

CHAPTER I

INTRODUCTION

A. Research Background

There are several effects in all sectors of life during this pandemic, and one of those is education. Learning is currently accessed digitally since face-to-face classes are not effective compared to a capacity divide between online and face-to-face classes. According to Ortega-Maldonado (2017 : 1) stated that face-to-face students reported higher satisfaction and a more positive perception of the teaching methodologies utilized than online students. Theoretical and practical implications are discussed to improve specific teaching methodologies for on-line students. Especially, there both are different system to giving the materials. Online learning can be defined as “learning that takes place partially or entirely over the Internet” (U.S. Department of Education, 2010). Online learning appeals to diverse populations of students with ranging academic needs that traditional education classes are deficient or incapable of meeting by Gilbert (2015).

The importance of listening is obtained a complete and accurate understanding of the speaker’s views and thoughts. According to Sabina (2018: 52) listening is an essential skill, present in most of the activities we carry out throughout our lives. Listening is a six-staged process, consisting of hearing, attention, understanding, remembering, evaluating and responding. These stages occur in sequence and rapid succession. Hwaider (2017: 140)

said that listening is not only the most important language skill which is overused by people in real life situations, but also a fundamental part of the process of second language learning.

Some students have difficulties to learning listening. Nualsri (2012: 11) said that listening requires effort and concentration, and it is difficult to know whether someone is listening to the speaker or not. If the listeners do not pay attention or are not ready to listen and a listening failure may occur. Poor listening skills can create serious problems for students. According to Goh (2000: 20) the most common problems faced by students in listening in the order of frequency are quickly forgetting what is heard, not recognizing the words they know, understanding the message but not the intended message, neglecting next part while thinking about meaning, unabling to form a mental representation from words heard.

The importance to understand about problem in listening can be related to students as listener. In addition, the listener is engaged in many processes such as discriminating between sounds, understanding vocabulary and grammatical structures, interpreting stress and intonation, remembering and interpreting this within the immediate, as well as the larger socio-cultural context of the utterance (Vandergrift, 2007 and Wipf, 1984: 346).

Listening is not only important as a learning material, it can also be a skill. However, students seem to have problems with listening and can really help students with problems. In this pandemic situation made the students confused about they study in class especially in online listening class because

online classes are different from face-to-face classes, from how to deliver material to giving an assignment to students. This research aims to identify students' problems in online listening classes. It is very important for us to identify the situation that the listening is one of skills in english to stay in control of this we should identify the causes that affect online listening classes.

B. Reason for Choosing Topic

As students and lecturer, we should know the problems which faced by students of Online Listening Class in English Language Education Study Program at Universitas Muhammadiyah Purwokerto. The researcher wants to know the problems and also to help students in solving the problems in online listening class.

C. Research Question

Based on the background stated above, the problem formulation is
“What are the students' problems in online listening class”

D. Aims of The Research

Based the problem formulation state above, this study is aimed to :

1. find out the students' problems in online listening class
2. find out the most dominant problem faced by students in online listening class

E. Contribution of the Study

The researcher hope this study will contribute on the all parties as follows :

1. For teachers, researchers hope that the results of the study can be a reference for teachers to made innovations in Online Class.
2. For researchers, the results of the study can provide some useful information related to their research.
3. For readers, researcher hope that will provide new information and ideas to readers about this research.

F. Clarification of Term

To understand the topic more easily, the key term of the study are classified as the following:

1) Problem

Problem have meaning based on the context could we applied in our lives. Problem from latin is *probleme*, "a difficult question proposed for discussion or solution; a riddle; a scientific topic for investigation," from Old French *problème* and directly from Latin *problema*, from Greek

problēma "a task, that which is proposed, a question;" also "anything projecting, headland, promontory; fence, barrier;" also "a problem in geometry," literally "thing put forward," from *proballein* "propose," from *pro* "forward". K. Person said that "A problem is that situation if we modified will bring solution in the difficulty".

2) Online Learning

Online learning is a term used to describe distance or correspondence courses that are offered over the Internet. The courses offered through online learning cover a wide range of subjects, audiences, and prices. This educational method is growing in popularity as a cost-effective method of providing access to education for a large population.

3) Listening

Listening is the ability to identify and understand what others are saying. This involves understanding a speaker's accent or pronunciation, his grammar and his vocabulary, and grasping his meaning.