

# CHAPTER 1

## INTRODUCTION

### A. Background of Study

Global competition in the 21st century grows so revolutionary, and it demands new and different ability. Therefore, it is undeniable that people are required to improve their capability in many aspects. Moreover, in education aspect, the skills taught in school as the result of learning process are required to be realistic and relevant with the global challenge.<sup>1</sup> Moreover, based on Forbes, there are five skills needed for 2030. Those skills are data communication/interpretation, network security, UX design, digital marketing, and technology adaptation.<sup>2</sup>

From the prior statement, a good capability in communication includes one of the most important skills in this globalization era. Therefore, people all over the world have a tendency to learn more about international language including English as the primary global language.<sup>3</sup> However, as the one of country with English as a foreign

---

<sup>1</sup> Andrew J. Rotherham and Daniel Willingham, "Needs Analysis of Academic-English Speaking Material in Promoting 21 St Century Skills," *International Journal of Instruction* 12, no. 2 (2019): 739–54,

<sup>2</sup> <https://www.forbes.com/sites/joemckendrick/2023/05/11/five-skills-every-technology-focused-leader-or-budding-leader-needs-now/?sh=ad1d3f11abd3>

<sup>3</sup> İsmail Gelen and Ercan Tozluoglu, "Evaluation of Online Language Exchange Platforms: The Example of 'Free4Talk,'" *International Journal of Progressive Education* 17, no. 2 (2021): 352–68,

language, there are many EFL learners in Indonesia obtaining the anxiety in building the communication with foreigners as the conversational partner both in spoken and written. This problem becomes a barrier in communication. In more detail, Handayani et al explained that speaking as the one kind of verbal communication is a stressful process, due to the way in delivering the thoughts orally. So that, it can decrease the confidence of people in communication <sup>4</sup>

The phenomena above aligned with the result of pre-liminary study through interview towards 10 students in English Education Department in Banten that conducted on November 9<sup>th</sup>, 2022. Based on the interview, the researcher got the fact that almost all students had the problem in delivering their thought in English, especially in communication with foreigners. The result showed that almost all participants feel hesitate to speak and to determine the right vocabulary. Furthermore, all participants agreed that there was a different atmosphere between conversation with Indonesian and foreigners. It made participants getting more huge anxiety and it lost their fluency during pouring out the thought in English. It also happened due to some factors such as different accents, speed of

---

<sup>4</sup> Tri Handayani, Yenni Rozimela, and Sitti Fatimah, "An Analysis of English-Speaking Anxiety Experienced by the Second Year Students of English Language and Literature Department of Universitas Negeri Padang and Its Causal Factors," *Journal of English Language Teaching* 9, no. 3 (2020): 580–92, <https://doi.org/10.24036/jelt.v9i3.44303>.

speech and a lack of practice in using English with foreigners. In addition, it was in line with the statement from the lecturer in speaking subject. She stated that some students had a low capability in oral communication due to a limited opportunity for practice. Meanwhile, speaking subject taught in the class is not enough to improve their capability in communication.

Accordingly, it can be realized that a lack of practice as stated above creates a gap of receptive and productive skill until there is a famous statement appears among EFL learner such as “I understand the language, but I cannot speak it though”. The problem of fluency in verbal communication makes learners feel unconfident when it comes to communication with foreigners. Whereas, as claimed by Foreign Service Institute (FSI), language learners need around 700 to 1,320 hours of instruction to achieve fluency.<sup>5</sup> Meanwhile, there are many language courses, especially in educational institutions, do not offer many instructions for language learners. Therefore, the learners need to be more independent and do not properly rely on the material provided by the language courses.

---

<sup>5</sup> Ellen Bialystok and Kenji Hakuta, “In Other Words: The Science and Psychology of Second-Language Acquisition,” *Choice Reviews Online* 32, no. 08 (1995): 32-4319-32-4319, <https://doi.org/10.5860/choice.32-4319>.

In addition, with the existence of smartphone including various platforms inside, learners can learn a language by themselves since they easily get exposures of English content and connect with strangers by utilizing the technology such as social media. People can improve all skills in language by using different forms of platform such as Duolingo, OmeTv, Bingo Live, Instagram Live, HelloTalk, Discord, Using English. com, English club . com, Cambridgeenglish .org, free4talk.com, etc. These platforms are able to connect learners with foreigners from many countries. By this way, learners can improve English skill performance especially in fluency aspect.<sup>6</sup>

However, in this research, the researcher focused on investigating “free4talk.com website” as the medium to communicate with English with foreigners all over the world. Furthermore, Based on the study conducted by Gelen & Tozluoglu in 2021. The result revealed that free4talk.com offers the social atmosphere and expressive language competency for language learner. Then, it contributes greatly to the development of language learning progress with the amount of safety provided by this platform. Then, in this research, there are some questions appear regarding to the role of

---

<sup>6</sup> Irfan Taufik, Rizdki Elang Gumelar, and Tatu Munawaroh, “The Effect of Using Ome TV Application Technique Towards Students’ Speaking Skill at The Eighth Grade Student of MTs Fathul Adzmi Cikedal Pandeglang,” *Proceeding AISELT (Annual International Seminar on English Language Teaching)* 7, no. 1 (2022): 119–26.

free4talk.com towards students' fluency in verbal communication. Therefore, the researcher interests to conduct this research entitled "*Investigating student's fluency in verbal communication through www.free4talk.com website*".

## **B. Formulation of Problem**

Based on the background of study above, the researcher formulates the formulations of problem as follows:

1. How is student's fluency in verbal communication through "www.free4talk.com website"?
2. What is the role of "www.free4talk.com website" towards student's fluency in verbal communication?

## **C. Objective of Problem**

The researcher formulates the objectives of problem as follows:

1. To investigate student's fluency in verbal communication through free4talk.com website.
2. To investigate the role of "www.free4talk.com website" towards student's fluency in verbal communication.

#### **D. Significance of Study**

##### 1. For Existing Literature in field

This study provides the new insight about online language exchange platform called [www.free4talk.com](http://www.free4talk.com) website, specifically towards student's fluency in verbal communication through the experience of building conversation with foreigners.

##### 2. For the student

Through this study, students will realize about the importance of practice a language for creating a good performance in spoken verbal communication skill creating fluency competence, By adjusting themselves in building the interaction with foreigners, student can used to understand any kind of dialects and accents from foreigners all over the world and will not hesitate in conveying the thought and idea relating to the topic of conversation.

##### 3. For The Future Study

This research contributes the new paradigm that will be useful for the next discussion about the platform called [www.free4talk.com](http://www.free4talk.com) website and the importance of fluency in verbal communication skill. Moreover, it probably leads to more in-depth research about it.

## E. Previous Study

There are some previous studies that conducted by several researchers:

The First is study from Winaryo & Gusdian (2021). This research entitled: "*Measuring English Language Education Department Students' Speaking Fluency Level*". The aim of this study is to investigate the speaking fluency level in English Education Department at University of Muhammadiyah Malang. This study use quantitative method and it used three standards including speech rate, pause rate and disfluent syllable. Moreover, the result showed that two students achieved level 3 (good) in speaking fluency aspect and other ten students achieved level 2 (Intermediate). Therefore, the similarities between this previous study and researchers' study is investigating speaking fluency towards students in English Education Department. Meanwhile, the differences are from the research methodology and media that used by researcher in investigating students' fluency.

Secondly, the study from Permana Et al (2020). This study entitled "*An Analysis of Student's Speaking Fluency in Speaking Class Performance*". This study aims to analyze students' fluency level in speaking practice activity. This study used qualitative

descriptive method and the participants of this study are students in English Education Department at University of Muhammadiyah Tangerang. Then, the data collection was the video record towards speaking practice and professional feedback. Moreover, the result revealed that students' fluency level in speaking is still low and it needed to be improved. In other words, the similarities between this study and researcher's study are from the object of study, research methodology and research participant. Meanwhile, the differences are from data collection technique and type of speaking that investigated. In this previous study, students speak in monologue through presentation. However, in the researcher's study, students speak in dialogue through free4talk.com website.

The Third is study from Ismail Gelen and Ercan Tozluoglu (2021). This study entitled "*Evaluation of Online Language Exchange Platforms: The Example of "Free4Talk"*". The aim of this is to evaluate the online language exchange website named "www.Free4Talk.com" in the development of receptive and productive skill through self-directed learning and E-tandem language approach that effects the expressive language competency. This study used descriptive qualitative method with 413 people who are the active users of free4talk.com website. Considering all these



findings, it can be concluded that this website addresses a wide audience regardless of age, language, gender, educational level and whether the users continue their language education or not. In more detail, it provides an encouraging social learning environment, opportunities for cultural exchange and language practice in a relatively secure and free learning environment. The similarities between this previous study and the researcher's study is investigating free4talk.com website in language learning progress. Moreover, both studies use descriptive qualitative method. However, the differences are in the participant, the objective of study and the focus of study.

## **F. The Organization of Writing**

**Chapter I is Introduction.** In this chapter, the researcher put some points including Background of study, Identification of Problem, Focus of Study, Statement of the Problem, Objective of the Problem, Significance of the Research, Previous Study and The Organization of Writing.

**Chapter II is Theoretical Framework.** This part consists of some theories from some experts who have conducted research related to this research.

**Chapter III is Research Methodology.** This chapter consists of Research Method, Research place, Participants, Techniques of Data Collection and Data Analysis.

**Chapter IV is Finding and Discussion.** This part consists of research method, unit of analysis, Instrument of data collection, assessment of fluency and data analysis.

**Chapter V is Conclusion.** This part consists of suggestion and closing of the research.