

AN ANALYSIS OF DIFFICULTIES IN ONLINE ENGLISH LEARNING EXPERIENCED BY THE EFL TEACHER

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Abstract

This research aimed to describe the analysis of difficulties in Online English Learning experienced by the EFL teacher at SMP 5 Parepare. This research used a descriptive qualitative method with the population in this research was the English teacher at SMPN 5 Parepare. The sample technique used was total sampling, so the sample of 4 English teachers was obtained. Data collection techniques used in this research were interviews and voice recordings. The data analysis from Interviews showed how the English Teacher delivered the class through an online system during the pandemic covid-19. It was dominated by using learning applications as media of this new learning method. All of the English teachers at SMP 5 Parepare used the WhatsApp application to deliver their classes by using another application to prepare the materials. The students used the specific learning application for examinations or tasks such as G-Form and Quizizz. The writer found some troubles/difficulties experienced by the English teachers at SMP 5 Parepare. The troubles/difficulties experienced by the English teachers at SMP 5 Parepare such as network constraints, limited internet quota, there are some students who do not have their own learning tools in the form of mobile phones or Laptop, and the lack of enthusiasm of the students themselves. The students who lack response, in this case, could be the students who do not have mobile phones or laptops. So, it was started from the cause that the student does not have private online learning tools.

Keywords: *Online Learning Difficulties, Online English Learning, EFL Teacher.*

Introduction

In this global era and in the digital era, the orientation of various innovations will be focused on services that are easy to obtain, easily accessible, and easy to provide intelligence and enlightenment even at low prices. As time runs by, technological development is not avoided. The students or the teachers have to do some adaptations in this educational era with its technological developments. Technology, to the commoners that involve the teacher and students, gather in one place doesn't really matter yet at the time. But in this pandemic, the educational era and also the entire humans' daily life are changing.

Corona Virus Disease 2019 (Covid-19) has disrupted the conventional learning process. Therefore we need a solution to the challenge. In this educational era, it will not be impossible to have distance learning. Distance learning is a bunch of learning methods in which the learning activities are done separately. Technology, as a media of learning. Media comes from the word *medoë* which is an intermediary or messenger from the sender to the recipient of the message. Distance learning, for now, is done by the online method by using technology as media, and people call it Online learning and this is an alternative that can overcome the challenge.

Thanks to such rapid technological advances, communication equipment technology has advanced so that long distances between cities and villages and even between countries can be done in a short time. The progress of communication equipment is so great.

As a platform that is expected to be part of the learning process in schools, technology is expected to support the interactive communication process between teachers and students in the learning process. Teachers in the learning process have a very important role. No matter how great the current technological developments are, the role of the teacher is still needed. In simple terms, learning strategies that can be developed in communication activities are carried out to teach students to do assignments and help students acquire the knowledge needed in carrying out these tasks.

As written by Deni Darmawan in his book that the reach of electronic information is capable of reaching all corners of the world as long as there are telecommunications network systems available (Darmawan, 2016). During the Covid-19 pandemic, the implementation of online learning has had a major impact on the world of education. Educational methods during the Pandemic to date have evolved by utilizing technological developments. Online learning has become very familiar among students and teachers. Learning then presents its own challenges for all teachers and students as well as parents who accompany their children in online learning. The task of the

teacher, and all teachers, is to make the classroom atmosphere fun and interesting and to transfer knowledge well even with classes that do not bring together teachers and students directly.

Teachers as learning managers, as said by Najib Sultan that in carrying out the role of learning managers, teachers are required to be able to create a conducive learning atmosphere (Sulhan, 2016). Classroom management is the main concern. Through good classroom management, student learning conditions will also run as expected.

Teaching and learning process as a communication process. The concept of learning a foreign language is an acquisition process that aims to achieve communication skills. Breen and Candlin explain the importance of learning strategies in teaching linguistics, that strategies that have a communicative nature will be more effective to be applied in teaching and learning English (Yip & M.Kwan, 2007). Communication can occur interpersonally and interpersonally. Interpersonal communication involves many parties because in the process it occurs between a person and several people. Meanwhile, interpersonal communication occurs between a person and at least another person, which is usually between two people who can immediately know the opposite.

The use of mobile technology has a major contribution to educational institutions, including the achievement of distance learning goals (Sadikin, 2020). In addition, online learning allows students to freely study time, and teachers can use applications in the form of classrooms, etc. Various media can also be used to support the implementation of online learning, for example, virtual classes using zoom, Edmodo, Google Classroom, and Schoology application services. The instant messaging application can also be an alternative access to online learning such as the WhatsApp application, telegram, etc. Online learning can even be done through social media such as Facebook and Instagram (Jamaluddin, 2021). Because online learning basically connects students with learning resources that are physically separated or even far apart but can communicate, interact or collaborate.

Living side by side with technology is not actually able to replace the role of the teacher completely, However, the teacher remains a facilitator to instill social values to students so that they become personal and care about the community and the environment. Still, there are several obstacles experienced in the learning process In the Covid-19 pandemic, creates anxiety and motivate to seek sources of information from practitioners and education observers related to applicable solutions.

The quality of education cannot be separated from the quality of teachers, because teachers are the key to success in education (Sadiman, 2007). The 21st

century faces a number of challenges, including the rapid development of science, technology, information, and communication, as well as changes that are very dynamic and difficult to predict. The world becomes a borderless region. Teachers, of course, have to go the extra mile in making innovations to maintain students' motivation and enthusiasm for learning (Sardi et al., 2022). The use of learning methods to the creativity of using technological media is of course very influential in classroom learning for students.

The use of an online system for English learning has a different specific part from the other lesson (Sanjata et al., 2022). Basically, language learning, needs to learn more about vocabulary, and then sentences, next to grammar, and so on. And every single part of them has a special explanation that the teacher should take attention on it to and how to explain clearly when using the online system. Of course, it's not easy. We need to use the internet wisely to understand more and explain more about the lesson.

Based on all of the reasons and explanations above, the researcher is interested to conduct the research entitled "the analyzing of difficulties in English Learning by online system to the English (EFL) teacher at SMPN 5 Parepare". The objectives of this research are to know the kind of application used in online English learning at SMPN 5 Parepare and to know the English teacher's difficulties in online learning at SMPN 5 Parepare. This research can be used by the EFL Teachers as a reference to develop their strategy to overcome the difficulties.

Method

In this research, the researcher employs descriptive qualitative research. Qualitative refers to getting an understanding deeply of the way things are, why they are that way, and how participants perceive them (Wijaya, 2019). The subject of this research was the English teacher who teaches English in SMPN 5 Parepare. There were four English teachers in SMPN 5 Parepare. There were four samples also used in this research, because this research focused on the English teacher who teaches the English Language in SMPN 5 Parepare, and those are four subjects.

The instrument used to collect the data was an interview. The structured interview used by the researcher in this research is used as a data collection technique the value researcher or data collector already knows for sure about what information will be obtained. Miles and Huberman (1984) in Endang Widi Winarti stated that the activities in qualitative data analysis were carried out interactively and continuously until they were completed so that the data was saturated (Winarni, 2018). Activities in data analysis, namely data reduction, data display, and conclusion drawing/verification.

Results

The application that is usually used in Online English Learning

During the Coronavirus pandemic, social distancing and physical distancing policies required educators and students to carry out online learning. Technology, as a media of learning. Media comes from the word *medōē* which is an intermediary or messenger from the sender to the recipient of the message. Distance learning, for now, is done by the online method by using technology as media and people call it Online learning.

As the online learning method that is used in conventional schools is common, the learning method developed by educators at SMP 5 Parepare when learning, especially English. The process of English learning is held by online system using the WhatsApp Application and supported by the others application to make some teaching materials. The applications were usually used by the English Teacher at SMP 5 Parepare such as Canva, KineMaster, YouTube, Google Drive, and Quizizz.

As taken from *smkn1-Tanjung pandan.sch.id* Canva is a web-based application that allows the user to modify images and create graphic creations. In addition, the user can also download other designs such as themes, fonts, and photos to enhance their creations. We can also use Canva to create posters, flyers, and brochures so that we can use them for the learning media.

KineMaster is a smartphone application specifically used for video editing purposes. It has a display that is quite interesting, and certainly very helpful for students in the understanding lesson. The lesson material can be designed as attractive as possible and can display videos, and animated pictures related to the subject material. In addition, KineMaster videos can be directly shared to social media platforms such as YouTube, WhatsApp, Facebook etc.

I use some online applications in teaching English such as WhatsApp, YouTube, Google Drive, and Canva. In teaching English, I use WhatsApp to direct my students to watch my material on my YouTube channel, for the students who cannot access my YouTube channel, I give them a Google Drive link to read my material.

The teacher used the other application to make some teaching materials and present them to the students using the WhatsApp Application. For example, Kine Master Application, that usually used to make a video.

sometimes I used Kine Master Application and sometimes I used WhatsApp application. When I use Kine Mater Application, I make a video, jadi saya buat video itu, I make a video, saya membuat video by using Kine Master Application dengan menggunakan Kine Master kemudian I share it in WhatssApp

Application. Jadi saya kirimkan materinya itu ya dalam bentuk video pembelajaran dengan menggunakan Kine Master Application kemudian dikirimkan di grup WhatsApp, yah anak-anak biasanya mengerjakan tugas yang ada di video pembelajaran tersebut.

That is how the English teacher delivered their class when explaining about the material. But it was different when the English Teacher going to do an evaluation or something. They usually used other applications that are more specific in learning, such as G-Form, Quizizz, Google Classroom, etc.

Sometimes I use also aam Google Form, jadi saya juga bisa membuat Google Form itu untuk testnya, untuk tes misalnya Mid Test ataupun ulangan harian itu biasanya saya menggunakan G-Form yah, atau Google Form yaa, saya buat kemudian saya share juga link nya di grup WhatsApp supaya anak-anak bisa mengisi. Jadi kelebihannya itu anak-anak bisa melihat skornya langsung, jadi saya bisa aamm, anak-anak bisa langsung tau "oh ini salahnya dan ini benarnya" dan seterusnya. Sometimes I also use a Quizizz Application, kadang juga saya memberikan kuis itu atau tugas-tugas itu dalam bentuk quizzes yah, dengan menggunakan aplikasi Quizizz. I made a test about ten numbers and aamm in Quizizz Applications, dengan menggunakan aplikasi Quizizz itu kemudian anak-anak mengerjakan, jadi saya kirimkan link nya di grup sekolah, di grup belajarnya, di grup kelasnya kemudian anak-anak mengerjakan. Jadi anak-anak itu bisa berlomba yah, kadang juga saya memberikannya itu online, maksudnya live yah, jadi anak-anak mengerjakan tugas saat itu jadi mereka seolah-olah berlomba, jadi seperti itu.

The English Teacher's Difficulties in Online Learning

From all research respondents, it was found that there were various difficulties experienced by the English teachers at SMPN 5 Parepare. Some of the difficulties include network constraints and limited internet quota.

Yes, I have, I have some difficulties in teaching English with the online system. Sometimes they can't access the material and the tasks because of the internet signal, or they do have not the internet quota.

And there are some students who do not have their own learning tools in the form of mobile phones, and they lack enthusiasm for the students themselves.

"The common troubles or difficulties experienced by me, is some students don't have Android (HandPhone)."

All of the English teachers said that they face some difficulties with this Online Learning System. There of the English teacher said that some students do not have

mobile phones. And from the result of the researcher's finding, that student who does not have an android (mobile phone), used their parents' mobile phone.

...ada beberapa masalah yang dihadapi. Yang pertama mungkin yah itu tadi, bahwa di sekolah kita, some students itu tidak memiliki HP sendiri, yah private phone. Mereka biasanya "nebeng" sama HP nya orangtua atau HP saudaranya sehingga terkadang pembelajaran itu lambat. Ya, jadi kadang pagi diberikan materinya, malam baru ada respon atau besok baru ada respon.

In this case, the parents of the student can oversee their child in the learning process and even guide them to get a better understanding of the material or even the task. Otherwise, when the parents of the student use their phone at the same time as their child's needs, be the cause of the interference. So this went to be one of the difficulties experienced by the English Teacher. From the other finding of the research, when the researcher asked what the English teacher thinks about this Online learning System, the students lack response.

I think about the lack of students' response. Yah mungkin itu dikarenakan oleh hal-hal lain yang mengganggu seperti bad network, limited kuota, kepemilikan HP yang tidak utuh maksudnya HP itu bukan milik pribadi melainkan milik orangtua ataupun saudaranya siswa, yah bisa jadi seperti itu.

Discussion

An application that is usually used in Online English Learning at SMPN 5 Parepare

Technology, as a media of learning in this Pandemic Covid-19. Distance learning for now, is done separately by the online method by using technology as media and people call it as Online learning. According to Hamzah B., that distance learning is a bunch of learning methods which the learning activities are done separately. As the online learning method that used the conventional schools is common, the learning method developed by educators at SMP 5 Parepare when learning, especially in English lessons (Uno, 2014).

The process of English learning is held by an online system using WhatsApp Application and supported by the others application to make some teaching materials (Nesi & Ventianus, 2012). It is related to what it is said that online learning is a form of conventional learning to the digital form or the internet (Rohmah, 2020). The applications were usually used by the English Teacher at SMP 5 Parepare suchas, Canva, KineMaster, YouTube, Google Drive, and Quizizz. It shows that online English learning needs media like learn applications on just like what the researchers found in this research.

Online English learning also needs the teacher's teaching competence just like what SAA did when making the learning video by using the application, and then uploading it to her channel before finally she delivered it by using WhatsApp application. Is It related to what Cepi Riyana said that this online learning needs students and teachers to communicate interactively by take advantage the ICT (Information and Communication Technology) such as computers with its internet. The teacher were used another application to make some teaching materials like KineMaster to make a learning video and present it to the students by using WhatsApp Application. It was confirmed that this online system in this Pandemic era, increased the teachers' teaching competence especially about the modern learning, face to face but distance, doing the interaction between teachers and students in separated place etc. That is how the English teacher delivered their class by using the different applications to make the learning material.

But it was different when the English Teacher going to do evaluation or something. They usually use other applications that more specific in learning, such as G-Form and Quizizz. The use of variety of learning applications shows the way the English Teacher delivered the class by online system in this pandemic covid-19. It was dominated by the using of learning applications as media of this new learning method. The entire English teacher at SMP 5 Parepare use WhatsApp application to deliver their class by using another application to prepare the materials.

The English Teacher's Difficulties in Online Learning at SMPN 5 Parepare

Based on the findings, the researcher conducted an interview to the respondents as teacher who teaches English lesson at SMP 5 Parepare, and faced the pandemic Covid-19 era which forced all the learning process done separately. Then the researcher found some troubles/difficulties faced by the English teachers at SMP 5 Parepare. The troubles/difficulties experienced by the English teacher at SMP 5 Parepare such as, network constraints, limited internet quota, there are some students who do not have their own learning tools in the form of mobile phone or Laptop, and the lack of enthusiasm of the students themselves.

The entire English teacher said that they face some difficulties in this Online Learning System. There of the English teacher said that some students do not have a mobile phone. And another English teacher said that the students are lack of response. From the result of the researcher's finding, that student who does not have an android (mobile phone), they used their parents' mobile phone.

The researcher thought that In this case, the parents of student can oversee their child in the learning process and even guide them to get the better understanding

about the material or even the task. In the otherwise, when the parents' of the student use their phone in the same time with their child's needs, been the cause of the interference. Therefore, this went to be one of the difficulties experienced by the English Teacher.

In this situation, it looks that the teacher tried to analyze and understand the students' condition in this Pandemic. The students who lack of response in this case, could be the students those do not have mobile phone. Hence, from these two difficulties experienced by the English teachers, it was start from the first cause that is the student do not have private tool. It shows that the difficulties are connected in some conditions.

In another case, it was not always about that only case. Based on what it is stated that this online learning needs students and teachers to communicate interactively by take advantage the ICT (Information and Communication Technology) such as computer with its internet (Rahayu, 2020). The researcher found that an unstable network is also an obstacle in the online learning process. The existence of network facilities is the main thing in online system learning, because it is related to the smooth learning process. The existence of respondents who are far from the city center or far from the coverage of the provider network certainly cannot carry out the learning process smoothly.

Conclusion

Based on the findings of the study, the researcher put forward the following conclusions:

The data analysis from the Interview showed how the English Teacher delivered the class by online system in this pandemic covid-19. It was dominated by the use of learning applications as media of this new learning method. All of English teachers at SMP 5 Parepare use WhatssApp application to deliver their class by using another application to prepare the materials. The applications were usually used by the English Teacher at SMP 5 Parepare such as, Canva, KineMaster, YouTube, Google Drive, and Quizizz. It shows that online English learning needs media like learning applications just like what the researcher was found in this research. And about the task or examination, the teacher used the specific learning application such as G-Form and Quizizz. The use of various learning applications shows the way the English Teacher delivered the class by the online system in this pandemic covid-19. It was dominated by the using of learning applications as media of this new learning method.

The researcher found some troubles/difficulties experienced by the English teachers at SMP 5 Parepare. The troubles/difficulties experienced by the English

teachers at SMP 5 Parepare such as, network constraints, limited internet quota, there are some students who do not have their own learning tools in the form of mobile phone or Laptop, and the lack of enthusiasm of the students themselves. The students who lack of response in this case, could be the students those do not have mobile phone or laptop. Overall, it was started from the cause that is the student do not have private online learning tools, and then the impact is about the students' online learning response. It also could be caused by the mobile game, as the researcher was found that one of the parents of student at SMP 5 Parepare told the researcher that her son uses the mobile phone to study but sometimes she cannot control the game distraction, so it also could be the cause of the student's lack of response.

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