

## **CHAPTER I**

### **INTRODUCTION**

#### **A. Background of Study**

Language is one of important thing in life to put through or communicate among individuals to specific their thought, conclusions, and encounter in both oral and composing shapes. In this globalization period, there will be more development in this nation, beginning from the free exchange, more outside companies stand in Indonesia so that the utilize of universal dialects as English has been exceptionally broad. The planned business visionaries and work searchers must be able to ace English to keep side by side of the times within the unused globalization. Due to English is important, it is only natural that English was a foreign language that must be taught in schools and universities.

Currently, all countries are affected by the coronavirus and Indonesia is one of the countries affected, this is what causes all activities to be carried out from home, it can be called work from home and it is recommended to do activities that are possible to do online, and also has a big impact on the country's economic, job losses, as well as declining quality of education, etc. Especially in the world of education, this causes disruption of the learning process activities carried out in schools so that schools are forced to be carried out online.

The presence of the Coronavirus that has tormented nearly equitably worldwide, roughly 215 nations are counting Indonesia, which is why the WHO has made the Crown Infection Worldwide Widespread. During this pandemic, the corona virus had an impact on all segments, especially in the education sector. The Department of Education and Culture of the Republic of Indonesia issued a circular containing the implementation of distance learning or online learning as well as online learning to stop the spread of the virus. This condition is also very beneficial because it is considered efficient and brings individuals closer to the latest innovations. (Gusti, et al., 2020, p. 1).

Online learning has its own advantages and challenges that take advantage of internet accessibility, flexibility, connectivity and the ability to produce interactions in learning. Online learning has many positive impacts but also has negative impacts. (Gusti, et al., 2020, p. 2).

During the Covid-19 pandemic, people were ordered to used social distancing, most students did online learning from home, that's why the application of learning from home became a trend in the world of education during this pandemic. Online learning has the potential to improve the quality of learning and education, but it also provides opportunities for students to establish communication with teachers, as well as communication between students themselves. In addition, learning materials that are not tied to space and time, learning materials are interesting and can motivate students to study more actively. On the other

hand, online learning also has drawbacks such as the lack of supervision from the teacher towards students and the costs incurred are quite expensive. Therefore the implementation of online learning requires skills and the ability to master something related to online learning such as media that supports online learning.

There are several problems faced by students. These problems are caused by two factors, namely internal factors, and external factors. Internal factors are caused by the difficulty understanding audio speech from speakers, not focusing and having difficulty concentrating, not mastering vocabulary. External factors are caused by self, internet connection problems, limited time and require high costs. From these problems the lecturer can get the correct, clear and slow strategy for students to achieve the goals of online learning.

Learning is the most important thing for students mastering the material, such as learning a foreign language. Listening to learning is not as easy as it seems. Listening requires special skills such as mastery of vocabulary, grasping meaning quickly and focusing more. Listening has the potential to develop student skills such as accent variation, mastery of student syntax and developing pronunciations. (Aldina, Dayu, & Haura, 2020).

Listening difficulty lies in the duration of listening and the quality of the audio material, but most of the previous studies have only focused on external factors that occur during listening comprehension. In another

study, it was found that apart from external factors, there were also internal factors that caused the difficulty. (Gilakjani & Sabouri, 2016).

The main problem that occurs in listening comprehension is the concentration of the listener. Lack of concentration is considered a big problem because the slightest lack of attention can damage listening comprehension. (Renukadevi, 2014).

Listening difficulty is related to students' ability to concentrate and motivation, this problem proves that students faced difficulty to understand the English speaker speech. (Hamouda, 2013).

One of the most important parts of English was listening. It's the same with the reading, speaking, and writing. Listening skills are important because they are often used in daily activities and this occurs naturally. Listening makes us trained to have conversations with people around us and improve our speaking skills. Therefore without listening we cannot communicate properly, and must be equipped with mastery of vocabulary so that we can regulate the use of the word during speaking.

Listening is one of the processes in which a person receives the information conveyed from speakers. Currently, listening comprehension contains the new model, namely listening and preparing actively and interpretively which not only concludes the message conveyed but also creates a space for interaction between participants.

In the holly *Qur'an*, *Al-A'raf* verse 204 *Allah* said:

وَإِذَا قُرِئَ الْقُرْآنُ فَاسْتَمِعُوا لَهُ وَأَنْصِتُوا لَعَلَّكُمْ تُرْحَمُونَ

*Az-Zumar* verse 18:

الَّذِينَ يَسْتَمِعُونَ الْقَوْلَ فَيَتَّبِعُونَ أَحْسَنَهُ أُولَئِكَ الَّذِينَ هَدَاهُمُ اللَّهُ وَأُولَئِكَ هُمْ أُولُوا الْأَلْبَابِ

Listening activity is a combination of hearing what the individual said and the psychology of the individual who are speaking. Listening encourages individuals to be respectful of other people who are talking, accept what others say, and learn to understand other people. To improve students language, students need more attention and practice more to learn listening. In some cases, listening was considered a difficult English skill, because students must really pay attention and understand the material correctly.

In real class activities, lecturers must make students understand the material that has been given. Lecturers must try their best so that students understand the material. But there are still some students who still do not understand the material. In this era, there is a lot of technology and the internet that supports lecturers to carry out online learning, thereby reducing the intensity of communication between lecturers and students. This is what causes students still lack of understanding the material. Therefore the lecturer looks for ways to make material that is easily understood by students so that learning objectives are achieved

While in a pandemic situation, lecturer must teach online via WhatsApp and others application that support online learning. In teaching listening skills, teachers usually ask students several questions related to

lessons through the voice note feature in WhatsApp and feature in another application.

Facing students' lack of motivation to study online and also facing some problems such as audio, internet connection, etc., the researcher believes that these are the difficulties. Therefore, the researcher wanted to know the difficulties faced by students in online listening. Furthermore, the researcher conducted research entitled Students Difficulties toward Online Learning Listening in Higher Education

#### **B. Research Question**

1. What are the difficulties faced by the students in online listening?
2. What are the factors caused the difficulties in online listening?

#### **C. Objective of Study**

1. To describe the difficulties faced by the students in online listening.
2. To describe the factors caused the difficulties in online listening.

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

1. Lecturer

From the results of this study, it is expected that it can improve teaching methods, provide appropriate strategies and improve teaching aids in the teaching process, especially in online learning so that learning objectives are achieved.

## 2. Higher Education

This research is expected to inspire other lecturer in Antasari State Islamic University of Banjarmasin to use online teaching methods, especially in listening subject. In addition, it is expected that the quality of lecturer and students can be improved, so the learning objectives are achieved.

## 3. Researchers

The researcher hopes that this research can be used as further reference material in other studies related to this research. This research will be a reference for other researchers to learn more about online learning

## **E. Definition of Key Terms**

### 1. Listening

Listening is a process of understanding speech in the first language or a foreign language. The study of listening comprehension focuses on linguistics, contexts and situations, topics and background knowledge. The listening activities usually address listening functions such as general topic introduction and emotional tone. The process starts with understanding the main idea, then remembering the details. (Richards & Schmidt, 2011).

Listening was a very important language skill not only for communication purposes, but also when learning a second language. Listening has an important role in more effective communication when people learn a foreign language. Morley (1972) explains that without having the ability to listen effectively, the message will be received and interpreted incorrectly in the communication process, which can reduce the effectiveness of messages and result in misunderstandings. Listening appears to be rudimentary or even secondary compared to more active language skills, perhaps due to the notion that it is performed without conscious thought or in response to stimuli. However, Goh & Taib (2006) stated that when learning a foreign language, learners find it very difficult to hear and sometimes even stress because they often do not understand the intended meaning of what they listening to.

Listening is an ability to understand speech or what was conveyed by English speakers, whether listening directly or through media such as smartphones, television, films, and music.

## 2. Listening Difficulties

The listening difficulties are the long audio texts, speaker accents, and the speed of the presentation. Students feel difficulty trying to understand the speaker's meaning if the speaker speaks quickly without pausing to give students time to understand the text. It



can be concluded that the speaker's accent has an important role in the process of listening. Speaker factors often influence the process of speech recognition and influence it from the bottom up. (Rajab & Nimehchisalem, 2016).

Listening difficulty is a problem faced by listeners in the process of listening to English, such as listeners not being able to control the speaker's speaking speed, unfamiliar topics, limited time and other internal and external problems.

### 3. Online Learning

Online learning is the process of learning and teaching in online classes connected via the internet, such as using smartphones and computers, or through platforms such as Zoom, Google Classroom, and various other platforms that support online learning.

Online learning is one of the promising things, but it requires resources and commitment and must be done properly. Doing properly means designing learning strategies well, making the material easy to understand, focused on learning and learning motivation. (Rossett, 2002).