

## THE INFLUENCE OF SOCIAL SUPPORT ON STUDENT LEARNING EFFECTIVENESS IN ONLINE LEARNING: (CASE STUDY OF GUIDANCE AND COUNSELING DEPARTMENT)

**Ahmad Sawali** \*<sup>1</sup>

Sociology Education Postgraduate Study Program, Muhammadiyah University  
Makassar, Jl. Sultan Alauddin No. 259 Makassar, Indonesia 90221  
[Ahmadsawali19@gmail.com](mailto:Ahmadsawali19@gmail.com)

**Roy Hartono**

Sociology Education Postgraduate Study Program, Muhammadiyah University  
Makassar Jl. Sultan Alauddin No. 259 Makassar, Indonesia 90221  
[Royhartonoo4@gmail.com](mailto:Royhartonoo4@gmail.com)

**Kaharuddin**

Sociology Education Program, Muhammadiyah University Makassar Jl. Sultan Alauddin  
No. 259 Makassar, Indonesia 90221  
[Kaharuddin@unismuh.ac.id](mailto:Kaharuddin@unismuh.ac.id)

### Abstract

This research aims to investigate the influence of social support on student learning effectiveness in the context of online learning, with a focus on students majoring in Guidance and Counselling. This study was conducted through a case study approach at a higher education institution. The main problem formulation includes an assessment of the level of social support felt by Guidance and Counseling students in online learning and its impact on their learning effectiveness. Apart from that, this research also aims to identify the types of social support that most influence student learning effectiveness, as well as examine the implications for the development of more effective support strategies. The research method used involved surveys, structured interviews and questionnaires for students in the Guidance and Counseling Department who were the focus of the study. It is hoped that the results of this research will provide a better understanding of the importance of social support in increasing student learning effectiveness in the online learning context, especially for students majoring in Guidance and Counseling. It is also hoped that the findings from this research can provide valuable input for the development of supporting strategies that are more effective in improving student academic achievement.

**Keywords:** Online Learning, Social Support, Learning Effectiveness.

### INTRODUCTION

Learning is an effort made by a person to obtain a new change in behavior as a whole, as a result of his own experience in interaction with his environment. The success of students in participating in the learning process can be seen from the learning

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<sup>1</sup> Correspondence author

achievements they achieve. If student learning achievement is high then the learning process is said to be successful. However, if a student's learning achievement is low and does not meet the predetermined graduation criteria, then the learning process can be said to have not been successful (Afnibar et al., 2020).

In learning activities, the results obtained are not always successful as expected, there are often things that result in failure or difficulties in learning experienced by students so that students are not able to get good achievements. The reality found in the field is that many students experience obstacles in getting good grades in one or several subjects. Barriers for students to achieve optimal results in learning are what are called learning difficulties. Every student has a different character, as well as academic abilities which are often called intellectual or intelligence. When students are unable to achieve well and satisfactorily based on their intelligence, then these students are said to be students who have learning difficulties (, I Wayan Juliawan , 2020).

The fact that many students experience learning difficulties is an important point of concern in the context of higher education. This emphasizes the need for a deep understanding of the factors that influence their learning effectiveness. Along with the significant transformation in the learning system towards online learning, Guidance and Counseling Department students have become an interesting subject to research. In this new learning environment, their role is not only as recipients of material, but also as implementers of adaptation strategies to overcome emerging challenges. One important factor that influences students' learning effectiveness is the social support they receive. This support does not only come from the academic environment, but also from family, peers and lecturers. Therefore, an in-depth understanding of the influence of social support on the learning of students majoring in Guidance and Counseling in the context of online learning is essential to improve and improve the quality of education in the future (Sitanggang, 2021).

Higher education has experienced a significant transformation with the adoption of online learning systems as a response to developments in information technology. In the midst of this transformation, Guidance and Counseling Department students play an important role in navigating this new learning environment. Their learning effectiveness in the online learning context is influenced by various factors, including the social support they receive.

Social support is a key element in student learning, especially in transitional times such as online learning. This support can come from a variety of sources, including peers, family, lecturers, and the academic environment as a whole. It is important to understand how this social support influences the learning effectiveness of students majoring in Guidance and Counseling in the context of online learning (Online et al., 2020).

Through case studies in the Guidance and Counseling Department, we can explore in more depth how social support influences the student learning process. This

analysis will not only provide a better understanding of the factors that influence student learning effectiveness, but can also provide valuable insights for the development of more effective support strategies in the future.

In relation to this research, it is important to understand the role and impact of social support on Guidance and Counseling Department students, so that online learning can be more effective and useful for them. Thus, this research will aim to make a significant contribution in enriching our understanding of the dynamics of online learning, especially in the context of the Guidance and Counseling Department.

In the context of online learning, the level of social support felt by students majoring in Guidance and Counseling is a crucial aspect that needs to be understood more deeply (Ismuniar et al., 2021) . Along with the transformation of the learning system towards online, Guidance and Counseling students face various new challenges that affect the effectiveness of their learning. Social support, which can come from various sources such as peers, family, lecturers, and the academic environment, is a factor that may influence students' ability to navigate the online learning environment (Putri et al., 2021) . Therefore, research needs to be conducted to evaluate the extent of social support felt by Guidance and Counseling students in the online learning context, and how it influences their learning effectiveness.

Social support can manifest in various forms, ranging from emotional, instrumental, informational, to evaluative support. However, it is not clear which types of social support have the most influence on the learning effectiveness of students majoring in Guidance and Counseling in online learning. Previous studies show that social support provided by lecturers, peers, and family has a significant impact on student academic achievement. Therefore, this research will aim to identify the types of social support that are most influential in the context of online learning in the Guidance and Counseling Department, as well as explore their implications for the development of more effective support strategies in increasing student learning effectiveness .

## **RESEARCH METHOD**

This type of research is qualitative descriptive research. Primary sources were obtained from questionnaires given to Guidance and Counseling education students who contracted for Socio-Cultural Education courses. Filling out the questionnaire is carried out to make it easier to extract data when online lectures begin which do not allow direct interaction with informants. According to Sugiyono (2014), a questionnaire is a data collection technique by means of researchers providing a list of questions or written statements for respondents to answer. In the questionnaire distributed via Google Form, students were asked to provide a value or answer that best suited what they felt during learning according to the questions provided. Respondents Then the data was analyzed descriptively which describes students' perceptions of online

learning with the stages of data collection, data reduction, and data presentation (Laoli, 2021).

## RESULTS AND DISCUSSION

### 1. The level of social support felt by students majoring in guidance and counseling in the context of online learning, and its influence on their learning effectiveness

In the context of online learning, students majoring in Guidance and Counseling often face challenges in getting sufficient social support. Several factors such as the lack of direct interaction with lecturers and classmates, as well as limited technological accessibility to communicate effectively can influence the level of social support felt by students (Mansyur et al., 2020).

Lack of social support can have a negative impact on student learning effectiveness. They may feel less motivated, lack self-confidence, and have difficulty completing academic assignments (Learning et al., 2023). This can result in a reduction in the quality of their learning outcomes and even potentially impact their mental and emotional well-being.

To overcome this problem, efforts need to be made to increase the level of social support for students. One solution is to increase interaction between students and lecturers through online platforms, such as holding regular online consultation sessions or utilizing online discussion forums to facilitate communication between lecturers and students. In addition, it is also important to encourage collaboration and interaction between fellow students through group projects or online group discussions.

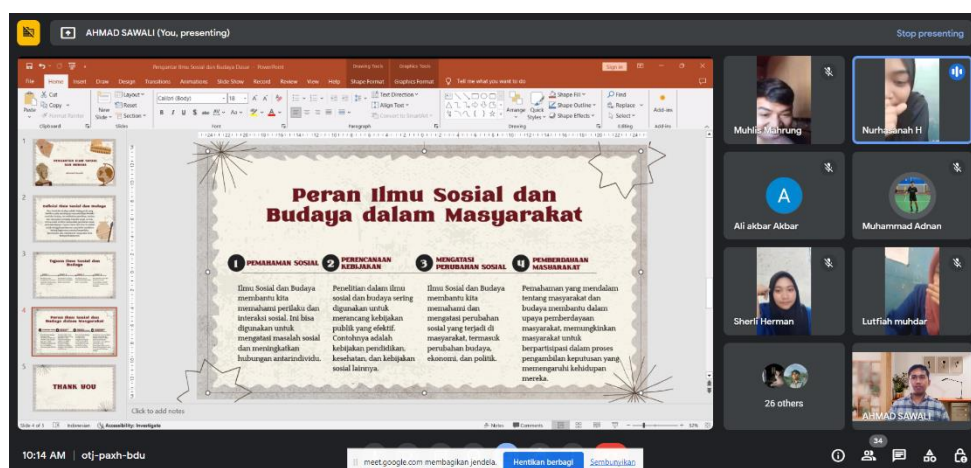


Image: Student online learning

This increase in social support can have a positive impact on student learning effectiveness. They will feel more motivated, have greater self-confidence, and get the help they need to overcome the challenges of online learning. As a result, the quality of student learning outcomes can improve, and they can achieve their academic potential more optimally. Additionally, increasing social interaction can also help in strengthening

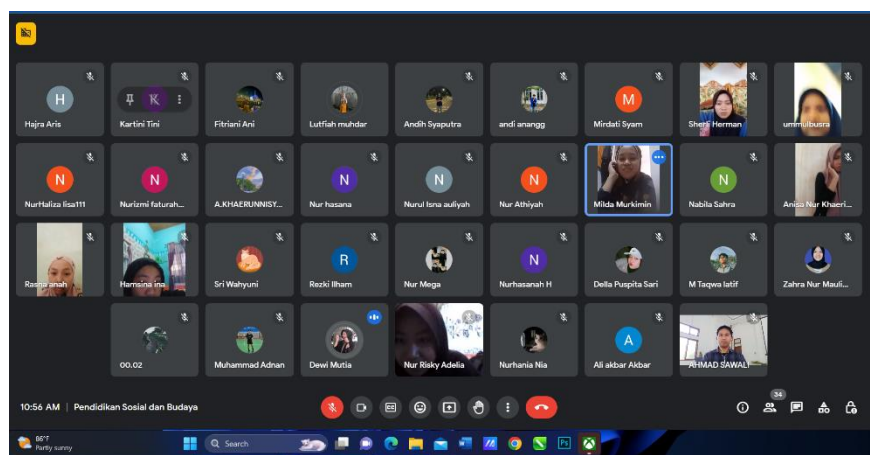
bonds between individuals within the academic community, which in turn can strengthen students' overall mental and emotional well-being.

**2. the types of social support that most influence the learning effectiveness of students in the Guidance Department and in online learning, as well as their implications for the development of more effective support strategies**

In online learning, students majoring in Guidance and Counseling are faced with the need for various social supports to increase the effectiveness of their learning. The types of social support that are most influential on students in this context may include:

1. Emotional Support: Emotional support involves expressing concern, concern, and appreciation for students' feelings and experiences. This can be in the form of support from lecturers or classmates who understand the challenges students face and provide moral encouragement and enthusiasm to stay motivated in learning.
2. Informative Support: Informative support includes providing relevant and useful information to assist students in understanding learning material and completing academic assignments. This can be in the form of guidance from lecturers regarding subject matter, references to accessible learning resources, or sharing information between fellow students.
3. Instrumental Support: Instrumental support involves concrete assistance in completing academic tasks, such as technical instructions in using an online learning platform, guidance in structuring assignments, or support in resolving technical issues related to online accessibility.

The implication of understanding these types of social support is the need to develop more effective support strategies in the online learning context. Educational institutions need to pay attention to the need to provide these various types of social support to students. For example, developing an academic guidance program that involves direct interaction between lecturers and students to provide emotional and informative support, as well as providing easily accessible online resources to support informative support. In addition, it is also important to ensure the availability of adequate technical services to provide instrumental support to students in overcoming technical obstacles that may arise during online learning (Salsabila et al., 2022).



### Figure 2: Online Class for Guidance and Counseling Students

Thus, the development of more effective support strategies must accommodate the various types of social support needed by students, with the aim of increasing their learning effectiveness in online learning in the Guidance and Counseling Department .

## CONCLUSION

Based on the results of the research conducted, the researchers drew the conclusion that:

1. From the research results, it can be concluded that students majoring in Guidance and Counseling experience varying levels of social support in the online learning context. Some students may feel adequately supported by their social environment, including peers, family, and faculty, while others may face challenges in obtaining adequate social support. The social support felt by these students plays an important role in determining their learning effectiveness in online learning. Students who feel supported tend to have better learning performance, while those who feel less supported may face difficulties in achieving optimal results.

The types of social support that most influence the learning effectiveness of students majoring in Guidance and Counseling in online learning include emotional support, instructional support, and informational support. Emotional support provides comfort and moral encouragement to students in facing the challenges of online learning. Instructional support helps students understand material and complete academic assignments. Meanwhile, informational support provides students with access to the information and resources necessary for their learning. The implication of these findings is the importance of developing more effective support strategies, which take into account various types of social support to increase the learning effectiveness of students majoring in Guidance and Counseling in online learning. Thus, efforts to increase social support in the academic environment need to be a main concern in improving the quality of online learning for students in the Guidance and Counseling Department. .

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