

# CHAPTER I

## INTRODUCTION

This chapter will explain about background of study, research focus, research objective, significance of study, definition of key terms, previous study, and also preview of related literature.

### A. Background of Study

Social media be the one of favorite platform, from there we can interact with people from within and outside the country. One of social media platform widely used in Indonesia is Twitter. Based on statista.com as of March 18, 2022 Indonesia is ranked 5th as the most Twitter user as much as 18.45 million.<sup>1</sup> From the data we can see that not a little Indonesian population likes to use social media like Twitter.

Twitter is a two way communication platform that can be us free, the user may send the message and post short message too (maximum 280 characters). The messages called as tweet that the user send automatically appears on the profile which is usually called the homepage (timeline). The comment and conversations that the user use on Twitter it will appears real time (although they can be protected, so only the account followers can see them).<sup>2</sup> According to Risma and Kinkin, the main use of Twitter is to upload a short blog with web page or application. Like another social media, Twitter is use for share something. Twitter can called as the

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<sup>1</sup> Uknown, "Twitter: Most Users by Country," Statista, accessed from <https://www.statista.com/statistics/242606/number-of-active-twitter-users-in-selected-countries/>, May 27 2022 at 20.15 WIB.

<sup>2</sup> Academy Digital Business, *Social Media Marketing 2021-22: Beginner's Guide to Making Money Online. Become a Successful Influencer Through Youtube, Twitter, Facebook, Instagram and LinkedIn Algorithms. Start Your Passive Income* (USA: Digital Business Academy, 2021), 214.

basic of SMS (Short Message Service). Twitter mostly use for sharing about thought, view, and opinion in written form which are called as tweet.<sup>3</sup>

Every message that sending by user on their timeline can not be edited but it can be deleted, it seems like different with another social media feature such as Facebook or Instagram. What makes Twitter different with another social media platform there is autobase feature, so far the researcher can not find it in another social media. Auto base which is mean an account who use auto-dm-service where this account allows the follower to send their personal message or we can called as (DM or direct message) which has the term "menfess" stands for "message confession".<sup>4</sup> The one of Indonesian auto base is @englishfess\_. This account design for language learning that spesifically for English learning. The user of this account is students or people who want to learn English. In this account they can asks problems related to English or their diffuculties in learning English.

The problems who is related to English that the user ask such as about grammar problem, translation, pronunciation, and so on. This kind of problem will be solved by another user who follow this account whos place is in the comments section. They will explain based on their knowledge on the problems who asked. So, this account will bulid a communication for people or students who want to learn about English or

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<sup>3</sup> Risma Hasna Dwiwina and Kinkin Yuliaty Subarsa Putri, "The Use of the Auto Base Accounts on Twitter as A Media for Sharing Opinions," *Ultimacomm: Jurnal Ilmu Komunikasi* 13, no. 1 (June 30, 2021): 124, <https://doi.org/10.31937/ultimacomm.v13i1.1603>.

<sup>4</sup> Raina Islamita Syam and Anne Maryani, "Fenomena Pseudonim di Twitter" 5, no. 2 (2019): 359.

share their knowledge about English. This account will be another way to find the answer about English difficulties of the learner.

Now, the researcher realized that the media for study can also from social media. Commonly people just know that social media only an application that just used to make a friend with people around the world. So far, there is been a lot of learning content on social media, such as Instagram, tiktok, YouTube, Facebook, etc. But, it is only about teach to the audience. Meanwhile in autobase Twitter account. Every people who use twitter can share about their knowledge, it is also happened on English autobase, whose account name is @englishfess\_. According to this phenomena, the researcher would like to know kinds of English problem that the followers of Englishfess send.

## **B. Research Focus**

Lisa M. Given stated that research focus is take a new topic that just found into the research or make it tighter to get deeper understanding and more detail about something that be the part of research.<sup>5</sup> Based on the description about research focus above, this research focus is to get more explanation about the problem which will be researched:

1. How does the user use the account for language learning to solve English problems ?
2. What kinds of English problems that the Englishfess follower send ?

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<sup>5</sup> Lisa M. Given, ed., *The Sage Encyclopedia of Qualitative Research Methods* (Los Angeles, Calif: Sage Publications, 2008), 247.

### **C. Research Objectives**

Based on Creswell, research objective have a meaning as main purpose from the research who use to solve the problem.<sup>6</sup> From the definitely above, this research have several purposes about the problems which will be researched :

1. To analyze how the user use the account for language learning to solve English problems.
2. To analyze kinds of English problems that the Englishfess follower send.

### **D. Significance of Study**

#### a. Students

The aim of this study is to give an example to students there is a a social media called Twitter for sudy or it can be another way to study about English with people extensively and it can use to help students who have problem during learn English.

#### b. Researcher

For researcher, this research is to give knowledge about how to solved English problem without find out the answer by reading a book or watching video about English and now the English learner can use one of social media such as Twitter as a media for it. Then, as a students of English education, researcher realized that the media such as auto base account on Twitter can be one of educational media to discuss

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<sup>6</sup> John W. Creswell, *Educational Research: Planning, Conducting, and Evaluating Quantitative and Qualitative Research*, 4th ed (Boston: Pearson, 2012), 60.

about English problem then we can study about English with people from anywhere who have knowledge about English.

### **E. Definition of Key Terms**

Definition of key terms or it can say it as operational definition to avoid about difference understanding or unclear meaning.<sup>7</sup> So, to reduce misunderstanding of meaning here the researcher will explain about several key term of this research as follows:

#### 1. English Problems

English language problems are things that often happen to people which is being studying English. This is a natural thing that happen because someone is learning a language that was previously is foreign language to them or can be said that they are on the situation that learn a language from another country, so it is not easy.

#### 2. Englishfess (@englishfess\_)

Englishfess is an autobase account on Twitter that particularly use as a media to learn English, but this account use as a media to discuss about English Problems from the learners (Englishfess follower), share about English material, and so on.

#### 3. Twitter

Twitter is one of social media that people can use to upload message, photo, and also video. Besides of it, the user can interact with people from all over the world like another social media such as Facebook, Instagram, and so on.

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<sup>7</sup> Saiful Arif, Zamzami, and Mohammad Subhan, *Pedoman Penulisan Karya Ilmiah* (Pamekasan: Institut Agama Islam Negeri Madura, 2020), 19.

#### 4. Followers

Followers is an account that follow another account. This feature called "follow" commonly found on social media such as Twitter, Instagram, TikTok, and others. Followers can be seen in the form of numbers that are usually in the profile section of an account.

#### **F. Previous Study**

The first previous Study that the researcher found is the study from Nor Hani Misbah, Maslawati Mohamad, Melor Md Yunus, and Azizah Ya'acob entitled "Identifying the Factors Contributing to Students' Difficulties in the English Language Learning" The Malaysian Ministry of Education has emphasized the value of acquiring the English language and the requirement that pupils achieve proficiency in it as early as in primary school. The English GPMP (Grade Purata Mata Pelajaran/Subject Grade Point Average) target has been made available to schools in every state by the Ministry of Education in order to ensure that every school performs well in the subject. Due to their students subpar performance in the subject, a small number of schools are still unable to meet this GPMP target for English. Therefore, the purpose of this study is to look at the factors that impact how well students learn English. The 116 pupils from the seven schools who could not communicate with the state's GPMP in English participated in this study. This study employed a questionnaire as the primary tool to investigate the barriers to their academic success. Overall, the results indicate that the lack of English vocabulary, the effect of the first language, and the socioeconomic level of the family are the

three main factors that contribute to the kids difficulty in learning the English language. The study's findings and analysis will be useful in guiding decisions for the learners advancement in their English language acquisition by the relevant parties, including teachers, school officials, and parents.<sup>8</sup> The similarity of this research with the research that will be carried out, the researchers both want to know the problems or difficulties experienced by English language students. Meanwhile, the difference is that this study wants to find out students difficulties in learning English based on the GPMP that has been made by the Malaysian education minister, while the research that will be carried out by researchers is to analyze problems or difficulties in English sent by followers of the Englishfess account.

The second previous Study that the researcher found is the study from Elisa Dewi Sultra and Baharudin entitled "Analysis of Students's Difficulties in Learning English at SMA Negeri 1 Batauga" This study sought to ascertain the difficulties faced by SMA Negeri 1 Batauga students in the eleventh grade when learning English. The mixed-method study methodology is used to describe the challenges that students face when learning English. Twelve students participated in the study. This study was conducted in SMA Negeri 1 Batauga. Both tests and interviews were used to gather the research data. Based on the method of analysis used by Miles and Huberman for data reduction, presentation, and conclusion or verification, data were analyzed. The level of pupils learning

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<sup>8</sup> Nor Hani Misbah et al., "Identifying the Factors Contributing to Students' Difficulties in the English Language Learning," *Creative Education* 08, no. 13 (2017): 1999, <https://doi.org/10.4236/ce.2017.813136>.

achievement at SMA Negeri 1 Batauga can be inferred from the field data, particularly the test and interview results, as being low. The students' motivation or lack of interest in learning English is another aspect that influences how challenging it is for them to do so. Their lack of interest in or resistance to learning English is a sign of this. Their command of English, particularly English vocabulary and grammar, as well as their reading and speaking comprehension skills, are impacted by this hesitation. This is due to the fact that SMA Negeri 1 Batauga pupils rarely review their English courses at home and do not gradually absorb English vocabulary. The interview's findings also demonstrated that the environment of the pupils had a negative impact on their ability to learn. Parents' assistance and the English teacher are included.<sup>9</sup> The similarity of this research with the research that will be carried out by the researchers is that they both want to know the difficulties or problems in learning English. Meanwhile, the difference is that this study uses a mixed method, which measures students' ability in English as well as analyzes the difficulties experienced by students in learning English. While the research that will be carried out by researchers only focuses on analyzing what problems are experienced by followers of the Englishfess account.

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<sup>9</sup> Elisa Dewi Sultra and Baharudin, "Analysis of Students's Difficulties in Learning English at SMA Negeri 1 Batauga," *English Education Journal* 6 (November 2020): 65.



## G. Review of Related Literature

This part will explain several theories who is related to key terms. It is about English problem of the englishfess (@englishfess\_) account.

### 1. English Problem

Based on Cambridge dictionary, problem is a situation that occurs to a person or thing that ultimately requires attention to be handled or to find a way out to solve it.<sup>10</sup> In life, there are many problems that occur, one of which is the problem experienced by English language students. Problems in a language are commonplace, because it is a foreign language, so the learner will find it difficult to learn a language that is not used in their everyday life, such as when learning English. As in Indonesia, English is the language that is commonly studied. Not only elementary school students to college students, but almost all people can learn English.

Based on Chloe Daniel, to be fluent in English when the first language used has absolutely no resemblance to English, which means that English is a foreign language, this will be a bit challenging.<sup>11</sup> Sri Puji Hapsari also stted that some of problems experienced by students in learning English include lack of vocabulary, grammatical error, mispronunciation, limited exposure, lack of motivation, and anxiety.<sup>12</sup>

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<sup>10</sup> Cambridge University Press 2022, "*Meaning of 'Problem' in English*," accessed from <https://dictionary.cambridge.org/dictionary/english/problem>, August 24 2022 at 08.35 WIB.

<sup>11</sup> Chloe Daniel, "6 Common Problems in Learning English and How to Improve Them," accessed from <https://mytutorsource.com/blog/problems-in-learning-english-and-how-to-improve-them/>, August 24 2022 at 09.00 WIB.

<sup>12</sup> Sri Puji Hapsari, "Students' Difficulties in Learning English at a State Vocational High School" (Thesis, Universitas Muhammadiyah Yogyakarta, 2018), 12.

Hence, the explanation of each problem in learning English will explain below:

**a. Lack of Vocabulary**

In accordance to Oxford online dictionary, vocabulary is all words understood or used by someone. In addition, vocabulary is certain words in a language that are used by people when they talk about a certain subject. Vocabulary can also be said as a list of words and their meanings that are usually found in books for learning foreign languages.<sup>13</sup> When learn a foreign language, sometimes a student have difficulties in vocabulary that is called as lack of vocabulary, whether it is in compiling a sentence when speaking or when writing a text in a foreign language

Janet Holmes state that when using a second or foreign language, a person will often use terms from their mother tongue or first language, it happens because of a lack of knowledge about the vocabulary of the foreign language they are using. Therefore, this can be said as a lack of vocabulary.<sup>14</sup> Not only when speak, a person also experiences a lack of vocabulary when write in a foreign language. When it is happens, they will look up the meaning of a word by using a dictionary or translate it such as by using Google Translate.

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<sup>13</sup> 2022 Oxford University Press, “*Definition of ‘Vocabulary’ Noun from the Oxford Advanced Learner’s Dictionary*,” accessed from <https://www.oxfordlearnersdictionaries.com/definition/english/vocabulary?q=Vocabulary+>, August 24 2022 at 08.58 WIB.

<sup>14</sup> Janet Holmes, *An Introduction to Sociolinguistics*, 4. ed, Learning about Language (London: Routledge, 2013), 43.

According to Shu-Fen Lai and De Lin, they found that Taiwanese students have limited word parameters, which is one of the most important factors in reading foreign languages. The problem of students in reading English is the lack of vocabulary memorization, because if the memorized vocabulary is still limited, then when reading foreign language text it will be less effective.<sup>15</sup> Reading effectiveness here is defined as student understanding when reading foreign language text will be more precise in understand the meaning of what they read. Therefore, memorizing words is very important for foreign language learners.

**b. Grammatical Error**

Glenn Fulcher stated that understanding errors in grammar is a very important point. If grammatical errors occur when speaking or the use of vocabulary is not appropriate, sometimes listeners still need more time to understand what is being communicated.<sup>16</sup> In accordance to Burt and Kiparsky (in Erlangga, Suarnajaya, and Juniarta) an error in using grammar is an error that violates the rules that already exist in a language, from these errors it causes someone's writing to be less precise when read and looks strange. Which means, as a result of incorrect use of word rules in a

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<sup>15</sup> Shu-Fen Lai, Chen-Hong Li, and Richard Amster, "Strategically Smart Or Proficiency-Driven? An Investigation Of Reading Strategy Use Of EFL College Students In Relation To Language Proficiency," *Contemporary Issues in Education Research (CIER)* 6, no. 1 (January 2, 2013): 89, <https://doi.org/10.19030/cier.v6i1.7606>.

<sup>16</sup> Glenn Fulcher, *Testing Second Language Speaking*, Applied Linguistics and Language Study (London Munich: Pearson Longman, 2003), 39.

language, the written text may not be readable enough.<sup>17</sup> But actually while having conversations with someone who already knows well about English it seems like the use of correct grammar does not matter, because the important things while we communicate with people is understand each other. Sometimes for students who learn foreign language, grammar is the reason they are not brave enough to learn to speak because they are afraid of using it wrong

### c. **Mispronunciation**

In accordance to the Cambridge online dictionary, mispronunciation is an act of wrongly pronouncing a word or a habit of pronouncing a word or sound in the wrong way.<sup>18</sup> This is generally happens to students who are studying a foreign language. for example, Indonesian students. Mispronunciation often occurs because the words spoken are not the same as Indonesian.

Hidayah Rohmah, Joko Nurkamto, and Martono state that if someone's pronunciation is good even though they still have mistakes in other parts then the person he is talking to will still understand what he is talking about. Meanwhile, if someone's pronunciation is very bad even though the grammar is very good sometimes the person he is talking to will not understand the

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<sup>17</sup> Erlangga, Suarnajaya, and Juniarta, "An Analysis of Grammatical Errors Made by the Seventh Grade Students of SMP Negeri 2 Sukawati IN Writing Descriptive Texts in the Academic Year 2018/2019," *Language and Education Journal Undiksha 2*, no. 1 (February 2, 2019): 21, <https://doi.org/10.23887/leju.v2i1.20276>.

<sup>18</sup> Cambridge University Press 2022, "Meaning of 'Mispronunciation' English," accessed from <https://dictionary.cambridge.org/dictionary/english/mispronunciation>, August 25 2022 at 08.45 WIB.

meaning of the conversation. Sometimes people underestimate the purpose of pronunciation. However, in reality, pronunciation cannot be ignored in learning a foreign language.<sup>19</sup> It can be said that proper pronunciation in a language is so important because the main thing for people to learn a language, so they can communicate well using the language being studied, because the essence of a language is indeed used to communicate with others, not only limited to write and study it.

In accordance to Cook (in Hidayah Rohmah, Joko Nurkamto, and Martono), so many foreign language learners believe that pronunciation is one of the most difficult aspects of becoming proficient in English. Pronunciation is quite difficult for them, because they are used to their first language and by learning a foreign language, they must get used to pronouncing vocabulary that was previously unfamiliar.<sup>20</sup> The habit of pronouncing vocabulary should be built more on students who are learn foreign language, because then they will not find the vocabulary of the language so it will difficult and sound strange or uncomfortable when they try to pronounce foreign word.

#### **d. Limited Exposure**

Nikhitha Raju and Joshith stated that Mostly in a language learning class, their learning resources only rely on the teacher who is pursuing, there is no other source to listen to find out how to

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<sup>19</sup> Hidayah Rohmah, Joko Nurkamto, and Martono, "Error Analysis on Mispronunciation of Spoken Language" 5 (2016): 105–106.

<sup>20</sup> Ibid., 106.

pronounce correctly in the language being studied. Because they see through unauthentic sources which can lead to errors in the interpretation of the syntax (word structure) and pronunciation of a word.<sup>21</sup> In learning a foreign language, students need many sources of reference to support their abilities. The source can be from books or audio that will provide knowledge to them. Even with existing reference sources, many processes of learning English are still not perfect. Students may have reference books to study but they don't know how to read them and don't understand how to study it. One way to improve students speaking skills is study with native speakers. In some cases, students only hear the pronunciation of the word from their teacher. Not only that, sometimes students learn from less authentic sources which can lead to wrong interpretations of a language.

**e. Lack of Motivation**

Hanafi Syahrozi, Dewi Rochsantiningasih, and Ellisa Indriyani Putri Handayan stated that In the process of learning English, the students seem to have no motivation to learn because they feel English is very difficult, English is not important, and not interesting to learn. In fact, they have no more effort to learn English better. They are not interested in improvising their skills in English. So that when learning English takes place, students often feel bored when the teacher explains the material. The result is

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<sup>21</sup> Nikitha Raju and Josith, "Adverties and Obstacles in Learning English as a Second Language in Indian Conctect," *International Journal Of Advanced Education and Research* 2, no. 4 (July 2017): 49.

their English skills not increasing significantly.<sup>22</sup> The lack of student motivation to learn English is certainly a challenge for teachers, these things usually have to be overcome by learning methods that are more fun in class or by giving them motivational stories. It's not only students who need to know that learning English is important, because all people should know this.

**f. Anxiety**

Based on Horowitz (in Judit Kormos and Anne Margaret Smith) The typical definition of language learning anxiety in the classroom is "a distinct complex of self-perceptions, beliefs, attitudes, and behaviors originating from the distinctiveness of the language acquisition process." In other words, language learning anxiety is context-specific and manifests itself in the context of classroom language acquisition. The cognitive repercussions of anxiety are profound. The working memory capacity of worried students is decreased as a result of anxiety and intrusive thoughts, which can slow down input processing and output production as well as raise error rates in both processes. Additionally, anxiety may prevent new knowledge from being stored in long-term memory. Bandura (in Judit Kormos and Anne Margaret Smith) added that one's opinion of their odds of succeeding in learning a foreign language might be used to determine their level of self-confidence in this context. Effective learning is unlikely to occur

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<sup>22</sup> Hanafi Syahrozi, Dewi Rochsantiningsih, and Ellisa Indriyani Putri Handayani, "Improving Students' Motivation in Learning English Using Movie Clip," *English Education* 7, no. 1 (November 29, 2019): 56, <https://doi.org/10.20961/eed.v7i1.35835>.

without a positive view of one's capabilities and prospects of success.<sup>23</sup> Therefore, self-confidence in students needs to be built to support their process in learning foreign languages because self-confidence is very influential on effectiveness in learning foreign languages.

## 2. Englishfess (@englishfess\_)

Englishfess is autobase is an account or gathering place for Twitter users with similar interests. One of them is the Autobase Englishfess account, this account facilitates its users to send messages anonymously via DM (direct message) from the account by using the help of the bot feature, so that the sender of the message does not have to worry about his identity being known. Englishfess is an autobase account specifically for people who want to learn English, therefore with this account the users can send about things related to English. Usually they send about their problems in learning English, English memes, English materials, and other things related to English. The original purpose of creating this account was as a medium of learning English and helping many people to convey questions or share about things that could not be conveyed in their personal accounts, so that this account base became a medium of delivery for people who were learning English or who wanted to share the knowledge they had related to English.

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<sup>23</sup> Judit Kormos and Anne Margaret Smith, *Teaching Languages to Students with Specific Learning Differences*, MM Textbooks (Bristol ; Buffalo: Multilingual Matters, 2012), 91.



In its management, Englishfess is held by one admin, namely the admin @KripseTan. Meanwhile, the owner or bot service provider of the @englishfess\_ is the same person as the user name @KripseTan. This bot provides a variety of features to support systematics in this base account, one of which is the activity that occurs in this autobase, namely sending menfess (mention confess) and will be posted automatically with conditions that must be met first by the sender (sender menfess). Quoted from englishfess.carrd.co, there are several regulations aimed at Englishfess followers who want to send menfess, which include the following:

1. Do not send the menfess out of topic or OOT from English.
2. Do not send menfess in the form of Threats, SARA, Racist, Pandemic, Adult Content, Something Illegal, and others.
3. Do not send menfess that smell of selling promotions, threads that benefit yourself, or increase the engagement of a personal account.
4. Do not send menfess over and over again. Please before sending menfess to check if your question has been asked by the sender before in the Search twitter bar. If there is already, do not ask again for the sake of health base, if not, please ask.
5. It is desirable to censor coarse vocabulary before sending menfess ( ex. fuk bith )
6. If sending there is a # or @. Please be given a period to separate them. ( ex. @.englishfess #.englishfess )
7. It is allowed to to ask questions at 19.00 - 00.00

8. It is allowed to search for mutualan aimed at learning English together at 23.30 - 00.00 ( Do not use the word mutualan, please replace it with another word )

**note:** The rules above are not panten rules, which means it can change anytime.<sup>24</sup>

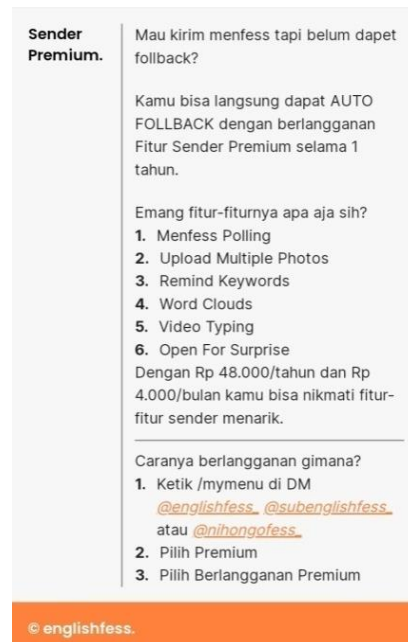
<p><b>Rules.</b></p> <ol style="list-style-type: none"> <li>1. <b>DILARANG</b> mengirim menfess <b>OUT OF TOPIC</b> atau <b>OOT</b> dari Bahasa Inggris.</li> <li>2. <b>DILARANG</b> mengirim menfess berupa <b>Ancaman, SARA, Rasis, Pandemi, Konten Dewasa, Sesuatu yang Illegal</b>, dan lain lain.</li> <li>3. <b>DILARANG</b> mengirim menfess berbau <b>promosi jualan</b>, thread yang <b>menguntungkan diri sendiri</b>, atau <b>menaikkan engagement</b> suatu akun pribadi.</li> <li>4. <b>DILARANG</b> mengirim menfess <b>berulang-ulang</b>. Harap sebelum mengirim menfess untuk mengecek apakah pertanyaan kamu sudah pernah ditanyakan oleh sender sebelumnya dipencarian bar Twitter. Jika sudah ada jangan ditanyakan kembali demi kesehatan base, jika belum silakan untuk ditanyakan.</li> </ol>	<ol style="list-style-type: none"> <li>5. Diharapkan untuk <b>menyensor kosakata kasar</b> sebelum mengirim menfess ( ex. <i>fuk bith</i> )</li> <li>6. Jika mengirim terdapat <b>#</b> atau <b>@</b>. Harap diberikan <b>tanda titik</b> untuk memisahkannya. ( ex. <i>@.englishfess #.englishfess</i> )</li> <li>7. <b>DIPERBOLEHKAN</b> untuk menanya soal pada pukul <b>19.00 - 00.00</b></li> <li>8. <b>DIPERBOLEHKAN</b> untuk mencari mutualan yang bertujuan untuk belajar Bahasa Inggris bareng pada pukul <b>23.30 - 00.00</b> ( <b>Jangan gunakan kata mutualan</b>, harap diganti dengan kata lain )</li> </ol> <p><b>note:</b> Rules diatas bukanlah rules panten, yang artinya sewaktu waktu rules dapat berubah.</p> <p>© englishfess.</p>
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**Figure 1 . 1** Rules of Englishfess Account

Based on the observations that have been made by the researcher, in addition to complying with the existing rules, followers must ensure that they have been followed back by the Englishfess account, because this is the main requirement for sending menfess. In addition, if a user has not received a follow back from Englishfess, that user can leave the message they want to send to other users who have been followed back.

<sup>24</sup> “Englishfess,” Englishfess, accessed October 14, 2022, <https://englishfess.carrd.co>.

Englishfess also provides premium (paid) features for followers who want to send menfess but have not received a follow back.<sup>25</sup>



**Figure 1 . 2** Benefits for Being Premium Sender

Englishfess was first used as a base account in early 2021 in February with the username @englishfess\_. Until now, the followers of the @englishfess\_ have reached more than 676 thousand more (the results of researchers' observations on October 13, 2022).<sup>26</sup> This autobase is used to conduct discussions and sharing for its users by sending and responding to menfess posts sent by the sender (a term for people who send menfess). The contents of the menfess sent can be in the form of questions related to English, information related to English, news, jokes or memes, sentences of encouragement or support for

<sup>25</sup> Ibid.,

<sup>26</sup> “On – Englishfess (@englishfess\_) / Twitter,” Twitter, accessed October 14, 2022, [https://twitter.com/englishfess\\_](https://twitter.com/englishfess_).

followers (who are learning English), and so on. Later the message post sent by the sender can be the subject of discussion or sharing with other @englishfess users.

### 3. Twitter

#### a. Definition of Twitter

Twitter was launched in 2006 and Jack Dorsey as the one of twitter founder.<sup>27</sup> According to Weller, twitter is a communication technology internet based who allow user to distribute short message (tweet) in 140 characters or less in Wide Web world or through smartphone application. For the last few years, various feature addition added in backend and interface, it is like the facility to show pictures or URL approach automatically to save the character in the tweet.<sup>28</sup> So, twitter is kind of social media application that the user can use through smartphone with the feature that the user can post a message with limited characters. From twitter, the user can communicate with everyone around the world. Twitter usually use to share various information and also use as a media for study, spread information, marketing, and etc.

Twitter is a platform that is part of a comparable infrastructure to the internet itself, and do things for various networks from the user community.<sup>29</sup> It can say that twitter as a tool for the user want to do. Here, twitter take a part as a media who facilitate users that

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<sup>27</sup> Katrin Weller, ed., *Twitter and Society*, Digital Formations, vol. 89 (New York: Peter Lang, 2013), 9.

<sup>28</sup> *Ibid.*, 5.

<sup>29</sup> *Ibid.*, 426.

is depend on them, such as doing marketing, make a discussuion forum, share the latest information that is being talked about. According to Ian Lamont, twitter is a free tools that can connect you with people, event, and interesting information.<sup>30</sup> That it means twitter can be a reason why twitter be a social media application who easily like by so many people.

#### **b. Twitter Features**

Based on KBBI, features are special characteristics found in a device (television, cell phone, and so on).<sup>31</sup> In addition, the features in the application can also be regarded as tools that can be used in an application, such as on Twitter application. In the Twitter application there are features that users must know are as follows:

##### 1) Tweet

Is a term in writing or messages uploaded on twitter, that are has limitation it can only send a messages not more than 140 characters. However, since 2018 twitter has changed the characters maximum while sending a messages from 140 to 280 characters.

##### 2) Follow

This icon is located at the top right in line with the profile photo of other users who have not been followed or have not been linked to your account.

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<sup>30</sup> Ian Lamont and Safari, *Twitter In 30 Minutes (3rd Edition)*, 3rd Edition (USA: O'Reilly Media Company, 2016), 2.

<sup>31</sup> "Hasil Pencarian - KBBI Daring," accessed May 27, 2022, <https://kbbi.kemdikbud.go.id/entri/fitur>.

## 3) Followers

Is a number that appears in the user profile section. This number shows the number of followers of an account.

## 4) Unfollowing

This feature can be used if users want to unfriend other users or want to unfollow other users.<sup>32</sup>

## 5) Hashtag

According to oxford online dictionary, hashtag is a word or phrases beginning with “#” sign, it is usually use on website and social media apps especially twitter to find all messages or content with the same subject.<sup>33</sup>

## 6) Username

According to Paul McFedries, username is the name of genuine tweeter.<sup>34</sup> Every Twitter user have their own username and the name can created freely depends on user crativity.

## 7) Trending Topic

Trending topics was introduced on April 2009. The existence of this feature is to find out about what things are being talked about on twitter every day.<sup>35</sup>

## 8) Bot

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<sup>32</sup> Ian Lamont and Safari, *Twitter In 30 Minutes (3rd Edition)*, 3rd Edition (USA: O’Reilly Media Company, 2016), 13.

<sup>33</sup> “Hashtag Noun - Definition, Pictures, Pronunciation and Usage Notes | Oxford Advanced Learner’s Dictionary at OxfordLearnersDictionaries.Com,” accessed May 27, 2022, <https://www.oxfordlearnersdictionaries.com/definition/english/hashtag?q=Hashtag>.

<sup>34</sup> Paul McFedries, *Twitter Tips, Tricks, and Tweets*, 2nd ed (Indianapolis, IN: Wiley, 2010), 68.

<sup>35</sup> Katrin Weller, ed., *Twitter and Society*, Digital Formations, vol. 89 (New York: Peter Lang, 2013), 16.

Bot is an automated Twitter account that can return data in the form of responses, such as responding to messages that have been formatted or specially arranged.<sup>36</sup> This bot is usually used to create an autobase account on twitter or just to make an automated direct message reply.

9) Quote Retweet

This is use when the user retweet (re-upload) another user tweets by adding text or comment.

10) Like

This is used to like someones post.

11) Share

This is used to share a link via other platforms and direct message.

12) Bookmark

This features use when the user whant to save a tweet from another user such as interesting content that you can see later.

13) Mention

This is user activity to mention an account using @ symbol followed by the username.

14) Direct Message

This features use to have conversation activities both individually or groups (contain other users in it).

15) Thread

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<sup>36</sup> Paul McFedries, *Twitter Tips, Tricks, and Tweets*, 2nd ed (Indianapolis, IN: Wiley, 2010), 80.

A series of user tweets that are connected each other.

#### 16) Search Bar

In the search box, users can search for specific tweets, account, or on going conversation. User can filter the search results by selecting the popular option, recent people, photos, or videos at the top of the search result.

So, that is a general features on Twitter that Twitter users who may have just started using Twitter should know, because there are actually a lot of Twitter features and will always see developments. By knowing some of these features will be very helpful for new users to start using twitter.

#### **4. Follower**

In accordance to Ian Lamont and Safari, follower is a number that appears in the user profile section. This number shows the number of followers of an account.<sup>37</sup> The number of followers that appear on the profile of an account shows how many other accounts follow, so that other accounts that follow are said to be "followers. The number or number that appears on the profile section of social media accounts is on Twitter, Instagram, TikTok, and others.

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<sup>37</sup> Ian Lamont and Safari, *Twitter In 30 Minutes (3rd Edition)*, 3rd Edition (USA: O'Reilly Media Company, 2016), 13.