

Family Communication in the Community of Siring Agung Village, Palembang in Shaping Children's Characters in the Digital Era

Ceindy Paiza Yuliani^{1*}, Heri Junaidi², Chairunnisah Putri Ayu Ningsih³

^{1,2,3}Program Studi Ilmu Komunikasi, Universitas Islam Negeri Raden Fatah Palembang

*Corresponding Author: sindifaiza027@gmail.com

Article Info

Article history:

Received 26 Apr, 2026

Revised 17 May, 2026

Accepted 25 Jun, 2026

Keywords:

Family Communication,
Children's Characters,
Digital Era, Family
Communication Patterns,
Gadget Use

ABSTRACT

his study aims to find out the character of children in the family of the people of Siring Agung Village Palembang in the digital era through observation of attitudes, behaviors, and daily habits, as well as explain the role of family communication in shaping character through communication patterns, parenting, supervision, and direction in the use of digital technology. The digitalization phenomenon triggers changes in family interaction patterns, where the uncontrolled use of gadgets has the potential to reduce the quality of direct communication between parents and children and affect children's discipline and responsibility. This study uses a qualitative method with a descriptive approach, through observation and in-depth interviews with 10 informants of parents and children in Siring Agung Village, Ilir Barat I District, Palembang City. The theoretical basis used is Family Communication Patterns Theory by Ascan F. Koerner and Mary Anne Fitzpatrick which focuses on conversation orientation and conformity orientation. The results of the study show that the formation of children's character is directed at the values of discipline, responsibility, openness, good manners, and the ability to understand the limits of digital media. Discipline and good manners are formed through screen time rules and parental examples, while responsibility and openness are built through persuasive and supportive two-way communication. Through adaptive interpersonal communication, parents play the role of the main guide in minimizing the negative impact of technology in order to optimize children's moral development.

INTRODUCTION

The phenomenon of changing interaction patterns in families in the current digital era shows that the process of forming children's character is not only directly influenced by the social environment, but the extent of communication that occurs between parents and children in their daily lives at home. In the midst of rapidly developing technological development, children tend to show changes in social behavior such as a decrease in discipline, responsibility and concern for the surrounding environment if communication in the family is not efficient. This condition requires parental involvement through open and supportive communication to instill moral and ethical values in children's lives from an early age (Dwi Utami Isma & Faiqotul, 2023).

The presence of smartphones, tablets, and easier internet access has created a new communication space that no longer relies on face-to-face. Children as the digital generation grow up very close to technology from an early age, thus forming a way of thinking, behaving, and interacting that is different from previous generations. This condition makes families face new challenges in parenting, especially in building good communication in shaping children's characters. Changes in communication patterns due to digitalization can also affect moral and social values in the family if they are not balanced with proper supervision, so that family communication is the key in guiding

The rapid development of the digital era, the role of parents is no longer enough to limit the use of technology, but needs to change into a guide in the formation of children's character. Cultivating self-control is an important aspect so that children are able to sort out useful content from distracting content. In addition, habituation of ethical values and responsibilities from an early age can be the foundation for children to maintain a strong character in the midst of technological currents. Through appropriate assistance, the use of technology can actually

be directed to support the development of children's potential without overriding their identity and moral values (Nurliana & Aini, 2021).

Open and supportive family communication plays an important role in helping children understand social values in society. Through effective and consistent communication, parents can instill the values of honesty, responsibility, and empathy as the basis for character formation. Without good communication, character education in the family becomes less optimal because children do not gain a direct understanding of values. Thus, the quality of family communication has a close relationship with the development of children's personality and social life. (Yulianti, Rizka, et al., 2023)

Based on the above background, it can be concluded that family communication has a very important role in shaping children's characters in the digital era. Changes in interaction patterns due to technological developments require families to be able to adjust the way they communicate with children so that they can run well in instilling character values. Research on family communication in the context of the use of digital technology is relevant to be carried out in order to understand the dynamics that occur in modern family life.

Therefore, the author is interested in conducting a research entitled "Family Communication in the Community of Siring Agung Village, Palembang in Shaping Children's Character in the Digital Era". Because it can describe the role of family communication in shaping children's attitudes and behaviors in the midst of digitalization and contribute to the development of family communication studies in character education. The results of the research are expected to be a consideration for parents in managing communication effectively so that the formation of children's character in the digital era can take place optimally.

RESEARCH METHODOLOGY

Research Design

This study uses a qualitative method with a descriptive approach. According to Sugiyono (2023), qualitative research is a study based on the concept of postpositivism, which aims to investigate the natural condition of objects, where the researcher functions as the main instrument. Qualitative research prioritizes meaning over generalization, so it is perfect for understanding social phenomena more deeply. In the context of this study, a qualitative approach was chosen because the researcher wanted to investigate in detail how communication in the family affects the formation of children's characters in the digital era. Using this approach, researchers can explore the communication strategies used by parents, as well as how the child's character in the family (Sugiyono, 2023).

RESULTS

Children's Characters Children's Characters in the Family of the People of Siring Agung Village, Palembang in the Digital Era

Children's Discipline Character in the Digital Era

The findings of the study are in accordance with the theory of family communication patterns according to Ascan F. Koerner and Mary Anne Fitzpatrick who explain that the family has a conformity orientation, which is the tendency of the family to instill certain values and rules that are considered important for family members to understand and practice. In this study, the orientation of obedience can be seen through the application of rules regarding the use of gadgets, supervision of digital activities, and direction of children's behavior so that it remains in accordance with family values. The author considers that the obedience orientation is an important part of building children's discipline character in the digital era.

The Character of Child Responsibility in the Digital Era

The above findings are in accordance with Ascan F. Koerner and Mary Anne Fitzpatrick's theory of conversation orientation. This orientation describes families that provide an open communication space for family members to exchange ideas, convey experiences, and understand various problems faced. In this study, the author assesses that the orientation of the conversation is seen through the involvement of parents in explaining the child's mistakes slowly so that the character formation process takes place through closer and less coercive communication.

The Character of Children's Openness in the Digital Era

In the theory of family communication patterns according to Ascan F. Koerner and Mary Anne Fitzpatrick, this condition indicates a high conversation orientation. Families with a high conversational orientation tend to build open communication so that children feel that they have space to convey problems, opinions, and experiences they are facing. The author considers that the orientation of conversations in the family of the people of Siring Agung Village plays an important role in helping children build confidence, openness, and the ability to convey their feelings well.

Children's Manners Character in the Digital Era

The findings of this study are in line with the theory of family communication patterns according to Ascan F. Koerner and Mary Anne Fitzpatrick who explain that the formation of children's behavior in the family is influenced by conformity orientation. Obedience orientation describes the family's efforts to maintain common values, beliefs, and behaviors that are considered good by the family. In this study, the author assesses that obedience orientation is seen through the efforts of parents in instilling good manners, respect for older people, and habituation of behavior in accordance with family values. Thus, the formation of a character of manners in children shows the internalization of family values carried out through interpersonal communication in daily life.

Character of the Ability to Understand the Limitations of Digital Media Use

If it is associated with the theory of family communication patterns according to Ascan F. Koerner and Mary Anne Fitzpatrick, the results of this study show that the formation of children's character in the family of the people of Siring Agung Village is influenced by the balance between conversation orientation and conformity orientation. On the one hand, families build open communication so that children have space to convey their experiences and problems. But on the other hand, parents still maintain certain rules as a form of control over the development of children's behavior. The author considers that the combination of these two orientations is the basis for the formation of family communication patterns in the process of forming children's characters in the digital era.

Family Communication in Shaping Children's Character in the Digital Era in the Community of Siring Agung Village, Palembang

Consensual Communication Pattern

The findings of the study are in accordance with the theory of family communication patterns according to Ascan F. Koerner and Mary Anne Fitzpatrick who explained that consensual communication patterns are formed from high conversation orientation and conformity orientation at the same time. Conversation orientation is seen through open communication between parents and children, while conformity orientation is seen through the rules applied by the family. In this study, the author considers that the consensual communication pattern is the dominant pattern because the family of the people of Siring Agung Village continues to open the communication space, but does not eliminate the function of control over children's behavior.

Pluralistic Communication Pattern

The findings of the study are in accordance with Koerner and Fitzpatrick's theory which explains that pluralistic communication patterns are formed when families have a high conversation orientation but a low conformity orientation. In this condition, the family prioritizes open communication over the emphasis on compliance. However, in this study, the pluralistic pattern only appears in certain situations so that it does not become the main communication pattern in the family of the people of Siring Agung Village.

Protective Communication Pattern

The findings of the study are in accordance with the theory of Ascan F. Koerner and Mary Anne Fitzpatrick who explain that protective communication patterns are formed when families have a low level of conversation orientation but high conformity orientation. Families prioritize compliance with the rules over long discussions. However, in this study, the author considers that protective patterns only appear in certain situations and do not become the dominant communication pattern.

Laissez-Faire Communication Pattern (Laissez-Faire Pattern)

The findings of this study show that family communication has a considerable role in shaping children's character, especially through discussion habits, giving direction, supervision of digital media, and the formation of values that are carried out continuously. Thus, family communication is not only a means of interaction, but also functions as a medium for character building, strengthening moral values, and protection against the negative influence of digital technology development.

SUGGESTIONS

For the Elderly

The authors suggest that parents can maintain open communication with children and increase involvement in children's daily activities, especially in the use of digital media. Parents are expected not only to provide rules, but also to build educational communication so that children can understand the reasons for each given limitation. In addition, supervision of the use of gadgets needs to be carried out consistently so that children are able to use digital technology wisely without neglecting responsibilities and social interactions in the surrounding environment.

For Children

Children are expected to be able to build good communication with parents and more open in conveying problems and experiences faced, both in the school environment and in the use of digital media. In addition, children are also expected to understand the importance of discipline, responsibility, and the balanced use of technology so as not to have a negative impact on behavioral development and education.

For the Community**People in Siring Agung Village, Palembang**

It is expected to play a role in creating a social environment that supports the development of children's character. A good social environment can help strengthen the moral values that have been instilled in the family so that children are able to develop into individuals who have a positive character in the digital era.

BIBLIOGRAPHY

- Agustina, A. P. (2024). Changes in family communication patterns in the digital era. *Global Communication: Journal of Social and Political Sciences*, 6(2), 73–80. <https://doi.org/10.33822/gk.v6i2.6498>
- Augustine, M., & Loisa, R. (2024). Family Communication Patterns in Building Children's Discipline of Social Media Users. *Connection*, 8(2), 304–312. <https://doi.org/10.24912/kn.v8i2.27549>
- Amilia, K., & Rifwi, A. (2025). Qualitative Study on Family Communication Patterns in Shaping Children's Learning Attitudes in Penimbung Village. *Multidisciplinary Research Journal*, 1(1), 22–27.
- Astiti, P., Winarti, A., & Astuti, L. (2025). Family communication model in shaping children's character. 7(1), 662–671.
- Astuti, L., & Nurjannah. (2022). The Application of Six Pillars of Character to Build Children's Character Quality. IV(2).
- Dwi, A., Prasetyo, A., Hasnan, M., & Erna, E. (2025). Socialization of the importance of family communication in the supervision of children on the internet in the digital era. 7(1).
- Dwi Utami Isma, & Faiqotul. (2023). The Process of Parental Interpersonal Communication in Instilling Moral Values in Children in the Digital Era. *PERCEPTIVE: Journal of Social Sciences and Humanities*, 1(2), 63–71. <https://doi.org/10.62238/perseptifjurnalilmusosialdanhumaniora.v1i2.35>
-