

## **Chapter One**

### **Introduction**

This chapter introduces the study through several discussion. It presents the researcher's background, identification problem, delimitation of the problems, research questions, and research significance. In short, interconnection between Whatsapp and the process of learning is presented in the background. Then, the research questions as a guideline for this research are also presented. Finally, the significances of the research present the benefits of Whatsapp to certain people.

### **Background of the Research**

The number of corona cases in Indonesia is getting increased day by day. Positive COVID-19 cases on August 7, 2021, increased to reach 31,753 cases. So, with these additional cases, the total number cases of COVID-19 since the beginning of the pandemic have reached 3,639,616 cases (CNN Indonesia, 2021). The data raised a lot of concern for the Indonesian people, and a large-scale lockdown with restrictions has been carried out from July 13<sup>th</sup> to July 25<sup>th</sup>. Therefore, the government decided to extend restrictions until August 3<sup>rd</sup>, 2021. In short, the restrictions are implemented in hopes that the corona virus cases do not increase and spread.

Furthermore, the educational field is also impacted by the regulation of online learning. Online learning is an alternative that can be done by schools during the

pandemic. Since there are more and more cases of the corona virus in Indonesia, the government has decided to postpone face-to-face learning in schools to minimize the spread of the corona virus. With the policies that have been issued, many teachers started to take advantages of various existing technologies so that the teaching and learning process can continue even though teachers and students cannot directly meet. To respond that, there are several platforms that teachers use during the pandemic such as Google Meet, Zoom, Google Classroom, Google Form or WhatsApp for online learning. Some of these platforms are used to facilitate the learning process by teachers such as sharing videos, images, instant messages, and voice notes so on. Online learning is a good alternative and innovative learning system that is not only can be implied in pandemic era but also for the future learning process. However, online learning must be well prepared starting from the system, technical and material aspects. Online learning will be able to show significant learning outcomes (Margadinata et al., 2020).

Moreover, one of platforms, Whatsapp is often used to assist teacher during online learning. WhatsApp messenger is one of the applications used by teachers to communicate with their students through chat, video, and voice. A survey conducted by Susilawati and Supriyatno (2020) showed that 90% WhatsApp messenger has been used by schools and colleges even in their daily life. Besides, there are some features that are available in WhatsApp such as picture sharing, video sharing, document sharing, voice notes, group calls, location sharing, links, and group chats that strengthen Whatsapp to be used for online learning. Thus, WhatsApp makes it easier to communicate between teacher and students. In

addition, teachers can add more than 200 members in one group which is a sufficient number for teacher to conduct discussions or sharing information through WhatsApp. Jasrial (2019) stated that the WhatsApp application is an effective tool for teaching and supporting the learning process because it allows the user to talk, speak, write, and share many things in a room. Furthermore, WhatsApp is also easy to be accessed by the students anytime and anywhere. Nel and Marais (2020) stated that WhatsApp can be employed for teaching practice and ensuring the effective supervision. The process of monitoring and mentoring can be done with Whatsapp's features.

Using WhatsApp in online learning is not a new phenomenon since most people use WhatsApp for communication and share. There are so many studies investigating the use of WhatsApp as a teaching tool in online learning. The studies found that WhatsApp can be a resourceful teaching method to attract students, increase ideal contribution, (Mbukusa, 2018), gives a positive impact in online learning and has potential of a natural educational technology and the qualities to contribute to education (Cetinkaya, 2017). In addition, the teachers showed a good attitude toward the use of technology in teaching online during the COVID-19 pandemic (Rahayu & Wirza, 2020). Finally, using WhatsApp in online learning could increase student's learning motivation and after the COVID-19 pandemic for students in the Learning Resources and Media Development Course (Susilawati & Supriyatno, 2020). In addition, scholars found that utilizing voice message chat on WhatsApp is an effective technique in enhancing EFL learners' verbal interaction (Minalla, 2018).

## **Identification of the Problem**

There are many platforms that teachers can use for online learning during the pandemic such as google classroom, google meet, WhatsApp, zoom etc. Teacher used those platform to run teaching and learning process because they cannot do an offline class. For example, teacher can use Google classroom to share the material for multiple classes in one place so that the students can be easily accessing the material. Next platform is Google meet. Teacher can use Google meet to deliver the material and share screen like write in board so that students still can understand the explanation of the material. Teacher also can show videos or picture that is related with the material.

Furthremore, zoom platform also has the same feature as google meet such as share screen, share audio, modul or documents and others. However, using zoom in teaching and learning process sometimes has a limit where the user must purchase pro account so that it will cost both teachers and students. In one high school in Sumbawa, Indonesia, they use those aforesaid platforms to make sure students can get the same knowledge as they get in offline classes. Yet, there are lots of problems that teacher and students face during the process so that online learning can be challenging for both teachers and students. Teaching and learning English through WhatsApp can be the best way for some teachers. But, sometimes problems such as slow internet connection, lack of technologies, limitations of technology medias and other problems make the teaching and learning process difficult so that it does not run smoothly. These difficulties are raised in some of

the teachers as the concerns during the COVID-19 pandemic. According to the researcher's observation, one of the teachers admitted that one school must be stopped for three months because of the corona virus which spreads continuously and increasingly. Thus, teachers are required to find ways to solve the problem of students so that they are still able to receive the same lessons as face-to-face schools. Even, many teachers visit the students one by one because they cannot attend face to face learning during pandemic. With this pandemic, teachers should find new learning strategies which can help them in the teaching and learning process. One of them is maximizing the use of technology so that teachers are able to manage or control students' learning process even though they are not in the same places.

### **Delimitation of the Problem**

In this research, the researcher focuses on investigating how teachers implements the application and the effectiveness of WhatsApp in online learning during the pandemic. The researcher wants to know how senior high school teachers use WhatsApp in online learning and the teachers' perspective towards the use of WhatsApp application for online learning.

### **Research Questions**

To know the teachers' perception towards WhatsApp application in the teaching and learning process, the researcher has formulated two research questions:

1. How do senior high school teachers use WhatsApp in online learning?
2. How are the teachers' perspective towards the effectiveness of using WhatsApp for online learning?

### **Objective of the Research**

The aim of this study is to find out how the teachers used WhatsApp for online learning and to know the teachers' perceptions toward the effectiveness of using WhatsApp for online learning.

### **The Significance of the Research**

This research is intended in the hopes of giving benefits for some parties. Teachers, institutions, and other researchers are expected to get the benefit from this current research. The detail of benefit can be seen as follows:

**For teachers.** This study gives benefits for teachers so that teachers can reflect on their teaching process especially in online learning. Thus, they can utilize to use WhatsApps to increase the learner's knowledge. The researcher optimisms that this research can be used by future teachers as teaching methods in the future.

**For institutions.** This study can also give information to institutions to be wise in deciding policies such as what kind of applications can be used for their students.

**For other researchers.** The result of this current study can give other researchers new ideas to do research about other aspects of this application that can

give benefits for people. WhatsApp has so many interesting features that other researcher can investigate.

### **Organization of the Study**

Every chapter is related to the content on the first chapter. This part is done for readers to see the content in each chapter of the study. The description is presented as follows:

In chapter one, the researcher discusses the background of the study that describes why this study is conducted. Besides, this chapter also discusses the identification of the problem, followed by limitation of the problem, research questions, the significance of the study, and the organization of the study.

In chapter two, the researcher takes some journal articles to support the research. In addition, in this chapter the researcher includes some references that are related to the study.

In chapter three the researcher explains the method used for this study. First, the researcher explains the design of the research, followed by research setting and participant next, the researcher explains about the instrument used on the research and how to collect the data. The last one is the explanation of data analysis in this study.

The fourth chapter presents the findings and discussions of the study based on the data collection from the participants who are interviewed by the researcher. There are some reports included in this chapter. First, the researcher explains the

strategies that the learner used during speaking skill practice. Second, the researcher mentions how learners implementing the strategies in their speaking skill. The researcher also includes some theories that are related to the findings.

The last chapter talks about the conclusion and recommendation. The researcher includes all things related to the topic that has been discussed in the previous chapter. Last, the researcher also provides recommendations for some parties.