RESEARCH ARTICLE

How to Support Teenagers in Social Media Utilization: A Qualitative Study Based on Mother's Experience

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ABSTRACT The complexity and vulnerability of physical, psychological, social conditions result in the possibility of adolescents slumping in the circumstance of social media addiction in the existing era of digitalization. The problem of mother's support to adolescents is very complex and undeniably becomes necessary in directing teenagers throughout the utilization of social media. However, research related to the assistance of a mother towards adolescents in accompanying social media is still highly restricted. This study intends to explore forms of mother assistance to adolescents in utilizing social media based on their experiences, furthermore it has implications in the prevention of social media addiction. This qualitative study applied a phenomenological approach, involving twelve mothers with adolescent children and determined based on purposive sampling techniques. Data was collected through in-depth interviews, compiled into transcripts, then determined codes, categories, and themes. The analysis process uses Colaizzi method, so that after the theme is formulated, the validation of the theme by participants is carried out. Trustworthiness, peer de briefing is conducted to ensure the validity of research results. This qualitative research yielded three themes related to the mother's experiences in accompanying adolescents are educating themselves, openness in communicating and formulating a mutual commitment. It can be concluded that the mother is a strong figure in keeping teenagers from falling into the heartbreaking condition of social media addiction. It is recommended that social media addiction prevention programs be developed through the coordination of families, teachers and peers based on the policies of the education department.

INDEX TERMS mother's experience, social media utilization, social media addiction prevention program, teenagers.

I. INTRODUCTION

Currently social media cannot be separated in everyday life because it can be used for the fulfillment of diverse needs, including teenager's requirement. The high number of adolescent social media users has a positive impact on adolescents in the form of developing the capability to socialize, communicate, and friendships to cross countries, opening opportunities for learning through simplicity to access the information [1]–[3]. Contradictorily, this media is also could be able to provide unlimited access to impressions that smell of violence [4], pornography [4], [5], triggering cyberbullying [6], [7] and social media addiction [8], [9]. As the explanation of the theory of uses and gratification in the theory of communication, it is explained that each individual

has a certain purpose based on his requirements by using media that are considered appropriate [10], [11]. Addiction can afflict adolescents if their social media use cannot be controlled and without good supervision from parents, especially mothers [12], [13].

Ideally, both fathers and mothers can monitor teenagers in the use and use of social media daily. However, because fathers must work, mothers who stay at home longer have more opportunities to monitor teenagers than fathers. Mother is the main figure who plays an important role in a family and can do many things for the needs of all family members and able to provide balance in a family. If parental supervision is not done, it is feared that there will be a bad influence in the child. This kind of phenomenon if allowed continuously will

cause several problems, such as exposure to negative content (violence and pornography) and the influence of addicts in using social media [14]. Mothers are extremely worried about the impact of unwise internet use because it will worsen the development of their teens [14], [15].

The process of mentoring adolescents is greatly influenced by the effectiveness of the mother in communicating [16]. Various dimensions determine the effectiveness of communication, not only internal but also external aspects. Teenagers need a simple and clear explanation, according to their mindset [17] and the information discussed must remain updated according to the current globalization that is facing it. Mothers must increase knowledge and literacy to equip themselves to facilitate communicating with adolescents. However, previous research on the role of parents when accompanying adolescents while utilizing social media is still limited to qualitative aspects and this study highlights parental guidance towards adolescents on the qualitative side. Through qualitative methods, the results of this study will have many implications for mentoring for adolescents, so that adolescents do not fall into the condition of social media addiction. Through the exploration of mother experience to accompany teenagers when utilizing social media is indispensable as a foundation and source of information in the development of social media addiction prevention programs. The objective of this study is to explore and analyze the guidance parents can provide for teens in using social media based on the mother's experience.

II. METHOD

This qualitative research uses a phenomenological approach as well as involved twelve participants to obtain in-depth information about the mother's experience in accompanying her teenage child when accessing social media. The conduct of in-depth interviews is carried out at a mutually agreed location and time. The technique of determining participants is purposive sampling and researchers obtain information about participants who meet the criteria of inclusion sourced from management at two junior high schools and two public high schools in Palembang City, so that researchers obtain information according to the research topic. The determination of schools is based on diverse locations, in the city center and away from the city center through the drawing process. The number of twelve participants was determined based on the saturation of data obtained during the interview. Each participant was given the code P and followed by sequence numbers 1-12. Participants' inclusion criteria were mothers who had teenage children, were in good health, not working and willing to be involved in the study. The recording process during an in-depth interview is done using a voice recording device. Every time the interview is completed, the researcher immediately makes an extract of interview results so that it can be immediately formulated code, category, and theme. The stage that must be passed in the formulation of the theme through the following stages is that each participant

information that has been compiled in the transcript is read repeatedly, then formulated coding and several coding whose meaning is adjacent is recombined into categories. Furthermore, several related categories are grouped and formulated into the main theme. Colaizzi's method of analysis in this study directed the theme formation and validated by conveying the results to participants. In-depth interviews are organized based on in-depth interview guidelines, and some questions are developed based on participants' answers. The in-depth interview process continues to be rolled out until it obtains similarities in the formulation of coding to the theme. The research protocol has been approved by the Research Ethics Committee of Palembang Health Polytechnic No. 727 KEPK/ Adm/ III/ 2021, 12 March 2021.

III. RESULT

Based on the results of in-depth interviews, the following table 1 displays demographic data of participants. Almost all mothers are in middle adulthood and more are from diploma education backgrounds than senior high school. The youngest adolescence is 12 years old, the oldest is 17 years old, and seven teenage boys.

TABLE 1
Characteristics of participants

No.	Code	Participant 's Age (years)	Education	Adolescence's Age (years)	Gender
1.	P1	40	Senior high school	14	Female
2.	P2	38	Diploma	12	Male
3.	P3	42	Diploma	14	Male
4.	P4	45	Senior high school	16	Female
5.	P5	41	Senior high school	15	Female
6.	P6	43	Diploma	15	Male
7.	P7	45	Diploma	17	Male
8.	P8	43	Diploma	16	Male
9.	P9	41	Senior high school	16	Female
10.	P10	42	Diploma	17	Female
11.	P11	42	Diploma	17	Male
12.	P12	44	Senior high school	15	Male

Furthermore, table 2 explains the process of formulating themes based on interview excerpts analyzed with the formation of coding and categories. Table 2 shows the formation of the first theme based on the awareness of respondents that having knowledge and ability becomes an important component in accompanying adolescents. Openness of family communication is the key to the success of social media utilization arrangements. Through this openness, parents can easily supervise and guide teenagers while using

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The process of themes formation based on the results of interview excerpts

Interview excerpts	Coding	Category	Theme
I must keep up with the developments that have to do with gadgets.	Learn	Be aware of the responsibility	Educating myself
Many ask friends who used to use gadgets.	Looking for information		
I have a lot to know about social media.	Understand		
Trying to find out the features that teenagers often use	Mastering links		
Must open features suitable for teenagers	Material conformity	Become a role model	
I can't use my phone in the dining room	Location		
I have to manage the time when I'm going to use the gadget.	The right time		
I have to access social media according to the agreed hours	Duration of use		
Accompanying when the child is using a mobile phone	Control	Maximi ze joint activities	Openness in communicating
Sometimes while opening my own phone, I'm with him	Accompany		
I have to see the features my son opens	Convince myself		
Set the teenager so I can open my child's phone	Access	Not using a password	
He told me about the link he had accessed.	Honesty		
Every now and then it's important to look at links used together.	Openness		
If we are eating, we are not allowed to use the hand phone, must both know, cannot open the hand phone in the family room	Location	Place to access social media	Formulate a joint commitment
It is forbidden to access mobile phones if we are getting together.	Togetherness		
If we're going together, we can't access social media.	Warmth		
When going to sleep is not allowed to connect with a mobile phone, yes must agree everything	Duration	Time of use of gadgets	
Connected to his mobile phone, he is doing tasks from the teacher, during study hours	As long as		
Often time is making assignments from school	Moment		
If the link is not good, then immediately avoided	Prohibition	Features that can be utilized	
Only those that have to do with learning, schoolwork, or entertainment, so it should not inclined pornography.	Link terms		
If to do schoolwork, I allow the link for entertainment I must know	Granting permission		
If anyone does not obey the rules, they will be punished.	Disobedient	Sanctions for violators	
Teenagers are given a sanction for breaking the rules	Oppose		
They are afraid of breaking the rules, will be punished.	Avoiding opposition		

their mobile phones. For the efforts to implement rules in the family in regulating the use of gadgets, then the determination of family rules must be formulated and agreed together. This includes punishment if teenagers or parents do not comply with family rules.

IV. DISCUSSION

Based on the results of research has formulated three themes of the role of mothers in the use of social media by adolescents including self-educating, openness in communicating and formulating a common commitment.

A. EDUCATING MYSELF

Habits in technology in teenagers grow rapidly so it needs to be built wisely and mindfully. This aims so that teenagers can be responsible in using technology. Parents, especially mothers, become role models for teenagers at home [18], [19]. The mother's efforts as a form of responsibility to be a role model for teenagers is to educate themselves. There are many sources of knowledge that can be explored online and offline on how to accompany teenagers in the digital era. Sometimes it may even be parents who need to learn from teenagers who are more updated around the latest digital technology. As a parent, it's important for mother to make the most of opportunities by not stopping updating their knowledge all the time. Mothers who educate themselves will be able to follow the development of technology and be able to align their abilities when accompanying their teenagers.

The results of this study show that mother is required to be able to act as a technology manager for teenagers in their homes in the digital era, because teenagers cannot be avoided from the internet and gadgets [20]. Mothers can no longer stutter technology and blind digital literacy. Recognizing technological changes and the challenges of rapid technological development, mothers are required to educate themselves as soon as possible so that they can align themselves with the technological developments faced by adolescents, so as to be able to enter the world of adolescent social media [21]. In some cases, many adolescents keep their distance from their parents [21], especially when it comes to privacy about daily activities that they consider important, but not discussed with parents. Towards the end of adolescence, adolescents demand freedom in their lives and have a high curiosity about new things, increased sexuality function and unstable emotional impulses [11], [22]. In these conditions, it will make it easier for teenagers to fall into a bad condition if not done proper assistance by parents.

Modeling from mothers through good self-control skills in the use of gadgets, is very necessary and able to influence adolescent behavior. One theory developed by John Locke that good modeling greatly influences a child's behavior, in another sense that children learn from examples in their environment [23]. This is what parents need to know, that modeling from them is very influential on the behavior of their children [18][19]. Parents should also know how to approach teenagers so as not to effectively rule or teach.

B. OPENNESS IN COMMUNICATING

The results of this study show that mothers realize that the importance of communication openness when accompanying adolescents in using social media. As a mother, you don't always know the desires and behaviors of teenagers in friendships. This condition can be addressed by establishing two-way communication as the best solution to know many things about teenagers. [24], [25].

Setting a strong foundation when interacting with teenagers becomes very important, and can be done by enjoying togetherness, trying to encourage teenagers to express their ideas and feelings, respecting the opinions of teenagers, trying to tolerate differences, giving praise to good things, respecting adolescent privacy, setting the best example [24]. Other opinions come up with tips on communicating with adolescents effectively by staying focused when paying attention, listening carefully, staying calm and accepting differences of opinion and reacting naturally. The mother must still refrain from criticizing or giving judgments, conveying hope clearly [26], [27]. The thing to remember is that development in early and middle adolescence continues to develop and then decreases in late adolescence. In this study, all participants had adolescents who were in the early and middle teenage phases so that the changes that occurred were at the peak stage, and the implication was the need for a very good understanding of the mother [27].

Open communication between mothers and adolescents is becoming increasingly important to build from an early age. When the child is young, it is easier for mothers to monitor their activities on the internet. The importance of habituation in fostering togetherness and open communication since childhood will certainly facilitate when done when children grow into teenagers [26]. Closed communication is indicated by spending more time in school or doing activities with peers than with parents. Teenagers will also try to hide their activities on the internet if they feel that parents are too controlling. The habit of communicating openly early on will make it easier for parents to discuss with teenagers about the various challenges of the digital age [21]. Trust will also be built so that teenagers will not hesitate to tell parents when experiencing problems on the internet. Mothers should direct teenagers to positive activities by utilizing the help of technology.

Social media, chat apps, and video calls on the one hand can bring family, friends, and colleagues closer apart by physical distance. Teens can join online communities according to their interests and talents to cultivate a sense of belonging and confidence [10], [28]. This is in accordance with the theory of uses and gratification, as one of the theories of communication, that the audience that is teenagers will choose the media according to their needs and wants. Media is considered to be the only one way of meeting needs, and individuals may use media to meet their needs, or not use media and choose other ways [10], [29]. For example,

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teenagers want to utilize digital technology to develop their creativity or explore the digital world with mothers to trace the family tree online.

C. FORMULATE A JOINT COMMITMENT

According to the results of in-depth interviews, it is known that for mothers to play an optimal role in accompanying adolescents, it takes a joint agreement in establishing the place, time of use, accessible features, and sanctions if they violate the agreed terms. This is strongly related to the ability of teenagers to regulate themselves. As per Bandura, regarding self-regulation theory, that humans as individuals who can manage themselves, influence behavior by regulating the environment, create cognitive support, have consequences for their own behavior [30], [31]. This ability if it can be developed properly will prevent individuals from falling into addiction conditions, including social media addiction.

Social media addiction is excessive use of social media that causes emotional and social problems in his life [28], The individual does not know and cannot manage excessive duration of using social media [32]. Social media addiction is an individual who uses the internet to access social media for an excessive duration that has a negative impact on the individual's life. When the individual is already in a state of addiction then the difficult condition that will arise next is the inability to regulate his emotions.

Regulation of emotions is the process of individuals and nature regulates emotions, how to express them and know the time and place to express their emotions [33]. This activity can change qualities such as maintaining or strengthening positive emotional experiences and behaviors or reduce negative emotions depending on the situation facing the individual [34].

One important factor associated with fluctuations in the level of social media addiction is how to regulate individual emotions. Accepting social media to reduce stress will increase the duration of social media use over time. Individuals who have low emotional regulation abilities will use social media to change their mood which eventually if sustained and often done will experience addiction [20], [34]. In agreeing on the features used, mothers can start by starting to introduce religious norms and values to fortify teenagers from promiscuity that exceeds the limit [35]. There are limits governing the ethics of getting along and socializing with others, especially different types of gender [34]. Introducing religious teachings and moral values to adolescents can limit them from behaving, determining accessible features or content, including the time and place to utilize social media. The negative impact of the rise of technology is the rise of online pornography often behind various cases of sexual crimes.

In making commitment provision of punishment is also the foremost because the agreement goes hand in hand with the penalty or punishment. The importance of instilling responsibility for the mistakes that have been made and consistency in applying the rules will make the formation of a teenager into a disciplined figure. The success of the formulation of commitment is very dependent on the effectiveness of parental communication with adolescents.

The limitation of this study is that the information is conveyed only based on the mother's version and not direct observation at home so that there are no known real conditions at home.

The results of this study have implications for efforts to prevent the occurrence of social media addiction among adolescents through optimizing the readiness of parents in accompanying teenagers when using gadgets in the use of social media. Every stage of adolescent development has a risk of psychological problems, the condition can be prevented and overcome if the mother as a family strengthener can understand her crucial role as a technology manager at home. Another important implication is to be the basis for the development of social media addiction prevention programs through increased collaboration between parents, teachers, peers, and policy makers.

V. CONCLUSION

Research that aims to explore the experience of mothers in accompanying teenagers when utilizing social media emphasizes the importance of accompanying teenagers in using social media so that teenagers do not experience social media addiction. It is recommended that researchers further develop literacy programs for mothers as technology managers at home and addiction prevention programs that are aligned with learning activities in school.

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