

# Interpersonal Communication Behavior Online Game Addict: Case Study on Mobile Legends Bang Bang Online Game Addict in South Tangerang, Indonesia

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Abstract: Technological advancements make everything grow, including game development. In the past, games could only be played on computers in "internet cafes". However, it has now been developed proven by the existence of online games that can be played by mobile. Addiction to online games also increases due to the ease of playing games. According to WHO (World Health Organization) The first thing that can be measured from people who are addicted to the game is from the frequency of playing. One of the games that is being loved is Bang Bang's Mobile Legends. The researcher conducted a case study on addicts online game Mobile Legends Bang Bang in South Tangerang, Indonesia using McClelland's Needs theory and also the Interpersonal Communication by Tubbs. As the game changes, interpersonal communication also changes. Communication interpersonal patterns that occur based on the results of observations and interviews with informants are 5 All Channel Communication Networks or Patterns The All Channel pattern is a pattern that has open channels, so this pattern allows everyone to communicate with anyone, this pattern is the most flexible pattern.

## 1. INTRODUCTION

In today's modern era, the world is being hit by developments in the fields of science and technology. The development of science and technology that is increasingly rapid turns to bring changes in all walks of life. One result of the development of technology is the internet. Along with the development of the internet technology is growing rapidly, one of the benefits is as a means of entertainment, for example to play. Video game using the internet network are known as online game. Online game are becoming a new trend that is in great demand because someone no longer plays alone (single), but allows playing with dozens of people at once from various locations (multiplayer). On adjacent computer networks (Local Area Network). Now game players can play with other players from different places, even between nations and between countries. Various games that are connected to the internet network (online game) are apparently more in demand and have many extraordinary fans. If we look at game rental places, we will find places that have never been quiet, day or

night from game fans. Even at certain hours there are many users who are willing to queue.

The types of games in the game are many kinds. Starting from only being played on a PC or via a smartphone. Smartphones also have games that can be online or played offline. The ease that is happening now as time goes on makes it easier for game fans now. Once upon a time gamers could only play games in internet cafes (warnet) but now mobile can be played anywhere because the internet is increasingly accessible. There are also many smartphones which are cheap but with RAM and other applications.

Games in Indonesia are divided into several types. There are adventures like Tree of Savior, cooking games like Dinner Dash, strategy games like PUBG, and also like Bang Bang Mobile Legends Mobile which can be accessed online and easy to use on smartphones. Previously on PCs there were games like SIMS City which even now have mobile games on smartphones. This certainly makes gamers become addicts and increasingly frequent in playing games.

The development of online games in Indonesia is very rapid starting from online games that are genre of action that puts action in games such as punches,

collisions, and games that are full of various traps. Based on a survey conducted by APJII (Association of Indonesian Internet Service Providers) at the end of 2014, the online game genre that is widely played is the MMOFPS game (Massively Multiplayer Online First-person shooter. From this survey data obtained is 50–60% of game users online playing MMOFPS genre games and the rest followed by games that are MMORPG genre (Massively Multiplayer Online Role-playing games.) Many of these online game users range in age from 12 to 34 years, including children, adolescents and adults (Tekno Kompas, 2018)

Mobile Legends Bang Bang is a Moonton game. Update several seasons and continue to improve the character of the game. At the turn of the season there will be a decrease in rank which makes the players have to fight to increase the rank again. Add old characters with new or existing updates. All the characters, stories and activities in them are fictional.

## 2. LITERATURE REVIEW

Researchers use McClelland's Needs theory to see the extent to which informants who play games are addicted. However, the researcher chose to focus in interpersonal communication as the subject using Tubbs's theory of interpersonal communication. Interpersonal communication is used by players in the game Mobile Legends: Bang Bang when playing the game. Communication has a pattern between players. Communication pattern is defined as the form or pattern of relations between two or more people in the process of sending and receiving messages in the right way, so that the message in question can be understood (Harrel, 1984)

There are five types of communication networks, patterns of human interaction Tubbs and Moss, which consist of:

1. **Wheel Interaction Patterns** The pattern of wheel interaction is centered on a central figure that acts as an intermediary for communication between group members. So in this network a leader acts as the center of the group communication flow. In this pattern the leader becomes the center so he can freely communicate with all members. But on the contrary, members cannot communicate with other members and must communicate through leaders.
2. **Networks or Interaction Patterns** A chain of chain interaction patterns is a pattern in which three people can only communicate with the

person next to them. The chain pattern rigidly follows the formal chain of command.

3. **Y Communication Networks or Patterns** Y communication pattern is a pattern that adheres to a system that is almost the same as a chain interaction pattern, but in a communication pattern Y has a middle position that mediates, but the middle position cannot reach all members.
4. **Networks or Circle Communication Patterns** Circle communication patterns are more dynamic communication patterns in the dissemination of messages, because each person is connected and can communicate with each other with two people next to him.
5. **All Channel Communication Networks or Patterns** the All Channel pattern is a pattern that has open channels, so this pattern allows everyone to communicate with anyone, this pattern is the most flexible pattern.

The process of communication patterns is an interaction process. Each player interacts with each other at the time before starting the game, during the game, and after the game. (Littlejohn, Foss, 2009) According to Bales, analysis of the interaction process consists of six categories namely:

1. If each group member does not provide enough information to each other, then the group will experience "communication problems".
2. If each group member does not give each other opinions, the relevant group experiences an "evaluation problem".
3. If each group member does not ask each other and give advice, the group will experience "supervision problems"
4. If each group member cannot reach an agreement they will get a "decision problem"
5. If there is not enough dramatization there will be a "tension problem"
6. If group members are unfriendly and friendly, there will be "reintegration problems", which means that the group is unable to rebuild "our feelings" or cohesiveness.

Many game players today are in the category of game addiction. Addiction or addiction is a physical dependence on an anesthetic. In general, this addiction increases tolerance to anesthetic, physical and psychological dependence, and also adds to the symptoms of seclusion from the community if the drug is stopped. But Keepers said that the definition of addiction then began to shift by including some behaviors that did not contain intoxicants such as video game play, compulsive gambling, overeating, and television viewing. Online game addiction is one

type of addiction caused by internet technology, better known as Internet Addictive Disorder. As stated that the internet can cause addiction, one of which is Computer Game Addiction (excessive playing games) (Doktersehat, 2019)

Social motives are important to get an idea of the behavior of individuals and groups David McClelland (in Robbins, 2001) in his theory McClelland's Achievement Motivation Theory or McClelland's achievement motivation theory suggests that individuals have potential energy reserves, how this energy is released and developed depends on the strength or motivation of individuals and situations and opportunities available. This theory focuses on three needs, namely the need for achievement (achievement), the need for power (power), and affiliate needs. Each individual has their own needs according to their character and mindset. In its implementation, someone who tends to have one of the high needs on the three diastasis needs will be more suitable for one particular position in a job.

According to WHO (World Health Organization) the first thing that can be measured from people who are addicted to the game is from the frequency of play, even the duration can be increased day by day. ("5 Ciri Kecanduan Game," n.d.) These addicts cannot control their habit of playing games. Online game addicts over time experience changes in communication. The pattern of interpersonal communication also changes. Initially communication was carried out directly in "internet cafes" but now communication patterns are carried out through chat rooms. Starting from making game tactics, choosing playmates, and conveying everything about the game through other apps.

### 3. CONCLUSION

Communication patterns that occur based on the results of observations and interviews with informants are 5 All Channel Communication Networks or Patterns the All Channel pattern is a pattern that has open channels, so this pattern allows everyone to communicate with anyone, this pattern is the most flexible pattern. Each other is free to express what they choose to be heroes. They fight each other in the chat room if they are having trouble facing the enemy. They are also free to comment on the skills and tactics used by each other. So, no one is the most powerful or most in control in terms of interpersonal communication. Before playing they first do interpersonal communication by apps like Whatsapp or Line Group. Then, when the war starts, personal

communication is carried out in the chat room. The chat can be disabled or turned on depending on the game's initial agreement. Can be arranged for communication only through chat, or by voice. So the interpersonal communication they do is an agreement at the beginning. If according to them there is a "toxic people" they immediately agreed to turn it off. However, it is possible to be revived. Only then will they continue to communicate no longer through the chat room but through Whatsapp or Line Group.

The study was conducted through interviews and observations to informants. The motivation stage is the initial stage and the factors that exist in someone who moves and directs their behavior to meet certain needs. In this case the individual seeks to improve the ability that is in them to meet the needs of those in an online game. In this motivation stage, the informants had different experiences in terms of the initial decision as to why they started and chose to play online games, especially Mobile Legends Bang Bang game. Based on the results of observations and interviews conducted at each informant, on average they started playing online games from an early age when they were in school.

Interviews show that informant has participated in playing games since the first season or second season, which is around 2017 until 2019 now. Starting from campus friends and even home friends who introduced Mobile Legends Bang Bang to the informants so they became addicted to the game. The informants play using their own internet quota and there are also those who use free hotspots just for the game is not lag. They are interested in Mobile Legends Bang Bang games for several reasons, some are interested in existing heroes as well because their friends are even interested because without removing real money informants can get all the heroes by using points in the game.

Informants feel happy when playing games. According to them, it felt like it was very exciting when they first downloaded the game, when they downloaded it immediately invited their friends to play and set the strategy. Making the strategy is a satisfaction for the informants. Strategies must be made precisely by communicating through chat menus between team members when choosing what type of hero to use, mage, assassin, tank, marksman, fighter, or support. Then after that communication is also done to determine what hero to use from these types. Heroes including Tank types include Tigreal, Franco, Minotaur, Akai, Hylos, Hilda, Grock, and Lolita. Some of the heroes including the Marksman included Bruno, Clint, Layla, Miya, Moskov, Roger, Irithel, and Yi Sun-shin. Heroes included in the types

of tanks are Balmond, Bane, Yun Zhao, Alucard, Freya, Chou, Sun, Alpha, and Ruby. Hero Mage consists of Nana, Eudora, Karina, Gord, Alice, Zhask, Pharsa, and Kagura. Support heroes include Estes, Diggie, and Rafaela, and hybrid Support heroes such as Minotaur, Lolita, and Nana. Hero which includes assassin types namely Alucard, Fanny, Hayabusa, Karina, Natalia, Helcurt, Saber, and Yun Zhao. (Esportsnesia, 2019)

The purpose of informants playing online games is to entertain when they are free and fill their free time immediately after work. Their duration play time starts from one hour to six hours a day. The reason they are addicted is because they are required to set the strategy when playing. The brain is used when making a strategy so it's not just playing normally. Besides that because the game can be used together with friends and this game if you lose, the rank will drop. Therefore, the tactics of informants are needed in playing so that they continue to have a safe rank. Even as much as possible the rank must go up continuously to feel their achievement as a player.

Communication patterns that occur based on the results of observations and interviews with informants are 5 All Channel Communication Networks or Patterns the All Channel pattern is a pattern that has open channels, so this pattern allows everyone to communicate with anyone, this pattern is the most flexible pattern. Each other is free to express what they choose to be heroes. They fight each other in the chat room if they are having trouble facing the enemy. They are also free to comment on the skills and tactics used by each other. So, no one is the most powerful or most in control in terms of interpersonal communication. Before playing they first do interpersonal communication by apps like Whatsapp or Line Group. Then, when the war starts, personal communication is carried out in the chat room. The chat can be disabled or turned on depending on the game's initial agreement. Can be arranged for communication only through chat, or by voice. So the interpersonal communication they do is an agreement at the beginning. If according to them there is a "toxic people" they immediately agreed to turn it off. However, it is possible to be revived. Only then will they continue to communicate no longer through the chat room but through Whatsapp or Line Group.

Mobile Legends Bang Bang can be a medium of interaction according to informants because they can add friends from online games, besides that there are also chat facilities. Some people from informants even arrived at a community or special Mobile Legends Bang Bang group. In the community, discussing among other things, build a hero, how to

play, the latest updates Mobile Legends Bang Bang. They begin the interaction with members in the online community with an agreement to play together between teams or between squads. That way the way to familiarize yourself with members in the online community in addition to playing games with them also gathered together to chat with each other about games and also about other things.

There are terms in Mobile Legends Bang Bang which are commonly used in games to interact like noob, ez, and newbie. Even the terms in the Mobile Legends Bang Bang game are also used in everyday life so not only when online. Those who are members of the squad have also met members in the online community before. In addition to discussing strategies, they play other games and observe through social media such as youtube, exercise, work, and help their parents. So they also continue to interact with the real world, not only when playing games and not just playing games. The way they familiarize themselves with the environment outside the game is by drinking coffee together, discussing, and gathering together by ordering food together.

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