

# CHAPTER I

## INTRODUCTION

### A. Background Of The Study

The COVID-19 pandemic that occurred in Indonesia has harmed many parties, especially in terms of the learning process. The learning used by teachers today is online-based learning. Online learning is an online-based learning whose learning system is open and spread using technology as a supporting tool in conducting teacher and student learning. Thus, teacher-students need interaction based on interactive communication by applying online platforms in their learning. There are many types of online platforms that can be used in online learning today. But not all can produce good feedback from students in order to improve their learning outcomes. There are also many advantages and disadvantages of online learning that are applied today. For example, the advantages of online learning are that the material provided is more concise, the costs incurred are less, students will easily absorb the material provided and learning is available within 24 hours. As well as the disadvantages of online learning is that it will be confusing for students who do not understand online platforms, lack of interaction between teacher-students, and with monotonous online learning students can feel bored. All the shortcomings described will be overcome if teachers can use and implement creative and innovative online learning. Teachers and students are still not allowed to come to school for face-to-face learning as usual. Based on the change in the face-to-face learning model to online-based learning, this situation has an impact on the communication challenges that occur in the classroom (Kebritchi, Angie & Lilia, 2017). The government recommends that students should stay at home, with online teaching and learning. Students who are enthusiastic about preparing to go to school are now less enthusiastic about learning. According to Carventez & Rodriguez, (2012), all teachers are required to be able to ensure an effective understanding and atmosphere by using communication strategies carried out by the teacher. That is, even though online learning is currently being chosen, the communication strategy prepared by the teacher will greatly affect the knowledge, attitudes and motivation of students.

Teachers who use media-based communication strategies in online learning will be easily accepted by students. The teacher uses whatsapp and Google meet media to discuss assignments and the teacher also uses youtube videos, IGTV to explain the material to students. Many online platforms are not fully understood by students, that's where the important role of teachers is to provide online learning with communication strategies to increase student learning motivation. The creativity and innovation of teachers must be displayed in learning, a good teacher communication strategy will have a good impact on student motivation. Students will be moved to take part in online learning, when the teacher begins to be active in delivering.

In today's online teaching and learning environment, communication strategies are very beneficial for students. The growth of knowledge because the communication strategy applied by the teacher increases student learning motivation also makes it easier for teachers to create an effective and conducive learning atmosphere (Trihastuti & Zamzani, 2018). According to him, this provides a very good correlation with current education and student interest in learning. The causes and effects that have been mentioned and explained above mean that today's students need in-depth communication with the teacher in an effort to increase their learning motivation. The teacher's communication strategy that is applied is important in the teaching and learning process in the online class. This does have a correlation related to student motivation and relationships with teachers in the world of education. In this study, two modes of online learning, Synchronous and Asynchronous, are described. Both have advantages and disadvantages for teacher and student communication strategies in online classrooms. Media-based communication strategies or in this study the teacher put more emphasis on asynchronous learning modes to support online learning for teachers at SMAN 1 Dawar Blandong. Such as the use of IGTV media for the English language teaching process, the use of Whatsapp to provide material, as well as the use of Youtube to provide learning video references so that students can learn. For class X students, they must understand the use of IGTV media. This will make it easier for teachers to apply IGTV media-based communication strategies as teaching in the classroom.

Communication strategies must also rely on the creativity and innovation of a teacher. Because the teacher's communication strategy applied to students must have a better impact on students' learning motivation during online learning. In this study, using the IGTV media-based communication strategy is very easy for student learning. Students easily follow the learning that

takes place, students are happy to live because the communication strategies used are different from other teachers. The purpose of the communication strategy that the teacher applies here is to make students re-motivated in learning and facilitate students' understanding of the material. Student motivation will be closely related to the teacher's communication strategy during online learning. With the media-based teacher communication strategy, the motivation of students who initially declined can rise again and students will achieve success in learning. As explained in previous research, Mardiana & Afkar, 2020 stated that Asynchronous and Synchronous teacher communication strategies in online teaching are useful in encouraging students to learn English better and encouraging student motivation to achieve their learning expectations. In this study, it refers more to the English language teacher at a bilingual elementary school in Mojokerto. Subjects there use Google meet to discuss the exercises and use power point videos to explain the material to students. Therefore, with the current educational conditions, creative teacher communication strategies such as media-based are urgently needed in order to increase student motivation in learning and to achieve student learning success.

In Mojokerto, many schools only use WhatsApp as an online learning medium. In contrast to SMAN 1 Dawar Blandong, one of the schools that implements online learning based on IGTV media, uses the Synchronous & Asynchronous learning mode. SMAN 1 Dawar Blandong will always provide an adequate atmosphere for teachers and students to carry out learning. Several achievements have been obtained by SMAN 1 Dawar Blandong, both academically and non-academically. SMAN 1 Dawar Blandong is a school whose advantages can be calculated over others. Examples of non-academic achievements achieved are in the fields of sports, dance and singing. As well as academic achievements, they managed to get 1st & 2nd place at the SMA/MA/SMK level throughout Mojokerto Regency, in commemoration of World Anti-Corruption Day which was held at the Mojokerto District Attorney's Office. This success cannot be separated from the efforts of the principal and teachers who are determined to provide the best service for all students. But all the people of SMAN 1 Dawar Blandong strive so that the school can continue to get proud achievements. From this, researcher found an English teacher who did online learning using Synchronous & Asynchronous learning modes and IGTV. It is interesting for me to examine how communication strategies are implemented using other online platforms. Student learning motivation will be well formed if the teacher's communication

strategy follows current learning developments and gives more attention to the teacher. Online learning does require creativity, innovation and fatigue to adapt to current conditions.

It is clear that in today's online learning, teacher communication strategies play an important role in the learning process in the classroom. The teacher's communication strategy aims to create a conducive classroom atmosphere, increase students' knowledge, and attract involvement between teachers and students. There are 4 factors that influence the use of communication strategies by teachers. These four factors indicate that teacher communication strategies provide better goals and benefits for the current online teaching and learning process. There is one communication factor in online learning that is used including synchronous and asynchronous modes. According to, Teng, Chen, Kinshuk & Leo, 2012; Asoodar, Atai, Vaezi & Marandi, 2014, the teaching mode or synchronous learning makes the right place between teachers and students to interact, convey understanding and improve students' abilities. Synchronous learning is driven by the electronic media used. This is the same as regular learning, but the difference is that students access it via the internet remotely. Through voice chat and video conferencing that will facilitates face-to-face learning today. Asynchronous mode is a common teacher online learning and flexible learning is being practiced nowadays (Ayesha Perven, 2016). In asynchronous mode to better explain the available learning materials in the form of audio/video lectures, handouts, articles and power point presentations. So, this study will explain the teacher's communication strategy used through synchronous and asynchronous learning mode as a way to grow, increase student motivation in online-based learning.

There are several research concepts in the literature that explain teacher communication strategies in online learning to increase student motivation. Research concepts are diverse and include different explanations but are also used to support other research. Like Mardiana & Afkar (2020), researching EYL Teacher Communication Strategies in Synchronous and Asynchronous Online Learning for fifth grade teachers at Bilingual Elementary School in Mojokerto. Synchronous mode is more dominant in checking subtitle, praise, code switching, comprehension and repetition of material in online classes. The subjects at this research do not fully understand the components of the strategy in asynchronous mode. The communication strategy mode used refers to improve the ability to learn English. It has the objectives of teaching, managing communication disorders, encouraging student interaction, increasing

student understanding, and helping to develop students' language competencies. Both modes of learning are emphasized in research as an increase in student abilities. Then the research conducted by Ahmed, Sabri, T, S, 2018 investigated the EFL Radfan College Learning Communication Strategy in Classroom Interaction. With the main language being Arabic, English has become a second foreign language for them. The large number of students who come from rural areas makes access to learning difficult. Using communication strategies is an effective tool for linguistic skills and creating related interactions in the classroom. The computer science recommended here plays an important role in forcing students to interact with other students using English. The aim is to emphasize more on how the communication strategies are used by the teacher so that students understand and use English as their communication interaction. What Putri & Elmiati was to find out the students' perceptions about the teacher's communication style towards the students' motivation in learning English. There are 3 types of communication styles described; passive teachers, aggressive teachers, and assertive teachers as tools help students improve their ability to understand the subject matter. High presentation is aimed at assertive communication style as a form of motivation to learn English by directing students' interest, willingness, ability and communication towards students during learning. In contrast to (Rofiatun, 2018) from Sebelas Maret University in her research on the Communication Strategies Used by English Teachers in the Teaching and Learning Process, there are 6 types of communication strategies described. The types of communication strategies described are so that the delivery of teacher learning materials is more effective and all English teachers must have communicative skills in the teaching and learning process in the classroom. The latest research is from (Nicholeta Duta, et al, 2015) concerning a Diagnostic Study on Academic Learning Motivation for Students in Romania. Emphasizes the way the teacher communicates with students through body movements and written sentences. The purpose of this study was to emphasize to all teachers in various universities that in the absence of a teacher-student communication process it would be difficult to teach and learn. Therefore, previous research has described communication strategies related to student interaction, motivation, communication and skills in English lessons.

However, in this research there has not been an emphasis on the use of communication strategy modes (synchronous and asynchronous) during the current online teaching and learning process, related to increasing student motivation, types and aspects of motivation that exist in

learning in online classes to improve student learning abilities at this time. This research raises a problem in the world of education today, where students lose the motivation to learn that they should always get in learning, teachers do and create effective communication methods / strategies to provide subjects to students even in online classes. The Synchronous and Asynchronous communication strategies described in this study will be a teacher's tool in fostering student motivation to achieve learning success at SMAN 1 Dawar Blandong in the 2020/2021 school year. Because there are several online platforms in 2 modes of communication strategies that have been described in support of teaching and learning English for teachers during this online classroom. For an explanation of the Asynchronous mode learning communication strategy; this learning mode is centered on online media but there is no time and place limit when using it. In this asynchronous learning, using an online platform which includes making it easier for users to access learning materials anytime and anywhere. While the communication strategy of synchronous learning mode; this learning mode is learning that is carried out in real time or face to face. The current situation is not suitable for face-to-face learning / direct interaction, finally this learning mode uses certain online platforms at the right time. In this study, the teachers of SMAN 1 Dawar Blandong focused on the communication strategy of the Asynchronous learning mode that uses several online platforms in it, the learning can be accessed anytime and anywhere by all students. This asynchronous learning fosters flexibility for students, teachers will also find it easier to explain the material/training to students. In connection with the problems described above, the purpose of this study is to determine and analyze teacher's communication strategy in teaching & learning English online and increase students' motivation in learning. 1) Aspects of the communication strategy used by teachers in online English learning at SMAN 1 Dawar Blandong, 2) Types of motivation reflected in online English learning by the students of SMAN 1 Dawar Blandong, and 3) Teacher communication strategies that affect students' motivation to learn English at SMAN 1 Dawar Blandong.

From the background of the problem the writer will do "**Teacher's Communication Strategy and Students' Motivation in Online Learning.**"

## **B. Problem Statement**

Based on the research above, the researcher can focus on several problems as follows:

1. What are communication strategy aspects used by the teachers in online English learning at SMAN 1 Dawar Blandong?
2. What types of motivation reflected in online English learning by the students of SMAN 1 Dawar Blandog?
3. How teacher's communication strategy affects students motivation in English learning?

## **C. The Objectives of the Study**

There are three purpose of this study, those are :

1. To find out the aspects of the communication strategy used by the teacher in online English learning at SMAN 1 Dawar Blandong.
2. To find out what types of motivation reflected in online English learning by the students of SMAN 1 Dawar Blandog.
3. To know teacher's communication strategies that affect students' motivation to learn English.

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

The findings of this study are expected to be useful for teachers, students and future researchers. In particular, this study can be a resource for investigating effective communication strategies used by teachers as well as analyzing the impact on student motivation on online teaching and learning.

For teachers, the results of this study can help them find out which communication strategies are effectively used. Teachers can also apply this communication strategy to their students in online teaching and learning.

For students, these results of this research can be suitable for students in growing and increasing their motivation to learn online from teacher communication strategies in order to achieve expectations of student learning success.

For future researchers, these results can be used for those who focus on investigating effective communication strategies and also analyze the impact of teacher communication on student motivation in achieving learning success in online teaching and learning.

### **E. Limitation of the Study**

Based on the identification of the above problems, this research focus on teacher communication strategies and their impact on student motivation in online teaching and learning. Effective communication strategies will have an impact on student motivation. This survey will be conducted on tenth grade students at SMAN 1 Dawar Blandong.

### **F. Definition of Key Terms**

The term applied by this research could be explained as follows :

#### **1. Communication Strategy**

Communication strategy is an individual's way to provide more knowledge to students more creatively to support the communication relationship between teacher-students in achieving certain goals/outcomes.

#### **2. Students Motivation**

Student motivation is an encouragement that the teacher does with a reason to do so and becomes the point where students will be directed in achieving learning success.

#### **3. Online Learning**

Online learning is learning that is done online, not using face-to-face directly, but using an online platform for face-to-face to support accessibility, connectivity, and flexibility of students to produce the type of interaction between teacher-student