Students' Satisfaction Level of English Online Learning at SMPN 1 Ampek Angkek

Resi Oktaviani

Institut Agama Islam Negeri Bukittinggi, Indonesia

Resi.okta96@gmail.com

Abstract

This research was conducted due to problem faced by students to understand the material, on limited internet network access, and less enthusiasm about online learning. This study aimed to see the students' satisfaction level of English online learning.This was a survey research . The population and sample of this study were students of VIII SMP N 1 ampek angkek. Where this research used the incidental technique. The data collection technique was through questionnaire as an instrument. The data analysis technique was collected data, tabulate the data, calculated the data to average, and interpret the data. Based on the results of research and data analysis, the research found that students' satisfaction in implementing online learning on the learning technologies item, the results showed that the students were quite satisfied with the learning carried out, namely the data obtained (64,92%). Students' satisfaction in the item pedagogical models shows that students were quite satisfied with the data obtained (71,51%). And students' satisfaction in online learning with the instructional strategy item shows the results that students are quite satisfied with the data obtained (64,08%). Based on the results of this study it can be concluded that the students in class eight at SMP N 1 Ampek Angkek are quite satisfied with English online learning that has been done by obtaining 66,83% data which means quite satisfied.

Keywords: English methods; English online learning; satisfaction

INTRODUCTION

In November 2019 Indonesia was shocked by the health crisis, namely the coronavirus. Coronavirus diseases 2019(COVID-19) is a new type of disease that has never been previously identified in humans Sign and general symptoms of COVID-19 infection, among others symptoms of acute respiratory disorders such as fever, coughing, and shortness of breath (Wahyu Aji, 2020). It means coronavirus a fever that very dangerous for human life. Since this epidemic has spread around the world, especially in Indonesia, the government and the ministry of education and culture (*Kemendikbud*) have issued a warrant to study at home. The closure of

schools and educational facilities was the choice of many in the country, both at the elementary and university levels.

A total of 13 countries including china, Italy, and Japan have closed schools throughout the country to stop the spread of flu-like viruses. That affects almost 290 million students, said UNESCO. To prevent the spread of covid-19 transmission in particular school residents and the public at large, the ministry of education and culture (KEMENDIKBUD) published several letter circulars related to the prevention and handling of covid-19. First circular letter number 2 the year 2020 about prevention and handling of covid-19 in the ministry of education and culture. Second, circular letter number 3 the year 2020 regarding prevention of covid-19 on education units. Third, letters circular number 4 of 2020 concerning the implementation of education policy in an emergency spread coronavirus disease (covid-19) among others, it contains directions about the learning process from home (Fieka Nuru, 2020). It means from the circular letter learning process should do home.

At present, Indonesia have implemented a policy of online learning activities from a distance. To break the chain of transmission of the coronavirus (covid-19), social distancing applies to everyone. The enactment of this policy has an impact on the closure of places of worship as well as canceled time collection agendas. The outbreak of this coronavirus also caused the implementation of the work from home. finally, school and campus nationally carry out online learning. This fact is what makes pandemic covid-19 a serious impact on the education sector globally.

Nowadays, in pandemic covid-19, gadgets and the internet have become a need for everyday activity. Gadgets and the internet as ones of products developing technology are possible to help people fulfill their needs. For general people, technology is usually employed for communicating with friends or colleagues in everyday life, until sending credential information from home. Expecially for students, students these days can also employ technology or gadgets for the importance of their education. In addition, access internet services are often employed to share new information regarding school activities or homework, either by the teacher or by students.

More ever Learning English is one important material in each school. English is one of an international language which has an important role in the world. In some countries, English is the official language which is used for education. In Indonesia English is a foreign language that is taught from junior high school to university. The people learn English because they know that English now is an international language. There are four skills in English as speaking, listening, reading, and writing. Learn English means

you have to know how to speak, how to write, how to listen, and how to read in English. English also takes an important role in every aspect of human life, such as education, technology, communication, economics, banking, tourism, and scientific researcher in the world including Indonesia. Besides, to learning English people can find from many place school, library, internet (online learning), etc.

Online learning is part of the modern transformation of higher education (Shirley Bach et.al, 2007). It means using online learning the students can be innovative and creative in learning. For example, using email and mobile phones become a mas form of communication in the developed world. Other examples now, using whatsapp application, Email, zoom video, etc can share information and knowledge.

The success of students in learning is strongly influenced by the quality of services provided by the school. This is because quality service can provide comfort in learning, can foster motivation to learn, etc. which can support student success in learning. Thus, students' success in learning that is reflected in students' achievement will automatically show the quality of an educational institution. Satisfaction is one factor that influences learning. According to Kotler in Fajar Darmawan, satisfaction is a feeling happy or disappointed someone which comes from a comparison between impressions on the performance of a product and his hopes (Fajar Darmawan, 2015). So that it can be concluded that satisfaction is a feeling that comes when we compare what is we expect what we get it.

Based on the researcher preliminary interviews with some students and teacher at SMP N 1 Ampek angkek using whatsapp aplication in November 2020 student had some problems in English online learning. As we know in English learning many factors are getting good achievement one of them is understanding the material, but in fact, there are many students say not understanding with some material that the teacher given, besides, the teacher giving material by online learning. The education succeeds if the teacher provides material to make understand. However, with the existence of covid-19, the teacher cannot provide material effectively and efficiently because limited the time.

Next, nowadays gadgets is the alternative an electronic which is very fond of children, having much access makes them ignore other things and more focused on the gadget. When people need gadget to study, of course they need internet network too. But as we know not all places have easy internet access.

Last, learning is one factor to be successful, everyone wants to succeed as they have done, but it depends on how enthusiasm they in learning. In online learning, students looked less enthusiastic because of the

condition nowadays most of them feel bored to learned at home.

The learning process that has been running at SMP N 1 Ampek angkek is still putting students as learning objects, and teacher as a subject or central learn, so interactions tend to run in the same direction, and students' not active in the class. Students are rarely allowed to explore and do what they are interested in. The learning process in this one direction causes students to be less active in processing information. Students do not become active learners to discover their meaning of knowledge. Students see more and listen. This condition is certainly not supportive cognitive development of students. This is because students are not allowed to play a role actively using his ability to explore the learning environment to obtain new knowledge. Based on this condition so that the researcher interested to research online English learning at SMP N 1 Ampek angkek especially class VIII had some problems in learning English. Therefore, the researcher proposed this research entitled **"Students' satisfaction level of English online Learning at SMP N 1 Ampek Angkek ".**

METHODS

In this research, the researcher used survey as instruments research. Survey research is defined as the collection of information from a sample of individuals through their responses to questions (Julie Ponto, 2015). This research included in quantitative research that analyze by using numeric data. Survey research can use quantitative research strategies for example by using questionnaire with numerically rated items. Quantitative research is a kind of research that collects the data in the form of numbers. According to Margono, quantitative research is a process to find a knowledge which is use the numeral data (Margono, 2007). Dealing with the theory, this research concerned with descriptive quantitative to describe the students satisfaction level of online learning at SMP N 1 Ampek angkek.

1. Population

A population is all of object that is researched by the researcher. According to Arikunto,"a population is a set (or collection) of all elements processing one or more attributes of interest." According to the explanation above a population is the whole of subject use by the researcher. As Sugiyono states that the population is generalization region consisting of the objects and subject that have certain qualities and characteristics defined by the researchers to learn and then make the conclusion (Sugiyono, 2009). In this research, the population was all of the students eight grade students (VIII class) SMP N 1 Ampek angkek in academic year 2020/2021. The population is described in the following table:

Table 1. The Total Population of The Eight Grade Students of SMP N 1 Ampek Angkek in academic year 2020/2021

No	Classes	Number of Students
1.	VIII.1	31 students
2.	VIII.2	33 students
3.	VIII.3	32 students
4.	VIII.4	29 students
5.	VIII.5	29 students
6.	VIII.6	30 students
7.	VIII.7	29 students
8.	VIII.8	29 students
Total		242 students

(Source : English Teacher in SMP N 1 Ampek angkek)

From the table above, the population of this research was 242 students that were total of students at SMP N 1 Ampek angkek.

2. Sample

Sample is part of the number and characteristics possessed by population, so the number of sample taken must be able to represent the population in reserach. According to Sugiyono, samples are part of the number and characteristics possessed by the population. Samples were chosen because researcher have limitations in conducting reserach both of time, funds, and a large population. Then the reseracher must be able to get a sample that can represent the population.

In this research the researcher used accidental sampling, accidental sampling is a sampling technique based on chance, namely consumers who accidentally or incidentally meet with the reseracher can be used as a sample (Sugiyono, 2017). Whereas the sample of this reserach were 32 respondents from 242 of population, the reseacher take 32 respondent cause the reserher use technic accidental sampling.

Instrumentation

Instrument is a tool which is used by the researcher to get the data. In this research the researcher used the questioner as an instrument. Distributing questionnaires can be done in several ways, such as submitting questioner in person, by mail, and by email. But in this reserach the reseracher used google foam as application to distribut questionaire. There are two kinds of questioners: closed and open questioners. In this research the researcher used closed questioner. According to Sugiyono, closed questioner is questions that need short answer or the respondent just need to choose one answer from the questioner (Sugiyono, 2013). By using closed questionnaire, it helps the respondent to answer quickly and case researcher to conduct data analysis for entire questionnaire that has been collected. The

questionnaire is used to see students' satisfaction level on online learning English at SMP N 1 Ampek Angkek. To construct the questionnaire, the researcher was used some step. They were:

a) Identify variable of the problem
b) Elaborate the variable into sub variable
c) Make the questionnaire and arrange the questionnaire in order to construct the questionnaire
d) Distribute the questionnaire via online link or whatsapp aplication.

The questionnaire can be valid if it measures accurately as what is intended to be measured. It means that the researcher should do the validity to judge the questionnaire is valid by consulting the content validity to the expert.

This research uses short answer to answer some questionnaires by providing five answers. The respond in questionnaire uses 5 point liker scale to measure satisfaction. Sugiyono states that "liker scale is aimed to measure attitude toward others. Type of the data is interval.

Table 2. Ranting Scale of Liker Scale

Categories	Statement
Very satisfied	5
Satisfied	4
Less satisfied	3
Dissatisfied	2
Very dissatisfied	1

Technique of Data Collection

This research is conducted by applying several steps. They are preparation, operating, and final operating.

1) Preparation
   a) Collect the source and reference related to the research
   b) Design the questioner
2) Operating
   a) Distribute the questionnaire to the respondents
   b) Answer and complete the questionnaire by respondent
   c) Submit the questionnaire to the researcher that the respondents have done.
3) Final operating
   a) Group of questionnaire
   b) Check and calculate frequency of respondents answer for each option by using the formula that suggested
   c) Analyze the result of the questionnaire

d) Describe the research finding

Technique of Data Analysis

In analyzing the data, the researcher was used the descriptive quantitative. There are some processes to analyze the data by following several steps, as below:

1) Collect the students questioners

2) Calculate of the percentage of the data

$$ac = \frac{sc}{si} 100\%$$

Where: ac= achievement

sc= score of achievement

si= score of ideal

3) Then, found the mean of the data by using formula

$$\bar{x} = \frac{\Sigma x}{N}$$

Where: x̄= mean

Σx= total of percentage

N= number of cases

4) Categorised the satisfaction

After found the mean of the data, the reseacher calculated all of mean gotten from each indicator and to gain the data interpretation for each indicator.

Table 3. Mean Score Satisfaction

Scale	Category
20% - 36%	Sangat Tidak puas (very dissatisfied)
36,1% - 52%	Tidak puas (dissatisfied)
52,1% - 68%	Cukup puas (quite satisfied)
68,1% - 84%	Puas (satisfied)
84,1% - 100%	Sangat puas (very satisfied)

5) Made the conclusion

The researcher calculate all the percentages gotten from each indicator to gain the conclusion for each indicator

FINDINGS

This research used survey research. The data were collected from students class eight at SMP N 1 Ampek Angkek. The research sample was 32 respondents. The data were through questionnaire. In distributing questionnaire, the researcher used online research using Google form. The students' answers on questionnaire were tabulated then, researcher analyzed the data. The students' answer on questionnaire were analyzed to

answer the research question about students' satisfaction level on online learning English.

As stated in the technique of data analysis in chapter III, the procedures that were used after collecting data, analyzing the data, calculating the frequency of respondents' answer. In this research the data related three components of the students' level. They are; learning technologies, pedagogical models, and instructional strategy.

1. Description of the Data

This research was conducted in September 2020. The data were collected by using questionnaire and there were 32 students as a respondent in this research. In addition, after getting the data, calculatet the frequency and calculated the mean of the data, the researcher also calculated the percentage score of each item by multi playing each the respondents' alternative answer by using likert scale.

2. Analysis of The Data

Online learning is a form of distance learning, distance education that using technology as media to learning. There are some component that to see students' satisfaction in learning online. There are three components or indicators questionnaire. The result of the respondent answer can be seen in the following graphic below:

a) Learning technologies

In questionnaire there were nine statements about learn technologies related to students' satisfaction level on English online learning. Learning technologies in online learning included asynchronous and synchronous, communication tools, email,chat, Multimedia technologies, Web authoring, tools, Course management system.
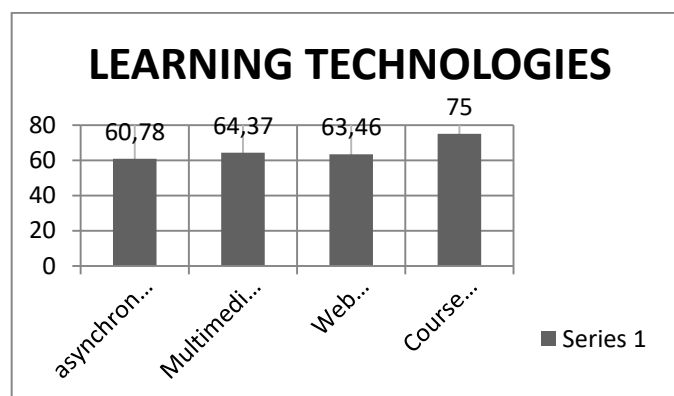

Figure 1. The Students' Satisfaction on English Online Learning

Based on the graphic above, it is related to the form of the students' satisfaction on English online learning. There are 4 forms of students' satisfaction on English online learning, they are asynchronous and synchronous communication tools such as email,chat was 60,78. Multimedia technologies such as graphics, vidio, and animation was 64,37. Web authoring tools was 63,46. Course management system was 75. Based on the mean score satisfaction of the data, The form of students' satiafaction is in learning technologies with the average score of 64,92 which is had satisfied with the mean score quite satisfied 52,1% - 68%.

b) Pedagogical models

The second indicator of the questionnaire is pedagogical models of the students' satisfaction on English online learning. Pedagogical models in online learning included Open / flexible learning, Distributed learning, Learning communities, Communities of practice, Knowledge building communities.
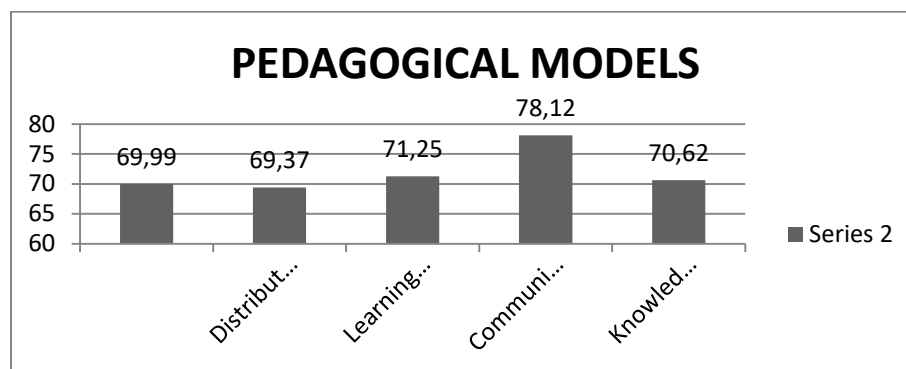

Figure 2. Students' Satisfaction on Online Learning

Based on the graphic above , the data showed that in the average score of students satisfaction on online learning. There were 69,99 average acore that open / fleksible learning. 69,37 average score in distributed learning. 71,25 in learning communities. 78,12 in communities of practies, and 70,62 in knowledge building. In this indicator students satisfaction mean score were 71,51 wich had quite satisfied with scale 52,1% - 68%

c) Instructional strategy

The last indicator of the questionnaire is instructional strategy. Instructional strategy in online learning included promoting authentic learning activities, Supporting role playing, Promoting articulation and reflection, Promoting collaboration and social negotiation, Supporting

multiple perspective, Supporting modeling and explaining, Providing scaffolding.
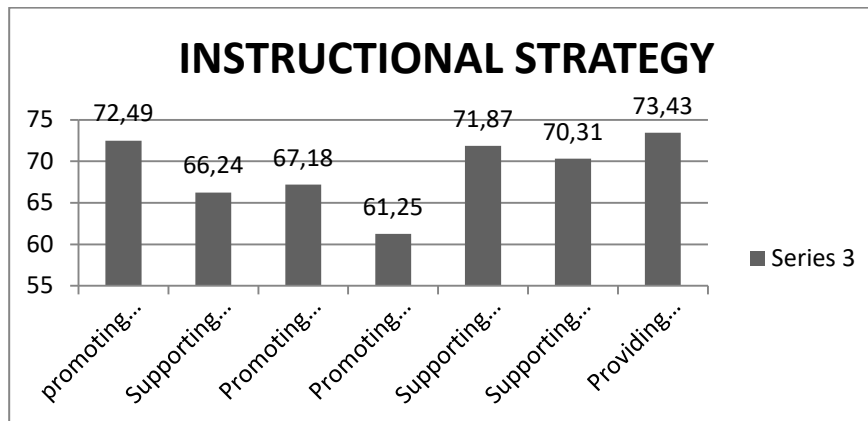

Figure 3. Students' Satisfaction of Online Learning on Instructional Strategy

Based on the graphic above, that showed the average score students satisfaction of online learning on instructional strategy. Promoting authentic learning activities is 72,49. Supporting role playing is 66,24. Promoting articulation and reflection is 67,18. Promoting collaboration and social negotiation is 61,25. Supporting multiple perspective is 71,87. Supporting modeling and explaining is 70,31. And providing scaffolding is 73,43. Based on the mean score satisfaction of the data, The form of students' satiafaction is in instructional strategy with the average score of 64,08 which is had quite satisfied with the mean score satisfied 52,1% - 68%

Based on the explanation three indicaators above, the reseracher concluded the students' satisfaction level of English online learning on the graphic below:
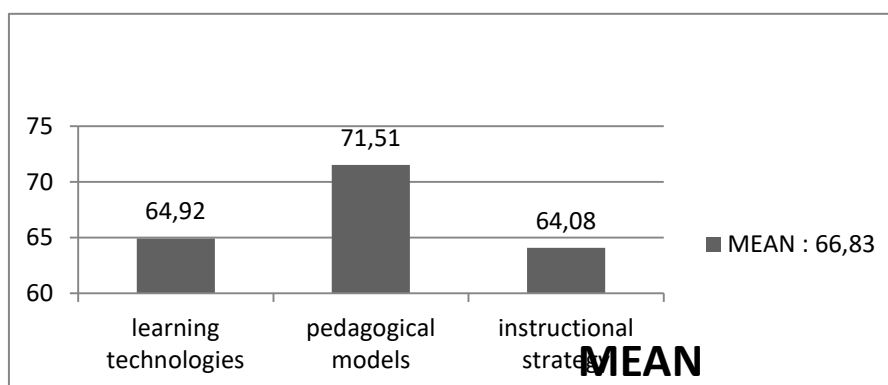

Figure 4. Mean of Students' Satisfaction of English Online Learning

In conclusion, the mean of the students' satisfaction of English online learning is 66,83% It means that students satisfaction of English online learning is satisfied.

DISCUSSION

Depending on the research, it was found that students were satisfied with the English online learning. Students feel satisfied because by used online learning they can learn at a flexible place and time. Online learning also makes the students getting new knowledge, and online learning also makes the students more creatively cause in online learning they should learn independent learning and online learning opportunities for learners to take control of each others learning success. Pranoto et al state that online learning improves independent learning ability (Pranoto, 2009). So that online learning giving benefits for students to be independent in learning. In addition online learning allows for students to work at a time and a place that is compatible with their learning needs.

Students' satisfaction can be defined as a experience, perception and evaluation of the service and learning system at the school. Online learning is a form of education and learning that via technology. According to Sopiatin students satisfaction is a positive attitude of students towards teaching and learning service carried out by teachers because of the match between what is expected and needed with the reality they receive. It means if the teaching and a learning services received match what is expected by the students , they will satisfied, and if the services received are not suitble the students will feel dissatisfied.

Using online learning most of people getting new knowledge. In online learning there are several components that students' getting. Dabbagh divided it ,there are learning technologies, pedagogical models, and instructional strategy. Based on the reserach it could be explained that the students' level of English online learning.

First, learning technologies, learning technologies such as asynchronous and synchronous communication tools, such as email and chat, and multimedia technlogies, such as grapics, vidio, and animation, enable the implementation of these strategies. students feel satisfied with this indicator, cause in online learning , using technology is a utilizes the internet and digital media in delivering material. And this is a form of digitalization in the world of education that has many benefits. Dabbagh and Ritland addition online learning is an open and distributed learning system using pedagogicals tools, which are made possible through the internet and network based technology.

Second, pedagogical models pedagogical models are views about

teaching derived from learning theory and enable implementaion of specific instructional and learning strategy. such as: open or flexible learning, distributed learning, learning communities, communities of practice, knowledge building communities. In pedagogical model the students ask to make a communities or join in learning communities. These communities pursue students to creation of knowledge by sharing individual knowledge to achieve learning.

Last, instructional stategies are the plans and techniques that the instructor or instructional designer uses to engage the learning and facilitate learning. there are example of instructional strategies such as, promoting autentic learning activities, supporting role playing, promoting articulation and reflection, promoting collaboation and social negotiation, supporting multiple perspective, supporting modeling and explaining, providing scaffolding. In this results, the students also feel satisfied, because the teacher gave access to sharing material.

This results of this study ilustrate that while each students is accept online learning, the data also provided insight to beefits and drawbak of the online learning, but from the data reseracher seen students getting many benefits of online learning. My role in this reserach to see how is students satisfaction in English online learning.

Based on the data analysis about students satisfaction level of English online learning, it had showed some assumtion could be taken about students' satisfaction level of English online learning at SMP N 1 Ampek angkek. There is a mean score to describe the students' satisfaction level on English online learning namely: very satisfied, satisfied, quite satisfied, dissapointed, and strongly dissapointed. It can be seen that students' satisfaction level on English online learning had less satisfied with percentatage and score 66,83%. students satisfaction level on English online learning at SMP N 1 Ampek angkek is quite satisfied.

CONCLUSION AND SUGGESTION

Based on the finding and discussion that have been percented in the previous chapter, it could be concluded that many students satisfied in English online learning.it can be seen from the collecting of the data from questionnaire of students SMP N 1 Ampek Angkek. There are three component that uses to see students satisfaction level of English oline learning, first, learning technology, pedagogical models, and instructional strategy.Furthemore, in some form of students' satisfaction level of English online learning above, the reseracher found the average was 66,83. It means the level satisfaction of students SMP N 1 Ampek angkek in online learning is quite satisfied.The reseracher also suggest to the next researcher to

conduct correlation reserach to satisfaction in English online learning. English teacher, teachers are advised to make better use of advances the media, or technology that can be used as an alternative to learning as well as a source of social studies learning so that the teaching and learning process can not only be done in class, one of them with using online learning as a learning resource.

REFERENCES

Alberta. (2002). *Instructional strategies*. Canada: Alberta Learning.

Arifa, Fieka Nurul. (2020). tantangan pelaksanaan kebijakan belajar dari rumah dalam masa darurat covid 19. *Info Singkat*, No.7, Vol XII.

Arikunto, Suharsimi. (1998). *Prosedur penelitian suatu pendekatan praktek*. Jakarta:Rineka Cipta.

Bach, Shirley et.al. (2007). *Online learning and teaching in higher education*. USA: Open University Press.

Brown, Douglas. (2000). *Principles of language learning and teaching person.* San Fransisco: Longman.

Darmawan, Fajar. (2015). Pengukuran tingkat kepuasan pemanfaatan e-learning. Universitas Pasundan Bandung Vol 7 No.4.

Dewi, Wahyu Aji Fatma. (2020). Dampak covid-19 terhadap implementasi pembelajaran daring di sekolah dasar. *Jurnal Ilmu Pendidikan*, Vol 2 No 1.

Harmer, Jeremy. (2007). *The practice of english language teaching:fourth edition*. Cambridge: Longman.

Hamalik, Oemar. (2009). *Dasar-dasar pengembangan kurikulum*. Bandung:Remaja Rosda Karya.

Margono. (2007). *Metodologi penelitian*. Jakarta: Rineka Cipta.

Pranoto et.al. (2009). *Sains dan teknologi.* Jakarta: PT Gramedia Pustaka Utama.

Sugiyono. (2009). *Metode penelitian penddikan: pendekaran kuantitatif, kualitatif, R & D*. Bandung:Alfabeta.