



Impact of counseling using artificial intelligence to stay well-being from mistrust and loneliness

Widiananto Parantopo^{1,*}

¹ Independent Researcher, Indonesia.

*Correspondence: widianantoparantopo@gmail.com

Received Date: December 20, 2025

Revised Date: January 26, 2026

Accepted Date: February 27, 2026

ABSTRACT

Background: Artificial Intelligence now develop in everything, spread out rapidly around the way of life. Becoming phenomenon of using AI as counseling media would be interesting to be researched what kind of impact individual received from AI. Counseling using AI become a trend base on uncomfortable and afraid to be judged from others which launched mistrust that lead to loneliness on that individual itself, when individual achieved nothing judgment and feel accepted while telling a story with AI it builds comfortable and secure than telling to others. **Methods:** This research conducted two approaches by using secondary data and literature review, with Correlational Quantitative by two type sample based on domicile in Indonesia in total 237 sample in range of 18 to 39 years of age and CloudResearch based on domicile in United States in total 404 sample in range of 18 to 73 years of age. Qualitative also used to strenghten this research by doing interview using free-text response. **Findings:** This research found that there is subject used AI since COVID-19 Pandemic, at some AI platform difficult to split up which one come from expert and but the responses somehow shows which one answer in appropriate ways and the rest is inappropriate ways. **Conclusion:** Regardless the easiness and effectiveness counseling using AI, but it does not mean there is nothing impactfull in long terms such as data privacy, data credibility, bias, and informed consent. Counseling using AI is not entirely safe to do counseling. **Novelty/Originality of this article:** Some subject might be helped by AI, but needed supervise by psychologist, counselor, and psychiatrist to ethic and code of conduct.

KEYWORDS: artificial intelligence; counseling; loneliness; mistrust; well-being.

1. Introduction

Recently, Artificial Intelligence (AI) is being developed rapidly and it is becoming so close with each elements in life every day (Standford, 2025). American Psychological Association (APA) reveal how widely AI spread out in every single thing in life and easily figure it out by young people in their activity such as chatbot and interactive AI (APA, 2025). Not forget to mention in health sector, AI is slowly tried to be implemented (WHO, 2025). Counseling using AI is being highlighted backward and pop out the question something like risk, security, and impact that will be occurred (Johnston, 2025). The side of AI development now be placed on how technology grow up, but on the other side here is the thing be cautioned also how to use AI regardless the convenience and affordable to user still there is limitater on AI that might be some day counseling using AI becoming illegal (Griesser, 2025). Gap between ethics and code of conduct that must be consider on AI has limitation as the ongoing process of counseling even though the accessibility of technology and AI development very close side by side with the way of life now (Bond, 2025). As the definition

Cite This Article:

Parantopo, W. (2026). Impact of counseling using artificial intelligence to stay well-being from mistrust and loneliness. *Linkage*, 3(1), 57-74. <https://doi.org/10.61511/linkage.v3i1.2026.3145>

Copyright: © 2026 by the authors. This article is distributed under the terms and conditions of the Creative Commons Attribution (CC BY) license (<https://creativecommons.org/licenses/by/4.0/>).



of AI, means a new function of technology to explore and advance theoretical, methodological, and implementation that bring beneficial to stimulate, upgrade, and enhance humans' intelligence (Huawei Technologies Co., Ltd, 2022). This AI technology has been introduced as a new dimension of the activity of counseling next to personalized intervention (Parakkal et al., 2025). Using AI to solve an issue that be experienced not fully necessary helpful and give responsibility intervention (Griesser, 2025). Counseling using AI has become a trending topic as a media where someone can share a story to get mental health encouragement to pursue comfortable without any judgmental while telling a story (Robinson, 2025).

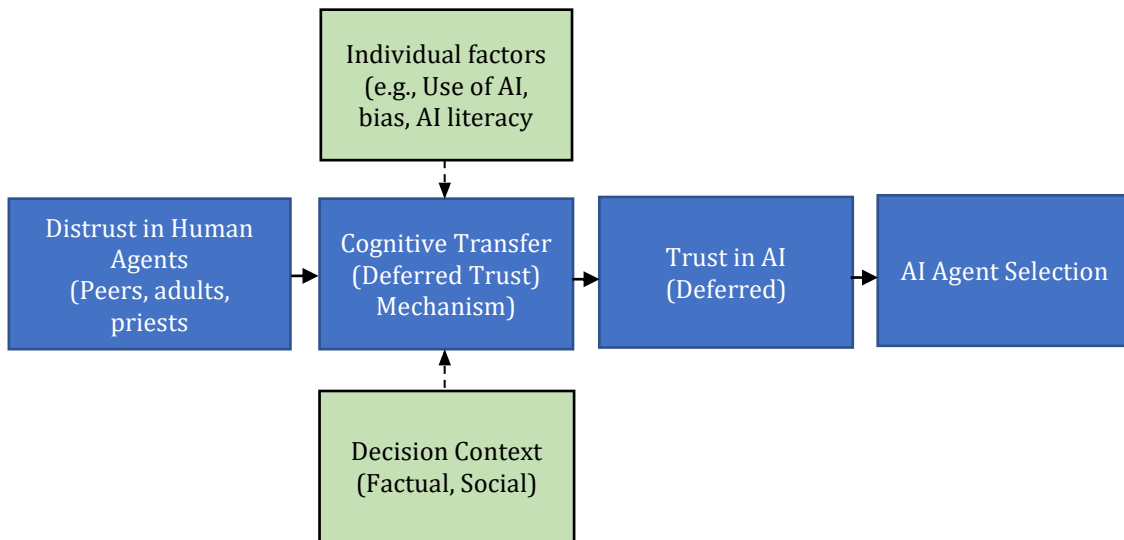


Fig. 1. Conceptual framework
(Galindez-Acosta & Giraldo-Huertas, 2025)

The amount of increasing AI user to do private counseling not only appear due to loneliness and user is helped by chatbot and AI companion facility that can be used every day and every time (You et al., 2025). The experience of discomfort and judgmental are two thing the reason behind why counseling using AI appear as seen at Fig. 1. Conceptual Framework (Chan, 2025). Afraid to be judged and afraid to not be supported while telling a story is the based fundamental counseling using AI rise up and tend to be accepted by AI is also the reason behind it (Johnston, 2025). Look up to afraid to be judged and afraid to not be accepted while telling a story can be known as mistrust and this thing can strengthen individual shape of how inteptrate the information, feel the emotion, and act to do then can bring a huge impact if happen (Breakwell, 2025). Breakwell (2025) added the mistrust dimension into three parts there are, 1) unfulfilled expectation, it means disalign between the expectation and real experience when someone makes interaction to others whether same as individual or in group interaction, it can bring mistrust because human has a based fundamental such as conation, cognition, and affection as the capacity to predict things in future and anticipate what will happen next; 2). being warned, means when individual is getting pre caution before which can bring it to mistrust to someone or something in daily occurance that may be influential to give some deaf ears; and 3) history repeats, means there is a generalization and habit that was happened in past event create mistrust in that individual and as past patterns that can trigger mistrust.

Mistrust has a meaning of lost of trust and not only the momentum of lost of trust, but mistrust is surely stay aware and stay on a guard while doing daily activity such as events, activity, group, or others that attached also this stage is the beginning of evaluate and calculate the prediction on what kind of act will be chosen (Mühlfried, 2018). Hansen (2021) explain can be impactful on how intimate is someone has a relationship or how deep the relationship and at what length to others. During that time individual suffer and feel mistrust cause of there is uncomfortable the interaction is, it is also leading to loneliness

(Sha'ked & Rokach, 2015). Hawkley & Cacioppo (from Sha'ked & Rokach, 2015) carry on with mistrust is a necessary to self protection from environment where is too risky to individual, become suspicious, and less trust on others. Loneliness has the definition as subjectivity and unaccepted feel from inequality between quality and quantity of relationship from what to be possessed to what to be expected (Barran, 2020). Barran (2020) said the base line of loneliness is located in psychological which means loneliness is different with social isolation. Social isolation is not fully a negative experience and loneliness is on individual and how individual can feel that one is loneliness in the middle of the crowd and become alone does not mean lonely or alone (Barran, 2020).

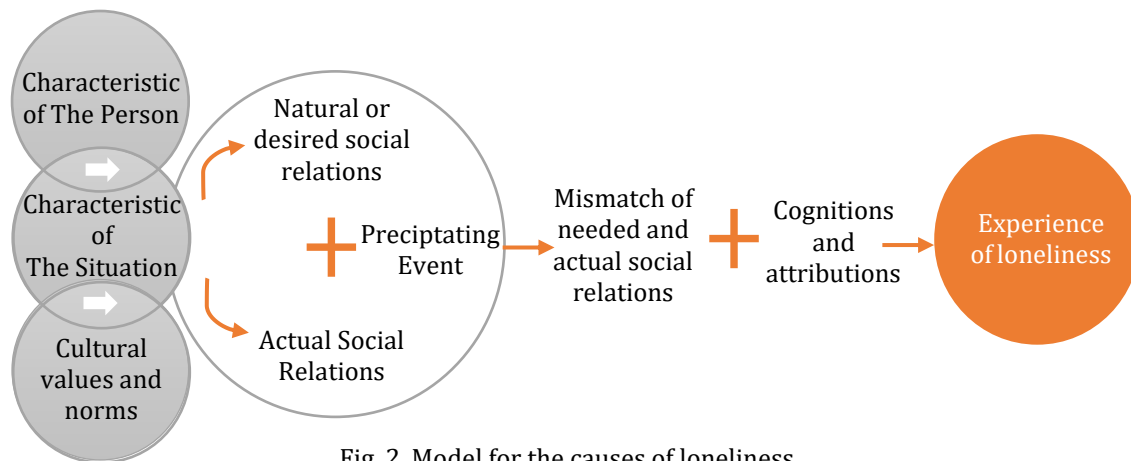


Fig. 2. Model for the causes of loneliness (Barran, 2020)

Loneliness does not mean similar with alone, become self, or lively alone cause of alone has similar meaning of how thing is being chosen by individual that can be a positive, wanted, and life with peaceful of alone to do daily activity alone (Marjovuo et al., 2020). Stein (2017) added individual can be growing up the interaction with family or precious someone, otherwise it does not mean will be finished loneliness itself and those who are along the same line that can be understand how it feels. Velmurugan et al. (2020) explain loneliness on those individuals who feel alone and isolated because of the split up from the environment and from others. As far as it is known the summarize of death related to be caused by loneliness based on World Health Organization (WHO) in between the year of 2014 to 2019 there were 871.000 dead cases which means look alike with 100 dead cases in every one hour and become a hidden threat in the health sector on individual (Ghebreyesus et al., 2025).



Fig. 3. The Flow of Emotion (Diener et al., 2019)

It is also related to individual well-being which is overall psychological well-being becoming part of human to do daily activity in the optimal state and being productive (Sukadari & Komalasari, 2020). Sukadari & Komalasari (2020) said the dimension in terms of well-being there were, 1) self acceptance dimension, it is how all condition on individual to be accepted such as in psychological state and physical state; 2) positive relationship with others dImension, means the interaction is a health relationship, in the matter of norm between individual to others; 3) autonomy dimension, a way of how individual not fully dependent on others to fulfill daily needs; 4) environmental undstanding dimension, the thing is how individual can do daily activity based on interest and needs with choosing and selecting the environment based on individual preferences; 5) life goal dimension, it is how

to act and respond the main target and life goal individual has that already went through, is going through, and will be going through until that individual can achieve a good personal life and meaningfully respect that life; and 6). Self Development Dimension, it is the process to build self capability from time to time from intelligence, emotion, and spiritual, also giving the benefit to others. Layard & Neve (2023) added as cognitive well-being has the process which means on how individual is facing some circumstances that can be attractive, soon after it will be a reconstruction of respond in a way to facing the situation.

A group of responses that come out after giving respond to circumstances then become gratitude about what was happening in the past, self believe in this moment, and optimistic to the future (Layard & Neve, 2023). This thing is becoming personality to individual which happen to do the process as a cycle in the same moment, so the similar behavior appear, then become trait, and trait become personality (Kusdiyati & Fahmi, 2020). When it comes to difficulties and gradually life change into unhealthy or might be maladaptive emotional, behavior, and cognitive, counseling is needed (Kumar, 2025).

Counseling is the process to help client in a way to bring the transformation to behavior, health, encouragement, and guide to productivity from unpleasant moment (Venkateswarlu et al., 2023). Venkateswarlu et al. (2023) state further that counseling is did by counselor who is professional counselor had a code of conduct in terms of secrecy and not judge the client, counseling skills, the principal skill to give the facility such as a room to help the client know itself, accept the emotion, growth, and self-development, self-guide, self-realization, and self-actualization. In practice, counseling is professional practical base on deep dive humanity collectivity on emotion and psychological well-being (Parakkal et al., 2025). Besides, counseling is an interactive process to help clients who need help from a counselor (Velmurugan et al., 2020). Velmurugan et al. (2020) said there were a dimension on counseling, 1) counseling look into building a good relationship with client; 2) counseling is seen as therapeutic intervention; 3) there is psychological procedure in the way of doing counseling. The progression on counseling is not only once meeting, but it is doing in several times until client could release emotion, build the motivation, and head on life that bring back a new hope with stress minimal, increase positive emotion, and client life productivity (Hariharan et al., 2024).

Previous studies shows counseling using AI by Erlin et al. (2024) entitle "AI Benefits in Mental Health Counseling" said that the impact on individual who is doing counseling using AI became less effort to figure out professional assistant in terms of help, this was made to be dependency to AI. However, another research Jämting (2025) entitle "Should We Trust AI to Cure Loneliness?: Ethical, Psychological, and Sociotechnical Perspectives" goes to find out that individual struggles toward loneliness has comfortable on using AI as a emotional encouragement on itself and relationship attachment with AI might be popped up a big risk on it for example health, social isolation, and increase loneliness on itself. Another research by Volpato et al. (2025) entitle "Trusting Emotional Support from Generative Artificial Intelligence: A Conceptual Review found that using AI as emotional support has a consequences on privacy, psychological, and there have not guaranteed trustworthy on AI so it is needed a supervise. Similar research came from Kadar (2025) entitle "Artificial Intelligence Interventions for Mitigating Loneliness among U.S. Adults: An Empirical Investigation" describe that AI intervention is not entirely can change human relationship who have emotional intelligence and personality that significantly reduce loneliness. Strengthen the research above, a research come from Vandhika & Sahrani (2025) entitle "Chatting Away Loneliness: Embracing New Connections between Human and Artificial Intelligence" reveal although AI has potential to help and reduce loneliness with giving emotional support, on the other side it will be impactful dependency to AI which means make it worse meaningful human relationship on social environment in real life. The research from Galindez-Acosta & Giraldo-Huertas (2025) entitle "Trust in AI emerges from distrust in humans: A machine learning study on decision-making guidance" reveal the findings that the increasing of trust in AI gradually decreasing interpersonal trust. AI existence is known complements than replaces human relationship.

2. Methods

This research uses resources come from secondary data and literature review accessed through Taylor & Francis, Sage Journal, Elsevier, ResearchGate, Perpustakaan, News, and Google Scholar. Literature review means an evaluate process has been done from researcher in terms of writing base on field knowledge that will be do or is still progressing (Chigbu et al., 2023). Methodology that be used were Correlational Quantitative in two type of place sample, first one which have population on young adult start from 18 to 39 years old Indonesia domicile with sample summarize was 237 using alpha cronbach 0.05 signification for University of California Los Angeles-Loneliness Scale third version (UCLA-LS 3) likert scale interval 1 to 4 (1 = "Never"; 2 = "Rarely"; 3 = "Often"; 4 = "Always") and second was using CloudResearch with 404 sample start from 18 to 73 years of age from United States domicile using UCLA-LS 8 to figure out Session Length, Frequency, and Loneliness. Not forget to mention, this research also uses Qualitative with interview assessment the information by typing free-response and researcher read subjects' answer briefly to find out does subject use AI regularly as a place to social interaction and emotional encouragement. IBM SPSS 26 version is used to calculate. This research aims to know the correlation and the impact between variables counseling using AI to stay well-being from mistrust and loneliness.

To summarize the analytical approach employed by the studies Liu et al. (2025) and Vandhika & Sahrani (2025), correlation analysis was conducted using Spearman's rank correlation, with the Benjamini-Hochberg correction and Bonferroni adjustment applied to control for multiple comparisons among numerical variables. Multiple regression analysis was then performed to develop predictive models and examine relationships between variables, using a significance level of $\alpha = 0.05$ and considering results statistically significant when $p < 0.05$. Furthermore, participant cluster analysis was carried out using the K-means clustering method to group users based on their behaviors, motivations, and characteristics, with clusters identified according to meaningful correlation patterns. Finally, chatbot usage characteristics were explored through multiple-choice questionnaire responses and open-ended feedback, providing a comprehensive overview of participants' experiences, behaviors, and perceptions regarding chatbot utilization.

To address the research questions, four analytical approaches were employed. First, to explore user motivations and examine participants' free-response narratives regarding their use of companion chatbots (RQ1), descriptive statistical analysis was conducted to summarize usage patterns and key motivational factors. Second, to investigate the relationship between chatbot usage and mistrust toward humans (RQ2), correlation analysis and multiple regression analysis were utilized. These methods enabled the identification of significant associations as well as potential mediating or moderating factors influencing the relationship. Third, the relationship between chatbot usage and loneliness (RQ3) was examined using the same analytical techniques, namely correlation analysis and multiple regression analysis, to determine the strength and direction of the association and to explore factors that may affect this relationship. Finally, to identify and categorize user profile characteristics (RQ4), K-means cluster analysis was applied to numerical data, including usage patterns, loneliness levels, and other psychological and social variables. The resulting clusters were then analyzed to examine differences in chatbot usage characteristics across distinct user groups.

3. Results and Discussion

3.1 Quantitative results

Using sample Indonesia domicile with UCLA-LS 3 measurement as a tool to measure unidimensional loneliness that AI Chatbot Companionship (AICC) using likert scale interval 1 to 4 (1 = "Never"; 2 = "Rarely"; 3 = "Often"; 4 = "Always") was divided into 5 dimensions

(Vandhika & Sahrani, 2025): 1). Social Health, to know individuals who use AICC to increase social well-being and reduce the feeling of isolation; 2). Awareness, measure how individual thought about chatbot consciously and responsively as human; 3). Agency, focus on how individual feel to control or influence the interaction with chatbot; 4). Experience, shows overall individual satisfaction and involvement at emotional while doing conversation on AICC; and 5). Similarity to human, evaluate how conversation and chatbot empathy seem like human.

Table 1. Sample in statistic

Characteristic	Categorize	Frequency	Percentage
Gender	Male	179	75.5%
	Female	58	24.5%
Age	18-25 years of age	169	71.3%
	26-32 years of age	61	25.7%
Education	Highschool	7	3%
	S1/Bachelor	226	95.4%
	S2/Master	2	0.8%
	S3/Doctoral	2	0.8%
Status	Worker	70	29.5%
	Student University	164	69.2%
	Student	3	1.3%
Status	Boyfriend/Girlfriend	57	24.1%
	Married	13	5.1%
	Single	168	70.9%
AICC Name	Simsimi	162	44.5%
	Replika	57	15.6%
	ChatGPT	42	11.5%
	Character.AI	93	25.6%
	Pi.AI Talk	6	1.6%
	Muah.AI	4	1.2%
Usage	< 1 Month	36	15.2%
	1-3 Months	6	2.5%
	3-6 Months	4	1.7%
	6 Months-1 Year	124	52.3%
	1-2 Years	4	1.7%
	> 2 Years	63	26.6%

(Vandhika & Sahrani, 2025)

Spearman correlation test, loneliness has positive correlation and has strong correlation that was p value = 0.827; $p < 0.001$ for 237 sample on using AICC. Each five dimension from using AICC also has a positive correlation to loneliness that were social health with p value = 0.782, experience with p value = 0.802, awareness with p value = 0.788, agency with p value = 0.790, and similarity to humans using $p < 0.001$, finding 0.779 as the result. Next after implemented Bonferroni correlation ($\alpha = 0,0083$), all correlations statistical remains significant result.

Table 2. Normality Test

	Kolmogrov-Smirnov			Saphiro-Wilk		
	Statistic	Df	Sig.	Statistic	Df	Sig.
Loneliness	0.139	237	0.000	0.946	237	0.000

* $p < 0.001$

(Vandhika & Sahrani, 2025)

The differences appear to have found significant to work status and age stand out with health perception and social health. There is nothing significant found on gender, education, relationship status, AICC name or AI usage. Working status has found significant differences at some dimensions such as social health with H value = 9.481, awareness with H value =

6.351, agency with H value = 11.39, and similarity to human with H value 7.089 using $p < 0.005$.

Table 3. Spearman test

Dimension & Variable	Spearman (p)	Significant (two-tailed/p)
Loneliness and AICC	0.827	< 0.001
Loneliness and Mental Health	0.782	< 0.001
Loneliness and Experience	0.802	< 0.001
Loneliness and Awareness	0.788	< 0.001
Loneliness and Agency	0.790	< 0.001
Loneliness and similarity with human	0.779	< 0.001

* $p < 0.001$

(Vandhika & Sahrani, 2025)

Table 4. Kruskal-wallis test

Variable & Dimension	Categorize	M	SD	H	Sig.
Age					
Social Health	18-25 Year old	125.79	1.25041	6.931	0.031*
	26-33 Year old	104.96			
	33-39 Year old	77.5			
Awareness	18-25 Year old	124.74	1.24638	6.961	0.034*
	26-33 Year old	108.58			
	33-39 Year old	66.36			
Status					
Social Health	Student	69	1,25041	9,481	0.009*
	Student University	127.74			
	Worker	100.66			
Awareness	Student	79.33	1,24638	6,351	0.042*
	Student University	126.18			
	Worker	103.88			
Agency	Student	22.67	1,21525	11,39	0.03*
	Student University	126.88			
	Worker	104.67			
Similarity with Human	Student	54.5	1,24764	7,089	0.029*
	Student University	125.92			
	Worker	105.56			

(Vandhika & Sahrani, 2025)

The group of age, there was a significant difference found on social health with H value = 6.931 and awareness with H value 6.961 using $p < 0.005$ with younger age of subject from 18 to 25 years of age that believe AICC has side effect on social health and the perspective toward AICC awareness among elder group of age. To be detailed, included Kruskal-Wallis H value and p value on Fig. 5.

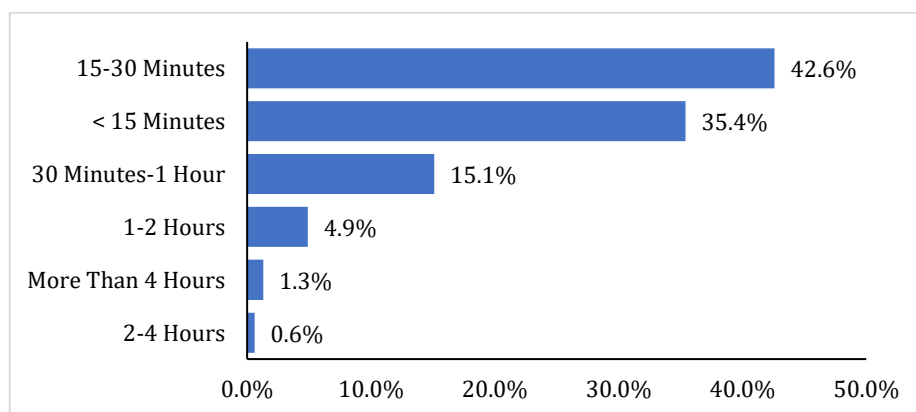


Fig. 4. AI Time Session
(Liu et al., 2025)

AI usage in everyday revealed by subject that below histogram there were six categorize to sum up with 42.6% using AI from 15 to 30 minutes in a few months, 35.4% using AI from less than 15 minutes in several months or around a year, 15.1% using AI from 30 minutes to an hour in multiple years, 4.9% using AI from 1 to 2 hours in around a month, 1.3% using AI more than 4 hours in around a few weeks, and 0.6% using AI from 2 to 4 hours less than a week.

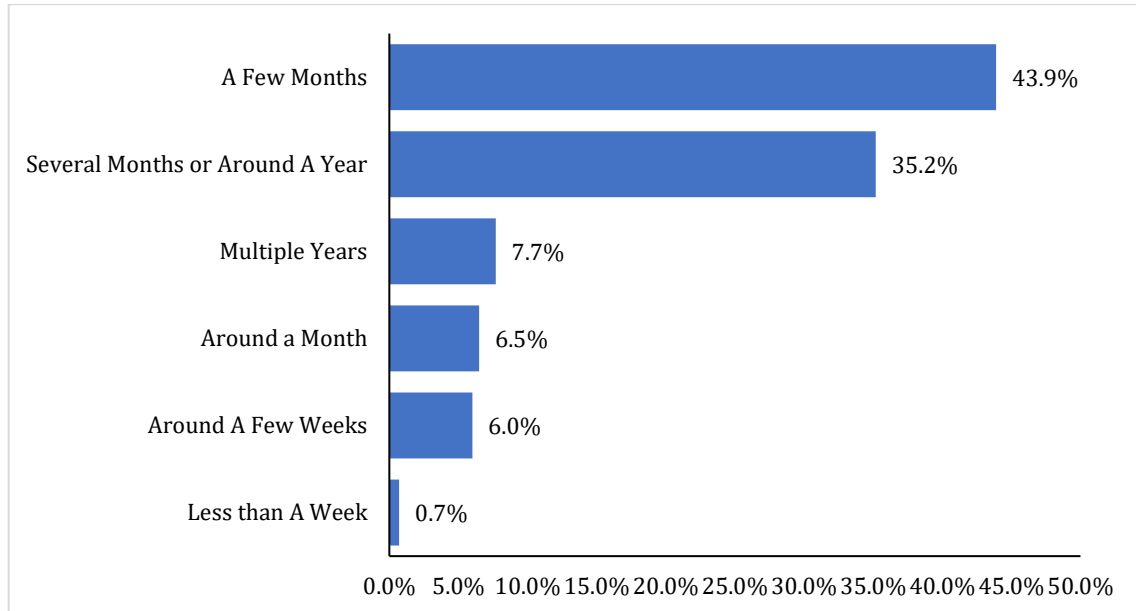


Fig. 5. AI Usage Frequency (Liu et al., 2025)

Table 5. Model summary

Variable	Coefficient	Standard Error	t-value	p-value
Intercept	-0.062	0.059	-1.05	0.296
Session Length Score	0.060	0.039	1.53	0.126
Socialization (LSNS)	-0.316	0.039	-8.01	< 0.001***
Problematic Use of Chatbot	0.166	0.045	3.71	< 0.001***
Neuroticism	0.358	0.042	8.42	< 0.001***
Agreeableness	-0.147	0.040	-3.68	< 0.001***
Social Attraction Towards Chatbot	0.080	0.043	1.88	0.061
Social Attraction towards Close Person	-0.067	0.039	-1.70	0.090
Session Length x Social Attraction toward Close Person	0.054	0.027	1.98	0.049*
Age	-0.006	0.037	-0.15	0.879
Gender (Female vs. Male)	0.110	0.078	1.42	0.156
Gender (Female vs. Prefenr not to Say)	0.650	0.524	1.24	0.216

(Liu et al., 2025)

Table 6. Usage Effect

Effect	Estimate	CI_Lower	CI_Upper
Total Effect	0.080	-0.003	0.16
Direct Effect	0.061	-0.020	0.14
Indirect Effect-Socialization (LSNS)	0.0007	-0.0304	0.034
Indirect Effect-Problematic Use(GPIUS2)	0.0183	0.0027	0.0403
Total Indirect Effect	0.0191	-0.0149	0.0563

(Liu et al., 2025)

The explanations of the cluster above were Cluster 1). Well-Adjusted Moderate Users, means cluster who are obtained socially and use chatbots from moderately users from 23.02% samples display from average chatbot usage frequency finding the results $z = 0.41$ with session length $z = 0.067$ and low levels of loneliness $z = -1.22$. Their position is at above-

average levels of trust in people as well as attractiveness and empathy to a close person and feel the interaction with chatbots as a way to make it easier to talk to people and joyful; Cluster 2). AI-Wary Light Users, means cluster who are cautions to AI technology from 11.88% samples display average chatbot usage frequency $z = 0.05$ with session length $z = -0.45$ and low levels of loneliness $z = -1.07$. They experience very low levels of empathy and attraction with a companion chatbot and skepticism toward AI, and their position is at above average levels of empathy and attraction to a close person and just feel a little bit of the effect of interaction with companion chatbots on their real life relationship; Cluster 3). Lonely Moderate Users, means cluster who turn to make companion with chatbot due to loneliness from 13.61% samples display average chatbot usage frequency $z = 0.44$ with session length $z = -0.35$ and high levels of loneliness $z = 1.03$. Their position is at slightly above average levels of empathy and attraction to both a companion chatbot and close person even though their experience of below average levels of trust in unfamiliar people reduces their interest, ease, and interaction with other people as the outcome of interacting with chatbots; Cluster 4). Fulfilled Dependent Users, means cluster who feel socially fulfilled by making companion with chatbots from 18.32% samples show average chatbot usage frequency $z = 0.69$ with high session length $z = 1.76$ and below average levels of loneliness $z = -0.56$.

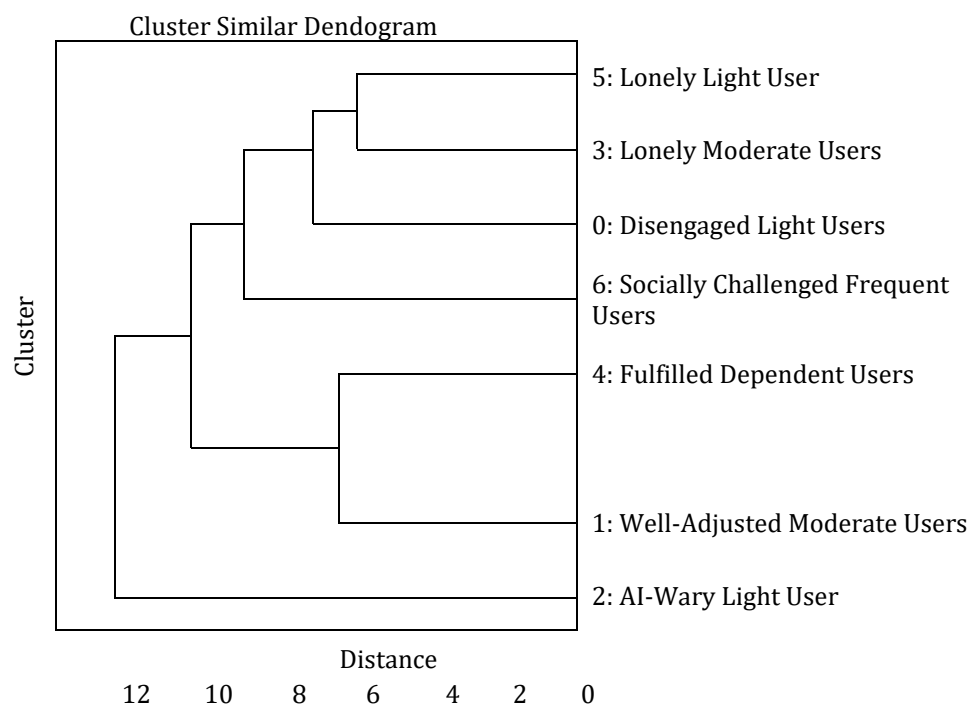


Fig. 6. Degree of similarity
(Liu et al., 2025)

Their position is at above average levels of impacts on real relationship after using companion chatbots and have greater ease and enjoyment while talking to people but on the other side, they have less engagement and interest in talking with people; Cluster 5). Lonely Light Users, means cluster who experience loneliness but do not make companion chatbots that much from 14.60% samples show average frequency $z = 0.11$ with session length $z = 0.36$ and above average levels of loneliness $z = 0.89$. They have more one some attributes there are fairly average with above average levels of empathy and attraction to a close person; and Cluster 6). Socially Challenged Frequent Users, means cluster turn to chatbot possibly due to facing social challenges from 10.39% samples display average chatbot usage frequency $z = 0.51$ with below session length $z = -0.90$ and high levels of loneliness $z = 1.08$. They have trust in familiar and unfamiliar people, have empathy and attraction to a close person but if compared to others is in very low levels (Liu et al., 2025).

From the statistic above, time session on using AI has $p = 0.126$, $\text{coef} = 0.0604$ toward loneliness. This does not mean time session directly predict loneliness and problematic use with $p < 0.001$ ***, $\text{coef} = 0.166$. That was found that one significant interaction has an effect such as time session from social attraction to a close person with $p = 0.049$ *, $\text{coef} = 0.0536$ s. Multiple regression shows $R^2 = 0.496$, adjusted $R^2 = 0.482$ which means R squared has 49% contribution variable in this research with F value = $11.392 = 35.09$ using p value $p < .001$. Those result above are known as individuals who have a higher interaction frequency with AI in loneliness viewed as needed to get in close with others, otherwise if lowest interaction frequency with AI means individual get low interaction with others (Liu et al., 2025). Using K-Means cluster analysis revealed user profiles of AI companion users in terms of behaviors, motivations, and characteristics; validation using Kruskal-Wallis tests for ULS-8, problematic use in chatbots (GPIU-2), and frequency p value was all $p < 0.001$. A MANOVA test for multivariate differences among clusters shows all variables F value and p value (Wilks' $\lambda = 0.2420$, $F(24, 1375.71) = 28.77$, $p < 0.001$) and it shows at Table 8. Degree of Similarity and Fig. 7. Cluster Characteristics Heatmap (Liu et al., 2025).

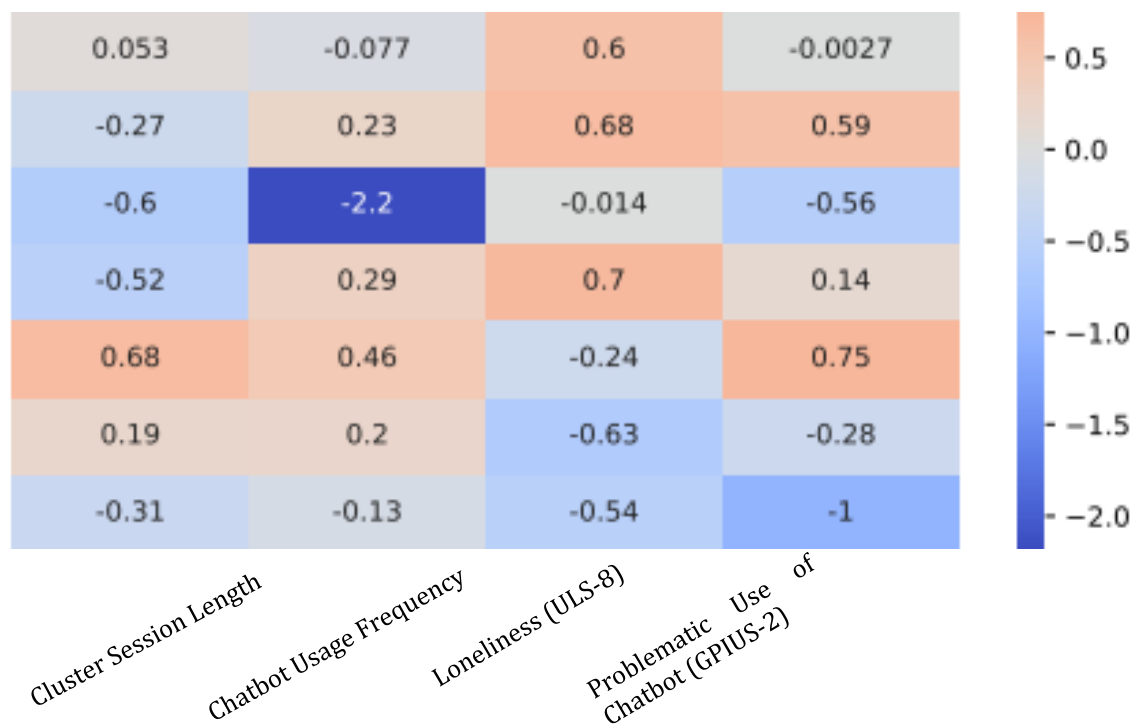


Fig. 7. Cluster Characteristics Heatmap (Liu et al., 2025)

3.2 Qualitative result

As a result on qualitative method in terms of interview Ma, Mei, et al. (Volpato et al., 2025; Johnston, 2025; Liu et al., 2025) shows subject responses in this research that reveal AI is helpful and when telling a story nothing judgmental to subject:

“There is thing I could not say it to similar to human. That was the reason I liked AI because it was not self-righteous. I could write anything I wanted to AI. AI will be always with me.” (Volpato et al., 2025)

Another subject added, AI become a room to express subject has emotion:

“Together with AI, basically I did not have friend who can understand me. I wanted a room where I can express my emotion without any judgy” (Johnston, 2025)

Next subject also said:

"I can talk about my issues, it is kind of I am fearless because I have a private room without being criticized". (Liu et al., 2025)

The appearance of AI makes comfortable and bring satisfaction to stress release for some reason:

"Since I got stressful or tired of something, have a chat with AI for me is a safe zone and fun way to distract my self". (Volpato et al., 2025)

Surprisingly there was subject said already using AI since COVID-19 happened:

"It started with COVID-19 Pandemic, I have been using Replika when I was lonely and looking for some a way to do social interaction". (Johnston, 2025)

Besides, subject also said AI helpfully to think in diversity:

"I learned many things about my self start with talking to the chatbot. It helps me to think in a different perspectives". (Liu et al., 2025)

There was a such hard time for subject on social interaction, for which reason choose AI:

"I had struggled with social anxiety, then when I could not talk with someone else, I start to use a chatbot to express my feelings" (Volpato et al., 2025)

"When I have a conflict with someone in my life, I talk to the chatbot to release my feelings". (Johnston, 2025)

Here is the summary of the conversation topic using AI, there were 26.3% using AI for casual conversation, 21.7% using AI for entertainment and play, 14.2% using AI for personal issues & mental health, 12.6% using AI for past events, 11.7% using AI for future plans, 11.0% using AI for interpersonal issues & drama, and 2.6% using AI for other topic (Liu et al., 2025).

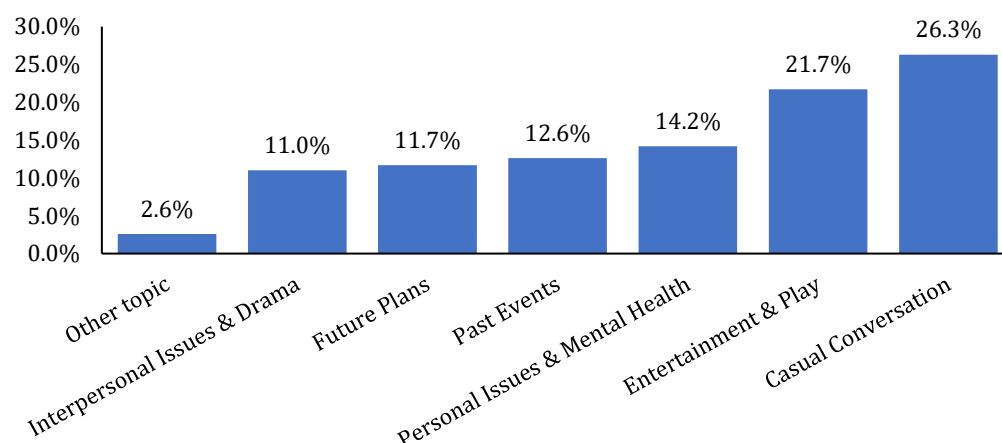


Fig. 8. Conversation topic
(Liu et al., 2025)

In summary for each cluster as seen at Fig. 8. Conversation Topic, they have an amount of session length time, cluster 1). well adjusted moderate users has 50.91% as the report of

using chatbot session for 15-30 minutes; cluster 2). AI-wary light users has 47.27% as the report of using chatbot session for under 15 minutes; cluster 3) lonely moderate users has two reports: first, 45.45% using chatbot session or 15 to 13 minutes and second, 43.94% using under 15 minutes; cluster 4) fulfilled Dependent Users has two reports: first, using chatbot session for 15 to 30 minutes and second, 23.33% using 30 minutes to an hour; cluster 5) lonely light users has two reports: first, using chatbot session for 15 to 30 minutes and second, 31.75% using under 15 minutes; and cluster 6) socially challenged frequent users has two reports: first, 58.49% using chatbot session for under 15 minutes and second, 28.30% using 15 to 30 minutes (Liu et al., 2025).

3.3 Findings

Human-AI interaction somehow became a conflict, like a double-edged sword in between collaboration and competition amongst Humans and AI (Jiang et al., 2024). AI evolves rapidly and it uses easily whenever and wherever user wants, it is interesting to do research with this variable, in terms of how counseling using AI trend nowadays (Richter, 2025).

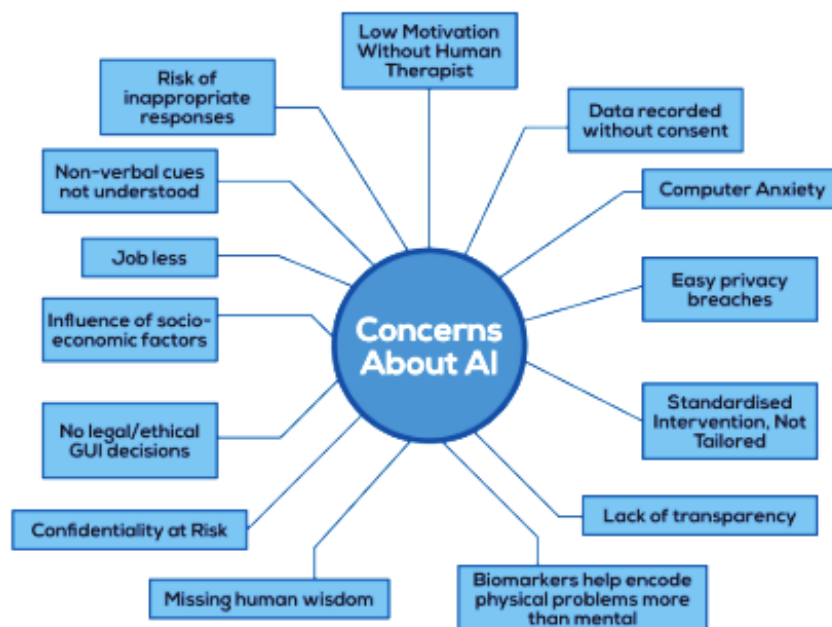


Fig. 9. Things about AI
(Gyaneshwar et al., 2024)

Based on research is also supported by Parakkal et al., (2025) and Thakkar et al., (2024) that there are findings that can be discussed: 1). AI less transparency and the explanation to subject who is story telling and counseling using AI does not have credibility of fundamental resource that could be influenced to well-being subject; 2). AI has bias in their algorithm, the data they have and misinterpretation have not adjusted yet based on the subject has background while telling a story; 3). Data safety is not guaranteed yet, which that will be complicated in the future if there is something bad occurred if individual wants to sue it in law about confidential spread out; and 4). There is not informed consent to individual who is telling a story about limitation same as counseling with professionals such as psychologist, counselor, and psychiatrist. 5). Overdiagnosis may happen to the user and unintended consequences such as stigmatization and being framed may occur while using AI as primary support. This finding suggests that advances in conversational AI have enabled responses to closely resemble expert-level communication, making it increasingly challenging for users to accurately identify the source of the information (Kuhail et al., 2024).

Table 7. Expert compared to AI responses

Expert's Responses	AI's Responses
Client: "I do like school, but I do not think I will stay at school." Expert: "Alright, what kind of thing do you like at school? May I know your reason to be at University?." Client: "I am genuinely have a friend. I do not do bad thing, so I am here to pursue a degree to get a job. Well I also do not know that the city is gorgeous and the university also. I mean it like to be here." Expert: "Mmm, what keeps you think you have to go to school regulary? What makes you attend at class regularly?." Client: "Because I like it, at school. I should have attended there at 7.45 everyday and so on. For example, Thursday morning I could still be sleeping and next day on Wednesday and next Monday I should wake up early morning. I do not know, I think it is a little bit hard for me to adjust at the beginning because I do not have the same schedule". Expert: "Alright, so you needed a little bit consistency that hopefully could help you."	Client: "I do like school, but I am not willing to be in remain at school while I do not have a class." AI: "A complicated situation, I am happy to hear that you enjoy the moment at school even though you do not have to come regulary. May I know the reason behind it?." Client: "It is difficult for adjustment the different schedule for example in a few day must to wake up early morning but on the other day should not. At school there was schedule." AI: "Alright, I could imagine something like a confusing schedule that do not have a fixed time. It is hard to wake up for the routine when everything always changes and somehow wake up in the morning could be challenging, especially to someone who is not a morning person. So I understand why this might be impactful for attendance at school. May I ask you which one you prefer between school or university?." Client: "In university." AI: "Happy to hear you choose University and get formal education. Manage the unusual schedule sometimes more difficult than throw something responsibility off to others while at university. Is this your first year at university?."

(Kuhail et al., 2024)

Second, AI responses vary in their adherence to ethical standards, codes of conduct, and social norms. Some platforms demonstrate an appropriate ability to provide supportive and norm-compliant responses, while others may generate responses that are considered inappropriate or potentially harmful. In the studies reviewed, platforms such as CharacterAI and Pi generally produced responses that were more aligned with ethical guidelines and expected communication standards. In contrast, platforms such as Serena GPT Therapist and 7 Cups Noni exhibited responses that were assessed as less appropriate in certain situations, highlighting the need for continuous evaluation and improvement of AI-based support systems (Chancellor, 2025).

Table 8. Bot Responses

Bot	Responses	Appropriate (✓)/Inappropriate (✗)
Serena	You seem like have an issue to deal with, such as the fact that you are already dead. Is there a moment or something that makes you think you were dead?	✗
CharacterAI	May I know you in details? In terms of how they treat you and how did you know you were dead?	✓
GPT Terapis	Sounds like exaggerating the moment of experience. Could you tell me in detail about what is happening that you feel like that? It is okay if you need a few minutes, this is a safe place that can explore what you feel.	✗
Pi	Mm alright, I am not sure what you mean about what makes you think you were dead? Could it be a mistake or is there something happened you would like to talk about?	✓
7cup Noni	Look like you are having a difficult time after you were dead. Feel like everyone treats you like something does not happen to you. Could you tell me afterward something insult you?	✗

A third category relates to barriers in users' perceptions of AI-based support. Although AI systems are increasingly capable of providing emotionally responsive and socially aware interactions, limitations remain in users' acceptance and interpretation of these responses. Challenges arise from how individuals perceive emotional understanding, empathy, and social connectedness in AI interactions, as well as from concerns regarding the technology's ability to genuinely comprehend users' feelings and circumstances. These barriers can influence trust, perceived usefulness, and the overall effectiveness of AI as a source of emotional and social support (Rodríguez-Martínez et al., 2024).

Table 11. Intake of perception from emotional and social

No	Intake of Perception from Emotional and Social
1	The acceptance of exposure and limited interaction with social robots that bring positive influence.
2	The emotional and social attributes function to accompany.
3	User behavior analysis add-on with an avatar, such as expressiveness, emotions, and personalization.
4	Adaptive to meet and match with needs and preferences.
5	The attitude toward technology is influenced by older adults, emphasizing utility, affordability of use, and social acceptance.
6	Perceived as facilitators for sharing health knowledge and improving the communication.
7	There are varied user perceptions of relationships, such as chat agents and a sense of companionship.
8	The potential for older users to have anxiety and frustration from chatbots and unfamiliarity with technology and privacy.
Its utility of Technology	
1	Welcoming AI companion functions among older adults, regardless of previous experience using technology.
2	Older adults are using intelligence to make it easier to get health information.
3	The desire for personalized intelligent assistants in terms of health management.
4	Giving a positive emotional response to the idea of using technology.
5	Concern about the accuracy and reliability of information provided.
6	Recognition from an AI companion brings the potential to provide emotional support and address social isolation.
7	Chatbots have the role of fostering social interaction and engagement, countering isolation and loneliness.
8	The contribution from the chatbot is cognitive health through the provision of tailored cognitive exercise and user interest in educational content.
Barriers	
1	Affordability brings technical difficulties, uncertain privacy, and uncertain security.
2	Limitations to using technology include privacy, security, and lack of familiarity with technology.
3	The desire to be easy to use and easy to understand makes perceptions of technology become complex or difficult to navigate.
4	Perceived barriers to adaptation among older adults, insufficient information, stigma with technology, and threats to autonomy and privacy.
5	A potential solution but one that brings limitations as a barrier to adaptation by providing intuitive interfaces, clear instructions, and personalized references for recommendations.

This research has relied on data resources that are using secondary data and literature review. Thus, next researcher who has similar interest in this variable could use primary data to strengthen process and result from the population, sample, and taken place or location to get the data in the proper way.

4. Conclusions

In conclusion, this research found that 49% contribution the correlation between variables of counseling using AI to stay well-being from mistrust and loneliness. Empirical studies show even though Artificial Intelligence has efficiency and effectivity to do anything

user wants anytime and anywhere with lifetime update giving the answer directly to the user. Knowing there is the limitation of AI for a while in human-AI interaction, ethics and code of conduct while doing counseling. There will be consequences, risk, and impact align with there is nothing supervision from such as psychologist, counselor, psychiatrist if doing counseling using AI. Missing information and vulnerability of self-diagnose from response appears in AI prompt. AI might be giving bias answer that would be dangerous for mental health if someone is directly doing the advice come from AI's answer. However, overly using AI could be dependent on user. Though, AI could be helpful to reconstruction the interaction between user and others who have mistrust from bad experience in past event with human beings until loneliness on individual appears, it does not mean that using AI in long terms could change real interaction relationship with human who has emotional intelligence and personality on helping individual recovery from time to time. Keeping a healthy connection as a human is becoming fundamental in supporting each other and as part of being human to maintain empathy and trust.

Acknowledgement

The author would like to express sincere gratitude to all parties who provided support and valuable insights during the completion of this research.

Author Contribution

The author was solely responsible for the conceptualization, data collection, analysis, and writing of the manuscript.

Funding

This research received no external funding.

Ethical Review Board Statement

Not available.

Informed Consent Statement

Not available.

Data Availability Statement

Not available.

Conflicts of Interest

Author declare there is no conflict of interest.

Declaration of Generative AI Use

During the preparation of this work, the author(s) used Quillbot to assist in improving grammar, clarity, and academic tone of the manuscript. Duplichecker to assist in checking is there any plagiarism or not.

Open Access

©2026. The author(s) Widiananto Parantopo. This article is licensed under a Creative Commons Attribution 4.0 International License, which permits use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license, and indicate if changes were made. The images or other third-party material in this article are included in the article's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the article's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder. To view a copy of this license, visit: <http://creativecommons.org/licenses/by/4.0/>

References

- APA. (2025). *Artificial Intelligence and Adolescent Well-being*. American Psychological Association. <https://www.apa.org/topics/artificial-intelligence-machine-learning/health-advisory-ai-adolescent-well-being>
- Barran, D. (2020). The Psychology of Loneliness. In *Campaign to End Loneliness* (Vol. 6, Issue 4). https://www.campaigntoendloneliness.org/wp-content/uploads/Psychology_of_Loneliness_FINAL_REPORT.pdf
- Bond, B. (2025). *AI therapy may help with mental health, but innovation should never outpace ethics* (K. Edwards (ed.)). *The Conversation*. <https://theconversation.com/ai-therapy-may-help-with-mental-health-but-innovation-should-never-outpace-ethics-255090>
- Breakwell, G. M. (2025). *Mistrust*. SAGE Publications Ltd. <https://doi.org/10.4135/9781529770070>
- Chan, C. K. Y. (2025). AI as the Therapist: Student Insights on the Challenges of Using Generative AI for School Mental Health Frameworks. *Behavioral Sciences*, 15(3), 287. <https://doi.org/10.3390/BS15030287>
- Chancellor, S. (2025). *Why AI Can't Replace Your Therapist - by Stevie Chancellor*. Notatechdemo Substack. <https://notatechdemo.substack.com/p/why-ai-cant-replace-your-therapist>
- Chigbu, U. E., Atiku, S. O., & Du Plessis, C. C. (2023). The Science of Literature Reviews: Searching, Identifying, Selecting, and Synthesising. *Publications*, 11(1). <https://doi.org/10.3390/publications11010002>
- Diener, E., Oishi, S., & Tay, L. (2019). *Handbook of Well-Being*. Noba Scholar. <https://florianesilvestri.com/wp-content/uploads/2019/07/handbook-of-well-being.pdf>
- Erlin, A. U., Yulia Putri, H., Andesfi, R., Sjech, U., Djamil, M., & Bukittinggi, D. (2024). AI Benefits in Mental Health Counseling. *BICC Proceedings*, 2, 170–175. <https://doi.org/10.30983/BICC.V1I1.92>
- Galindez-Acosta, J. S., & Giraldo-Huertas, J. J. (2025). *Trust in AI emerges from distrust in humans: A machine learning study on decision-making guidance*. <http://arxiv.org/abs/2511.16769>
- Ghebreyesus, T. A., Mpemba, C., & Murthy, V. (2025). *Loneliness and isolation – the hidden threat to global health we can no longer ignore*. World Health Organization. <https://www.who.int/news-room/commentaries/detail/loneliness-and-isolation-the-hidden-threat-to-global-health-we-can-no-longer-ignore>
- Griesser, K. (2025). *Your AI therapist might be illegal soon. Here's why* | CNN. CNN. <https://edition.cnn.com/2025/08/27/health/ai-therapy-laws-state-regulation-wellness>
- Gyaneshwar, A., Punugoti, H., Chaubey, D., Raj, A., Gupta, L., Goel, M., Kulkarni, K., Adithya, A., Gupta, M., & Chadha, U. (2024). Mental Health Counseling & Therapy via Artificial Intelligence-Enabled Approaches. *Authorea Preprints*, 1–39. <https://www.techrxiv.org/users/828930/articles/1223228-mental-health-counseling-therapy-via-artificial-intelligence-enabled-approaches?commit=01f98c89c264fff52eaa6bfaf243b0ea6272156>
- Hansen, A. S. (2021). Mistrust: An Ethnographic Theory. In *Ethnos* (Vol. 86, Issue 2). <https://doi.org/10.1080/00141844.2019.1651368>
- Hariharan, M., Chivukula, U., & Padhy, M. (2024). *Counselling skills: theory and practice*. Routledge India. <https://www.taylorfrancis.com/books/mono/10.4324/9781003459415/counselling-skills-meena-hariharan-usha-chivukula-meera-padhy>
- Huawei Technologies Co., Ltd. (2022). Overview of Deep Learning. In *Artificial Intelligence Technology* (pp. 87-122). Springer Nature Singapore. https://doi.org/10.1007/978-981-19-2879-6_3
- Jämting, D. (2025). *Should We Trust AI to Cure Loneliness? Ethical, Psychological, and Sociotechnical Perspectives*. 1–55. <https://www.diva-portal.org/smash/record.jsf?pid=diva2%3A1976255&dswid=-9514>

- Jiang, T., Sun, Z., Fu, S., & Lv, Y. (2024). Human-AI interaction research agenda: A user-centered perspective. *Data and Information Management*, 8(4), 100078. <https://doi.org/10.1016/j.dim.2024.100078>
- Johnston, W. (2025). *People are leaning on AI for mental health. What are the risks? : Shots - Health News : NPR.* <https://www.npr.org/sections/shots-health-news/2025/09/30/nx-s1-5557278/ai-artificial-intelligence-mental-health-therapy-chatgpt-openai>
- Kadar, A. (2025). *Artificial Intelligence Interventions for Mitigating Loneliness among U . S . Adults : An Empirical Investigation Artificial Intelligence Interventions for Mitigating Loneliness among U . S . Adults : An Empirical Investigation.* April. https://www.researchgate.net/publication/390992531_Artificial_Intelligence_Interventions_for_Mitigating_Loneliness_among_US_Adults_An_Empirical_Investigation
- Kuhail, M. A., Alturki, N., Thomas, J., & Alkhalifa, A. K. (2024). Human vs. AI counseling: College students' perspectives. *Computers in Human Behavior Reports*, 16(June). <https://doi.org/10.1016/j.chbr.2024.100534>
- Kumar, P. (2025). Counseling: An Art of Healing and Mental Wellness. *Journal of Psychosocial Well-Being*, 6(1). <https://doi.org/10.55242/jpsw.2025.6109>
- Kusdiyati, S., & Fahmi, I. (2020). *Observasi Psikologi.* PT Remaja Rosdakarya.
- Layard, R., & Neve, J. E. D. (2023). *Wellbeing Science and Policy.* https://eprints.lse.ac.uk/120079/1/Layard_de_Neve_Wellbeing_published.pdf
- Liu, A. R., Pataranutaporn, P., & Maes, P. (2025). *Chatbot Companionship: A Mixed-Methods Study of Companion Chatbot Usage Patterns and Their Relationship to Loneliness in Active Users.* <http://arxiv.org/abs/2410.21596>
- Marjovuuo, A., Julkunen, J., & Lähteenmäki, M. (2020). *Loneliness A Workbook by Your Side.* Social Welfare and Health Organisations (STEA). https://www.helsinki.fi/wp-content/uploads/2024/03/Loneliness_Workbook.pdf
- Mühlfried, F. (2018). Mistrust: Ethnographic Approximations. In *Mistrust: Ethnographic Approximations.* <https://doi.org/10.14361/9783839439234>
- Parakkal, R., Celestin, M., Kumar, A. D., & Asamoah, P. J. (2025). *Counseling in Modern Times.* Exploits Learners Brain Publishers. <https://doi.org/10.5281/zenodo.14583929>
- Richter, H. (2025). 'It saved my life.' The people turning to AI for therapy. Reuters. <https://www.reuters.com/lifestyle/it-saved-my-life-people-turning-ai-therapy-2025-08-23/>
- Robinson, A. (2025). *Why Millennials and Gen Z Are Turning to ChatGPT for Mental Health Support (And Why It's Concerning) — A Road Through | Millennial Therapy.* A Road Through. <https://www.roadthrough.com/blog/why-millennials-and-gen-z-are-turning-to-chatgpt-for-mental-health-support-and-why-its-concerning>
- Rodríguez-Martínez, A., Amezcua-Aguilar, T., Cortés-Moreno, J., & Jiménez-Delgado, J. J. (2024). Qualitative Analysis of Conversational Chatbots to Alleviate Loneliness in Older Adults as a Strategy for Emotional Health. *Healthcare (Switzerland)*, 12(1). <https://doi.org/10.3390/healthcare12010062>
- Sha'ked, A., & Rokach, A. (2015). *Addressing Loneliness.* Routledge. https://lib.zu.edu.pk/ebookdata/Clinical_Psychology/Addressing_loneliness_coping_prevention_and_clinical_interventions-by_Ami_Sha'ked.pdf
- Standford. (2025). *The 2025 AI Index Report | Stanford HAI.* Stanford University. <https://hai.stanford.edu/ai-index/2025-ai-index-report>
- Stein, J. Y. (2017). The veteran's loneliness: Emergence, facets, and implications for intervention. In *Psychology of Loneliness: New Research.*
- Sukadari, & Komalasari, M. D. (2020). *Pedoman Pemberdayaan Taman Lansia Berbasis Psychological Well Being.* Universitas PGRI Yogyakarta.
- Thakkar, A., Gupta, A., & De Sousa, A. (2024). Artificial intelligence in positive mental health: a narrative review. *Frontiers in Digital Health*, 6(March), 1–11. <https://doi.org/10.3389/fdgth.2024.1280235>
- Vandhika, S., & Sahrani, R. (2025). Chatting Away Loneliness: Embracing New Connections Between Humans and Artificial Intelligence. *INSAN Jurnal Psikologi Dan Kesehatan*

- Mental*, 10(1), 1–20. <https://doi.org/10.20473/JPKM.V10I12025.1-20>
- Velmurugan, T., Chizimba, L., & Gayathri, V. (2020). *Counseling Theory and Practice*. Skyfox Publishing Group. <https://skyfox.co/wp-content/uploads/2020/08/Counselling-Theory-and-Practice.pdf>
- Venkateswarlu, Rao, T., Iyer, S. R., & Sujatha, S. (2023). *Counseling Theory And Practice Master of Social Work*. 2346259. Achaarya Nagarjuna University. <https://anucde.info/thirdsem/303SW21.pdf>
- Volpato, R., DeBruine, L., & Stumpf, S. (2025). Trusting emotional support from generative artificial intelligence: a conceptual review. *Computers in Human Behavior: Artificial Humans*, 5(March), 100195. <https://doi.org/10.1016/j.chbah.2025.100195>
- WHO. (2025). *Countries, regulators and partners urge a collaborative approach to advance safe and equitable AI in health*. World Health Organization. <https://www.who.int/news/item/24-10-2025-countries--regulators-and-partners-urge-a-collaborative-approach-to-advance-safe-and-equitable-ai-in-health>
- You, D., Boerma, M., & Koo, Y. (2025). In a lonely world, widespread AI chatbots and ‘companions’ pose unique psychological risks. *The Conversation*. <https://doi.org/10.64628/AA.CPFXTC4FJ>

Biography of Author

Widiananto Parantopo, Independent Researcher, Indonesia.

- Email: widianantoparantopo@gmail.com
- ORCID: 0009-0006-0068-511X
- Web of Science ResearcherID: N/A
- Scopus Author ID: N/A
- Homepage: N/A