

CHAPTER I

INTRODUCTION

In this chapter the researcher explains about research context, research focus, research objective, significance of study, definition of key terms, and previous study.

A. Research Context

The disease outbreak caused by COVID-19 has spread almost throughout the world since the end of 2019. This outbreak has different impacts on various sectors. Restrictions on social interaction hinder human activities in carrying out activities in various sectors of life. One of the sectors affected by this outbreak is the education sector. Learning that is usually carried out in every educational institution with direct interaction turned into learning that is carried out online without any physical interaction. Along with this, both teachers and students must be able to adapt to the concept of education in the midst of this pandemic. Face-to-face learning was carried out properly before this outbreak occurred, while online learning was carried out with the help of digital applications that require an internet network to access it. Various digital applications with different capacities and uses are used to support the online teaching and learning process.

Digital applications used in the online learning process as tools to support the process include Google Classroom, Edmodo, Zoom, YouTube, WhatsApp, and many more. One application that is often used in online learning is WhatsApp. According to Church and de Oliveira in La Hanisi

WhatsApp Messenger is a smartphone- and web-based instant message application that allows users to exchange information using a variety of media including text, image, video, and audio messages.¹ This application is chosen because it is easy to use and favored by various groups. Students can also freely submit their responses and the teacher responds to student questions and comments, initiates new problems, or sends questions.² On WhatsApp, there are various features that can support the teaching and learning process.³ One of them is the voice note feature which is often used by teachers to deliver learning materials to students. Voice notes are used because they are practical and require less time and less effort than writing and speaking, thus allowing a moment's thought to be recorded before being forgotten.⁴ By using voice notes students can play them back whenever they want, making it easier for students to listen to the explanations presented by the teacher.

The use of WhatsApp voice notes in online learning can train students' listening comprehension because students have to play the voice notes and listen to them to understand the explanations contained therein. Abbas stated that listening is one of the most important skills in English language learning, but students have critical difficulties in listening comprehension because universities and schools pay more attention to

¹ Ajid La Hanisi et al., "The Use of WhatsApp in Collaborative Learning to Improve English Teaching and Learning Process," *International Journal of Research Studies in Educational Technology* 7, no. 1 (May 21, 2018), <https://doi.org/10.5861/ijrset.2018.3004>. 31.

² La Hanisi et al., 30.

³ Hega Nurazizah, Lilies Youlia Friatin, and Bambang Ruby Sugiarto, "Whatsapp Voice Note in Speaking Class," *Journal of English Education and Teaching* 3, no. 3 (September 9, 2019): 343–60, <https://doi.org/10.33369/jeet.3.3.343-360>. 345.

⁴ Anam Ahmad Khan et al., "Using Voice Note-Taking to Promote Learners' Conceptual Understanding," *ArXiv:2012.02927 [Cs]*, December 4, 2020, <http://arxiv.org/abs/2012.02927>. 2.

writing, reading, and vocabulary. Listening skill is very important in acquiring understandable input. In listening comprehension listeners try to construct a meaning when they get the information from the listening source.⁵ So, in order to understand what the students hear in the listening material, the students must focus and pay attention to the speaker and the topic being discussed.

In a previous study, several statements were found regarding the use of WhatsApp in online English learning during the COVID-19 pandemic. Based on the results of interviews conducted by the researcher in the previous study, it was found that the use of WhatsApp to learn English online was quite satisfactory for students. Many students stated that they found it easier to do assignments because they could do them at home with friends online. Others say that WhatsApp is useful for sending and collecting assignments. WhatsApp with its voice note feature is quite good for improving listening skills in learning English online. Students can replay voice notes to hear clearly and understand what the teacher is saying. It means that the use of WhatsApp to improve listening skills in learning English online is quite good although there are some students who need to replay voice notes to understand the explanation given by the teacher.⁶

The use of WhatsApp Voice Note feature at the 6th semester students of TBI in IAIN Madura academic year 2021/2022 have implemented in

⁵ Abbas Pourhosein Gilakjani and Narjes Banou Sabouri, "Learners' Listening Comprehension Difficulties in English Language Learning: A Literature Review," *English Language Teaching* 9, no. 6 (May 5, 2016): 123, <https://doi.org/10.5539/elt.v9n6p123>.

⁶ Fakhri Anisahril Walidaini, "The Use of WhatsApp Application for Learning English Online During Corona Virus Disease-19 Pandemic," . . *Volume 09* (2021): 169–70.

almost all the subjects, one of which is Sociolinguistic of A class, B class, and C class taught by Mr. Abd. Ghofur, M. Pd. Meanwhile in the other Sociolinguistic class, which is D class and E class that is taught by another lecturer, the lecturer do not use WhatsApp voice note, instead of using Telegram application. In Sociolinguistic online learning taught by Mr. Abd. Ghofur, M. Pd., WhatsApp voice note is used by the lecturer to explain the material delivered in dominant English. The lecturer shares the voice note along with the presentation slides or reference. The implementation of WhatsApp feature in Sociolinguistic online learning that delivered in dominant English by the lecturer make the 6th semester students of TBI in IAIN Madura academic year 2021/2022 being passive students, the students just respond the greeting, but not build any discussion in the online learning. When the lecturer reviews the previous material delivered by using voice note and asks some questions related to the previous material, the students just keep silent and no one can answer the questions. The use of WhatsApp voice note in delivering English learning materials is not the best medium. In fact, some students have difficulty to hear clearly and understand the explanation given by the lecturer. Therefore, the difficulties experienced by students are important to understand so that solutions can be found so that the subject matter presented by the lecturer can be conveyed properly.

Based on the description above, the researcher is interested in knowing the difficulties experienced by the 6th semester students of A class, B class, and C class of TBI at IAIN Madura in comprehending Sociolinguistic material delivered via WhatsApp voice notes. Therefore, the

researcher is interested in conducting a research entitled “Students' Difficulties in Comprehending Material from WhatsApp Voice Note on Sociolinguistic Online Learning at the Sixth Semester of TBI IAIN Madura Academic Year 2021/2022”.

B. Research Focus

According to John W Creswell research problem are educational issues, controversies or concerns that guide the need for conducting a study. Problems in education can concern personnel in our schools, classrooms, and college campuses.⁷ Based on the research context described above, this research focuses on the formulation of the problem as follows.

1. What difficulties do the sixth semester students of TBI in IAIN Madura academic year 2021/2022 experience in comprehending the material of Sociolinguistic online learning from WhatsApp voice note?
2. What factors cause the sixth semester students of TBI in IAIN Madura academic year 2021/2022 to experience difficulties in comprehending the material of Sociolinguistic online learning from WhatsApp voice note?
3. How do the sixth semester students of TBI in IAIN Madura academic year 2021/2022 overcome the difficulties in comprehending the material of Sociolinguistic online learning from WhatsApp voice note?

⁷ John W. Creswell, *Educational Research: Planning, Conducting, and Evaluating Quantitative and Qualitative Research*, 4th ed (Boston: Pearson, 2012), 59.

C. Research Objective

According to Creswell a research objective is a statement of intent used in quantitative research that specifies goals that the investigator plans to achieve in a study.⁸ Based on the research problem written above, the researcher has the following objectives to be achieved.

1. To identify what difficulties do sixth semester students of TBI in IAIN Madura academic year 2021/2022 experience in comprehending the material of Sociolinguistic online learning from WhatsApp voice note.
2. To identify what factors cause the sixth semester students of TBI in IAIN Madura academic year 2021/2022 to experience difficulties in comprehending the material of Sociolinguistic online learning from WhatsApp voice note.
3. To describe how the sixth semester students of TBI in IAIN Madura academic year 2021/2022 overcome the difficulties in comprehending the material of Sociolinguistic online learning from WhatsApp voice note.

D. Significance of Study

Significance of study is also known as the benefits of research. There are two kinds of significance of study, those are scientific use (theoretical) as well as social use (practical). So significance of study is an explanation that explain the benefits of research, especially for education, teacher or

⁸ Creswell, 111.

lecturer, students, and also researcher. The researcher establish significance of study which consist of the aspects as follows.

1. Theoretically

The results of this study will help provide contributions and information about education, especially in the field of language. It also will be an alternative reference to enrich knowledge about students' difficulties in understanding the English material delivered by using WhatsApp voice notes so that further solutions can be found to anticipate it.

2. Practically

a) For Students

The purpose of this study was to determine the obstacles experienced by students in understanding online learning materials delivered in English using voice note. This study contains information about the difficulties that the students face, the factors that causing the difficulties, and how to overcome the difficulties.

b) For Researcher

As a prospective teacher, the results of this study will be one of the experiences and knowledge about what obstacles students experience in understanding online learning materials delivered in dominant English by using voice notes so that can anticipate it.

c) For Lecturer

This study can give information about the students' difficulties in comprehending material from WhatsApp voice note

delivered in dominant English so that lecturer can determine other strategy in using WhatsApp voice note in order to decrease the students' difficulties in comprehending material from WhatsApp voice note delivered in dominant English.

E. Definition of Key Term

Definition of key terms or operational definitions are required to avoid differences in meaning or lack of clarity of meaning. To avoid misunderstanding and word difficulty for readers in clarifying about the key term, the researcher want to provide an explanation of the term, as follows.

1. Students' Difficulties

Students' difficulties refers to the obstacles or difficulty factors experienced by students in understanding English learning material.

2. WhatsApp Voice Note

WhatsApp voice note is a feature on WhatsApp application to record sound which is used by teachers to deliver learning materials to students.

3. Sociolinguistic Online Learning

Sociolinguistic online learning is a learning activity of Sociolinguistic subject which is carried out with the help of digital applications which is WhatsApp application that require an internet network to access it.

F. Previous Study

Actually, the researcher found a study entitled "The Use of WhatsApp Application for Learning English Online During Corona Virus

Disease-19 Pandemic” written by Fakhri Anisahril Walidaini. This research told about the use of WhatsApp in English online learning during COVID-19 pandemic. In the study, it was found that the positive impact of using the WhatsApp application to learn English online during the coronavirus disease (COVID-19) pandemic made students feel comfortable and helped to share their online assignments. Students can explore technology at home with their gadgets. It was also found that the negative impact of using the WhatsApp application to learn English online during the coronavirus disease (COVID-19) pandemic made it difficult for students to understand lessons due to limited information and infrastructure. Signal constraints when learning online resulted in the use of WhatsApp not being optimal. This makes students unable to receive information clearly due to unsupported internet connection constraints. On the other hand, the use of the WhatsApp application to learn English online during the coronavirus disease 19 COVID-19 pandemic is quite satisfying for students because they can still study while at home.⁹

The difference of this study with the previous study conducted by Fakhri Anisahril Walidaini reside in the focus of the study. The previous study as explained above focused on the use of WhatsApp application for learning English online during COVID-19 pandemic, while this research is focused on the use of WhatsApp application that specific on the voice note feature used by the lecturer to deliver the Sociolinguistic material and the 6th semester students of TBI in IAIN Madura difficulties in comprehending

⁹ Walidaini, “The Use of WhatsApp Application for Learning English Online During Corona Virus Disease-19 Pandemic,” 171–72.

material delivered via WhatsApp voice note. Meanwhile, the similarity of this study and Fakhri's study is learning English during online learning.

The last, researcher also found a study entitled "The Students' Perception on the Use of WhatsApp Voice Note in English Learning Process at the Eleventh Grade of SMAN 1 Sangkapura" written by Diny Salifah Putri. This study describes students' perceptions of the use of WhatsApp voice notes in the English learning process. In the study, it was found that some students felt helped by this application, because WhatsApp made it easier for them to listen to the teacher's explanation about English lessons. WhatsApp voice notes help them to improve their understanding in English pronunciation. On the other hand, there are some students who have difficulty understanding the English material delivered by the teacher because they cannot see the writing, but only listen to the sound. Some students stated that WhatsApp voice notes were not interesting for various reasons, including they only listened to the voice without seeing the teacher's face, the learning process was not optimal so they could not understand the material well, they preferred videos to voice notes.¹⁰

This study has a similar focus with the previous study conducted by Diny Salifah Putri that reside the students perception on the use of WhatsApp voice note in English learning process, but the difference is in this study specific on the 6th semester students of TBI in IAIN Madura difficulties in comprehending material delivered via WhatsApp voice note.

¹⁰ Diny Salifah Putri, "STUDENTS' PERCEPTION ON THE USE OF WHATSAPP VOICE NOTE IN ENGLISH LEARNING PROCESS AT THE ELEVENTH GRADE OF SMAN 1 SANGKAPURA," *Jurnal Penelitian, Pendidikan, Dan Pembelajaran* 6, no. 26 (n.d.): 171.