

## **Chapter One**

### **Introduction**

In this chapter, the researcher explains several points of the study. In the first point, the researcher describes why the researcher chooses this topic for the research in the background of the study. In the next point, the researcher explains the identification of the problem, delimitation of the problem, research questions, research objectives, and significance of the research. The last point is the organization of the chapter.

### **Background of the Study**

Writing is one of the basic skills that must be possessed since entering elementary school. Three basic skills must be possessed by students when they are in school, namely reading, writing and arithmetic. Over time these abilities will develop. Writing is an activity to create a note or information on a medium by using characters. Byrne (2002) argued that writing skills are the skill of pouring ideas into written language through sentences arranged in full and clearly so that they can be well communicated to the reader. According to Lombana (2002), writing with a purpose is an expressive form related to text discourse and not just writing limited words, phrases, and sentences.

Writing is divided into several types. Oshima and Hogue (2007) stated three types of writing, namely academic writing, creative writing, and personal writing. Creative writing is the type of writing done when writing a story. The author can be creative with his imagination. Personal writing is the type of writing done to write letters or emails to friends and family. Creative writing and personal writing are informal, so that we can use slang, abbreviations, and incomplete sentences. Oshima

and Hogue (2007) argued that academic writing is formal because it is not allowed to use slang. In addition, the writer must be careful in writing the sentence because there are rules that must be followed. Hikmat, Nani, and Riadi (2020) stated that academic writing has many types. Academic writing that are often found in colleges or universities are papers, proposals, final assignments (thesis, theses, and dissertations), journal articles, and others.

From several types of academic writing, this research focuses on thesis writing. The thesis is a written work and a final project that most students find difficult. According to Kasiwulan, Mintjelungan, and Parinsi (2020), a thesis is a scientific work that students must do at the undergraduate level to obtain a bachelor's degree. The format of each university is different such as margin, paper, citation, etc. The content of the thesis consists of five chapters. The first chapter is about the introduction. The second chapter is about the literature review. The third chapter contains the research methodology. The fourth chapter contains the results of the research and discussion. The fifth chapter is about conclusions and suggestions. The thesis is a complex academic as it lasts some months and often consists of choosing a supervisor, writing a proposal, implementing, and writing a thesis (Wu, Dang, He, & Bi, 2016). Because the thesis is quite complicated, the final-year students need to consult to get writing results that follow the rules.

The emergence of Corona Virus Disease 2019 (COVID-19) makes the learning process mostly done online, which also happens in writing consultation. The thing that has an impact online is consultation. The consultation will have an impact on thesis writing. There will be a difference between offline and online consultation. In offline consultation, final-year students meet directly with the supervisor and can directly ask questions. In online consultation, final-year students and supervisors use

several applications to facilitate the mentoring process and are limited by the internet network. Final-year students do not meet face-to-face, so the possibility of an explanation from the supervisor is limited and unclear. Many argued that online consultation is less effective. Juita and Yusmaridi (2020) stated that this is due to the ineffective quality of the online consultation. Students find it difficult to contact the lecturer, time for consultation is not available, and students do not understand the feedback from the lecturer.

From these problems, every student will have tips for writing an effective thesis even though it is done online. Sitompul, Rosnelli, Daryanto, Sitanggang, and Mulyana (2018) stated that there are two aspects of effective consultation, namely diligently looking for references and routine consultation patterns using chat or other applications. According to Crosta and Gray (2018), there are several aspects of effective online writing consultation, such as open discussion, appropriate online resources, and high student motivation. In contrast, the other aspect is unlimited time. Students and supervisors can interact about the proposal submitted by students (Afdillah, 2020).

There are three reasons the researcher are interested in research this topic. The first reason, based on the researcher's observations, found that online writing consultations were not effective. The researcher wanted to know the final-year students' perceptions of effective online writing consultations, experiences, and expectations. The second reason, this topic is new. This topic has not been widely researched. The researcher considers that there are unanswered problems in this topic. The problem is how the experience of final semester students handles online writing consultations to remain following the provisions and the expectations for online writing consultations. The third reason is that this topic is a current phenomenon. In

addition, this topic is relevant to the research department of research. This topic will also be very useful for final-year students.

### **Identification of the Problem**

Universities throughout Indonesia are implementing online writing consultation practices due to the COVID-19 pandemic. The online writing consultation is assisted by several video conferencing applications such as Zoom, Ms. Teams, Google Meet, etc. This is also applied at a private university in Yogyakarta. Juita and Yusmaridi (2020) argued that there are several problems during online consultation, namely internet network access, the disconnection between corrected writing and the results of corrected writing, constraints in asking for confirmation for improvement, the process takes a long time due to limited feedback, and difficulties in understanding thesis improvements.

The first problem is based on the researcher's interviews with several students. The researcher revealed that the students assume that there was a significant difference between online and offline consultations. There are several differences, such as how to communicate, feedback, and place of consultation. The way to communicate in offline consultation is face-to-face and directly asking questions that are not clear. Meanwhile, in online writing consultation, students and supervisors use applications for the consultation process. Feedback in offline consultation uses paper so that lecturers can cross out and add things. In the online writing consultation, the lecturer provides feedback through comments in Ms word. Offline consultations are carried out in one place, so there are no obstacles. Meanwhile, online consultations are carried out in different places, so there are obstacles such as signal interference. Students feel that online writing consultation is ineffective because writing progress is

slow, so students will take a long time to complete the thesis. In addition, students feel that online writing consultation is complicated and troublesome because they do not know the meaning of the feedback that the supervisor has given.

The second problem is based on preliminary studies. The researcher found that online writing consultation is less effective for several reasons, such as the process taking a long time, unclear feedback, lack of student motivation, difficulty communicating with supervisors, and lack of student understanding. Because of some of these things, the researcher is interested in investigating students' perception of effective writing consultation. Students' perceptions of two things, namely experiences related to effective online writing consultation and expectations regarding an effective online writing consultation.

### **Delimitation of the Problem**

Consultation can be done in various writing activities. There are two types of writing consultation, online and offline consultation. The researcher delimits this study by focusing the investigation on online consultation only. In this study, the researcher only focuses on writing the thesis. The researcher will develop students' perceptions of effective online writing consultation into two parts. The first is students' experiences related to effective online writing consultation. The second is the student's expectations regarding an effective online writing consultation. The researcher delimits the setting in this study to only one university in Yogyakarta.

### **Research Questions**

To focus the study, the researcher develops the research question as follow :

1. What are the students' experiences related to effective online writing consultation?
2. What are the students' expectations regarding an effective online writing consultation?

### **Research Objectives**

To clarify the objectives of the research, the researcher presents the research objective in the following statement :

1. To investigate the students' experiences of effective online writing consultation.
2. To investigate the students' expectations of effective online writing consultation.

### **Significance of the Research**

This research offers many benefits for some parties that are closely connected with the theme of this study. They include teachers, students, researchers, and institutions :

**Teachers.** This study provides information for teachers to find out about students' experiences in online writing consultation. This study also has students' expectations during online writing consultation to provide solutions for teachers to become better online writing consultants.

**Students.** This study can provide more information about online writing consultation. So that students can prepare themselves to be able to solve problems when they are in an online writing consultation situation.

**Next researchers.** This study can be a topic that will be studied further in similar research fields, and other researcher can find out what experience and expectations of students. Next researchers can use this research as an idea or reference.

**Institutions.** This study provides evaluations for institutions to use various ways to increase students' knowledge in online writing consultation.

### **Organization of the Chapter**

This thesis is composed of a research report. The first chapter presents the background of the study, identification of the problem, delimitation of the problem, research questions, research objectives, significance of the research, and organization of the chapter. The second chapter elaborates literature review. The third chapter discusses methodology. The fourth chapter is findings and discussions. And the fifth chapter consists of a conclusion and recommendation.