



# The Use of social media Among English Education Students for Solving Problems in Completing Their Theses

*Penggunaan Media Sosial oleh Mahasiswa Pendidikan Bahasa Inggris untuk Menyelesaikan Masalah dalam Penyelesaian Skripsi*

**Risnawati Lukman, Chairil Anwar Korompot\*, La Sunra**  
Department of English Education, Graduate Program, Universitas Negeri Makassar, Indonesia  
\*Corresponding Author: [cakarompot@unm.ac.id](mailto:cakarompot@unm.ac.id)

## ABSTRACT

This research used a descriptive-qualitative approach to shed light on: (1) the types of social media used by English education students for solving problems in completing their theses; and (2) the effects of social media on English education students in completing their theses. The participants of this research were the students of English Education at FBS UNM, selected through purposive sampling. The researcher used semi-structured interviews to collect the data for this research. The findings of this research revealed that students used social media to solve problems in completing their theses, and the use of social media mostly had a positive effect on their ability to solve problems in completing their theses. It is evident from the various responses provided by the participants in this research. Additionally, there are types of social media used by students in the process of completing their theses, including WhatsApp, Telegram, and Instagram. This study also discovered the effects of social media, including easy and instant communication, timing allocation, sharing problems, and learning from various sources.

**Keywords:** Social Media, Solving Problems, Completing Theses

## ABSTRAK

*Penelitian ini menggunakan pendekatan deskriptif-kualitatif untuk menjelaskan: (1) jenis-jenis media sosial yang digunakan oleh mahasiswa pendidikan bahasa Inggris untuk menyelesaikan masalah dalam penyelesaian skripsi, dan (2) pengaruh media sosial terhadap mahasiswa pendidikan bahasa Inggris dalam menulis skripsi. Partisipan dalam penelitian ini adalah mahasiswa program studi pendidikan bahasa Inggris FBS UNM yang dipilih melalui teknik purposive sampling. Penelitian ini menggunakan wawancara semi terstruktur untuk mengumpulkan data dalam penelitian ini. Temuan dari penelitian ini mengungkapkan bahwa mahasiswa menggunakan media sosial untuk menyelesaikan masalah dalam penyelesaian skripsi dan penggunaan media sosial di kalangan mahasiswa bahasa Inggris sebagian besar memiliki pengaruh positif pada kemampuan mereka untuk menyelesaikan masalah dalam penyelesaian skripsi mereka. Hal ini terlihat dari beberapa jawaban para partisipan dalam penelitian ini. Jenis media sosial yang digunakan mahasiswa dalam proses penyelesaian skripsi antara lain WhatsApp, Telegram, dan Instagram. Penelitian ini juga menemukan efek media sosial, antara lain komunikasi yang mudah dan instan, alokasi waktu, berbagi masalah, dan belajar dari berbagai sumber.*

**Kata kunci:** Media Sosial, Menyelesaikan Masalah, Penyelesaian Skripsi.

## 1. INTRODUCTION

A thesis is the scientific work written by undergraduate students at the end of their studies. It is one of the requirements for finishing program studies. It presents an argument or a particular topic based on the findings of a literature study. Besides, it discusses the findings of research, the results of experiments, or the findings of the literature review. The aim is to provide students with experience in thinking critically, systematically, and scientifically to solve a problem. According to Syamsuri et al. (2018), the scientific work or thesis is the work of the student's analysis, which is the method of logical thinking in accordance with the scientific discipline that is structured to meet the criteria for obtaining a bachelor's degree. Therefore, to support these activities, students have taken several courses, such as academic writing and research skills, which can help them before completing their thesis.

However, many students frequently encounter a variety of challenges when completing their thesis. Both conducting research and completing a thesis in English are challenging tasks. Students face additional difficulties as a result of the numerous considerations required to complete a thesis. Understudies can't put anything without proof or reference since anything that students write in the proposal must be research in light of academics. Some issues also contribute to the difficulty and complexity of completing a thesis. There are some situations that make it difficult for students to finish their thesis. For instance, a lack of self-management, background knowledge, and communication with supervisors.

Nowadays, Telegram, Instagram, Twitter, and WhatsApp are just a few of the social media platforms with very interesting features. Communication and technology have recently developed the capability of creating an infinite space and time for interpersonal communication. As a result, communication can be intense or quick. In addition, many students use social media to find information, communicate with one another, or do anything else they require. Especially in the current situation after the COVID-19 pandemic, many students and lecturers are communicating online, thus making social media a vital instrument for undergraduate students.

Based on observation and informal interviews conducted with the students, almost all of them have social media accounts and are active users. Students

are active users of social media in their daily activities. Besides, many students use social media in the process of completing their theses. Students use a Telegram group to get the approval sheet and submit some requirements for the exam. Besides, students also use WhatsApp groups to communicate with supervisors, arrange guidance schedules, and consult about their theses.

Related to this topic, there are some studies about the students' problems completing their theses. According to Hasan and Al Badi (2015), the student's problem in completing theses is difficulty finding a topic in the process of writing and difficulty writing quotations. Sariyanto et al. (2015) investigated the obstacles undergraduate students encounter when completing their thesis. According to the study, students struggle most with finishing their thesis due to a lack of fundamental knowledge. Research by Asisa (2020) about students' problems completing their theses showed that students' problems included ideas, a lack of vocabulary, and a lack of communication with their supervisors. Besides that, Asmawan (2016) found that factors preventing the completion of a thesis are students' difficulties in consulting with the lecturer or supervisor.

Based on the explanation above, most of the recent studies have mainly examined the problem of completing theses. Some of them found that students' problems were a lack of background knowledge, a lack of vocabulary, a lack of communication with their supervisor, or difficulties in consulting with the lecturer. Based on the facts, many students use social media to solve problems while completing their thesis. For example, students use social media to communicate with their lecturer, improve their vocabulary, or find some sources related to their topic. However, no researchers have conducted studies on the use of social media to solve the problems of completing theses. Therefore, the researcher wants to find out the use of social media by English education students and its effect on helping them in the process of completing their theses.

## 2. LITERATURE REVIEW

### 2.1. Thesis

In Indonesia, a thesis is used as an indication of students' comprehension and mastery of their chosen

subject. According to Bella (2020), a thesis is a type of scientific writing that is used as the final assignment for university students who use scientific methods in written papers in order to earn a certain degree. In addition, according to Ikmal (2014), a thesis is a research study in which a hypothesis check demonstrates new knowledge. For instance, there is a theory or something that still needs to be tested to see if it is true.

Writing a thesis is more than just writing down ideas on paper; it's also a process of improving comprehension and finding meaning. Students are accompanied by two active faculty supervisors while completing their thesis. From the beginning of the thesis to the final, the supervisor provides assistance to students. Additionally, the thesis's completion time varies. The students typically complete it in six months to one year. In fact, according to Wibisono (2013), students in some developed nations, such as Australia and England, are exempt from having to write a thesis on "scientific research." Instead, they are required to complete a comprehensive task on employment practices.

## 2.2. Problems in Completing Thesis

The process of completing a thesis involves planning, drafting, revision, and editing. To create a good thesis, students must go through several stages. Most students struggle with various aspects of academic writing, particularly when writing their thesis. Starting with concepts or constructs, a lack of vocabulary, revision, or difficulty paraphrasing are some examples of difficulties that students commonly face when completing a thesis. It is supported by Asisa (2020) that English students also experience difficulties completing their theses. Ideas, structure, a lack of vocabulary, and inadequate communication with their supervisor are all part of it. Additionally, the other factor is that in Indonesia, English is the second language, which may also make completing a thesis difficult for second language learners. Furthermore, Rismen (2015) stated that many students have difficulty finishing their theses due to the length of the guidance they have received and difficulties in consulting with the lecturer. Besides, Asmawan (2016) found that factors preventing the completion of thesis are students' difficulties in consulting the lecturer or supervisor.

## 2.3. Social Media

Social networking sites are very popular for people to communicate with their friends or for other purposes. In various ways, it is constantly altering people's lives. According to Rieger and Christoph (2018), every aspect of life, including communication, information dissemination, knowledge exchange, commerce, and education, is being impacted by a variety of social media platforms. According to Hudson (2017), "social media" refers to websites and apps that permit users to share content quickly, effectively, and in real time. According to Boyd et al., social network sites are web-based services that allow users to (1) create a public or semi-public profile within a bound system, (2) articulate a list of other users with whom they share a connection, and (3) view and traverse their list of connections in addition to those created by others within the system. 2007).

According to Davis in Kamnoetsin (2014), social media is defined as web-based and mobile applications that make it possible for people and organizations to produce, interact with, and share ideas or already-existing content through a variety of digital communication channels. Furthermore, social media are online communities where people interact with one another and share knowledge and information. Social media users can create and organize their own profiles, comment, and share ideas with one another.

Based on the explanation above, it can be concluded that people use social media to share content, profiles, opinions, insights, experiences, perspectives, and information. Additionally, social media are channels or tools of communication that are utilized to store, aggregate, share, discuss, or deliver information within online communities, thereby facilitating conversations and interactions among groups of people.

### 2.3.1 Types of Social Media

According to Nasrullah (2015), the following are the different types of social media:

#### 1) Blog

A blog is a website that functions like a diary and lets people write frequently about events or topics that interest them. A blog is a website where a single person or group can share ideas or information with a large number of people online. Education is just one of many topics that are discussed in blogs. A feedback forum where readers can interact with the blog author and

others who have commented is a common feature of blogs.

#### 2) Facebook

Facebook is a long-range informal communication site that people use to interface with different people over significant distances. Games, chat, video chat, and social media pages are just a few of the additional Facebook applications. According to Putra (2014), Facebook is thus regarded as a social media platform with features that are most familiar to various age groups.

#### 3) Twitter

Twitter is a social networking service and online microblog that enables its users to send, receive, and read text-based messages of up to 140 characters, or "tweets." Twitter is a website that is owned and operated by Twitter, Inc. Dunlap and Lowenthal in Rinaldo et al. (2011) Twitter is a microblogging platform that aims to improve social interaction in a course through classroom interactions while also providing strong instructional value.

#### 4) Instagram

Instagram is a social media application that allows people to share photos and videos from their mobile devices. Users have a profile and feed, with which they can follow other users to view their profile feed as well as populate their own feed with content. Instagram is a visual sharing platform, and everybody's main intention is to share and find only the best photos and videos. Every user profile has a follower and "followed" count, which represent how many people they follow and how many other users follow them.

#### 5) WhatsApp

WhatsApp is a social networking service that provides a free messenger application, and it is being widely used among undergraduate students to send multimedia messages like photos, videos, and audios along with simple text messages (Gon and Rawekar, 2017). Jan Koum and Brian Acton were the inventors of the WhatsApp application in 2009. It was officially available on the market in 2010, and it was developed mainly to replace the platform of SMS by giving a free-of-charge service for sending and receiving messages between groups or individuals.

Many individuals use WhatsApp as a communication medium for conveying messages. The information obtained is more effective and can be received faster. Many online messaging services are in great demand, but WhatsApp is one of the most popular online

messaging applications because it is simple, fast, and cheap.

#### 6) Telegram

Telegram is a free, cross-platform app that allows users to communicate with one another. Telegram is available on cell phones, phone devices (Android, iOS, Windows Phone), and computer peripheral systems. The users can exchange images, videos, stickers, audio files, and more. According to Selamat (2015), telegram is used in the process of learning, for example: (1) announcements; (2) forums; (3) group project reports; (4) listening, writing, speaking, and reading practice; (5) audio and video input; and (6) content and material sharing. Additionally, Kusuma and Suwartono (2021) found that Telegram Messenger's perceived usefulness for students made communication and interaction easier and more comfortable, and the students were satisfied with the use of Telegram Messenger.

### 2.3.2 The effects of social media

Morceau (2016) highlights the beneficial effects of social media:

#### 1) Facilitating connections with different people

The main benefit of social media is that it facilitates communication with others all around the world, whether they are in the same country, halfway across the world, or in areas that the individual has never heard of before.

#### 2) Easy and instant communication

Another advantage of social media is that it facilitates instantaneous communication between individuals. Utilizing social media platforms like Facebook, WhatsApp, Instagram, and others can assist us in communicating with others wherever we go.

#### 3) Real-time news

Social media is also a tool for somebody who needs to be familiar with something or catch wind of information that is going on the planet. With social media, we can find anything in a matter of seconds, so we don't have to wait until tomorrow to read about something that happened.

#### 4) Comfortable

Another advantageous effect of social media is that it makes the user feel enjoyable, at ease, and entertained.

## 3. RESEARCH METHOD

### 3.1. Research Design

A descriptive research design was chosen as the methodology for this research. It was used to obtain information about existing conditions and has been

widely used in educational research. The aim of descriptive research is to describe “what exists” with respect to variables or conditions in a situation. Then, Nassaji (2015) added that descriptive research is used to explore the phenomena by conducting interviews, focus groups, and participant observation. In short, this study is more flexible. In other words, in descriptive research, the information is obtained through in-depth interviews with the participants. To achieve the goals proposed during this research, data was collected through forms and through word (text) or image (picture) data (Creswell 2012:12). Qualitative data provides the researcher with responses that best help them understand the research questions. In this case, descriptive qualitative research was aimed at providing as accurate an account as possible of the use of social media to solve problems among English students completing their thesis. The researcher collected the data, analyzed it, and drew a conclusion based on the data.

### 3.2. Research Instrument

The most important aspect of conducting research is obtaining and collecting data. Gay, Mills, and Airasian (2012) stated that an instrument is a test or tool used for data collection, and the instruments section of a research plan describes the particular instruments to be used in this research and how they measure the variables of the research. In this research, the researcher used an instrument, namely interview guidelines, to collect the data. An interview was conducted to obtain information directly from the respondent and the researcher. Interviews are used to obtain data from the students about the types of social media that they use in the process of completing their thesis and this interview was also conducted to determine the effects of social media in solving the students’ problem in completing their thesis.

### 3.3. Technique of Data Analysis

According to Miles, Huberman, and Saldana (2014), the steps to analyze the data are as follows:

#### 1) Data Condensation

The researcher focused on converting the streamlined raw data into transcriptions. It aimed to find out the findings that guided this research. Then, the data was collected using the results of interviewing and documentation techniques. Classifying the data and noting the important things related to the case that was discussed in this research was necessary because there was lots of

unimportant data from the interview stage, and data condensation assisted the researcher in centralizing their critical thinking in reducing the data.

#### 2) Data Display

This stage was done after data condensation. Furthermore, it showed clear data in several categories. Thus, data display is called a stage, which provides qualitative data in a short explanation, summary, chart, flowchart, etc. By displaying the data after data condensation, it is easy to understand and continue to the next stage.

#### 3) Drawing and Verifying Conclusions

After data display, the last stage in analyzing data is drawing conclusions and verifying the results. The collected data is categorized, found to have a pattern, and finally concluded by the researcher. There are some specific conclusions drawn from each respondent’s answer in the interview. It supported the basic conclusion of this research.

## 4. FINDINGS AND DISCUSSION

### 4.1 Findings

The findings of this research came from the results of interviews conducted by the researcher based on the following research questions: (1) What types of social media are used by English Education students for solving problems in completing their theses? (2) What are the effects of social media on English education students in completing thesis.? The result of the interview showed the different opinions among English students about the use of social media to solve problems in completing thesis.

#### 1) Types of social media

The following are the types of social media used by English education students, based on the results of interviews:

##### a. WhatsApp

Based on the results of interviews with 10 students, the researcher found that all of the students used WhatsApp in the process of completing thesis. In the following, the researcher presents some representative responses from the students, and these answers display different reasons for using WhatsApp in the process of completing thesis.

#### Extract 1

I often use WhatsApp to communicate with friends and lecturers, especially to communicate with my

supervisor. (*Saya sering pakai WhatsApp untuk berkomunikasi dengan teman dan dosen, terutama berkomunikasi dengan pembimbing*).

Student 1

Extract 2

I always use WA to contact my supervisor and always use WA to consult about my thesis. (*Saya selalu pakai WA untuk menghubungi dosen pembimbing saya dan selalu juga pakai WA untuk konsultasi tentang skripsi saya*).

Student 2

Extract 3

I use social media, such as WhatsApp, to schedule my consultations with my supervisors. (*Saya gunakan sosial media seperti WhatsApp untuk mengantur jadwal konsultasi dengan dosen pembimbing saya*).

Student 3

Extract 4

I use WhatsApp to send my draft proposal to my lecturer. (*Saya menggunakan whatsapp untuk mengirim proposal kepada dosen saya*).

Student 4

Extract 5

I use several social media sites, such as WhatsApp in the process of completing my thesis and I always use whatsapp to get sign from my lecturer. (*Saya menggunakan beberapa sosial media, termasuk WhatsApp dalam proses penyelesaian skripsi saya dan saya selalu gunakan whatsapp untuk mendapatkan tanda tangan dari dosen saya*).

Student 5

Based on the student response above, it can be seen that students used WhatsApp in the process of completing their thesis. Students use WhatsApp for many purposes. Students use WhatsApp to communicate with their friends and lecturer, to consult about their thesis, schedule their consultation, send a draft proposal or thesis, and get a sign from the lecturer.

## 2) Telegram

Based on the results of interviews with 10 students, the researcher found that 7 out of 10 students used Telegram in the process of completing their thesis. In the following, the researcher presents some representative responses from the students, and these answers display different reasons for using Telegram in the process of completing thesis.

Extract 6

Besides WhatsApp, I also use other social media like Telegram, and I use it because it makes it very easy for

me to send files or documents. (*Selain WhatsApp, saya juga menggunakan sosial media yang lain seperti Telegram, dan saya menggunakannya karena sangat memudahkan saya untuk mengirim file atau dokumen*).

Student 10

Extract 7

I use Telegram because there are many groups with other students who are preparing their thesis and we can discuss our problems in telegram groups. (*Saya menggunakan Telegram karena banyak grup dengan mahasiswa lain yang sedang menyusun skripsi dan kami dapat mendiskusikan masalah kami di grup telegram*).

Student 9

Extract 8

I always use Telegram for administration. (*saya selalu pakai Telegram untuk pengurusan administrasi*).

Student 7

Based on the student response above, it can be seen that students use Telegram in the process of completing thesis. Students use it to send files or documents, to make groups to discuss their thesis, and for administration.

## 3) Instagram

Based on the results of interviews with 10 students, the researcher found that 6 out of 10 students used Instagram in the process of completing thesis. In the following, the researcher presents some representative responses from the students, and these answers display different reasons for using Instagram in the process of completing thesis.

Extract 9

I often use Instagram. Sometimes I use it to find content about how to make references, and it's easier for me to understand if I see it on Instagram. (*Saya sering menggunakan Instagram, saya menggunakannya untuk mencari konten tentang cara membuat referensi, dan lebih mudah bagi saya untuk memahaminya jika saya melihatnya di Instagram*).

Student 6

Extract 10

I usually use Instagram because there is a lot of useful content there. It helps me get new ideas after watching content on Instagram. (*Saya biasanya menggunakan Instagram karena ada banyak konten bermanfaat di sana. Ini membantu saya mendapatkan ide-ide baru setelah menonton konten di Instagram*).

Student 7

Extract 11

Sometimes, I watch content on Instagram, and there are lots of accounts that I follow on Instagram. There

are many accounts that often post useful content, such as how to make references and how to find journals easily. *(Terkadang, saya menonton konten di Instagram, dan ada banyak akun yang saya ikuti di Instagram. Banyak akun yang sering memposting konten bermanfaat, seperti cara membuat referensi dan cara mencari jurnal dengan mudah.)*

Student 9

Based on the student response above, it can be seen that students use Instagram in the process of completing thesis. Students use Instagram to find finds and watch contents about how to make references because it is easy to understand if they watch on Instagram. Besides, students explained that there are many posts on Instagram that can help them get new ideas.

## 2) The effects of social media on English Education students in completing thesis

Based on the students' answers about the effect of social media in completing thesis, they have different opinions about that. The result of this case is explained below:

### a. Easy and instant communication

Based on the interview results, the researcher found that all the participants explained that easy and instant communication were the reasons for them to use social media such as WhatsApp and Telegram. It has been one of the advantages felt by some students in operating social media. In addition, all the participants answered that it was easier for them to communicate by using WhatsApp and Telegram. The following are some opinions expressed by the three students about this effect:

Extract 12

WhatsApp is a simple application. I use it to contact my supervisor and it connected to user's phone number, so it easy to use. *(WhatsApp adalah aplikasi yang sederhana. Saya menggunakan Whatsapp untuk menghubungi pembimbing saya dan itu terhubung ke nomor telepon sesama pengguna, jadi sangat mudah digunakan)*

Students 7

Extract 13

WhatsApp helps me communicate with my supervisor. Sometimes, I can ask my friends; I take the picture, send it to my friend, and my friend can correct my writing through pictures. *(WhatsApp membantu saya berkomunikasi dengan pembimbing saya. Terkadang, saya bisa bertanya kepada teman-teman saya; Saya mengambil gambarnya, mengirimkannya ke teman saya, dan teman saya dapat mengoreksi tulisan saya melalui gambar.)*

Students 9

Extract 14

We know that in this modern era, everyone uses WhatsApp and Telegram to communicate with other people and then send some data or files. Actually, it is easy to use. *(Kita tahu bahwa di era modern ini, semua orang menggunakan WhatsApp dan Telegram untuk berkomunikasi dengan orang lain dan kemudian mengirimkan beberapa data atau file. Sebenarnya mudah untuk digunakan.)*

Students 6

The researcher revealed that the use of social media can help them communicate with their supervisor or friends. For example, when they want to consult, they contact him or her first by using social media. In addition, social media is a tool for them to ask their supervisor's schedule because it is a practical and simple application. It is very important for them to know the available time of their supervisor when doing the consultation. Thus, each of the participants assumed that using WhatsApp was a simple way to communicate. They do not take a long time to communicate. Some features of WhatsApp and Telegram are very functional for the students to clearly discuss their problems. They can chat, send pictures, videos, and voice notes. Therefore, it makes the communication between them more realistic as they can exploit the functions provided by social media.

### b. Timing allocation

Social media also has a positive effect on time allocation for students. It means that the students and supervisor can make an appointment by using social media. Information about the supervisor's schedule can be communicated through WhatsApp. Students can easily determine a suitable time to consult. However, it is not only with supervisors; they can also communicate easier with their friends.

Extract 15

It is very quick and easy to send the message by using whatsapp. I can also make appointment with my supervisors. *(Sangat cepat dan mudah mengirim pesan dengan menggunakan whatsapp. Saya juga bisa membuat janji dengan pembimbing saya.)*

Students 7

Extract 16

WhatsApp and Telegram provide shorten time to ask the problem not need to go and tell someone to meet. *(WhatsApp dan Telegram memberikan waktu yang lebih singkat untuk menanyakan masalah tidak perlu pergi dan menyuruh seseorang untuk bertemu.)*

Students 3

Extract 17

WhatsApp group and telegram group are useful for me, because I can limit our time. Sometimes, if we do not have WhatsApp is hard to do communication, because we have to call the people and by using WhatsApp is easier to chat people every time we want. Not waste of my time. (*Grup whatsapp berguna bagi saya, karena saya dapat membatasi waktu kita. Terkadang, jika kita tidak memiliki WhatsApp sulit untuk melakukan komunikasi, karena kita harus menelepon orang dan dengan menggunakan WhatsApp lebih mudah untuk mengobrol dengan orang kapan pun kita mau. Tidak membuang-buang waktu saya.*)

Students 1

The answers above are examples of some answers mentioned by participants. This answer proves that social media provides another advantage for the user. Not just for ease and practicality, the students also have another reason why they use social media for communicating, specifically in timing allocation.

c. Sharing problems

Another advantage of social media is that it allows people to share their difficulties with completing their theses. Many students use social media, particularly WhatsApp, to share their thesis problems with their friends and supervisor. However, it also depends on their supervisor and how big the problems are that they face, and some students mentioned that social media is very helpful for them to solve the problem of completing their thesis. In the following, the researcher presents some representative responses from the students.

Extract 18

Yes of course, I can share easier my problem and communicate together with my supervisor. Sometimes, I share to my friend and discuss about my problems. (*Ya tentu saja, saya dapat berbagi masalah saya dengan lebih mudah dan berkomunikasi bersama dengan pembimbing saya. Kadang-kadang, saya berbagi dengan teman saya dan mendiskusikan masalah saya.*)

Students 2

Extract 19

I can communicate my problems in completing thesis to my friends. But, to my supervisor I just send my draft and I consult directly. (*Saya dapat mengkomunikasikan masalah saya dalam penulisan skripsi kepada teman-teman saya. Tapi, ke supervisor saya tinggal kirim draf dan konsultasi langsung.*)

Students 3

Extract 20

I think so, Yes, I feel it, because when I use it all of the problems can be solved. For example, when I have the problem, I ask my supervisor through WhatsApp. (*Saya kira begitu, saya merasakannya, karena ketika saya menggunakannya semua masalah bisa teratasi. Misalnya, ketika saya mengalami masalah, saya bertanya kepada pembimbing saya melalui WhatsApp.*)

Students 7

Extract 21

WhatsApp help me communicate with my supervisors on thesis problems and arrange my schedule with them, gain some information on research from friends, and seeking literature as well. One of my supervisors also provides feedbacks for thesis revisions. "To a certain extent, supervisors provide consultation and feedbacks for their students using WhatsApp. (*WhatsApp membantu saya berkomunikasi dengan pembimbing saya tentang masalah skripsi dan mengatur jadwal dengan mereka, mendapatkan beberapa informasi penelitian dari teman, dan mencari literatur juga. Salah satu dosen pembimbing saya juga memberikan masukan untuk revisi tesis. "Sampai batas tertentu, dosen pembimbing memberikan konsultasi dan masukan kepada mahasiswanya melalui WhatsApp.*)

Students 5

Based on the students answers above, this research shows that social media is a tool for students to solve thesis problems. Moreover, when giving guidance, most of them prefer to use social media to share their problems. Although it is also obvious that they do not always share all the challenges and difficulties with their supervisors for various reasons, they keep communicating with their friends regarding the complexities of completing a thesis.

d. Learning from various sources

Another advantage of social media is that it allows people to learn from various sources. Many students use social media, such as Instagram, to learn and get new ideas. In the following, the researcher presents some representative responses from the students.

Extract 22

Social media like Instagram also really helps me learn from various sources. There are many posts on Instagram that are useful for me, so I can learn and find ideas through the application. (*Media sosial seperti Instagram juga sangat membantu saya belajar dari berbagai sumber. Banyak postingan di Instagram yang bermanfaat bagi saya, sehingga saya bisa belajar dan mencari ide melalui*



*aplikasi tersebut)*

Student 3

Extract 23

Instagram is one of the applications that helps me learn because it is very easy to understand if I watch its contents. (*Instagram adalah salah satu aplikasi yang membantu saya belajar karena sangat mudah dipahami jika saya melihat kontennya.*)

Student 8

The answers above are examples of some answers mentioned by participants. This answer proves that social media provides another advantage for students. It can help students learn by watching content, and it can also help them get new ideas.

#### 4.2 Discussion

##### 1) Types of social media use by English education students for solving problems in completing thesis

The results showed that the type of social media most commonly used by the students in the process of completing thesis is WhatsApp. WhatsApp is a social networking service that provides a free messenger application, and it is being widely used among undergraduate students to send multimedia messages like photos, videos, documents, and audios along with simple text messages (Gon and Rawekar, 2017). Additionally, the data showed that students can use WhatsApp in many ways, including to communicate with their friends and lecturers, to contact their supervisors, to consult about their thesis, to send a draft proposal or thesis, to get the lecturer's signature, and also to schedule their consultations with supervisors.

Besides WhatsApp, the findings showed that some students use Telegram in the process of completing thesis. Students use Telegram to discuss in their groups, and they use Telegram for administration. This is in congruence with previous research findings by Kusuma and Suwartono (2021), which found that Telegram Messenger's perceived usefulness for students made communication and interaction easier and more comfortable, and the students were satisfied with the use of Telegram Messenger.

In addition, the findings also showed that the students use Instagram in their process of completing thesis. Students use Instagram to find some content that they need and that is related to their thesis. Students can easily understand and get ideas for writing after they read and watch content on Instagram. This is in

congruence with previous research findings by Al Arif (2019), which found that the social media that is mostly used in learning English by the university students of the English Study Program at Jambi University is Instagram.

##### 2) The effects of social media on English education students in completing thesis

Based on the findings, there is some effect of social media on English education students in completing thesis.

###### a. Easy and instant communication

The researcher discovered that all of the participants stated that they used social media for convenience and instantaneity. This is the benefit that some students perceive when using social media. In response to the researchers' inquiries regarding the impact of social media, nearly all of the participants stated that using social media, like Telegram and WhatsApp, made communication simple. "WhatsApp instant messaging is very easy to use," declares Amry (2014). This mobile system is utilized by the majority of students for academic and other purposes. Every update and message added by a group member is quickly communicated to the students.

In addition, the findings showed that using social media can help them communicate with friends and superiors. For instance, when they want to consult, they first get in touch with him through social media (WhatsApp). Because it is a useful and straightforward application, they can inquire about their supervisors' schedules through social media. They need to know when their supervisor is available for consultation, which is very important. As a result, everyone thought that using WhatsApp to communicate was easy. The communication between them is quick.

Additionally, some social media features are very helpful for students to openly discuss their issues. They can communicate verbally, visually, and audibly through chat. Due to their ability to utilize the features offered by social media, their communication becomes more realistic. It is supported by Drašković, et al., (2017), social media is seen by students as a useful tool that can improve communication with lecturers. Lecturers and students can build strong relationships through social media. They can both make use of it to improve their connectivity.

b. Timing allocation

Social media also helps students manage their time better. This indicates that the supervisor and students can schedule an appointment through social media. Students can easily determine a convenient time to consult by communicating with the supervisor via WhatsApp about the schedule. However, it's not just with managers; They also have an easier time communicating with their friends. The students' response demonstrates that social media users benefit from additional benefits. Students use social media for communication for a variety of reasons, not the least of which is that it is convenient and easy to use. Another reason is that it helps them plan their time.

As explained above, the researcher finds that time allocation is one of the reasons why many English education students use social media, particularly WhatsApp. Because they are able to inquire about the available time to provide guidance without meeting directly with the supervisor, it implies that the students do not need to spend a lot of time waiting for the supervisor to provide guidance. Experts also stated the same thing: There are a number of good reasons to use social media to build good relationships, one of which is that it's easier to get to know other people without having to talk to them in person. Clients have more time to communicate via computer, and users are more at ease. As a result, they gained more social support (Baker and Oswald, 2010), which is one of the advantages that some English students perceive when using social media.

c. Sharing problems

Another advantage of using social media to discuss issues with thesis completion is that students actively use social media, particularly WhatsApp, to communicate with their supervisor and friends about their thesis problems. In any case, the majority of them only used WhatsApp to communicate with their supervisors and share their concerns. However, it also depends on their manager and the scope of the issues they encounter. Some students said that using social media helped them solve a problem while completing their thesis.

Based on their answers above, this research shows that students use social media to share their thesis problems and solve them. In addition, the majority of them prefer to consult online when seeking advice. Students also use social media to communicate with their friends

about their thoughts. Many people have described social arrangements as organized devices that enable people to meet, connect, and share thoughts, artifacts, and interfaces with one another. Modern opportunities for lecturers and students to interact and collaborate have emerged thanks to this social network. As a result, social media provides them with a means of discussing their issues with others.

d. Learning from various sources

Social media provides many features that are very useful for students. Based on the interview results in the previous explanation, social media such as Instagram has provided many benefits for students, especially those who are completing their thesis. This can be seen from the students' answers, which stated that the benefits felt by using Instagram were that it made it easier for them to learn through content that had been posted on the Instagram application. Besides that, the content is also very helpful for students to find new ideas, especially ideas related to the topic of their thesis. The findings are also supported by Akram and Kumar (2017), One of the positive effects of social media in education is progress, which allows students to choose the learning resources they want. In this case, students can choose social media sites such as Instagram as a source for finding information.

Findings revealed that the use of social media among English education students has a positive impact on solving the problems they face in the process of completing their theses. Additionally, the findings indicated that students' use of social media platforms like WhatsApp, Telegram, and Instagram has eased their concerns about thesis completion constraints. Additionally, students and their instructors may greatly benefit from this research. The issues associated with completing a thesis are addressed by the research's findings, which offer insights, information, and theories. In the field of education in general, there are no studies on this problem or the problem-sharing relationships between students and supervisors in particular.

In addition, the results show that using social media has a positive impact and helps students finish their thesis. According to the findings, this research benefits readers, enhances existing knowledge, and contributes to the development of new education knowledge. As a result, research into the effects, advantages, and other aspects of social media usage should continue.

## 5. CONCLUSIONS

This research investigated how English education students solved problems while completing their thesis by using social media. Semi-structured interviews were used in this qualitative research. Based on the interview's analysis, it can be concluded that the use of social media among English students mostly has a positive effect on their ability to solve problems in completing their thesis. It can be seen from the several answers of the participants in this research.

In this research, the researcher found types of social media used by students in the process of completing their theses, including WhatsApp, Telegram, and Instagram. Students can use social media in many ways, including to communicate with their friends and lecturers, to contact their supervisors, to consult about their thesis, to send a draft proposal or thesis, to get the lecturer's signature, to schedule their consultations with supervisors, to discuss in their groups, for administration, and to find some content that they need and that is related to their thesis. In addition, this researcher also found the effects of social media on the students, such as easy and instant communication, timing allocation, sharing problems, and learning from various sources.

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