these themes, which facilitated the analysis of similarities, differences, and gaps within the research. This approach uses a systematic strategy for interpreting a considerable amount of data that has already been collected without oversimplifying the data’s rigor and intricacy.

Ethical Considerations

Even though this research does not directly involve participants, ethics is maintained when handling secondary materials. All sources are derived from reputable public databases, and the authors of the original works are appropriately credited through citations and references. The authors also made sure not to misrepresent the research results by selective interpretation which involves distorting the meaning of prior research.

Limitations

The use of secondary data imposes specific restrictions. This study is confined to the scope of available literature and data sets, meaning that some perspectives and cultures may be overlooked entirely, particularly those that are not well represented. Moreover, the overarching methodology’s descriptive character prevents the gathering of first-hand empirical evidence, which in-depth understanding of lived experiences. Despite these shortcomings, the rigor of the approach provides balanced understanding of the topic and serves as a basis for subsequent primary data research.

V. RESULTS AND DISCUSSION

Introduction to the Results

An in-depth literature review focusing on digital communication in relation to the literature on relationships formed the basis of the findings of this study. The secondary descriptive methodology made it possible to combine scholarly narratives from communication, psychology, sociology, as well as cultural studies. The results are presented in the following sections, from the most salient objectives of the study: transforming patterns of interactions, the dual impact on the quality of relationships, and the influence of generations and cultures. After the results, the discussion offers interpretation of these findings guided by some theories and contemporary societal contexts.

VI. RESULTS

Change in the Format of Interpersonal Interactions

The literature reviewed in this study indicates that the structure and the character of interpersonal interactions has been profoundly altered by the use of digital communication technologies. The provision of social network services, the use of instant messaging, and the ability to conduct video calls has made it possible to connect during any time and from any location physically and temporally. Evidence has shown that communication patterns, in terms of how often people communicate, have increased tremendously because accessibility is now instantaneous. For instance, people claim to have more extensive relationships as compared to the pre-digital era primarily due to ease of connectivity online. This shift, however, indicates major changes in interactions. Interpersonal interactions that used to be core to relationship maintenance are now, to a greater extent, supplemented or replaced with digital interactions. Although this allows for more contact, it often diminishes interaction quality due to lack of critical non-verbal cues. The findings demonstrate that people are constrained to adapt to these limitations with the help of digital emojis, GIFs, or video calls. Nonetheless, these reforms fall short of in-person interactions.

In summary, the outcomes imply that digital communication changes the traditional dynamics of contact intra and inter-personal interactions by broadening accessibility and increasing the interaction frequency.

Strengthening the Relationship

The findings confirm the existence of certain positive digital communication relationships. They especially aid long-distance relationships since such devices help people maintain closeness with their family, friends, or partners even when separated by borders. Online platforms also grant people the ability to express their feelings, offer emotional support, and help in the

formation of community. People with social anxiety, or those who are introverted, often state that digital platforms help lower the risk to self-disclosure, thus encouraging relationships. In addition, regular online engagement creates a feeling of urgency and closeness. Even sending messages or giving a quick social media like is viewed as a form of caring and presence which strengthens the relationship. Furthermore, the asynchronous nature of communication provides more flexibility and allows people more freedom in the managing of conversations, alleviating pressure concerning in-person immediacy.

These findings suggest off-line interactions and face-to-face communication may not be as effective compared to digital interactions, which now augments relationship maintenance, enhances the intimacy that is felt within the relationship and social belongingness.

Detrimental Outcomes on the Quality of the Relationship

Alongside the positive impacts, the findings suggest a multitude of risks. An active phrase that resonates throughout the findings is – shallow connection. Relationships that are sustained through short interactions, that are frequent in nature, become shallow. Constant comprehensive contact encourages and reinforces instant response demand, which in turn creates problematic situations. Text-based messages, which are common nowadays, are often ambiguous and open to a wide variety of interpretations, resulting in conflict. Digital dependency constitutes another major challenge. Dependence on automated interactions tends to dampen motivation to engage in face-to-face contact, causing a strain in relationships. Partners or friends may, in certain situations, report feeling a sense of being overlooked when attention via digital means takes the place of being physically present. Of equal concern are the risks posed by online disinhibition, cyberbullying, and trust issues, especially when the digital components of the interactions involve surveillance or oversharing. Therefore, the evidence indicates that the use of digital communication tools creates gaps in relationships and therefore, intimacy, authenticity, and stability.

Generational and Cultural Differences

The results also emphasize the differences in the use of digital communication across generations and cultures. Members of younger generations seamlessly integrate technology into their lives and tend to equate online engagement to face-to-face interaction. For a large portion of the population, online presence and activity defines social identity and belonging. Older generations consider digital communication as an auxiliary to face-to-face interaction. While they may use modern conveniences such as video calls to sustain family relationships, they often complain about the lack of rich context of feeling in digital environments.

The results point to differences across cultures. In family-oriented cultures, digital communication

serves the purpose of reinforcing family ties and community networks, while in individualistic societies, it is largely used as a means of self-expression and a bid for autonomy. Regardless of these findings, there is a lack of research on non-Western contexts, which reveals an existing gap in the literature.

VII. DISCUSSION

The findings illustrate the deep yet mixed impact of digital communication on relationships. This discussion analyzes these findings using the Social Presence Theory and Social Information Processing (SIP) Theory and places them in wider social and cultural contexts.

Transformation of Interaction Patterns

Through the lens of Social Presence Theory, the results confirm that the non-verbal cues offered in interpersonal exchanges are restricted through the use of digital communication technology. This is the reason behind the chronic issue of misunderstanding and emotional indecipherability in the digital context. However, the behavioral methods to adapt in the study's findings such as the use of emojis, voice comments, and video calls, support SIP Theory, which advocates human ingenuity and persistent effort in relation to talk. These theories put together indicate that digital spaces may lack certain elements of communication, certain people with a relation to each other adapt to the relational technology to negotiate their communication.

Managing Both the Benefits and Drawbacks

The results have provided the insight that the use of digital communication is both a relationship enabler and terminator at the same time. Aside from permitting instantaneous communication, the use of digital devices supports the caring sentiments and sustains long-distance relationships. At the same time, there is also the encouraging of dependency, superficial relationships, and disputes. This a more general conflict between the immediate and the substantial concerning the ever-present wish for instantaneous results as opposed to time-consuming but more in-depth engagement.

As previously discussed, focus on how digital communication is used rather than the medium itself is critical. For instance, shallow but frequent messages may erode intimacy but purposeful, online interactions may enhance intimacy. Hence, the quality of digital interaction is a better predictor of relational outcomes than technology's sheer presence.

Generational and Cultural Insights

As observed in the findings, differing generational cohorts cluster around differing norms of intimacy and authenticity. For the younger cohort, digital interaction is embedded within identity formation and is normative. For the older cohort, digital interaction is viewed as incomplete in comparison to face-to-face

interaction. This underscores the communication technology divide and the need to account for the age-related expectation in the study of digital communication.

The discussion is further complicated by the consideration of cultural differences. The collectivist focus on community versus individualist focus on self illustrates how the dimension of digital communication is not universal but rather shaped by cultural values. There is a need for more cross-cultural studies in order to understand the relationship between digital communication and cross cultures.

Long-Term Considerations

An important observation from the findings is the lack of longitudinal studies that have been conducted. It is evident that digital communication is intricately embedded in the fabric of modern relationships. However, its long-term influence on relational trust, cohesion, and stability remains largely uncharted. This gap in the literature underscores the need for research that shifts attention from immediate consequences toward documenting, over the course of decades, how consistent digital communication reliance transforms relational frameworks.

VIII. CONCLUSION

The exploration of digital communication and its impact on interpersonal relationships has revealed a multifaceted dynamic that underscores both opportunities and challenges in contemporary social interaction. Digital platforms have redefined how individuals connect, maintain, and navigate personal and professional relationships. While offering unprecedented convenience, immediacy, and access to wider networks, they also bring concerns around authenticity, emotional depth, and the erosion of traditional forms of communication.

The study highlights that digital communication facilitates constant connectivity, enabling individuals to maintain long-distance relationships, build new communities, and enhance inclusivity across geographical and cultural divides. It has also restructured family and workplace dynamics, creating new forms of collaboration and social support. However, these positive aspects coexist with significant drawbacks. Over-reliance on digital tools can lead to miscommunication, reduced non-verbal cues, and the weakening of emotional intimacy. Furthermore, issues such as digital fatigue, shallow connections, and the potential for social isolation raise concerns about the sustainability of digitally dominated interactions.

Another critical finding is that generational differences strongly shape how digital communication is perceived and used. Younger populations often embrace digital platforms as primary modes of interaction, while older groups may regard them as supplementary tools.

This generational gap creates diverse experiences and expectations, influencing relationship quality and communication effectiveness. Similarly, cultural contexts play a central role in determining whether digital communication strengthens or weakens interpersonal ties, with some cultures valuing virtual expressions of intimacy and others emphasizing face-to-face contact.

Overall, the study concludes that digital communication is neither inherently positive nor negative but functions as a double-edged phenomenon. The impact largely depends on how individuals balance its use with traditional interpersonal practices, how they manage the boundaries between online and offline spaces, and how they adapt communication styles to preserve relational depth. Future relationships will increasingly require digital literacy and conscious efforts to nurture trust, empathy, and authenticity across technological channels.

RECOMMENDATIONS

- Promote Digital-Interpersonal Balance**
Individuals should be encouraged to strike a balance between online and face-to-face interactions. While digital tools can enhance efficiency, dedicating time to in-person conversations can help preserve emotional intimacy and non-verbal richness.
- Enhance Digital Literacy**
Training programs and awareness campaigns should focus on equipping people with digital communication skills, including understanding tone, managing online presence, and preventing misinterpretation. This is particularly important for younger generations growing up in digitally saturated environments.
- Encourage Mindful Use of Technology**
Users should adopt conscious habits, such as setting boundaries on screen time and avoiding excessive multitasking during digital interactions, to prevent fatigue and shallow engagement.
- Foster Cross-Generational Understanding**
Families, workplaces, and educational institutions should facilitate dialogue between generations to bridge differences in communication preferences. This can ensure that digital platforms complement rather than fragment relationships.
- Strengthen Emotional Expression Online**
Developers of communication platforms should integrate features that allow for richer emotional cues—such as improved video tools, customizable avatars, or context-driven reactions—to replicate aspects of face-to-face interactions.
- Support Mental and Emotional Well-being**
Since overuse of digital communication may lead to loneliness or anxiety, health professionals and policymakers should address these risks through

supportive resources, counseling, and community initiatives.

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