

CHAPTER I

INTRODUCTION

A. Background of Study

Language is an important means of communication for all human beings in this world. Without language, it will be hard to understand what people intend. In the English language, four main skills should be learned; there are listening, speaking, reading, and writing. These four skills are related one to another, if we can master all these skills, it will be easy to use English properly, correctly, and fluently in our daily life.

Listening is one of the most important parts of English as a foreign language. It seems like writing, reading, and speaking, listening is the important skill because the most widely used in our daily life and almost every time we use it. Learn listening skills will train us how to speak and increase our speaking skills. People should listen more than three times to make they can speak English smoothly and correctly, in other words, without listening, people will not speak properly and correctly because they don't have much vocabulary to make them can arrange the words that they will use for speaking. As Owen (2011:177) states that listening is the one of English skills that people use as communication tools in daily life, listening is also not less important than speaking, reading, and writing because listening takes the biggest part in human daily activity, especially in form communication.

Listening is a process to receive information sent by the speaker. Nowadays, listening has a new model that listening is as much as an active and interpretative process in which the message is not fixed but created an interactional space between participants. In *Al-Qur'an*, *Allah* says in *Az-Zumar* verse 18:

الَّذِينَ يَسْتَمِعُونَ الْقَوْلَ فَيَتَّبِعُونَ أَحْسَنَهُ أُولَئِكَ الَّذِينَ هَدَاهُمْ
اللَّهُ وَأُولَئِكَ هُمُ الْأَوْلِيَاءُ ﴿١٨﴾

“Those, who listen to the word (good advice *La Illaha Ill Allah* and Islamic monotheism) and follow the best thereof (worship *Allah* alone, repent to him and avoid taught) those are the one whom *Allah* has guided and those are men of understanding”

Listening activity is a combination of both heard what people say and psychology of people who are talking. Listening encourages us to understand other people and attitudes of respect and acceptance. Because of that, to involve students' language, students need more attention from teaching listening. Some cases show that listening skills consider as difficult English language skills because in this skill students need to pay more attention to understand this material.

In real class activity, the teacher demanded making students understand with listening material that teacher already gave, the teacher will make every effort for making the student understand with material that teacher gave. However, some students don't understand with material that

the teacher already gave to them. Moreover, in this era, we side by side with many technologies and the internet that support teachers to give E-Learning lessons that reduce students' intensity to discuss with their teacher, scientifically this is kind of normal situation, because when they don't understand with material that teacher gave, they will try and find the way how to make them understand with this material, and when they do it, indirectly they enter to the learning process. However, sometimes teachers don't pay attention to it, it is very contrary to the nature of the learning process because as we know, the learning process is a process in which there are interactive activities between teacher-students and reciprocal communication that takes place in educational situations to achieve learning goals.

According to some previous researchers, for helping students increase their listening skills and solve their problems, the teacher should be understood with something that makes students difficult in understanding listening context, and the teacher can also give instruction some effective listening strategies that will make students easier to understand the listening context. As a teacher that understands and tries to find a way to make students understand in a listening context, students' success depends on how they can know and solve their problem. If students already knew the problem that affects their listening skills, it can be easier to find a way how to solve their problem and they will learn for increasing their listening ability.

Nevertheless, the teacher holds a very crucial demand in the learning process, the teacher had the ability for choosing material that makes students easier to understand even in the E-Learning process, if the teacher finds students that don't understand with material that the teacher gave, the teacher should find the way how to make students understand with it. Some difficulties will be faced by students such as lack of vocabulary, unable to understand natural spoken, lack of confidence, and maintaining concentration, moreover at the time of this pandemic that demands every student do E-Learning. According to Hamouda (2013) listening text, related to task and activity, and listening problems related to listeners and teacher methodology are some factors causing students listening comprehension problems, moreover, when teachers do E-Learning listening process, students will have a great opportunity not to understand the material provided by the teacher. In this pandemic situation, all the lessons should be done online. There is no more classroom interaction. This "unique" and "unpredictable" situation makes the teacher should be as creative as possible to deliver the lesson. Based on a preliminary study that the researcher had done by interviewing the teacher, some listening activities have been done by the teacher at SMAN 10 Banjarmasin. Before online classes, the teacher usually had many listening activities. The teacher usually started the lesson by asking the students some questions related to the lesson on that day. The questions were asked orally so that the students should listen carefully to the questions. In this kind of activity, the teacher tried to practice the students to improve their listening skills. Furthermore, the teacher usually

practiced students' listening skills by giving them a listening test. There are some types of listening tests that the teacher usually gave, such as short conversation, longer conversation, monologue, or pictures' descriptions. Students were asked to complete the conversation, to choose the best picture based on the description they listened to, or to complete the responses.

While in the pandemic situation, the teacher has to teach online. In teaching listening skills, the teacher usually asks the students some questions related to the lesson by recording her voice on the voice note virtually. Students will answer the questions by writing them all and send to the teacher. Type of questions the teacher usually asks are questions that need longer answers and explanations from the students, for example, students were asked about their plans; what country they want to visit and why they want to visit it, the students will answer it by writing their answers online. The responses of students to listening activities to improve their listening skills are not that fast. It took about a day until they all collected the answers. Facing the lack of motivation of students on learning online, the researcher believes that this is challenging. That is why the researcher wants to find out more about students' difficulty in e-learning English lessons online, especially in listening skills. Furthermore, the researcher is interested in conducting research entitled "Students' Difficulties in Learning Listening Virtually" which will be conducted at SMAN 10 Banjarmasin."

B. Research Question

Based on the theory, phenomenon, and the observation from the researcher, it can be described that the problem of this research is: “What are difficulties encountered by the students in learning the English listening skill virtually?”

C. Objective Study

The objective of this research is to identify difficulties that are encountered by the students in learning the English listening skill virtually.

D. Significance of Study

Adapting to E-learning, especially learning virtually, will not be easy for the students, as well as for the teacher. However, this pandemic situation makes them face it without many and enough preparations. The researcher assumes that the students must encounter some difficulties in learning the English listening skill virtually. It is important to identify those difficulties so that the teachers, the school, and the expert will get to know the difficulties and make improvements so that the difficulties can be solved.

For the teachers, students’ difficulties can help them to figure out what the next activities they can apply in the teaching and learning process to solve students’ difficulties. For the school, it is important to know what students' difficulties are as feedback to the learning management system of the school. For the experts, this study will be their reference to study other

things related to E-learning listening more deeply, especially in virtual learning, such as on how teachers' strategies to solve students' difficulties.

E. Definition of Key Terms

The title of this research is: "Students' Difficulties in Learning Listening Virtually." The followings are the key terms that are used in this research:

1. Difficulties

Difficulties in this research mean all problems that are faced by the students in learning the English listening skill through learning listening virtually. The difficulties later will be classified into some parts which help the researcher to present the results of this study in the fourth chapter of this study.

2. Learning Virtually

Virtual learning in this research is defined as a teaching and learning process online through WhatsApp application where the students will receive the materials from the teacher in WhatsApp Group Chat, and the students will also receive the recording listening in the group, then give the responses to the teacher through the group by texting or recording their voice notes.

3. Listening

In this research, listening refers to all activities that make them hear and listen carefully either to recorded sounds and audio or to the teacher's

recorded voice. In this research, listening will also refer to activities they have got in virtual learning class through WhatsApp group.