

## CHAPTER I

### INTRODUCTION

#### **A. Background of the Research**

At the end of 2019, the world was shocked by an outbreak of a disease caused by a virus called corona or better known as Covid-19 (Corona Virus Diseases-19). It is known that the virus is originated from Wuhan, China. The number of cases continues to grow over time. In addition there were cases of 15 medics infected by one patient. One of these patients was suspected of a super spreader case (Channel News Asia, 2020). According to Relman (2020) cited in Yuliana (2020) Finally it is confirmed that the transmission of this virus is from human to human. The outbreaks of this virus spread very quickly to various countries in the world. So that's why the WHO (World Health Organization) declared the outbreak of the spread of Covid-19 as a world pandemic today. As a result of this Covid-19 pandemic, it leads to the implementation of various policies to break the distribution of Covid-19 in Indonesia. One of them is physical distancing which is a rule to keep a safe distance between people, avoiding crowds and avoiding close associations with many people. The government implemented a policy that is Work From Home (WFH). This policy is an effort applied to the community by working work from home. Education in Indonesia has become one of the areas affected by the Covid-19 pandemic. Hence, the government implemented a policy called Study From Home (SFH). Therefore, students and teachers must be *working* and *studying from home* due to this pandemic.

By *working and studying from home*, students and teachers must master technology to support online learning. The WFH and SFH program can force and accelerate them to master digital learning technology as a necessity for them. The demands of the needs make them able to know online learning media that can support as a substitute for direct classroom learning, without reducing the quality of learning materials and achievement targets in learning. Various online learning media were tried and used, one of them is WhatsApp.

By using social media like WhatsApp, the user can explore their idea, show expression, update status, etc. Almost all people in every age are using WhatsApp. WhatsApp acts as a platform of sending and receiving messages to and from individuals or groups in a form of text messages, images, audio, video files as well as web addresses, (Linda & Ri'aeni, 2018). In educational context, WhatsApp can also be used by teachers to give feedback to the students' assignment. Therefore, using teaching media such as WhatsApp is one effective way to send and receive messages containing online assignments then the teacher will give a comment or feedback on their assignments.

There are many positive outcomes when students using WhatsApp. As stated by Mhandeni & Mwakapina (2016) students are always worried about making mistakes as they learn, but WhatsApp makes them feel relaxed among friends. In this case, they are likely to participate and learn more; especially it does not need face to face interactions. Firstly, by using WhatsApp, students become more active in teaching-learning activities and help students in learning the language better. Secondly, students more motivated when they can discuss their assignments without being noticed by

other friends. Thirdly, when the teacher and students implement WhatsApp, the teacher will respond to their assignments by giving them feedback or comment. Furthermore, according to Chipunza & Rambe (2013), WhatsApp has turned into a shared platform that promotes accessibility, motivates cooperation, and strong motivation to take a lively component in academic assignments. In brief, using Whatsapp can help students to consult privately and in detail with their teacher through feedback, and then the students will be revising their assignment and submitting it through WhatsApp without feeling confused.

Using WhatsApp as teaching media can help both teachers and students in the English teaching and learning process. According to Susanti & Tarmuji (2016), WhatsApp has flexibility and useful features to text, to call, and to send video, audio, links, location, document, pictures. Hence, these features make WhatsApp the best mobile application to support teaching and learning of English languages using mobile phones. Student in X-JB's class at PGRI Sooko Mojokerto using WhatsApp as a media, especially in learning English. Accordingly, WhatsApp is the best mobile application that can support English teaching & learning process because of its good features.

Teaching English plays an important role in position and success as a foreign language. The success of teaching and learning English is influenced by the students' perceptions. If the teachers know the students' perceptions of the process of teaching and learning English, they can decide the appropriate teaching media. According to Kleinke (1978) a perception is important for both teachers and students because it influences the teaching and learning process. The students will be able to learn the materials if they understand

their perceptions. By understanding their perceptions, they will know what they need and what teaching media which is useful for them. If the students have good perceptions of teaching and learning English using WhatsApp when *studying from home*, it can lead the teachers and students to achieve a good result of the English teaching and learning process. If the students have negative perceptions the teacher should change or modify the teaching media to get the students' attention and interests. Thus, good or bad perceptions can be identified by knowing students' and teachers' perceptions of the teaching media.

As it is already explained before, students' and teachers' perceptions influence the teaching and learning of English. Teachers need to know students' perceptions of whether they have good opinions on the use of WhatsApp or not. It is also important to support their English learning, whether it is helpful or not for the students and teachers. However, the success of teaching and learning English is not easily obtained. Many challenges and obstacles are passed by teachers and students to make learning successful. In this case, the researcher is interested in identifying teachers' challenges using WhatsApp as media in teaching and learning English when *studying from home*.

Based on the explanation above, the researcher is interested to identify students' and teachers' perceptions and also teachers' challenges of using WhatsApp as media in teaching and learning English when *studying from home*.

## **B. Formulation of the Problem**

Based on the background of the research above, then the formulation of the problem in this research as follows:

1. How is the teachers' perception of using WhatsApp in teaching english?
2. How are the students' perception of using WhatsApp in learning english?
3. What are the teachers' challenges of using WhatsApp in teaching english?

## **C. Objective of the Research**

Based on the formulation of the problem above, the purpose of this research are:

1. To find out the teachers' perception of using WhatsApp in teaching english.
2. To know the students' perception of using WhatsApp in learning english.
3. To describe the teachers' challenges of using WhatsApp in teaching english.

## **D. Significance of the Research**

### **1. Theoretically**

The result of this research is expected to give significant contribution to others, especially English teachers and future researchers. This research could be useful to know how is the teachers' and students' perception of using WhatsApp as media and the challenges that the teachers face in teaching English when *studying from home*.

## **2. Practically**

### **a. For the teacher**

The teacher can figure out that there is a mobile application named WhatsApp Messenger that can be used as media to support the English teaching & learning process. Hence, they can use WhatsApp in their teaching process.

### **b. For the students**

The students will get new experiences in learning English using WhatsApp and they will be motivated to learning English.

## **E. Operational Definition of the Terms**

### **1. Teaching and Learning English**

Teaching and Learning English is a process of transferring knowledge through giving and asking through interaction between teacher and learner who learn English.

### **2. Whatsapp**

WhatsApp is a mobile application for sending and receiving messages to and from individuals or groups in a form of text messages, images, audio, video and files.