

CHAPTER TWO LITERATURE REVIEW

2.1 Previous Studies

The first study belongs to Kheryadi, entitled *The Implementations of "WhatsApp" as a Media of English Language Teaching*. This study discusses the application of *WhatsApp* as a useful tool today that helps students in language learning. Through *WhatsApp*, students can more confidently have conversations using English with two forms of conversation, such as independent and dependent conversations. Of course, with the self-confidence that students have, the teacher is easier to communicate using English conversations with students, even not only teachers with students but students with their colleagues also interact using English. This is evidenced by the interviews the researchers conducted with students. From Kheryadi's research, this can be our reference to see how to teach English optimally using the *WhatsApp* application.

This second study belongs to Jasrial entitled *"Utilizing WhatsApp Application for Teaching the English Language: Why and How?"* In this study, researchers provide information about why *WhatsApp* is a medium that has good potential for English learning media and how to use the *WhatsApp* application. as a medium for learning English online with the features of the *WhatsApp* application. This *WhatsApp* application is supported by various interesting features which are expected to make teachers more enthusiastic about teaching the language and students are more confident, enthusiastic, and also more active in improving their English skills.

The third study by Susilawati and Supriyatno entitled *"Online Learning Through WhatsApp Group in Improving Learning Motivation in the Era and Post COVID -19"*. The purpose of this research is to find out how online learning is in the current pandemic era. This research was conducted with the subject of fourth-semester students of the State Islamic University of Maulana Malik Ibrahim Malang. Researchers obtained data through questionnaires. Interestingly, the results of this study are that learning using the *WhatsApp* group is the most effective learning during the current pandemic. This happens because *WhatsApp* is a simple application and does not require large data credits, because the problem that is often faced from online learning is the internet quota problem that students have. It is not uncommon for the learning process to be hampered because students do not have an internet quota to access an online learning medium at this time.

The next research belongs to Tanjung and Utomo, entitled *"Investigating EFL students 'perception online learning amidst covid-19 pandemic'"* I conclude from the results of this

study that there are several positive things from online learning including, students already know several social media, links or learning media that make it easier for them to understand learning. Furthermore, students get to know more about digital, wherein the era of globalization, digital is now known to be very sophisticated, students can access learning media that can study courses independently to increase students' language knowledge. And the teacher must consistently set the time for the collection of assignments that have been agreed upon together to avoid students skipping assignments so that students do not collect assignments and do not get grades.

The next is a study by Mandasari and Agusty from the Universitas Teknokrat Indonesia entitled "Mobile learning: the impact of *WhatsApp* usage in English learning". In this study, researchers discuss the mobile learning process that is currently trending. Especially the use of the *Whatsapp* application which is used for learning English. Researchers want to see how students' attitudes towards *WhatsApp* in learning English are. In this study, the researcher agrees that *WhatsApp* is a common application and is suitable for use in the learning process because of the features that exist in *WhatsApp*. The results of this study also show that students have positive results and have high motivation when learning using the *WhatsApp* application.

The authors mostly discuss the learning that is done online and using the *WhatsApp* application. Students already know various applications or media that they can use to facilitate their learning. What's more, in the current Globalization Era, they all have smartphones that can access everything they want using an internet connection. *WhatsApp* is one of the most popular applications. *WhatsApp* has interesting features such as being able to send chats, documents, pictures, or send voice messages. *WhatsApp* makes it easier for us to carry out the teaching and learning process as evidenced by the results of previous research. *WhatsApp* has a positive attitude and can build students' motivation to learn English. Students are more confident and active, such as communicating using English when using the *WhatsApp* application, not only with their friends but also communicating with the teacher.

2.2 Theoretical Framework

2.2.1 Online Learning Concept

Electronic learning or e-Learning has started in the 1970s (Waller and Wilson, 2001). Online learning is a system that can facilitate students to learn more broadly and in a variety of ways. Through its facilities provided by the system, students can learn when and anywhere without being limited by distance, space and time. The learning material being studied is more varied, not only in verbal form, but also more varied, such as visual, audio, and motion.

In addition, online learning must have teachers and students who can communicate interactively by utilizing information and communication technology. Online learning also has important points that students must have. There are three important points about students' learning conditions in online learning according to (Aliya, 2021) as in the figure below;

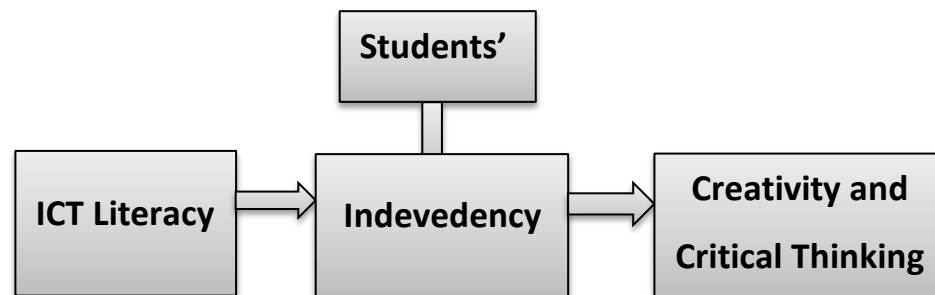


Figure 1. Learning Condition(E-Learning)

ICT Literacy means that students must have and understand the learning that is done using abilities where they must be able to use technology and communication tools. Because learning is carried out online or (E-learning), students must access a website or use an application to get the material that has been provided. Next is Indevedency, which means that students already have a condition of being accustomed to independent learning, independent here means that students are used to looking for learning references via the internet. Then, Creativity and Critical Thinking means that online learning facilities are very diverse, students can learn various available tools such as browsing, chatting, group discussions, video conferencing, online quizzes, online drill, and others, this requires students' creativity to make optimal use of all. so that learning runs properly.

2.2.2 Online Learning Process

According to Dabbagh and Ritland (2005: 15), online learning is an open and distributed learning system using pedagogical tools (educational aids), which are made possible through the internet and network-based technology to facilitate the formation of learning and knowledge processes through meaningful actions and interactions. Minister of Education and Culture Nadiem Makarim issued a circular for the prevention of the Covid-19 virus at the education unit, Sunday (9/3/2020). The letter is addressed to heads of provincial education offices, heads of district/city education offices, heads of higher education service institutions, leaders of tertiary institutions, and principals of schools throughout Indonesia. With the circular issued by the Minister of Education, all teaching and learning activities are carried out online. The online learning media in this study used the WhatsApp application, where WhatsApp is one application that is well known to many people.

2.2.3 WhatsApp

WhatsApp is one of the applications on smartphones. *WhatsApp* is useful to make it easier for us to share messages or information with fellow *WhatsApp* users. Suryadi (2018:5) states that "*WhatsApp* is a means of communicating with each other by exchanging information both text messages, pictures, videos, and even telephones". To be able to use *WhatsApp* we must have an internet data quota. Because *WhatsApp* makes it easy for us to interact quickly when *WhatsApp* is also used for the teaching and learning process. The researcher concluded that *WhatsApp* is a smart application that has many features so that many people use it and because of its easy use and does not require a large data quota, *WhatsApp* is currently also used for online learning media.

2.2.4 Theories of Perceptions

According to Zamroni (2013), perception is the process of individuals being able to recognize objects or objective facts by using individual tools. Meanwhile, according to Robins (1999) stated perception is a process in which individuals organize and interpret their sensory impressions to give meaning to the environment. Factors that influence the formation of perceptions according to David Krech (1962) are;

1. *Frame of Reference*, namely the knowledge framework possessed which is influenced by education, reading, research, etc.
2. *Frame of Experience*, which is based on the experiences that have been experienced which cannot be separated from the state of the surrounding environment.

2.2.5 Teaching English Using WhatsApp

Hamad (2017) found that *WhatsApp* can increase students' learning and enthusiasm, and help students develop English skills, enrich their vocabulary, and learn from partners' or members' mistakes in their language. *WhatsApp* is one application that is very popular with many people today, and because of the covid-19 virus which makes all teaching and learning activities carried out online, the *WhatsApp* application is very helpful for teachers to provide material to students. Afnibar's opinion (2020: 73) states that the use of *WhatsApp* will make it easier for users to convey information more quickly and effectively. This is what teachers really need so that the teaching and learning process can run well. According to (Gon & Rawekar, 2017) to date, it seems that *WhatsApp* has advantages over other technological tools used by the education system, such as low cost, simplicity, accessibility, efficiency, and natural language.

2.2.6 Advantages and Disadvantages of Teaching English Using WhatsApp

The advantages of *WhatsApp* as a learning medium according to (Pustikayasa, 2019), are:

- You don't have to log in first to access *WhatsApp* if your phone number is already registered.
- Directly connect with contacts of other *WhatsApp* users.
- Users can exchange contacts with other users.
- Can share the current location.
- Can send messages to many people (broadcast).
- This application does not drain the quota too much.
- Teachers and students can discuss and ask questions more relaxed.
- Can see who has read and who is inactive.
- Teachers can send documents, photos, audio, or video as learning materials to students via *WhatsApp* groups.
- Teachers and students can view and repeat learning materials through mobile phones easily.
- Teachers and students can communicate anytime and anywhere.

The Disadvantage in the *WhatsApp* application as a learning medium according to Pustikayasa (2019);

- Users must be connected to an internet service to use this application, otherwise, it will hinder the online learning process.
- Communication is only by chat, people's capacity is limited if they want to meet face-to-face virtually (video calls).

