

CHAPTER III

METHODOLOGY

This chapter presents the design of the study, setting and context, participants, research question, technique of data collection, and followed by the technique of data analysis.

3.1 Research Design

This type of qualitative research used by researchers in this research is a case study. A case study is a study that explores a case in depth, and collects complete information using various data collection procedures based on a predetermined time (Creswell, 2007). This case can be in the form of an event, activity, process, and program (Creswell, 2016). This type of case study research is suitable as a method to answer questions in this study about the EFL learners' challenges of Zoom platform use in listening class during COVID-19. Qualitative research aims to explain the phenomenon profusely through deep data collection. Therefore, qualitative research is subjective and the results were more casuistic. Besides qualitative descriptive selection, topics need to be developed to see the extent to which EFL learners' challenges of Zoom platform use in listening class during COVID-19. The data in this study used reflection as the main instruments in this study.

3.2 Setting and Context

This research was conducted at one of the universities in Southeast Sulawesi, with 20 participants from two classes, especially the fourth semester at the university, and their ages ranged from nineteen to twenty-one years, the 2019/2020 school year. They majored in English Education at an Islamic university in Kendari. Participants use the Zoom platform in the listening class to do online learning instead of face-to-face classes for at least one year since COVID-19, where they can study together like in a real class, discuss material, listen/understand audio material, and present presentations. In the listening class while using the Zoom platform the participants lacked concentration in learning, because using this platform, the participants experienced several problems such as poor network, running out of internet data, unclear audio video, application display that was not well understood by the participants.

3.3 Participants

The students of this study were 20 students of the English Education Department major who took the Listening Class at one of the Islamic Universities in South East Sulawesi. They were junior students who were in their fourth semester. They consisted of 4 males and 19 females. They were about 19 and 20 years old. They are active users of Zoom that learning online during covid-19. The situation in listening class using zoom is very different when in the classroom directly with face to face, listening class using zoom makes students have less activity because they are constrained by the network as a result they cannot listen to the lecturer's pronunciation clearly.

3.4 Instrument of the study

Data for this study were collected using reflection and semi-structured interviews. Researchers used reflection to collect rich and in-depth data descriptions about EFL Learners' challenges of zoom platform use in listening class during COVID-19. Researchers use reflection because participants are free to express their ideas and thoughts by writing them down in reflection. The main advantage of self-written reflections as a means of data collection is that participants can freely express understandable answers and responses to questions based on their experiences and reflections (Hollweck & Yin, 2015). Reflection consists of two questions covering the biggest obstacles and challenges that students feel when using Zoom in the listening class

3.4.1 Reflection

The researcher gave several reflection sheets to EFL students about the biggest obstacles and challenges while using the zoom platform in the listening class, then the researcher gave the participants time to answer these questions. The use of student reflection is to know the challenges of EFL learners regarding using the Zoom platform in listening classes during COVID-19. According to McGuinness and Brien (2007) reflection increases the use of higher order thinking skills because students must develop a deep personal understanding and awareness of themselves as researchers. According to Ong (2004), it helps the teacher as well as the students to monitor their understanding and ability to handle new concepts or knowledge. The reflection of this study engaged students to think back about their challenges when they use the Zoom platform for online learning since the COVID-19 situation. Such as when they first accessed the Zoom

platform, when they tried to understand the features of this platform, and when they learned using Zoom platform.

3.5 The Technique of Data Collection

In collecting data about the challenges faced by EFL students on the Zoom platform in listening classes during the COVID-19 pandemic. In this study, researchers used one instrument, namely student reflection.

The researcher made at least two student reflection questions related to the research title. First, the researcher made a reflection on Google Form and sent the reflection link through the WhatsApp application. The researcher asked the participants if they were willing to answer the instrument. After getting an agreement, the researcher explained the instructions on how to answer the questions. Then, time is given to EFL learners at least a week to answer reflections on what challenges EFL learners feel about the Zoom platform in the listening class during the COVID-19 pandemic to get detailed information from participants. The research was conducted from September 2021 to October 2021.

3.6 Data Analysis

Data analysis is done by looking at the data that has been collected and coding. Data analysis was carried out in writing and answered the questions provided by the researcher. Data collection is done by sorting out the answers according to the needs of the researcher. In analyzing the data, the steps proposed by Creswell (2010) were used, namely: (1) collecting data, (2) preparing the data for analysis, (3) reading the data, (4) coding the data, (5) and coding the text. for themes and descriptions to be used in research papers (Creswell, 2010).

Data to collect student reflections containing student answers about EFL learners' challenges of the zoom platform used in listening class, researcher would analyze the data by coding. Researchers coded student reflections to collect data. Coding does not constitute the totality of data analysis; However, it is a method for organizing data to draw conclusions to be clearer to become a complete study. This type of coding data is used to carry out a description that would be used in research papers.

In Coding, researcher used Thematic Coding (thematic analysis). Thematic coding is a way of analyzing data to identify patterns or find themes through data that has been collected by research (Braun & Clarke, 2006). The theme used is about efficiency and satisfaction based on the concept of usability in online learning platforms. The students' reflections were read and categorized by the researcher using two color sub themes. Colors Blue are signs of efficiency categories, while Colors Red are signs of satisfaction categories.

Table Coding Data of Q1

No	Q1. If you have problems while using the zoom platform, especially in the listening class, what are the obstacles you face while using the zoom platform, state and explain?	Open Coding awal	Open Coding selanjutnya	Axial Coding	Selective Coding	Sub Tema	Tema

<p>P2</p>	<p>Usually, I get problems due to a bad network. Because the zoom application usually takes quite a lot of data packets, in my opinion, this is quite wasteful. Then, if the network is not good, then I can't listen to the lecturer's explanation properly so that it makes me left behind if the lecturer gives a question.</p>	<p>Usually, I get problems due to a bad network. Because the zoom application usually takes quite a lot of data packets, in my opinion, this is quite wasteful. Then, if the network is not good, then I can't listen to the lecturer's explanation properly so that it makes me left behind if the lecturer gives a question.</p>	<p>1. problems due to poor network, wasteful data packets when using zoom. So from that I couldn't listen to the lecturer's explanation properly so that it left me behind if the lecturer gave a question.</p>	<p>1. Constraints: poor network, wasteful use of data packets.</p>	<p>1. Internet network interference</p>	<p>Internet access, limited internet quota</p>	<p>Efficiency</p>
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<p>P1</p>	<p>first, audio/sound that sometimes sounds intermittent due to an unstable network. Second, the use of the data plan on zoom takes up a lot of data, so if you zoom for a long time, the data plan will run out and the lesson will not be finish</p>	<p>first, audio/sound that sometimes sounds intermittent due to an unstable network. secondly, the use of the data plan on zoom takes up a lot of data, so if you zoom for a long time the data plan will run out and the lesson will not finish</p>	<p>1. _Audio / sound that sometimes sounds intermittent due to unstable network. Use of data packages on zoom it takes up a lot of data, so if you zoom for a long time the data plan will run out and the lesson will not finish</p>	<p>1. Constraints: audio / sound that is sometimes intermittent and eats up a lot of data.</p>	<p>1. _internet network interference</p>	<p>Internet access, limited internet quota</p>	<p>Efficiency</p>
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<p>P3</p>	<p>The obstacle that I often get is a network with the type of smartphone that I use. As before I said that the network can affect sound clarity. For the type of smartphone I still use the old version so that my smartphone sometimes goes or loading because it is caused by a long type.</p>	<p>The obstacle that I often get is a network with the type of smartphone that I use. As before I said that the network can affect sound clarity. For the type of smartphone I still use the old version so that my smartphone sometimes plagues or loading because caused by a long type.</p>	<p>1. Constraints that often occur, networks with smartphones that I use and affect the clarity of audio sounds</p>	<p>1. Constraints: Network and smartphone type affect the poor network</p>	<p>1. internet network interference</p>	<p>Internet access, smartphone sophistication</p>	<p>Efficiency</p>
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<p>P4</p>	<p>The first, namely the Network because it can make video zoom stuttering and dropping out. then data packets, running out of data packets in the middle of zooming is also an obstacle for me plus the capacity to use data packets on zoom.</p>	<p>the first obstacle, namely the network because it can make video zoom stuttering and dropping out. then the second data package, running out of data packages in the middle of zooming is also an obstacle for me plus the capacity to use data packages on zoom which is quite wasteful.</p>	<p>1. The first obstacle, the network makes the video dotted. Second, the internet quota runs out in the middle of a class. The three data packet usage capacities on zoom are fairly wasteful</p>	<p>1. Constraints: the network makes the video drop out, the quota runs out in the middle of class, the capacity to use data packets is wasteful.</p>	<p>1. internet network interference</p>	<p>Internet access, limited internet quota</p>	<p>Efficiency</p>
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P5	The obstacle in zooming during the listening class is the network because if the network is not good or unstable then the sound will be interrupted so it will be difficult to understand.	The obstacle in zooming during the listening class is that it is constrained by the network because if the network is not good or unstable then the sound will be interrupted so it will be difficult to understand.	1. Constrained by the network because if the network is not good or unstable then the sound will be interrupted so it will be difficult to understand.	1. Constraints: the network is not good, the sound will be interrupted so it will be difficult to understand.	1. internet network interference	Internet access	Efficiency
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Table Coding Data of Q2

NO	Q2. If you feel challenged, what is your biggest challenge when learning online through the zoom platform in listening class?	Open Coding awal	Open Coding selanjutnya	Axial Coding	Selective Coding	Sub Tema	Tema
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<p>P1</p>	<p>The biggest challenge is if an unstable network causes the learning process at zoom to not run smoothly. This makes me uncomfortable with unstable signal interference because we have to really focus to listen well in listening class.</p>	<p>The biggest challenge is if an unstable network causes the learning process at zoom to not run smoothly. This makes me uncomfortable with unstable signal interference because we have to really focus to listen well in listening class.</p>	<p>1. The biggest challenge is that the network is unstable causing the learning process to not run smoothly, I am not comfortable using a bad signal, in listening class I have to really focus on listening well in listening class</p>	<p>1. The biggest challenge: unstable network causes learning to be not smooth</p>	<p>1. Bad connection</p>	<p>Can't focus on listening</p>	<p>Satisfaction</p>
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<p>P2</p>	<p>My biggest challenge is that I have to keep trying to focus while studying on zoom. Because if I don't focus, then I won't understand or be late with what the lecturer has explained. It's not the same as when using the WhatsApp application, even if we have network problems or there are obstacles for example having to go to the bathroom, then we can still scroll back to the previous lecturer's explanation. However, if we use the zoom</p>	<p>My biggest challenge is that I have to keep trying to focus while studying on zoom. Because if I don't focus, I won't understand or be late with what the lecturer has explained. It's not the same as when using the WhatsApp application, even if we have network problems or there are obstacles for example having to go to the bathroom, then we can still scroll back to the previous lecturer's explanation. However, if we use the zoom application, once we are not focused and the network is bad, then we will</p>	<p>1. My biggest challenge is having to keep trying to focus while studying on zoom. Because if it's not focused, even though the network doesn't support it, it will be difficult for me to understand the material that has been delivered because zoom is not the same as WhatsApp which can scroll up when left behind</p>	<p>1. The biggest challenge: Having to stay focused even though the network doesn't support it</p>	<p>1. Network is not supported</p>	<p>Can't focus on listening</p>	<p>Satisfaction</p>
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	<p>application, once we are not focused and the network is bad, then we will be hampered and left behind.</p>	<p>be hampered and left behind.</p>					
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<p>P3</p>	<p>The biggest challenge is the network and the type of smartphone, because the network makes it uncomfortable during learning. I was also challenged with the assignment given by the lecturer because it was through the zoom application because for me the zoom platform was still not very helpful for the listening class because I tended to prefer other applications such as using YouTube to learn listening.</p>	<p>The biggest challenge is the network and the type of smartphone, because the network makes it uncomfortable during learning. I was also challenged with the assignments given by the lecturers because I used the zoom application because for me the zoom platform was still not very helpful for listening g class because I was more cenderung like other apps like using youtube to learn to listen.</p>	<p>1. The biggest challenge is the network and the type of smartphone, making it uncomfortable during learning. challenged with assignments given by lecturers, I tend to prefer other applications such as using YouTube to learn listening.</p>	<p>1. Challenges: network and type of smartphone and assignments given by lecturers.</p>	<p>1. The network is not stable</p>	<p>work on tasks directly via zoom</p>	<p>Satisfaction</p>
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<p>P4</p>	<p>My biggest challenge is the network because if the network starts to get hostile then it is a challenge for me to try to keep attending lectures. Then for challenges during class I feel that zoom cannot help for listening classes because I prefer lecturers to give assignments through other applications such as WhatsApp, schoology, and YouTube to send audio that we will listen to.</p>	<p>My biggest challenge is the network because if the network starts to get hostile then it is a challenge for me to try to keep attending lectures. Then for challenges during class I feel that zoom cannot help for listening classes because I prefer lecturers to give assignments through other applications such as WhatsApp, schoology, and YouTube to send audio that we will listen to.</p>	<p>1. It is a challenge for me to try to keep attending lectures. challenges during class I feel that zoom cannot help for listening class</p>	<p>1. Challenge: trying to keep up with the class even though zoom is still not very helpful in listening class</p>	<p>1. network</p>	<p>Can't focus on listening, doing tasks directly via zoom</p>	<p>Satisfaction</p>
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<p>P5</p>	<p>The challenge is when we repeat what we have heard, because this makes it difficult for me to repeat it with the correct pronunciation. The Zoom platform is quite helpful in listening class but not for learning and listening through the Zoom platform because there will be an unstable network so we cannot listen properly, therefore the Zoom platform is less helpful in listening class.</p>	<p>The challenge is when we repeat what we have heard, because this makes it difficult for me to repeat it with the correct pronunciation. The Zoom platform is quite helpful in listening class but not for learning and listening through the Zoom platform because there will be an unstable network so we cannot listen properly, therefore the Zoom platform is less helpful in listening learning class.</p>	<p>1. The challenge is when we say what sentences we have heard, I have difficulty repeating them with the correct pronunciation, then the network is less stable</p>	<p>1. Challenge: Say what sentence has been heard</p>	<p>1. network</p>	<p>work on tasks directly via zoom</p>	<p>Satisfaction</p>
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