

CHAPTER 4

DATA ANALYSIS

In this chapter, the writer will discuss the need analysis of online English course. After the writer distributed the online questionnaire to 40 participants which were Soegijapranata Catholic University's students and to those who study English at AEC Semarang, the writer analyzed the responses using SPSS on the descriptive statistic which the discussion are focused on the mean (M) of the data to understand whether the statements are positive or not for the close-ended Likert Scale questions. The mean is the most popular statistic used to describe responses of all participants to items in an instrument (Creswell, 2012). After the writer collected the quantitative data, the writer analyzed the open-ended and interview qualitatively.

4.1 Potential Course Participants' Perceptions towards Online English Course.

To understand the perception of the potential course participants on online English course, the writer distributed online questionnaire form to 40 respondents. The questionnaire consists of 5 statements with the following points: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), and Strongly Disagree (1). After that, the writer used the mean of each data to determine whether the perceptions are positive or negative. If the mean is above 3, the perception is positive, if the mean is below 3, the perception is negative.

4.1.1 Learning English through Video Calls with Tutor

The first question is *Saya lebih senang belajar Bahasa Inggris melalui video call dengan tutor saya karena dapat dilakukan sewaktu-waktu* [I prefer to learn English through video calls with my tutor because it can be done at any time].

	N	Minimum	Maximum	Mean	Std. Deviation
Unit 1	40	1.00	5.00	2.8500	0.89299

Table 4.1 Learning English through Video Calls with Tutor

Based on the data above, the mean of the data is 2.85. According to the parameter, it means that the perception is negative. The writer concluded that some participants do not like to do the English learning through video call because they like to have conventional way. Besides, our internet connection is still poor in quality. It will be a bit difficult to keep the connection while doing online English course through video call. Some of the course managers also support the reason.

Ya, jaringan internet di kita yang masih belum cepat menjadi kendala dalam melakukan online video call dua arah (X4, Wawancara, 5 Oktober 2018).

[Our internet connection is still poor in quality to conduct two way communication through online video call] (X4, Interview, October 5th 2018).

Bagi masyarakat kita, melakukan video call masih belum terlalu nyaman karena guru hanya memperhatikan lensa bukan ke muridnya. Selain itu, koneksi internet kita masih tergolong lambat dan harga paket internet masih tergolong mahal (X2, Wawancara, 1 Oktober 2018).

[Doing course through video call is still uncomfortable for people because the teacher only focus on the lens more than the student. Besides that, our internet connection is still categorized poor and the internet data price is considered expensive] (X2, Interview, October 1st 2018).

Therefore, by reading the statement that supported by the interview to the course managers, the participants' perception on learning English through video call is still negative. The writer found that the participants' and the online English course managers' need is a good connection and the appropriate tools to make the two way online communication works well while the quality of internet connection in Indonesia is still poor and the price to afford internet is still categorized expensive.

4.1.2 Studying English at Home with a Virtual Teacher

The second question is *Saya lebih senang belajar Bahasa Inggris di rumah dengan guru virtual daripada harus ke sekolah* [I prefer to study English at home with a virtual teacher rather than to go to school].

	N	Minimum	Maximum	Mean	Std. Deviation
Unit 2	40	1.00	5.00	2.9250	1.02250

Table 4.2 Studying English at Home with a Virtual Teacher

Based on the parameter, the perceptions of this statement are also negative and the mean is 2.92. It could be concluded that some of the participants disagree to study English at home. The mindset of Indonesian people are education still

should be conducted on the classroom because the feel, the environment and the physical attraction is more valuable where the students could find comfort during the teaching and learning process in the classroom.

According to the interview section, some of the course managers said those online English courses are independent learning type. It means the success of the program is on the students' hand whether the students eager to learn more and discipline themselves or not. If the students do not discipline themselves, the programs also could not work well because in online English course the teacher could not check one by one as in the classroom.

Untuk mengikuti online course, anak harus punya drive sendiri untuk melakukan tugasnya. Karena guru tidak bisa memantau 100% seperti kelas biasa. Misal dapat tugas membaca, kalau si anak tidak berniat sendiri untuk membaca juga tidak jalan. (X1, Wawancara, 1 October 2018).

[To join an online course, the student should be eager to follow and doing the task by themselves because the teacher could not control a hundred percent like in the conventional course. For example if the student gets assignment to read, if the student was not having the urge to read, they would not read at all.] (X1, Interview, October 1st 2018).

Saat melakukan online course, si anak harus rajin untuk melakukan tugasnya sesuai dengan dorongan dia sendiri. Karena kursus online erat kaitannya dengan individual learning. Jadi bukan lagi jamannya guru menyiapkan materi. Bahkan muridnya seharusnya sudah belajar sendiri sehingga pada

saat video call dengan pengajar, si anak sudah siap dengan pertanyaan untuk dibahas (X2, Wawancara, 1 October 2018).

[When the student joins an online course, the student should have self-awareness by themselves. Because online course means the student have to learn individually. The trend is not the teacher prepares materials anymore. The student should have already learnt something and when it is the time for video call with the teacher, there was something to discuss.] (X2, Interview, October 1st 2018).

Therefore, the writer found that self-awareness is also takes an important part from the students. The curiosity among Indonesian students is still considered low. They tend to do something they have told to do, if the students did not get any command, most of them are not eager to learn something by themselves.

4.1.3 Distance and Transportation to Attend English Language Lessons

The third question is *Jarak yang jauh serta sulitnya mendapat alat transportasi menjadi salah satu alasan saya tidak mengikuti les Bahasa Inggris* [The distance and the difficulty of obtaining transportation are the reasons I do not attend English language lessons].

	N	Minimum	Maximum	Mean	Std. Deviation
Unit 3	40	1.00	5.00	3.0000	1.13228

Table 4.3 Distance and Transportation to Attend English Language Lessons

The data above shows that the mean is about 3.00. This could be categorized that the perceptions are positive. This data means that almost all of the participants agree that distance is also one of the problems for the participants to join one of regular English course.

Based on the interview that the writer did with the course managers, the course managers also stated that people in a big city such as Jakarta and Surabaya already has several online English courses because they cannot stand with heavy traffic jump and their time is not flexible. They were running out of time stuck in a traffic jump. Therefore, online English course could be the answer. Besides that, the connection in a big city is more stable rather in the other city. While for online English course, connection is the most important key to support the running of the program.

Tentu saja, online course dibuat oleh mereka yang tidak dapat membuat tempat kursus seperti pada umumnya bisa jadi karena jarak (X1, Wawancara, 1 October 2018)

[Of course, online course is made by those who cannot maintain the regular course class, it could be because the distance] (X1, Interview, October 1st 2018).

Online course saat ini masih dieksekusi oleh kota besar seperti Jakarta dan Surabaya karena jalanan dan jadwal mereka sudah terlalu padat (X4, Wawancara, 5 October 2018).

[Online course nowadays only could be executed in big cities such as Jakarta and Surabaya because they have heavy traffic and busy schedule] (X4, Interview, October 5th 2018).

Saya pernah tahu beberapa kursus Bahasa Inggris online tapi di kota besar seperti Jakarta yang mungkin mangsa pasarnya mau mencapai yang di luar kota (X3, Wawancara, 1 Oktober 2018).

[I have known some online English courses in Jakarta. Maybe they want to get students from other cities] (X3, Interview, October 1st 2018).

Therefore, the writer found that an online English course is able to be implemented as long as the internet connection's quality is improved. If people in big cities such as Jakarta and Surabaya able to bring an online course as the solution of the distance, traffic jump, and busy schedule, that means there are possibilities and opportunities to develop an online English course in the future.

4.1.4 Practicing English through Chat Forum

The fourth question is *Saya lebih suka berlatih Bahasa Inggris melalui forum chat daripada harus bertatap muka karena forum chat lebih efisien dalam hal waktu dan tenaga* [I prefer to practice English through chat forums rather than face to face because chat forums are more efficient in terms of time and energy].

	N	Minimum	Maximum	Mean	Std. Deviation
Unit 4	40	1.00	5.00	2.9000	1.05733

Table 4.4 Practicing English through Chat Forum

The data above shows that the mean is about 2.90 it means that the perception could be categorized as negative. Some of the participants disagree to practice their English during forum chat rather than meeting someone face to face. This data supports the first question that the students still feel more comfortable to learn in the conventional way.

While discussing this point to the course managers, one of them said that he agree with the timely feedback on discussing through chat forum, but the course managers still need to make a clear assessment rubric, so the participants get clear and acceptable marks. For example, if it is speaking section, then what kind of aspect will be marked and the range of the mark itself.

Ya memang betul hasil bisa langsung di diskusikan, tapi akan lebih baik apabila pihak kursus online telah menyiapkan rubric. Jadi menurut saya, rubric juga menjadi komponen yang penting yang harus dikembangkan. Sehingga ukuran sebuah nilai menjadi jelas (X2, Wawancara, 1 Oktober 2018).

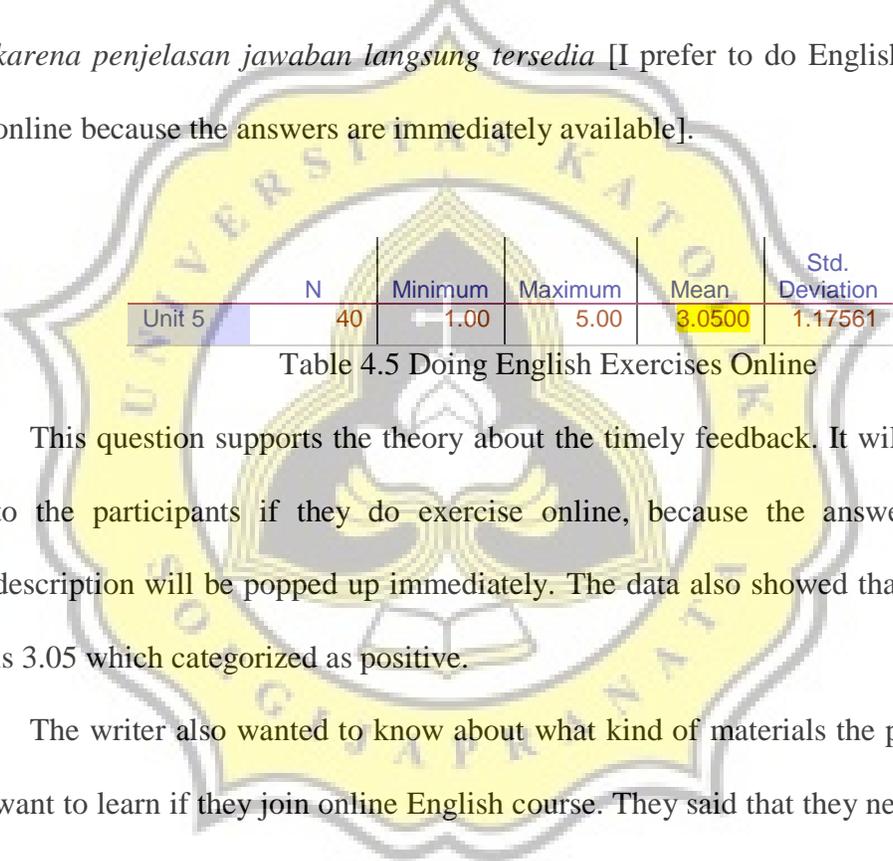
[It is true that the result of the exercise could be discussed directly, but it is better if the online course has already set the rubric. In my opinion, rubric is also one of important components that should be developed. Thus, the student can get fair marks and acceptable] (X2, Interview, October 1st 2018).

Based on the interview, the writer found that rubric is essential that the course manager should think about. Thus, the assessment will be objective and by

setting the clear rubrics, the students could set targets on what level they could past.

4.1.5 Doing English Exercises Online

The fifth question is *Saya suka mengerjakan soal Bahasa Inggris secara online karena penjelasan jawaban langsung tersedia* [I prefer to do English exercises online because the answers are immediately available].



	N	Minimum	Maximum	Mean	Std. Deviation
Unit 5	40	1.00	5.00	3.0500	1.17561

Table 4.5 Doing English Exercises Online

This question supports the theory about the timely feedback. It will be easier to the participants if they do exercise online, because the answer and the description will be popped up immediately. The data also showed that the mean is 3.05 which categorized as positive.

The writer also wanted to know about what kind of materials the participants want to learn if they join online English course. They said that they need English grammar, conversation, TOEFL, and IELTS.

The preference of comprehensions are also confirmed by the course managers. The course managers said that giving English grammar and preparation like TOEFL and IELTS are easier to conduct in online English course. One of the course managers informed that maybe it will be more fun if the course

participants get lesson related to their life. For example, cooking, then after the course participants get the information for what they need and what to do, the participants could be asked to make a video on cooking tutorial and then upload it then the tutor can mark it.

Saya sudah pernah mencoba mengikuti kelas online untuk TOEFL dan IELTS tapi untuk IELTS tertulis loh ya tidak termasuk speaking dan general English. Menurut saya jika sektornya adalah TOEFL atau IELTS lebih cocok (X4, Wawancara, 5 Oktober 2018).

[I have joined online English course for TOEFL and IELTS but only for written test not for speaking and general English. In my opinion, if the online course is about TOEFL and IELTS it is good] (X4, Interview, October 5th 2018).

Ya menurut saya kalau cuma seperti kelas yang kamu datang kerjakan, bahas, kerjakan soal lain bisa, mending ikut kursus online aja. Tapi untuk pendekatan “real life” belum bisa ya (X1, Wawancara, 1 Oktober 2018).

[In my opinion, if you just do drilling, come to the class, do the assignments, discuss with the teacher, do other assignments and repeat, better for you to join online course rather than join the conventional one, but not yet able to get emotional touch] (X1, Interview, October 1st 2018).

According to this data, the most proper online English course program according to participants and the course managers is materials related to grammatical such as TOEFL, IELTS and also conversation.

Based on all of the data above, the writer concluded that the participants' perceptions on online course are still negative. The table below shows the average mean of each statement from the questionnaire.

Question 1	2,85
Question 2	2,92
Question 3	3,00
Question 4	2,90
Question 5	3,05
Total	14,72

Table 4.6 Total Means

The total means of each statement is 14.72 if divided by 5 statements the result is 2,944. Therefore, the writer conclude that the participants' perceptions on the online English course are still negative. However, there is also a possibility to run an online English course program in the future with certain conditions.

4.2 The Online Language Course Components Needed to Develop an Online English Course According to the Course Managers.

Even though the potential course participants' perceptions are still negative, the writer still found the possibilities on developing the online English course

according to the interview with the English course managers in Semarang. Based on the theory, the writer found that there are at least four components needed to run an online language course. They are course structure, content presentation, collaboration and interaction, and timely feedback. Therefore, the writer conducted an Interview to five course managers in Semarang. The writer found that there are three components needed to develop. They are the course structure, the content presentation, and the collaboration and interaction. For the timely feedback, since it is according to the technology such as email, private message, and discussion forum, it is developed by the technology itself.

4.2.1 Course Structure

Course structure is needed to make a good online course and clearly communicate the expectations, rubrics and assignments examples. Therefore, before joining the online English course, it will better if the participants consult to the course manager that provides online English course first. The students should reach an agreement of the course about the goal, the rubrics and the assignments. Beside the goal, rubrics and assignments, the course manager also should think about how to secure their materials. It is related to copyright. Therefore, the materials should be protected as good as possible.

4.2.2 Content Presentation

Exposure in learning English language as foreign language for Indonesian people is still important. Therefore, the course manager should think about giving relevant assignments to daily life to make the students understand more.

Tentu saja misalnya peserta didik sedang belajar conversation. Tentunya pihak kursus online perlu menyiapkan materi dimana siswa bisa mengaplikasikan percakapan tersebut sehari-hari (X3, Wawancara, 1 Oktober 2018).

[For example, if the student takes a conversation class, the course manager should prepare the materials that can be used in daily conversation (X3, Interview, October 1st 2018)].

Ya bisa di relasikan ke kehidupan nyata, misalnya setelah mengajar memasak, si anak di beri tugas untuk membuat seperti vlog membeli bahan-bahan dan kemudian mengolahnya setelah itu di upload di Youtube sebagai follow up nya kemudian guru memberi nilai (X2, 1 Oktober 2018).

[Yes it could be related to the real life for example if the discussion is about cooking, then after the teacher explain and so on, the student gets the assignment to do like a simple vlog and then upload it to Youtube so the teacher could give mark for it] (X2, Interview, October 1st 2018).

4.2.3 Collaboration and Interaction

In regular English class, it is easier for the teacher and students to do the collaboration and interaction exercise, but in online, it will be hard for the students to do it. Therefore, the course managers and teachers should think about exercise that can make the students do the collaboration and interaction.

Contohnya, misalnya kita melakukan video call dengan beberapa siswa. Hari ini kita belajar cara membuat paragraph. Maka masing-masing anak bisa

disuru membuat 1 kalimat yang nantinya digabungkan menjadi satu paragraph saat anak terakhir sudah memberikan kalimatnya. Setelah itu, si anak diberikan tugas individu terkait membuat karangan (X2, Wawancara, 1 Oktober 2018).

[For example, the online class is running through video call that consists of several students, and our topic today is writing. The students were asked to make a paragraph. To do it collaboratively and interactively, the teacher could ask the students one by one to make a sentence, and then they combined it into a paragraph after the last student gave his/her sentence. After that, the teacher could give the students assignments to make a story (X2, Interview, October 1st 2018)].

According to these interviews, the writer concluded that the participants and the course manager should set up their goal first, after that, they need to find out the proper assignments which is relevant with the goal of the course participant and give clear rubrics for assessment. Besides that, the writer also found from the interview that real collaboration and interaction as in regular English class is still low on the existing online English course programs. Therefore, to make a better online English course program in the future, the course managers must think about what the best solution is to add a value of collaboration and interaction that are usually obtained in regular classes.

The writer also wanted to know what kind of forum the participants want to use and what kind of materials they want during the online English learning.

Most of the participants said that they would like to have video call and forum chat with their tutors and use the pdf file for the materials so it will be paperless.

After the writer asked several questions to understand the perceptions and the need of joining online English course, the writer also asked the participants whether they need to get test and certificate after joining the online English course program. Almost all of the participants said that of course they need a test to understand their understanding and level. While for certificates, they need it as the proof that they have accomplished the online English course. Some of the participants also said that the certificate is needed to help them to apply for work in the future.

Based on the data above, the writer concluded that there is a possibility in running online English course in the future. For Indonesian people, English is a foreign language; therefore, the students still need exposure to the target language through direct communication with tutor or teacher in the classroom. The writer also seen the relation between the theory and the data. While running the online English course, the course manager should think about developing the components such as the course structure, to understand the goal of the students. The need of having interaction and collaboration is also important during the online English course program. The most needed aspects in learning English through online are grammar, TOEFL, IELTS and also conversation. The online English course manager also needs to pay attention on deciding what kind of exercise the students need to do in order to reach the goal.

4.3 The SWOT Analysis from the Existing Online English Course Programs.

Based on the open-ended question, the writer analyzed that almost half of the participants already know about online English course. It is proven by the recommendation answer from the participants when the participants were asked whether the participants already know some Online English Courses and the writer asked the participants to mention the examples. The participants mentioned several programs such as Ruangguru.com, EF, Cambridgeenglish.org, Duo Lingo and British Council Foundation. The writer also has checked the platform mentioned above that there are some positive and negative sides of each platform. For example, Ruangguru.com is the most recommended platform by the participants; it has its own video tutorial and follows up questions which are also using timely feedback. It means that our answer will be checked immediately. While for Duo Lingo, it just provides questions without any tutorial. Thus, it will suit to adult users and expert which just need exercise for their understanding. To get more understanding about each platform and to analyze it, the writer made SWOT Analysis below:

SWOT ANALYSIS

	Strength	Weakness	Opportunity	Threat
Ruangguru.com	They have video on each lesson to make the student understand about the materials, they also provide backup assignments to test the students' understanding and summary on the end of the lesson.	Students cannot have conversation with the teacher. Because everything has already provided by video, the students just need to follow the plot.	The facilities of video can help the students to understand more about the materials.	The materials could be stolen, therefore, the video should be protected.
Duolingo.com	Duolingo.com allows us to set our goal target and choosing	Duolingo.com didn't teach anything, it just come up with	It is good for individual learners but need to put	Students tend to choose other programs such as

	<p>how many minutes we want to study. Duolingo.com also available in Indonesian language so the exercise is English-Indonesia</p>	<p>exercise. You just need to do the exercise and it will show if you are right or wrong with correct answer not with further explanation.</p>	<p>explanation to make the students understand more, not just knowing the right answer.</p>	<p>ruangguru.com because they get lessons beside exercise.</p>
<p>Cambridge english.org</p>	<p>Cambridgeenglish.org allows us to filter what kind of comprehension we want to learn or focus on also how much time we want to spend to learn. The</p>	<p>Cambridgeenglish.org was designed for them who speaks or understand English well. The assignments provide by full English and no video or tutorial or video</p>	<p>Cambridgeenglish.org give us opportunity to prepare English learner before they join some English test. Therefore,</p>	<p>Only few of Indonesian people will use this platform except they have been understand about English and just need to exercise.</p>

	Cambridgeenglish.org provide us exercise for test.	explanation	for them who have already understand English will use this platform to exercise since this platform also free.	
British Council Foundation	The British Council already categorized the age of learner.	The website is not user friendly. It makes the students confused to choose the exercise. Besides that, the website is full English which is like Cambridgeenglish.org it only for exercise for them	If the website is more user-friendly, and the exercise give good feedback with explanation, it will be better. The students even do not	Indonesian people did not interested in using British Council except for them who have already fluent.

		who have already fluent in English.	understand which one of the exercise wrong.	
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Table 4.7 SWOT Analysis

Based on the SWOT Analysis above, the writer concluded that only two platforms could be more acceptable for Indonesian user. They are Ruangguru.com and Duolingo.com since they provide Indonesian language to the user. The weakness of the other two platforms such as Cambridgeenglish.org and British Council is that they did not provide Indonesian language on their website. It is important to provide Indonesian language because English for Indonesian people is a foreign language. Therefore, since the purpose of learning English is to make the students understand, Indonesian language is needed to give clear information and direction. Besides that, even though all of the platforms give feedback for the assignments, only Ruangguru.com who gives clear explanation which number is wrong and give the reason. It makes the students understand about the mistakes and later on, the students will not repeat the same mistake.

For the opportunity, each platform has its own opportunity. Ruangguru.com is leading for the opportunity since the features are complete and good enough for giving guidance for the students. If Duolingo.com later provides video or

explanation in detail on their feedback, it could be good opportunity for Duolingo.com. Cambridgeenglish.org and British Council have their own segment. They are good for people who have already expert or fluent in English to prepare for their test.

The threat, all of the platform should think about keeping the security of their materials. Each platform should aware of the development of materials too, since every material will also change according to the trend and peoples' need. The coming of other platform or tools also should be considered as threat for all existing platforms.

Based on the SWOT analysis above, the author concluded that several existing online course programs can be developed according to the needs of consumers. So there are still opportunities for the existing programs to become facilities for customers to learn English independently through online.

