

CHAPTER IV
FINDINGS AND DISCUSSION

A. Findings

1. Students' responses on English Department lecturer's competence.

From sixty respondents, each lecturer got same number of responses. It is because all of students have been met and interact by all lecturers of English Department. So, the writer makes the number for every response to the lecturers become same. They are fourteen active and permanent lecturers who teach in English department that are listed below with particular sign with alphabetical list.

Table 2. Result of students' responses on English Department lecturers' Personal Competence.

Name	A	B	C	D	E	F	G	H	I	J	K	L	M	N	$\sum_{i=1}^n$	Mean A
$\sum_{i=1}^n$ of R esp	60	60	60	60	60	60	60	60	60	60	60	60	60	60	$\sum_{i=1}^n$	
1.	3.93	3.85	4.43	4.25	2.25	4.43	3.62	4.13	4.22	4.42	4.25	4.38	4.22	4.08	58.47	4.18
2.	3.97	4.02	4.42	4.33	4.30	4.38	3.75	4.05	4.37	4.37	4.07	4.35	4.18	4.02	58.57	4.18
3.	3.97	3.88	4.48	4.27	4.25	4.35	3.75	3.98	4.30	4.35	4.10	4.40	4.27	4.18	58.50	4.18
4.	3.90	4.02	4.40	4.17	4.13	4.37	3.85	4.18	4.30	4.37	4.15	4.33	4.30	4.15	58.62	4.19
5.	4.30	4.30	4.62	4.53	4.48	4.52	4.27	4.38	4.47	4.47	4.37	4.43	4.37	4.42	61.92	4.42
															$\sum_{i=1}^n$ of Mean A	21.15 : 5 = 4.23

\sum	20.07	20.07	22.35	21.55	21.42	22.05	19.20	20.73	21.65	21.97	20.93	21.90	21.33	20.85	\sum
Mean B	4.01	4.01	4.47	4.31	4.28	4.41	3.84	4.15	4.33	4.39	4.19	4.38	4.27	4.17	of Mean B 59.21 : 14 = 4.23
P(%) B	80%	80%	89%	86%	86%	88%	77%	83%	87%	88%	84%	88%	85%	83%	\sum (%) B <u>85%</u>

From the table we can look the result of student's category on English department lecturer's personal competence which is good, with mean score 4.23 and total percentage 85%. Beside the total score, we also find the detail score, either for every lecturer or every indicator of all lecturers.

For the first indicator, that is *Act stable, consistent and decent personality in teaching and have mature attitude that is enviable* got average score 84% with mean score 4.18. This indicator is included in good category where indicates that lecturers can act decently with maturity behavior such as stable and consistent towards students.

For the second indicator, that is *Have leadership qualities and able to act wisely got similar average score 84% with mean score 4.18*. This indicator shows that lecturers are able to lead their class with wisdom as they show towards students in the class. This is also indicates that lecturers are capable enough to set his personality as leaders.

For the third indicator, that is *Provide good example in teaching and show general act of decent tradition and culture values based on authoritative figure* got average score 84%, with mean score 4.18. This indicator relates with persona of teacher figure who show themselves as someone that can be followed in their

positive acts where they hold strict tradition and culture which being authoritative figure must show themselves as good person.

For the fourth indicator, that is *Have open-mindedness thinking and able to adapt new ideas and discourses during teaching process* got average score 84% but with different mean score 4.19. This indicator is applicable to each lecturer by opening their thinking to adapt new ideas and discourses from students when they interact in the class.

For every indicator of all lecturers, it can be seen that the indicator point 5, that is about *Have a good moral and behavior that can be followed by the students based religion values* get the highest score 88% with mean score 4.42. For the last indicator, it shows that lecturers are certainly regarded having good moral and behavior as person who educate.

From explanation above, it can be concluded that all of indicators in personal competence get good response from English Department students.

Table 3. Result of students' responses on English Department lecturers' Social Competence.

Name	A	B	C	D	E	F	G	H	I	J	K	L	M	N	$\sum_{i=1}^n$	Mean A
$\sum_{i=1}^n$ ofR esp	60	60	60	60	60	60	60	60	60	60	60	60	60	60	$\sum_{i=1}^n$	
1.	3.73	3.85	4.45	4.35	4.20	4.52	3.63	4.07	4.20	4.42	4.05	4.47	4.23	4.12	58.28	4.16
2.	3.92	3.85	4.53	4.17	4.22	4.40	3.82	4.12	4.32	4.30	4.07	4.35	4.23	3.83	58.12	4.15
3.	3.95	3.83	4.38	4.35	4.28	4.40	3.82	4.15	4.20	4.38	4.13	4.38	4.22	4.12	58.60	4.19

4.	4.02	3.83	4.43	4.35	4.23	4.43	3.80	4.18	4.13	4.33	4.18	4.40	4.23	4.05	58.62	4.19
5.	3.87	3.78	4.52	4.22	4.33	4.50	3.77	4.15	4.43	4.42	4.28	4.50	4.28	4.17	59.22	4.23
															$\sum_{i=1}^n$ of Mean A 20.92 : 5 = 4.18	
$\sum_{i=1}^n$ Mean B	19.48 3.90	19.15 3.83	22.32 4.46	21.43 4.29	21.27 4.25	22.25 4.45	18.83 3.77	20.67 4.13	21.28 4.26	21.85 4.37	20.72 4.14	22.10 4.42	21.20 4.24	20.28 4.06	$\sum_{i=1}^n$ of Mean B 58.57 : 14 = 4.18	
P(%) B	78%	77%	89%	86%	85%	89%	75%	83%	85%	87%	83%	88%	85%	81%	$\sum_{i=1}^n$ (%) B <u>84%</u>	

For social competence result, we can see on the table that response from the students is good with total percentage 84% and mean score 4.18

For the first indicator, that is about *Show good behavior that gives positive influences in learning activity* gets average score 83% with mean score 4.16. This indicator refers to students responses about lecturers who give positive influence towards students. It is also indicated that lecturers show themselves in positive manner in their socialization.

For the second indicator, that is about *Have interesting personality in socializing in classroom and outside* gets similar percentage 83% with slight mean score 4.15. Students' responses show that lecturers show themselves as interesting personality in socialization which is in positive way. Not only in the class, lecturers are regarded to show same way outside the class.

For the third indicator, that is about *Act appreciative and sensitive to other feeling, especially toward students generally and especially to their advantage and disadvantages* got average score 84% with mean score 4.19. This indicator relates with lecturers' attitude in appreciating and being sensitive with students' behavior that have various personality. In this case, lecturers are able to understand students' advantage and disadvantage.

For the fourth indicator, that is about *Able to act as parents, guide, and partner in teaching* got similar average score 84% with mean score 4.19. This indicator asserts that all of lecturers are able to be not only as lecturer, but students think that lecturer can be their parents and partner in learning by guide them for their study.

For the last indicator, that is about *Have ability to interact effectively with students* reach the highest score with percentage 85% and mean score 4.23. For the last indicator, the ability of interacting towards students has good response from students because lecturers are capable maintaining their skill to socialize effectively with them.

2. Students' responses on English Department lecturer's competence.

Each questionnaire contains a written interview where students were asked about their expectation that they have written based on the interview companion. So, the interview here is functioned to describe student's response on the questionnaire.

Based on the students comment and interview, they state that all of lecturers have good competences in personal and social. They also expect that lecturers must improve their personal and social competence inside the class and outside. The writer here concludes into different aspects in describing which parts that lecturers should improve. Students also give suggestions in the questionnaire where the writer here quotes some of them.

First, in personality all of lecturers have good competence as appropriate figure such educators that are capable in their study fields, based on student expectation, *“We expect that in socialization and interaction, lecturers must act more mature towards different student’s behavior in the class when they encounter problems during teaching such as students who act improper sometimes by making noises and joking around with their class-mate, moreover they must handle this kind situation by wise reaction by giving admonition towards us.”*

Second, lecturers must evaluate their students with objective and inclusive because according student’s expectation that states *“We expect lecturers must grade students fairly without looking into particular active and smart students only. Lecturer should be open towards every student without looking for their active interaction and we expect they can lead inactive students to be more active.”*

Third, lecturers should interact openly with their students not only in the class, according this student expectation which states as follow *“We hope lecturers to interact outside the class nicely by greeting and smiling when they*

meet students outside the class. They have to be more open towards students in interaction.”

Fourth, according students expectation that states it’s hard to meet their lecturers outside the class in order consulting their study progress sometimes based on student’s expectation as follow *“We expect and suggest that lecturers should be more efficient and easy in communication in order to consult our study if they haven’t available times. They can give students e-mail address or similar so that we can contact them discussing about our study.”*

Fifth, in this following student expectation which states that lecturers must be on-time and consistent in teaching schedule, according this statement *“Lecturers should not occasionally being late and they have to be more consistent in scheduling lessons, we expect that lecturers should be more communicative if they are late or have situations where they need to change lessons schedule.”*

Sixth, there are few lecturers who speak soft and passive in teaching, these lead students being bored and not understanding the learning material. As the following statement, *“We expect that lecturer must create lively teaching atmosphere when they he/she teaches during in the class and also speak clearly because some of us who sit in the back don’t listen lecturer’s voice clearly.”*

Seventh, in appearance lecturers must show themselves as educators, according this expectation *“We find lecturers sometimes dress in non-formal suit, we think lecturers should dress more formal because it will show themselves as educator figure.”*

Eighth, lecturers are open in discussing about study in the class but they should only focus in the learning progress only. It is expected that lecturers can

communicate and tell students where they accept to discuss about study outside the class. According this following statement *“We hope lecturers to be more open in discussing about our study material outside the class and we expect that our lecturers encourage us to come to their place in order to explain about learning material that need more discussion.”*.

Ninth, lecturers are teacher and parent’s figure, they are able to guide their students to decide study plan although most of students don’t realize that lecturers actually can be parents who give them motivation and study plan. In this aspect, there is an expectation that states *“We expect that lecturers can guide us not only about mastering the subject, but they can give us encouragement by giving admonition, motivation and thought besides study issues.”*

In conclusion, all of student’s expectations above are related in personal and social aspects, these expectations have good responses from students. They expect lecturers should improve more about their social competence and keep their personal competences.

B. Discussion

There are two points will be discussed here. The first discussion is about Student’s responses on English Department lecturer’s competence, and the second is about student’s expectation on English Department lecturer’s competence.

1. Student’s responses on English Department lecturers’ competence.

There are two competences to be discussed here; Personal Competence and Social competence, both of them have each score gotten from student’s responses. The first competence is about personal competence.

Based on the table above, personal competence on English Department lecturers is good with mean score 4.23 and total percentage 85% which is based on the following category.

Table 4. Data Interpretation Category

Good	75% - 100%
Fair	55% - 75%
Poor	40% - 55%
Very Poor	< 40%

From the table we can also see that personal competence in point 5. This is about *Have a good moral and behavior that can be followed by the students based religion values* got the highest score with mean score 4.42 while other competences reach similar mean score, these are point 1 *Act stable, consistent and decent personality in teaching and have mature attitude that is enviable*, point 2 *Have leadership qualities and able to act wisely*, point 3 *Provide good example in teaching and show general act of decent tradition and culture values based on authoritative figure* with mean score 4.18 while point 4 *Have open-mindedness thinking and able to adapt new ideas and discourses during teaching process* gets means score 4.19. For total percentage of all personal competences reach 81% which means that students have good and highest response about these indicators.

The second competence which is discussed is Social Competence. Based on the table above, the total of mean score of students' response on lecturers' personal competence is 4.18 with total percentage 84%. It is good category that means that students give good response to the lecturers' social competence.

In detail, we can see on the table that the highest score of student's responses is point 5 *Have ability to interact effectively with students*. For this indicators students give good response that is 4.23 or 85%. It means that students regard most of their lecturers are communicative and effectively communicate with students in learning activity.

There are two indicators got mean score 4.19 and percentage 84%, they are indicator point 3 *Act appreciative and sensitive to other feeling, especially toward the students generally and especially to their advantages and disadvantages* and point 4 *Able to act as parents, guide, and partner in teaching*. Both have good response from students.

And the lowest score are indicator point 1 *Show good behavior that gives positive influences in learning activity* with mean score 4.16 and point 2 *Have interesting communicative personality in socializing in classroom and outside* with mean score 4.15. Both indicators have similar percentage that is 83% which is include good category.

2. Students' expectation on English Department Lecturers' competence.

Based on the students' interview, students are expecting their lecturers to improve social competence. From their comment the writer seen that most of students state that their lecturers have their personal and social competence very good.

In the first aspect, an expectation about lecturer reaction in encountering student's problem and different situation in the class where they expect lecturers should be more mature and wise where in the indicator personal competence requires maturity by knowing the risk and takes the responsibility in teaching.

Moreover, according to Jalal, Samani, Chang, Stevenson, Ragatz, Negara (2009:35-36) that state in personal competence aspect that teachers or lecturers must have leadership qualities and an ability to nurture each individual student as the part of personal competence aspects.

Next, in the second aspect that is an expectation about evaluating or giving grade fairly without looking into active and smart students only. Lecturers also should be open towards every student for their active interaction and able to lead them to be more active. This aspect relates with social competence indicators point from *Keputusan Menteri Pendidikan Nasional Nomor 16 Tahun 2007* in first indicator where teacher or lecturer must act inclusive, act objective, and non-discriminative.

In the third aspect where lecturers should interact openly with their students not only in the class, students expect lecturers to interact outside the class nicely by greeting and smiling when they meet students. This deal with the second of social competence indicators, that is interact effectively with students, peer educators, education officers, education institution principal, student's parents, and act good manner with close society in appropriate and valid norms.

According student expectation in the fourth aspect, that is about how to meet their lecturers outside the class in order consulting their study progress, students expect that lecturers should be more open in communication way such as giving students e-mail address if lecturers don't have available time so that students can contact them discussing about their study. This statement relates into social competence indicator where Irwan & Amiruddin (2006) state, that is use information and communication technology functionally.

In the fifth expectation, that is about lecturers must be on-time and consistent in teaching schedule, students expect that lecturer should be more consistent where in personal competence indicators based on *Peraturan Pemerintah Nomor 19 Tahun 2005 Tentang Standar Pendidikan Nasional*, it is stated that teacher or lecturer should act good and stable which is emphasized in consistency action in appropriate law activity, social activity, and valid attitude.

In the sixth expectation that is about lecturers who speak soft and passive when teaching students expect that lecturers must create lively teaching atmosphere. This point indicator is first of social competence indicators as Irwan & Amiruddin (2006) argue that is using communicate spoken, written and sign.

In the seventh expectation, that is about lecturers who dress non-formal when teaching, this deals with personal competence indicator in *Peraturan Pemerintah Nomor 19 Tahun 2005 Tentang Standar Pendidikan Nasional* that is having authoritative figure of teacher that gives positive influence to students in order to make close relation between students and teacher without making the students disrespect the teacher. Therefore, it's suggested that lecturers should consider about student's expectation about dress code in order to show teacher figure.

Next, in the eighth expectation that is about lecturers are open in discussing about study in the class but they should only focus in the learning progress only. Is expected that lecturers can communicate and tell students where they accept to discuss about study outside the class. This deals with personal and also social competence indicator, as Jalal, Samani, Chang, Stevenson, Ragatz,

Negara (2009:35-36) argues in personal competence indicator that is having leadership qualities and an ability to nurture each individual student.

Last, similar to the aspect mentioned above, in the ninth expectation students expect that lecturers can guide students not only about mastering the subject, but they can give them encouragement by giving admonition, motivation and thought besides study issues. This is dealing with personal competence indicator that is nurturing each students study problem and also social competence indicator where they can displays good behavior with an enlightened attitude and interesting personality in social intercourse at school and in the community. Consequently, lecturer should have the ability to respect and appreciate the feelings of other people, particularly students, with their respective strength and weakness.

In conclusion, based on student's statement that lecturers should improve students understanding and show interesting and active figure in implementing teaching and learning process inside the class or vice versa. They also hope the lecturers act consistently and open to communicate in different way such using media about study schedule and students problem. Most of students also hope their lecturers provide their time to interact and solve their problem in learning or the lesson. Besides that, some lecturers should be open and acceptable in student's suggestion about their different characteristic that occurs during in the class, moreover they can handle any situations that need their maturity and authoritative figure when they encounter inside the class.

Those are the students expectations based on the interview, the result of questionnaire, and the comment they wrote in questionnaire.