

CHAPTER I

INTRODUCTION

A. Background of Study

Corona virus disease (Covid-19) attacks almost the entire world, including Indonesia. This condition has a negative impact on various aspects of human life, including the aspect of education. Due to the increasing condition of the victims of the pandemic, the Indonesian Government imposed new regulations in terms of the teaching and learning process in various educational institutions. Teaching and learning activities must be carried out online to prevent the spread of the Covid-19 disease. As stated by the Ministry of Education and Culture through circular letter number 4 of 2020. From there, each educational unit immediately looks for alternative media that are easy and suitable for use by teachers and students so that they can quickly adapt to undergoing online or online learning.

The implementation of online or online lessons for students requires teachers to adapt because now learning will be carried out through the media and no longer face to face. Teacher skills are needed here, because most teachers are still unfamiliar and minimal in using online media. This is also experienced by teachers in Serang district, because they have not implemented online learning before. During the Covid-19 pandemic,

teachers in Serang district were told to do online learning, forcing them to make maximum use of existing media. They are required to master various internet-based media and use Android or laptops. Online learning is a learning activity that is not face- to-face when learning activities take place.

Although there are a lot of media options such as Google Classroom, Zoom Meeting, and Whats App, the school feels it is less effective to monitor and evaluate teachers and students during the learning process. Thus, after going through a process of discussion with all staff, the Principal of SMAN 2 Serang decided to use Microsoft Teams as an online medium. Then, the decision was accepted and welcomed by the teachers of SMAN 2 Serang to carry out face- to-face learning even though it had to be online. Although at first the teachers found it difficult to participate in the training using Teams, but after a few weeks they were able to understand the pattern and flow of online learning through Microsoft Teams.

Microsoft Teams has been downloaded by more than 100 million users. Microsoft Teams itself is a platform that has been published since 2016. This application can be used for communication and group discussion.

In addition, Microsoft Teams has many features such as message

conversations, video calls, saving files, creating schedules or plans and other features individually or in groups. Thus, teaching and learning activities are not too different from normal learning, teachers and students can still meet face to face, discuss, and listen to the material provided. Therefore, Microsoft Teams can be used in learning activities, especially in teaching English to EFL student.

Indonesia is one of the countries that studying English as a foreign language or EFL. EFL or (English as a Foreign Language) it is a term for people who are taught English language but their primary language is not English and they also live in a country where English is not an official or primary language. What distinguishes EFL from CLIL is its approach to language learning. The main goal in EFL lessons is to learn a foreign language. Everything that is done during EFL lessons is prepared to create a situation where students can learn L2, whereas CLIL lessons have a dual focus on language learning and content learning at the same time. In addition, EFL needs to refer to Communicative Language Teaching or what is commonly called (CLT), a functional or communicative approach to language teaching. CLT aims to make communicative competence a goal of language teaching and develop procedures for teaching the four language skills that recognize the

interdependence of language and communication.¹

English is an international language. English language has become the most important language to people in many parts of the world and the most used in throughout the world. English plays a major role in many parts such as education, medicine, engineering, and business. So, It is important for us to learn it, including in Indonesia; English language as subject that compulsory to learn.

Indonesia makes English a foreign language that must be studied. As a foreign language, it is certainly not easy to learn it. English is a difficult subject to learn, coupled with current conditions so that teachers must be more careful in choosing teaching methods so that it can be easily understood by students. Language learning, especially English, will be easier to understand if teachers and students can interact face-to-face with each other so that the teacher can explain clearly and in detail, starting from understanding, functions, formulas, pronunciation, examples, and others. Researchers found several studies that had examined Microsoft Teams before.

Like Yanuar Rizka Wijayanto, Andayani and Sumarwati who researched about Utilization of Microsoft Teams 365 as an Alternative For Distance Learning Media Amid the Covid-19 Pandemic (2021).

¹ Salgot Julia Aregall; *EFL and CLIL: A Textbook Analysis*; (University of Vic-Central Catalonia, Faculty of Education Translation and Human Sciences, 2015), 13.

Second, Tahani R.K Bsharat and Fariza Behak (2020) conducted research about The Impact of Microsoft Teams' App in Enhancing Teaching-Learning English During the Corona Virus (COVID-19) From the English Teachers' Perspectives'in Jenin City (University Sains Islam Malaysia, 2021). In addition, there are studies that have been researched by Hind Al Fadda, Rasha Osman, and Ahmed Sayed M. Metwally dalam Using Whatsapp in Coordination With Zoom and Microsoft Teams to Enhance Online Learning During Covid-19 Lockdown.

From all the previous studies above, it was stated that Microsoft Teams can be used in online learning without reducing the essence of learning. However the fact is that the first previous researcher above is more general on the use of Teams as a distance learning media and the researcher uses quantitative methods. The second researcher only made the English teacher the subject for the resource, and uses quantitative-descriptive analytical approach. While the last researcher was more general and made the What'S app application as the main object and they used a mixed design or involves a combination of quantitative and qualitative methods.

Therefore, the researcher wants to find out how the results would be if English lessons used Microsoft Teams as object and students as subjects to determine their perceptions of Teams. In addition, the

researcher also wants to find out how the scores of their achievements after using Microsoft Teams as a learning medium. In this case, the researcher will ask English teachers to see the students' assessment books while studying with Microsoft Teams and find out whether there is an effect of using the application on students or not. One of the schools in Indonesia that uses the Microsoft Teams in all learning and teaching process is SMAN 2 Kota Serang. This school uses the Microsoft Teams as an alternative medium in learning during a pandemic condition.

B. Problem Identifications

The problem which occurred due to the background explanation above can be list as follow:

1. The Covid-19 pandemic has made the system of teaching and learning activities in schools changed from offline to online.
2. Due to the Covid-19 pandemic, teachers are required to change the teaching method from the previous one that is effective and in accordance with the material being taught.
3. Teachers are required to design or use appropriate and effective online media to be used during online teaching and learning activities
4. The success of teachers in teaching also depends on the learning media used, such as Microsoft Teams in EFL classes.

5. Learning from home and using online media such as Microsoft Teams can affect the level of understanding of the material and learning outcomes of EFL students at SMAN 2 Serang City.

C. Limitation of Problems

To be focused on the main problems of the research, In order to avoid the spread of the problem so that the discussion is more focused, then limit the problem to the following problems:

1. The perceptions of the EFL students of SMA 2 Serang City toward Microsoft Teams as a platform for learning online.
2. The EFL students' learning achievements after using the Microsoft Teams.
3. The students used as the subject of the research are the second class of SMA 2 Serang City.

D. Formulations of Study

There are several points that become the main issues in this study:

1. How are the perceptions of the EFL students of SMA 2 Serang City toward Microsoft Teams as a platform for learning online?
2. How are the EFL students' learning achievements after using the Microsoft Teams?

E. The objectives of study

Based on the formulation of the study, the study has some objectives

describe as the following:

1. To find out the EFL students perceptions on Microsoft Teams as a medium for learning online.
2. To analyze the effectiveness of the use of Microsoft Teams as a medium for learning online in improving the students' English skill.

F. Benefits of Research

The benefits of this research are: first, this research theoretically can enrich the science of language, especially on learning online method. Second, the result of this study is practically expected to improve the learning online method skill both for the teachers of SMA 2 Serang City and for me as the researcher.

G. Literature Reviews

There are several researchers who have conducted a research on the use of platforms in online English learning. Some of them are:

The first research is entitled "The Use of Teams In Distance Learning At SMAN 18 Surabaya". The research conducted by the first researcher was to determine the extent to which grade X students adapt to the teacher and use the Teams application as a distance learning medium. The method used by the researcher is quantitative with descriptive analysis. This was done by observing and distributing questionnaires to class X students. Based on the results of this study, it shows that by using

Microsoft Teams students can learn well, students feel happy to meet face-to-face with the teacher and are given material clearly even through online media. it can be concluded that students of SMAN 18 Surabayaya in class X feel that Microsoft Teams media can make them happy and have the opportunity to keep learning at home easily so that the learning process is effective even during the pandemic.²

The second research is entitled “The Impact of Microsoft Teams’ App in Enhancing Teaching-Learning English During the Corona Virus (COVID-19) From the English Teachers’ Perspectives’in Jenin City”.This study focuses on the impact of Microsoft Teams’ app in enhancing teaching-learning English during the corona virus (covid-19) from the English teachers’ perspectives’ in Jenin city.

The method used in this research is quantitative-descriptive analytical approach. The data of this study is using a self-administered questionnaire consisted of (15) items of one dimension developed by the researcher based on their experiences and the available literature. The questionnaire was distributed by using Google forms through a link generated by the site and then shared among participants. The validity of the questionnaire was examined using Cronbach alpha. The researcher recommended using Microsoft Teams app in learning activities online.

² Kartini Yusnawati, “The Use of Teams Application in Distance Learning At SMAN 18 Surabaya”, *Indonesian Education Journal*, Vol. 2, No. 2, (February, 2021)

Based on the results of the data questionnaire, it shows that Microsoft Teams can create an interactive atmosphere between students, teachers and the community, both inside and outside the classroom.³ The last previous research is entitled “Using Whatsapp in Coordination with Zoom and Microsoft Teams to Enhance Online Learning During Covid-19 Lockdown.” The purposes of their research are: (1) to find out the value of the use WhatsApp in supporting the teaching and learning activities, (2) to understand the extent to which students choose to use Whatsapp in online class activities in coordination with other online learning platform during the lockdown; and (3) the final goal is to find out all the challenges that faced by students every time they use WhatsApp then coordinate with other platforms like Zoom and Microsoft Teams during the lockdown of Covid-19.

They used a mixed design or involves a combination of quantitative and qualitative methods in one study to the research that can enhance the data collection and analysis based on the variables. In collecting data, the writers used qualitative data by using an online questionnaire or like open-ended question. In analyzing the collected data, the researchers applied one of the content analyses types and frequency analysis.

³ Tahani R.K. Bsharat and Fariza Behak, “The Impact of Microsoft Teams’ App in Enhancing Teaching Learning English During The Corona Virus (COVID-19) From the English Teachers’ Perspectives ‘in Jenin City’”, *Malaysian Journal of Science, Health and Technology*, Vol. 7, No.2, (2020), 102-110.

Then from the results of these studies, the researcher found that in the online questionnaire most students gave positive views regarding the use of WhatsApp in coordination with other online platforms during the Covid-19 lockdown. There is also a negative aspect where students impose ideas at times when classmates send questions, worries and ideas at any time, this aspect is very troublesome and disturbing. In addition, several students also kept repeating the same questions and were given almost the same answers. Lastly that Students also dislike excessive flow of messages.⁴

⁴ Hind al Fadda, Rasha Osman, and Ahmed Sayed M. Mentwally, "Using Whatsapp in Coordination With Zoom and Microsoft Teams to Enhance Online Learning During Covid- 19 Lockdown", *Revista Argentina de Clinica Psicologica*, Vol. XXIX, N0.5, (2020), 1024- 1035.