**THE USE OF SOCIAL MEDIA AMONG ENGLISH EDUCATION
STUDENTS FOR SOLVING PROBLEMS
IN COMPLETING THEIR *SKRIPSI***

THESIS

Submitted by:

FITRI HARDIANA

The Student of Faculty of Education and Teacher Training

Department of English Language Education

Reg. No. 140203086

**FACULTY OF EDUCATION AND TEACHER TRAINING
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By:

FITRI HARDIANA
Student of Faculty of Education and Teacher Training
Department of English Language Education
Reg. No: 140203086

Approved by:

Main Supervisor,   Co- Supervisor,
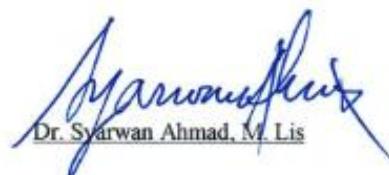
Dr. Luthfi Aunie, MA   Dr. Syarwan Ahmad, M. Lis

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for Sarjana Degree S-1 on Teacher Education

On:

Tuesday, <u>January 8th, 2019 M</u>
Jumadil Awal 2nd, 1440 H

Darussalam-Banda Aceh

Chairman,

<u>Dr. Luthfi Aunie, MA</u>

Secretary,

<u>Ikhwanna Dhivah, S. Pd</u>

Member,

<u>Dr. Syarwan Ahmad, M. Lis</u>

Member,

<u>Dr. Nashriyah, MA</u>

Certified by:
The Dean of Faculty of Education and Teacher Training
Ar-Raniry State Islamic University

<u>Dr. Muslim Razali, S.H.,M.Ag</u>
NIP. 195903091989031001

SURAT PERNYATAAN

Saya yang bertanda tangan dibawah ini:

Nama	: Fitri Hardiana
NIM	: 140203086
Tempat/Tgl. Lahir	: Meukek, Aron Tunggai / 9 Januari 1997
Alamat	: JL. Laksamana Malahayati, Dusun Lambateung, Kajhu, Baitussalam Kab. Aceh Besar.
JudulSkripsi	: The Use of Social Media among English Education Students for Solving Problems in Completing Their *Skripsi*.

Menyatakan bahwa sesungguhnya skripsi tersebut adalah benar-benar karya asli saya, kecuali lampiran yang disebutkan sumbernya. Apabila terdapat kesalahan dan kekeliruan didalamnya akan menjadi sepenuhnya tanggung jawab saya.

Demikian surat pernyataan ini saya buat dengan sebenar-benarnya.

Banda Aceh, 16 Desember 2018,
Saya yang membuat surat pernyataan,

Fitri Hardiana

ABSTRACT

This study was conducted to investigate the use of social media in solving *skripsi* problems experienced by English Education Students of UIN Ar-Raniry. It is also to see how big impact of using WhatsApp can solve their *skripsi* problems. Hence, the research design of this study is descriptive qualitative. The researcher selected 12 English students, three male and nine females who are writing *skripsi* as the participants. This study used semi structure interview to collect the data in getting deeper information needed for this study. The result of this study showed that use of social media among English Education students mostly give positive effect for them to solve problems in completing their *skripsi*. It can be seen from the several answers of the participants in this research. In this study, the writer found various factors in dealing with students to complete their *skripsi* such as; psychological factor (less motivated), socio-cultural factor (the relationship between students and supervisor), linguistic factor (finding references, insufficient of grammar). The use of social media in solving *skripsi* problems has made students feel easier in overcoming the various factors they get in writing a *skrips*i.

Keywords: *social media (WhatsApp), skripsi problems.*

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Fitri Hardiana

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CHAPTER I

INTRODUCTION

A. Background of Study

One of the things that must be fulfilled by students to graduate from the university is writing *a skripsi* or undergraduate thesis. *Skripsi* is a term used in Indonesia to describe a scientific and research paper written by undergraduate students as a dormitory requirement to complete their study at a higher education institution in Indonesia (Poerwadarminta, 2002). It aims to provide experience to students to think critically, systematically, and scientifically in solving a problem. During the process of writing and completion of the *skripsi*, supervisors are assigned to guide and assist students. Thus, to support this activity, the students have taken some courses, especially writing that help them before they write *skripsi*.

Students of English Education face some kinds and levels of writing subjects. They have taken the courses of writing since the first semester until the sixth semester. Writing is one of productive skill. Marteens (2010) states that cognitively, writing is a complex base on the activity. There are four steps of the writing process: prewriting, organizing, writing, revising or editing. And then, it has different kinds and levels. So, the students take the different level of writing subject in every semester such as; writing 1 for the first semester, writing 2 for the second semester, etc. In addition, there are also many subjects that cannot separate

from writing. In the last, they have to write their research report (thesis) as one of the requirements to have a bachelor (sarjana) degree.

However, in the process, many students frequently encounter various obstacles in finishing their *skripsi*. As we know, writing *skripsi* in English language and doing a research is not easy, because English is not our first language. And then, there are many things that we have to concern with writing *skripsi*. We cannot put anything without evidence or reference. Anything that we write in *skripsi* has to research based on academic. Paltridge and Starfield (2007) state that for all students, writing a *skripsi* or thesis is a challenge, for those writing in English whose first language is not English, the challenges are even greater. No doubt, that thesis writing is not an easy project to be done and it is more challenging among other types of writing for the students.

In addition, the complexity and difficulty of writing *skripsi* are also caused by some issues. According to Darmono and Hasan (2005) there are some cases that become a problem for some students who write *skripsi*. For example, lack of knowledge in doing research, self management, less of material about their research, and the relationship with the supervisors. The common reasons why some of the students spent much time writing *skripsi* are caused by internal and external factors. In internal factors, it likes students' laziness, their motivation, and they fell fear and difficult to meet the supervisor. In the external factors, may be due to lack of reference, lack of knowledge in methodology and finding research.

Nevertheless, many students have social media, which give effect to them, both negative and positive effects. Social media can be as media for them in

searching for information and communication or anything that is needed by the students. Today, some features of social media are very interesting, such as Facebook, Instagram, and WhatsApp. Recently, rapid communication technology which potential of being a means of creating limitless space and time for interpersonal communication has been developed widely. Thus, communication can be performed quickly or intensively.

The use of social media has been done by the earlier researcher in different contexts. As we know, Social media are very popular nowadays. Said Fathy El Said Abdul Fattah has done the research about The Effectiveness of Using WhatsApp Messenger as One of Mobile Learning Techniques to Develop Students' Writing Skills. The quasi-experimental design was used in this study, where a sample of fourth level students in the English department was assigned to the experimental and control group. Hence, a pre/post test was conducted by the researcher. This study showed that WhatsApp technology can also enhance students' active participation in the EFL classroom. It can provide students with: a) an opportunity for practicing the language for free, b) more personal and comprehensive relationship between students and teachers, c) a chance for students not to be more sociable only but to learn better, and d) an opportunity for students to relate their opinions to those of others. Also, we should make use of modern technology in teaching our students.

The second researcher is Iskandar entitled students' perception on the use of Facebook as a discussion group in helping students express ideas through written form. In this study, the researcher used mix method by using questioner

and interview. The result showed that the students had various perception on the use of Facebook as a dicussion group in helping them express ideas through written form. In this respect, most of students agreed that the use of Facebook as discussion group really helped them generate ideas easily and freely through written form. They also were motivated and more comfortable in learning English writing on Facebook platform because it was as a facilitator that provided fun learning method for learning writing. So, they all are the profits of Facebook usage for students in helping them to learn English writing.

The last researchers are Sariyanto, Iwan Supardi, and Syarif Husin investigated the factors cause undergraduate students' difficulties in writing the thesis. The purpose of this research was to find out the difficulties faced by undergraduate students in writing *skripsi*. In conducting the data, the researchers applied a descriptive quantitative research method. The population of this research has 91 students of Regular B English Education Study Program who have been learning at FKIP Tanjung Pura University Pontianak more than five years. The sample of this research was selected by using purposive sampling. The result of this study found that basic knowledge is the main components factor of students' difficulties in writing the thesis.

Therefore, the researcher would like to investigate the relation between social media and the problems in completing *skripsi*. Actually some students have many ways in solving their problems. One of them is using social media. Social media give big the impact to us, both of negative and positive effect. In this case, the using of social media is one of the tools for the students in facing their

difficulties in completing *skripsi*. For this study, the researcher wants to know how big the effect of social media for solving *skripsi* problems. However, it is also a tool for researcher to recognize the issues make the students take a long time to finish their *skripsi*. Based on the explanation, the researcher wants to do the research about "The Use of Social Media among English Education Students for solving problems in completing their *Skripsi*".

B. Research Questions

Based on the background of the research, the research questions can be formulated as follows:

1. What are the difficulties faced by English students in completing their *skripsi*?

2. What are the effects of using social media upon students who are writing *skripsi*?

3. To what extent can the use of social media communicating helps solve writing *skripsi* problems?

C. The aims the study

Based on the problems of the research above, the aim of the study are:

1. To discover the difficulties in writing *skripsi* for English students

2. To know the effect of using social media among English students in writing *skripsi*

3. To know whether the use of social media especially WhatsApp can help to solve the *skripsi* problems in writing *skripsi* or not

D. The Significance of Study

The result of this research is expected to give some benefits for the other and the researcher. At least, this study has three significant points, mainly:

1. For the researcher, this study gives knowledge about the issues in completing *skripsi* and knows the way how to solve the problems, specifically in term of the use of social media (Whatsapp). And then, the result makes me as English' student aware that social media are not only the tool for them to search for information or to express what we are feeling. But, it can be media for us to share information or sharing the difficulties that we are facing in writing *skripsi*. So, it can make us easier to solve some problems with giving feedback or solution by the other friends.

2. For English teacher, this study may contribute to give valuable information about some problems faced by English students in completing their *skripsi*. And then, the lecturers also know that the use of social media gives effects among students and especially WhatsApp that be a tool for them in sharing information with their friends.

3. For the next researchers, this study can be a reference for other researchers if they do the same research.

E. Terminology of Study

To avoid the confusion of the terms contained in the research, it is necessary to explain the meaning of the following terms:

1. Social Media

Social media are computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests and other forms of expression via virtual communities and networks. Social media are constantly being used my undergraduate college students across the globe. Social media can be accessed through a computer, cell phone, iPad, and so much more. According to Akar (2004) as cited in Bruns and Bahnisch defines social media as part of web 2.0 technologies, that makes closer interaction, group formation, and preparation in cooperation .

a. WhatsApp

WhatsApp Messenger is a proprietary, cross-platform instant messaging application for smart phones. In addition to text messaging, users can send each other images, video, and audio media messages (Wikipedia, 2013). WhatsApp allows the users to use their internet connection to send messages to each other. WhatsApp likes a chat program for mobile phones. Smart phones are becoming increasingly popular and WhatsApp is available for almost all Smart phones.

F. Scope of Study

The researcher gave the scope of this study to limit the focus of the research. For this study, the researcher only focused on WhatsApp as a popular social media today

G. Research Method

In this point, the researcher focuses on discussing the research methodology. The methodology of this research involves (1) research design, (2) participant, (3) collecting data, and (4) data analysis. Each of them is described clearly as:

1. Research Design

In this study, the researcher used the qualitative method to support the study. The researcher wanted to know the using of social media for English students in completing *skripsi*. So, for this purpose the researcher believed that the qualitative method is can be an appropriate method for this study.

2. Participants

The participants of this study were the students of English education department Faculty of Education and Teacher Training Islamic State University of Ar-Raniry. The researcher selected the participants by using purposive sampling. According to Sugiyono (2016) purposive sampling is retrieval technique of data source with a certain consideration. The reason for using purposive sampling as a technique was caused by the researcher has a specific consideration or criteria to

be the samples in this study. The researcher chose the students who are writing *skripsi* who use social media as one of the tools for them to communicate with each other. It means that, by this participant, the researcher can know the difficulties or problems in completing their *skripsi* and the feeling of them in using social media to solve their problems.

3. Collecting data

The instrument that was used by the researcher to collect the data is Interview. The interview is one tool that is used by the researcher to get more detail information from the subject about something that we can't observe (Patton, 1980). Based on the purpose of this study, the researcher chose interview to gain more detail information about the use of social media in completing *skripsi*. So, I think the interview is a good instrument for the researcher to answer the research questions in this study.

4. Data analysis

In this study, the researcher used three steps in analyzing the interview. There are data reduction, data display, and conclusion. According to Miles and Huberman (1994) qualitative data analysis consist of three procedures: 1), data reduction, the process of whereby the mass of qualitative data you may obtain in the interview is reduced and organized, for example writing summaries and coding. 2), data display, the process of showing the data simply in the forms of words, sentence, narrative and graphic. 3), drawing a conclusion, in this process,

an analysis should allow the researcher to begin to develop a conclusion regarding the study. Therefore, the researcher analyzed the data of interview which was descriptive analysis in nature.

CHAPTER II

LITERATURE REVIEW

This chapter deals with the description of literature reviews related to the study. It presents theories and thoughts about the *skripsi* and social media which has the relationship with this study.

A. Skripsi

1. Definition of *skripsi*

In Indonesia, *skripsi* is used as an indication for students' understanding of their mastery on the topic of their choice. *Skripsi* also process emphasizes individual learning that is different from the other courses in the classes. According to Barbara and Thomson (2014) writing *skripsi* is not simply getting things down on paper, but it is a process of making meaning and advancing understanding. While in writing *skripsi*, students are accompanied by two supervisors who are active in the faculty. The supervisor is someone who helps students from the start of their *skripsi* until the final defense. In addition, the time to finish the *skripsi* is different. Usually, the students take 6 months or one year to finish it. However, there are also cases where students extend their *skripsi* for as long as 3,5 years (Satria, 2012).

Actually, in some developed countries such as; England and Australia students are not required to make a thesis that deals with "scientific research", but rather to comprehensive tasks related to employment practices (Wibisono, 2013). In Indonesia, *skripsi* is the important thing for the students to get a bachelor degree. However, the process of writing *skripsi* commonly consists of five

chapters, such as introduction, literature review, methodology, doing research and discussion, writing a conclusion and recommendation. In detail, the process of producing *skripsi* might be varied. It is based on nature of research, types of research and regulation as well as instruction of writing from a specific program.

2. Problems in writing *skripsi*

In writing *skripsi*, many students find some problems. Similarly, an ideal practice of *skripsi* sees the student as an individual learner as a part of the learning community. Basically, students as newcomers learn to become members of an academic community through legitimate peripheral participation. They learn with scaffolding from more expertise person (supervisor). As the students keep learning by observing, interacting with supervisors and other subject expert, students move to the center of a community and gradually take full participation within the process and finally become legitimate members of the community (Wang&Yang, 2012) cited in Dwihandini, L.A.1, Marhaeni, A.A.I.N.2, Suarnajaya I.W.

However, some difficulties in writing *skripsi* also felt by English students. It includes ideas, structure, lack of vocabularies, and paraphrase. Additionally, the other factor of research is the second language as the basic factors to be analyzed by the researcher. For second language learner in specific, the factors of the difficulties in acquiring the second language may also encounter them difficult to write *skripsi*. Thus, in this research, the factors to be underlined are the factors raised by Brown (2007) as explained bellow:

a. Psychological Factor

One of the factors that may be a problem for the students in writing *skripsi* is the psychological factors. Brown (2007, p. 153) believes that "the students which have the hassle in mental elements may be recognized from the powerful factors of the students. similarly, Brown explains the mental factors or affective elements deliver effect for the students to write a good *skripsi*, which might be (1) Self- Esteem; (2) attribution concept and self-efficacy; (3) Willingness to communicate; (4) Inhibition; (5) danger taking; (6) Anxiety (7) Empathy; (8) Extroversion; and (9) Motivation". all of the psychological factors discussed by Brown (2007, p. 152 - 174) will affect the selection of a learner to create the object of a study, the method for the research, findings of the studies, and the complete research based on the proved ratio.

b. Socio-cultural Factor

Culture is something that has the important role in language. They cannot separate between each other. Hence, to write *skripsi* is also important in analyzing the difficulties from the point of view of the socio-cultural factors. Brown (2007, p. 189) claims that culture is very important in the learning of a second language. Therefore, the focus factor on socio-cultural factors that will be arisen in this study of the difficulties in writing the thesis is bold in three aspects, such as (1) the social distance among each undergraduate students, and the relationship between undergraduate students and their tutor.; (2) the culture in the language classroom of the undergraduate students, and; (3) the communicative competence

among each undergraduate students, and the communicative competence between undergraduate students and their tutor. According to Lilis and Turner (2001) supervisors need to address the writing issues that actually prevent students for developing productive research writing practices.

c. Linguistic Factor

According to Brown (2007) there are some categorizes of linguistic factor. First overview is to identify errors by addition, substitution and ordering. Second category is to identify the errors is put in the student level of language (phonology, lexicon, grammar and discourse) that should be considered. Third is to identify errors by considering the two related dimensions of error, such as domain (the rank of linguistic unit from phoneme to discourse) and extent (the rank of linguistic unit that would have to be deleted, replaced and paraphrased to repair the sentence). Writing a thesis is a hard work. Choosing the words and that encompass an idea, selecting quotation that effectively summarize an important point, and making decision about syntax is difficult (Kamler & Thomson, 2014) .

B. Social Media

1. Definition of social media

Social media or social networking sites are very popular among people all over the world to do communication with their friends or something else. According to Alassiri, et al., (2014), social networking sites or social media provide an interactive platform that enables its users to communicate with other

members to establish social relations, share information and knowledge relative to individual experience activities in real life. Hence, Social network sites as web-based services that allow individuals to (1) construct a public or semi-public profile within a bounded system, (2) articulate a list of other users with whom they share a connection, and (3) view and traverse their list of connections and those made by others within the system (Boyd, et al., (2007). Social media are forms of electronic communication which facilitate interactive base on certain interests. Social media include web and mobile technology. Kaplan and Haenlein (2010, p. 61) define social media as "a group of Internet based applications that build on the ideological and technological foundations of Web 2.0, and allow the creation and exchange of user-generated content."

In addition, social media also refer to social software in the form of websites and other online communities, such as social networking and micro blogging created by a large group of people (known as users) to share information, ideas, personal messages, conversations, or to develop social and professional contacts (Social media, n.d.). According to Davis III, Deil-Amen, Rios-Aguilar, and González Canché (2012) cited in Tharinee Kamnoetsin (2014) define social media technology (SMT) as web-based and mobile applications that allow individuals and organizations to create, engage, and share ideas or existing content in various forms of communications in digital environments. So, social media are the online communities that build interaction among people with each other, share knowledge and information. Hence, the user of social media can

create and organize a profile for themselves comment and share ideas with each other.

2. Social media in Indonesia

According to *We Are Social*, Indonesia has the total population of 265.4 million, 130 million active social media users with penetration 49 percent. As many as 120 million Indonesians use mobile devices, such as smartphones or tablets to access social media, with 45 percent penetration. Within a week, online activities on social media through Smartphone reached 37 percent.

Here's a graphic of the use of social media of Indonesian people in 2018.
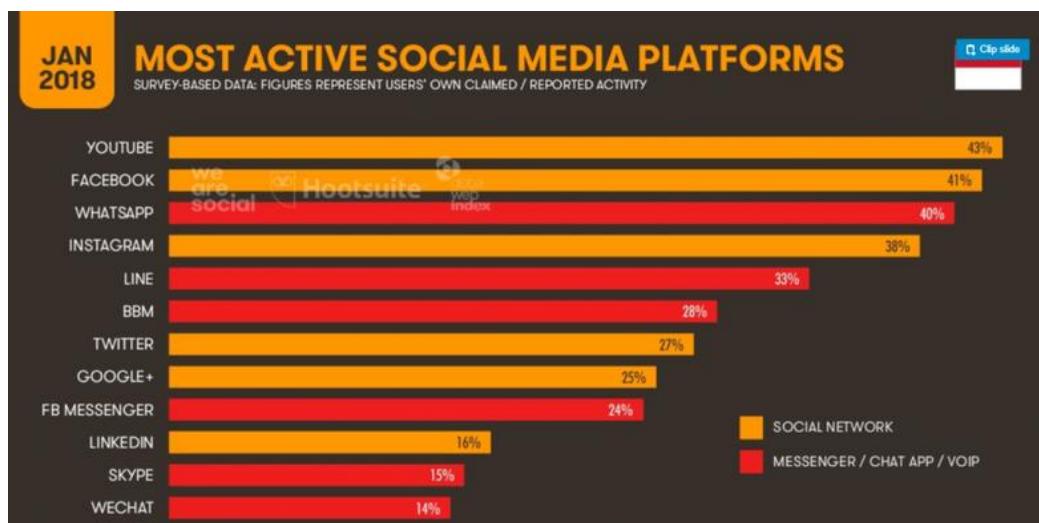
(Source: we are social)

Based on the graphic above, it shows that the first rank is YouTube with 43 percent, Facebook, WhatsApp, and Instagram trailing in second to fourth in a row. The report *of we are social*, 41 percent of Indonesian social media users claim to often use Facebook, 40 percent often use WhatsApp, and 38 percent claim to often access Instagram. While users who claim to often access the Line as much as 33 percent, and place it in the fifth position. Globally, the total Internet

users penetrate the four billion users. For social media users, it rose 13 percent with year-on-year users reaching 3.196 billion.

3. The effect of social media

Technology is like two sides of a coin, which positive and negative sides. It is the same as social media that have positive and negative effects, the positive and negative effects are pointed out by Elise Morceau (2016) as follows:

a. The positive effect of social media

1) The Ability to Connect with Different People

The real advantage of social networking is the ability to communicate with others all around the world, from your country, halfway from your country, or regions the person has never ever heard before.

2) Easy and Instant Communication

The other benefits of social media make communication between people became easy and instant, you can do communication with others whenever we go by using social media, like Facebook, WhatsApp, Instagram, etc.

3) Real-Time News

Social media is also one tool for someone wants to know about something or news that happen in the world. We don't need to wait until tomorrow to read a newspaper about something that happened, but with social media, we can find anything what can you know in seconds.

In addition, based on several empirical studies have examined the effectiveness of technology in college classrooms. The other positive effect of social media that have been found by the researcher are (a) can enhance the connection between students and faculty, students with peers have increased; and (b) enhancing student motivation (Ezlison, Steinfield & Lampe, 2007; Mazer, Murphy & Simonds, 2007).

b. The Negative effect of social media

Despite positive effect, social media also have negative effects:

1) Informative overwhelm

Nowadays the use of social media and the big number of friends and followers have led to a lot of bloated news feeds with unimportant content. Social media make the person not all interested in, when so many posting selfies, and sharing YouTube videos, it sure can get useless.

2) Privacy issue

Privacy issue will always be a big problem. Many people share any kind of problems and information with social media that sometimes cannot even be undone. It likes sharing your location or even getting some problems in your life.

3) Online Interaction Substitution for Offline Interaction

Some people said that social media actually promote antisocial human behavior. Since people are connected all the time and you can pull up friends'

social profile with a click of the mouse or a tap of the smartphone without face to face. It makes them do not care about the people around them.

4. The role of social media

Social media are different from the oldest media. Social media are two ways communication, which are everyone that used it can give comment or feedback to the sender. But the oldest media, like television, only provides visual information and the receiver of the information cannot give feedback to the sender. According to Kristine Lerman (2007, p. 16-28), among common features of social media, users can create content in various media types and can contribute, label, choose and assess the content, can form communities with shared interests through participation and feedback, and can create networks.

So, social media are media which have various elements including sender, content, the connection of internet, and receiver. It is a beneficial way when the receiver gives feedback or comment about anything that posted by the sender, then the sender can know a point of view of the receiver about his message that has been sent appropriately.

5. Categories of social media

Social media has various categories:

a. Social networking: is a subset category of social media. The example of social networking is Facebook and the others application which provide users to join groups, comment posting's

friend, share information and video and keep in touch with friends online.

b. Social news: interact by giving comment to the articles and news. If the articles get good comments or feedback, so they claimed as good articles. Yahoo news is decided as the most common example because anyone can give reaction and point of view to certain issues.

c. Social bookmarking: it is another category in which websites are tagged and allow searching through websites bookmarked by others. Social photo and video sharing: interact by sharing photos and videos and commenting on user submission.

d. Wikis: interact by adding articles and editing existing article (Wikipedia, Wikia).

6. Social Media in solving *skripsi* problems

According to Wahid (2012) there are some problems faced by students in completing their *skripsi*:

a. Academic problems require a long time in the deepening of thesis material. It will be more complicated if accompanied by personal problems such as 1) low fighting power, 2) less serious, 3) careless, 4) lack of confidence and shame, 5) less open to others.

b. Technical problem, this is related to the equipment used by students in completing the thesis, such as a computer or laptop.

One of the things that often happen is the loss of thesis data. Although everyone should know the risks in using computer equipment, some students are less concerned and conscious to reserve data on the computer.

c. Klise problem, busy lectures a problem for the students in completing *skripsi*. The process of guidance is not always done offline with a face to face, but can also be done online either through email or chat.

In the modern era, students can communicate using social media, for example, WhatsApp, Line, and Instagram. One of the solutions in addressing such communication problems is the necessity to apply the "ETIC" code which is suitable in this contemporary era. It is a set of basic principles in communication between students with supervisors regarding with the *skripsi* to support effective and efficient communication. "ETIC" is an acronym of the four basic principles of Ethics (E), Timeliness (T), Innovation (I), and Transparency (C). Recently, each individual must always be connected with social media through a smart phone, including lecturers and students. It can be a guideline in a more efficient and beneficial communication between supervisor and students (Surya Jatmika; The 3rd International Conference on Science, Technology, and Humanity).

This is an illustrated conversation of students with lecturers using one social media application.

"Student : Sir, sorry to bother, I want to chat briefly about my

skripsi.

Lecturer : please

Student : My *skripsi* is almost 6 months, and my supervisor is

having a hard time to meet. When I make an

appointment, it suddenly balked, how about this sir?

Lecturer : Does not every supervisor have a schedule of

guidance?

Student : Yes sir, but he is also difficult to meet, even in his

time of guidance.

Lecturer : What about your thesis report?

Student : Report can be sent via email , even I have to wait up

next week in reply to. "

In Indonesia, social media are becoming a fundamental part of life everywhere. It seems that people use Facebook, WhatsApp more than any other social media for studying or for social reasons. The addictiveness of social media has given some effects on the students, especially the students who are writing *skripsi*. As we know, the students faced many problems in writing *skripsi*. They became addicted unconsciously, it was mentioned that social media have some effects on students, and how the using of social media that help them in completing their *skripsi* and faced some problem to write it.

C. Related Study

Social media are very popular nowadays, there are also many studies that done research on how social media give effect for the user. To my research, at least three researchers who have been conducted by expert namely Said Fathy El Said Abdul Fatta with the finding research Whatsapp is a tool that can be used to improve students' language skills. It can provide students with: a) an opportunity for practicing the language for free, b) more personal and comprehensive relationship between students and teachers, c) a chance for students not to be more sociable only but to learn better, and d) an opportunity for students to relate their opinions to those of others. It has answered the research question of this study about the effectiveness of WhatsApp in teaching. And it is really effective for the teacher to use a lot of application, especially WhatsApp to make teaching-learning process more interesting.

Meanwhile, the other researcher is Iskandar entitled "students' perception on the use of Facebook as a discussion group in helping students express ideas through written form". In this study, the researcher used mix method by using questioner and interview. The result showed that the students had various perception on the use of Facebook as a dicussion group in helping them express ideas through written form. In this respect, most of students agreed that the use of Facebook as discussion group really helped them generate ideas easily and freely through written form. They also were motivated and more comfortable in learning English writing on Facebook platform because it was as a facilitator that provided

fun learning method for learning writing. So, they all are the profits of Facebook usage for students in helping them to learn English writing.

However, in this study, the researcher wants to do a research about the use of social media to solve *skripsi* problems among English students. *Skripsi* is one of the important things for the students to get a bachelor degree, but some students get some problems to write it. Sariyanto, Iwan Supardi, Syarif Husin have done research entitled an analysis of factors Causing Undergraduate students' Difficulties in writing the thesis. Their finding showed that basic knowledge of thesis main components factor has percentage 27.68%, the process of consultation factor has percentage 26.04%, psychological factor has percentage 25.25%, while economic factor has percentage 21.03%. Therefore, it is concluded that basic knowledge of thesis main component factor is the most causing factor of students' difficulties in writing a thesis.

The previous researches only focus on social media in improving language skill especially writing. In this study, the researcher wants do a research the relationship between the use of social media and *skripsi* problems. It is definitely different with the studies above. However, it has relationship with this study in supporting the research.

CHAPTER III

METHODOLOGY

In this point, the researcher focuses on discussing the research methodology and the brief history of the research location. It explains the tools and instruments which helps the researcher in doing research. There involves (A) research design, (B) participant, (C) data collection technique, (D) technique in analyzing data, and (E) brief description of research location. Each of them is described clearly as below:

A. Research Design

The research design is the plans or strategy in doing research. It includes all of the processes in research from conceptualizing the problems to write the research questions, the way in collecting the data, analyzing the data, and the last writing the report (Creswell, 2007).

In this study, the researcher used qualitative research to support the study. Qualitative research was conducted through an intense and/or prolonged contact with a "field" or life situation. These situations are typically "banal" or normal ones, reflective of the everyday life of individuals, groups, societies, and organizations (Miles and Huberman, 1994). In line with above, Putra (2012) states that qualitative research is an appropriate research method used in a study since it has characteristics that support to find out the problems inductively.

Based on the purpose of the study, the researcher wants to find out deep information about the use of social media to solve problems among English students in completing their *skripsi*. According to Mujiyanto "A qualitative research is aimed to gain a deeper understanding of a specific area. It aims to provide an explicit rendering of the structure, order and broad patterns which are found among a group of participants".

So, through the qualitative method, the researcher was able to know what the subject experience related to this study. And the researcher believed that qualitative research is an appropriate method for this study.

B. Participants

The participants of this study were the students of English education department Faculty of education and teacher training Islamic state university of Ar-Raniry by 2014. There are 291 English students by 2014. The detail number of English education students is listed in the table below:

Table 1.1 List of English students from 2010 until 2014

No	Years of Entrance	Male Students	Female Students	Total
1.	2010	34	55	89
2.	2011	20	57	77
3.	2012	43	76	119
4.	2013	76	207	283

5.	2014	69	222	291
Total				794

(Source: The administration office-English Department of Islamic State Ar-Raniry)

The researcher chose English students based on the reality in everyday life. As we know, many students of English department, especially who are writing *skripsi* use WhatsApp in communicating with their supervisor or friend in facing some problems to complete their *skripsi*.

The researcher selected 12 English students, nine females and three males as participants for this research by using purposive sampling. According to Sugiyono (2016), purposive sampling is retrieval technique of data source with a certain consideration. The reason for using purposive sampling as a technique was caused by the researcher has a specific consideration or criteria to be the samples in this study. Based on the purpose of this study, the researcher chose English students at UIN Ar-Raniry who are writing *skripsi*.

C. Method of Data Collection

One of the research activities is the collection of data. The activities of data collection were done with certain techniques and used a certain tool often called research instrument. Instruments of data collection are tools used by researchers for the activities of collecting data to be more systematic. According to Arikunto (2005, p. 100), the research instrument is defined as a tool to collect

the data. It means a suggestion embodied in objects like an interview, questionnaire, checklist, observation, inventory, scale, and so forth.

Based on the description above, the researcher has collected the data in this study by using the interview. It was used to get detail information about the use of social media to solve students' problems in completing their *skripsi*. According to Stewart & Cash (2008) an interview is interactional because there is an exchanging, or sharing of roles, responsibilities, feelings, believes, and motives, and information. In addition, there are three kinds of the interview; 1) structured interviews, is interviews that demand answers to questions, 2) semi-structured interview, which is based on questions and also free, 3) unstructured interview is an open interview (Herdiansyah, 2009). Interviews are particularly useful for getting the story behind the subject/participant's experience (Shrivastava, 2015).

For this reason, the interview was needed to investigate the using of social media in completing *skripsi*. Here, the subject of the interview was the English students in the English department. They were interviewed to identify main information that related to the research question about the use of social media and problems in completing *skripsi*. Among those types, the researcher conducted the interview by using the semi-structured interview in getting detail information from the participants.

D. Method of Data Analysis

The data analysis was undertaken after the data collection activities are completed. It aimed to compile the data in meaningful ways. So that it can be easy

to understand. According to Bungin (2007, p. 79) all the technical analysis of qualitative data is closely related to the method of data collection. In this study, the data analysis is the data from interview.

According to Miles and Huberman (1994) define analysis as consisting of three current flows of activity. First, data reduction is the process of selecting, focusing, simplifying, abstracting, and transforming the data that appear in written-up field notes or transcriptions. Second, data display is an organized, compressed assembly of information that permits conclusion drawing and action. It helps the researcher. Then, the last one is drawing conclusion and verification.

Therefore, the technique of data analysis used in this study was a descriptive analysis. Hence, to get a deeper understanding, the researcher analyzed the data by listening the recording in several times. The researcher recorded interviewees' answers and opinion with a mobile phone. Then, the writer transcribed them into the transcript. Each interview spent around 9 minutes to respond the question and orders from the interviewer. Each the participants got the same question that must be answered. Further, to find deep information, several additional questions were asked by the researcher based on interviewee's answer in accordance with the topic.

E. The Brief Description of Research Location

In this section, the researcher describes the research location briefly. This research took place at UIN Ar-Raniry, Banda Aceh, Indonesia. It is located in Jl. Ar-Raniry, Kopelma Darussalam, Banda Aceh, Aceh province. UIN Ar-Raniry

was firstly established on October 5th 1963. Based on buku panduan akademik 2015/2016 (2015), UIN Ar-Raniry, which firstly called IAIN Ar-Raniry (State Islamic Institute of Ar-Raniry. The name of Ar-Raniry was taken from Syekh Nuruddin Ar-raniry, adviser of Aceh Darussalam Empire in 1637- 1641.

UIN Ar-raniry is chaired by Prof Dr Warul Walidin Ak MA. Although it is the Islamic State University, this university does not concern about Islamic knowledge but also on general knowledge with some branches. Totally, UIN Ar-raniry has nine faculties. Each of them focuses on one specific study; Faculty of Syari'ah and Law, Faculty of Education and Teacher Training, Faculty of Ushuluddin and Philosophy, Faculty of Dakwah and Communication, Faculty of Adab and Humaniora, Faculty of Social Science and Government, Faculty of Psychology, Faculty of Business and Economic Islam, and Faculty of Science and Technology.

In this case, the researcher conducted the present research at Education and Teacher Training Faculty. This faculty is aimed to educate Muslim academician to pious and expert in education that was established in 1962. The Dean of this Faculty is Dr. Muslim Razali, S.H., M.Ag. Education and Teacher Training faculty is divided into 13 departments. They are; Islamic Department (PAI), Arabic Department (PBA), Department of English and Language Education (PBI), Mathematics Department (PMA), Islamic Education Management Department (MPI), Physics Department (PFS), Biology Department (PBL), Chemistry Department (PKM), Education for Islamic Elementary School

Teacher (PGMI), Education for Kindergarten Teacher (PGRA), Guidance and Counseling Department (BK) and Department of Electric Engineering (PTI).

English Department which is known as Pendidikan Bahasa Inggris (PBI) is the place where the researcher conducted the research. The subject consists of 3 major groups: Islamic subject, education and English language skills. Some of the most important subject in English are speaking, listening, reading and writing, which are related to the graduates' English ability; educational science, educational psychology, educational management, educational statistics, and educational philosophy which are related to the graduates knowledge of education, and Islamic culture history, methodology of Islamic studies, fiqh, tafsir, hadist which related to the graduate's knowledge of Islam. Mastery of subjects is a requirement for the graduates' to be a good English teacher who appreciates and implement Islamic teaching in their life.

In writing skills, the students of English department learn from the first semester till the seventh semester. The last step they have to apply about the techniques of writing in writing *skripsi*. So, based on the description, the researcher chose UIN Ar-Raniry, especially English department of Education and Teacher Training Faculty as a location for this research.

CHAPTER IV

RESULT AND DISCUSSION

As mentioned in the previous chapters, this study describes the use of social media for solving problems in completing *skripsi*. It presents the result of the study based on the data obtained from the interview with the English students. Thus, the researcher used a semi-structured interview to find detail information about the use of social media to solve problems in completing their *skripsi*. The following elaboration was the result of the data taken from the interviews.

A. RESULT

The data were obtained by interviewing English education department of Ar-Raniry Islamic State University students who are writing *skripsi*. The interview consisted of several questions for 12, out of all the students who are writing *skripsi*, three males, and nine females. According to research questions, the researcher has 11 main questions which asked participants.

The interview showed the different opinions among English students about the use of social media to solve problems in completing their *skripsi*. Somehow, the researcher found some factors faced by English students in completing their *skripsi*, including; psychological factor, socio-cultural factors, and linguistic factor. Hence, in some issues of writing *skripsi*, it has a relationship with the impact that they feel in solving problems by using WA (WhatsApp).

1. **Students' opinions of some factors in completing** *skripsi*

According to all participants in this research, almost of them have similar perceptions toward the problems that they face in completing their *skripsi*. The results from interviews which discussed some issues in writing *skripsi* could be seen below:

a. **Psychological Factors**

In term of one of the problems faced by English students in completing their *skripsi* is a psychological factor. It includes low motivation, unwillingness or lazy. Based on this interview asked by the researcher about her major problems in writing the thesis, some of them mentioned that:

Student 6 :"Maybe I have trouble with self-motivation. If I don't get motivated, I do not make skripsi for a long time".

Student 5 : "The main problem is unwillingness (lazy) to meet the supervisor. It is just like a pressure when I contact them in thesis guidance. Some revisions are not the matter in this case. While the unwillingness or lazy is my problem".

From students' statements above, it can be deduced that the feeling of less motivation and lazy who felt by some students is one of the issues in completing *skripsi*. It becomes a reason why some English students need a long time in doing research. Dwihandani, Marhandani, and Suarnajaya (2013) found the same slant in their study. They claimed motivation and discipline were two things that influence in process of thesis writing to an extraordinary level. In any case, they didn't cruel either, that psychological factors were not their limits to complete

their thesis. The numerous challenges confronted by students gradually causing stress, self-esteem, frustration, and misfortune of motivation. This leads to a few students keep deferring their *skripsi* and eventually drop out of college (Slamet, 2003). So, the issues of laziness and low motivation are still the problems for some English students to complete their *skripsi*, even it is not the biggest issues for them.

b. Socio-cultural factor

The relationship between supervisor and students is also a problem for English students in completing *skripsi*. The difficulty in meeting with supervisor has become a common issue for the students to complete their research.

Student 3 : "My major problem is in doing guidance. My supervisors are not easy to meet every time when I need them".

Student 7 : "Yes, of course. Like I said before, my supervisor is really really busy. So I can't meet them directly. So the Whatsapp is really really helped me to discuss my problem".

Student 10 : "And the second problem is the lack of time to meet the supervisor. So a lot of the supervisor have their own job, they have their own business, they are very busy. So I have to wait them for hours to meet them to consult my thesis. Another problem is the lack of idea to find out same ideas with supervisor is really hard, so you have to repeat, you have to meet again and again with supervisor. Maybe in one meeting, you cannot connect your ideas directly to your supervisor. So that's all my problems".

Student 12 : "Of course, I have the problem, many problems, the first problem maybe I have lack of my time to finish my skripsi, because now I am working as a chef and then maybe my supervisor. It is difficult to meet her, a little bit busy. And then I can't meet my supervisor."

The process of consultation is the process of discussion and revision from the exceptionally, to begin with of students' research with their supervisors. Two viewpoints that relate to the process of consultation factor in this research are understanding and doing supervisors' recommendation or feedback, and availability of time for discussion. In fact, the supervisors are not only how many students, but they also have many activities, such as teaching, doing research, and doing other things. So, they may not have much time to talk to the student regarding the investigations into the project. However, the supervisor cannot be blamed in this case. Properly, students can maximize their supervisor's recommendations and criticisms, and make their proposals legitimately. It shows that their supervisors will spend more productive time check their writing.

Most factors causing students' difficulties in writing thesis are the process of doing guidance particularly in term of managing the time of consultation. As expressed by Berndtsson et al., (2008, P.17), "If the students' writing in material that is carefully proofread, well structured and clearly written, it means that the supervisor can spend less time on commenting presentation details." In this way, the students will use their portion of the supervisor's time more efficiently.

c. Linguistic Factors

There are many English students of Ar-Raniry University agreed that they are facing some difficulties in writing an appropriate thesis in the linguistic factors. In the interview, they mentioned that linguistic factors as one of the probability factors that may cause them difficult in writing the thesis. There are

two aspects of linguistic factors, including finding references and insufficient grammar.

    1) Finding references

Some of the students get a problem in finding references. Reference is very important in writing *skripsi*. Findings of the present study show that 85% of B.Ed (EAPPS) research students considered that lack of books and journals as some of the major factors affecting their progress and success in writing skripsi. Based on the interview, some of the students mentioned:

Student 2   : "I have some problems in completing my thesis. The big problem is I don't know how to start in writing the introduction. Another problem is difficult to get references, I can't find the appropriate book for my thesis".

Student 9   : "I have some problems in completing my skripsi, such as when I got confused how to deal with understandable work, and them when I do not get the reference for my skripsi".

Student 11   : "Yes, I have the problem. My problem in the literature review. Because not much the research did the study in that field. It is hard to find the expert to refer to my thesis".

Student 1   : "Doing in writing skripsi, I find a lot of problems. One of them to find some topic that related to my skripsi. It would be discussed in the chapter. That is the literature review because my research has limited books. I mean it quite hard to find some book that related with my topic, because of many of book or journal that related with my topic from abroad, it very hard for me to find the journal from Indonesia that would be a reference in chapter two".

This is similar to research conducted by Wang Xia (2012) that stated the difficulty in writing the thesis is in choosing research topics, designing research proposals (research proposals), classifying genres or types of thesis proposals,

lacking literature. In line with this, Kangai and Mapolisa (2008) research showed that successful research students tend to be comprehensive and up to date in reviewing the literature. Therefore, the researcher concludes that the references are needed in writing skripsi. According to students' statement above, reference is the big problem for them in completing their skripsi. As we know, writing skripsi consists of five chapters, one of them discusses the previous research and the material that have a connection with the research itself. So, the lacking of reference can be a problem for students in completing their skripsi.

2) Insufficient of Grammar

Writing *skripsi* in English for students whose mother tongue is not English is difficult to work to do. Some students acknowledge that English proficiency is one of the biggest problems for writing up their ideas in English. Even the writing course is one of the courses taken by English students for the first semester until the seventh semester, but they mentioned that grammar is still a problem for them in writing *skripsi*.

Student 4 : "My major problem is difficulty in making a good theoretical framework of my thesis".

Student 7 : "Yes, I do. I have the problems inside of grammatical and no reference. Because I personally do not understand can explore deeply about the grammatical, because I have the problems inside of that and the reference in some semester, last semester I only understand about that general not specifically, so it could be the problem for me".

Based on the students' comments, it can be recapitulated that insufficient grammar is one of the factors in writing *skripsi* for some English students. In any case, writing in English isn't like it only how to rectify language structure but also

how to certain work with existing writing, integrating and synthesizing what have been done by others. This ability needs a long time to obtain and practice in order to utilize that in scientific writing like the thesis. In developed countries such as Australia, students get many preferences of pondering attitude center that allow them for dialect issues and thesis writing (Wong & Li, 2008). Writing research in English by implementing good grammar is certainly not easy. As mentioned above, it takes a long time in learning and needs practice in daily life. Thus, the lack of activities of the students in practicing the good writing grammatically has been made them difficult to express their ideas in thesis writing academically. So, it is one issue that faced by English students to complete their *skripsi*.

2. **The impact of social media (WhatsApp) in completing** *skripsi*

In writing *skripsi*, the students face some factors that make them take a long time in completing it. As mentioned above, three of them are physiological, sociocultural, and linguistic factors. As we know, in daily life most of the English students who are completing *skripsi* use social media, whether for communication or entertainment. Automatically, it has a relationship between them. According to students' answer about the use of social media in completing their *skripsi*, they have different opinions about that. The result of this case is explained below:

a. **Easiness and quickness of communication**

The researcher found all the participants explained that easiness and quickness are the reasons for them to use social media, especially WhatsApp. It has been one of the advantages felt by some students in operating social media

(WhatsApp). Based on the question about the social media asked by the researcher, almost all the participants answered that it is easier for them to communicate by using WhatsApp. There are some opinions expressed by three of the students about the use of social media.

Student 6   : "I use WA to contact a supervisor. And it connected to user's phone number, so it is a simple App".

Student 4   : "Whatsapp help me to communicate with my supervisor. Sometimes, I can ask my friends, first I take the picture, send to my friend, and my friend can correct my writing through pictures".

Student 12 : "We know in this modern era social media especially Whatsapp. Everyone has use Whatsapp to communicate with another people. And then to send some data maybe, file. Actually it is easy to use".

The researcher concludes that the use of social media can help them in communicating whether with supervisor or friends. For example, when they want to consult, they contact him/her by using social media (WhatsApp) firstly. In addition, social media (WhatsApp) 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 in doing the consultation. Thus, each of the participants assumed that using Whatsapp is a simple way. They do not take a long time doing communication. Some features of Whatsapp are very functional for the students to discuss clearly their problem. They can chat,

send pictures videos, and voice note. So, it makes the communication between them more realistic as they can exploit the function provided in WhatsApp.

b. Timing allocation

The social media also give positive effect in timing allocation for the students. It means that the students and supervisor can make an appointment by using social media (WhatsApp). Information about the supervisor's schedule can be informed through WhatsApp that make students can easily to know a suitable time to consult. However, it is not only with supervisors but they can do communication easier with their friends.

Student 3 : "It is very quick and easy to send the message by using WhatsApp. you can also send the picture and any other videos or audio quickly".

Student 8 :"WhatsApp provide shorten time to ask the problem not need to go and tell someone to meet".

Student 1 : "Whatsapp group is useful for me. Because we can limit our time. Sometimes, if we don't 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".

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

As above explanation, the researcher discovers that time allocation could be one of the reasons that we ought to know why many students of English education use WhatsApp. It implies that the students don't need to spend much time to wait for the supervisor for guidance, because they can inquire the available time to do guidance without meeting directly. The same thing also said by experts, there were several reasons to make quality relationships by using social media including it's easier to get to know other people better without having face-to-face discussions. Users feel more comfortable, and clients have more time communicating via computer. So, they picked up more social support (Pastry specialist & Oswald, 2010). For some English students, it is one of the benefits they feel in using WhatsApp.

c. Sharing problems

The other benefit of social media is a tool to share their problems in completing *skripsi*. Many students use social media, particularly WhatsApp to share their *skripsi* problem with their friends and supervisor. In any case, most of them only used WhatsApp to communicate in sharing their problems with their friends, not with the supervisor. They believed that meeting directly with supervisor made them easier to do guidance for their *skripsi*. However, it also depends on their supervisor and how big the problems that they faced. 7 of 12 students mentioned social media (WhatsApp) is very helpful for them to solve the problem in writing *skripsi*:

Student 7 : "Yes of course, I can share easier with my close friend in thesis's problem and can communicate together with my supervisor".

Student 6 : "I can communicate my problems in thesis writing to my friends. But, to the supervisor I don't use it. I prefer the live meeting".

Student 9 : "I think so, yes I feel it. Because when we use it all of the problems can be solved, for example when I have the problem and I ask my supervisor and I he found it through social media also. I could it the problem was done".

Based on their answers above, this research shows that WhatsApp is a tool for them to solve *skripsi* problems by sharing their problems. Moreover, in doing guidance, most of them prefer meeting directly. Hence, after hearing the answers of all the participants appeared some additional questions comes from the researcher's mind about which one is better between direct meeting or using social media in conducting guidance.

The researcher can jump to a conclusion that most of them prefer to have a direct meeting with the supervisor. But they use social media to share their ideas with their friends. This can be in line with what was said by Anderson (2010) Social arrangement has been characterized by many people and generally refer to organized devices that allow individuals to meet, connect and share thoughts, artifacts, and interfaces with each other. This social network has opened up modern opportunities for interaction and collaboration between teachers and students. So, WhatsApp is a way for them to share their problems with others.

3. Using social media (WhatsApp) in communication

WhatsApp is a medium for communication that is very popular among English students. Basically, this application has become a part of for them for communication in daily life. In this section, the researcher found that English students who are writing *skripsi* use social media for communicating, for their supervisor and their friend.

a. Supervisor

WhatsApp has changed the way people communicate. It provides users with an opportunity to communicate and share information across multiple features by simply accessing. It is one of the advantages felt by the students in communicating with their supervisor. One of the interviewees mentioned that:

Student 6 : "Social media (Whatsapp) is very helpful for them in chatting with their supervisor".

It can be seen the statements of the other participants:

Student 5 : "It helps me in arranging the schedule with the supervisor, gaining some information of research from friends, and in seeking literature as well".

Student 1 : " My supervisor is a little bit busy, so she informed us by using WhatsApp when she can do guidance. And I think is more effective".

Student 4 : "By using WhatsApp I can easily ask my supervisor about their schedule in consulting my thesis".

From the students' responses, it can be inferred that many English students used social media in a positive way. We can see based on their answers, they used social media to communicate with their supervisor in arranging the schedule and

share their problems to get a solution. But generally, most of them explained they use WhatsApp for communication about the supervisor's schedule. They believed that in sharing their problems through meeting directly can be more effective.

b. Their friends

By communication with their friends, most of English students mentioned that it can help them to handle the problems in writing *skripsi*. One of the tools that they used to communicate with their friends is WhatsApp. They believed that it is very helpful for them. They can share their problems without meet face to face with their friends, and they get some solutions. However, different with their supervisor that they prefer direct meeting, some of the participants believed sharing their problems with their friends by using WhatsApp is very easy and comfortable. They can share anything that they feel with their friend as soon as possible without arranging the time to meet directly.   Two of the participants expressed:

Student 11 : "My friend, yes, but not to my supervisor, because I discuss it when I need them".

Student 1 : "When I get a problem to do my research, I discuss with my supervisor face to face. When I want to discuss my problem with my friends, I usually use social media's application; maybe my friends give me a solution and suggestion. In this case, I use social media's application".

Student 9 : "Of course, we make a group discussion our thesis examination and we have one supervisor and another student who are undergraduate guidance. So when we have a problem we just type our problem on the group. All of the member can take the benefit from it".

The statements above are the same as all participants that generally they share their problem with their friends through WhatsApp. Not only in personal message but also in group discussion.

B. DISCUSSION

The purpose of this study is to find out the effect of social media on completing their *skripsi*. To collect the data, the researcher used an interview for all of the participants. Based on the result of the interview, it can be understood that the use of social media especially WhatsApp is very helpful for them in many aspects, to illustrate easy to communicate and timing allocation. However, from the interview, the researcher also knows some factor faced by English students in completing *skripsi*. There are the unwillingness, lack motivation, insufficient grammar and lack of references. So, the result of this study answered the research question as below:

1. What are the difficulties faced by English' students in completing their *skripsi* ?

From this study, the researcher investigated some problems faced by English students to complete *skripsi*. All the participants mentioned various problems in writing their *skripsi*, it is not only in internal factor but also the external one. Based on the result of the interview, the researcher found three factors of the English students in completing *skripsi*. 1), Psychological factor, it is one of the factors faced by English students. It includes unwillingness and lazy that makes them need a long time completing their *skripsi*. 2), Socio-cultural

factor, in the interview, there are some students who have a problem with their supervisor. It is caused by the supervisor's activities which make them do not have enough time to meet their supervisor. So, they can't explain their problem freely. Some of them only have a few hours to consult their *skripsi* and difficult to meet him/her. 3), Linguistic factor, the students get two problems in this section, there are lacking references and insufficient grammar. They have difficulty in finding related books, journals and other references for their research. In addition, they also get the problem in writing *skripsi* with good grammar.

2. What are the effects of using social media upon students who are writing *skripsi*?

The data of the interview showed the use of social media for English students who are writing *skripsi* provide some benefits for them. Some of the benefits that they feel in using WhatsApp are easy to communicate, time allocation, and share the problems. The researcher concludes that they use social media's application (WhatsApp) in a positive way that automatically gives a positive effect for them. One of the biggest effects that they feel is easiness and quickness in communication. They can access the supervisor easily by using several advanced features provided in WA. Hence, they do not meet their supervisor to make an appointment, because they can do it by using WhatsApp. Additionally, by this app, they can also know their message has been read by their supervisor or not. It is mechanically completely different from the old media. We

only can send the message, there is no a signal of our message have been read or not yet.

As description above, one of the effects in using WhatsApp is easy to communicate between each other. However, it has the relationship with time of them in sharing the problems. By using WhatsApp, they do not waste their time in meeting directly with the people who they need. They can use some features of WhatsApp to share their problem. It is also can be more real and effective.

3. To what extent the use of social media communication help solve writing *skripsi* problems?

Quader (2014) states social networking sites is very popular nowadays. Many people can share their activities and learn toward social media with friends online, without face to face encounter. According to interview, social media (WhatsApp) provides opportunities for most of the students to share their problem in writing *skripsi* with their friend and supervisor. However, in sharing the problems with the supervisor, it depends on the supervisor availability and willingness. Actually, almost all of the students prefer direct meeting in sharing their problems, but social media (WhatsApp) make them easier to arrange an appointment with him.

The researcher concludes that the use of social media (WhatsApp) among English students is useful for supervisor and friends. For the supervisor, they only use it to discuss the schedule of supervisor when they want to do guidance. For their friends, all of the participants mentioned the use of social media (WhatsApp)

can help them to solve some problems. Because they can share their problems even not meet directly. Thus, social media is not as a problem solving for them, but it is a media to communicate with their supervisor or their friend in solving problems. Although it is not the only tool to solve the problems in writing *skripsi* in detail, but it is a way for them to get various solutions that are very useful for the completion of their *skripsi* itself.

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter elaborates the interpretation research in the form conclusion and suggestion in accordance with the findings of the research

A. CONCLUSION

The researcher investigated the use of social media among English education students for solving problems in completing their *skripsi*. This study used qualitative approach by using semi structure interview. Through the analysis of the interview, it can be concluded that the use of social media among English students mostly give positive effect for them to solve problems in completing their *skripsi*. It can be seen from the several answers of the participants in this research. In this study, the writer found various factors in dealing with students such as; physiological factor (less motivated), sociocultural factor (the relationship between students and supervisor), linguistic factor (finding research, insufficient of grammar). Hence, the use of social media in solving *skripsi* problems has made students feel easier in overcoming the various factors they get in writing a *skripsi.*

B. **SUGGESTION**

The researcher suggested several suggestions to be considered based on the result of the interview.

1. For the students, although social media (WA) is not one of the main media to solve the problems in completing skripsi. In this case, WhatsApp is one of the easiest ways they can use for communication in solving *skripsi* problems. So, the students should be able to better utilize the sophistication and all the features in WhatsApp. Hopefully, they not only use it for communication with their close friends but also use the existing groups more in discussing *skripsi* issues.

2. For the future researcher, they can use this research as a reference for the research about the study that has a relationship with this research.

In addition, the researcher would like to recommend that the next researchers do the same research in the other aspects, such as on Facebook, Instagram, Twitter, and Line of the aspects which are helpful for students in writing their *skripsi*. As we know, social media is very popular among various ages, especially adolescent. It gives the big impact on them, particularly in research. For this reason, the researcher hopes the social media of any kinds can be one of interesting issue especially those are related to *skripsi* or research for the next researchers.

Finally, the researcher realizes that this research still has the weaknesses and mistakes. Therefore, the researcher would like to accept any constructive suggestions to make this research better.

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SURAT KEPUTUSAN DEKAN FAKULTAS TARBIYAH DAN KEGURUAN UIN AR-RANIRY
Nomor : B- 8660/UN.08/FTK/KP.07.6/09/2018
TENTANG
PENYEMPURNAAN SURAT KEPUTUSAN DEKAN NOMOR Un.08/DT/TL.00/5970/2015 TENTANG
PENGANGKATAN PEMBIMBING SKRIPSI MAHASISWA FAKULTAS TARBIYAH DAN KEGURUAN UIN AR-RANIRY

DEKAN FAKULTAS TARBIYAH DAN KEGURUAN UIN AR-RANIRY

Menimbang	:	a.	bahwa untuk kelancaran bimbingan skripsi dan ujian munaqasyah mahasiswa pada Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Banda Aceh, maka dipandang perlu menunjuk pembimbing skripsi tersebut yang dituangkan dalam Surat Keputusan Dekan;
		b.	bahwa saudara yang tersebut namanya dalam surat keputusan ini dipandang cakap dan memenuhi syarat untuk diangkat sebagai pembimbing skripsi.

Mengingat	:	1.	Undang-undang Nomor 20 Tahun 2003, tentang Sistem Pendidikan Nasional;
		2.	Undang-undang Nomor 14 Tahun 2005, tentang Guru dan Dosen;
		3.	Undang-undang Nomor 12 Tahun 2012, tentang Pendidikan Tinggi;
		4.	Peraturan Pemerintah Nomor 74 Tahun 2012 tentang Perubahan atas Peraturan Pemerintah RI Nomor 23 Tahun 2005 tentang Pengelolaan Keuangan Badan Layanan Umum;
		5.	Peraturan Pemerintah Nomor 4 Tahun 2014, tentang Penyelenggaraan Pendidikan Tinggi dan Pengelolaan Perguruan Tinggi;
		6.	Peraturan Presiden RI Nomor 64 Tahun 2013; tentang Perubahan IAIN Ar-Raniry Banda Aceh Menjadi UIN Ar-Raniry Banda Aceh;
		7.	Peraturan Menteri Agama RI Nomor 12 Tahun 2014, tentang Organisasi dan Tata Kerja UIN Ar-Raniry Banda Aceh;
		8.	Peraturan Menteri Republik Indonesia No. 21 Tahun 2015, tentang Statuta UIN Ar-Raniry;
		9.	Keputusan Menteri Agama Nomor 492 Tahun 2003, tentang Pendelegasian Wewenang, Pengangkatan, Pemindahan dan Pemberhentian PNS di Lingkungan Departemen Agama Republik Indonesia;
		10.	Keputusan Menteri Keuangan Nomor 293/KMK.05/2011 tentang Penetapan Institut Agama Islam Negeri Ar-Raniry Banda Aceh pada Kementerian Agama sebagai Instansi Pemerintah yang Menerapkan Pengelolaan Badan Layanan Umum;
		11.	Keputusan Rektor UIN Ar-Raniry Nomor 01 Tahun 2015, tentang Pendelegasian Wewenang kepada Dekan dan Direktur Pascasarjana di Lingkungan UIN Ar-Raniry Banda Aceh;

Memperhatikan	:	Keputusan Seminar Proposal Skripsi Program Studi Pendidikan Bahasa Inggris Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Tanggal 12 Desember 2017

MEMUTUSKAN

Menetapkan	:	
PERTAMA	:	Mencabut Surat Keputusan Dekan Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Nomor: B-585/UN.08/FTK/KP.07.6/01/2018 tanggal 12 Januari 2018

Menunjuk Saudara:
1. Drs. Luthfi Aunie, MA   Sebagai Pembimbing Pertama
2. Dr. Syarwan Ahmad, M.Lis   Sebagai Pembimbing Kedua
Untuk membimbing Skripsi :

Nama	:	**Fitri Hardiana**
NIM	:	**140203086**
Program Studi	:	**Pendidikan Bahasa Inggris**
Judul Skripsi	:	**The Use of Social Media among English Education Students for Solving Problems in Completing their Skripsi**

KEDUA	:	Pembiayaan honorarium pembimbing pertama dan kedua tersebut diatas dibebankan pada DIPA UIN Ar-Raniry Banda Aceh;
KETIGA	:	Surat keputusan ini berlaku sampai akhir semester Ganjil Tahun Akademik 2018/2019
KEEMPAT	:	Surat Keputusan ini berlaku sejak tanggal ditetapkan dengan ketentuan segala sesuatu akan diubah dan diperbaiki kembali sebagaimana mestinya apabila kemudian hari ternyata terdapat kekeliruan dalam penetapan ini.

Ditetapkan di: Banda Aceh
Pada Tanggal: 05 September 2018
An. Rektor
Dekan

Muslim Razali

Tembusan
1. Rektor UIN Ar-Raniry (sebagai laporan);
2. Ketua Prodi PBI Fak. Tarbiyah dan Keguruan;
3. Pembimbing yang bersangkutan untuk dimaklumi dan dilaksanakan;
4. Mahasiswa yang bersangkutan;

Nomor : B-7369/Un.08/TU-FTK/ TL.00/07/2018   19 Juli 2018
Lamp   : -
Hal   : Mohon Izin Untuk Mengumpul Data
         Menyusun Skripsi

        Kepada Yth.

     Di -
        Tempat

     Dekan Fakultas Tarbiyah dan Keguruan (FTK) UIN Ar-Raniry   Darussalam Banda Aceh dengan ini memohon kiranya saudara memberi izin dan bantuan kepada:

N a m a	:	Fitri Hardiana
N I M	:	140 203 086
Prodi / Jurusan	:	Pendidikan Bahasa Inggris
Semester	:	VIII
Fakultas	:	Tarbiyah dan Keguruan UIN Ar-Raniry Darussalam.
A l a m a t	:	Jl.Laksamana Malahayati Kajhu Baitussalam A.Besar

     Untuk mengumpulkan data pada:

     Fakultas Tarbiyah Dan Keguruan UIN Ar-Raniry

     Dalam rangka menyusun Skripsi sebagai salah satu syarat untuk menyelesaikan studi pada Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry yang berjudul:

     The Use of Social Media among English Education Students for Solving Problems in Complementing Their Skripsi

     Demikianlah harapan kami atas bantuan dan keizinan serta kerja sama yang baik kami ucapkan terima kasih.

                                              An. Dekan,
                                              Kepala Bagian Tata Usaha,

                                              M. Said Farzah Ali

Kode 6809

DEPARTMENT OF ENGLISH LANGUAGE EDUCATION
FACULTY OF EDUCATION AND TEACHER TRAINING
AR-RANIRY STATE ISLAMIC UNIVERSITY
DARUSSALAM – BANDA ACEH

SURAT KETERANGAN
No: B-277/Un.08/KJ.PBI/TL.00/07/2018

Sehubungan dengan surat Dekan Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Darussalam Banda Aceh, Nomor: B-7369/Un.08/TU-FTK/TL.0/07/2018 tanggal 19 Juli 2018, Ketua Prodi Pendidikan Bahasa Inggris Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry Darussalam Banda Aceh menerangkan bahwa yang namanya tersebut di bawah ini:

Nama : Fitri Hardiana
NIM : 140 203 086
Prodi /Jurusan : Pendidikan Bahasa Inggris

Telah melakukan penelitian dan pengumpulan data terhadap mahasiswa Prodi Pendidikan Bahasa Inggris Fakultas Tarbiyah dan Keguruan UIN Ar-Raniry dalam rangka penyusunan skripsi yang berjudul:

The Use of Social Media among English Education Students for Solving Problems in Completing Their Skripsi

Demikianlah surat ini kami buat agar dapat dipergunakan seperlunya.

Banda Aceh, 25 Juli 2018
Ketua Prodi Pendidikan Bahasa Inggris

T. Zulfikar

Questions of Interview

1. Do you have any problems in completing your *skripsi*?
2. What are your major problems?
3. What do you do when you get a problem?
4. Did you discuss your problems with your supervisor or your friends by using one of social media' application?
5. What kind of social media you use?
6. Do you think social media give positive effect to complete your *skripsi*?
7. Does social media, especially WhatsApp can help you to solve problems in completing your *skripsi*?
8. Do you have WhatsApp group?
9. Is it WhatsApp group make you easier to communicate each other than personal message? Why?
10. To what extent of your communication by using WhatsApp help you in writing *skripsi*?
11. Do you feel comfortable to share your problems in writing *skripsi* by using WhatsApp or direct meeting?

Transcription of Interview

Date   : July 22nd, 2018- August 30th 2018

Interviewee   : All particapants

Interviewer and transcriber   : Fitri Hardiana

1. Linguistic

S 1 : "Doing in writing skripsi, I find a lot of problems. One of them to find some topic that related with my skripsi. It would be discuss in the chapter. That is literature review, because my research has limit of books. I mean it is quite hard to find some book that related to my topic, because many of book or journal that related with my topic from abroad. It is very hard for me to find the journal from Indonesia that would be a reference in chapter two."

S 2 : "Talking about skripsi, I have some problems in completing skripsi, the biggest problem I don't how to start the introduction in chapter 1 and another problem I feel difficult to find the references. I don't know where I have to search the book for my reference."

S 4 : "Yes. I have. My problem is like how to start my writing with good correct grammar and correct writing based on writing academic.
My big problem, I have a little bit problems in paraphrasing expert ideas to my writing."

S 7   : "Yes, I do. I have the problems inside of grammatical and no reference. Because I personally do not understand can explore deeply about the grammatical, because I have the problems inside of that and the reference in some semester, last semester I only understand about that in generally not specifically, so it could be the problem for me. "

S8   : "The big problem for me in chapter 2. Actually, my skripsi has so many references. It makes me confuse to choose the best references. I have read some journals and every journals have the different opinions. So, I have to interpretation the opinions as reference for my skripsi. I have to combine it. It is impossible to choose what we want to be a reference, because we must see the previous research as much as possible to make a good research. And then, I have to paraphrase by using my own words. It is difficult."

S 9   : "I have some problems in completing my skripsi. such as when I got confuse how to deal with understandable word and when I got no references for my skripsi. And that is big problem for me."
"The major problem was for having the script because my thesis about speech. So we need the script of the speech, so in my skripsi I have to deal with the script of video. Because it is about library research not the field research. Thus I must put the punctuation on the script. So that it could be real. The script does not have punctuation before. I have to put punctuation for a long script. It is about three pages. It is too longer, it was spend a lot of my time to work within. I also have to listen carefully when I put the punctuation on the script. So I am really a great work."

S 10   : "Actually, I have any problems, in skripsi journal, first is the lack of previous study, because of my field of study is a new topic Indonesia. So the previous study about the topic not really common. And the second problem is the lack of time to meet the supervisor. So a lot of the supervisor have their own job, they have their own business, they are very busy. So I have to wait them for hours to meet them to consult my thesis."
"Another problem is the lack of idea to find out same ideas with supervisor is really hard, so you have to repeat, you have to meet again

and again with supervisor. Maybe in one meeting, you cannot connect your ideas directly to your supervisor. So that's all my problems."

S 11 : "I have the problem. My problem in literature review. Because not much the research did the study in that field. It is hard to find the expert to refer to my thesis."

2. Socio-cultural

S3 : "My major problem is consult. It is difficult to meet dosen pembimbing (supervisor). Because they are, may be they too busy with their work, or teaching. I don't know how to say."

S 10 : And the second problem is the lack of time to meet the supervisor. So a lot of the supervisor have their own job, they have their own business, they are very busy. So I have to wait them for hours to meet them to consult my thesis. Another problem is the lack of idea to find out same ideas with supervisor is really hard, so you have to repeat, you have to meet again and again with supervisor. Maybe in one meeting, you cannot connect your ideas directly to your supervisor. So that's all my problems.

S 12 : "Of course, I have the problem, many problems. The first problem maybe I have lack of my time to finish my proposal, because now I am working as a chef and then maybe my supervisor difficult to meet her, a little bit busy. And then I can't meet my supervisor."

3. Psychological

S5 : "For me, the main problem is unwillingness to meet my supervisor. it is just like a pressure, you know I pressure when I context them to guide my thesis. And for me some pressures are not the matter in this case."

S6 : " I think is moreover motivation. Sometime I feel less motivated to conduct own my thesis or skripsi. So if I don't have motivation, I can't make my skripsi. I don't make it in a long time, so two mouths, three months , so I don't make it because I don't have motivation ." "When I have motivation, I make it in one week, two weeks for four chapters."

The effect of social media

1. **Easiness and quickness communication**

S 1 : " Because the application is more simple for me and not complicated like another social media application. And moreover, there are many people use WhatsApp now."

S 3 : " I use whatsapp application. It is well known by all of people. It is very quickly and easy to send the massage by using WhatsApp you can also can send picture and any other videos or audio quickly."

" Usually, I send picture to my friend s asking weather in my paraphrasing is well or not. I use whatsapp application to send the pictures."

S 8 : " Yes, I usually use WA, because everyone has started to use Whatsapp. For example, in the past there were people using BBM, so the chat was focused on BBM and Line. Even line still use today, but most of them use Whatsapp nowadays. So in Indonesia now, in my opinion Whatsapp is the most influential now to chat with other people. However, today everyone in various age use Whatsapp like parents, friends, supervisor also. Hence, it's time for scripts for our last semester , right? How come it's automatic, for example, SmS, spend a lot of credit, how come this is more complicated, what else is everyone use it."

S 11 : " Whatsapp, because it is easier and everyone has whatsapp

Yes, exactly. Because sometime I did not understood what they are saying. They can explain it by using the voice note or even by using video call. So it is easier."

S 12 : "Maybe for chatting I have Whatsapp and then for sending my thesis via Email."

"We know in this modern era social media especially Whatsapp. Everyone has use Whatsapp to communicate with another people. And then to send some data maybe, file. Actually it is easy to use."

2. Timing allocation

S 2 : "Sometime I am just chat my supervisor when I can meet him to discuss about my problems, because we don't discuss by social media, but we discuss by face to face. I just takes them, chat them, when I can meet him, when I can meet her."

"For me. Whatsapp give a little bit effect for my thesis, by Whatsapp I can send message, like I said before I can send message to my supervisor when I can meet him."

S 4 : "Whatsapp has a lot of features , lot of program that we can easily use to connect with other people , for example picture or image, voice and then document."

"Whatsapp help me to communicate with my supervisor sometime I can ask my friends, first I take picture and I send to my friend, and my friend can correct my writing through picture ."

S 6 : " Oke, in my opinion social media in the scope that you mention like Whatsapp and then email. So, eee I use to communication with my supervisor and too my friends also. I use it, yes just communication just

only to manage meeting not to discuss the problem in social media, only in schedule.”

“ For me, it is a positive effect. So I don’t need to call, when I call I feel more scary, not scary, and then feel nervous, Indonesia deg-degan. So I do this it with Whatasapp. Eventhough, there are silent reader. Sometime my supervisor just silent read it feel more harmful for me . But I don’t give up. But I try to until he replies. But if he doesn’t reply, I go to his office to meet his secretary to arrange the schedule like that.”

3. Sharing problems

S 5   : “ Well, I use email to discuss the thesis with my supervisor and I using Whatsapp with my friend to see how the progress in my thesis.

I think so. I can ask them about my thesis problem and I can get some satisfaction solution for my thesis.”

S 7   : “ I use the Whatsapp when the Whatsapp application is very useful for me when I contact or send a message for supervisor it very easy. And I often ask some or discuss my problems with my supervisor or my friends about my problems.”

“Yes of course. But as you that, the application especially Whatsapp it has the positive and negative effect also. So the positive effect, we know the online time, the last online. It is very easy. Maybe when my supervisor still online, maybe I will contact in directly. But when she is not online in that time, I try to send a message. So it is very useful.”

S 8   : “Yes, in research, Whatsapp is helpful. It likes when we want to do guidance and hard to meet him, because they have so many activities and they have their own schedule and we also can’t adapt with their schedule. Sometime we have been made an appointment and then it is canceled. So, we do communication by using Whatsapp. Even we send the skripsi by

Email, but to inform we use Whatsapp. So, Whatsaap is a tool in communication with supervisor or friends."

S 9 : "I use it as a media of our our job. Because to fix our job , our skripsi, we use media as such as Whatsapp."

"Because whatsapp is easier rather than another media.

We make a group discussion our thesis examination and we have one supervisor and another student who are undergraduate guidance. So when we have a problem we just type our problem on the group. All of the member can take the benefit from it. "

" I think so, yes I feel it. Because when we use it all of the problem can be solve , for example when I have the problem and I ask my supervisor and I he found it through social media also. I could it the problem was done".

S 10 : " Whatsapp, because all my supervisor use whatsapp , there is no line, there is no Instagram and Whatsapp is one populars social media.

Yes, of course. Like I said before, my supervisor is really busy. So I can't meet them directly. So the Whatsapp is really really help me to discuss my problem."

Social Media in Communication

S 1 : "When I get a problem to do my research . I discuss with my supervisor by face to face . eeee when I want to discuss my problem to my friends. I usually social media's application. Usually, I am comfortable to meet directly with my supervisor or face to face. But, in sharing my problems with my friends to get a solution and recommendation, I use social media' application."

"Yes, I get it. It likes they give me recommendation the books, when I can get the book that related with my skripsi. maybe , there is information that I don't but they know about it."

S 2   : " Talk about my friend, I often use Whatsapp to discuss about my problem and my thesis to my friends. Because using Whatsapp we can share to him or to her no matter where we life."

" Yes, I have Whatsapp group with my friend. But not with my supervisor, like I said before I don't discuss my thesis with my supervisor.

Oke, I use Whatsapp just to ask where I can meet her not to discuss my skripsi."

S 3 : "When supervisor is available in campus, we can ask them directly. But if supervisor is not available in our area . We can use Whatsapp application to discuss."

" It help me so much in communicating with my friend to ask some problems that I have , and it helps me also when I need to meet my supervisor to consult my skripsi."

S 4   : "I discuss with my friend,and sometime with my supervisor when I consult my skripsi."

"I think based on my experience, I only use whatsapp to communicate with my supervisor and the other friends."

"In this case, I prefer to meet directly, because as my experience, when I take my supervisor, he only read. And sometime, he reply my message in the next day."

S 5   : "Well, I use email to discuss the thesis with my supervisor. and I using Whatsapp with my friend to see how the progress in my thesis."

Oke I think this question look similar with the six question. But, in detail I think it helps me in arranging schedule with my supervisor and gaining some information appreciate for my friends. And also in seeking information as well."

S 6 : "The whatsapp can reduce time to meet with them or how to say to arrange the schedule. So we don't to go to his office we explain that tomorrow we will meet. So, it is not like that so. It reduce time for me and then yes to communicate with my friends."

S 7 : "In arranging schedule and then, such as we can make an appointment with the supervisor when we can meet him/her."

S 8 : "Actually WA is not very helpful in information Google in my opinion. I just type what I like and Google give many information. Because we can type anything in Google, there is a lot of information that we get. Hence, Whatsapp is a mediator between my friends, supervisor and I.
In arranging schedule. "

S 9 : "I think it depends on how big the problem it. When the problems is not big and we can solve through social media. We just discuss it on social media. But when the problem cannot solve without meeting. We have to meet, and we have to meet directly with the supervisor. In writing skripsi might have some problem and by using Whatsapp it make the problems to be solve easier. Because the information can be solve in very fast."

S 10 : "But the problem is not really common to discuss there. But about the maybe when the supervisor in the office they confirm me in the chat. The group chat is to give information about the supervisor. There is supervisor or not. So not really help me in skripsi."
"Maybe, there is positive and negative effect in chat. And also there is negative and positive in personal. It is related to intent, so if I want to know information in abroad area it really help in a group. But, if I want to private about one or two person. So I chat personally."

S 11 : " My be around eighty percent.

In discussing the material, because we do not to meet each other, because to the things from my skripsi, so I can use the Whatsapp."

S 12 : " Maybe it is only a tool to make easier to communicate with my friends or with supervisor. We can share our problems and solve it together."

AUTOBIOGRAPHY

1. Name   : Fitri Hardiana
2. Place/ Date of Birth   : Arontunggai/ 09 January 1997
3. Sex   : Female
4. Religion   : Islam
5. Nationality/Ethnic   : Indonesian/ Acehnese
6. Address   : Aron Tunggai, Meukek, South Aceh
7. Phone Number   : 082360623360
8. Email   : Fitryhardiana97@gmail.com
9. Parents' Name   :
    a. Father's Name   : Aan Azhar
    b. Mother's Name   : Hasmawati
10. Educational Background:
    a. SD   : SDN I Aron Tunggai   Lulus Tahun 2008
    b. SMP   : SMPN 1 Meukek   Lulus Tahun 2011
    c. SMA   : SMAN 1 Meukek   Lulus Tahun 2014
    d. University   : UIN Ar-Raniry   Lulus Tahun 2019

Banda Aceh, 16 Desember 2018

The Writer

Fitri Hardiana