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Peran Resiliensi Keluarga dalam Meningkatkan Komunikasi Keluarga pada Generasi Z

The Role of Family Resilience in Enhancing Family Communication Among Generation Z

Zamralita*, Anastasia Putri Leleng Wilis, Stephanie Angelina, & Reza Fahlevi
Master Program in Psychology, Faculty of Psychology, Universitas Tarumanagara, Indonesia

*Coresponding Email: zamralita@fpsi.untar.ac.id

Abstrak

Generasi Z merupakan kelompok demografis dominan di Indonesia yang dikenal sebagai digital natives karena tumbuh di tengah era komunikasi digital. Pola komunikasi mereka cenderung efisien dan berbasis media visual, namun hal ini dapat berdampak negatif pada kualitas interaksi langsung dalam keluarga. Minimnya komunikasi tatap muka berisiko meningkatkan penggunaan internet secara berlebihan dan memicu gangguan kesehatan mental. Komunikasi keluarga yang efektif memiliki peran penting dalam mendukung kesejahteraan psikologis remaja, dan salah satu faktor pendukung utamanya adalah ketahanan keluarga (*family resilience*), yang mencakup sistem kepercayaan, proses organisasi, dan proses komunikasi dalam keluarga. Penelitian ini bertujuan untuk mengkaji pengaruh ketahanan keluarga terhadap komunikasi keluarga pada Generasi Z di Indonesia. Pendekatan kuantitatif digunakan dengan teknik convenience sampling, melibatkan 210 partisipan. Instrumen yang digunakan adalah *Family Communication Scale* (FCS) dan *Walsh Family Resilience Questionnaire* (WFRQ). Hasil analisis menunjukkan adanya korelasi positif dan signifikan antara ketahanan keluarga dan komunikasi keluarga (R^2 = 0,84). Temuan ini menunjukkan bahwa peningkatan ketahanan keluarga berkontribusi terhadap kualitas komunikasi keluarga yang lebih baik, serta berpotensi menurunkan konflik dan dampak negatif dari penggunaan teknologi yang berlebihan.

Kata Kunci: Family resilience; Family communication; Generasi Z.

Abstract

Generation Z is the dominant demographic group in Indonesia and is widely known as digital natives, having grown up in the era of digital communication. Their communication patterns tend to prioritize efficiency and are largely visual based; however, this can negatively impact the quality of direct, face-to-face family interactions. A lack of in-person communication increases the risk of excessive internet use and contributes to mental health issues. Effective family communication plays a crucial role in supporting adolescents' psychological well-being, and one of the key contributing factors is family resilience. Family resilience encompasses belief systems, organizational processes, and communication processes within the family. This study aims to examine the influence of family resilience on family communication among Generation Z in Indonesia. A quantitative approach was employed using convenience sampling, involving 210 participants. The instruments used were the Family Communication Scale (FCS) and the Walsh Family Resilience Questionnaire (WFRQ). The analysis revealed a significant positive correlation between family resilience and family communication (R^2 = 0.84). These findings suggest that stronger family resilience contributes to better family communication quality and may help reduce family conflicts and the negative impacts of excessive technology use.

Keywords: Family resilience; Family communication; Generation Z.

INTRODUCTION

The generation that dominates the population in Indonesia today is Generation Z or known as Gen-Z with a birth year range of 1997 to 2012 (Central Bureau of Statistics, 2020). 'Digital natives' is the nickname for Gen-Z because this generation has been exposed to various new technologies such as the internet and social networks at a very young age. Gen-Z has its own characteristics in communicating due to the latest technological developments, such as Gen-Z tends to do digital communication because it is efficient and there is visual content such as stickers and even memes to convey feelings or experiences (Pritts, 2022). Honesty, sincerity, straightforwardness are important aspects when communicating to Gen-Z because Gen-Z is less able to accept messages/information that is dishonest or too subtle such as information that is not done 'to the point' (Katz, 2022).

With the development of the internet in this day and age, this can have a good impact on the current generation because families can still be connected anywhere and anytime with other family members compared to previous generations with minimal internet use (NDMU, 2019). The internet can also be a facilitator to adjust communication styles between generations that have different tendencies, for example, older generations prefer to talk face-to-face but because they are too far away, they can use video calls when communicating (Katz, 2022).

But there are also negative impacts of using the internet in communicating with Gen-Z, such as the lack of direct interaction. According to Mower (2017), Gen Z is not fully aware of the harmful effects of the internet on social interaction but they are definitely aware of their parents. According to Montgomery's interview (2017), as a teacher who teaches Gen-Z, she sees that parents are busy using cell phones when Gen-Z wants to talk in person. Although Gen-Z still talks when parents use their cellphones, but Gen-Z feels that parents listen but do not understand what is said, they feel that the attention of their parents has been diverted because of the use of cellphones. Then the use of the internet also has an impact on mental health problems and social isolation because there is often bullying/intimidation online or called cyberbullying on the internet (Mower, 2017). The incidence of cyberbullying can have an impact on family relationships becoming tenuous because individuals tend to withdraw and close themselves off from interacting with their families (Bowler, 2020).

This event is called family communication. Family communication is the process of family members exchanging information clearly and effectively (Rachmadi et al., 2022). According to Rachmadi et al. (2022) good communication must be clear without being covered up or with implied intentions and conveying information must be with effective language such as conveying the necessary needs, expressing what is desired, and solving problems. The exchange of information can be done directly or indirectly (Galvin et al., 2015). Family communication has an important role in the psychological state of individuals such as emotions, behavior, and satisfaction in life or in other words psychological well-being, especially in adolescents (Kaveh et al., 2020). If communication in the family is good, individuals tend to have good psychological well-being, and also family communication has an impact on the way individuals assess or view themselves

subjectively. However, if family communication is poor, it can have an impact on children, especially the tendency to use the internet excessively (Huang et al., 2023). Therefore, it is important to re-examine the factors that play a role in family communication.

Family communication can be influenced by family resilience or family resilience according to the theory from Walsh (2021). When families have family resilience, family members are predicted to have better mental health and reduce the risk of experiencing stress, anxiety, and depression and vice versa (Gayatri & Irawaty, 2022). According to research results family resilience has a significant positive role on family communication (Sabah et al., 2023). When family resilience increases, family communication also increases, and vice versa if family resilience decreases, family communication increases. Therefore, family resilience plays an important role in family communication.

Family resilience is the capacity within the family to solve problems, challenges, and difficulties faced by the family and can rise from stressful circumstances (Walsh, 2021). Families that have good resilience tend to recover quickly in difficult situations, have good endurance, can improve family conditions, are flexible, and maintain family welfare (Nichols, 2013). Family resilience has three dimensions, namely (Walsh, 2021): (a) Belief systems, (b) Organizational process, and (c) Communication process. Belief systems are goals, meanings, values, spirituality and views that a family believes to be the basis for thinking in dealing with existing problems. Organizational process is the openness to change structures in the family such as roles, rules, and communication patterns flexibly and adaptively so that each family member but connected to each other when the family is faced with pressure. Communication process is the clarity in the family when exchanging information and the way the family clarifies information, tells the emotions felt, and as a facilitator in solving problems.

Previous research has explained that family resilience has a significant positive relationship with family communication during the COVID-19 pandemic and with participants in Saudi Arabia (Sabah et al., 2023). However, previous research was conducted in the first wave of COVID-19 where the answers from participants could fluctuate and change along with the next waves of COVID-19 or even when the COVID-19 pandemic was declared over. Previous research has also not explained the relationship between the dimensions of family resilience and family communication in depth. The research participants were from Saudi Arabia, which could have different results if conducted by Indonesian participants because they have different cultural backgrounds. Therefore, the purpose of this study is to re-examine the role of family resilience on family communication with a focus on generation z with the current conditions after COVID-19.

Family communication is the exchange of information, thoughts, ideas, and feelings among family members so that the family can maintain closeness, find problems and solutions, and create agreements. If communication in the family is effective, the family tends to have a harmonious and mutually supportive relationship, but if family communication is ineffective, the family tends to have a less harmonious relationship.

One of the factors for families to have good family communication is when the family has the resilience to deal with various pressures experienced by the family, this is called family resilience. Family resilience is the way the family processes or changes the existing

structure so that the family can resolve the pressures it faces and rise from the problem. Resilience families are characterized by three things, namely: (a) Belief systems, (b) Organizational process, and (c) Communication process. Belief systems, where families embrace and seek meaning in adversity, have a positive outlook, and have beliefs in spirituality and transcendent things. Families who have belief systems can interpret the difficulties faced as an opportunity to get better. The family also becomes more confident and believes that the family can face difficulties with their abilities. Belief systems also rely on spiritual beliefs, behaviors, and connections in order to achieve the goals of meaningfulness and peace.

Organizational process is that families have flexibility and are able to adjust, build closeness, and have the ability to gather the economic and social resources needed in the family. Flexibility in the family is characterized by changing positions or roles in the family according to the needs of the conditions. Families also have emotional connectedness with other family members and also support each other when there are problems. Financial stability and support from relatives are very important when the family is faced with pressure and becomes part of the organizational process.

Communication process is that families have openness to share information, share feelings, and are able to solve problems by finding solutions together. Communication in a good family is characterized by being sincere, honest, and consistent so that families can trust each other and understand each other. Families also share feelings through communication and complement each other's emotional needs. Communication also builds families to get out of problems so that families can decide together to solve problems. These three things are dimensions of family resilience that can contribute to improving family communication for the better. However, not many studies have looked at how much the role of the dimensions of family resilience on family communication, especially in Generation Z. Therefore, this study wants to further examine the role of belief systems, organizational process, communication process on family communication in Generation Z.

This study proposes several hypotheses to explore the factors influencing family communication. The first hypothesis (H1) states that belief systems are positively related to family communication, meaning that stronger shared beliefs among family members enhance understanding and openness. The second hypothesis (H2) suggests that the organizational process, including family structure, roles, and rules, supports effective and consistent communication when well-managed. The third hypothesis (H3) posits that the communication process itself positively affects family communication by improving the quality of information exchange and strengthening relationships. Together, these hypotheses highlight how belief systems, organizational processes, and communication processes collectively contribute to enhancing family communication.
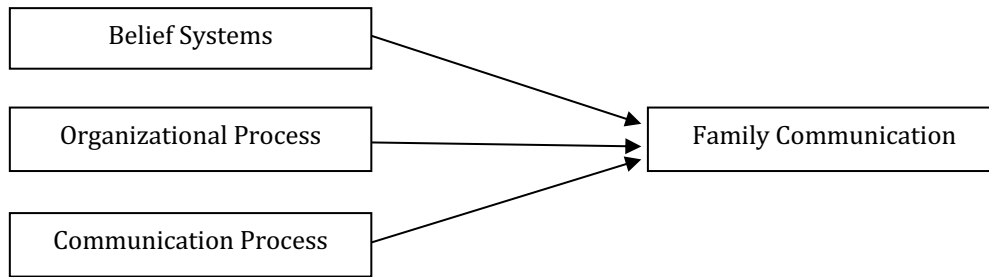
Figure 1. Research Hypothesis

RESEARCH METHODS

This research uses quantitative and non-experimental methods. This research is non-probability and uses convenience sampling techniques. Generation Z dominates the age of students, namely 17-24 years. The characteristics of the participants in this study are as follows: (a) Active students of University X and (b) Active students of psychology undergraduate study programs. In this study, 210 participants became participants. The description of the participants can be seen in the table.

Table 1. Participants Overview

Category		Frequency	Percentage
Gender	Female	185	88.1
	Male	24	11.9
Age	17	4	1.9
	18	62	29.5
	19	90	42.9
	20	40	19.0
	21	10	4.8
	22	4	1.9
Marital status	Not married	210	100
	Married	0	0
Children by birth order	Single	4	1.9
	1	73	34.8
	2	75	35.7
	3	53	25.2
	4	4	1.9
	5	1	0.5
Family structure	Birth parents (Both parents)	172	81.9
	Stepparent (stepfather or stepmother)	8	3,8
	Single parent (Father or Mother)	17	8.1
	Orphans/Underprivileged	13	6.2

In measuring the mediating variable, namely family communication using the Family communication Scale. This measuring instrument uses to evaluate the function of the family by looking at the level of cohesion and flexibility, statements include aspects of family relationships (emotional support, participation in the family), the ability to respond to change and stress. This measure has 10 statement items, one of which is "My family members are honest with each other when asked questions.". This measure uses five Likert scales, including strongly disagree (1), disagree (2), neutral (3), agree (4), and strongly

agree (5). Based on the internal reliability test, this measurement tool has a Cronbach alpha of $\alpha = .896$.

Family resilience as an independent variable was measured using the Walsh Family resilience Questionnaire (WFRQ) developed by Walsh (2021). This measuring instrument is used to see the level of resilience of family members, in this measuring instrument can identify family resources that have an impact on how to overcome stress and challenges (Walsh, 2021). This measuring instrument has a Cronbach alpha reliability of $\alpha = .950$, there are three dimensions, namely: (a) belief systems of 13 items and Cronbach alpha of $\alpha = .841$, (b) organizational process of 9 items and Cronbach alpha of $\alpha = .868$, and (c) communication process of 9 items and Cronbach alpha of $\alpha = .923$. An example of a belief systems dimension item is "My family celebrates success and learns from mistakes". An example of an organizational process dimension item is "My family respects each other's needs and differences". An example of a communication process dimension item is "In our family, we are clear and consistent in what we say and do". The answer options used a five-point Likert scale, including almost always (1), often (2), sometimes (3), rarely (4), and never (5).

The variables examined in this study are: (a) Family resilience as the independent variable, (b) Family functioning as the dependent variable, and (c) Family communication as the mediator variable. This study will conduct a t-test, correlation test, regression test, and mediation test to explain the research hypothesis. This research is non-probability and uses convenience sampling techniques. The research questionnaire was formed online through google form and had six sections and took approximately 10-15 minutes to complete. The first section is an introduction, explanation of the purpose of the questionnaire, criteria for participants and informed consent. If the participant did not agree to the informed consent, the participant would not continue to the second part, the questionnaire filling was immediately terminated. The second section was demographic data including initials, gender, place of residence, number of family members, how many children, and family structure. The third and fourth sections contained tools for both variables.

RESULTS AND DISCUSSION

The results of Confirmatory Factor Analysis (CFA) for family communication variables can be said to be valid (model fit p-value> 0.05; positive loading factor). The Goodness of Fit statistics show that the model has a good fit with the data, although not perfect. The Chi-Square Minimum Fit Function and Weighted Least Squares values are both significant (P = 0.00), indicating some degree of fit, but this may be influenced by the sample size. The RMSEA value of 0.093 indicates a decent fit, although a lower value (<0.08) is more desirable. Other fit indices such as CFI, NFI, and NNFI are all above 0.97, indicating that this model has an excellent fit compared to the null model. The GFI value of 0.91 and AGFI of 0.87 indicate a good fit, while the low RMR (0.034) confirms these results.
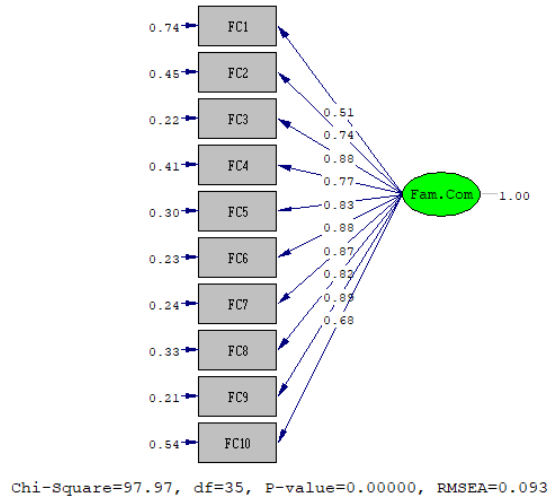
Figure 2. Confirmatory Factor Analysis of Family Communication

The results of Confirmatory Factor Analysis (CFA) for family resilience variables seen based on the dimensions of the belief system, organizational process and communication process can be said to be valid from 32 items (model fit *p-value>* 0.05; positive loading factor). This Goodness of Fit statistic indicates that the model has an overall poor fit. The significant Chi-Square value (P = 0.00) indicates a considerable discrepancy between the model and the data. The RMSEA value of 0.11, which is above the recommended threshold (<0.08), indicates that the model does not fully fit the data, and the RMSEA P-value (0.00) reinforces this. Other fit indices such as CFI, NFI, and NNFI are around 0.95-0.96, indicating that the model has a good fit compared to the base model, but the GFI value of only 0.85 and AGFI of 0.79 indicate that there is room for improvement for this model to better fit the data.
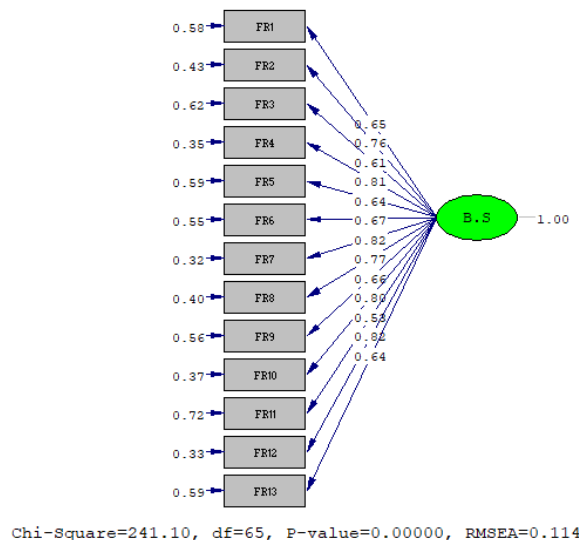

Figure 3. Confirmatory Factor Analysis of Belief System (Family Resilience dimension)

The results of the Goodness of Fit statistics show that the tested model has some indications of misfit. The Chi-Square value is significant (P = 0.00), indicating a mismatch

between the model and the data. The RMSEA value of 0.13, which is higher than the ideal limit of 0.08, indicates that the model has considerable discrepancies with the data. The fit indices such as NFI and CFI of 0.95 and 0.96 respectively indicate that the model has a good fit compared to the independent models. However, the GFI value of 0.88 and AGFI value of 0.80, which are both lower than the ideal value, indicate that the model still needs to be improved to better fit the data. In addition, the PNFI value of 0.71 and PGFI of 0.53 indicate that the model may be less efficient in terms of simplicity and fit. Overall, although there were some indications of a good fit, the model showed significant imperfections in representing the data.
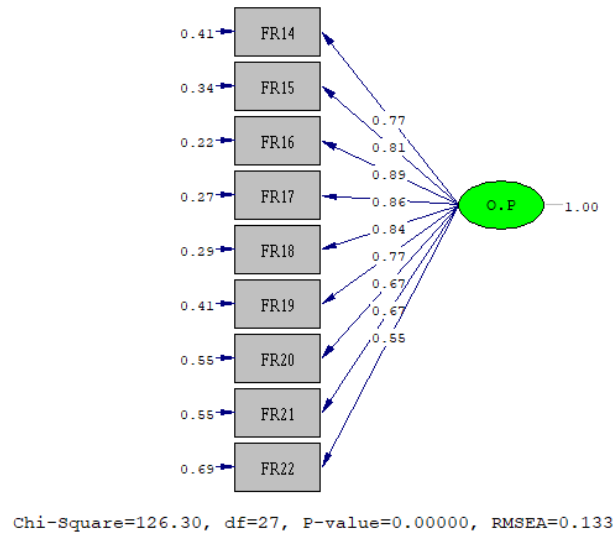

Chi-Square=126.30, df=27, P-value=0.00000, RMSEA=0.133

Figure 4. Confirmatory Factor Analysis of Organizational Process (Family Resilience dimension)

The Goodness of Fit results show that the tested model has a good fit, but there are some aspects that need attention. The Chi-Square value of 104.47 with P = 0.00 indicates a significant mismatch between the model and the data, although this often occurs with large sample sizes. The RMSEA value of 0.10 indicates considerable model misfit, as ideally the RMSEA value should be <0.08. However, other fit indices such as CFI and IFI of 0.98 each indicate that the model compares very well with independent models. The NFI and NNFI at 0.97 also indicate that the model is close to an optimal fit. Other indices such as GFI (0.91) and AGFI (0.85) indicate a good fit, although still below the ideal 0.95. The RMR (0.039) and Standardized RMR (0.038) values show that the mean difference of the residuals is small, indicating that the model is quite capable of reproducing the data. However, with a PNFI of 0.75 and a PGFI of 0.58, the model may not be very efficient in terms of simplicity, although it is still acceptable. Overall, the model shows a good fit, but there is room for improvement, especially in relation to the RMSEA and Chi-Square values.
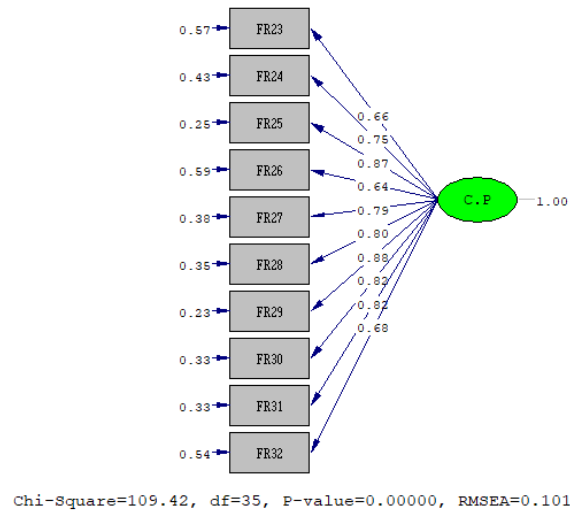
Chi-Square=109.42, df=35, P-value=0.00000, RMSEA=0.101

Figure 5. Confirmatory Factor Analysis of Communication Process (Family Resilience dimension)

The results of the study for the Goodness of Fit Statistics Test results, showed a very good fit with various fit indicators supporting. The Root Mean Square Error of Approximation (RMSEA) value of .070 is within the range that indicates a good model fit, below the accepted limit (.08). The Normed Fit Index (NFI) of .96 and the Non-Normed Fit Index (NNFI) of .98 indicated that the model had an excellent, near perfect fit. In addition, the Parsimony Normed Fit Index (PNFI) of .91 indicates that the model is balanced between significant fits. The Comparative Fit Index (CFI) and Incremental Fit Index (IFI), which were each .98, indicated a very strong fit of the model compared to the baseline model. The Relative Fit Index (RFI) of .96 also indicated a good fit with the more complex model. The Critical N (CN) value of 118.87 is adequate for a medium sample size, while the Root Mean Square Residual (RMR) of .040 and Standardized RMR of .049 show very little difference between the observed and predicted data. Overall, the model is efficient and has an excellent fit to the data without showing signs of excessive complexity. It can then be said that this study has excellent significance with the data, with all fit indicators approaching or exceeding the accepted threshold. The research model is effective in explaining the relationship between variables.
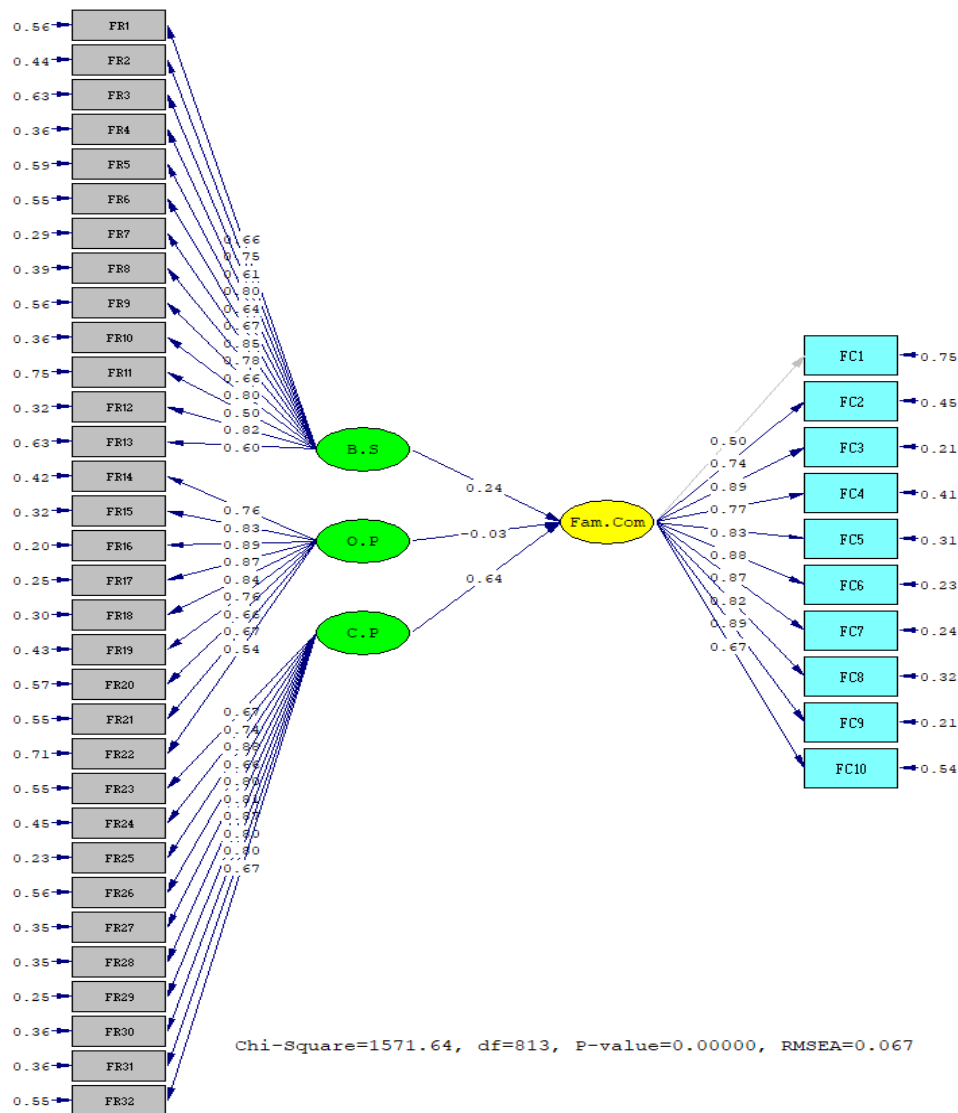
Figure 6. Structural Equation Model Test Result

Based on the Structural Equation Modeling (SEM) model, it was found that Family Resilience acts as an independent variable. The very high correlation between the dimensions of family resilice indicates that the higher the family resilience, the stronger the behavior, the more optimistic the outlook on life, and the better the coping strategies used by individuals. Family resilience is measured based on its dimensions, namely belief system (BS), organizational process (OP), and communication process (CP) towards family communication. The results of model measurement with a Chi-square value of 1571.64, df = 813, p-value = .000, and RMSEA = 0.067 indicate an adequate model fit with the data, which means the model can explain the relationship between variables well. Overall, this model provides strong evidence that Family Resilience plays a role in influencing family communication as represented by its dimensions.

Based on the results of the Structural Equation Model obtained, the model shows that family resilience has a role in family communication, based on the coefficient of r value (regression) owned. It was found that the family resilience dimension, namely the belief system (BS), has a relationship with family communication of .24. It can be interpreted that

the belief system dimension has a role of 24% on family communication. For the results of the family resilience dimension, namely the organizational process (OP) has a relationship with family communication of .03. It can be interpreted that the organizational process dimension has a small role of 3% on family communication. And the results of the family resilience dimension, namely the communication process (CP), have a relationship with family communication of 0.64. It can be interpreted that the communication process dimension has a role of 64% on family communication. The results found, family resilience has a role on family communication of (R^2) = 0.70. With the understanding that family resilience has a role of 70% on family communication. It can be said that the dimension that plays the most role in family communication is the communication process.

Independent Samples Test results show a comparison between two groups regarding several variables, focusing on whether there is a significant difference in the mean of each variable measured. This study shows results based on variables and dimensions. For the Belief Systems dimension of Family Resilience, the Levene Test showed that the assumption of equal variance was met (F = 2.873, Sig = 0.092), and the t-test results (t = 0.063, Sig = 0.950) showed no significant difference between the groups in terms of belief systems, with a very high p-value (0.950), which is well above 0.05. As for the Organizational Processes dimension of Family Resilience, the Levene Test also showed no significant difference in variance (F = 1.142, Sig = 0.286). The t-test results (t = -0.853, Sig = 0.395) showed no significant difference in organizational processes between the two groups (p-value = 0.395). While Communication Processes is a dimension of family resilience, the Levene Test results show that the variance between groups is not significantly different (F = 0.144, Sig = 0.705). The t-test resulted in t = -1.224 and Sig = 0.222, indicating that there was no significant difference in the communication process between the two groups.

If the difference test is based on variables, namely family resilience and family communication. The results of the calculation of the difference test for the Family Resilience variable show the Levene Test results show insignificant variance (F = 1.514, Sig = 0.220), and the t-test results (t = -0.755, Sig = 0.451) also show no significant difference in family resilience between the two groups. As for the Family Communication variable, the Levene Test results also showed that the variance between groups was not significant (F = 0.480, Sig = 0.489). The t-test results were close to significance (t = -1.732, Sig = 0.085), indicating there was a tendency for differences in family communication, but not significant enough at the 5% level (p = 0.085). It can be said that overall, no significant differences were found between the two groups on all variables tested, although on the family communication variable there was a trend towards a near significant difference.

Table 2. Independent Sample T-Test Result

Dimension/Variable	Levene's Test for Equality of Variances		t-test for equality of Means				
	F	Sig.	t	*Mean Difference*	*Std.Error Difference*	Lower	Upper
Belief Systems	2.873	.950	.063	.008	.139	-.265	.283
Organizational Process	1.142	.395	-.853	-.129	.151	-.428	.169
Communication Processes	.142	.222	-1.224	-.208	.170	-.544	.127
Family Resilience	1.514	.451	-.755	-.109	.145	-.396	.176
Family Communication	.480	.085	-1.732	-.321	.185	-.687	.044

Based on the results of the One-way ANOVA analysis conducted to compare means by age group, the overall ANOVA results show that there are no significant differences in all variables tested (Belief Systems, Organizational Processes, Communication Processes, Family Resilience, and Family Communication) based on age group. If based on the results of the Belief Systems dimension, finding the ANOVA results, the F value (0.785) and Sig. (0.561) indicates that there is no significant difference in belief systems among different age groups (p > 0.05). While Organizational Processes, For ANOVA results, the F Value (0.873) and Sig. (0.500) indicates that there is no significant difference in organizational processes among different age groups (p > 0.05). Communication Processes, for the ANOVA results, Despite the variation in descriptive, the F value (1.272) and Sig. (0.277) indicated that these differences were not statistically significant (p > 0.05). Family Resilience, found the ANOVA results, F value (0.859) and Sig. (0.510) indicates no significant difference in family resilience between age groups (p > 0.05). As for Family Communication, for the ANOVA test results, the F Value (0.579) and Sig. (0.716) indicating that the difference in family communication between age groups is not significant (p > 0.05).

Based on the results of ANOVA analysis of dimensions and variables (Belief Systems, Organizational Processes, Communication Processes, Family Resilience, and Family Communication) on residential demographic data, no significant differences were found between the groups tested. In the family resilience dimension, Belief System, the F value of 0.986 with a significance value of 0.400 indicates that the average difference between groups is not statistically significant. The same thing also occurs in the family resilience dimension, namely Organizational Processes with an F value of 0.794 and a significance of 0.499, and in the family resilience dimension, namely Communication Processes with an F value of 1.144 and a significance of 0.333, both of which do not show significant differences between groups. The Family Resilience variable also showed insignificant results with an F value of 0.986 and a significance of 0.400, while Family Communication had an F value of 0.697 and a significance of 0.555, which also indicated no significant differences between groups. Overall, the results of this analysis indicate that the mean differences between groups on all variables cannot be considered statistically significant as the

The results of the Confirmatory Factor Analysis (CFA) showed that the model used to measure Family Communication had a fairly good fit with the data. The Chi-Square value (χ^2 = 97.97, p = 0.000) is significant, which may indicate a discrepancy between the model

and the data. However, as the *Chi-Square* value is strongly influenced by the sample size, it may not be the only indicator to use. The RMSEA value (0.093) indicates a moderate fit, although it is better if it is below 0.08 to indicate a better fit. Other indices such as CFI (0.97), NNFI (0.97), GFI (0.91), and AGFI (0.87) also give an indication that the model has a good fit with the data. Overall, despite some imperfections, the CFA model for Family Communication can be said to be valid.

When looking at the Family Resilience dimension, the CFA results show that the belief system, organizational process, and communication process have positive and significant factors, indicating that this model is acceptable. However, there are some indicators that show discrepancies such as the RMSEA value (0.11) which is above the ideal limit (0.08), and the GFI (0.85) and AGFI (0.79) values which are lower than the recommended standard. This suggests that the model still needs to be improved to provide a better fit with the data. Overall, the CFA models tested for Family Communication and Family Resilience were robust in measuring the dimensions, although there is room for improvement especially regarding the overall model fit. SEM test results also support that Family Resilience affects Family Communication. Of the dimensions of Family Resilience, the belief system has an influence of 24%, the organizational process is 3%, and the communication process has the greatest influence, namely 64% on Family Communication. The coefficient of determination ($R^2 = 0.70$) shows that Family Resilience contributes 70% to the Family Communication variable. This indicates that the communication process is the most influential dimension in building effective communication within the family.

Based on the results of the highest dimension, the communication process, it can be said that Generation Z should be encouraged to be more open in sharing information and feelings with the family. Getting used to honest and open discussions will strengthen trust in the family, so that family members can better understand each other. Good communication allows families to work together to solve problems. Generation Z can be trained in problem-solving skills, including how to listen, collaborate and find win-win solutions. Solving problems together, rather than individually, strengthens family bonds. Based on this model, effective communication, especially involving cognitive aspects, can help fulfill the emotional needs of the family. Generation Z needs to understand the importance of building empathy and active listening skills, as this allows them to be more sensitive to the feelings of other family members and helps create a more emotionally supportive environment. In addition, building the habit of speaking honestly and consistently will strengthen mutual trust and build healthy relationships in the long run.

CONCLUSION

The three primary dimensions of family resilience, like belief system, organizational process, and communication process, are significant positive predictors of family communication. The organizational process establishes responsibilities and procedures that promote stability within the family, while the belief system helps families develop a positive outlook and a shared understanding of challenges. The communication process ensures openness, clarity, and empathy, forming the foundation of family interactions.

When these three dimensions are well-coordinated, they foster effective and harmonious communication, which in turn strengthens overall family resilience. These findings are highly relevant for family intervention and counseling, where professionals should focus on improving communication skills, reinforcing belief systems, and enhancing organizational processes to boost family resilience. Future research is encouraged to explore additional factors such as sociocultural influences or technology use in family communication, and longitudinal studies could provide deeper insights into how family resilience evolves over time.

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