



TELEGRAM AS A MEDIUM OF ACADEMIC INTERACTION
(Study of Academic Use and Services for Students of the Faculty of Islamic Religion, Nurul Jadid University)

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Abstract. *Telegram is so popular on the campus of Nurul Jadid University, especially at the faculty of Islamic religion since 2018 students as active users. The development of the function of using Telegram, there are several factors, one of which is due to busyness and to make it easier for lecturers who require students and lecturers to conduct learning and notification of information through online media and especially on this campus that utilizes Telegram media. The purpose of this study is to describe Telegram which has relevant features in online information notifications from academic faculty, as well as to obtain illustrations of the process of student information communication to lecturers who use telegraph communication media. A qualitative descriptive approach was used in this study. Telegram is used as a correlation of students to lecturers is a communication process where it uses the internet and digital media when communicating as infrastructure tools from support media during the course of academic information communication, the use of telegram as the main benefit of communication to ease students in receiving academic information. Researchers get illustrations of all experience processes in using telegrams as academic information communication between education staff and students. Interpersonal communication via telegram can be a substitute medium when students and lecturers do not allow face-to-face interaction in progress. Information is sent via telegram to students. This motivates students, in improving academic activities such as paper consultation.*

Keywords: *Telegram, Communication Media, Interpersonal communication,*

INTRODUCTION

Communication is the sending of messages from a source to recipients who utilize media at this stage of the delivery process. Communication is also one

of the main human tools to carry out social interaction in humans who are around to meet their needs. What requires media during dialogue is that when carrying out communication with other people, they should use tools or facilities so that the notification to be delivered can be digested by the recipient of information properly and correctly (Rahartri, 2019).

Technological advances that continue to be rapid, especially in the realm of communication that give birth to several ideas, innovations, and the latest thoughts and aim to smooth the way for communicators to be more efficient. Unlimited dialogue is a change in the realm of communication that we enjoy today. Previously speech communication interactions were dealing with a close range, but nowadays technicians are adequate about it that does not limit the range and time. Some of the updates that facilitate the running of communication itself are cellular phones and devices that we use every day, namely termed mobile phones. Technology gives rise to various mobile phones that illustrate parables and even the superiority of the form of mobile phones. There are various types such as Android, Blackberry, Windows Phone, iPhone and others (Prodi., Narti, 2017).

Pusparisa wrote that Indonesia is classified as the 4th in using the world's leading smartphones. The majority of Indonesia occupies the fourth position with the acquisition of 170.4 million smartphone users. The entry of smartphones in the country has reached 61.7% of the total population. A survey tried by the Aweber industry concluded that upper middle level students and students 90% use Facebook and 93% use smartphones (Pusparisa, 2021). This indicates that smartphones are a basic need for the Indonesian population in online dialogue.

The fact of the development of smartphones, especially in Indonesia, participates in inviting the current phenomenon for the population of smartphone users. As we understand that short writing or called *Short Message Service* (SMS) has begun to become extinct. And smartphone users are now switching to using the application of Chat services. In this country, the application of chat service applications is very well known which was originally based on Android, iPhone, Blackberry namely telegram and whatsapp. The application of this application is paid for iPhone users but free for Android and blackberry users (Prodi., Narti, 2017).

Interpersonal communication is face-to-face communication, which allows everyone who does it to get a reaction from others directly, either verbally or nonverbally. Exclusively from interpersonal communication, namely communication involving only two people, interpersonal communication is a

communication process that takes place only two people or what we usually call four eyes (Cangara, 2018). In the context of interpersonal communication, although it has been recommended to carry out the communication face-to-face to minimize the risk of reduced understanding, active users of media in indirect communication using *Short Message Service*, are still efficiently monitored under certain circumstances and conditions. Changes in communication styles using these tools have an effect on the communication needs of humans and students in particular.

The cause of this is a group of mass media that humans use to facilitate communication and everyone must do it. The rapid growth of technology and communication has produced good results as well as the growth of communication used by the community in communication which is mainly in the delivery of messages and information and data. Along with mass media, humans get what is needed, one of which is online media which can also be interpreted as digital media and is available online on the internet (Fahana et al., 2017).

Telegram is used as a communication medium used in academic data notifications, The presence of telegrams makes significant changes because it makes it easier, especially for lecturers or students to carry out various kinds of activities by using the advantages of the telegram itself and changing the display technique of a person to be in-depth as a whole when overcoming matters related to education, especially if as a digital society must be able to take advantage of transformation itself appropriately and trustfully. Therefore, the use of telegram as information media communication in educational notifications and academic information is used as a solution in circumstances that require offline notifications and activities to be changed to online information notifications. Referring to the background of the problem at the beginning, until this research looks at what the use of telegram as a communication of student information media with education staff. The purpose of this research is to obtain a reflection of the information communication process in the notification of academic activities using Telegram media communication and see the success of using telegram when sharing easy access to educational activity data for students, especially at Nurul Jadid University. Telegram is used as a learning tool where the function is to disseminate information, announcement data, learning, even special notifications. which can be in the form of sentences, sounds or visuals.

As telegram develops, even its efficiency does not decline until early 2023, this is also with the advantages of telegrams that are increasingly diverse and continue to increase. In 2018, a study was conducted to expand learning tools that use the telegram application in several academic pharmacies. The overwhelming amount of information states that 95.5% of the majority of experts agree on the

facts about telegram, and analysis results in respondents stating 86.47%. And if in total all the percentage is around 81-100%. This proves that respondents agree that using telegrams as a learning tool or information notification brings good results (Rogers, 2020). Fast delivery of information and low cost rates attract higher education staff, especially at Nurul Jadid University, to trust using it for communication media that do not take place or face-to-face. The study community also uses it a lot to take advantage of the application of this modern application for educational discussions, or disseminate information such as group education competitions available on the Telegram platform.

Communication Media

In KBBI, it states that the media is called a tool, and communication needs in the form of television, films, posters, magazines, radio, and banners. In addition, media can also mean communication tools that are printed or in the form of visual sound, which is also hardware technology. In different sentences, communication media are tools that are used in producing, and multiplying, then disseminating and providing information.

Mass media that is currently difficult to avoid plays a role in creating culture in society, especially in Indonesia. The advancement of communication media that has an impact on people's mindset or life. Until it is the hope of many people to become a new system when interacting with the surroundings. In the past, the majority of people considered important activities and routines of silaturahmi, and now this has been replaced by the media (Fitriansyah, 2018).

Communication describes the permanence of social interaction. The most important thing in communication is that there is an exchange activity interpreting the attitudes and feelings spoken. Communication has a purpose is to express the message or will of the communicator to the communicant so that the communicant understands it or does the message and willingness of the communicator. Relationships and communication are the beginning of the formation of social interaction, interaction will not be related if previously there was no contact or relationship in communication (Novia Ruth Silaen et al., 2020).

Seeing the very importance of the composition of communication media in universities, therefore the continued demand to know in terms of its usefulness that has researched a lot of these things such as papers, articles, papers. The work is part of a unit facet in a study that focuses on the usefulness of information communication media via telegram in higher education.

Online media is divided into 2 meanings, namely universally and exclusively:

a. Online media is universal, the only way to enter through the internet that contains readings, images, videos and audio. This universal information, online media can be interpreted as a communication tool in the form of online to mailing lists (mailing lists, web, sites, bbm, whatsapp, line) and telegrams classified as types of online media.

b. Exclusive online media is related to the term media in the context of mass communication. Media abbreviation is mass communication media in the realm of mass communication science that has special characteristics, similar to broadcasts and newspapers (Romli, 2014)

Interpersonal Communication

Interpersonal Communication is communication between individuals (Richards et al., 2019). The exclusive form of interpersonal communication is communication involving 4 eyes with gazes, which allows the subject to capture the reaction of someone in front of him, both verbally and nonverbally, for example lovers and wives, two colleagues, two qorib friends, lecturers and students, and others. J. Rakhmat also states that interpersonal communication is affected by: Personal responses, Life design, Personal attractiveness, and interpersonal relationships. (Rakhmat et al., 2011).

Interpersonal communication holds on to the rules of an event. As we know that this intrinsically rule (an event in) is a rule that is extended by humans in order to control the way one person communicates with another. While the rules of an external event are rules that have been made by the situation. Interpersonal Communication is an interrelated activity, interpersonal communication is also interconnected communication between communicants and communicators.

Humans must socialize, hold and maintain close and good relationships with people around, because of this , humans should not rarely take advantage of free time to interact to establish interpersonal communication relationships in order to maintain social relations with the surroundings. Similarly, in order to change the character and behavior of others by trying to be persuasive, interpersonal communication is also used to achieve these goals. Interpersonal communication is very important because the process takes place dialogically. Communication takes place dialogically more effectively than monological. Dialogue is a form of interpersonal communication that signifies the occurrence of an interaction (Effendy, 2008).

Telegram

The popularity of telegrams has been a long time since the absence of the smartphone era. Telegram used to be used as a fixture like the previous post office that used to send a written message from a distance in a flash. But the rapid growth of technology, this facility fell into oblivion. Until now, Telegram has been transferred by start-ups which have changed a lot to become an application. Telegram is a practical cloud-based chat application when it comes to focusing on speed and security. Telegram has been set up to make it easier for users to dialogue with each other through text, videos, photos, audio, and stickers comfortably and safely (Fahana et al., 2017). From the default provision, all contents sent are encrypted according to international standards. Therefore, all posts are sent safely from third parties to Telegram at once. As well as photos and videos, Telegram can also transfer documents, Zip files, music, real-time locations and saved contacts to other people's devices.

Telegram also has a bot system that we can use to run referrals automatically. To receive data, such as other instant messenger applications such as bbm, whatsapp, line, etc., bots can also be said to be programs that run on the server side to obtain data using the Telegram Client method that has been installed on the pattern den admin mobile device. The Telegram Client function itself is as an interface that displays certain data information. In order for the bot to run optimally, good internet access is needed to connect all components to the telegram server (Fahana et al., 2017). The reason for choosing this telegram application is because this application is part of a sender service that is widely used today, in addition to its simplicity and flexibility this telegram application also according to (Mansoor I., 2020) has a very low internet data consumption than other instant messengers. In addition, Telegram is multiplatform that we can use on mobile or desktop devices even though it is on different desktops or mobiles.

The use of the Telegram application can also be said to be a medium of support and even information on all communication activities carried out by students to Nurul Jadid University lecturers, the Telegram Group feature in the application is to function so that reciprocity in communicating, obtaining data both formal and informal from lecturers to students, information notifications, providing motivation, reminders in showing something, opinion statements, and delivering final decisions with fast and correct. Telegram is a free chat application that can be obtained and viewed on the Play Store or App Store page, Telegram provides its own special space size, can be used on all kinds of platforms such as Linux, Windows. Android, iOS, very good encryption, if we will accommodate chat history as well as confidential information, just choose Secret Chatt, telegram

can also transfer uncompressed original sizes even though it is also part of the function that Telegram excels as a communication medium in a business office or college education (Zakiah, 2021).

Some of the perfections of the Telegram app:

1. Free and forever free (there will be no ads or fees in its use).
2. Its fast messaging as it is cloud-based.
3. Does not cause lag in use, which has small dimensions, version v3.31 for android stated on 25 - 10 - 2015 measuring 16,775,108 bytes (16.00 Mb).
4. Can enter from various devices even though simultaneously, among others: Smartphones, computers, laptops and others.
5. Give permission to send photos, videos, files (doc, zip, mp3, mp4) with a maximum size limit of 1.5 Gb per file even the original.

The arrival of telegrams as part of online-based academic information communication media at Nurul Jadid Paiton University. The simplicity of this application is very visible in the interest of students as active users which reaches a percentage of 80%. The majority of students use this application through the display of group chat features, videos that are not restricted, voice messages that can transfer subject articele files or information in various sentence formats as well as in the calendar retrieval notification service in academics. The existence of this application students or digital communities and students can interact comfortably and well with each other. The telegram application has advantages, for example, there are hidden features such as telegram bots that can download images. As already known, as Instagram does not give users permission to download photos directly from their application. Telegram bots can also be used as an alternative to creating and improving learning media.

RESEARCH METHODS

This research is classified as a type that uses a qualitative approach, namely research procedures that provide descriptive data results such as words, notes or words from many people and attitudes that can be researched and based on appropriate descriptions that occur in the field as well as as in fact (Fitriansyah, 2018). This research took place at Nurul Jadid Paiton University, Probolinggo for students with education staff. And the data collection in this study was carried out in several stages, namely:

First:

Conduct and study literature by reading and writing from various article references such as books, journals, articles, the internet, magazines and others related to the research being carried out.

Second:

Make observations which collect data and make direct observations of the object of research.

The author uses the category of descriptive studies in order to create a systematic, factual and accurate description of reality, because it is able to recognize communication patterns and types as well as how to respond to messages and data informed by lecturers and then received by students through the Telegram communication media, and by using information collection methods observation techniques that describe "Systematic observation and writing of many elements that can be seen in a sign or clue on the object of research" (Widoyoko et al., 2012).

RESULTS AND DISCUSSION

Online service is the running of academic services that use the internet network as well as digital media when transferring information. The stimulus response effect method is thought to be side by side for today's generation of learners which is in line with technology products. This is part of the form of digitalization in the world of education which has many benefits. As a communication media tool that supports a learning process and information services, the use of telegrams is part of the main communication that makes it easier for students, especially at Nurul Jadid University, to obtain information through groups. As for some of the benefits of its usefulness, namely:

- a. Fast – (Transfer messages faster than other chat apps)
- b. Privacy – (Encrypted messages can also be deleted by default)
- c. Cloud based – (Can access messages from multiple devices)
- d. Distributed – (Servers spread all over the world for security and speed)
- e. Open – (Open API and free protocol for everyone)
- f. Free – (No further charge)
- g. No advertising. There is no subscription fee. Also safe messages from hacker attacks. and powerful – Unlimited size of media and chat (Telegram, 2020).

In the information service of independent education personnel, when telegram is used as a medium of information communication with active students of the Faculty of Islamic Religion, telegram is used as a means of sending to distribute academic information or student services. The context of the information is such as writing, sound and videos.

The stages of implementation are:

1. The lecturer created a special group on telegram and the group participants consisted of active students of the Faculty of Islamic Religion.
2. The teacher becomes a group admin.
3. Fill in the notification sent by the admin in the group,
4. When submitting content, teachers provide detailed data about academics;
5. Students can see and respond through groups;
6. If there is something that is not understood, you can ask questions to the group and in the workshop with other students according to the teacher's instructions;
7. Evaluation is carried out by teachers to ask questions about evaluations in direct groups or in the form of files and even photos, also lecturers can expand the use of this telegram application in line with the needs of academic notifications;
8. All relevant academic notifications will be informed early via telegram and then forwarded by students utilizing the cloud model.

The following is in the form of communication of information of education staff and students on the student calendar retrieval notification service that utilizes telegram group communication media.



Figure 1: Information Media Communication Service via Telegram

The image explains how education personnel transfer notifications about taking academic calendars where students communicate using telegrams related to the service.



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The image explains how education personnel transfer notifications about taking academic calendars where students communicate using telegrams related to the service.

Student interaction with education staff

Education staff began the use of telegram as a medium for student interaction related to academic information before the presence of the Covid-19 pandemic hit the world, the use of telegram among students has increased since 2018 until now at Nurul Jadid University, especially at the Faculty of Islamic Religion, telegram groups are widely used to serve student information as well as information services for calendar distribution that are routine at the end of each year. In addition, the use of this telegram chat media is to receive and submit information from education staff to students that is true and certain. Telegram serves as a medium for information communication between students and education staff as well as academics to ensure information notification sessions continue to take place in Telegram groups. In addition, students use telegrams to connect with classmates or other classes. Also like watching video clips, dramas, movies as part of the material assignment of the lecturer. Therefore, telegram is also the main medium of communication for students with education staff in academic information communication in the aspect of very efficient information

notification. And especially on this campus where the majority of students are students.

Board 1 : Results of interviews on telegram group media services
With Education Personnel

Group Name	Active Users	Percent Effectiveness
FAI Students	1360	90,1
Final Project 2019	519	80,5

Student interaction with study program lecturers

Student communication with lecturers takes place well as study program information, especially in the Islamic Broadcasting Communication study program in a telegram group called *Semester 7-KPI* delivered by lecturers related to courses that are very clear and can be responded to by students, lecturers also use academic urgent information media through groups, and seen the use of telegram media communication at universities and activities including; very convenient The running of learning activities and receiving information clearly conveyed by lecturers in the group directly, even lecturers can also motivate students in groups, can also present information easily, attract active discussions, provide instructions for student activities, respond to lecturers and complement each other if something goes wrong or exceeds the limit, strengthen anti-hoax notifications, provide simulation experiences.

Board 2 : Results of interviews on media services
Telegram Group with Study Program

Group Name	Active Users	Percent Effectiveness
Semester 7-KPI	37	90,3

Student-student interaction

Nurul Jadid University students, the majority of students, especially at the Faculty of Islamic Religion, are also very active in interacting with telegram

groups where there are only active students, student activeness in groups is very helpful for students who are passive in communicating even though many of the students whose communication resembles jokes, but passive students are the majority of female students who are suitable and in harmony with their very shy character. Even so, the telegram group they use is very effective for asking questions related to academics, even courses are also related to information of lecturers who are unable to attend because of an interest in learning classes.

Board 3 : Results of media use interviews of telegram group batch

Group Name	Active Users	Percent Effectiveness
UNUJA Students 2021	373	95,0

Student interaction with the library

The library under the auspices of the Nurul Jadid University campus also serves students through telegram groups, where the topics in the group are only about libraries such as book borrowing, final student articles, book returns and so on. Students can also directly ask questions through the telegram group so as to minimize disappointment if the book students are looking for does not exist,

Board 4 : Results of media usability of library telegram group media

Group Name	Active Users	Percent Effectiveness
UNUJA Library	973	85,5

Student interaction with guardian lecturers

Student communication with guardian lecturers is very good in a group where the users are only guardian lecturers and some of their foster students, guardian lecturers usually give and remind about KRS, Payments, student personal interests such as student complaints, and other urgent matters. Guardian lecturers are also accustomed to taking care of and following up students who are not active in lectures, even contacting the parents of these students, until a special telegram group was also created for guardian lecturers with several students to serve minority students who find it difficult.

Board 5 : Media usability interview results
telegram group with Guardian Lecturer

Group Name	Active Users	Percent Effectiveness
LecturerWaliPakFarhan	9	80,0

CONCLUSION

The use of telegram as a medium for student interaction in communicating related to information services is a very instrumental part of student life and is very effective, including information services at Nurul Jadid University, especially in the Faculty of Islamic Religion. Communication involving education staff, lecturers, students, campus libraries, and also guardian lecturers is very important. The shifting times where many chat applications are now as a driving medium when conducting internal communication, and now applications are used a variety of features and Telegram is used as an information communication choice for student service interaction tools at Nurul Jadid University for students with lecturers in coordinating and helping each other transfer information. The use of Telegram media is a step as an internal support media during dialogue, especially in student services and the use of telegrams for students with lecturers and educational staff of the Faculty of Islamic Religion, it is also a good and effective service concept that is in line with the growth of the times. Where the vision and mission is to create communication for lecturers and students in groups that become more open and effective which affects academics.

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