

CHAPTER III

METHODOLOGY OF THE RESEARCH

A. Research design

The research paper that will be used to locate the data is mentioned in this chapter. Researchers collect data in a logical and systematic way by using qualitative methods. The author uses an efficient tool in order to collect data in accordance with the research problem's focus. The following theory piqued the researcher's interest: "Since it involves abstract material (non-written text), listening is a difficult skill to master." The researcher found it difficult at times to catch the right pronunciation of the words simply by listening.

This study uses a case study in a research approach. According to Steven, qualitative research focuses on how individuals think and behave in their daily lives. This implies that researchers use techniques that are similar to how people respond in everyday situations, such as interacting with informants in a natural and unobtrusive manner. ¹Based on this view, it deals with the reasons related to the nature of qualitative methods. This research uses a case study with a research approach. This research will use several techniques to

¹ Taylor steven, Robert, Marjorie, *introduction to qualitative research method*, (Canada:2016), 9.

get in-depth information, including interviews, observation, and documents. Furthermore, the researcher employed a qualitative approach. The data that was found in qualitative method was non numerical data. Donalek (2004) wrote that conducting qualitative research is “a challenging, exciting, and at times, exhaustive process”. However, the data can be interpreted quantitatively, with the data presentation taking the form of a descriptive essay. As a consequence, the researcher is the most effective tool in the data collection process. Furthermore, the process is just as critical as the end product.

The primary goal of this study was to explain how through Zoom application whether English learning, especially listening skills can be implemented easily by students or add to the difficulty without any reduction, the researcher, announced the true outcome of the entire research process, as a result the descriptive style performed well for these purposes.

B. Data Sources

This research was carried out at SMAN 3 Kota Serang. The English teacher and the tenth grade students at SMAN 3 Kota Serang were the subjects of this report. Each class has 40 students. The researcher selected class A as a result of a recommendation from the English teacher. The data of this study was collected through observation in form of

¹⁸ Donalek, J. G. (2004). *Demystifying nursing research: Phenomenology as a q*

qualitative research method. Urologic Nursing, 24, 516—517

observation checklist, interview in form of interview guide, and documentation. Then, the data that was collected was used to answer these points of research. The information gathered from observation, interview, and documentation served as the study's data. The observational data necessary to address the first problem was gathered from the activities of the teacher and students in the classroom. The details collected during the interview came from both the teacher and the students. The details from documentation, such as a lesson plan, was then used to round out the information gathered.

C. Data Collection

This study uses a case study in a research approach. According to Steven, qualitative research focuses on how individuals think and behave in their daily lives. This implies that researchers use techniques that are similar to how people respond in everyday situations, such as interacting with informants in a natural and in this research, the researcher used some instruments, such as an interview as the main data, observation, and documentation. The explanations of the application of the data collection method are as follows:

1. Interview

The purpose of the research interview is to explore the views, experiences, beliefs, and motivations of individuals about certain things. In this qualitative method, interviews are

believed to provide a "deeper" understanding of social phenomena than that obtained from purely quantitative methods, such as questionnaires.²

In this research, the researcher will interview an English teacher to find out the teacher's perception when teaching using the Zoom application media. The students interviewed were those who had the highest scores in the subject of English and were active during study. This is needed to get their views on the media used by the teacher and also their perception of learning listening using the media.

1. The researcher asked English teachers about the media used during the pandemic and what creativity they had in implementing the media themselves.
2. The researcher asked the teacher to recommend several students to be sampled with the aim of knowing their satisfaction or views regarding the media.

2. Observation

In this study, researchers will conduct a survey related to the interactions carried out by teachers during the online

learning process. Observations will be made several times. The steps that will be taken during the observation include:

² P. Gill, K. Stewart, et al, *Methods of Data Collection in Qualitative Research, Journal Interviews and Focus Group*, Vol. CCXI, No.6 , (March,2008), 291.

- a. The researcher will prepare notes.
- b. Researchers will be in the same room as teachers who teach online classes using the Zoom application.
- c. Researchers will observe when the teacher explains the material using the media.

The purpose of this observation is to find out Students' perceptions by using the Zoom application for learning listening skills at SMAN 3 kota Serang.

3. Documentation

According to the journal Glenn Brown, a paper is one that contains additional research data. Data and observations derived from documents may be a useful contribution to the knowledge base. As a result, researchers can scan library catalogs and document archives for analysis as part of their studies.³The following are some of the steps researchers might use in documenting data:

- a. Researchers recorded interviews using a tape recorder.
- b. All the data will be analyzed and linked to each other.
- c. The learning process and all the media used are documented.

³ Gleen Bowen, *Document Analysis as a Qualitative Research Method*, Vol, IX, No.2 (2009), 30

D. Data Analysis

In qualitative research, the aim of data collection is to provide evidence for the experience being studied. The proof comes in the form of personal accounts of the case. The researcher examines the facts to come up with a concise explanation of the case. The data serves as the foundation on which the findings are based. In constructing the research report, the researcher draws excerpts from the data to illustrate the findings and to show the reader how the findings were derived from the evidential data.

From the explanation above, it can be synthesized that data analysis is the process of organizing and putting the data into the right pattern, category, and basic unit so we can find the theme and formulate a hypothesis as suggested by the data. Here are some of the expert's experiences with this theme analysis: Thematic analysis is a tool for analyzing qualitative data that involves scanning a data set for recurring trends, analyzing them, and reporting them. (Braun and Clarke, 2006). It's a method for representing data, but it also involves interpretation in the selection of codes and the construction of themes. Based on the statement above, it seems on this thematic analysis. The researcher will use the inductive method to analyze the results. Inductive reasoning works its way from the particular to the broad. Understandings are

formed by starting with specific elements and connecting them. To argue inductively means starting with individual pieces of evidence and then piecing them together into a coherent whole. Some data analysis procedures exist; they are:

1. Data Reductions

Data reduction is the first step the researcher will use in this research. In this case, the researcher tries to sort out which is needed to answer the research question. This is probably not going to be explained directly in the data findings, but to access the evidence more fully, it has been fully documented in the appendix. The reduction of the data is something common in the qualitative study of research. It is because the data in qualitative sometimes encounters data overload. That is why data reduction is important to minimize the data to make it easily analyzed.

2. Data Visualization

Data Display is the process of showing data simply in the form of words, sentences, narratives, tables, and graphics in order that the data collected is mastered by the researcher as the basis to take an appropriate conclusion. A display is an organized, compressed assembly of information that permits conclusion-drawing and action. As it is said in the journal *International qualitative Approach*, written by Susanna and Scagnoli, they stated in their writing. It has been proposed that, in order to achieve efficiency in assisting the reader in gaining

the intended message, a visual display should be as simple as possible, with the right combination of essential details and minimal details, while eliminating needless off-topic material or information. ⁴Irrelevant data creates visual noise, making it difficult for the reader to locate the most important and meaningful information.

From the statement above, the researcher could draw a conclusion and also apply it to this research. For this research, we will mostly be using a narrative description to explain the data findings. As it is one of the clear differences between qualitative and quantitative approaches.

⁴ Susanna, and Scognali, Data display in Qualitative approach, International Journal of Qualitative Approach. Vol XII, No.1 (2013), 360

CHAPTER IV

RESULTS AND DISCUSSIONS

This Chapter contains the results and discussion by researcher which was compiled based on the results of interview and observations.

A. The Results

1. The result of interview the English teachers

Based on interviews conducted by researchers, students answered the questions well based on their experiences. The students expressed various opinions about the zoom application as media used by teachers in teaching English online. There are five questions that researchers ask students. The students who becomes informants was 10 students, taken from class X MIPA 1, the best class recommended by English teachers at this school.

B. The Research Finding

The observation process took place for 4 meetings, 6-9 September 2021 at SMA 3 Serang city. learning is done using the application zoom media, this is done so for the sake of effectiveness in observing students or respondents show.

Observations were made in four stages:

- a. Students are asked to enter the class that has been prepared with the link that has been prepared. After that, students take part in

learning English by giving attention to the teacher who explains the material.

- b. Researcher observe the learning process and examine how the teacher explains the material through the application of zoom.
- a. Finally, after finishing the lesson, the researcher interviewed 10 students from the class.

The Teacher

The interview with the English teacher was conducted on September 09, 2021. The questions were asked about the learning process using the Zoom application. What are the advantages and disadvantages when teaching using the application. The researcher asked 5 questions which had been answered well by the teacher. Here's the description:

- a. Question I (what media are often used in online learning?)

The first question was asked about the media used by English teachers during online learning. This question was asked to find out what media are often used by teachers and how to apply them.

According to the teacher:

“The media that I usually use are Whatsapp and the zoom application. which is where WhatsApp provides schedule information and also sends a link to the Zoom application when I start learning, sometimes I also use PPT (power point).

First, the media used is whatsapp as an intermediary for sending the zoom link so that all students can know and have no difficulty when taking online classes,

The second media is a video conference application, namely the zoom application. This application is used when teachers need to deliver material directly by seeing students virtually. In addition, sometimes teachers use power point media that are made by themselves”

- b. Question II (How to make the learning atmosphere more interesting for online learning activities?)

This question was asked to find out how the teacher brought an interesting atmosphere even though he delivered the material online so that students did not feel bored. Teacher said:

"To make it interesting, I usually use methods such as not making the class atmosphere tense, because I also teach listening so I play them stories or songs so that the class atmosphere doesn't feel boring."

According to the teacher, to make online learning more interesting, he tries to interact with all students who take online classes in a less tense and less formal manner.

- c. Question III (how to manage students to stay conducive when online learning takes place?)

This question was asked to find out how teachers manage their students during online learning, because according to the researcher one of the important things for mutual comfort

between teachers and students and to produce better learning. My teacher said:

“Actually, when I was asked if it was conducive, I didn't know, because the situation was online. The way to keep students active, I focus on attendance problems, students must be absent on time, usually students who want permission contact me directly. In addition, students must complete assignments on time.”

- d. Question IV (is there a set of guiding rules during online learning?)

The next question is to find out the rules made by the teacher in online learning, during the learning process. This question was asked with a reason, to find out how much the teacher cares about managing their students even in online learning.

According to my teacher:

“There must be rules in the classroom, because it is important one of them is to improve student discipline, even though online learning. An example of a rule is when a Zoom meeting must activate the camera, assignments must be submitted on time, sometimes coordinated by the class leader, I'll check later. I will reprimand students who don't do assignments.”

- e. Question V (how do you solve technical problems during the learning process, such as network errors?)

The last question is to find out the problems commonly experienced by teachers and students during online learning. This question was asked with the reason to find out what problems

occur during online learning and teachers can overcome them.

According to my teacher:

“Usually problems arise when students provide information if the system/internet error. This must be understood. How to solve this problem I use other media that is more accessible / workable. In addition, for me online learning is quite an obstacle in the learning process because we cannot see student activities as usual in class. Therefore, student activities are only seen from attendance and assignments.”

Table 4.1 the result of interview by Teacher I related to the media that is often used during online learning.

No	Media	How to use
1	Whatsapp	Whatsapp media is used by teachers for greetings and giving instructions to direct to the zoom applications.
2	Zoom Application	Zoom media is used when teachers need to deliver material directly by seeing students virtually. It is used according to the material discussed.
3	Power Point	Power Point media is used by sending screenshots of the slide show material.

c. The result of interviews students

Based on interviews conducted by researchers, students answered the questions well based on their experiences. The students expressed various opinions about the media used by

teachers in teaching English online. There are five questions that the researcher asked the students.

The number of students who became informants was 10 students. The five students were taken from the class taught by the teacher, namely ;

Dantum 1

1. Student 1

Question I (what do you think about the online learning system during pandemic situation by using the zoom application?)

“In my opinion, online learning has its advantages and disadvantage. The advantage is that we are more relaxed in learning because we have a lot of time. The disadvantage is that when there is something we don’t understand it’s difficult to ask questions.”

Question II (what media do English teachers use during online learning?)

“The teachers more often deliver material through Whatsapp media and Zoom application.

Questions III (in your opinion, do you prefer to study online or offline?)

“I prefer to study offline in class because I can meet directly with the teacher and it is easier to understand.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I think I can understand it, but it is more comfortable when understanding the lessons in the class”

Questions V (what are the obstacles experienced during online learning?)

“The problem is most often in the network”

2. Student 2

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion, online learning has positive and negative sides. The positive is maybe for students who are far from school they can save costs because learning is via online and the negative side is that many students find it difficult to understand the material given by the teacher, because of the temptation of gadgets so sometimes forgot to do homework.”

Question II (what media do English teachers use during online learning?)

“For the media, teachers usually use zoom application, or power point after that, the teacher will explain again.”

Questions III (in your opinion, do you prefer to study online or offline?)

“Both are the same, because I can understand the teacher's explanation well. It is just that when I online study I cannot meet my friends.” *“Both are the same, because I can understand the teacher's explanation well. It is just that when I online study I cannot meet my friends.”*

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I am do not understand, and I feel more comfortable when learning in the class.”

Questions V (what are the obstacles experienced during online learning?)

“Maybe the problem is because there are some materials that are not understood because I think learning will be easy to understand if there is face-to-face interaction with the teacher directly, but we have to be diverted to using online media, so we ourselves have to explore material that we don't understand yet.”

3. Student 3

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion, there are 2 sides to this online learning, namely the positive and negative sides. The positive sides, the students do not go to school, and do not need pocked money. The negative sides is that students cannot clearly understand the material given by the teacher because they do not meet face to face and students are also a bit more difficult to ask questions about material they don't understand.”

Question II (what media do English teachers use during online learning?)

“mostly using Whatsapp and Zoom application.”

Questions III (in your opinion, do you prefer to study online or

offline?)

“Because my teacher always gives good explanation so when learning online or offline I feel the same, I can still understand it.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I do not feel any problem.”

Questions V (what are the obstacles experienced during online learning?)

“The problem is the limited quota for accessing lessons and sometimes not understanding the lessons because we can't meet face to face.”

4. Student 4

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion, learning during a pandemic is not effective sometimes if there is material i that still don't understand, then there are no signal problems when zoom meeting or even during attendance. The deadline is too fast.”

Question II (what media do English teachers use during online learning?)

“usually use Whatsapp, or materials directly from the teacher in question through the Zoom meeting or ”

Questions III (in your opinion, do you prefer to study online or offline?)

“I prefer online learning because I can do a lot of time at home too.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I can understand, but when I get distracted when the teacher explaining the material, maybe the sounds unstable.”

Questions V (what are the obstacles experienced during online learning?)

“The problem is that the signal and the deadline for the task are too fast, sometimes they are not given more time.”

5. Student 5

Question I (what do you think about the online learning system during pandemic situation?)

“I think online learning can be seen from two sides. On the first hand, there is a lot of free time to do other activities and the remaining time can be used to help parents in taking care of the house. Another positive side is that we can study or read material while doing leisure activities, we don't need to go to school so we can save costs and most importantly be safe from the dangers of the corona virus. While the negative side in my opinion, sometimes it is less effective this is because maximizing technology is not very effective in conveying learning, there may be students who understand and can catch all the teachers explanations online, but there are also those who do not

understand because communication is not established comfortably.”

Question II (what media do English teachers use during online learning?)

“several media have been used, but the most frequently used are Whatsapp and the zoom meeting application.”

Questions III (in your opinion, do you prefer to study online or offline?)

“in my opinion it is the same, but sometimes I feel bored having to linger for a long time leaving laptop screens during online learning.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“a little bit I try to understand that even when I focus.”

Questions V (what are the obstacles experienced during online learning?)

“Network problems and quota limitations.”

6. Student 6

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion, online learning is not fun because the material provided online is not easy to understand and how to send assignments is also a bit complicated and besides that, the signal and internet package factors also affect online learning. But the good thing is that we do not have to go far

from school to learn, we just need to use our phone or laptop from home to do assignments.”

Question II (what media do English teachers use during online learning?)

“Usually the media used are the Zoom application. Whatsapp, Power Point.”

Questions III (in your opinion, do you prefer to study online or offline?)

“I prefer to offline learning because I can meet my friends too.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“Sometimes I can and sometimes no”

Questions V (what are the obstacles experienced during online learning?)

“The problems is on the network and waste of internet quota, especially when zoom meeting.”

7. Student 7

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion there are good and bad sides, the good side is that I can spend time with my family, I can spend a lot of time helping my parents in my house, but the bad side is that difficult to understand the material or lessons, I find it difficult to meet friends and my pocket money is cut or even not given money all

day.”

Question II (what media do English teachers use during online learning?)

“Usually use , Zoom meeting and Whatsapp.”

Questions III (in your opinion, do you prefer to study online or offline?)

“I think the most prefer learning online, because I have so many time and my home then I can help my mother too”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I still can understand what teacher explained, still same like when I am learning in the class”

Questions V (what are the obstacles experienced during online learning?)

“There is no problem because my network everything is good”

8. Student 8

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion, there are good and bad things, the good thing is that the time can be arranged so that in the morning to do assignments, in the afternoon rest and help mother. It’s not good that online lessons are complicated, because they’re all online especially when the network zooms in, it doesn’t make it easy.”

Question II (what media do English teachers use during online learning?)

“using Zoom meeting and Whatsapp.”

Questions III (in your opinion, do you prefer to study online or offline?)

“I prefer to learning from home, because not wasting time.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“I think I still unerstand the explanation,we should focus and listen carefully..”

Questions V (what are the obstacles experienced during online learning?)

“I think the only problem is the network and the short task limit.”

9. Student 9

Question I (what do you think about the online learning system during pandemic situation?)

“In my opinion online learning is fun, although it is not as effective as face-to-face learning as usual, there are also many advantages that we can get from online learning, such as shorter study time and longer task collection.”

Question II (what media do English teachers use during online learning?)

“The most frequently used are whatsapp, and zoom meeting.”

Questions III (in your opinion, do you prefer to study online or offline?)

"I more prefer to offline learning not spend quota then also not worry about network"

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

"of course, I am always understand but im not agree and feel uncomfortable there is during online."

Questions V (what are the obstacles experienced during online learning?)

"The problem experienced is network, and limited quota because only some students get assistance from the government."

10. Student 10

Question I (what do you think about the online learning system during pandemic situation?)

"In my opinion, learning during a pandemic is not effective sometimes if there is material i that still don't understand, then there are no signal problems when zoom meeting or even during attendance. The deadline is too fast."

Question II (what media do English teachers use during online learning?)

"usually use Whatsapp, digital books or materials directly from the teacher in question through the Zoom meeting."

Questions III (in your opinion, do you prefer to study online or offline?)

“both it is same, I just need more focus then when I learning in the class like usually.”

Questions IV (in your opinion, are you understand the delivery of the material that the English teacher conveys?)

“yes of course, if I am focus and there is no trouble in the networking.”

Questions V (what are the obstacles experienced during online learning?)

“The problem is that the signal and the deadline for the task are too fast, sometimes they are not given more time.”

d. Discussions

According to Daryanto (2010:168), online learning is a learning system that can help learning activities by utilizing electronic media. ⁵Based on research data on the implementation of the zoom application in teaching listening skills, it can be said that online learning using the zoom application can be accepted and followed well by students, but there are still perceived obstacles, most of the perceived obstacles are caused by interference. unstable internet. However, the role of the teacher in this online learning process is also very important for students' understanding, because the more teachers explain or convey the material well, the students will be very easy to understand the material presented, it's just that they do not meet directly with the teacher and their friends in class.

⁵ Daryanto. Media Pembelajaran: Peranannya Sangat Penting Dalam Mencapai Tujuan Pembelajaran. (2010). Yogyakarta: Gava Media

On the other hand, the teacher must also be able to read the situation and pay attention to the students' learning mood. Teachers should teach while still providing explanations to students. Not just giving assignments continuously. Zulfiati (2014) teacher not only acts as a transmitter of subject matter to students but also acts as an educator. Online learning is learning that takes place in a network where teachers and those being taught do not meet face-to-face (Pohan, 2020).⁶

Therefore, the teacher must have a better strategy in delivering the material by not directly meeting the students. The data obtained show that the implementation of the zoom application in teaching listening skills can be followed and understood well by students. In this case, the students' responses were through interviews that the researchers had conducted via WhatsApp. This shows that the implementation of zoom application in teaching listening skills has a positive perception, namely students feel they can understand and understand the material presented by the teacher, and students also enjoy the online learning process using the zoom application, but there are also negative perceptions, students feel constrained by internet interference which sometimes makes the teacher's video.

⁶ Pohan, A. E. (2020). Konsep pembelajaran daring berbasis pendekatan ilmiah. Penerbit CV. Sarnu Untung. Purwodadi.

Media diversity The internet is a multi-purpose tool for conveying information to students. around the world. Internet sites can contain a variety of media, including text, audio, graphics, animations, videos, and downloadable software. new information.

There are opportunities for smaller schools as well as for individuals to participate in home schooling. The main advantage of the internet is the ability to move easily within and between documents. Students can have "conversations" with experts in certain fields. But another thing that is very detrimental is when there is signal interference. Many things are not delivered and time is wasted.

1. Students responses of the media used by the English teachers during online learning.

Based on the results of researcher interviews, student responses were very positive on the using the zoom application in teaching listening skills. The following is the opinion of the students as a whole.

Table 4.2 the students responses of the media used by the English teachers during online learning

No	Questions	Descriptions
1.	Questions I (What do you think about the online learning system	In this question, the researcher found that most of the students answered that the online

	during pandemic situation)	learning system had advantages and disadvantages. The advantage is that the learning time is more flexible and the disadvantage is that it is constrained by the network.
2.	Questions II (What media do English teachers use during online learning?)	In this question, the researcher found that the media that were often used during online learning, according to students, Whatsapp, and zoom meetings and sometimes using Power point.
3.	Questions III (In your opinion, do you prefer to study online or offline?)	In this question, most of the students answered be better online learning because more comfortable and can meet each other.
4.	Questions IV (In your opinion, are you understand the delivery of the matrial that the English teacher conveys?)	In this question, the researcher found the opinion of the students that they said both it is the same online or offline learning they are still can untherstand what the teacher explained.
5.	Questions V (What are the obstacles experienced during online learning?)	In this question, the researcher found most of the students' answers that the obstacles during online learning were network problems.