

CHAPTER II

LITERATURE REVIEW

This chapter has a theoretical framework related to some main topics: Definition of learning and instruction, factors that influence the learning process, learning problems, English learning material in senior high school, the scope of learning English, online learning process, WhatsApp, The advantages, and disadvantages of WhatsApp, corona virus-19 (Covid-19) and contain the previous study.

A. Theoretical Framework

1. Learning and Instruction

Learning is a process that produces a new activity with exercise training and experience in the school, laboratories, etc. It is an activity that aims to change in a person: behavior, attitudes, habits, knowledge, skills, etc.

Learning has three critical components:

1. Learning is interpreted as gathering knowledge. The knowledge is obtained from someone who knows or often calls the teacher or other sources. 1. Learning is a process. There is a process that occurs in mind and the result is only from students.

2. Learning is a change in knowledge, beliefs, behaviors, or attitudes. This change needs time and how the students think and act.

Allah said in Surah Al-‘Alaq:1-5

اقْرَأْ بِاسْمِ رَبِّكَ الَّذِي خَلَقَ (١) خَلَقَ الْإِنْسَانَ مِنْ عَلَقٍ (٢) اقْرَأْ وَرَبُّكَ الْأَكْرَمُ (٣) الَّذِي عَلَّمَ
بِالْقَلَمِ (٤)
عَلَّمَ الْإِنْسَانَ مَا لَمْ يَعْلَمْ (٥)

Read! In the name of your Lord, Who has created (all that exists)(1) He has created man from a clot (2) Read! And your Lord is the Most Generous (3) Who has taught (the writing) by the pen (4) He has taught that which he knew not (5)¹

The word Iqra' of holy Al-Quran above contains a message about learning that the first is intended to learn about something that is not yet known, while the second is an order to teach knowledge. The word Iqra contained in paragraphs 1 and 3 is closely related to the method used by Allah is teaching His Prophet. The command to read repeated twice and indicates that the habituation method of education is essential to gain knowledge. Then the power to read is not just reading but contains orders to learn and teach or inform others. The indicate that the process of learning and requires maximum effort. After that, knowledge obtained through education then should be taught.²

Allah said in Surah An-Nahl/78:

وَاللَّهُ أَخْرَجَكُمْ مِنْ بُطُونِ أُمَّهَاتِكُمْ لَا تَعْلَمُونَ شَيْئًا وَجَعَلَ لَكُمُ السَّمْعَ وَالْأَبْصَرَ وَالْأَفْئِدَةَ لَعَلَّكُمْ
تَشْكُرُونَ ٧٨

And Allah SWT brought you out of the wombs of your mothers while you knew nothing, and gave you hearing, sight, and intellect so perhaps you would be thankful.³

Based on the verse, there is some explanation:

- a. Hearing (*al-sam'a*) functions to pick up sound, understand speech, and explain something.

¹ Muhammad Taqi-ud Muhammad Muhsin, *The Noble Qur'an In The English Language* (Madina).

² Muhammad Quraish Shihab, *Tafsir Al-Misbah* (Jakarta: Perpustakaan Umum Islam Jama', 2011).

³<https://quran.com/16/78>

- b. Sight (*al-bashar*) means knowing, seeing something, and taking advantage of this vision. We need to use it to see and contemplate what it has seen.
- c. Heart (*al-fuad*) can interpret as our little heart. All actions must have an intention, which lies in the heart. If the purpose is good, the result will be good, in syaa Allah

Thus, let us take advantage of Allah SWT's good things, especially to master a science.

Generally, learning objectives are three types:

1. Obtain knowledge

Knowledge and thinking are interrelated. One cannot develop the ability to think without expertise, and consideration will enrich the knowledge.

2. Formulate the concepts

Formulating the concepts also requires skill, both physically and spiritually. Physical skills are the focus of studying people. Spiritual skills are more abstract, for example, appreciation, thinking, and creativity to complete and formulate a problem or concept.

3. The establishment of attitudes

The establishment of mental attitudes and behavior separated from the questions. Teacher learning interactions will hear and imitated by the students. The achievement of learning goals means producing learning outcomes that include cognitive, affective, and psychomotor.

Instruction will be successful if the design and development are based on learners' characteristics, subjects, essential competencies, and learning indicators. Learning will succeed if students actively do their learning process through interacting with various learning sources. Based on the explanation above, learning is the process of changing the growth and development of each individual are: behavior, attitudes, habits, knowledge, skills, etc.

1.1 Factors that Influence Learning Process

The learning processes involve a variety of very complex factors. Learning is not determining the individual's potential but influenced by other factors outside the learning self.⁴ Some factors that affect the learning process:

1. Internal Factors

Internal factors come from inside the individual self. Psychology, interest, intelligence, and existing motivation essentially become or can affect the learning process.

2. External Factors

External factors come from outside the individual self. It is a physical condition from the school's environment, family, society, learning facilities, buildings and classrooms, conditions geographic of school, etc.

1.2 Learning Problems

Problem is difficult to deal with or understand.⁵ Problem is the condition individual or thing that difficult to be something and attention to solving.

In general, learning difficulties can classify into two groups:

1. Learning difficulties development

Learning difficulties development is perception, language, communication, and social behavior difficulties.

2. Learning difficulties academic

Academic learning difficulties are failure to achieve academically.

Learning difficulties are experienced by students who have low learning difficulties and achievements related to the material taught by the teacher. Several

⁴ Lilik Sriyanti, *Psikologi Belajar* (STAIN Salatiga Press, 2011). p. 23.

⁵ Victoria Bull, *Oxford Learner's Pocket Dictionary* (Oxford: Oxford University Press, 2011), p.350.

factors cause learning difficulties experienced by students. Learning difficulties are affected by two factors:⁶

1. Internal factors are from inside the human, include:
 - a. As we know, learning certainly requires readiness, tranquility, and safety. Psychological factors are related to the various behaviors needed in learning. In addition, psychological factors are intelligence possessed by children.
 - b. Emotional factors are influence mental activity. Emotions include fear, shame, worry, anger, jealousy, sadness, preference, ability, excitement, and affection. Unpleasant feelings encourage maintaining their social behavior.
 - c. Habit factors of attitude, experience-learning difficulties caused by the bad habit of mentality
2. External factors are from outside of the human, include:
 - a. Non-social factors are related to the environment around support student-learning activities. This environment includes the family environment, social environment.
 - b. Social factors are related to teaching in the school include teacher, learning tools, curriculum, and condition of the study.
 - a. Pedagogical factors are related to the teacher. Teachers who do not pay attention to the ability of student will affect learning difficulties.

Each student has different problems in learning. Some students can achieve education quickly, but some students cannot. There are some ways to find out the possibility of students having learning problems:⁷

1. Observation, making direct observations of the students.
2. Interview, interviews with students who can provide information about students.

⁶ Muhibbin Syah, *Psikologi Pendidikan Dengan Pendekatan Baru* (Bandung: Remaja Rosda Karya, 2010).p. 132-139

⁷ Andi Thahir, *Psikologi Belajar* (Bandar Lampung, 2014).p. 217-218.

3. The diagnostic test is to find out the student's difficulties in learning. This test can be in the form of a teacher-made test.

2. English Learning Material in Senior High School

English can communicate spoken and written. It is knowing and expressing information, thoughts, feelings, and developing technical information to respond and understand in people's lives. The ability to communicate is the capacity to understand and produce spoken and written texts found in language skills (listening, reading, speaking, and writing). English is geared towards developing the skills capable of communicating English. For Indonesian students, English is not their mother tongue. The teacher should think of the student as a learner. It is hard to study English.

Scope of Learning English

Based on the content standards set by the government, English lessons consist of the four components of language learning: listening, speaking, reading, and writing. The component was arranged in one theme to provide an experience meaningful to students. The four themes are present in the following five aspects:

- a. Vocabulary, the form of a list of words used in the chapter. The students memorize words as much as possible. The ability to remember the words allows students to understand the material better. The teacher asks students to do an exercise served to achieve this goal.
- b. Listening, the form of stories or conversations that the teacher or other students will read.
- c. Conversations, the form of conversations practiced by students. In this material, students practice using English directly.
- d. Reading, the form of reading by students. Teachers guide students and direct it so that students have the correct understanding.
- e. Writing, the form of exercises to increase students' writing skills in English.

3. Online Learning Process

Alternative learning during the Covid-19 pandemic is online learning. Online learning is one alternative learning that requires technology devices such as Smartphone, tablets, and laptops to access information. The online learning process is learning using online applications and internet networks. Students can interact with teachers using several applications such as Classroom, Video conference, Zoom, WhatsApp Group, etc. Online learning can do with unlimited participants.⁸

Online learning is a new way of teaching and learning that utilizes electronic devices, especially the internet, to deliver learning.⁹ Online learning entirely depends on internet network access. Therefore, a good internet network is needed during the learning process. Online learning can combine several learning sources such as documents, images, videos, audio in learning. Online learning can use a variety of applications and sources from anywhere.

Online learning resources are various materials developed through the internet in the form of websites, text, audio, visual, multimedia, and videos stored digitally through web blog sites that can accessed. These sites also provide space as an online discussion forum involving all students.

Online learning is learning carried out virtually. Online learning must still pay attention to the competencies submitted and taught to students. Online learning is not only knowing that transfers material through internet media, and teachers are not just giving tasks and questions sent through online applications. Online learning must be prepared, implemented, and evaluated, and face-to-face learning. The implementation of online learning is needed to answer the challenges in this era of revolution that uses digital form information in the learning process. The application of online learning of circumstances Covid-19 pandemic will change

⁸ Yusuf Bilfaih, *Bilfaqih, Yusuf and M. Nur Qomarudin. 2015. Esensi Pengembangan Pembelajaran Daring. Yogyakarta: Deepublish. p. 1.*

⁹ A.H. Rigianti, 'Kendala Pembelajaran Daring Guru Sekolah Dasar Di Kabupaten Banjarnegara', 2020, 297–302.

the role of teachers and students in the learning process. Online learning includes student-centered learning models. Thus, students are required to be independent and are responsible for the learning process. Therefore, it is clear that the activity of students in learning online determines the learning outcomes they get.

4. WhatsApp

WhatsApp is an application designed to make communication more accessible in technological developments. WhatsApp represents the part of social media that makes it easy and enables all its users can share information. WhatsApp is an internet-based application that makes it easy for its users to communicate with the features available as well as a social media most popularly used in speaking.¹⁰ Thus, WhatsApp application has features that can facilitate distribution communication information with others without having to meet, and everyone can easily to use it..

WhatsApp application can also used to create a WhatsApp Group (WAG) that consists of teachers and students who do have the same interests. WhatsApp Group is a virtual classroom that facilitates each member to communicate with others member to convey material in the school.¹¹ The features of WhatsApp are photos, contacts, taking pictures, audio, maps, and document. These various features can be easy and comfortable of communicating through online media.

The Advantages and Disadvantages of WhatsApp

WhatsApp is an application-based internet that allows users to share different content according to the supporting features. WhatsApp is a tool for communication widely used among the public because of its easy users, especially its use in Learning. WhatsApp is equipped with various features with advantages that can use for communication with the help of internet services.

¹⁰ Jumiarmoko, 'WhatsApp Messenger Dalam Tinjauan Manfaat Dan Adab', *Wahana Akademika*, 3 (2016), 52–65.

¹¹ Afniabar and Fajhriani N Dyla, 'Pemanfaatan WhatsApp Sebagai Media Komunikasi Antara Dosen Dan Mahasiswa Dalam Menunjang Kegiatan Belajar', *Jurnal Komunikasi Dan Penyiaran Islam*, 11 (2020), 70–83.

The function of WhatsApp can use include sending messages, group chat, sharing photos, videos, and documents. That includes to benefits of WhatsApp means practical learning discussion, as for the help of the features displayed are:¹²

1. WhatsApp application has learning facilities and online Learning between teachers and students at home and school.
2. WhatsApp application is an easy-to-use and free application.
3. WhatsApp application has features such as sharing texts, pictures, videos, voices, and documents.
4. WhatsApp application can use for publication in the group.
5. Information can quickly generate through various WhatsApp features.

WhatsApp as a chat application can be a medium of communication effective and beneficial for its users. This makes the difference between WhatsApp with other applications because it has characteristics that make many people use it. WhatsApp users can chat online, exchange photos, share files and others, as well as the presence of various exciting features.¹³

Below are the disadvantages of WhatsApp application as follows:

1. The existence of different locations will also have different effects on signal strength.
2. Many chats of WhatsApp Group will make full memory, and the internet connection becomes slow.
3. Many chats of WhatsApp will be difficult to access because you have to scroll up to follow the course of the discussion. The existence of different locations will also have other effects on signal strength.

WhatsApp can help communication system both long and short distances with low cost and easy use, not just deep social life only, but also in learning activities. Although WhatsApp has flaws, WhatsApp's existence remains applications most

¹² Choki Barhomi, 'Effectiveness of WhatsApp Mobile Learning Activities Guided by Activity Theory on Students' Knowledge Mangement', *Contemporary Educational Technology*, 6 (2015), 221–38.

¹³ Afnibar, Dyla Fajhriani. 2020. *Pemanfaatan Whatsapp Sebagai Media Komunikasi Antara Dosen Dan Mahasiswa Dalam Menunjang Kegiatan Belajar*. AL MUNIR Jurnal Komunikasi dan Penyiaran Islam 11(1), p. 70

and often used, society remains to use it because it is consider having more advantages.

5. Google Classrom

Google Classroom is a learning platform devoted to the space scope of education intended to help find solutions for the difficulties making assignments without using paper. Google Classroom is an application that allows the creation of classrooms in cyberspace. In addition, Google Classroom also became a means of distributing tasks, submitting assignments, and even assessing tasks collected.

Advantages and Disadvantages of Google Classroom

According to Janzen M and Marry in Iftakhar (2016:13) stated that the advantages of the Google Classroom application include:

- a. Easy to use because the Google Classroom class designs intentionally simplifies the instructional interface and options for shipping and tracking tasks; communication with the whole courses or individuals is facilitate via notifications, announcements, and e-mails.
- b. Save time because Google classrooms are designe by integrating and automating other Google applications.
- c. It is free because anyone can already use Google's class to open a type as long as they have a Gmail account.

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The following are the disadvantages of the Google Classroom application:

- a. Web-based Google Classroom requires students and teachers to connect to the internet network.
- b. Learning in the form of individuals reduces learning student social. If students are not critical and, material errors occur, their knowledge will affect.
- c. Requires hardware, software, and internet network specifications tall.

Based on the explanation above, it concluded that Google Classroom is an application designed to facilitate the interaction of teachers and students in cyberspace. This application provides an opportunity for teachers to explore scientific ideas owned by students. The teacher has the flexibility to share scientific studies and give assignments independently to students. Besides that, the teacher can open a discussion room for students.

6. Corona Virus-19 (Covid-19)

Corona virus disease 2019 is a pandemic that ongoing problem in more than 200 countries in the world..¹⁴ At the beginning of 2020, the world was shocked by an outbreak of a disease caused by Covid-19. The origin of this virus is known from Wuhan, China, found at the end of 2019. Coronaviruses are viruses that cause disease mild to death in the sufferer. The symptoms of Covid-19 infection are coughing, fever and shortness of breath.

The cases of the Covid-19 are increasing every day in Indonesia. As a result, many sectors hampered, such as the education sector. School and university were all close due to Covid-19. Learning at school becomes hampered by following the government's instructions to home online learning. Seeing this condition, the government implemented distance learning. The Minister of Education and Culture, Nadiem Anwar Makarim, issued Circular Number 4 of 2020 concerning the Implementation of Education in Emergency Corona virus (Covid-19), a guide for implementing online learning. The implementation of online learning in this pandemic period allows students to continue learning to get the knowledge, value, and skills of participating in learning activities.

B. Previous Study

The researcher finds previous studies about students' difficulties in English learning:

¹⁴ Siti Setiati and Azwa Muhammad K, 'COVID-19 and Indonesia', *Indones J Intern Med*, 52 (2020).p.8.

1. Siti Nurmayanti graduated from State University of Sultan Maulana Hasanuddin Banten 2019. The title is "**Exploring Students' Problems in Learning English.**" The researcher was done in Islamic Education Department (PAI) academic year 2019. The result is about students' problems in learning English for (1) Difficulties in learning English in Islamic Education Department that found difficulties in grammar, pronunciation, and vocabulary. (2) The cause of difficulty in learning English in the Islamic Education Department is lack of motivation, environmental factors, and lack of knowledge of English low-mastery.¹⁵
2. Cathryn Margaret Sinaga graduated from Stated University Medan. The title is "**Analysis English Learning Difficulties at Fifth Grade Elementary School 104243 Lubuk Pakam**". The result of student's difficulties in learning English are (1) internal factor (55.5%), included biological (48%), psychiatric (55.5%), intelligence (58,33%), motivational (79%) (2) External factors (70%), included teacher factor (68,83%), subject matter (65,5%), media (66,2%). The researcher concluded researcher found that internal factors are dominant that causes English learning difficulties.¹⁶

From the explanation above, the first research conducted higher education and focused on English major in University. However, the second research conducted at elementary school and percentage analysis of difficulties English learning. In this research, the researcher's focus is students' problems in learning English, especially during the pandemic, the causes, and how to solve the problems.

¹⁵ Siti Nurmayanti, 'Exploring Students' Problems in Learning English Academic Year 2019' (Sultan Maulana Hasanuddin, 2019).

¹⁶ Cathryn Margaret Sinaga, 'English Learning Difficulties At V Grade Elementary School 104243 Tahun Ajaran 2014-2015 Lubuk Pakam' (Universitas Negeri Medan, 2015).