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FORUM TOPIC: IMPACT OF SOCIAL MEDIA ON YOUTH COMMUNICATION

MODERATOR: Wan Abdul Aziz

PANEL 1: Influencer teenager, Muhammad Aidil Haikal – Streamer

PANEL 2: Parents – Dato' Muhamad Aliff Hakim

PANEL 3: Social media Executive – Dato' Seri Muhammad Fakhruddin

PANEL 4: Dr Psychology – Doctor Imran

FORUM SCRIPT

**MODERATOR
(Aziz)**

: Assalamualaikum and a very good day I wish to all of you. I'm Wan Abdul Aziz and I will be your moderator today.
Welcome to our forum. First of all thank you for spending your time on our forum today. Before we start this forum I will introduce you to all the great and expert guests to share and dig deeper about our forum topic today which is the impact of social media on youth communication.
Our first panelist is Muhammad Aidil Haikal, Influencer teenager (Famous streamer). How are you today, Mr. Aidil?

**PANEL 1
Streamer (Mr. Aidil)**

: I'm good and glad to be here this morning.

**MODERATOR
(Aziz)**

: Thank you Mr. Aidil for coming today.
Our second panelist is Dato' Muhamad Aliff Hakim. Father to 5 children.
We also have social media Executive (Dato' Sri Muhammad Fakhruddin and the last one is we have Psychologist (Dr Imran from Hospital Ampang)
Thank you again to all the panelists for your willingness to join our forum and discussion today, that surely will give benefits and good information to all our audience. Before we move further regarding our topic, let me share a little bit about social media. Social media

is a platform that allows users to have conversations, share information, and create things. Mostly everyone already knows about social media and you all have and use it every day. In the current generation, especially for the youth, I would say social media is an important thing in daily life. Actually, social media has many positive impacts if we apply it in the right way, such as knowing the current issues, easing our work, sharing something and so on. But social media also has a negative impact if we use it in the wrong ways. As a result, we've invited four incredible panelists to speak more about the impact of social media on youth communication.

We start with Mr. Aidil, the person who I think really suits to join us to share about this topic. What types of social media are most used by youth to communicate among each other?

PANEL 1

Streamer (Mr.Aidil) :

Assalamualaikum and a very good evening to the moderator, other panel and the audience. Thank you to the moderator for inviting me to this forum. Alright, for the question the types of social media are most used by youth to communicate among each other. Nowadays, we can see that all the youth are exposed to Facebook and TikTok but currently we are using social media as the platform to communicate with each other such as WhatsApp. This is because by using WhatsApp, it was easier to communicate with each other especially for the people who are far apart. We also sometimes use social media like Instagram to communicate with each other since this method is simpler and we can save our time and save our cost. It also has been proven, when me, my friend, my viewer, and my supporter, we are using these social media as the platform for communication with each other. There is also an opinion that when we are close in social media, the possibility we want to communicate face to face is higher. However, as usually these social media also have a negative impact cause I also as the streamer and user of these social media, I can see that this platform

can give a communication barrier to the youth and sometimes the user can feel anxiety and pressure. I also already face this impact on myself since I am a streamer and I am always exposed with the people who are using this social media to toxic people. So that is all my answer for your question.

**MODERATOR
(Aziz)**

: Thankyou Mr. Aidil.

I agree with what you said about how social media types affect us in many aspects like easy to get contact but in contrast it has a bad effect.

Next, we move to our second panel Dato' Aliff Hakim, who is a father and also a businessman. I'm sure you also can share about this. You have children and of course they already have and use social media. So, when do you start giving them permission to use social media?

**PANEL 2
Parent (Dato' Aliff)**

: Assalamualaikum for everyone here especially our audience and the great panelist. Thank you, Mr. Moderator for inviting me to this forum.

Nowadays, it is difficult for both parents to identify the suitable age for children to use social media because in the current situations such as learning from home requires them to use the phone. Even a child in 4 to 5 years old needs that especially when it comes to covid-19 pandemic. This situation gives them the opportunity to own a cell phone as an excuse to study. So as parents, We have to acquire a phone even though we don't want to because of the job commitments that force us to stay in the office. Once a youngster gets a personal mobile phone, it doesn't take much time for the child to establish a profile on social media sites. The majority of kids open social media accounts secretly, without their parents' knowledge. Since they were all in the room occupied with devices and social media when we got home from work, we didn't get a chance to

speak with them. Thus, parents should take their responsibility to control their children. They must be aware of the most popular apps among kids right now, as well as a list of youth apps. That's all for my answer, giving back to Mr. Aziz.

MODERATOR

(AZIZ) : Thankyou Dato' Aliff hakim.

Yes, of course. At that level of age, we have no choice to excuse them from using the phone because currently everything is done on a handphone, including exploring social media.

Now we move to our social media executive. Social media is a compulsory platform for us to get information regarding any issues. Social media can also allow us to communicate with any person that we want without needing to go to their place. From this situation, may you share with us how social media affects face-to-face interaction?

PANEL 3

Social media executive

(Dato' sri Fakhruddin) : Thankyou Mr. Aziz,

Assalamualaikum and a good day to everyone.

The first thing I want to highlight is the decreasing quality of face-to-face interaction. People are not having these intimate conversations and personal interactions with each other anymore. People, instead, have turned to the Internet to take away some of the nervousness that some may find in trying to start a relationship with another person, such as tinder, Ome-tv and Omi. This social media is a driving force behind these changes. Other than that, is a decreasing amount of relationships, which is Not only has the influx

of social media been decreasing the quality of interactions, but it has also drastically changed the amount of relationships that people have in person as well. There is a trend with people having a lack of interest in talking to one another while in person. The most recent generation will be fifty percent of the workforce by 2050 and an overwhelming majority of those would prefer to deal with matters in the workplace via instant messaging or email services, rather than in person. This is going to lead to some serious issues. It has been proven that 93 percent of communication is nonverbal and without these cues that people use to decipher the messages that are received in person, people will not be able to properly understand what the other person is truly trying to say to them. Not only will this lead to issues with work relationships, but it will also lead to people having issues within their own families. Some experts have argued that, more often than not, families tend to text rather than have conversations.

I think, that's all

**MODERATOR
(Aziz)**

: Thank you, Dato Sri Fakhruddin, for your great explanation regarding the effects of face-to-face interaction. From that, we can see that because our younger generation's choice to communicate more on social media will make face-to-face interaction decrease and the quality of communication worse.

Now, we move to our Psychologist (Dr Imran from Hospital Ampang), a person who has professional qualification and experience about mental health issues. I think Dr can share with us about what is the impact or problem that social media has on the youth's ability to communicate better?

**PANEL 4
Psychology
(Dr. Imran)**

: Assalamualaikum and a good afternoon to everyone.

Before I start, I would like to give a big thanks to our moderator, Mr. Aziz.

Nowadays, social media is heavily used by all people around the world, this is because by using social media it helps us to create better communication. But, at this moment we can say that most people are more into social media interaction. From that situation, we can see the significant effect of the communication skill among young people. They will slowly start to lose their interest to meet and start a conversation with others or we say that they will become antisocial. Having a conversation by meeting the person is one of the important aspects in general communication, but it is said to start to lose its value. This is due to social media, which has resulted in a decrease in moral significance in the development of positive connections. For example, there is a big family that has a group in social media like WhatsApp, obviously all the family members will join the group and they can interact well there. But when it comes to meeting each other they will become passive and unable to exchange greetings, especially young family members. They are more obsessed with their social media accounts than with their actual family.

Another problem that will arise to youth's ability to communicate by using too much social media might contribute to inaccurate information that leads to misunderstandings amongst individuals. The message that is sent by the sender will be misunderstood by the recipient, as a result it can cause annoyance and create conflicts. The friendship that lasts longer will be broken just because of misinformation. Also, when someone has depression they will prefer to be alone. They will spend most of their time using social media just to make them happy and more attractive to communicate with online friends in the social media. As we know now, many types of social media arise such as Whatsapp, Facebook, Instagram and a popular one now among teenagers is TikTok. The main issue that develops among teens is how they communicate among

themselves using improper grammar. This has an impact not just on a person's capacity to interact and engage with others, yet also on a person's ability to communicate successfully on paper. Aside from that, negative judgment from strangers when they upload any images or videos on any social media can drag them down and make them lack confidence in communicating and being active with people around them.

**MODERATOR
(Aziz)**

: Thank you, Dr. Imran. Yes, I agree that students really like to use social media in doing anything, but this kind of social media can affect the performance and communication skills of students when in public or face-to-face. This is because they frequently communicate in online form. Other than that, when it comes to online communication, social media cannot describe anything and it can lead to misunderstandings.

So now, Dato' Aliff, as a father, I think you always make a gathering with your children. Do you have an experience of when you talk with your children and they do not fully focus on that communication and look at their phones?

In your opinion, how do you feel when the younger generation ignores physical interaction?

**PANEL 2
Parent (Dato' Aliff)**

: Thank you for the question. We as parents will definitely be disappointed when youngsters display poor manners especially when there are guests or relatives who come to our house yet the children do not care or do not try to be in the conversation. Sometimes other people will say that our children are not civilized because they always ignore people when talking. But some children are accidentally not involved, but they do not know how to participate in face-to-face interactions because they are already

familiar with online conversations. Spending a lot of time on social media causes users to become more isolated from friends and family and relying on their smartphones as a way to communicate. Sometimes they also make new friends via social media. A person will get depressed and lack the will to engage in any kinds of social engagement when they start to isolate themselves from others and social interactions. Those with poor basic communication abilities will face problems later. Simple things in life, like going to a job interview, will be hard for them. Making eye contact with the potential employer during the interview and speaking intelligently are important. If a person is unable to do this during the job interview session, the employer will not trust them to function properly at a professional level. So, that's all my opinion Mr. Aziz.

**MODERATOR
(Aziz)**

: Thank you, Dato' Aliff. Yes, I also have this kind of experience when my children do not focus on my words. What I can do is directly take their phone. If we do not do anything, it may affect their future.

Mr. Aidil, as a streamer, social media will be your routine life to make live and communicate with your viewers or supporters. So now, may you share your experience with us when you started to know and use social media as your medium of communication?

**PANEL 1
Streamer (Mr.Aidil)**

: Alright thank you for the question, when I start to know and use social media as my medium of communication. The first time I started to know social media was when I was at secondary school. At that time, we were exposed to social media such as Facebook for chatting with each other. Facebook at that time was very famous because Facebook has experienced dramatic growth, it has reached more than a billion users and it is still growing rapidly. It can be very useful but you must avoid becoming addicted to it.

Facebook helps me to connect and find my old school friends and college friends, I also can communicate with my relatives. I can make new friends on Facebook from different areas of the world and I can connect with people by using Facebook chat and the messages.

During my college, I always used Facebook and WhatsApp chat for group discussions. It is so useful for education because sometimes my lectures also have a group in these social media in order to connect and interact with each other. Furthermore, as a streamer, I always communicate with my viewer using the comment section in order to interact with them. Indirectly, I can improve my communication skills. Therefore, based on my experience I mentioned before this, I agree that social media is really giving an impact toward our communication. Until now I was using Facebook to communicate and interact with my friend and my viewer since now I was using Facebook to earn income as a streamer.

**MODERATOR
(Aziz)**

: Thank you, Mr. Aidil, for your great sharing regarding your social media experience. I'm excited with your statement that you can communicate with your viewers through the comment section. It sounds like quite a hard thing to handle.
So now, I want to ask Dato Sri Fakhruddin, why youth generation are addicted to social media that effect their communication in daily life?

**PANEL 3
Social media executive
(Dato' sri Fakhruddin)**

: Thank you Mr. Aziz.

Social media addiction is a behavioral disorder in which teens or young adults become enthralled by social media and are unable to reduce or cease their consumption of online media despite clear

negative consequences and severe drawbacks. While many teenagers engage in some form of online media on a daily basis (including Facebook, Instagram, Twitter, YouTube, Vine, Snapchat, and video games), teen social media addiction is characterized by the combination of an excessive media consumption, an increasing reliance on social media as a way to feel good, and an inability to stop or curb this behavior despite suffering losses in friendship, decreased physical social engagement, and a negative impact at school.

The facts are teens and adults alike check their phones upwards of 150 times a day, and it's been well-documented that our excessive access to social media and our obsession with our online appearance has had a significant impact on teens, including severe self-esteem issues and feelings of anxiety. Also, Addiction-levels of social media use can negatively impact existing relationships, leading many teens to struggle to maintain a commitment to their partner or friends due to constant distractions and lack of attention. Also, online media such as Instagram often makes a person's life look much more exciting. This can severely take advantage of people's sense of social competitiveness and belonging, often making them feel outclassed, or less attractive and end up affecting their communication

Giving back to our moderator.

**MODERATOR
(Aziz)**

: Thank you, Dato Sri Fakhruddin, for your great information. I was shocked when you said that youth usually check their phones more than 150 times a day. I think this figure could increase because of their obsession with social media, which will have a negative impact on them.

So, Dr Imran, as an experienced doctor of psychology, can you give any advice to the youth generation on how to avoid communication problems caused by social media?

PANEL 4
Psychology
(Dr. Imran)

: Thank you again, Mr. Aziz

The solution or the way to cope with the addiction on social media among teenagers can be done with the commitment and effort from themselves. One of the ways they can manage their time wisely, they should separate their time on social media and activities in their life. Putting limited time on social media, to ensure that time spent on social media does not surpass the required time. They should have done some activities to improve their communication. For better understanding, teenagers can try to join any school or university activities provided so they can meet up more people.

Parents also should play an important role in order to develop their children's communication skills. Parents can try to have some activities with them rather than just letting them use social media during free time. This can help them grow their confidence in their ability to communicate successfully and to show respect when others are speaking with them. Bring them together during family gatherings and stop them from using social media during these events, which can not only improve communication among them but also strengthen connections. Also parents always need to be aware of their children's behavior or character, by always asking their condition so they will not handle any problems alone caused when they are in social media it prevents them from communicating with others.

MODERATOR
(Aziz)

: Thank you to Dr Imran for sharing tips on how to avoid communication problems. I think tips and advice should be apply to

avoid any worse impact, especially to the future or long-term effects that are difficult to cure.

I think all the questions were already answered by our expert guest and we almost arrived at the end of our forum. Before I end this forum, I want to pass to each panelist to make a last speech. We started with Mr. Aidil, Dato' Aliff, Dato Sri Fakhruddin and Dr Imran.

PANEL 1

Streamer (Mr. Aidil) : In a nutshell, Social media changed our life so much. Our life became more convenient because social media is a very useful tool for us in the 21st century, it could help us to improve our life. However, we have to be aware of how we use them. If we could use social media smartly, having social media will become a good change for us. That's all

PANEL 2

Parent (Dato' Aliff) : For my last speech, social media has changed the way we communicate where everyone can talk regardless of location but with just one click everything will be done. While we must accept the rapid advancement of technology, we also need to keep control over it so that we are not easily influenced by things that have negative impacts on both ourselves and other people. This is clearly obvious from the panelist's talks regarding the risks of being affected by social media, particularly with regard to our communication skills. So, in order to prevent this problem from getting worse and to be able to manage it, I as a parent advise other parents to always limit their children's usage of social media. For example, only allow them to use it during school hours and on weekends. That's all for my last speech, thank you.

PANEL 3

Social media Executive (Dato' Sri Fakhruddin) : Whether or not people want to accept it, social media has several severe negative impacts on their daily lives. Despite some of its vast

benefits, they as a culture have to limit their use of social media to a manageable amount. People have to, culturally, decide how to manage this information that is fed to them in order to try and curb the side effects which have been getting worse every year. Overall, social media can be beneficial if used properly and in the proper proportions with normal face-to-face interactions. Currently, people are not doing this. They instead, are overusing it and allowing it to negatively impact how they conduct their lives, so it is easy to conclude that the negative impacts of social media far outweigh any benefits that they may provide to society at this time.

PANEL 4
Psychology

(Dr. Imran)

: In conclusion, yes I admit that social media also can help teenagers from many aspects but when it comes to overuse it in their life, this leads to their communication when they face each other in real life. Teenagers and those close to them must take steps to encourage them to manage their time and activities effectively so that they do not utilize social media for longer than necessary or for unimportant purposes. So, let us all learn from what happened and make adjustments so that there are no more communication difficulties among youngsters as a result of their excessive use of social media.

MODERATOR
(Aziz)

: Thanks to the panelist for giving meaningful and good words as closing words. I really hope all the sharing and advice may be useful to everyone to improve our communication and answer all your questions regarding this topic before our forum. I think we should stop now and I hope the organizer may organize this kind of precious forum to expose a lot of current issues.
Thank you and Assalamualaikum.