CHAPTER II

LITERATURE REVIEW

In this chapter, the researcher explains some of the theories found in the literature to explain the problems that will be discussed in this research. The explanation is covered in several parts such as the definition of learning, the definition of online learning, the implementation of online learning, English language learning, the definition of the teacher, the role of the teacher, and the teachers' problems in online learning. In addition, the researcher also mentions several previous studies related to online learning.

A. The Definition of Learning

The term learning is derived from the word "instruction" which means the process of making people learn. The meaning of learning in the *Kamus Besar Bahasa Indonesia* (KBBI) is a process or action that causes individuals or living things to learn. According to Surya (2014: 111) has stated that learning is a process carried out by individuals to achieve overall behavior change and is the result of individual's interactions with the environment. Rusman (2012: 16) revealed that learning is defined as a deliberate and systematic attempt to create educational interactions between two parties, including students and teachers performing learning activities.

Terminology of learning based on the Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System, Article 1, Chapter

One, is the process of students' interaction with educators and learning resources in a learning environment (Pemerintah Republik Indonesia, 2009: 5). So the interaction of students with teachers or other learning resources in the learning environment is called learning.

Therefore, there are two actors in learning, including students and teachers. The student is the subject of learning, while the teacher is the subject of teaching. Learning itself is a teacher activity programmed into an instructional design that actively engages students in learning. While the instructional design is a regular curriculum conducted by teachers also known as preparation for teaching (Dimyati, 1999: 296).

Therefore, based on some of the definitions above, it concluded that learning can be understood as a change in the students' behavior as a result of the interaction between students, teachers, and all other learning resources to achieve the desired goal such as a process of acquiring knowledge, mastering skills, character, and forming student's attitudes and beliefs. In other words, learning is a process that helps students learn well.

B. The Definition of Online Learning

The development of information and communication technology has brought about a great change in the advancement of the world of education. Along with those developments, the learning methods also have many developments, both individual learning methods, learning media, and the learning process. The development form of information technology applied in the world of education is

online learning. Online learning is an innovation that greatly contributes to the changes in the learning process. The learning process is no longer just listening to the teacher explains the material, but students also perform other activities such as observing, completing the task, demonstrating, and others. The teaching materials can be viewed in more dynamic and interactive forms and formats so that students are motivated to be more involved in the learning process.

Online learning is internet-based learning. According to Rusman (2012: 293), online learning includes learning activities using the help of the internet. The advantages of using the internet in online learning are, a. the presence of facilities by which teachers and students can communicate directly easily through internet facilities regularly or whenever communication is carried out without limitation by distance, time, and location, b. both teachers and students can conduct discussions over the internet which can be followed by a large number of participants, c. teachers and students can use structured and scheduled teaching materials or learning instructions over the internet, d. when students need additional material information related to the material they are studying, participants can access the internet, e. changing the role of students from being usually passive to active, f. students can learn anytime and anywhere, g. relatively more efficient.

While the weakness of using the internet in online learning is, a. lack of interaction between teachers and students and even between students themselves. This lack of interaction can slow down the formation of values in the learning and teaching process, b. the learning and teaching process tend to be training rather than educational, c. change the role of teachers from the first mastering

conventional learning techniques, to now also required to know how to learn using the internet, d. not all places have internet facilities, e. lack of computer language mastery, f. lack of knowledge and skills on internet related matters, g. students who are not highly motivated to learn often tend to fail.

C. The Implementation of Online Learning

As a result of the covid-19 pandemic, there were various aspects of education changed in the learning process that should be done face-to-face (traditional) in the classroom has now turned into online learning. The online learning process that often uses the WhatsApp application and Google Classroom still needs to be evaluated and continue to be improved. Evaluation is a data collection activity to measure the extent to which educational goals have been achieved. Therefore In preparing the evaluation should pay close attention to the formulation of the learning goal that has been set and must be able to measure the extent to which the process or in this case the learning program has been implemented (Aunurrahman, 2016: 209).

Evaluation activities of online learning programs can be considered in terms of knowledge, skills, learning environment, and its impact. Evaluation of the implementation of online learning is a process of analyzing the quality of the learning process and is capable of measuring the extent to which student's achievement in the online learning process..

The online learning system is not as effective as the face-to-face learning system because many things need to be prepared properly. Either in the form of

facilities and infrastructure and most importantly the teacher's strategy in providing learning by using applications or platforms that match the material taught. Cl. Dillon and C.N Gunawardena (1995) state that there are three things that will determine effectiveness in online learning, including 1) technology, in this case, students must have easy access to the network with minimal time as possible, 2) the characteristics of the teacher, the teacher plays an important role in the effectiveness of online learning and, 3) the characteristics of students.

The implementation of online learning must be done according to certain principles. The principle of online learning is the realization of a meaningful learning process that is oriented to interaction and learning activities. Learning is not just about assigning learning tasks to students. Teachers and students need to be connected during the online learning process. According to Munawar (2013: 34), the principles to be followed in designing an online learning system are:

1) The learning system should be simple to be easy to learn.

2) The learning system must be personalized so that the people using the system are not dependent on each other.

3) The system must be fast in the process of searching for materials or answering questions from the design results of the developed system.

Based on the explanation above, the researcher can conclude that online learning must be carried out as creatively as possible so that easy for students to learn. In addition, the planning for online learning design must be simple so that it does not burden the students.

D. English Language Learning

Language is used to communicate or connect with other people, because of that, the use of language becomes more effective since an individual needs communication with others (Sunarto, 1999: 136). Children's language is strengthened by the presence of a mother tongue that has been known since toddlers. In elementary school, students are taught Indonesian and English so that students are expected to be able to use Language 1.) to communicate with others, 2.) give expression when expressing thoughts, feelings, attitudes, or opinions, 3.) understand the content of each reading material he reads (Rizky, 2014: 13).

English is a tool that can be used for life in a society where the dominant society uses the English language. Brown's (2001: 47) opinions regarding language learning are:

1. Oriented to the intended destination object.

2. Based on needs.

3. Comprehension versus memorization

4. Processes that have a continuation

5. Motivate learning

6. The learning method applied

7. Factors that can affect learning

Living in a modern era in which everything has been growing rapidly, people are required to have the ability to keep up with the modern era, one of which is by developing the ability to the English language. English is the predefined language become the language of the world. So by being able to speak English we can easy to communicate with other people around the world.

English language in Indonesia is often taught as a foreign language. Foreign language terms in the field of language teaching differ from a second language. A foreign language is a language that is not used for communication in the particular country being taught. While the second language is the primary language but it has become one of the most commonly used and relevant languages in the field of language acquisition and second language learning, namely educational ethnography and communicative ethnography.

The first language or called the mother tongue is the language that is used by children when communicating with their mothers when they start learning to speak. English as a second language can be mastered after the first language or their mother tongue. Each new language is mastered after someone has mastered their first language, called a second language even though the language is a third, or fourth, or even fifth language mastered after the first language or mother tongue (Heny, 2020 : 3).

The education curriculum in Indonesia has implemented English as one of the compulsory subjects starting from elementary school to high school, even in college. The problems behind the implementation of English language learning in Indonesia at various levels of education, include:

1) Most science and technology is written down in English or other languages.

2) Today's society has no boundaries in the field of technology, transportation, and information, to create a global society which is an aspect of globalization that make one of the considerations in the use of language English to be taught at all levels of education.

Those two things were the reasons for developing the curriculum 2013 that is called an external challenge on a copy of the attachment of the Minister of Education and Culture number 69 of 2013 explains the relationship with environmental problems life, advances in technology and information as well as developments in the world education for international level (Imam, 2014 : 3).

Excellent English language skills will certainly be a competitive asset for students, both in the field of education and work. No wonder various continuous efforts are made to improve student mastery of foreign languages. Some aspects must be mastered by students such as English language skills which are about grammar, vocabulary, and pronunciation. In learning English, the goal is that students are able to communicate orally and write smoothly and in accordance with the social context (Depdiknas, 2003: 15). Competence in English includes skills in listening, reading, speaking, and writing. So that students must understand the meaning of various texts related to communication, structure, and certain linguistics.

a) Speaking

In speaking skills, namely expressing various meanings through spoken text that aims to communicate or linguistics.

b) Reading

In reading skills, it is a skill to understand the various meanings in various written texts aim to communicate.

c) Writing

In writing skills, namely skills in expressing the meaning of writing in various written texts.

Furthermore, there are several reasons why mastering the English language is important, including:

a. Job opportunities

One of the most important reasons to learn English is the great chance to get a more rewarding job. Of course, having the ability to speak in two different languages would be an added value for us. Furthermore, a person can also pursue an international career if his English skills are very good.

b. English is a common language

When we visit other countries around the world, of course, we do not understand the local language. However, because English is a common language, as foreigners in an area, we can use the English language to communicate.

c. Innovation and economic development

Apart from China, America is still the dominant country in the development of innovation and the world economy. And a lot of English language is used in both fields.

d. English as an adaptation language

Every country that was colonized was influenced by the English language. Therefore, English is usually adapted as a second language, such as in Germany, Norway, Sweden, Denmark, and the Netherlands.

e. Knowledge

English is the language of knowledge. Lots of information is packaged and delivered in English. Thus, for those who want to get and master a lot of knowledge, then they must be able to understand English.

f. Easy

English is based on the letters of the alphabet often used daily. When compared to other languages which have certain letters, of course learning English will feel easier.

g. Movie language

The world of cinema is dominated by movies that use English. If a person master English, he doesn't require an interpreter when watching English movies.

h. Open opportunity

Fluency in English opens up a variety of opportunities without having to pay attention to ethnicity, skin color, and background behind.

i. Studying together

We can teach English to others if our English is very good.

In addition to the explanation above, the importance of mastering the English language is because English is used as a subject from the elementary level to the advanced level. So it is clear that English mastery is one of the keys to success in someone's academics or in supporting a better career.

E. Definition of Teacher

Etymologically teachers are often called educators. The term teacher means "the person who teaches, especially in school". Meanwhile, the terminology of the teacher's understanding in a broad sense is all education personnel who organize learning tasks in class for several subjects.

In the Law of the Republic of Indonesia Number 14 of 2005 relating to Teachers and Lecturers, article 1 paragraph 1, provides that a teacher is a

professional educator whose main task is to educate, teach, guide, direct, train, assess, and evaluating students in early childhood education, formal education, basic education, and lower secondary education. In government regulation Number 74 of 2008 concerning Teachers, the term teacher includes (Shilphy, 2020: 12):

1. The teacher himself, whether class teacher, subject teacher, guidance and counseling teacher, or career guidance teacher.

2. Teachers perform additional principal duties.

3. Teachers in supervisory positions.

F. The Role of Teacher

In terms of education, the teacher is related to professions as an educator for students at all levels of education. In general, the teacher is considered as one of the important components of education. Teachers, students, and the curriculum are the three main components that form the backbone of the national education system.

Helmawati (2016: 34) explained that in schools, teachers are also the second parents who are responsible for the development of student's potential and the development of their abilities. Therefore, the teacher is a facilitator who serves to explore, develop, and optimize the potential that students possess so that they can become part of a good society. Teachers have a very strategic role because their existence is very important and related to the success and the quality of education. Teachers have a variety of duties that are implemented in the form of dedication.

Furthermore, Law of the Republic of Indonesia Number 14 of 2005 Article 1 paragraph 1 concerning Teachers and Lecturers (2014), provides that teachers are professional educators whose primary task is to educate, teach, guide, direct, train, assess, and evaluate students from pre-school education to formal education, basic education, and lower secondary education.

Furthermore, the role of the teacher can be detailed as follows (Sadirman, 2010: 144-146):

a. Informer, the teacher's role is to implement the way of teaching informative, field studies, laboratories, and sources of academic information and general activities.

b. Organizer, teacher as a person who manages academic activities, workshops, syllabus, lesson schedules, and others. All components related to learning teaching, which is organized in such a way that can achieve efficiency and effectiveness in the learning process for students.

c. Motivator, this is means to increase morale and development of student learning activities.

d. Director, a teacher must be able to direct and guide the student learning activities according to the learning objectives to be achieved.

e. The initiator, the teacher as the inventor of ideas in the learning process.

f. Transmitter, in learning activities a teacher will transmit wisdom about education and knowledge.

g. Facilitator, the teacher will support or facilitate the teaching and learning process, for example by creating a learning atmosphere that is suitable for

the development of the students, so that the interaction in the teaching and learning process will run efficiently and effectively.

h. Mediator, teacher as an intermediary in student learning activities.

i. Evaluator, a teacher has the power to assess a student's performance in the area of academic as well as social behavior, thereby determining the student's success.

From the above explanation, it can be concluded that the role of the teacher is very important in education because it helps students overcome difficulties in the learning process, and creates an environment that encourages students to carry out learning activities. So, students can succeed with the encouragement or support of their teachers so that they can reach their full potential, and with the right guidance and direction from the teachers to succeed.

G. Teachers' Problems in Online Learning

A teacher, as well as an educator, is required to transfer knowledge to students. Learning is said to be successful if the teacher can meet the aspects that can support learning. Generally, the problem faced by the teacher in the learning process is as follows:

a. Internal Teacher's Problems.

1) Pedagogic Quality Level.

Pedagogic quality is a teacher's ability to manage learning. In that context, the ideal teacher is one who is able to plan lessons, implement learning, evaluate learning outcomes, and conduct follow-up activities. Therefore, a teacher must be able to have a strategy learning, because

efficient learning strategies can be achieved if the teacher can use appropriate learning strategies, for example before starting the learning activities, the teacher must be able to know or identify the characteristics of students. This is important in determining appropriate learning strategies (Ismail, 2011: 8).

2) Level of Professionalism.

To be competent and expert, teachers must enhance their knowledge, use, and mastery of technology either computers or other technological tools that can be used in the learning process. Teachers must master the structure, concepts, and thinking based on the acquired knowledge to support the subjects being taught. A professional teacher must be able to create a classroom atmosphere that can arouse students' enthusiasm in the learning process.

3) Eligibility of Teacher Competence.

Teachers are required to have teaching authority in their capacity as a teacher. Each teacher must have professional competence in the field of study. Therefore, teaching activities include material preparation, preparation, conveying, discussion of materials, providing facilities, presentation of lectures and instructions, problem-solving, guiding, directing, and giving motivation.

b. External Teacher's Problems.

1) Educational Facilities.

Educational facilities are the dominant factor in supporting the achievement of learning objectives in the learning process. The

availability of adequate facilities will facilitate the achievement of learning objectives, otherwise, the limitations of educational facilities will hinder the purpose of the learning process and also hinder the professional teacher. So the educational facilities are necessary, especially for the implementation of the teacher's efforts in improving teacher professionalism.

2) Learning Media

Effective learning media have a huge impact on teachers and students in the learning process, even though the learning media is not the only factor supporting successful learning. By using learning media, it becomes easier for the teacher to explain the material. However, without using the learning media, it will be difficult for teachers to motivate students and for students to adapt to the ongoing learning process.

3) Student Character

Mastering the character of students in learning is one of the important strategies for learning. Understanding the students' character will make it easier for teachers to achieve education goals in schools generally and learning objectives specifically. Character is morals or a mental attitude that characterizes a person or group. The character of the person grows and develops through the learning process in a family environment, school institutions, and social environment where the person is. In the learning process, students are individuals who come with personality, characteristics, behavior, interests, talents,

intelligence, and different stages of development. The teacher needs to know the basic abilities possessed by students, their motivation, academic background, socioeconomic and so on. In carrying out the duties, a teacher must be able to understand the character of students and this has been a problem for teachers to succeed in the learning process and it takes a long time to understand the character of students (Abdul, 2010: 11).

As a result of the covid-19 pandemic, the Minister of Education and Culture (*Kemendikbud*) through Circular Letter (SE) No. 4 of 2020 on the implementation of education policy in the case of emergency on the spread of covid-19, in this case, the main point is that the learning process is done at home through online learning. Based on the circular letter, each school is required to do online learning, and one of them is at SMPN 2 Sumbergempol. Teachers as important parts of the learning process were required to undertake a massive migration unprecedented at SMPN 2 Sumbergempol from the face-to-face learning system typically implemented in the classroom to the online learning implemented at home.

In carrying out online learning, English teachers at SMPN 2 Sumbergempol use learning media in the form of WhatsApp and Google Classroom applications. Learning English using these two applications still often raises other learning problems due to the limited internet connection which is sometimes smooth but sometimes slow, besides that the collection of assignments is also constrained by the character of students who are lazy to take online learning. The monotonous online learning model only uploading and accessing

material and collecting assignments makes students lazier so that teachers are required to collect more and remind students of their assignments and choose learning materials that match the level of student understanding.

The number of problems faced by English teachers in the underperforming online learning system can be solved by acknowledging the problem faced by English teachers and implementing limited face-to-face learning. Therefore, efforts should be made to improve the internet network access in various regions, including SMPN 2 Sumbergempol and surrounding areas, organizing progressive socialization with regard to the implementation of online learning, improve skills and competencies relevant to the online learning application, and improve the quality and skills of technology.

H. Relevant Research

Research examining online learning can be traced through the study by Hendrastomo (2020) entitled *Dilema dan Tantangan Pembelajaran Daring*. A more specific study discusses online learning during the covid-19 pandemic, reviewed by Handayani, Salmiah R, and Sukardi. However, the study reviewed by Handayani focuses on profit, utilization, and online learning solutions. The study reviewed by Salmiah R. focused on the constraints faced by students in online learning. And studies reviewed by Sukardi are focused on learning reports during the covid-19 pandemic.

The research results by Hendrastomo (2020) show that the emergence of online learning has a great impact on education. Students experience a feeling of learning that is different from regular classes. Three important factors support

online learning to function optimally, including human resources, facilities and supporting infrastructure, and the learning that follows from the implementation. The online learning process will be most effective when these three factors mutually support each other. The dilemma, as well as the challenge in the learning process, is that these three factors cannot support each other. When the infrastructure is ready, the human resources are not ready. Then, when the human resources and the infrastructure are in place, the learning implementation sometimes cannot perform as well as it should.

Meanwhile, the research examining the benefits, limitations, and solutions of online learning during the covid-19 pandemic is reviewed by Handayani (2020), using a qualitative exploratory approach by surveying the students of SMPN 3 Bae Kudus. A total of 120 students who participated in online learning completed a semi-structured questionnaire that was distributed online. The analysis results of this study are the benefits that students experience with online learning, including that they can listen at home, they are not limited by location, they can listen anytime and anywhere, and not limited by time or space grouped into a theme of the comfortable educational environment, using free time. While the disadvantages of online learning include network instability, the teacher's voice and teaching materials are not in sync, they cannot join classes when wifi or network is not connected and their concentration is reduced.

The results of research that examine the problems faced by students in the implementation of distance learning during the pandemic reviewed by Salmiah (2020), showed that there were problems faced by the students in the implementation of learning including, 1) school being closed for too long make

the students feel bored at home and they want to hurry up back to school playing with friends, 2) students do not have a long-distance learning culture, 3) facilities such as laptops, computers, and mobile phones are not available. Meanwhile, the problems faced by parents in implementing learning include 1) the increasing additional cost of purchasing internet quota because online learning technology requires a network connection to the internet, 2) parents must divide their time between work and accompanying their children during online learning. While the problems that the teacher faces in the implementation of learning include 1) not all students are proficient in using internet technology or social media as the tools for learning, 2) without adequate facilities and infrastructure, the learning process cannot run well, and 3) the teacher has never been teaching remotely because so far the learning system is through face-to-face.

The learning report during the covid-19 pandemic was reviewed by Sukardi (2020) about the learning model of an offline learning program by doing home visits to students and watching TVRI for those who are affordable with TVRI broadcasts. The condition of the parents of students who only have a partial Android phone plus no network support, so the decision to do offline learning is to always pay attention to the recommended health protocol, including wearing a mask, washing hands often, keeping distance, and always provide hand sanitizers.

Meanwhile, this research also examines online learning. The novelty of this research is more focused on describing the English teacher problems and practical solutions in implementing online learning.