

**STUDENTS' PERCEPTION ON THE USE OF WHATSAPP VOICE NOTE
IN ENGLISH LEARNING PROCESS AT THE ELEVENTH GRADE OF
SMAN 1 SANGKAPURA**

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Abstract: One of the challenges which are presented by corona virus is educational institutions especially the learning process. As we all know that the government banned all schools from elementary to university level to carry out face-to-face (conventional) learning so the teachers try to find a good media for the learning process virtually by using mobile phone. This research employed qualitative approach since the objective of the study with interview which was conducted in only one time. The interview consisted of fifteen questions. It needed a week for the researcher to take data. To make the data more valid, the researcher did triangulation. The subject of this research is all the students in eleventh grade of SMAN 1 Sangkapura in academic year 2020/ 2021. The population of the students was 240 students that came from eight classes. The sample of this study was 10 students of IPA 2 class randomly. The finding of the study was the Eleventh grade students of SMAN 1 Sangkapura shared positive perception toward the utilizing of whatsapp voice note were literally good. Therefore, the students have to be more aware about English and the medium of English learning process and the teacher have to evaluate their teaching and learning process, the learning media utilized. Whereas, this research could be a reference for the future researcher who are interested to do the same research.

Key words: Perception, Whatsapp voice note, learning process

INTRODUCTION

Since the spread of corona virus outbreak hit most of the countries in this world include Indonesia, there are many challenges that should be faced by all people. One of the challenges which are presented by corona virus is educational institutions especially the learning process. As we all know that the government banned all schools from elementary to university level to carry out face-to-face (conventional) learning so the teachers try to find a good media for the learning process virtually by using mobile phone.

Because of the increasing of technology, it can helps and facilitates the human life. According to Awada (2016), today's technology has become a part of human life. By using mobile phone, the teachers and the students can communicate with each other without direct meeting. Sharples, Taylor & Vavoula said (2007) Mobile phones have been widely used as a tool for learning because they provide educators and students the opportunity for inventive instruction. Apart from being able to access the internet, a mobile phone allows users to access any information they require. Students suffer from the same problems as the rest of the population.

Bouhnik and Deshen (2014) define WhatsApp as smartphone application used for instant messaging. Recently, the application has become extremely popular that it attracts attention, responsiveness, and students based learning. This allows students to express their thoughts and ideas through various WhatsApp application platform features such as attaching images, sharing videos, sharing web links, recording videos, and much more. Students can express their responses freely and the teacher responds to students' questions and comments, starts new problems, or sends questions (Dunlap, 2006).

WhatsApp is a useful teaching tool that captivates students' attention, encourages responsiveness, and promotes fun learning. It allows students to express their thoughts and ideas through the WhatsApp application platform's numerous functions, such as attaching photos, sharing videos, sharing web links, recording videos, and so on. Students could deliver their responses freely and the teacher responds to students'

inquiries and comments, starts new issues, or posts queries (Dunlap, 2006).

WhatsApp's numerous characteristics assist pupils in becoming more enthusiastically involved in learning activities.

Through chatting, language learners can converse effectively with other language learners or speakers all over the world. This communication can happen either synchronous by communicating in the real time or asynchronous with a delayed message system such as in email. Additionally, students can communicate orally with their friends or speaking partners efficiently in the sense that they can do the activities even though both of them are in different part of the world anytime without having to spend much expense on the internet load. Voice chatting can be accessed through mobile or computer-based applications which facilitates instant messaging for the users. One of the most popular mobile applications in the 21st century is WhatsApp (Mistar and Embi, 2016). WhatsApp is an online application which enables users to communicate and exchange instant messages through written chat, voice chat, voice call, or video call

English is one of the subjects that should be thought in senior high students' level so that the teachers have to creative in choosing an appropriate media to make the active learning process. One of the media that can be implemented by the teacher in teaching English is WhatsApp. WhatsApp is a messaging app that allows you to communicate with other people instantly. In WhatsApp, there are several features that can help to the teacher and student in the process of teaching and learning. They are voice note, video, and voice call. After all, based on the researcher's observation, SMAN 1 Sangkapura used voice note WhatsApp in helping the learning process like giving the material explanation, having a discussion and so on. The researcher interested to know the students' perception towards the use of Voice Note Whatsapp in English learning process whether it is effective enough or not for the students.

METHOD

This research employed qualitative approach since the objective of the study was to know the students' perception on the use of voice note whatsapp in teaching and English learning process. Ary.D, (2002: 24-25) stated that "a qualitative research is a study to understand a phenomenon by focusing on the total picture rather than breaking it down into variable". The subject of this research was all the students in eleventh grade of SMAN 1 Sangkapura in academic year 2020/ 2021. The population of the students was 240 students that came from eight classes. The sample of this study was 10 students of IPA 2 class randomly.

The data analysis of this research, the researcher used three steps namely data reduction, data display and conclusion drawing/verification. The following are the explanation of those. Firstly, data reduction in this step of data analysis, the researcher drew a conclusion from the obtained data, selected the collected data which were useful for her and then the researcher focused on the useful data and started to analyze those collected data. After reducing the data, the researcher displayed data in the form of brief explanation and narrative text to present the data. The last was the researcher drew the conclusion in the form of text and it was supported by the valid the data that the researcher has collected.

FINDINGS AND DISCUSSIONS

Due to the existence of COVID-19 which forced the process of education to be done online, the researcher did his interview via WhatsApp feature. The questions below were about students' perception on the use of whatsapp voice note in English learning process at the eleventh grade SMAN 1 Sangkapura:

1. What do you think about whatsapp voice note as a medium for learning English?
2. Do you think the various activities carried out through whatsapp voice note are interesting? Why?
3. Do whatsapp voice note group activity easy the way of students in learning English?

4. Do you have difficulty using whatsapp voice note in learning English? Why?
5. Does using whatsapp voice note give you motivation in learning English?
6. Do you feel happy using whatsapp voice note to learn English? Why?
7. Do you understand when the teacher explains the lessons English language using whatsapp voice note?
8. Do you have any difficulty when the teacher explains all the lessons in English using whatsapp voice note? If so, what were the difficulties?

Adapted by Septi Riana Dewi, (2019), Utilizing WhatsApp Application for Teaching English. KosmasSarkol, (2016) Students' Perception of Learning English.

After conducting the interview, the researcher finally found several findings about “Students’ Perception on the use of Whatsapp Voice Note in Their English Learning Process”. The researcher findings that the researcher has gotten were, for the first question, the students’ perception toward the use of whatsapp voice note as the media of learning English. The researcher found that most of the students or about 7 students delivered the supportive opinions about whatsapp voice note. As S1 said that *it is interested, because whatsapp voice note is a new learning media*. Some of the students also delivered the same answer that whatsapp voice note was really helpful and shared them many advantages. The following were 7 students’ perception toward the use of voice note whatsapp as a learning media.

In my opinion, whatsapp voice note can ease us listen our teacher’ explanation about English lesson. Based on me, voice note helps me to understand English especially how the way my teacher pronounces every English sentences properly. Voice note whatsapp helps me in assessing students’ understanding in English pronunciation.

Another perception also delivered by the rest of students who have different perception toward the use of whatsapp voice note as a learning media due to some reasons. The reasons were they could not understand the English material delivered by their teacher one by one, they found difficult in understanding their teacher

explanation and they could not see the writings, just listened to their teacher's voice so they did not really understand the material. The students' perceptions were as follow:

In my opinion, using whatsapp voice note in learning English makes me don't understand the explanation one by one. For me, whatsapp voice note is interested for me because I find difficult to understand my teacher's explanation about English material. According to me, it is difficult if the teacher use whatsapp voice note in teching English because we cannot see the spelling, we just listen to our teacher's voice and it makes me difficult to understand the English material.

The next question, the result 10 students, 5 students said yes and 5 students said no. The question is about students' perception about whether whatsapp voice note is interesting or not when the teacher carried out it in various activities. The students' perceptions are balance namely five students answered yes and the rest of them said no and their reasons of it. As stated by five students who argued that whatsapp voice not is not interesting.

S1 said, no, it is not interesting and the reason is I cannot understand the usage of English if the teacher explains it too fastly. S2 also said that whatsapp voice note is not interesting because we just listen to her voice but we don't see our teacher face. S6 and S8 delivered the same answers no, it is not interesting because using whatsapp voice note too often, make me easy to feel bored. While, S10 said, no, it is not interesting because the learning process is not optimal and I cannot have a good understanding. He also added that I prefer face to face learning process because it is more detail and optimal.

The four question, the result of 10 students, most of them 7 students said yes bt several of them 3 students said no. The question is asked about do whatsapp voice note group activity easy the way of students in learning English. Most of the students agreed that whatsapp voice note can facilitate them in learning English especially in this online learning.

Next, the question the result of 10 students, 5 students said yes but several of them 5 students said no. The question is do the students have difficulty in using whatsapp voice note in learning English and what it can be happened. The answers of these questions are balance because five students agree and five students disagree with their each reason. As stated by S1, yes, the reason is I cannot understand the English material properly. S2 said no, there is no difficulty because I often use whatsapp voice note before. S3 said, a little bit since I haven't fluent in English so, the vocabulary and the pronunciation which are barely same often make me confused. S4 said that voice note whatsapp really ease me to understand English material.

Other perceptions are stated by S5 that it is easy because I get used to listening English songs. S6 and S8 said that whatsapp voice note really helps me in understanding English material whereas S7, S9, S10 delivered that they have difficulty in using whatsapp voice note in learning English since when we produce wrong pronunciation, it changes the meaning of the word (said S9) . Another reason is because having lack understanding of English and getting difficultly to differentiate some vocabularies because they are almost same.

In the next question, the result of 10 students, most of them 8 students said yes but several of them 2 students said no. The students are asked about whether or not whatsapp voice note gives them any motivation in learning English and eight students said that using whatsapp voice note give them motivation in their English process yet two of the participants said that whatsapp voice note doesn't give any motivation for them in learning English.

Come to next question the result of 10 students, most of them 8 students feel happy but several of them 2 students feel not happy. The question is about do the students feel happy in using whatsapp voice note to learn English or not and why. Most of the students said that they feel happy when the teacher use whatsapp voice note in learning English due to various reasons. Eight students who said that they feel happy toward the learning medium especially voice note because it is quite interesting, they can discuss with their teacher and their friends directly, by listening the teacher's voice,

they can learn to pronounce every vocabulary, they can train their fluency in pronouncing English vocabularies and whatsapp voice note is such a good solution to train the pronunciation fluency in this pandemic situation. While, there were two students who said that they feel unhappy in using whatsapp voice note because they prefer to video rather than a voice note.

The seventh question the result of 10 students, most of them 8 students said understand but several of them 2 students said not understand. was about whether the students understand their teacher explanation by using whatsapp voice note or not. Most of them said that they could understand the teachers' explanation when the teacher used whatsapp voice note as the medium.

Lastly, the last question was about do the students have any difficulty when the teacher explains all lessons using whatsapp voice note and what are the difficulties. Eight students said that they had difficulties and the difficulties are unclear voice of teacher's explanation, it was not enough for them if they just listened the teacher's voice without seeing the teacher's face, the difference between the spelling and the pronunciation.

In this section, the researcher would give a discussion about the findings that she found in the interview section before. Based on the findings mentioned before, we could see that every students had their own perception toward the utilizing of whatsapp voice note in English learning process yet the majority of those students seemed to like whatsapp voice note due to some reasons. As one of digital platforms, whatsapp, especially whatsapp voice note is such a good solution in this era. Khalis (2020) stated that the emergence of many digital platforms in learning can be solution due to benefits gotten from that app; simplifying teachers explaining material, giving instructions and communicating with students. It was supported by Cohavi (2013) stated that whatsapp become popular among people around the world mainly in students. It gaining over 350 million users and is rated the most downloaded application in 127 countries.

The positive affects which provided by whatsapp voice note could be a consideration and such a suitable application to applied continuously during this

pandemic situation. As we could see that the majority of the participants shared positive opinion toward the application of whatsapp voice note in English learning process and it also facilitated them in learning process. Hamad (2017) stated that WhatsApp application shared an advantage to English learning such as preparing the learning materials and managing or monitoring the group chat of WhatsApp. Based on the variety of perception mentioned previously about the use of whatsapp voice note in English learning process; the researcher could draw a conclusion that most of the students of eleventh grade of SMAN 1 Sangkapura gave a good support toward the usage of whatsapp voice note as the medium of English learning process. They all also said that whatsapp voice note gave them motivation, aids, and really facilitated them in order to understand the English lessons. It is in line with a finding of the study conducted by Ahmed (2019) stated that whatsapp group motivated the students to learn from each other and provided them a space to practice English as a means of communication.

CONCLUSIONS AND SUGGESTIONS

After conducting interview and analyzing the collected data which consisted of thirteen questions with ten students of SMAN 1 Sangkapura as the participants, there are some important points that were found by the researcher. Based on the finding mentioned, it can be concluded that students' perception towards the use of whatsapp voice note is literally positive due to the several advantages offered by whatsapp voice note itself. It is supported by students' positive perspective towards the use of whatsapp voice note as a medium of English learning process. Secondly, whatsapp voice note is such a good medium that can be applied and it gives some benefits for both teacher and the students in the English learning process. It can be seen in the students' statements in the research findings that whatsapp voice note eases us to understand the material of English given by our teacher.

The suggestion for the students by knowing the result of the study, the students are expected to be more aware about English and the teaching medium used in the

online learning process. The teachers, the researcher hopes that this research can be a reference for teachers to evaluate their teaching and learning process, the media of learning utilized by them in order to choose appropriate learning media and make improvement. For the future Researcher, hopefully this research can be a reference for the future researcher in doing their research. The researcher suggests that the future researcher is hoped to focus on the other features of whatsapp like voice call, chats or focuses on the specific skill like writing, speaking and use another instrument like observation and field note etc.

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