Communication of Supervisors on the Quality of Student Thesis

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Abstract

This study aimed to determine the effect of supervisor communication on the quality of student theses. The research method used was a qualitative method using a case study approach. Case studies in qualitative research involve an in-depth exploration of the phenomenon being studied by collecting information from various data sources over a certain period (Creswell, 2014; Mertens, 2010). The steps in this research method are observation, interviews, distribution of questionnaires and questionnaires, and documentation. The respondents in this study were students of the Economic Education Study Program at Pamulang University who had undergone a thesis trial. The results found from the research are good communication from lecturers and students is able to improve the quality of the thesis. In this study, there were several barriers to effective communication.

Keywords : Supervisor communication, Thesis quality **, Students**

INTRODUCTION

Higher education is part of the national education system in Indonesia and is a formal educational institution that prepares human resources from high school to higher education. Students in higher education are called students; this means that their level of analytical skills and understanding is higher than that of students. Higher education becomes the determination in one of the graduation standards for students to obtain an undergraduate degree, namely, in the form of preparing a final project or thesis. This is in accordance with Government Regulation No. 30/1990, which implies that the preparation of a thesis as a final project is not an absolute requirement for graduation, but is submitted by the university, so it can be interpreted that the prerequisite for writing a thesis is one of the characteristics of a university (Sabila, 2019:57).).

Thesis will be conducted by students who have met the requirements, such as passing a compulsory course. In preparing the thesis, students will be accompanied by a lecturer, who is referred to as a supervisor. This supervisor plays the role of thesis supervisor. The thesis supervisor is very important because it is the lecturer's responsibility to ensure that

students are able to write a thesis well so that the thesis is ready to be tested and is of high quality. To produce a quality thesis, students and supervisors must have commitment. However, many obstacles also arise in the preparation of theses by both students and supervisors. Obstacles include difficulty finding supervisors, students do not have the commitment to complete the thesis, students are not serious in compiling theses, and are not careful in analyzing the messages conveyed by the supervisors.

The obstacles that arise in the communication between supervisors and students are not smooth. Communication is a transaction, a symbolic process that requires people to regulate their environment by (1) building relationships between human beings, (2) through the exchange of information, (3) strengthening the attitudes and behavior of others, and (4) trying to change attitudes and behavior (Cangara, 2011:18-19). Communication plays an important role in determining learning and expected behavior in interpersonal relationships between teachers and students in delivering instructions, including asking, praising, and giving feedback (Wiranto 2003:13).

Obstacles in the preparation of the thesis can be prevented; therefore, students and lecturers must communicate well. To create good communication, students must be proactive in dealing with supervisors to create a good understanding of the thesis. Students must be skilled in observing messages from supervisors regarding the improvements, inputs, and motivations given by lecturers. However, many students still do not understand the process of communicating with their supervisors. This results in students having to repeat their guidance continuously. Based on the explanation above, this study discusses "Supervising Lecturer Communication on the Quality of Student Thesis." Based on the description of the background of the problem, the problems identified in this study were as follows:1) Communication between supervisors and students is suspected to be less active. 2) Communication barriers are suspected to exist between supervisors and students. 3) It is suspected that the supervisor's communication has an impact on the quality of the student's thesis. This study aims to determine 1) how the supervisor's communication affects the quality of the student's thesis, 2) how the communication barriers of the supervisor's thesis affect the quality of the student's thesis, and 3) how the supervisor's communication affects the quality of the student's thesis.

RESEARCH METHOD

Research methods play an important role in research quality. Researchers must be skilled in choosing appropriate research methods because a more appropriate method study what is done will result in good research.

Sugiyono (2012:1) states that research methods are a way to obtain data with a specific purpose, and useful research is based on the characteristic features of science that are rational, empirical, and systematic. Rational it means activity research is conducted in ways that make sense so that reasoning can be reached. Empirical means that the methods used in this study were observed by a sense human, so others can observe and know how to use them. The systematic process used in this study involves logical steps. The data obtained had criteria that were valid, reliable, and objective.

The type of study conducted in this study was qualitative through a case study approach. Case studies in qualitative research involve exploratory insights into the phenomenon being researched by gathering information from various source data in a certain period (Creswell, 2014; Mertens, 2010).

A qualitative study aims to disclose or describe information with data that there is no treatment, explain an event clearly and completely, find the causes and effects of something connection, and analyze the conditions that exist (Creswell, 2012:175).

The population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied later conclusion is drawn. The population in this study was thesis supervisors and lecturer students who have carried out a thesis session in the Economics Education Study Program University Pamulang Year teachings 2021/2022.

Sample study obtained with use technique taking sample, namely Simple Random Sampling technique. It is said to be (simple) because taking the sample from the population is done randomly, without regard to the existing strata population .

This study was carried out at the University of Pamulang Tangerang South. The targets are thesis supervisors and students who carry out the thesis thesis trial examination in the Economics Education study program at Pamulang Tahun University, teachings 2021/2022.

The data collection techniques used by the researchers in this study were interviews, documentation, and questionnaires. Interviews are used as techniques to gather data when conducting preliminary studies to find problems to be studied, and also if researchers want

to know things from more in-depth respondents and the number of respondents is small/small. There are two ways to distinguish the types of interviews on a broad level: structured, unstructured, raw, and not-raw. In the Interview standard (structured), question-question, sequence, and formulation of the words are not negotiable, meaning is fixed and cannot be changed. A possible interviewer still has freedom in the submitting question, but that is relatively small. The freedom interviewer stated more clearly before.

The interview standard used was the interview stage, which was prepared carefully to obtain relevant information for the problem study. Nonstandard interviews were more flexible and open. Although that question was filed by meaning and goals study, the payload, streak, and formula say- he said up to you to the interviewer. In short, Interview not standard or Interview not structured is situation open, which contrasts with Interview standard or closed structure. This does not mean that non-standard interviews are easy. This type of interview must also be carefully planned, in addition to standard interviews.

In this case, what we pay attention to is a standard interview. However, acknowledged that many problem studies often time need type interview compromise, that is, the interviewer permitted the use of question-question alternatives, which he judged suitable for respondents and questions.

Documentation is the collection of written or printed data that will be used as physical evidence of research and research results. In this documentation, the author developed a method for obtaining data related to the study.

The questionnaire is a technique for collecting data that is conducted using a method that gives a set question or statement written to the respondent.

Data analysis was conducted using an interactive method and continued until the saturation point was reached. Data analysis activities included reduction, data presentation, and data verification (Sugiono, 2013:339). Data reduction is an effort to apply a step step that is not inseparable from the analysis data and not the origin throws away data that are not needed (Pawito, 2008:105).

In qualitative research, the text that is most often used is descriptive text narrative with the presentation of data, which can be done in brief descriptions, charts, relationships between categories, flow charts, and others. The next step in the qualitative process analysis is an interesting conclusion based on the findings and verification data.
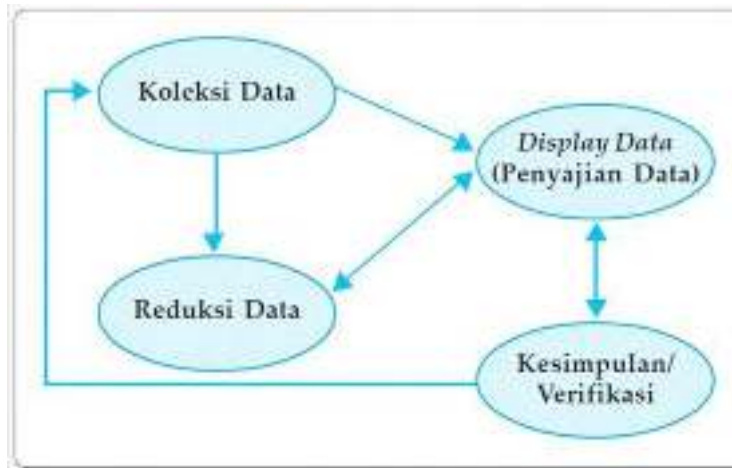
Picture 1. Qualitative data analysis

The procedure conducted in this study covers the step-step preparation, implementation, and final stages. The Preparation Stage consisted of obtaining permits from related parties, making an indicator question, drafting the interview, drafting the questionnaire/questionnaires, and preparing tools for documentation. The Implementation Phase was carried out with a questionnaire, and interviews were conducted. The final Stage consisted of socialization report preparation activities, drafting of the final report, consulting experts on the results of the final report, preparation of the final report, preparation of materials for presentations, and preparation for implementation of the seminar results study.

RESULTS AND DISCUSSION

Results

The research was conducted at Pamulang University, which is located in Jalan Raya Puspitek Buaran, Serpong District, South Tangerang City, Banten Province. This research was implemented from December 2021 to February 2022.

Communication of the Supervisor with students during the preparation of the thesis. The preparation of the thesis is the final project that will be completed by all students who will complete their undergraduate (S1) studies. In completing the final stage as students, they face many problems in completing their thesis, one of which is the   dynamics of communication experienced by students.   to his supervisor. The supervisor was very important in the preparation of this thesis.

The thesis and thesis supervisor has the following duties:1) as   follows: the holder of the highest authority to declare whether or not a title or thesis proposal   or proposal is

appropriate to continue the process of writing it, 2) as the holder of the highest authority to declare whether or not a thesis is fit to be submitted to the court, and 3) the signature of the supervisor's approval becomes evidence that the preparation of the thesis or thesis he guided was in accordance with scientific procedures and was prepared based on academic ethics.

Therefore, the supervisor has the following authority:1) participate in considering the title of the title proposed by the prospective author; 2) carry out discussions with the student concerned about the implementation of the seminar with the coordination of the Head of the Department/Study Program or appointed officer; 3) participate in considering the systematics of the discussion, selection of relevant research methods, showing valid sources and good use of language; 4) for the purpose of controlling the implementation of thesis or thesis writing, the supervisor has the right to ask the student to present data supporting statements, either in the form of original manuscripts or photocopies of the manuscripts; 5) return to the department/study program if things happen that cause non-implementation of guidance as a matter of course; and 6) may propose additional guidance (external raeder or professional reader), replace the supervisor, and others if the issues discussed concern matters that are beyond his expertise (his discipline).

Based on the above, students must establish a good relationship with the supervisor so that the consultation for the preparation of the thesis goes well. If students and supervisors do not establish a good relationship with their supervisors, it will be an obstacle to continuing their theses to a higher level.

Communication is needed in terms of consultations between supervisors and students. Communication plays an important role in helping students solve problems encountered during the preparation process and helps reduce student confusion when preparing and conducting research. Communication is very influential on each other, so it is interdependent on each other. If one of the components of communication is not present, then automatically, there will be no good communication. Because it is interdependent, changes occurring in one component cause changes in the other components.

Thus, it can be said that communication causes changes that are experienced by the communication actor. The existence of this interdependent nature and alteration of interpersonal communication causes no repeated action or reaction. No action was the same from time to time. Interpersonal communication has the characteristic of being

unrepeatable. Thus, interpersonal interactions are a new experience.

Communication is not well established between students and supervisors, resulting in most students feeling afraid of meeting with the supervisor. Fear or reluctance towards the supervisor is a factor in the lack of communication between students and supervisors. In addition to the fear felt by students, the consultation process also depends on the enthusiasm of the students compiling the thesis.

Obstacles in communication between supervisors and students to the quality of the thesis

Various obstacles experienced by UNPAM students during the thesis preparation process between students and supervisors experienced by students. Obstacles experienced by students, such as lack of references related to the title of the thesis they are researching, equipment problems such as laptops, prints, or others, difficulty meeting supervisors, financial problems, other activities experienced by students, and many other obstacles experienced by students.

Another obstacle that students experience is the emotions of students who often cannot be controlled properly, always *thinking negatively* about what they are going to do. The feelings they most often experienced were fear, anxiety, and hesitation to draft and consult. Other students experience obstacles, such as difficulty in meeting with supervisors, because supervisors are often out of town and usually for days. Another obstacle experienced is the problem of media used to compile a thesis, such as laptops, and the obstacle most experienced by students, namely the lack of references due to books that there is still a lack of literature related to the title that students have. The most common obstacles experienced by students were how to write, the use of good and correct language, and the lack of references available in the library.

According to Masruddin, student motivation is very important in completing the preparation of the thesis, because if the student's motivation is lacking, it will greatly affect the thesis preparation process Because this can cause students to procrastinate in the preparation of the thesis. In addition to the motivation that students must have, they must also have self-confidence because it can increase student motivation. Student self-distrust arises because students are afraid of being wrong, meaning that they are still hesitant about what is being done and consider that a perfect thesis is desired by the supervisor.

They think that when they want to deal with the supervisor, students must bring the perfect thesis or, in other words, give the best thesis to the supervisor so that most students postpone their thesis because of such problems. This is a misunderstanding for students, even though such a thing is not what the supervisor expects, because no matter what the student's writing is, the task the supervisor is correcting or correcting incorrect writing.

The effect of communication between supervisors and students on the quality of the thesis

Based on the opinion of Sudocu (2014) explained that the thesis supervisor is one of the vital elements in the preparation of the thesis. Often, some students think that the supervisor is an obstacle that only finds faults in students. There are also students who are afraid to meet their supervisors because the lecturer has a reputation as a kiler lecturer.

In reality, the supervisor is the person that students must contact and is the student's ticket to advance to the trial exam. Relationship management with a thesis supervisor is a common problem that should not be considered as complicated. Interest exists as a thesis compilation, with the lecturer being the main factor that requires students to be kind and respectful to the lecturer. Therefore, students need to strengthen their communication and friendship with the lecturer. From interviews with students who are completing a thesis, students find it difficult to meet with lecturers because of the busyness of lecturers, who are afraid to communicate with lecturers, do not dare to contact lecturers, do not know to use the right language when contacting lecturers, are afraid to ask questions during the guidance process, feeling that lecturers do not understand their demands to finish their thesis immediately, and their desire to finish college immediately.

Interviews with supervisors also found problems; one of the demands of student success in studying in higher education is to have a positive attitude towards lecturers because this will encourage students to be able to communicate effectively with these lecturers so that they can explore knowledge, skills, and attitudes regarding the thesis guidance process. In contrast, a negative attitude encourages students to communicate ineffectively with their supervisors.

Discussion

The theories that are in accordance with this research are the theories of communication apprehension and self-disclosure. Some students think that the thesis is something scary and some even think that the scourge is caused by one of the factors,

namely the fear of communication. or communication apprehension theory proposed by McCroskey.

The most common factor experienced by students was their lack of ability and experience in communicating. There are also several factors that can be a factor in the occurrence of communication fear, including the existence of friends; friends are people who can be a place to complain, have fun, and so on. Thus, it is assumed that friends can be influenced by a student psychologically, which can shape the character of the student. As a new environment, the fear of communication is also directly demonstrated by students because of the emergence of myths circulating among students that usually arise from seniors- Senoir, who has compiled a thesis and has experienced various obstacles in compiling it. The myth circulating among students, namely the image attached to certain lecturers as "killer" or "serem" lecturers, makes students have their own fears. when dealing directly with the lecturer.

This fear of communication is experienced by many students, who are generally underprivileged and less experienced in communicating with new people. Most students are highly motivated when the supervisor is a lecturer of interest or is familiar with the supervisor. The familiarity of students and supervisors is also a motivation for students to complete the thesis preparation process. Thus, in this case, interpersonal communication is indeed needed to establish familiarity or establish a good relationship with the supervisor, one of which is in consultation with the supervisor.

Students are also required to be communicative in consulting so that they and lecturers both know what the problems contained in the student thesis they are guiding. To establish a good relationship with the supervisor, students must have soft skills to communicate with the supervisor.

Face-to-face or by using social media such as WhatsApp, e-mail, and various other social media, students and lecturers can establish good relationships and communicate. In this way, lecturers can monitor their guidance students and determine which one is more intense in consulting. This is done by lecturers because not all students have the same character when they want to consult. There were also students who required more motivation than their supervisors.

Although some lecturers try to motivate students by establishing good relationships by giving them the freedom to contact them by phone or via social media, there are also

lecturers who are less communicative with their students, or in other words, lecturers who have a sense of humor that makes students experience fear of communication. The sense of humor possessed by lecturers can make students less tense when conducting the consultation process.

From the various things explained above, interpersonal communication is needed to help students communicate smoothly with their supervisors. In interpersonal communication, self-openness can help students. Therefore, consulting students really need the nature of self-openness and self-confidence so that there is no misunderstanding of information in the consultation process.

In addition to students, supervisors must open themselves to guide students. Self-openness intended to the supervisor is open to correcting the thesis that has been made by the student, as any thesis compiled by the student said. Self-openness between supervisors and students must be established, but self-openness in terms of thesis preparation, so that communication in consultation runs smoothly without any misunderstanding between students and supervisors. Students 'self-openness to problems must be improved.

In addition to the self-indifference that must be done by students and supervisors, there are many factors that make interpersonal communication effective if both parties meet the conditions, namely empathy, support, positiveness, and equality. Although there are several factors that must be owned by students and lecturers, the most important thing that must be owned is self-openness, so that lecturers also know the problems that students face with their theses and students confidently convey their problems. On the other hand, lecturers need to be straightforward with students about the shortcomings that they have so that they can understand quickly.

CONCLUSION

There are various obstacles experienced by students in the thesis preparation process between students and supervisors experienced by students. Obstacles experienced by students, such as lack of references related to the title of the thesis they are researching, equipment problems such as laptops, prints, or others, difficulty meeting supervisors, financial problems, other activities experienced by students, and many other obstacles experienced by students.

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Based on Sudoku's opinion (Sitompul, 2018), the thesis supervisor is a vital element in the preparation of the thesis. Often there are even students who think that the supervisor is an obstacle who only looks for student mistakes. There are also students who are afraid to meet the supervisor because the lecturer has a reputation as a "killer" lecturer. In reality, the supervisor is the person that students must contact and is the student's ticket to advance to the trial exam. Relationship management with a thesis supervisor is a common problem that needs to be considered. Interest exists as the compiler of the thesis, with the lecturer being the main factor that requires students to be kind and respectful to the lecturer. Therefore, students need to strengthen their communication and friendship with lecturers. From interviews with

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