

**STUDENT LEARNING EXPERIENCE THROUGH MICROSOFT
TEAMS TO PROMOTE STUDENTS' ENGLISH COMPETENCE DURING
THE PANDEMIC ERA**

SKRIPSI

Presented as a Partial Fulfillment of the Requirement to Obtain the Sarjana
Degree of Education (S. Pd) of English Language Education Department



By:

ANA MARDHIYYAH

NPM: 18.1.01.08.0018

FACULTY OF TEACHER TRAINING AND EDUCATION
UNIVERSITY OF NUSANTARA PGRI KEDIRI
UN PGRI KEDIRI
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APPROVAL PAGE

Skripsi by:

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Approved by the Advisors to be proposed to English Language Education
Examination Committee FKIP UN PGRI Kediri

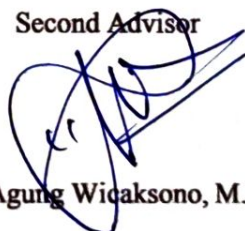
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18.1.01.08.0018

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Kediri, 21 July 2022

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State that:

1. This Skripsi was never submitted to any institute of higher education for any academic degree
2. This Skripsi totally independent of my work and not the result of plagiarism from the work of others
3. If someday proved of this Skripsi as result of plagiarism, I would be willing to bear all the legal consequences occur

Kediri, 21 July 2022

Signed by,



Ana Mardhiyyah
NPM. 18.1.01.08.0018

MOTTO AND DEDICATION

MOTTO:

مَنْ جَدَّ وَجَدَ

“Whoever strives shall succeed”

DEDICATION:

This skripsi dedicated to my parents, KH. Solehan Makmun and Hj. Khodijah Murkatik, M.Pd., thank you for all the love and support. No words can describe how much I love You all.

ABSTRACT

Ana Mardhiyyah, STUDENT LEARNING EXPERIENCE THROUGH MICROSOFT TEAMS TO PROMOTE STUDENTS' ENGLISH COMPETENCE DURING THE PANDEMIC ERA, Skripsi, English Language Education, FKIP UN PGRI Kediri, 2022.

Keywords: learning experience, Microsoft teams, English language, pandemic era.

The spread of COVID-19 impacts the learning process at the university level. Some universities choose to implement online learning using Microsoft Teams. This research aims to determine the university students' experience using the Microsoft Teams application in online learning during the COVID-19 Pandemic. This experience includes; Perception, problems, and how they use Microsoft Teams.

The research questions in this study are; 1) What are students' perceptions of using Microsoft Teams to learn English? 2) What are the problems faced by students in using Microsoft Teams to learn English? 3) How do the students use Microsoft Teams to learn English?

The research used quantitative descriptive with sample of 97 university students spread in some universities, consist of 47 male students and 50 female students. The data collection techniques were questionnaires and five open-ended questions. The questionnaires were analysed using the Likert scale in SPSS (Statistical Package for the Social Sciences) version 25.

The results showed that the students had a good experience using Microsoft Teams. They also have much improvement in English skills, especially in speaking skills. However, they got some problems using Microsoft Teams; unstable internet connection and hard-to-understand English structure (Grammar). Nonetheless, Students hope that this application will continue to be used during online learning with some improvements so that learning using this application can take place more effectively and efficiently.

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Be grateful to Allah SWT the Almighty who has been giving blessing and mercies so the researcher was able to finish this skripsi as a partial fulfilment of a requirements for the Sarjana Degree well.

This skripsi entitled “Student Learning Experience Through Microsoft Teams to Promote Students’ English Competence During the Pandemic Era”. The researcher realizes that this skripsi is far from perfect and has many weaknesses, thus she needs critic and suggestion to make it better. Therefore, she would like to express her gratitude to:

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8. Beloved family; Abi, Ibu, Mas Wahid, Mas Zakki and Zahro who always pray and support the researcher for her study.
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Kediri, 21 July 2022



Ana Mardhiyyah

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CHAPTER I

INTRODUCTION

In this chapter, the researcher presents: (a) background of the research; (b) identification of the problem; (c) limitation of the problem; (d) research questions; (e) objectives of the research; (f) significances of the research

A. Background of the Research

Due to the WHO-released outbreak of COVID-19 as a pandemic, the Indonesian government has made various attempts to deter it, such as its possibility of education. Distance learning or online systems has created options for schools that are beginning to adopt the School from Home (SFH) system (Regulation of Indonesian Government No.21, 2020). And the Ministry of Education, through circular letter No.3 of 2020 on the Education Unit and Decree No 36962 / MPK. A / HK / 2020 concerning Implementation of Education Policies in Emergency Times learning is done online. Further to the Ministry of Education and Culture Decree, all educational institutions began to find out and apply appropriate online learning methods so that the online learning process could run optimally. Online learning is a learning method using information and communication technology (Chang et al., 2021; Doyumgaç et al., 2021). Through online learning, students and educators are able to interact and communicate with each other without worrying about meeting directly (Goodyear et al., 2006). Research from Chalise et al. (2021); Chu et al. (2021); Muflih et al. (2021) stated that the students have a positive attitude toward the online learning experience. In line with Anwar & Wahid (2021) findings that

implementing online learning during a pandemic is considered an effective and cheap way of accessing knowledge. In this situation, almost all education systems seek to build new strategies to implement online learning.

Many applications are used for online learning during the Covid-19 Pandemic, such as Zoom, Microsoft Teams, Google Meet, Google Classroom, Whatsapp, Edmodo, Canvas, and others. Microsoft Teams is one of the most effective applications to facilitate students and lecturers in online learning situations. Microsoft Teams is a Learning Management System, a cloud-based interactive app portal that provides interactions, workshops, and files. Microsoft Teams offers better functionality than most social channels, including chat rooms, collaborative conversation, sharing of content, and teleconferencing (Buchal & Songsore, 2019; Ismail & Ismail, 2021; Sobaih et al., 2021).

The applications of Microsoft Teams can be easily downloaded via mobile and web applications, and people everywhere exploit their functionality. Tsai (2018) estimates that Microsoft Teams will be available in advance for the next two years. At the end of 2020, 41% of organizations expect to use Microsoft Teams internationally. Tsai's analysis included a sample of 901 respondents from different organizations, like small and medium-sized companies and enterprises. Respondents were selected from various sectors, including manufacturing, healthcare, non-profit organization, education, state, and business. This research is somewhat confined to educational research, but it does include a form of atmosphere that students would face when they transition to the workplace.

Online learning systems and Microsoft Teams are new experiences for students and lecturers; they must adapt to these circumstances. As a result, the online learning process is not running effectively and efficiently as expected. Several problems appear during online learning using the Microsoft Teams application. As proved in the previous research by Setyawan (2020), he considered the problems that occur in online learning are internet access and the teaching system, which make some huge differences between online and regular classes. In his research, he found that teachers and students want to return to the regular class. He also concludes that even though the internet makes the teaching-learning process easier, teaching online may not be effectively applied if the teacher and students are not yet ready.

Kenneth C. (2020) describes learning experience as a term used to define any traditional or non-traditional educational interactions or other experiences resulting from students' learning process in either traditional academic or non-traditional (e.g., technology-enhanced) settings inside a classroom or outside-of-school locations. With learning experiences, the students could collaborate on the subject to improve interpersonal skills and even become more creative. Teams actively support students' learning communities where students can start to grow connections with their learning peers, encourage social learning, facilitate peer-to-peer, and create an inclusive learning environment, help students take control of their learning, provide a familiar learning environment, and prepare students for the future digital workplace.

Based on the previous study from Wea & Kuki (2021), the learning using the Microsoft Teams application will be used continuously during a Pandemic. The Students of Nusa Nipa University have a good perspective on using the Microsoft Teams application. They experienced the online learning process as the same as the direct learning process. Therefore, students are motivated to conduct a self-study and more disciplines. Rojabi (2020) also agree that online class via Microsoft Teams supports the students' learning environment optimally. Most respondents of this study gave their positive perception of the students' learning environment in an online class. Furthermore, online learning supports interaction between student-student interaction and student-teacher interaction.

This research differs from previous studies Anwar & Wahid (2021); Rojabi (2020); Setyawan (2020); Wea & Kuki (2021) in the data collection technique, the sampling technique, and the research question.

Consequently, the researcher is interested in conducting research about student learning experience on the implementation of online learning during this Pandemic. This research aims to determine students' learning experience in online learning using the Microsoft Teams application. It is expected to help lecturers and students improve online learning quality using the Microsoft Teams application.

Based on the above explanations, the researcher is interested in conducting this research and exploring **“Student Learning Experience Through Microsoft Teams to Promote Students' English Competence During Pandemic Era.”**

B. Identification of the Problem

Due to the pandemic COVID-19, the education sector has to held its learning and teaching process in form of online learning. For that reason, Microsoft Teams as one of the applications that used to support learning and teaching process choose in this research to investigate. The use of Microsoft Teams effects the students learning process, that affect their cognitive, affective and behavioral learning domain. This research will explain and describe those problems that occurred throughout online learning.

C. Limitation of the Problem

In this research, the researcher concern to investigate about how the student learning experience through Microsoft Teams to support their English skills in Online learning. The research will be exploring their perception while using Microsoft Teams, identifying their problems, and describing how they used Microsoft Teams in daily basis including which features that help them in online learning.

D. Research Questions

Based on the problems above, the researcher would like to formulate the problems as follows:

1. What are students' perceptions of using Microsoft Teams to learn English?
2. What are the problems faced by students in using Microsoft Teams to learn English?

3. How do the students use Microsoft Teams to learn English?

E. Objectives of the Research

Considering the third of problems above, this research is oriented towards the following objectives:

1. To identify students' perceptions using Microsoft Teams to learn English.
2. To describe the problems faced by students in using Microsoft Teams to learn English.
3. To describe how do the students use Microsoft Teams to learn English.

F. Significant of the Research

The researcher hopes that the result of this research will be valuable for:

1. The teachers

The result of the research can be useful for teacher and lecturer in conducting and helping their teaching process in online learning. From this research, teachers and lectures will know which aspect that should be highlight and aware of in conducting online learning. So, the same mistake will not be repeated. By knowing the most students' problem in learning English through Microsoft Teams, it also can be used as a reference to the teacher to improve students' English skill.

2. The students

After knowing the result of the students' perception and problems, they will know how far their ability in English skills. It also can be used as information about what problems do they have in learning English. By knowing their problem, the students can improve their skills and they can make an effective and good learning strategy.

3. The researcher

The result of this research might become a reference for other researcher who want to conduct the further research on then similar problem. This research also can help the other researcher in improving the knowledge about the analysis of students' learning experience in using Microsoft Teams and getting more useful information in order to be the best for the future.

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