

Integrating Artificial Intelligence and Local Wisdom in Mental Health Services: A Literature Review on the Synergistic Role of AI and Psychologists in Indonesia

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Abstract. *Unequal access to psychological services in Indonesia has heightened the urgency for more inclusive mental health support. This study aims to examine the role of artificial intelligence (AI) in supporting psychologists and counselors and to analyze how the integration of local wisdom enhances the effectiveness of technology-based mental health services. This study employs a literature review of publications from the past ten years that discuss the use of AI in mental health, the role of professional psychological practice, and Indonesian cultural values such as gotong royong and pantun petuah. The findings indicate that AI can be effective in providing psychoeducation, early symptom screening, and basic emotional support, while complex clinical and relational processes still require human presence and emotional sensitivity. The literature further suggests that AI designed with cultural adaptation is more acceptable and increases user trust and comfort. The implications of this study emphasize the importance of developing a culturally responsive synergy in which AI extends service reach and accessibility, while psychologists and counselors maintain the depth, meaning, and professional quality of psychological care. This approach supports the development of mental health services that are not only technologically innovative but also culturally relevant and socially grounded within the Indonesian context.*

Keywords: *artificial intelligence, mental health, local wisdom, psychological services*

1. Introduction

Mental health challenges have become increasingly prominent in modern societies, including Indonesia, as rapid social change, urbanization, and technological transformation contribute to rising levels of stress, loneliness, and psychological distress. Despite growing awareness of mental health issues, access to professional psychological services in Indonesia remains unequal. Urban areas generally benefit from a higher concentration of psychologists and counseling facilities, while rural and remote regions experience significant shortages of mental health professionals. As a result, many individuals with psychological difficulties remain untreated, and emotional distress is often normalized within families and communities.

Cultural context further complicates the use of AI in mental health services. Indonesia is characterized by collectivist cultural values such as *gotong royong*, communal support, and indirect emotional expression. These values shape how individuals perceive mental health, seek help, and communicate psychological distress. Studies on cross-cultural psychology emphasize that mental health interventions that neglect cultural values risk reduced effectiveness and user disengagement. Without cultural adaptation, AI-driven systems may feel emotionally distant, culturally inappropriate, or overly influenced by Western psychological frameworks.

Recent literature highlights the importance of culturally responsive digital mental

health interventions. AI systems designed with cultural sensitivity and local wisdom demonstrate higher levels of user trust, acceptance, and engagement (Ding & Najaf, 2024; Schueller et al., 2018). Integrating local wisdom, such as communal values, moral guidance, and culturally meaningful communication, can enhance the emotional relevance of AI-assisted mental health services while preserving cultural identity.

Therefore, this study aims to examine the role of artificial intelligence as a supportive tool for psychologists and counselors in mental health services and to analyze how the integration of Indonesian local wisdom enhances the effectiveness and acceptance of technology-based psychological interventions. By emphasizing a synergistic approach in which “AI assists, psychologists heal,” this literature review seeks to contribute to the development of culturally grounded, ethically responsible, and inclusive mental health services in Indonesia.

In addition to addressing individual and community needs, integrating mental health support with technological innovation aligns with broader global development objectives as articulated in the United Nations’ Sustainable Development Goals (SDGs). Mental health is an integral component of SDG 3 (Good Health and Well-Being), as improving psychological well-being contributes directly to reducing disease burden, enhancing productivity, and fostering resilient societies (Patel et al., 2018). Beyond health outcomes, mental health also intersects with SDG 4 (Quality Education) by supporting inclusive learning through emotional support and adaptive tools that address diverse learner needs, and with SDG 10 (Reduced Inequality) by expanding service accessibility to marginalized populations facing resource limitations or geographic constraints. Emerging literature suggests that AI-assisted mental health interventions, when culturally adapted and ethically implemented, can help narrow service gaps, promote equitable access, and support community empowerment, thereby contributing to the achievement of these interconnected SDGs

2. Method

This study employed a literature review design to synthesize existing research on the use of artificial intelligence in mental health services, the professional role of psychologists and counselors in technology-assisted interventions, and the integration of local wisdom within psychological practice. A literature review was selected to provide a comprehensive and critical overview of current theoretical and empirical findings relevant to the study objectives.

3. Results and Discussions

Table 1. Characteristics of Studies Included in the Literature Review

No	Journals	Key finding
1	Title: Local Wisdom in Fiction text Comprehension Between Students and Ais. Author(s) & Year: Juanda Juanda, Azis Azis, and	<ul style="list-style-type: none"> Gender differences were significant: female students showed higher understanding of local wisdom than male students, while no significant difference was found between urban and rural students. University affiliation significantly influenced students’ understanding of local wisdom, suggesting the role of curriculum and instructional practices.

No	Journals	Key finding
	<p>Sulastriningsih Djumingin (2025). (Juanda et al., 2025).</p> <p>Methodology: Quantitative comparative study.</p>	<ul style="list-style-type: none"> ● AI systems significantly outperformed university students in understanding local wisdom, with a very large effect size. ● Across all aspects, thick description, cultural textual, symbolism, and cultural interpretation, AI demonstrated consistently higher scores than students. <p>Among AI systems, ChatGPT and Claude showed the highest performance, while Perplexity showed the lowest.</p>
2	<p>Title: The Transformation of Indonesian Language Literacy Through Banten Local Wisdom With Artificial Intelligence (AI): A Case Study of University Students and High School Students in Banten.</p> <p>Author(s) & Year: Lia Andriani Harahap, Asep Muhyidin, Siti Rodhia (2025). (Harahap et al., 2025).</p> <p>Methodology: Descriptive qualitative study.</p>	<ul style="list-style-type: none"> ● AI supports Indonesian language literacy, but its effectiveness depends on teacher mediation, students' digital literacy, and cultural context. ● AI struggles with culture-specific local wisdom (e.g., Banten's debus, pantun, and folk narratives) and may oversimplify or misinterpret meanings without human guidance. ● AI functions best as a learning scaffold, not a replacement for human interpretation, especially in culturally rooted literacy learning. <p>Effective literacy transformation requires integrating AI literacy with cultural literacy to avoid student dependence on AI and preserve local wisdom.</p>
3	<p>Title: Augmenting Human Connection: A Systematic Review Of Artificial Intelligence In Counseling Practices, Ethics, And Cultural Adaptation.</p> <p>Author(s) & Year: Paul Arjanto, Izak Jakobis Makulua, Prisca Diantra Sampe, Neleke Huliselan, Rusnawati Ellis (2025).</p>	<ul style="list-style-type: none"> ● AI is effective for functional counseling tasks (e.g., screening, mood tracking, psychoeducation) but cannot replace relational counseling, which requires human empathy and authenticity. ● Hybrid counseling models are the most appropriate approach, where AI supports assessment and early intervention while human counselors handle relational and trauma-focused work. ● Ethical risks are significant, including data privacy, lack of transparency, emotional projection, and reduced client autonomy, making regulation and human oversight essential.

No	Journals	Key finding
	<p>(Arjanto et al., 2025)</p> <p>Methodology: Systematic Literature Review (SLR).</p>	<ul style="list-style-type: none"> AI contributes positively to counselor education and training, especially through simulations, but must be combined with human supervision to avoid overreliance on rigid, logic-driven responses. Current AI systems lack cultural adaptability, often reflecting Western psychological frameworks and inadequately representing local or non-Western cultural expressions of distress.
4	<p>Title: Peran Artificial Intelligence dalam Mendorong Innovative Behavior: Kajian Literatur Sistematis.</p> <p>Author(s) & Year: Indah Mulia Sari, Fachry Arsyad, Diah Zaleha Wyandini, Pundani Eki Pratiwi (2025). (Sari et al., 2025).</p> <p>Methodology: Systematic Literature Review (SLR).</p>	<ul style="list-style-type: none"> AI significantly promotes innovative behavior. The synthesis shows that AI plays a crucial role in fostering innovative behavior, not only as an automation tool but as a driver of organizational transformation and employee capability development. AI enhances innovative behavior by increasing work engagement and job absorption, reducing organizational pressures (such as compulsory citizenship behavior), and creating learning opportunities that support knowledge development and creativity. Responsible and well-governed AI supports innovative behavior by improving core self-evaluation, mental health, learning motivation, and self-efficacy, while reducing anxiety related to AI job replacement. The relationship between AI and innovative behavior is shaped by individual, organizational, leadership, and cultural factors, rather than being a single or direct effect. <p>There is limited research on cultural and social moderators, ethical governance of AI, skill-bias effects, and AI's deeper role in organizational change, indicating directions for future studies.</p>
5	<p>Title: Peran Psikologi dalam Memahami dan Memfasilitasi Mindset Gotong Royong di Desa Sembaha Kabupaten Deli Serdang.</p> <p>Author(s) & Year:</p>	<ul style="list-style-type: none"> High participant engagement and positive response. The interactive psychoeducational lecture received strong participation and enthusiasm, indicating that the method was effective in engaging community members. Increased awareness of the importance of gotong royong. Participants developed a deeper understanding of mutual cooperation as a core social value and part of their shared

No	Journals	Key finding
	<p>Tengku Nuranasmita, Anna Wati Dewi Purba, & Sutrisno (2025). (Nuranasmita et al., 2025).</p> <p>Methodology: Participatory Action Research (PAR).</p>	<p>social identity, not merely a traditional practice.</p> <ul style="list-style-type: none"> ● Identification of key barriers. Participants critically reflected on internal and external barriers to gotong royong, such as individual workload, modernization, social media influence, and lack of unifying leadership. <p>Strengthening of collective reflection and readiness for action. The activity fostered shared reflection and motivation toward sustained social cooperation and collective action within the community.</p>
6	<p>Title: Gotong Royong di Provinsi Jawa Tengah sebagai Sistem Sosial Budaya dalam Kehidupan Masyarakat Indonesia.</p> <p>Author(s) & Year: Silvi Putri Ramadhani, Melysia Yunita Heffy Saputri (2023). (Yunita & Putri, 2023).</p> <p>Methodology: Literature review (library research) with a descriptive, analytical approach.</p>	<ul style="list-style-type: none"> ● Gotong royong remains an important social and cultural practice in Indonesian society, even amid modernization. ● The values of gotong royong have transformed but not disappeared; they continue in new forms, especially among younger generations and community organizations. ● Gotong royong functions as a form of social capital that helps communities face social and economic challenges, including post-pandemic difficulties. ● Modernization, urbanization, and individualism pose challenges, but gotong royong shows strong adaptability as a social system. <p>Integrating gotong royong with digital technology and modern social innovations can strengthen its relevance and sustainability in both rural and urban contexts.</p>
7	<p>Title: AI dan Representasi Budaya: Studi tentang Peran Kecerdasan Buatan dalam Komunikasi Lintas Budaya melalui Konten Digital.</p> <p>Author(s) & Year: Dina Kurnia Wati (2025). (Wati, 2025).</p> <p>Methodology: Qualitative descriptive.</p>	<ul style="list-style-type: none"> ● AI functions not only as a technical tool but also as a symbolic actor that shapes how culture is represented, interpreted, and consumed in digital spaces. ● AI often reduces complex cultural meanings into simplified, literal representations, leading to loss of contextual, emotional, and spiritual meanings (e.g., local idioms, cultural practices). ● AI-mediated cross-cultural communication risks distorting cultural meanings, which can lead to misunderstanding across cultures. ● Despite these challenges, context-based and participatory AI projects show that AI can support cultural preservation if developed with local knowledge and cultural experts.

No	Journals	Key finding
8	<p>Title: Combining the Magic of Artificial Intelligence (AI) in Cultural Wisdom.</p> <p>Author(s) & Year: Ita Suryani, Rustono Farady Marta, Beby Chandra Wijaya, Gustin Romaria, Engliana (2024). (Suryani et al., 2024).</p> <p>Methodology: Qualitative exploratory case study.</p>	<ul style="list-style-type: none"> ● Artificial Intelligence (AI) plays a significant role in preserving and revitalizing cultural wisdom, including language, literature, music, art, natural heritage, and cultural education. ● In traditional music and sound engineering, AI helps reproduce and create music inspired by cultural traditions, supporting continuity of endangered musical forms. ● AI contributes to the conservation of arts and cultural heritage through technologies such as 3D scanning, image processing, BIM, and machine learning to identify, analyze, and restore cultural artifacts and historical sites. ● AI enhances cultural tourism by personalizing recommendations, analyzing tourist behavior, and improving visitor experiences through AI-based systems such as chatbots. ● AI assists in natural heritage preservation by monitoring ecosystems using satellite data and predictive analysis, enabling faster responses to environmental threats. ● AI strengthens cultural education by providing broader access to cultural knowledge and supporting learning about local and global cultural values.
9	<p>Title: Automating psychological hypothesis generation with AI: when large language models meet causal graph.</p> <p>Author(s) & Year: Song Tong, Kai Mao, Zhen Huang, Yukun Zhao & Kaiping Peng (2024). (Tong et al., 2024)</p> <p>Methodology: AI-assisted literature mining and causal graph analysis using GPT-4.</p>	<ul style="list-style-type: none"> ● Combining LLMs (like GPT) with causal graphs produces better psychological hypotheses than using LLMs alone. ● The integrated method generates hypotheses that are more novel, higher in quality, and comparable to human experts. ● Causal graphs help structure and guide LLM outputs, reducing ambiguity and improving interpretability. ● The approach is especially effective for complex psychological topics such as well-being. ● AI-assisted causal graphs reduce reliance on large expert teams during hypothesis generation, shifting expert roles more toward evaluation. ● The method supports broader, deeper, and more interdisciplinary insights than traditional or LLM-only approaches.
10	<p>Title: Interactivity, humanness, and trust:</p>	<ul style="list-style-type: none"> ● Interactivity increases trust. More interactive chatbots (responsive, dynamic conversations)

No	Journals	Key finding
	<p>a psychological approach to AI chatbot adoption in e-commerce.</p> <p>Author(s) & Year: Yi Ding and Muzammil Najaf (2024). (Ding & Najaf, 2024).</p> <p>Methodology: Quantitative survey study</p>	<p>significantly increase consumers' trust in AI chatbots.</p> <ul style="list-style-type: none"> • Humanness increases trust. Human-like features (natural language, empathy, conversational tone) positively influence users' trust toward AI chatbots. • Trust drives adoption. Consumer trust plays a central mediating role—it explains how interactivity and humanness lead to a stronger intention to use AI chatbots in e-commerce. • Enjoyment strengthens adoption. When users enjoy interacting with chatbots, the effect of trust on adoption intention becomes stronger.

Overview of Reviewed Studies

Table 1 presents a summary of the studies included in this literature review, covering publications published over the last ten years examine the relationship between psychology, artificial intelligence, and local wisdom. The reviewed literature consists of quantitative, qualitative, participatory action approach research, and systematic literature reviews conducted across educational, counseling, organizational, and community settings. Overall, the studies reflect a growing interdisciplinary interest in how AI interacts with psychological processes and culturally grounded values, particularly within non-Western and Indonesian contexts.

AI Performance in Understanding Local Wisdom

Several studies compare AI systems and human in interpreting local wisdom. Juanda et al. (2025) demonstrated that AI systems outperformed university students in comprehending local wisdom embedded in fictional texts, with consistently higher scores across cultural description, symbolism, and interpretation. While gender and institutional background influenced students' understanding, AI performance remained significantly higher across all dimensions. These findings suggest that AI excels in pattern recognition and textual analysis of culturally embedded content, although the nature of this understanding remains primarily computational rather than experiential.

AI as a Supportive Tool in Psychological and Educational Contexts

Across multiple studies reviewed, AI is positioned as a supportive or augmentative tool rather than a replacement for human psychologists, educators, or counselors. Research on literacy transformation through local wisdom in Banten indicates that AI can enhance learning outcomes when mediated by teachers and supported by students' digital literacy and cultural awareness. Similarly, systematic reviews of AI in counseling practices emphasize hybrid models, where AI supports screening, psychoeducation, and training simulations, while relational, trauma-focused, and ethically sensitive interventions remain the responsibility of human professionals.

Cultural Bias and Limitations of AI Systems

A dominant finding across the reviewed literature concerns the cultural limitations and biases of AI systems. Several studies report that AI often simplifies or misinterprets culture-specific meanings, particularly those rooted in indigenous practices, oral traditions, and communal values such as gotong royong. AI-mediated cultural representation tends to favor dominant global cultures, leading to the marginalization of local or non-Western cultural expressions. These limitations are evident in both educational and counseling contexts, where AI lacks sensitivity to culturally embedded emotional, spiritual, and social meanings.

The Role of Psychologists and Human Mediation

The reviewed studies consistently emphasize the critical role of psychologists, educators, and community facilitators in mediating the interaction between AI and local wisdom. Participatory action research on gotong royong demonstrates that psychological frameworks—such as prosocial behavior, social identity, and social norms—are essential for translating cultural values into sustainable behavioral change. Without human facilitation, AI-based systems risk promoting surface-level engagement with culture rather than deep psychological understanding and internalization.

4. Conclusions

This literature review examined the role of artificial intelligence in supporting psychologists and counselors in Indonesia, with particular attention to the integration of local wisdom in technology-based mental health services. However, the results also indicate that AI alone is insufficient to address the full complexity of psychological care, especially in culturally and relationally sensitive contexts.

The reviewed studies consistently demonstrate that AI is effective in providing psychoeducation, early symptom screening, and basic emotional support. Nevertheless, complex clinical processes—such as therapeutic alliance building, trauma intervention, ethical judgment, and emotional attunement—remain fundamentally dependent on human psychologists and counselors. This reinforces the position that AI should function as an assistive technology rather than a replacement for professional psychological practice.

Importantly, the literature highlights that the effectiveness and acceptance of AI in mental health services increase when local wisdom is meaningfully integrated into system design and implementation. In contrast, AI systems that lack cultural adaptation risk misinterpreting emotional expressions and reinforcing dominant, non-Indonesian psychological frameworks, thereby limiting their relevance and ethical appropriateness.

In conclusion, this review underscores the importance of developing a culturally responsive synergy between artificial intelligence and professional psychological practice. AI can enhance accessibility and efficiency in mental health services, while psychologists and counselors preserve the depth, meaning, and ethical integrity of care through cultural understanding and human empathy. Such integration supports the development of mental health services in Indonesia that are not only technologically innovative but also culturally grounded, socially responsive, and aligned with the psychological well-being of diverse communities.

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