**CAN SOCIAL MEDIA HELP OVERCOME THE PROBLEM OF ILLITERACY?**

**By -**

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**May 15, 2020**

**ABSTRACT**

Use of social media has been increased in many years. New technology is introduced every year. So, can social media be used for reducing illiteracy. As we know social media has a large public engagement. People use various platforms like Facebook, Twitter, Snapchat, Instagram, YouTube. And because of this today wecan have a virtual environment where both students and teachers can talk or even interact easily. Even because of social media people can share their views if they are shy in physical world. Social media is a platform where you can express your creativity. Social media apps promote teamwork as they allow students to collaborate together to achieve a shared goal. Because of those educational advantages, I suggest using these online media resources in learning environments. Social media apps promote teamwork as they allow students to collaborate together to achieve a shared goal. Because of those educational advantages, we suggest using these online media resources in learning environments. The planet has been a global village and the usage of technologies has rendered it a smaller community through social networking, and how teaching is This paper analyse how social media can help overcome the problem of illiteracy? What are its positive effects of using social media for education and what are its negative effect?

**KEYWORDS**

1.**Social Media**

2. **Privacy**

3. **Collaborative Learning**

**INTRODUCTION**

The growth of social media and internet has provided us with many facilities and form past few years many things have changed in the way we experience the internet and the way we use social media. Social media has caused a major shift in the human technology discourse.[[1]](#footnote-2) It makes things easy to share, it helps to get connected with people, and it has made the whole world as an open market. We have been highly influenced by the social media as our whole life revolves around it, like we can comment on every other thing through social media like on social, economic and even on education.[[2]](#footnote-3)People stream billions of YouTube video clips a day. People have turned these networks into their everyday lives using Facebook, Twitter, LinkedIn, online gaming worlds and other devices Social media is an unpaid medium so users require no specific technology expertise to access it. Oxford Dictionaries describes social media as a platform and application allowing users to build and post news or articles, or to engage in social networking. Examples of the social network include Facebook, Twitter, Instagram. Anything that can be viewed via the internet and used to exchange knowledge and thoughts may be called social networking.[[3]](#footnote-4) Social networking is very powerful in influencing the mentality of an individual as the consumers are not only capable of processing the provided content, but may also send input directly. Consumer may also have been affected by input from other users by design, which may impact personal opinion on other topics. That's why social networking is so important to those organizations whose aim is to direct a community of citizens towards a certain viewpoint on certain topics.

The usage of social media is not limited to entertainment it is still commonly used by students in educational sectors. There are people who cannot even write their own name and who can only remember him and have complete exposure to the internet by their pictures and continuously monitor the status changes on their smartphones.[[4]](#footnote-5)Students typically uses social media for several purposes, for example for research purposes, because social media offers any type of data you like within a fraction of seconds, quite fast. It has negative effects also like Social networking has been a big disruption for students, leading students' average output to decrease, especially some who choose to update their Facebook and twitter whilst learning.[[5]](#footnote-6) Students who attempt to multi-task, search social networking pages while learning have decreased academic results. Their capacity to focus on the job at hand is significantly diminished by the disruptions that YouTube, Facebook or Twitter are making.

Social media sites are deeply rooted in contemporary society. Those platforms have been incorporated into the everyday lives of people utilizing Facebook, Twitter, LinkedIn, online gaming platforms, and other devices. Social media renders children more peer-based. Young people get influenced by their peers and they try to know more about them online. They communicate, and gets input. They're inspired to benefit from each other rather than the adults. Teachers, parents, books are no longer source of knowledge. We are currently dealing with infodemic.[[6]](#footnote-7)

Social media also have many good effects as it’s easier for an individual making a connection with strangers around the globe, most of them they'll never know such developments in technology. Professor Larry Rosen notes that the ability of teens to show virtual empathy for the distressed develops.[[7]](#footnote-8)

So, there is both advantages and disadvantages of using social media to overcome problem of illiteracy. This research paper aims try to prove what are the advantages and disadvantages in using social media to remove illiteracy.

**Learning from Social Media**

It's no secret that most students and instructors have mobile phones and have used social media. Also, in educational sense there are apps and web tools which social networking website or social media in an educational sense. The usage of social media in higher education classrooms is on the rise with teachers utilizing a range of digital resources and free online apps to improve research, connectivity, and interaction. Compared to conventional methods of learning that provide little resources for learners to create and sustain their own learning experiences, learning channels focused on social networking put learning power in the hands of the learners themselves.[[8]](#footnote-9)An growing amount of research attempts have been made to promote teaching and studying through a range of social media platforms. The creation of a social networking platform for college students is targeted at enhancing both interactive analysis and social engagement. The work informs students that having social networking resources a part of mainstream learning is appealing and will inspire their involvement in the learning process.E-learning, the social network platforms tackled the major issue in the recent era by supplying knowledge to the educators. However, social networks have helped solve some of these problems by incorporating collaborative side with a student and allowing the students' involvement in the educational cycle that contributes to a rise in attracting them to e-learning and clarifying the cause for the attraction knowledgeable regarding social network sites.

The new and changing definitions of social networking platforms, uses, implementations and enjoyment allowing one to look at the interaction between social network consumers and these technologies[[9]](#footnote-10).There is theory of uses and gratifications (UGT) refers to an approach that helps to understand the logic behind why and how individuals actively seek specific social networks and media outlets to fulfil their specific, personal goals[[10]](#footnote-11). UGT in simple terms can be said an easy way to understand the subject of mass- communication for common people.[[11]](#footnote-12) This theory only asks a specific question which is what social media do to a specific individual?

UGT uses philosophy and satisfaction focuses around people's behaviour and their reactions on social media. In this method, this philosophy of communication applies to positivism, which is cantered in the socio-psychological history of engagement, which reflects on the interactions between people at the scale between information technology. With regards to UGT, a variety of guiding issues arise: How do people use mainstream media? What does the usage of social media by citizens signify?So, this UGT theory explains how social media consumers actively choose media outlets that will fulfil their needs and allow them to improve their preferred areas of interest, such as education, enjoyment, intimacy, information exchange, thoughts, social connections, entertainment, and escape. In this way, UGT is a human-cantered strategy that focuses on social technology, so it believes people have many options to choose from, encouraging them to choose the one that better fits their particular needs. Therefore, UGT recommends that consumers of internet or social media take an active part, and recognize what alternate choice to use to fulfil their needs.[[12]](#footnote-13) So, as this theory proves people take active part in social media so it can be actively used to teach people through social media.

**How Social Media Affects the Students**

Social media not only allows you to gain information, but also to create enduring relationships in the real world, communicating with fellow mates through Facebook, Twitter and other web sites may help a student resolve the kind of loneliness that could otherwise contribute to school leaving. A Twitter account can provide information about current events, news, thoughts of people, it promotes research work etc[[13]](#footnote-14) to a shy student who hesitates face-to-face other student encounters. Such personal interactions are vital for a sense of belonging.

It is not new to utilize the technologies to fit various learning styles for students. The value of social network apps is that they provide a range of resources that can mix and match learners to best match their different learning preferences and improve their academic achievement.

The social networking platforms are heavily centred on creating societies with shared goals or events online. Social networking platforms will also help students build leadership skills, from low-level preparation and organising to positive change-promoting events and civic participation.[[14]](#footnote-15)

Social media platforms and networking sites allow students to participate and communicate their imagination and connect it with each other. These personal experiences are essential to developing a sense of identity and maintaining it. There are still several harmful consequences because there are good results on the social network.

The researchers have already indicated that social networking has a detrimental effect on school leaning[[15]](#footnote-16). Studies find that the students of middle school, high school and college students got lower grades due to spending time on social media. They spent average time of 15 minutes on social media. In some cases, even some teens are addicted to maintaining more than one account on social media networks when boys send requests to girls and they don't accept their requests that they try to make fake accounts using feminine names and display pictures and try to add others.

The best thing about using social media is that you'll quickly know who are the specialists of different topics and sectors. As you continue to follow these experts you will know more and obtain insightful knowledge from them, this will allow you to achieve better results.

Social networking has the potential to expand your outlook on diverse subjects, and offers fresh, informative, instant information. You have the ability to contact experts to get feedback on issues where support may be required.[[16]](#footnote-17)

Creating a brand via social networks will help the students develop their job portfolio. The networks can be used to continue exchanging research when in the learning space a student is already in. This is helpful for launching the career of a student who illustrates the cycle of learning built via their social networking.

Through focusing on educational history and obtaining attention on social media, professional reputation is founded upon and students come off as individuals who can offer their knowledge in different fields. This trains your profession for professional reputation and places it against.

**Can Social Media Help overcome Illiteracy problem?**

You cannot overemphasize the issues of lack of education. It varies from unemployment to reduced wages, to work cuts, to systemic offences, to economic and social doldrums. It is not shocking that the United Nations has set a sustainable development target "by 2030 to ensure that both girls and boys complete free, equal and standard primary education contributing to meaningful and successful learning outcomes."[[17]](#footnote-18)

The answer is encapsulated in a single phrase. "what is that term?". Usage, I say use of Social networking can help us solve the challenges of lack of education, but it would ultimately rely on how we utilize it and whether we will empower people and allow more use of it. Nearly everybody today has at least one social networking page. Instead of wasting the chunk of one's time talking and socializing on a social networking site, one should develop one's comprehension on how to talk and write in a given language. How? There are many social media sites that like kindle enables people to read authors, the literature of all genres. You can read as much as you want, once you have signed in.

Social networking channels will help develop communication skills and offer shy learners a 'back door.' Although several students hesitate to talk in front of their peers, on social media they may feel more confident 'talking.' This offers an outlet for too discouraged students to lift their hands in college. Additionally, social media relies on the written word, making it an excellent way to improve the writing skills.

By making good use of YouTube, a person who is ignorant in a given field or area of knowledge can become an online literate. YouTube lets you watch through videos and images. In reality, some tutors have started tutorials on YouTube or training on a given subject. For e.g., the computer an alphabet described earlier can become computer literate by watching clips on how to use a computer. Only a few styles and clicks can bring up videos about how to operate a machine, and practically teach him or her. Simple, easy. Wiki which is Wikipedia's short form provides lots of valuable knowledge from which one may gain. By reading through the material on Wikipedia and some other sites, one can become acquainted with a specific topic.! In such an area you are literate[[18]](#footnote-19). But note, much of this depends on the implementation. And if you're passively socializing or talking on sites like Facebook, WhatsApp and so on, people always will know new things. I've learned new vocabulary countless times, a specific issue or problem, strategies of some sort just by interacting with people on this forum. Teachers and lecturers should often allow effective use of social media by developing groups or chat rooms for their pupils, or remote classes

Using tools such as Google Apps or Ning will allow students, regardless of their time or location, to have access to useful learning resources. In the school, it can be very costly and logistically difficult to offer extra learning content to students. But the use of social media will enhance learning. In reality it will encourage academical participation by that the time a student spends on his homework or related school projects to allow students to take part in the numerous social learning activities available to them.[[19]](#footnote-20)

Use of social media in classroom will also strengthen the sense of community in your classroom, as well as penetrate group learning and communication among your students. Tomaszewski notes that "social networking networks facilitate many interactive practices in the classroom, like 'communities of action' where learners can engage and exchange ideas".[[20]](#footnote-21)

Communities of learning and cooperation often enable students to do well in the classroom. In a Harvard University analysis led by Dr. Richard Light, "research subjects who served in classes, only once a week, were more involved in their experiments, were more equipped for college, and gained considerably more than students who studied alone".[[21]](#footnote-22)

Social media also makes multimodal learning, which Nick Sousanis says is important in understanding for the students. He says "Each language leaves research unfinished for other languages to do even like the thermometer offers just a limited view of the temperature"[[22]](#footnote-23).If students see just one mode, just words on a screen, then they don't see the whole thing. Sousanis also notes that "the image communicates where words lag"[[23]](#footnote-24). Teachers can provide students with several ways to display text, image, photo, audio, and hands-on.

Another major benefit of social networking in schooling is the potential for distance learning. There are numerous poor students who are unable to attain formal education by taking daily classes in an institution of education. New educators are able to recruit students through distance learning services with the help of numerous electronic platforms coupled with social networking. Soon, this will be an inseparable part of our modern form of education. Hosting live lectures through Skype or webinars through zoom is the way forward to enabling access to education for students who reside in remote areas of the world.[[24]](#footnote-25)

Another critical value of social networking is the promotion of teamwork. Collaboration involves working together to accomplish mutual aims, collectively, creatively and socially. Collaboration within an online learning environment refers to any form of teaching in which students work together in communities against a shared goal[[25]](#footnote-26). As such, collective learning may be described as encompassing all group-based modes of teaching, like co-op learning.

There are three basic aspects of proper collaboration: engagement, contact and synthesis. This ensures that in educational environments teamwork allows students to go past merely breaking up tasks. True teamwork isn't about telling students to create different pieces of a project independently; it really involves collaborating together on common assignments. The central feature of collaborative learning is that the focus is on exchanges between students rather than studying as a solo task. Given the importance of collaboration in the learning process, a large number of social media tools serve as platforms for learners to gather and share information and resources from both internal and external networks of collaboration[[26]](#footnote-27).

In comparison to traditional educational models that continue to rely on individual learning processes, interactive social networking networks allow for a change in individual thought about the resources and knowledge that can be generated collaboratively. Collaborative marketing systems have the ability to deliver a common place where people put together their thoughts, discuss them with their colleagues, and post them in a way that can be updated and revisited. Research has shown that students learn better when they are actively engaged in the process, and that students working in groups tend to learn more and keep it longer than in other formats of instruction.[[27]](#footnote-28)

Although merely gathering knowledge may be accomplished alone, in a group setting, the problem-solving abilities of the students are much best improved.

Social networking also allows students to collaborate together on initiatives that are beyond the capacity of an person.

**Positive aspect of Social media**

Social media have reduced the world, we now have more information, more knowledge and better chances of making use of it. The social network has increased our capacity to consume knowledge, what seems to be something natural for someone 20 years ago, we are incredibly simple to manage and we adjust rapidly. The next element is the beneficial effect on education of social media:

1. **New skills**: Social media teaches students the abilities they need in the business world to survive. Creating and establishing ties with various individuals in several sectors is an important part of a profession or company creation. Talents were soon identified, students who coded well were instantly noticed, who had strong talent, had their videos out and expressed their visions.

2. **Quality education**: The rate and quality of cooperation for students have also been increased. They will connect easier, exchange knowledge easily, improve efficiency and encourage them to understand how to function together in groups.

3**. Awareness with digital technology**: Students are more acquainted with computers and other technological tools by spending a lot of time engaging with emerging technologies. This will allow students to develop skills that support them in their life with a growing emphasis on technology in education and industry.The easy and quick way users can share photos, videos or stories has contributed to more innovative job sharing[[28]](#footnote-29). The opportunity to get direct input from peers and family on their design platforms helps students improve their creative abilities and confidence or help them settle about the career direction they want.

4**.Enhance creativity**: People are able to post photos, videos or stories more rapidly and conveniently and share more imaginative work. The opportunity to get direct input from peers and family on their design platforms helps students improve their creative abilities and confidence or help them settle about the career direction they want.

5.**Help Awareness Development**: Most young people are leading a sheltered existence. Yet they gain understanding about culture and the environment by exposing themselves to various media sources. If a generation of socially active people is to be nurtured, this cultural and political awareness is essential. News channels, blogs, social networking sites make them aware. Also, playing computer games and PlayStation increases their motors skills and coordinating skills.[[29]](#footnote-30)

6**.Personality grooming**: Often young adults feel socially insecure. The media offers them the ability to improve their social abilities. It offers them the ability to build new connections and to extend their social circles. Community confidence, enhanced information exposure, and mutual participation are among other benefits.

7.**Inspire Teenagers**. Don't just complain over abuse as a child witnesses an incident. They will use the film as encouragement with a little instruction. Young kids gaze at famous celebrities, and when a famous asks them to keep away from drugs, they should listen.A student's ease of adjusting her profile allows her more conscious of basic facets of architecture and construction which are also not learned in schools.

8.**Promote fine tuning computer skills**: these days, online games have come a long way. But in video games, there are still some nice stuff! Few computer games are accessible to help young people grow and improve their motor skills and coordination.

9.**Faster information**: Businesses will access the market more easily than ever due to modern media. But businesses will now tell the public of an enticing commercial through telephone, social networking, the blogs and video advertising rather than mailing inserts and waiting for Sunday paper to market their items.

10.**Greater scope for business**: New technology ensures corporations will meet more clients than ever. Hundreds or thousands of Facebook messages and e-mail and text message can have a quick deal through these things, which will trigger a freebie or discounts, such that the organization will deliver a notification with a tap of the button to such customers.

11.**Business Technology**: The use of digital media means both media creation and media support through the use of new technologies. For your business, modern technologies may be an opportunity. You will affect certain aspects of your business if you use smartphones and laptops to access modern media.

12.**Business Tools**: Digital media also helps businesses to select from several different choices when they want to learn about their company. They now can create media which combine audio, visual, text and interactive media, instead of choosing a TV or radio commercial or print publicity. A larger market with distinct tastes is possible from this hybrid media.

13.**Networking for society**: Networking is the first and primary advantage of social media. People will talk to anyone from everywhere. No matter where and faith. The beauty of social media lies in being able to connect with anyone to learn and share your ideas[[30]](#footnote-31).

14. **Support for society**: You should inform the world of the struggles and get aid and sloppiness. You will bring something out of the culture you are linked to, whether it helps with money or guidance[[31]](#footnote-32).

15**.Knowledge and Updates**: The biggest benefit of social networking is that you are learning with the current developments worldwide. TV and print media are skewed much of the time these days and do not express the real story[[32]](#footnote-33). You will get the truth and real knowledge from some analysis using social media.

16. **Good Cause**: The good causes should even utilize the social media. To promote an NGO, for starters, social services and contributions to the poor. People use social media to contribute to those in distress, so it will support other people easily.

**NEGATIVE EFFECTS OF SOCIAL MEDIA**

Addiction is the biggest detrimental impact of social networking. Many social networking alerts are continuously searching on Facebook, Twitter, LinkedIn. Many beneficial things such as learning, having an active interest in sport, contact in daily life and avoiding simple facts may be adversely influenced by this problem. Challenges faced by social Media are:

1. **Privacy**: Most of the students are engrossed in social networking platforms such as Facebook, Twitter and many more, by the aid of which they fall in touch with several other individuals they have never seen before or even talked before. They disclose their really sensitive and private info which can also be used several occasions for wrong deeds. While much of the supply of the information on social networking platforms by individuals is elective, people become increasingly more comfortable with showing a lot of personal details online.Students and many others tend to trust in strangers quickly and express their intimate, mis usable talks[[33]](#footnote-34).
2. **Health concerns**: Numerous health conditions are generated by the usage of social networking platforms over long hours. Due to the constant exposure to the networking site, eyesight issues may be developed, back pain due to sitting in the same place for long hours and much more.
3. **Real Friendship**: An individual has a lot of friendship through social networking but the nature and honesty of such friendships is not always valid.  On the other side, data about an individual on such social networking platforms is not necessarily accurate and credible, and it does not validate their members' personal information (age, place, etc.). While the sites offer individuals the opportunity to present a positive and accurate self-image. So, making a lot of friends that social networking platforms is likely to be negative rather than healthy. This would impact how social networks are used in education. Students have a tough time interacting with people face to face and lack knowledge as they spend more and more time chatting from behind a computer.[[34]](#footnote-35)
4. **Reduces Learning**: Nowadays, students depend primarily on the accessibility of knowledge to the social network and the internet in general to have answers. Students more often than anyone else become victims of social networks. This can be due to the fact that social communication is an attractive means for students to avoid boredom while they study or search their course materials online.[[35]](#footnote-36)
5. **Bad academic output**: Students struggling to do multiple assignments when working on social networking platforms display fewer academic success. Their capacity to concentrate on the mission is significantly affected by disruptions triggered by YouTube, Facebook or Twitter.
6. **Making violence normal**: The level of violence today in movie and video games is frightening. Each day, teenagers stream such horror scenes for many hours. Their truth is abuse. Most teens cannot distinguish fiction from reality. For them, violence is "natural."[[36]](#footnote-37)
7. **High risk sexual conduct**: teens just find out about their sexuality. It is very typical that they are involved in all sexual stuff. Even a woman may be fooled by the amount of sex in the media today. The idea seems to be conveyed to teenagers: sex without obligation. This may contribute to personal irresponsibility and unintended pregnancies.
8. **Make something business**: joy comes at a expense. That's at least the impression young people get in the newspapers. Your life would be perfect if you only purchased this new hot game, the dress. Advertisers plan to increase their income for young people. Yet the concept of selling gladness is becoming vulnerable to teens.
9. **Low Grades in school**: An additional research reveals the multiple outlets have a significant impact on schoolwork.The success of students who seek several assignments and research on social networking platforms has been raising[[37]](#footnote-38). Their capacity to concentrate on the mission is significantly affected by disruptions triggered by YouTube, Facebook or Twitter[[38]](#footnote-39).
10. **Faster share of information**: Social advertising, though, ensures that users would now be willing to hit back. Through posting negatively on your Facebook page and on other pages such as your profile and Twitter, consumers will leverage public platforms to vent about your condition that might have not existed with you and others.
11. **Costly Technology**:It is more costly to keep pace with emerging innovations which can require the creation of new strategists that can innovate which produce digital goods. Modern technology is costly.[[39]](#footnote-40)
12. **Cyberthreat**s: The majority of kids have been victimized by cyberbullying in the past according to a report published by PewCenter.org. Because anybody can build a fake account without monitoring something, it's very easy for everyone to bully on the site. The public will obtain warnings, texts and rumours to generate civil turmoil and disorder.[[40]](#footnote-41)
13. **Hacking**: Another negative feature of social media is that the user shares too much information that can threaten them. Your personal data can even leak on social sites with the tight security settings. Downloading and copying your videos or photos is a simple job which can be accomplished with only a couple of taps. Personal information and privacy on the Internet can easily be hacked and shared. That can cause personal losses and damages. Likewise, identity fraud is another issue that can cause people financial damages by breaching their personal accounts. In the background of many personal Facebook and twitter accounts and materials have been uploaded by the hacker that influenced the personal lives of the people. Another negative feature of social media is that the user shares too much information that can threaten them. Your personal data can even leak on social sites with the tight security settings. Downloading and copying your videos or photos is an simple job which can be accomplished with only a couple of taps. It is one of the harmful social networking drawbacks and it is advised that any user maintain his or her personal details and profiles secure in order to avoid such incidents. Teacher o union also protested against this.[[41]](#footnote-42)
14. **Addiction**: The social media addictive part is very bad and can also disturb personal lives. The use to the social media impacts most young people. We become still actively active and gradually split from culture. It may also waste time that successful tasks and activities could have taken advantage of.
15. **Prestige**: social media actually making a false narrative and circulating it through social media will quickly destroy someone's image. In the same way organizations will incur damages as a consequence of the negative credibility of the social networks.
16. **Copyright issue**:The Educators who teaches online have raised their concern whether the exemption for educational use under the copyright act extends to online education, they are unsure whether reading a text book online can violate a copyright law as the exemption is only for physical classes. So, there is a confusion regarding this.[[42]](#footnote-43)
17. **Other challenges**: Some of our teens enter social media not to upload their pictures but to find mates with whom they can exchange their feelings, and often it goes wrong and they associate with bad people and that interaction may lead to kidnappings. Facebook-related abductions are growing and we may find so many such cases where the kidnappers have been supported by Facebook, for example. A guy who posed as a photographer on Facebook in Indonesia has been detained and charged with kidnapping and raping three teenage girls. Police claimed he persuaded them to visit him by pretending to make templates for them, and then trapped them in a building. Dozens of photos of naked girls were found on his camera and laptop by police. A research by the University of Michigan appears to indicate the use of Facebook among young adults contributes to a decrease among subjective well-being.[[43]](#footnote-44)There are some extreme cases as well as Danny Bowman, a 19-year-old selfie abuser in the UK who spent 10 hours taking over 200 photos of himself each day. He'd been obsessively seeking to capture the right photo for six months. Yet Danny wanted to kill himself, though he couldn't. "I was constantly looking to take the perfect selfie and when I realized I couldn't die. I have lost my colleagues, my schooling, my wellbeing and nearly my career, "said Danny. He first shared his pictures on Facebook, where he was greatly influenced by responses from others to his presence.[[44]](#footnote-45)

**CONCLUSION**

This paper dealt with social media use in learning contexts. This work has concentrated on exploring the benefits and negative impact of social networking on the academic atmosphere of the students. In the modern age, conventional teaching "styles" and learning are facing significant scrutiny due to their failure to provide students with space for variety and the increasingly increasing prevalence of social networking has rendered the move to additional versatile teaching models a requirement. This paper also states many examples how social media can be used to overcome literacy, it also states many platforms like Wikipedia, Instagram, YouTube. As we know the future of education is going to be virtual so we should know that social media can play an important role in overcoming illiteracy.

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