



INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X

Impact factor: 6.078

(Volume 6, Issue 3)

Available online at: www.ijariit.com

The role of social media in teaching and learning English language: A study

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ABSTRACT

The purpose of this study is to explore how to teach and learn the English language through social media. we live in the new world of technology, and social networking. All most all people like especially students, teachers use various social media tools for multiple purposes. social media technologies to enhance the overall teaching and learning process. It also provides students to access useful information but also stays connected with learning groups and other educational systems that make their overall learning process more interesting and engaging. Through social networks, it is easier and convenient to exchange information, communicate with each other and stay connected. students use social platforms to stay connected with each other to improve the teaching-learning process. These online buttons help students to find solutions to their problems and improve their language fluency. The present study usually focuses on the role of social media in learning the English language. English has become a global language as it is used almost in every field of life like science, business, sports, etc. Pandit Jawaharlal Nehru said that it is a window to the modern world. So, learning the English language has become necessary for this generation. The English language should be learned with proper care and concentration. It is an international language, spoken in many countries both as a native and as a second or foreign language. It is taught in schools in almost every country in the world. English as a Lingua Franca or ELF "a common means of communication for speakers of different first languages". It is a way to communicate in English with different first language speakers. It is a language used for communication between groups of people who speak different languages. The English language is spoken by native speakers of English worldwide. English is a foreign language to communicate and usually it is spoken by the speakers who do not speak the same mother tongue. Because it makes communication a lot easier and understandable. English is also known as language of business because most of the M.B.A programs and companies require certain amount of proficiency in English to their employees and that's the reason their syllabus is taught in English language. It also makes all the employees to improve their language skills in order to communicate in English. English language is widely used in academics and learning English has become important because it is widely used in various countries in the world. English language provides many opportunities for students to enable them to reach their goals and dreams. English language classes provide various resources and materials can also be helpful for students to improve their knowledge and skills to become an effective and efficient communicator. Social media tools include Facebook, Twitter, WhatsApp, Instagram creates a new group where teachers and students can communicate in online. Social media also enhances the teaching and learning environment in both students and teachers. Through Social media it is easier and convenient to exchange information and stay connected with each other. Teachers and students can use social platforms for academic purpose. All these tools also provide multiple opportunities to improve their teaching and learning process. These platforms provide valuable materials for enriching knowledge. it also provides many benefits for the students that makes their learning more interactive and inclusive. Teachers can organize discussions related to their subjects or assignments in social media. But social media helps both teachers and students to remain connected off campus. Teachers can create end number of groups in social media through which important information can be accessed by everyone. This is one of the important platforms for sharing ideas. It also provides purpose for learning in a convenient for students in outside the classroom. It also provides multiple opportunities to enhance teaching and learning in students. All the educational institutions have realized the capability of social media to improve collaboration and active learning. In social media teachers should change their role into facilitator rather than the giver of knowledge and promote more group and learning environments. In online teachers also had to be aware of a flexibility in teaching and they can solve the problems anytime. students also get an opportunity to engage in online task-based learning discussions. Students also can find best online teachers who provides useful feedback, advise them for discussion and encourage them to have critical thinking. Social media tools allow students to overcome their shyness in asking questions outside the classroom and it creates good rapport between a teacher and the student. Different languages are used in social media to communicate with students and teachers. It also expects the outcomes of social media usage for enhancing the teaching and learning experiences more effectively.

1. INTRODUCTION

1.1 What is social media

The term “social media” is mostly used in various contexts in our day to day life. The term “social media” can be divided into two parts: one is “social” and the other is “media”. The word “social” refers interacting with the people by sharing information with them and receiving information from them, while the “media” refers to internet. Social media is referred as a web-based communication tool that enable people to interact with each other by both sharing and communicating information. Social media tools help the teachers and students to stay connected around the world and stay updated about their fields. Social media includes various electronic devices like mobile phone, computers, tablets through which people can share their own ideas with others in a systematic way. Social media plays a vital role in English language learning because it provides many opportunities to the language learners to improve their LSRW skills, vocabulary, pronunciation, grammar etc.

Present day generation schools and colleges are using social media tools to interact with young students. Social media technologies are used to enhance the overall teaching-learning process more interesting and engaging. the role of social media in teaching-learning process cannot be neglected. It not only provides students access to useful information but also connects them with learning groups and other academic related information in inside and outside the classroom. social platforms like Facebook, twitter, Instagram, WhatsApp are being used by almost everyone. These online buttons are all about collaborating, networking, sharing and generating knowledge and content something which is very important in the context of education.

1.2 Definitions to Social Media

- According to Cambridge Advanced Learner’s Dictionary, social media is a form that allows people to communicate and share information using the internet.
- In 2019 Merriam Webster defined “social media” as forms of electronic communication through which users create online communities to share information, ideas, personal messages, and others.
- According to Wikipedia social media is a primarily internet-based tool for sharing and discussing information among human beings.

1.3 Importance of English Language

English is a global language because it is used almost in every field of life science, business, sports, etc. English is a very important language and it is a compulsory subject till+2 level, graduation, and post-graduation. Learning the English language is very important to survive in the present-day competitive world. So, the English language is learned with proper care and concentration. there are four skills to learn the English language in a systematic way.

- (a) **Listening:** usually, the learners of English language find it more difficult because of the new pronunciation of words. So, they feel this skill as difficult for them. if they make habituate of watching videos and listening to the pronunciation it may become easy for them to listen.
- (b) **Speaking:** A language is a tool of communication. Learners can communicate with others to express their ideas, thoughts and feelings and they can improve their language.
- (c) **Reading:** Reading is also a part of learning skill. Through reading, learners can improve their grammar, vocabulary, spelling in the English language.
- (d) **Writing:** Writing is a systematic process. Learners can present their own ideas in a précised manner through writing. But writing is the skill which has to be developed by themselves.

1.4 Definitions on Language

A language is a tool of communication. It is a medium of communication. The word language has been derived from the Latin word “LINGUA” which implies “TONGUE”.

- According to Collins co-build, English language dictionary “language is a system of communication which consists of a set of sounds and written symbols which are used by the people of a particular country or religion for talking or writing”.
- According to oxford English dictionary “language means a system of sounds, words, patterns etc. used by humans to communicate thoughts and feelings.

1.5 Facebook

This is one of the most world’s popular social media website. Through this website teachers and students can stay connected with friends, family members, and colleagues etc. a teacher will have a positive experience with face book while teaching English for the students. Teacher creates a Facebook page and add all the students in the group. Since all students were already on Facebook and in the habit of communicating with each other through this website. Even the teachers and students find it easy to communicate in this way. Even the students also get the opportunity to see their progress and send the feedback comments to their teachers. Even the teachers also can make class announcements and upload the course related material for the students in this group. Through this website students can ask the questions based on the subject and they can get answers quickly both inside and outside the classroom from the teacher. All the important messages are posted in the English language in order to improve language fluency between teachers and the students. Students can learn English language in a fun and motivating way. So, students also prefer to communicate with teachers via Facebook in order reduce their embarrassment. The present-day generation students feel interest using of this app in inside and outside the classroom and it also gives new experience in learning English language. Using Facebook among teachers and students has created a new learning culture by providing innovative ways for teachers to enable learners to participate actively in different activities. Students also feel interest to focus on their work because they have a larger number of friends when they use social networks. It takes so much of time for teachers to edit, design digital learning materials and it also consumes so much of time. but for students it is very easy to access and read the materials online.

using Facebook in teaching which is that some students who have speaking difficulty because of disabilities or who care a lot about making mistakes in writing, online social networking can help them a lot. Facebook also helps students in developing their grammar, vocabulary, writing, and reading. students can use Facebook to communicate with their teachers and with native speakers of English in order to improve their fluency in the language. Facebook has two types of educational functions: communication, collaboration and resource/material sharing. Communication consist of activities such as enabling communication among students and their group members, facilitating class discussions, delivery of homework and assignments by teachers, informing about subject related links; consist of activities such as people's joining to academic groups related to their departments or classes and carrying on group works by sharing homework, projects, and ideas; collaboration consists of activities such as exchanging multimedia resources, videos, audio materials, animated videos, resources and documents. students would be in favor of exchanging informal experiences if a collaborative and sharing environment is embedded in the Facebook.

1.6 Twitter

The use of Twitter, among other social media websites, in teaching and learning English language has received a good deal of attention. Teachers and Students are benefitted with different features of the use of Twitter in language learning. Twitter is a popular micro-blogging application that allows users to share ideas and information via abbreviations. The usage of twitter in teaching can play a vital role for both teachers and students in many ways. The most important part of digital media in education is its outside the classroom that may benefit the students who are deprived of direct access to the real classroom because of different circumstances. Twitter is the youngest of all the other social media websites. Through twitter, people all over the world can communicate with each other. People can easily comment, share and keep up with current news from all over the world. One of the most interesting facts about Twitter is the size limit; maximum of 140 characters. This feature enhances creativity that can be used in language learning for teachers and students. twitting, in twitter page do not only exchange information about their student's daily life but also gets the academic related information from teachers. It has also been used to discuss particular topics and issues that is eventually able to collect millions of different ideas. Using blogs students can develop their ability to plan, understand and regulate their language learning. Students can learn language in a fun and interactive way. Moreover, when a teacher writes a short text on Twitter for students, it obviously develops "noticing" among the learners, who are the readers of those texts. This additional, practice focuses on the students need. The young generation is an iPhone generation who have little or no interest in doing the tasks in a traditional way. So, teacher can use this modern technology in order to learn language interestingly among students. it helps teachers to play a role of a facilitator and guide. Moreover, the contacts between students and teachers through Twitter can also boost their respective trust and lead to increased motivation and trigger a more informal level of communication. through twitter students have a chance to communicate with native speakers of English in order to improve fluency in their language. Some students are quiet and shy in the classroom, due to time constraint, each student may not get a chance to share their ideas in the classroom so in this context through twitter student can communicate with their teacher in online. Through twitter students can develop language skills also.

- (a) **Listening:** the teacher asks the students to listen to a particular twitted video and asks them to write a summary and post it on the twitter. this can be followed by teachers and students to improve their listening skills.
- (b) **Speaking:** Speaking skill can also be developed though Twitter. Teacher asks the students to post oral tweets to their teacher what they have done in their holidays. This helps the students to improve their pronunciation.
- (c) **Reading:** the teachers also tweet some books in twitter and encourages the students to read the books that have been twitted. Through this student can be encouraged to develop reading habit and they can practice the reading skill on twitter.
- (d) read the books that have been twitted.
- (e) **Writing:** This activity develops students' creative thinking and writing. The word limit is the best part of this activity that obliges the students to precise in their writing. the students are asked to read twitted written texts, they can further be asked to write similar sort of text and to post it. Doing this activity is more convenient than in a traditional approach both for teacher and students.
- (f) **Grammar and vocabulary:** students can learn grammar and vocabulary through Twitter. For example, students tweet lexis, their definitions, morphology and grammatical functions, and they are twitted; the teacher and other classmates give hints on incorrect entries. The teacher might check the mistakes and correct immediately.

1.7 WhatsApp

It is a popular, simple messaging app used by all most everyone in the present generation. All Most all the teachers and students use it to stay connected with friends, and family members. Students are familiar with many young people to communicate to face-to-face interaction. both the teachers and students use this app in English language learning classrooms. Many Teachers around the world are using this app in different ways to solve problems and encourage their students. Teacher can create a group with all the students in WhatsApp and teacher can share messages, course related materials etc. through this app it is very easy to the teacher and students to communicate each other at any point of time in outside and inside the classroom. Teacher can organize collaborative work in online among all the students together in order to save the time. Teachers often find themselves under pressure to cover a large number of tasks ins a very short period of class time and students may not get the opportunity to speak in the class. WhatsApp group gives them the opportunity to practice writing and speaking in the group with sufficient time. A teacher shares links to videos via WhatsApp in a group the students have to watch the videos before coming to class and then ask and answer questions about the videos in the group. It's a traditional teaching method which saves the time to discuss the important aspects related to the subject in the classroom. Even many students feel bit difficult with low confidence to communicate directly with teacher so this group is comfortable for them to communicate in online to build their confidence level in learning. with this app students can connect with the known people to practice English language. and they can communicate with the people across the world to learn English language. Through WhatsApp chatting people students can proper spelling. It also has free video calling; students can learn and practice speaking and listening in English. Individual chat also plays a vital role. When students chat with teachers try to use complete sentences, vocabulary, grammar, to improve your language skills. Because when students are chatting with a language expert in WhatsApp avoid using acronyms to improve fluency in the language.

Students can create a group with the known teachers of English who are expert in the language and can chat with them in English and correct mistakes and exchange language learning tips and techniques. WhatsApp has both neat features voice call and video call. Through video call students can communicate with language experts and they can understand their pronunciation and fluency easily by looking their facial expressions. And students can improve language skills. These WhatsApp calls improves fluency in the student's target language. even though it is very difficult to communicate face –to-face conversation gives more comfortable to speak with language expert whenever we want. students can use WhatsApp in proper way to learn the language.

1.8 Instagram

One of the most popular Social Network is Instagram. "Instagram" is a social network based on sharing pictures and fifteen-second videos which can be posted to the social media sites". Instagram has some features that can support in teaching and learning such as: posting photos or videos. So, students can share, learn, and discuss knowledge with the people. Instagram helps students who get difficulties in vocabulary, grammar, and pronunciation. Through this app Teacher can motivate students to speak English better. And also, it helps students create a social connected community with teachers. The social connected community will be done through like and comment activity. It will be very easy for students in learning language exactly speaking by using Social Media that they always use in their day to day life. Students can post their description about some places. And other teacher or students who are good at English would comment on the posting about the error the student made. students are able to correct the errors they made. Instagram helped students to learn in and out of the class. It made students get more time to study and helped students' study again and again. They are able to review the aspect of speaking several times. Instagram helps the students to improve their grammar. students who are shy to speak up in the class also able to improve their speaking skills. Instagram can help to increase communication skills and provide a 'back door' for shy learners. Instagram helps in improving the vocabulary of students. The students can get the correct vocabulary and read several times until they can memorize. Everywhere the students can learn the vocabulary in Instagram. Instagram can help the students improve the vocabulary. "Instagram was utilized as a Learning tool to generate content that was used for speaking, writing, grammar and vocabulary skills.

2. AIM AND PROCEDURES

For the collection of the data, the participant was given the questionnaire with following instructions: Read the following questions carefully one by one and put tick mark on the following 5 options if you really agree with the following questions". The scale was done on the individual bases. The total time on average individually to answer the scale was around 10 to 15 minutes. after the completion of the scale by the participant it was taken back.

2.1 Research methodology

The findings have been obtained from the samples completed by the students of post- graduation. The questionnaire has been designed in accordance with teachers and students learning. It consists of 10 questions on social media websites in teaching and learning English language. Students have to respond to the questions on a 5-point Likert's scale from A. Never , B. Rarely, C. sometimes, D. often, E. very often.

2.2 Hypothesis

The research indicated that the use of social media created opportunities for interaction and collaboration, as well as allowed teachers and students to engage in communication (Gikas & Grant, 2013). Much of the research in this field indicated that using social media as an educational tool can lead to increased student engagement and increased students' learning performance (Al-Rahmi nd Othman, 2013a; Chen et al., 2010; Faizi et al., 2013; Junco et al., 2011). Based upon the research on this topic the students exposed to teacher integrated online social networking in class were predicted to increase their participation and improve upon their learning performance.

2.3 Material and subject informants' details

For the present study – social networking scale in teaching and learning English language self-made Likert Five-point scale Was used. The main aim of this present study is to identify the role of social media in teaching and learning English language at post graduate level in Hyderabad. The students consist of 5 male students and 5 female students from post graduate level Maulana Azad National Urdu University of Hyderabad. The sample of the study in hand comprised to students who were currently perusing post-graduation in English subject. The researcher used self-made 5-point scale questionnaire as a research instrument for collection of data. The qualitative method was used to collect and analyze the data of this study.

3. DATA ANALYSIS

After the completion of the qualitative study the questionnaires are taken back from the subjects are their data is analysed individually depending upon their responses.

According to Subject-1 responses the researcher has found out that subject often uses internet sometimes and also rarely encourages the social media to communicate in English, and slightly satisfied with her level of English, moderately satisfied towards using social networking sites in learning English, and often subject agrees with Facebook and twitter tools can develops her language skills, the subject also rarely uses social media for required and non-required course related materials, and sometimes she also uses social media with her teachers and classmates for learning English, and she also thinks that sometimes social media influences her to learn English as a foreign language, she rarely uses abbreviated words, phrases and sentences, finally as a student the subject thinks that WhatsApp is the best social media website to learn English from.

According to Subject-2 responses the researcher has found out that subject very often uses internet and also often encourages the social media to communicate in English, and very much satisfied with her level of English, very much satisfied towards using social networking sites in learning English, and sometimes subject agrees with facebook and twitter tools can develops her

language skills, the subject also very often uses social media for required and non-required course related materials, and very often she also uses social media with her teachers and classmates for learning English, and she also thinks that very often social media influences her to learn English as a foreign language, she sometimes uses abbreviated words, phrases and sentences, finally as a student the subject thinks that WhatsApp is the best social media website to learn English from.

According to Subject-3 responses the researcher has found out that subject very often uses internet and also often encourages the social media to communicate in English, and slightly satisfied with her level of English, moderately satisfied towards using social networking sites in learning English, and sometimes subject agrees with Facebook and twitter tools can develops her language skills, the subject also very often uses social media for required and non-required course related materials, and often she also uses social media with her teachers and classmates for learning English, and she also thinks that often social media influences her to learn English as a foreign language, she very often uses abbreviated words, phrases and sentences, finally as a student the subject thinks that Facebook is the best social media website to learn English from.

According to Subject-4 responses the researcher has found out that subject often uses internet and also sometimes encourages the social media to communicate in English, and not at all satisfied with her level of English, slightly satisfied towards using social networking sites in learning English, and sometimes subject agrees with Facebook and twitter tools can develops her language skills, the subject also sometimes uses social media for required and non-required course related materials, and sometimes she also uses social media with her teachers and classmates for learning English, and she also thinks that rarely social media influences her to learn English as a foreign language, she very often uses abbreviated words, phrases and sentences, finally as a student the subject thinks that twitter is the best social media website to learn English from.

According to Subject-5 responses the researcher has out found that subject sometimes uses internet and also rarely encourages the social media to communicate in English, and very much satisfied with her level of English, slightly satisfied towards using social networking sites in learning English, and rarely subject agrees with Facebook and twitter tools can develops her language skills, the subject also rarely uses social media for required and non-required course related materials, and she never uses social media with her teachers and classmates for learning English, and she also thinks that social media never influences her to learn English as a foreign language, she very often uses abbreviated words, phrases and sentences, finally as a student the subject thinks that twitter is the best social media website to learn English from.

According to Subject-6 responses the researcher has out found that subject often uses internet and also sometimes encourages the social media to communicate in English, and slightly satisfied with his level of English, slightly satisfied towards using social networking sites in learning English, and sometimes subject agrees with Facebook and twitter tools can develops his language skills, the subject also rarely uses social media for required and non-required course related materials, and he rarely uses social media with his teachers and classmates for learning English, and he also thinks that social media rarely influences his to learn English as a foreign language, he often uses abbreviated words, phrases and sentences, finally as a student the subject thinks that Facebook is the best social media website to learn English from.

According to Subject-7 responses the researcher has out found that subject very often uses internet and also very often encourages the social media to communicate in English, and slightly satisfied with his level of English, very much satisfied towards using social networking sites in learning English, and often subject agrees with Facebook and twitter tools can develops his language skills, the subject also often uses social media for required and non-required course related materials, and he sometimes uses social media with his teachers and classmates for learning English, and he also thinks that social media often influences his to learn English as a foreign language, he often uses abbreviated words, phrases and sentences, finally as a student the subject thinks that Facebook is the best social media website to learn English from.

According to Subject-8 responses the researcher has out found that subject very often uses internet and also often encourages the social media to communicate in English, and moderately satisfied with his level of English, very much satisfied towards using social networking sites in learning English, and very often subject agrees with Facebook and twitter tools can develops his language skills, the subject also sometimes uses social media for required and non-required course related materials, and he sometimes uses social media with his teachers and classmates for learning English, and he also thinks that social media very often influences his to learn English as a foreign language, he sometimes uses abbreviated words, phrases and sentences, finally as a student the subject thinks that WhatsApp is the best social media website to learn English from.

According to Subject-9 responses the researcher has out found that subject sometimes uses internet and also sometimes encourages the social media to communicate in English, and moderately satisfied with his level of English, moderately satisfied towards using social networking sites in learning English, and sometimes subject agrees with Facebook and twitter tools can develops her language skills, the subject also sometimes uses social media for required and non-required course related materials, and he sometimes uses social media with his teachers and classmates for learning English, and he also thinks that social media rarely influences his to learn English as a foreign language, he never uses abbreviated words, phrases and sentences, finally as a student the subject thinks that twitter is the best social media website to learn English from.

According to Subject-10 responses the researcher has out found that subject often uses internet and also sometimes encourages the social media to communicate in English, and slightly satisfied with his level of English, moderately satisfied towards using social networking sites in learning English, and often subject agrees with Facebook and twitter tools can develops her language skills, the subject also sometimes uses social media for required and non-required course related materials, and he sometimes uses social media with his teachers and classmates for learning English, and he also thinks that social media sometimes influences his to learn

English as a foreign language, he sometimes uses abbreviated words, phrases and sentences, finally as a student the subject thinks that twitter is the best social media website to learn English from.

4. CONCLUSION

After the successful completion of this qualitative study it was concluded that social media role is dominant role in teaching and learning English language at university level. The role of social media in English language is like the brightness of the day because social media facilitate the English learners to learn new words and phrases and to improve their language fluency. the high frequencies of students using social media through internet very often. students using social media because it rarely encourages to communicate in English. Students often slightly satisfied with their level of English. Students are moderately satisfied towards using social networking sites in learning English. Very often students agree that Facebook, twitter and other tools can develop their language skills. Students use rarely social media for the required and non-required course related materials. sometimes students use social media with their teachers and classmates for learning English. Students very often use abbreviated words, phrases, and sentences. Majority of students are using WhatsApp and Facebook and they think they are the best media to learn English from.

4.1 Findings

The results and findings of this study revealed that social media plays an important role in teaching and learning English language at university level like: it facilitate the English learners to learn new words and vocabulary suitable for them in the ability of English language learning, it is easy for English learners as compare to books reading and other text materials, and arouse the interest of English learners towards the English language learning, and the English learners may use social media tools for a long enough period of time without any hesitation or boredom. Similarly, the findings of the study also revealed that the use of social media is easy for young university level learners as compare to books, or other text materials while going to library and get books related to vocabulary development. However, the learners may use social media sources like Facebook, twitter, WhatsApp, Instagram and other so many tools of social media to improve their vocabulary of English language not only in text form but they may see the pictures of things through online media.

4.2 Suggestions

there are certain advantages and disadvantages of social media for students in teaching and learning:

- (a) Collaborative learning: students exchange lot of information on social media. It has made easier and faster to interact with other students or teachers about class-related topics. This collaborative learning teaches how to develop a strong online presence by improving their communication skills.
- (b) Information sharing by students: students are continuously addicted to the internet through their smart phones to pass on the information to their connectors. It is not just sharing views and opinions they also share a lot of valuable information. This information is a lot more than just interesting videos or photos useful related to their studies. They exchange helpful information for classes and examination related.
- (c) Helps to foster research: social media offers many opportunities to develop research initiatives. Social media can help academic researchers to collect information and produce useful content by working on group assignments and projects.
- (d) Continue teaching from anywhere and everywhere: teachers can take advantage of social media technology to extend teaching hours beyond classroom. Sometimes It is difficult to address queries of students during classroom timings. This makes it difficult for students to clear their doubts. They can set up Facebook live sessions or twitter discussions to cover uncleared doubts of their students. Through Facebook teachers can connect with large number of students which is not possible in one class.
- (e) Lets students learn from social networking: social media provides many learning opportunities through social networking. Students can be encouraged to build networks to support professional help in career. Teachers can also connect with the students and help them identify suitable job openings and find relevant connections for their future profession.

There are certain disadvantages of social media: people get addictive very quickly to social media. They waste so much of time unwontedly without any use. The excess usage of social media can also leads to a negative impact on individuals health. Most of the people become lazy, it also increases their eyesight. our personal information from our face book or twitter accounts can be hacked by the known or unknown people. this is one of the dangerous disadvantages of social media. so every user is advised to keep their personal data and accounts in safe to avoid such hacking incidents.

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APPENDIX

Research questions: The study therefore aims at evaluating the effectiveness of using the social networking sites in the field of teaching and learning English as a second language by university students. It focuses on the influence of this online network on the processes of teaching and learning, on motivation and on the degree of students' engagement. The general research question in this study is the following:

Social networking scale in teaching and learning English language

Instructions: In this Social networking scale in teaching and learning English language: Read the following questions carefully one by one and put tick mark on the following 5 options if you really agree with the following questions. The scale was done on the individual bases.

1. How often do you use the internet?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

2. Do you think social media encourages you to communicate in English?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

3. Are you satisfied with your level of English?

- A. Not at all satisfied
- B. Slightly satisfied
- C. Moderately satisfied
- D. Very much satisfied
- E. Extremely satisfied

4. What is your opinion towards using social networking sites in learning English?

- A. Not at all satisfied
- B. Slightly satisfied
- C. Moderately satisfied
- D. Very much satisfied
- E. Extremely satisfied

5. Do you agree that Facebook, twitter and other tools can develop your language skills?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

6. How often do you use social media for the required and non-required course related materials?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

7. How often do you use social media with your teachers and classmates for learning English?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

8. Do you think social media influences you to learn English as a foreign language?

- A. Never
- B. Rarely
- C. Sometimes
- D. Often
- E. Very often

9. Do you use abbreviated words, phrases and sentences such as “Bcoz”, “Gni8”?

- A. Never
- B. Rarely
- C. some times
- D. often
- E. very often

10. As a student which website do you think is the best media to learn English from?

- A. Facebook
- B. Twitter
- C. WhatsApp
- D. Instagram

For the present study – social networking scale in teaching and learning English language self-made Likert Five Point scale Was used. The main aim of this present study is to identify the role of social media in teaching and learning English language at post graduate level in Hyderabad. The students consist of 5 male students are Mihajuddin, Valeed, Shaheer-K. P., Suhail, Fazaluddin and 5 female students are Shabana, Nabhiha, Rameeja, Pushpa, Suparitha. From post graduate level Maulana Azad National Urdu University of Hyderabad. The sample of the study in hand comprised to students who were currently perusing post-graduation in English subject. The researcher used self-made 5-point scale questionnaire as a research instrument for collection of data. The qualitative method was used to collect and analyse the data of this study.

The high frequency of students using social media through internet very often. students using social media because it rarely encourages to communicate in English. Students often slightly satisfied with their level of English. Students are moderately satisfied towards using social networking sites in learning English. Very often students agree that Facebook, twitter and other tools can develop their language skills. Students use rarely social media for the required and non-required course related materials. sometimes students use social media with their teachers and classmates for learning English. Students very often use abbreviated words, phrases, and sentences. Majority of students are using WhatsApp and Facebook and they think they are the best media to learn English from.