

**Students' Perspective toward Challenges in Speaking Skills during  
Synchronous Learning via WhatsApp Group**

**A Research Paper**

Submitted to the English Language Education Study Program of Universitas  
Pendidikan Indonesia as a Partial Fulfillment of the Requirements for *Sarjana*  
*Pendidikan* Degree



by:

Rijal Hengki Adil Al-awwal

1804121

**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM  
FACULTY OF LANGUAGE AND LITERATURE EDUCATION  
UNIVERSITAS PENDIDIKAN INDONESIA**

**BANDUNG**

**2022**

**Page of Approval**

**Students' Perspective toward Challenges in Speaking Skills During  
Synchronous Learning Via WhatsApp Group**

A Research Paper

By:

Rijal Hengki Adil Al-awwal

1804121

Approved by:

Supervisor



Dr. Rojab Siti Rodliyah, M. Ed.

NIP. 197308062002122001

Head of English Language Education Study Program

Faculty of Language and Literature Education

Universitas Pendidikan Indonesia



Prof. Emi Emilia, M. Ed., Ph. D.

NIP. 196609161990012001

### Statement of Authorization

I, as the researcher of this study, certify that this research titled “Students’ Perspective toward Challenges in Speaking Skills during Synchronous Learning via WhatsApp Group” is my own work. I am also aware that this research could not have been done with other researchers. Therefore, I have quoted some statements from other researchers and cited them appropriately.

Bandung, November 2022

A handwritten signature in black ink, consisting of a large, sweeping initial 'R' followed by 'Hengki Adil Al-awwal' in a cursive script.

Rijal Hengki Adil Al-awwal

1804121

## Preface

*Bismillahirrahmaanirrahiim.* All praises to Allah SWT for the guidance and grace given to me so I can finish this research.

This research is titled “Students’ Perspective toward Challenges in Speaking Skills during Synchronous Learning via WhatsApp Group”. This research is submitted as partial fulfillment of the requirements to finish my study in English Education Department of Faculty of Language and Literature Education at Universitas Pendidikan Indonesia for *Sarjana Pendidikan* Degree.

This research is expected to give benefits for the next researchers, practical or theoretical, even though it is still far from perfection. Comments, critiques, and suggestions are highly appreciated and very much welcomed.

Bandung, November 2022

A handwritten signature in black ink, consisting of a large, stylized initial 'R' followed by 'Hengki Adil Al-awwal' in a cursive script.

Rijal Hengki Adil Al-awwal

1804121

## Acknowledgement

*Alhamdulillah*, with Allah SWT's mercy, grace, and guidance, I can finish this study. Without Allah SWT's grace, I don't think that I can finish this study until this point. I would like to thank all the people who gave a lot of contribution to my study.

I would like to thank my family; Ayah, Bunda, Tsani, and Marwa who never stop being my support system in every situation. These people are the reason for me to keep struggling in finishing this study.

I would like to express my gratitude to my supervisor, Dr. Rojab Siti Rodliyah, M. Ed., for her great advice and guidance during conducting this study so I can finish my study. Thank you for sparing your time to give feedback to my study during all your business.

Besides, I would like to thank all my friends at *Keluarga Mahasiswa Garut*, especially *Pejuang Subuh* and *Mabes* squad, who were always being there for the whole time I studied in this college. I would like to thank them for supporting each other, reminding each other, and helping each other.

Furthermore, I would like to thank all of my classmates especially class A for the past four years until now. Thank you for guiding me, receiving me the way I am, and making a bunch of great memories. Especially for all the members of A2, I would like to say thank you, each person of you all have your own great memories in my heart.

The last but not least, I wanna thank me. I wanna thank me for believing in me. I wanna thank me for doing all this hard work. I wanna thank me for having no days off. I wanna thank me for never quitting. I wanna thank me for just being me at all time.

## **Abstract**

During the pandemic era, synchronous learning was used to conduct teaching-learning activities. Even though the method of learning is different from the normal era, students still have to learn English speaking skills during synchronous learning due to the important of mastering speaking skills. The Researcher has a curiosity regarding the speaking challenges during synchronous learning. Coming from that curiosity, this research investigated students' perspective towards challenges in speaking skill during synchronous learning via WhatsApp group. The method used in this research was qualitative methods. The instruments in this qualitative research were interview and questionnaire. The participants of this research were 7 students of eleventh grade in SMA in Bandung. This research found that the students believe that facing speaking challenges during synchronous learning is a normal thing. This statement can be strengthened by the findings which indicate that most of the students found shyness and fear of making mistakes even during synchronous learning.

**Keywords:** *speaking challenges, synchronous learning, WhatsApp Group.*

## Table of Contents

Page of Approval.....	i
Statement of Authorization .....	ii
Preface.....	iii
Acknowledgement.....	iv
Abstract .....	v
Table of Contents .....	vi
Chapter I.....	<b>Error! Bookmark not defined.</b>
Introduction.....	<b>Error! Bookmark not defined.</b>
1.1. Background of Research.....	<b>Error! Bookmark not defined.</b>
1.2. Research Question.....	<b>Error! Bookmark not defined.</b>
1.3. Purpose of the study .....	<b>Error! Bookmark not defined.</b>
1.4. Significance of the study .....	<b>Error! Bookmark not defined.</b>
1.5. Scope of the Study.....	<b>Error! Bookmark not defined.</b>
1.6. Clarification of Key Terms.....	<b>Error! Bookmark not defined.</b>
Chapter II .....	<b>Error! Bookmark not defined.</b>
Literature Review.....	<b>Error! Bookmark not defined.</b>
2.1. Speaking skills.....	<b>Error! Bookmark not defined.</b>
2.1.1. Speaking Skills.....	<b>Error! Bookmark not defined.</b>
2.1.2. Learning Speaking Skills .....	<b>Error! Bookmark not defined.</b>
2.1.3. Speaking challenges .....	<b>Error! Bookmark not defined.</b>
2.2. Synchronous Learning.....	<b>Error! Bookmark not defined.</b>
2.3. WhatsApp.....	<b>Error! Bookmark not defined.</b>
2.3.2. WhatsApp for Learning.....	<b>Error! Bookmark not defined.</b>
2.3.3. Challenges in using WhatsApp Group as learning media during synchronous learning .....	<b>Error! Bookmark not defined.</b>
2.4. Previous Related Research Finding.....	<b>Error! Bookmark not defined.</b>
Chapter III.....	<b>Error! Bookmark not defined.</b>
Methodology .....	<b>Error! Bookmark not defined.</b>
3.1. Research Design .....	<b>Error! Bookmark not defined.</b>
3.2. Participants .....	<b>Error! Bookmark not defined.</b>
3.3. Data Collection.....	<b>Error! Bookmark not defined.</b>
3.4. Data Instruments.....	<b>Error! Bookmark not defined.</b>

3.5. Data Analysis.....	<b>Error! Bookmark not defined.</b>
Chapter IV .....	<b>Error! Bookmark not defined.</b>
Findings and Discussion .....	<b>Error! Bookmark not defined.</b>
4.1. Findings .....	<b>Error! Bookmark not defined.</b>
4.1.1. The Use of WhatsApp Group as Learning Media .....	<b>Error! Bookmark not defined.</b>
4.1.2. The Use of WhatsApp Group for Learning Speaking Skills .....	<b>Error! Bookmark not defined.</b>
4.1.3. Challenges during the Use of WhatsApp Group for Learning Speaking Skills .....	<b>Error! Bookmark not defined.</b>
4.2. Discussion.....	<b>Error! Bookmark not defined.</b>
4.2.1. The Use of WhatsApp Group Learning Activity .....	<b>Error! Bookmark not defined.</b>
4.2.2. The use of WhatsApp Group for Learning Speaking Skills. ....	<b>Error! Bookmark not defined.</b>
4.2.3. Students' Perspective towards Challenges During The Use of WhatsApp Group for Learning Speaking Skills.....	<b>Error! Bookmark not defined.</b>
Chapter V .....	<b>Error! Bookmark not defined.</b>
Conclusion and Recommendations .....	<b>Error! Bookmark not defined.</b>
5.1. Conclusion.....	<b>Error! Bookmark not defined.</b>
5.2. Implication.....	<b>Error! Bookmark not defined.</b>
5.3. Suggestion .....	<b>Error! Bookmark not defined.</b>
References .....	52
Appendix .....	<b>Error! Bookmark not defined.</b>



## References

- Adams, W. C. (2004). Conducting semi structured interviews. In K. E. Newcomer, H. P. Hatry, & J. S. Wholey, *Handbook of practical program evaluation* (pp. 492-505). San Francisco: Jossey-Bass.
- Aksenova, N. V., Shepetovsky, D. V., Mironova, V. E., Stepura, S. N., & Pichugova, I. L. (2015). Developing students motivation to learn foreign language in tertiary classroom and beyond. *Mediterranean Journal of Social Sciences*, 240-247.
- Al Hosni, S. (2014). Speaking difficulties encountered by young EFL Learners. *International Journal on Studies in English Language and Literature*, 22-30.
- Al Nakhalah, D. M. (2016). Problems and difficulties of speaking that encounter English language students at Al Quds Open University. *International Journal of Humanities and Social Science Invention*, 96-101.
- Alasmari, N. (2019). The use of WhatsApp in collaborative learning to improve the reading skill among University students: A case study of saudi students of English at the University of Jeddah. *International Research in Higher Education*, 36-51.
- Albogami, A., & Algethami, G. (2022). Exploring the use of WhatsApp for teaching speaking to English language learners: A case study. *Arab World English Journal*, 183-204.
- Alshammari, R., Parkes, M., & Adlington, R. (2017). Using WhatsApp in EFL instruction with Saudi Arabian university students. *Arab World English Journal*, 68-84.
- Antoro, I. W., Wisasonko, & Khazanah, D. (2015). Speaking anxiety: Factors contributing to the anxiety in speaking class of the first year students of the English department faculty of letters, Jember University. *Artikel Ilmiah Mahasiswa*, 1-7.
- Ariawan, S., Rahmat, H., & Rahman, K. (2021). What's up in WhatsApp classroom: Exploring students' perception in learning speaking through WhatsApp during covid-19 pandemic. *Journal of Teaching & Learning English in Multicultural Contexts*, 74-83.
- Aryani, R. (2019). Developing screamble media to enhance speaking skill for preschoolers. *Premise : Journal of English Education and Applied Linguistics*, 144-162.

- Astini, N. K. (2020). Pemanfaatan teknologi informasi dalam pembelajaran tingkat sekolah dasar pada masa pandemi Covid-19. *JURNAL LAMPUHYANG*, 13-25.
- Banfield, J., & Wilkerson, B. (2014). Increasing students intrinsic motivation and self-efficacy trough gamification pedagogy. *Contemporary Issues in Education Research*, 291-298.
- Brown, H. D. (2004). *Language assessment principles and classroom practice*. New York: Pearson Longman.
- Creswell, J. W. (2009). *Research design: Qualitative, quantitative, and mixed methods approaches*. California: SAGE Publication.
- Darkwa, B. F., & Antwi, S. (2021). Ffrom classroom to online: Comparing the effectiveness and student academic performance of classroom learning and online learning. *Open Access Library Journal*, 1-22.
- Enyama, D., Balti, E. V., Njonjou, S. R., Ounkou, C. N., Lekpa, F. K., Njikui, D. N., . . . Choukem, S. P. (2021). Use of WhatsApp®, for distance teaching during COVID-19 pandemic: Experience and perception from a sub-Saharan African setting. *BMC Medical Education*, 1-9.
- Fadhilah, M., Sutrisna, S., Muslimah, S. N., & Ihsan, M. T. (2021). An exploring methods in online learning: Synchronous and asynchronous. *Indonesian Journal of Research and Educational Review*, 74-81.
- Fahala, F., Talib, A., & Tahir, M. (2022). The contributions of WhatsApp group as English writing learning medium for highschool students during the Covid-19 pandemic. *Journal of Technology in Language Pedagogy*, 96-109.
- Gan, Z. (2013). Understanding English speaking difficulties: An investigation of two Chinese populations. *Journal of Multilingual and Multicultural Development*, 231-248.
- Gillham, B. (2000). *Case study research methods*. London and New York: Bloomsbury Publishing.
- Harmer, J. (2007). *The practice of English language teaching*. England: Longman.
- Indiran, D., Ismail, H. H., & Rashid, R. A. (2022). Exploring opportunities and challenges of using WhatsApp in teaching reading: A Malaysian rural primary school context. *Scientific Research Publishing*, 1689-1709.
- Jailobaev, T., Jailobaeva, K., Baialieva, M., Baialieva, G., & Asilbekova, G. (2021). WhatsApp groups in social research: New opportunities for

- fieldwork communication and management. *Bulletin de Methodologie Sociologique*, 60-82.
- Juliana, R. (2021). WhatsApp and English learning: Students' perceptions and challenges in pandemic era. *Journal of Linguistic, Literature and Language Teaching*, 52-61.
- Juwita N., R. S., Sukirian, M., & Kadaryanto, B. (2015). The correlation between students' learning strategies and their speaking skill at high school. *UNILA Journal of English Teaching*, 1-13.
- Kartal, G. (2019). What's up WhatsApp? A critical analysis of mobile instant messaging research in language learning. *International Journal of Contemporary Educational Research*, 352-356.
- Mairing, J. P., Sidabutar, R., Lada, E. L., & Aritonang, H. (2021). Synchronous and asynchronous online learning of advanced statistics during Covid-19 pandemic. *Journal of Research and Advances in Mathematics Education*, 190-205.
- Maqrifah, Y., Fitriani, D. S., & Chairina. (2018). The use of guessing games to teach speaking skill. *Research in English and Education (READ)*, 9.
- Mede, E., Cosgun, G., & Atay, D. (2017). The use of speaking techniques by native and non-native English instructors: A case in Turkey. *International Journal of Learning and Teaching*, 411-417.
- Mido, L. (2019). Students' problem in speaking English at second grade of SMA Negeri 1 Siompu Barat. *English Education Journal*, 76-82.
- Palupi, M. E. (2022). The difference between synchronous and asynchronous online learning communication during Covid-19 pandemic. *Journal of English Language and Literature*, 9-18.
- Perveen, A. (2016). Synchronous and asynchronous e-language learning: a case study of virtual University of Pakistan. *International Council for Open and Distance Education*, 21-39.
- Pratiwi, D. S., & Prihatini, C. (2021). Problems and difficulties of speaking at Muhammadiyah Lampung University students in covid pandemic. *Journal of English Education and Linguistics*, 40-49.
- Puspitasari, Z. Z., & Asari, S. (2018). The effect if using interactive guessing game technique on fluency students' speaking skills. *DIDAKTIKA: Jurnal Pemikiran Pendidikan*, 104-114.
- Pustikayasa, I. M. (2019). Grup WhatsApp sebagai media pembelajaran. *Widya Genitri: Jurnal Ilmiah Pendidikan, Agama dan Kebudayaan Hindu*, 56-62.

- Radha, R., AR. Saravanakumar, Mahalakshmi, K., & Kumar, V. S. (2020). E-learning during lockdown of covid-19 pandemic: A global perspective. *International Journal of Control and Automation*, 1088-1099.
- Rafada, S. H., & Madini, A. A. (2017). Major causes of Saudi learners' speaking anxiety in EFL classroom. *Internal Journal of English Language Education*, 54-71.
- Rahayu, A. S., Anggraeni, E. A., Saputra, I., Astari, N. U., Betiya, V. M., & Septiyana, L. (2020). Analyzing speaking problems faced by EFL colleges learners. *Lexeme: Journal of Linguistics and Applied Linguistics*, 11-16.
- Rahmawati. (2017). Improving english speaking ability using team-games-tournament technique. *English Education Journal*, 1-13.
- Rao, P. S. (2019). The role of English as a global language. *Research Journal of English (RJOE)*, 65-79.
- Rashid, R. A., Mohamed, S. B., Rahman, M. F., & Shamsuddin, S. N. (2017). Developing Speaking Skills Using Virtual Speaking Buddy. *International journal of emerging technologies in learning*, 195-201. doi:10.3991/ijet.v12i05.6955
- Ratnasari, A. G. (2020). EFL students' challenges in learning speaking skills: A case study in mechanical engineering department. *Journal of Foreign Language Teaching & Learning*, 20-38.
- Razmoo, S. A., & Ardekani, S. G. (2011). A model of speaking strategies for EFL learners. *Journal of Teaching Language Skills (JLTS)*, 115-142.
- Sari, D. I., Zayyadi, M., Osman, S., Milawati, & Kurniati, D. (2022). The application of synchronous and asynchronous learning using e-learning on elementary linear algebra. *Jurnal Didaktik Matematika*, 22-38.
- Sari, F. M., & Putri, S. N. (2019). Academic WhatsApp group: Exploring students' experiences in writing class. *TEKNOSASTIK*, 56-65.
- Shahabadi, M. M., & Uplane, M. (2015). Synchronous and asynchronous e-learning styles and academic performance of e-learners. *Procedia - Social and Behavioral Sciences*, 129-138.
- Sherine, A., Seshagiri, A. V., & Sastry, M. M. (2020). Impact of WhatsApp interaction on improving L2 speaking skills. *International Journal of Emerging Technologies*, 250-259.

- Sukirmiyadi. (2018). Teaching English through games. *Advances in Social Science, Education and Humanities Research*, 1617-1622.  
doi:<https://doi.org/10.2991/icss-18.2018.336>
- Susilo, A., & Sofiarini, A. (2021). WhatsApp group as learning media in higher education during the covid-19 pandemic. *Edunesia: Jurnal Ilmiah Pendidikan*, 400-410.
- Thao, T. Q., & Nguyet, D. T. (2019). Four aspects of English speaking difficulties encountered by tertiary English-majored students. *Ho Chi Minh City Open University Journal of Science*, 53-56.
- Thornburry, S. (2005). *How to teach speaking*. New York: Longman.
- Turistiati, A. T. (2020). The use of WhatsApp group to maintain intercultural friendship. *Komunika: Jurnal Dakwah dan Komunikasi*, 297-307.
- Yani, M., Yusra, K., & Khotimah, K. (2021). A case study of teachers' efforts towards learning problems in virtual EFL class during Covid-19 school closure. *English Journal of Merdeka*, 77-90.