

AN ANALYSIS OF UNIVERSITY STUDENTS' PERCEPTIONS ON THE USE OF COMPUTER-MEDIATED COMMUNICATION IN SPEAKING SKILLS

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Abstract

This study was conducted to investigate University students' perception on the use of computer-mediated communication. A total of 40 from 124 English students in the year 2021/2022 in University of Islam Malang participated in this study. Descriptive qualitative, analysis of questionnaires from Google form and interview via chat Whatsapp were used to analyze the findings. The study revealed that students CMC usage to support learning was high. The analysis showed that students' perceived value, and expectancy of success were high. Female students value implementing CMC in learning more positively than male students. Generally, students' perception on the CMC were positive.

Keywords: Computer-Mediated Communication, Perception, English Speaking Skill.

1. Introduction

Researches on integrated ELT and ICT based learning have become a global interest. As it is known, they also had many positive impacts in daily life and modern life in today's contemporaries. The studies such as, ICT has become an important component of educational reformation and an integral part of school curriculum (Charles & Issifu, 2015). Computer mediated communication is one of the technologies that can be used to communicate through video calls, messages, send pictures, etc. Developing a very democratic and participative communication platform that allows all students to express their viewpoints (Ajabshir, 2018). In the previous study was

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explained that to improve a good and proficient conversation and communication, it is necessary to practice speaking. Students' general intellectual and language development and speaking performance are interrelated (Millrood, 2015). In the previous study used a very large number of participations to be used as research samples, therefore, researchers are interested in conducting research which invites university students.

2. Theoretical Framework and Review Literature

The way we communicate has transformed as a result of technology (Lenkaitis, 2020). Any human-to-human symbolic text-based contact undertaken or aided by digitally-based technologies, such as the Internet, text messaging on mobile devices, instant messaging (IM), email, and so on, is considered to be a form of CMC (Chih-ming & Ying-you, 2020). According to mobile technology, they do not perceive it as an effective tool to support them in out-of-class learning because they are distracted by the prompts of social media applications (Lai et al., 2022), on the basis that students want to have more time and a wide range if the students study independently, whether it's at home or outside the home.

(Sadler, 2009) observed by the use of some video chat tools of CMC (CUworld, ICQ, MSN Messenger, Paltalk, Skype, and Yahoo Messenger). This previous studies describes that An examination of these six video chat tools has shown that two programs namely the MSN Messenger application and Skype, rank top in terms of preference informants due to their practicality in technical aspects and usefulness for academic as well as personal purposes.

3. Research Questions

- 1) What are the students' perception on the use of Computer- Mediated Communication?
- 2) How is the implementation of Computer- Mediated Communication in speaking skill?

4. Methodology

In this study, 40 students were selected from University. 40 students were fulfill the questionnaires and the 5 students were interviewed. A total 40 questionnaires were received and 7 of question interviewed also were received.

5. Data Analysis

Descriptive qualitative was used to analyze the questionnaires and the interview section. As follows:

- 1) Data collection
 - Questionnaires (Google form) <https://forms.gle/DJDxJmpB9i3zZXwQ8>
 - Interview via chat Whatsapp
<https://chat.whatsapp.com/DVSuKV1zyiw3yfU2An1UwP>
- 2) Data reduction
 - Data questionnaires by the researcher edited and classified the data that are really appropriate to the purpose, and the researcher dismissed the inappropriate data
 - Data interview by process of simplifying, classifying, and removing parts of unnecessary data.
- 3) Data displays
 - Questionnaires: After grouping the appropriate data, then the data were displayed in the form of descriptive explanation and the data was categorized based on the student's perception on using CMC and the opinion about implementation on using CMC
 - Interview: presenting the data by compiling data in a systematic and easy to understand manner
- 4) Verification / drawing the conclusion
 - The researcher took two conclusion based on the research problem formulated at the first chapter

6. Research Findings

Of 40 respondents, The result shows that 93% the respondents have a regular access to computer, about 80% of students have an access in their home, 85% students have a modern computer to connect to the internet, around 83% students are available to access the internet daily and 73% of students chose to answer don't know if they will have internet access.

It shows that 93% of students used some applications for study, and 55% students have problems with connection and less vocabularies, 70% students easy to use Applications, 65% of the aspects that students find useful or helpful are increase knowledge and direct communication with native speakers, 95% students are willing to share comments about the use of CMC in online communication, 90% in communicating students are interested in sharing information or experiences with each other, 85% of students want other facilities related to Applications at CMC to be available online, 90% YouTube is an interesting app for students at CMC, 90% of students use computers in language learning especially in speaking skills, 80% students used CMC practicing English by speaking, 70% of students find this support for study, 68% students used CMC because its wide monitor screen than Android.

Perception on Synchronous or Asynchronous CMC shows that 90% the respondents prefer to downloaded and used synchronous CMC App on computer, about 60% of respondents answered very useful and normal to be more often communication with online partners, 80% of respondents have used the synchronous CMC discussion facility, and 100% of respondents commented on how the use of CMC can help students in academic courses in speaking skills and the result is CMC is very useful.

The section from the interview see (Appendix B)

7. Discussion

Almost students agree that CMC has a positive influence on the development of students' speaking. and can be used as a continuation in learning other skills in English. As previous research (Charles & Issifu, 2015) The research shows that the use of ICT as a learning medium has benefits for increasing and developing students' knowledge in learning.

The demographic details show that students have modern computers for access to the internet at home which is available every day. Students have access to connect to computers, that access is owned by students at home, and every day they use computers to study. It is similar to (Liaw, 2017) shows that students of this generation have a propensity for social interaction and favor interactive communication as a learning technique. And if the computer is used for too long it will slow down the system, but it is not a serious problem for students, in terms of the advantages of benefits students agree that synchronous CMC is better for increasing learning or communicating than Asynchronous CMC. previous studies stated that

educational technology tools enhance student learning and develop career skills (Tugrul, 2012).

From all the findings above, almost all questions or statements show positive perceptions and the implementation of CMC which have an impact on improving students' ability to communicate and interact using English in their daily lives. However, one of the results also showed a neutral student's perception of not experiencing difficulties when communication directly. Only a few students agreed that they had difficulty communicating directly with their interlocutors because they forgot vocabulary, nervous, etc.

8. Conclusion

This study used descriptive qualitative methods and questionnaires and interviews. The results of this study indicated two main points of student perception. First, it was about students' perceptions of using CMC. The majority of the students showed positive perception on using CMC for learning speaking skill. Second, it was about the implementation of CMC in learning. Almost all students did not experience difficulties and only a few students experienced difficulties in communication.

9. Appendixes

A. Interview

The following of interview questions as follows:

1. How much have you used Applications the synchronous CMC to specific studied on the speaking skill that you take?
2. Did you find a difference in between synchronous and asynchronous CMC in your learning especially speaking skill?
3. How much do you use the CMC in a day and how long takes in hour for communication?
4. What did you use the CMC for learning English than using Android for?
5. What make it easier for you to use the CMC for communication or discussion?
6. What difficulties do you think you can identify in using CMC during communication?
7. What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

B. The Answer of Interview Section

First participant: student A

27/10/2022, 09:32 - Aisya Amanda: The first question is How much have you used Applications the synchronous CMC to specifically studied on the speaking skill that you take?

27/10/2022, 09:36 -Mahasiswa A: 4 applications, Youtube, tik tok, ig and WhatsApp.

27/10/2022,09:37 - Aisya Amanda: Did you find a difference between synchronous and asynchronous CMC in your learning, especially speaking skills?

27/10/2022, 09:41-Mahasiswa A: yes, I think I'm more inclined to asynchronous because

it's more comfortable and makes me confident that synchronous

27/10/2022, 09:42 - Aisya Amanda: How much do you use the CMC in a day, and how long does it take in an hour for communication?

27/10/2022, 09:44 - Mahasiswa A: Almost every time. And the time is around every 2 hours.

27/10/2022, 09:46 - Aisya Amanda: What do you use the CMC for learning English for than using Android for?

27/10/2022, 09:49 - Mahasiswa A: I can use both but using a computer is more comfortable because the monitor screen is wider and clearer. and not boring like using Android

27/10/2022, 09:51 - Aisya Amanda: What makes it easier for you to use the CMC for communication or discussion?

27/10/2022, 09:52 - Mahasiswa A: because the wide monitor screen makes it easier and more precise for me to see and search quickly.

27/10/2022, 09:54 - Aisya Amanda: What difficulties do you think you can identify in using CMC during communication?

27/10/2022, 09:56 - Mahasiswa A: CMC requires a network with a larger and faster quota, and if used for a long time CMC runs slowly. and positions that always have to stand by

27/10/2022, 10:01 - Aisya Amanda: What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

27/10/2022, 10:01 - Mahasiswa A: Synchronous CMC is indeed reliable in improving speaking but in my personal opinion, using asynchronous is much more comfortable because I don't really like or often interact directly with other people

Second participant: student B

28/10/2022, 14:00 - Aisya Amanda: The first question is How much have you used Applications the synchronous CMC to specific studied on the speaking skill that you take?

28/10/2022, 14:01 - Mahasiswa B: 3 applications

28/10/2022, 14:02 - Aisya Amanda: What is that?

28/10/2022, 14:03 - Mahasiswa B: The first is cake, second is Elsa speaking and last is ometv

28/10/2022, 14:03 - Aisya Amanda: Second is Did you find a difference in between synchronous and asynchronous CMC in your learning especially speaking skill?

28/10/2022, 14:09 - Mahasiswa B: Trs..when i using Elsa speaking i feel my accent different before the last day and when i using cake applications i feel increase my vocab and slang word, and the last applications ometv when i using ometv i feel like my confidence in progress

28/10/2022, 14:10 - Aisya Amanda: Ok next is

28/10/2022, 14:10 - Aisya Amanda: How much do you use the CMC in a day and how long takes an hour for communication?

28/10/2022, 14:13 - Mahasiswa B: I think 2 hours for ometv and 15 minutes for Elsa speaking and cake 20 minutes for cake everyday

28/10/2022, 14:14 - Aisya Amanda: 4. What do you use the CMC for learning English than using Android for?

28/10/2022, 14:16 - Mahasiswa B: screen is bigger than android and more focused in learning..When I use Android I always open social media..and it makes me not concentrate

28/10/2022, 14:17 - Aisya Amanda: 5. What makes it easier for you to use the CMC for

communication or discussion?

28/10/2022, 14:21 - Mahasiswa B: By using CMC I don't need to open up social media that keeps me from concentrating

28/10/2022, 14:22 - Aisyah Amanda: 6. What difficulties do you think you can identify in using CMC during communication?

28/10/2022, 14:23 - Mahasiswa B: Networking and a melting the computer

28/10/2022, 14:24 - Aisyah Amanda: Ok for the last

28/10/2022, 14:24 - Aisyah Amanda: What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

28/10/2022, 14:27 - Mahasiswa B: I think With the synchronization of the laptop or computer quickly, it is possible to communicate well

Third participant: student C

29/10/2022, 13:36 - Aisyah Amanda: The first question is How much have you used Applications the synchronous CMC to specific studied on the speaking skill that you take?

29/10/2022, 13:42 - Mahasiswa C: Two applications

Facebook, and you tube

29/10/2022, 13:42 - Aisyah Amanda: The second question

29/10/2022, 13:43 - Aisyah Amanda: Second is Did you find a difference in between synchronous and asynchronous CMC in your learning especially speaking skill?

29/10/2022, 13:45 - Mahasiswa C: No, i don't find a different in between synchronous and asynchronous CMC in my learning speaking skill

29/10/2022, 13:45 - Aisyah Amanda: Why

29/10/2022, 13:47 - Mahasiswa C: Because in my opinion it's the same application, only the name and packaging are different, the use is the same

29/10/2022, 13:48 - Aisyah Amanda: Okay next

29/10/2022, 13:49 - Aisyah Amanda: How much do you use the CMC in a day and how long takes in hour for communication?

29/10/2022, 13:50 - Mahasiswa C: Maybe four hour and one hour for communication

29/10/2022, 13:50 - Aisyah Amanda: 4. What did you use the CMC for learning English than using Android for?

29/10/2022, 14:01 - Mahasiswa C: I prefer to use cmc because the screen is wide and comfortable to communicate

29/10/2022, 15:07 - Aisyah Amanda: Ok the fifth question

29/10/2022, 15:09 - Aisyah Amanda: What make it easier for you to use the CMC for communication or discussion?

29/10/2022, 15:52 - Mahasiswa C: Because on the computer there are many features that can improve my English vocabulary so that it is easy for me to communicate

29/10/2022, 15:52 - Aisyah Amanda: Ok, the sixth question

29/10/2022, 15:53 - Aisyah Amanda: What difficulties do you think you can identify in using CMC during communication?

29/10/2022, 15:54 - Aisyah Amanda: Kesusahan apa yg kamu alami ketika menggunakan komputer untuk berkomunikasi?

29/10/2022, 15:58 - Mahasiswa C: The difficulty I feel is that when the network signal on my computer is bad, then I have difficulty finding words or vocabulary in English, making it difficult for me to communicate

29/10/2022, 15:58 - Aisyah Amanda: For the last question

29/10/2022, 15:59 - Aisyah Amanda: What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

29/10/2022, 16:02 - Mahasiswa C: because in synchronous CMC all the features I can understand easily compared to those in asynchronous CMC

Fourth participant: student D

23/06/2022, 20:31 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

23/06/2022, 20:31 - Your security code with Mahasiswa D changed. Tap to learn more.

29/10/2022, 13:28 - Your security code with Mahasiswa D changed. Tap to learn more.

29/10/2022, 19:36 - Aisya Amanda: The first question is How much have you used Applications the synchronous CMC to specific studied on the speaking skill that you take?

29/10/2022, 19:41 - Mahasiswa D: I use CMC almost every day for learning speaking. Because, I think CMC can Improve my speaking skill.

29/10/2022, 20:05 - Aisya Amanda: What applications do you use on your computer?

29/10/2022, 20:14 - Mahasiswa D: I use Grammarly

29/10/2022, 20:35 - Aisya Amanda: Ok next question

29/10/2022, 20:35 - Aisya Amanda: Second is Did you find a difference in between synchronous and asynchronous CMC in your learning especially speaking skill?

29/10/2022, 20:54 - Mahasiswa D: No. I never found the differences between synchronous and asynchronous CMC in learning speaking.

29/10/2022, 20:55 - Aisya Amanda: How much do you use the CMC in a day and how long takes in hour for communication?

29/10/2022, 20:57 - Mahasiswa D: Usually I spend my time at least 1 hour in a day to learn speaking

29/10/2022, 20:57 - Aisya Amanda: Only once/ one hour yeah?

29/10/2022, 20:58 - Mahasiswa D: Yes

29/10/2022, 20:58 - Aisya Amanda: 4. What did you use the CMC for learning English than using Android for?

29/10/2022, 21:17 - Mahasiswa D: I use CMC to learn English than using Android because CMC is more comfortable.

29/10/2022, 21:18 - Aisya Amanda: Ok the fifth question

29/10/2022, 21:18 - Aisya Amanda: What make it easier for you to use the CMC for communication or discussion?

29/10/2022, 21:50 - Mahasiswa D: CMC make it me easier to discussion

29/10/2022, 22:00 - Aisya Amanda: Ok, the sixth question

29/10/2022, 22:00 - Aisya Amanda: What difficulties do you think you can identify in using CMC during communication?

29/10/2022, 22:04 - Mahasiswa D: The difficulties that often I faced When using CMC in learning English, especially in speaking, the network sometimes is not stable.

29/10/2022, 22:06 - Aisya Amanda: Ok for the last question

29/10/2022, 22:07 - Aisya Amanda: What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

29/10/2022, 22:10 - Mahasiswa D: Because synchronous teach me about learning that is carried out in real time, namely where the learning carried out between teachers and students is both online and can carry out two-way communication directly providing feedback.

Fifth participant: student E

29/10/2022, 21:08 - Aisya Amanda: The first question is How much have you used

Applications the synchronous CMC to specific studied on the speaking skill that you take?

29/10/2022, 21:19 - Mahasiswa E: Okee.. Zoom & ome TV lebih mudah diakses.. Akan tetapi untuk ome TV ada kesulitan untuk berlatih speaking skill.. Karna tidak semua pengunjugnya bisa bahasa Inggris..

29/10/2022, 21:20 - Mahasiswa E: Sedangkan zoom kita bisa lebih mudah untuk mengajak orang2 tertentu untuk belajar speaking skill

29/10/2022, 21:20 - Aisyah Amanda: Okay next question yeah

29/10/2022, 21:21 - Aisyah Amanda: Second is Did you find a difference in between synchronous and asynchronous CMC in your learning especially speaking skill?

29/10/2022, 21:25 - Mahasiswa E: Sebenarnya sama aja..

29/10/2022, 21:26 - Aisyah Amanda: Boleh tau alasannya kenapa?

29/10/2022, 21:40 - Mahasiswa E: Sama sama berlatih speaking skill, Tetapi untuk Synchronous apabila ada kesalahan ada yg memperbaiki.

29/10/2022, 21:42 - Aisyah Amanda: Intinya anda lebih condong kemana? Lebih prefer yang mana?

29/10/2022, 21:43 - Mahasiswa E: Karna pribadi ini pemalu.. Jadi yg Asynchronous.

29/10/2022, 21:43 - Aisyah Amanda: Okay...

29/10/2022, 21:44 - Aisyah Amanda: Lanjut ya

29/10/2022, 21:44 - Aisyah Amanda: How much do you use the CMC in a day and how long takes in hour for communication?

29/10/2022, 21:46 - Mahasiswa E: Bergantian.. Paling lama 2 jam..

29/10/2022, 21:48 - Mahasiswa E: Satu

29/10/2022, 21:50 - Aisyah Amanda: Okay next

29/10/2022, 21:50 - Aisyah Amanda: 4. What did you use the CMC for learning English than using Android for?

29/10/2022, 21:52 - Mahasiswa E: YouTube, Mobile legend, PUBG, IG, FB, Whatsapp

29/10/2022, 21:52 - Mahasiswa E: Youtube

29/10/2022, 21:52 - Mahasiswa E: Chattingan

29/10/2022, 21:52 - Mahasiswa E: VC An

29/10/2022, 21:56 - Aisyah Amanda: Ok the fifth question

29/10/2022, 21:56 - Aisyah Amanda: What make it easier for you to use the CMC for communication or discussion?

29/10/2022, 22:07 - Mahasiswa E: Bisa mengajak orang2 terdekat untuk belajar speaking.. Ada yg mengkoreksi.. Kemudian lawan bicara bisa mengetahui kurangnya aku dimana. Jadi saling memperbaiki

29/10/2022, 22:07 - Aisyah Amanda: Ok, the sixth question

29/10/2022, 22:07 - Aisyah Amanda: What difficulties do you think you can identify in using CMC during communication?

29/10/2022, 22:11 - Mahasiswa E: Kesulitan dalam mengajak orang2 yg bener2 mau diajak komunikasi atau diskusi..

29/10/2022, 22:13 - Aisyah Amanda: Ok for the last question

29/10/2022, 22:13 - Aisyah Amanda: What made you decide whether synchronous CMC more better than asynchronous CMC for communication?

29/10/2022, 22:17 - Aisyah Amanda: Apa yang membuat Anda memutuskan apakah CMC sinkron lebih baik daripada CMC asinkron untuk komunikasi?

29/10/2022, 22:17 - Mahasiswa E: Lebih baik asinkron lah.

29/10/2022, 22:22 - Mahasiswa E: Alasannya, Lebih nyaman aja..

29/10/2022, 22:24 - Mahasiswa E: Soalnya... Bisa belajar secara otodidak.. Bisa memperbaiki kesalahan sendiri.. Dan juga tidak merepotkan orang lain untuk belajar

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