

THE LEVEL OF STUDENTS SATISFACTION ON LEARNING ENGLISH FROM HOME AT MTI PASIA BOARDING SCHOOL DURING COVID-19 PANDEMIC

Yulmezi¹, Arifmiboy²

^{1,2}IAIN Bukittinggi, Indonesia

Yulmezi17@gmail.com

ABSTRACT

This research was motivated by the disruption of the student learning process during the Covid-19 pandemic at MTI PASIA. This research was conducted to know how the level of student satisfaction in class X, XI, and XII at MTI PASIA on learning from home using E-learning during the Covid-19 pandemic. The design of this research was survey and the instrument used is a questionnaire. The subjects of this research were students of class X, XI and XII with a total of 167 students and students who will be used as research samples as many as 118 students. The instrument validity test was carried out by distributing instruments to 3 experts as instrument validators and to analyze the data using quantitative descriptive techniques with percentages. Based on the results of research conducted by researchers, the title of this research is the level of satisfaction of students learning English from home at MTI PASIA during the COVID-19 pandemic. Researchers conducted research to know how the level of student satisfaction in learning English towards the objectives and learning components. The results obtained that the level of satisfaction of student towards learning objectives and learning component are 45.92%, teacher 48.30%, student 48.68%, material 50.78%, method 49.83%, strategy 48.89%, media 49.65% and evaluation 49, 48%. The average answer was 48.94% or $\geq 40\%$ - $\leq 70\%$ and that means they are quite satisfied, according to data interpretation that has been determined.

Keywords: Student Satisfaction, Learning Process.



This work is licensed under Creative Commons Attribution License 4.0 CC-BY International license

1. INTRODUCTION

The Corona virus (Covid-19) is one of the most discussed viruses today. Virus attacks more than 200 countries in the world including Indonesia, this condition is a challenge for educational institutions. In anticipating the transmission of the virus, the government has issued various policies such as isolation, social and physical

distancing to large-scale social restrictions. This condition requires citizens to stay at home, work, worship and study at home. The Covid-19 virus in Indonesia is currently having an impact on all communities, be it negative or positive. On March 24, 2020, the Minister of Education and Culture of the Republic of Indonesia issued Circular Letter Number 4 of 2020 concerning Implementation of Education Policies in an Emergency for the Spread of Covid-19, it explains that the learning process was carried out at home via online or distance learning. So, learning from home can be a focus of education during a pandemic.

The learning process is an activity that has learning objectives and learning component. Arsyad & Azhar (2011) said that learning is anything that can present information and knowledge in the interactions that occur between educators and students. The situation today, it is very difficult for educators and students to interact directly. Therefore, the educational institutions use the internet media or better known as E-learning because students can access learning quickly. It means that the learning process cannot be separated from communication and the learning process must continue properly.

E-learning is something that regulates learning via the web. Qomaruddin (2015) state that the teacher provides material in the form of video recordings or slideshows, with weekly assignments that must be done with predetermined deadlines and various rating systems. In general, E-learning aims to provide quality and open learning services to reach a wider audience. So, all schools can use E-learning especially during this pandemic.

Learning at senior high schools also uses E-learning through parental guidance. According to Isman (2016), E-learning is the use of the internet network in the learning process. With E-learning students have the freedom of time to study. According to Isman (2016), Students can interact with the teacher using several applications such as classroom, video conference, telephone or live chat, zoom or through WhatsApp group. The E-learning is educational innovation to answer the challenges of the availability of varied learning resources. The success of a model or

learning media depends on the characteristics of the participants of students. So, E-learning uses technology information and communication. E-learning aims to provide better, more interesting and interactive services and learning interests. Ramadhan (2012) stated that the expected results of using E-learning are an increase in student achievement and academic skills and reduce costs, time, and energy for the learning process.

The purpose of this researcher was to know the percentage the level of students' satisfaction in the process of learning English using E-learning from home during the COVID-19 pandemic.

2. METHOD

Research Design

This research designed to know the level of student satisfaction in the process of learning English using E-learning from home during the COVID-19 pandemic at MTI PASIA. In this research the researcher used survey research design. Sugiyono (2018) stated that It was the one of procedures used to get the data from a particular place that is natural (not artificial), but the researcher conduct treatment in the data collection, for example by distributing the questionnaires, tests, and interviews. Furthermore, this research used questionnaires aimed to know how the level of students' satisfaction in learning English from home at MTI PASIA during covid-19 pandemic.

Participants

The population of this research consists of 167 students based on the total active students in MTI PASIA. There are 51 students in grade 10, 66 students in grade 11, and 50 students in grade 12. The technique for selecting a sample in this research used probability sampling. This research used proportionate stratified random sampling. This method used when the population has a member/element that is not homogeneous and stratified proportionally.

This research used 5% of error rate to set the target sample of the students. Sugiyono (2015) formula used to calculate the number of samples from the population.

The formula shown as followed.

$$n = \frac{N}{1+Ne^2}$$

Explanation:

n = Number of samples

N = Population

e = Error rate (5% = 0.05)

This research used error rate of 5% to determine the number of samples. It is pretty much impossible to achieve 100% perfect result in every study, as the bigger number of the error rate, the less number the sample sizes. The populations were 167 students; therefore, the calculation for the sample shown as followed:

$$n = \frac{167}{1+(167)(0,05^2)}$$

$$n = \frac{167}{1+(167)(0,0025)}$$

$$n = \frac{167}{1+0,4}$$

$$n = \frac{167}{1,41}$$

n = 118,439 or 118 students

Therefore, the sample would be 118,439 from 118,439 then rounded to 118; decimal places below 500. Finally, the sample in this the study were 118 students.

After a researcher got the Calculation of Proportionate Stratified Sampling the sampling would be done randomly which in class 10 would be a sample 36 students, 11 as many as 47 students and 12 as many as 35 students.

Data Collection

Sukardi (2003) stated that technique of data collection is a way that to collect the data. The data in this research collected through questionnaire. In this research, the researcher used questionnaire as instrument to know how the level of student

satisfaction in learning English from home using E-learning during the COVID-19 pandemic?

In collecting the data, the researcher used several steps, which were preparation and operating the data, then analysis of the data.

a. Preparation

- 1) Collecting the source and references related to the research
- 2) Design the instrument guideline
- 3) Design the instrument

b. Operating

- 1) Distributing the questionnaire to respondents with online
- 2) Answer the complete the questionnaire by respondents with online
- 3) Submit the questionnaire that the respondents have done.

Data Analysis

After got the data, the researcher explained the data. In explaining the data from the level of satisfaction in learning at home using E-learning during the Covid-19 pandemic followed by several steps, there were:

1. Collecting all questionnaires that have been filled in by students
2. Calculating of percentage of the data. The technique of analyzing the data in this research is percentage technique by using the formula from Arifmiboy (2017) as follow:

$$ac = \frac{sc}{si} \times 100$$

Where: ac= achievement
 sc= score of achievement
 si= score of ideal

Source Arifmiboy (2017 : 36)

- Then finding the mean of the data using the formula from Arifmiboy (2017) as follows:

$$x = \frac{\sum x}{N}$$

Where: $\sum x$ = total of mean

N = Amount of indicator

Source Arifmiboy (2017 : 36)

- Next after found the mean of the data, the researcher calculated all the percentages gotten from each indicator and to gain the data interpretation for each indicator. To see the data percentage result of the data got can be seen in the data interpretation below:

Table 3.5
Interpretation the data

Percentage	Explanation
$\geq 0,0\% - \leq 20\%$	Very not satisfied
$\geq 20\% - \leq 40\%$	Not satisfied
$\geq 40\% - \leq 70\%$	Quite satisfied
$\geq 70\% - \leq 90\%$	Satisfied
$\geq 90\% - \leq 100\%$	Very satisfied

- Describing the research finding

Research finding describes the result of the respondent satisfaction for each item

- Making conclusion

3.FINDINGS AND DISCUSSION

This research used survey research. The data collected from tenth grade till twelfth at PONPES MTI PASIA. The samples were 118 students. To collect the data, researchers used a questionnaire. In distributing questionnaire, researcher provided an explanation of how to answer questions and the time limit for answering questions. Thus students answer the questions in the questionnaire that have been

analyzed by the researcher. It was about the level of student satisfaction in learning English from home during the Covid-19 pandemic.

The researcher was conducted the data on last September till October 2020. The researcher distributes questionnaire to tenth till twelve grade that they were 118 as the sample in this research.

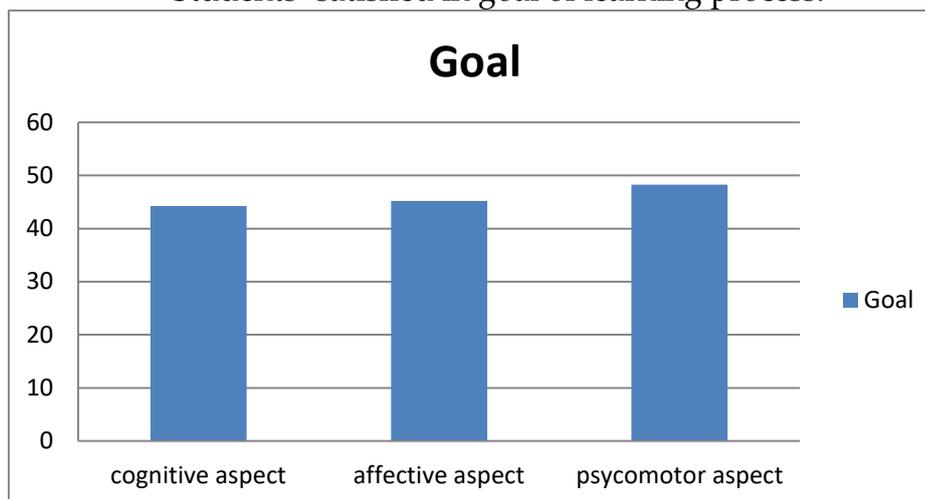
Student satisfaction is a positive attitude towards students teaching and learning services carried out by the teacher because there is a match between what is expected and needed with the reality it receives. If teaching and learning services received are suitable for what is expected by students, students would be satisfied, and if the service received is not appropriate, then students will feel dissatisfied. There some forms of students' satisfaction in learning English from home during covid-19 pandemic. They had eight indicator questionnaires.

Based on the questionnaires of respondent answered, the researcher found how the level of student satisfied in learning English from home during covid-9 pandemic at MTI PASIA. The result of the respondent answer could beseen in the following graphic below:

a. Goal

The first indicator of the questionnaire is goal. Goal in learning process included cognitive aspect, affective aspect and psychomotor aspect.

Graphic 4.1
Students` satisfied in goal of learning process.



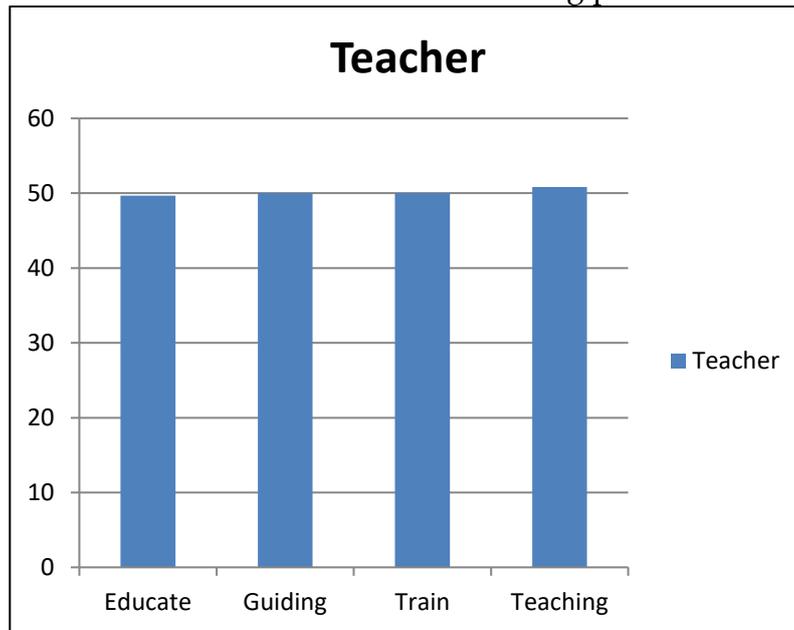
Source data: research data

Based on the graphic above, this related to the level of student satisfaction in goal of learning process from home during the Covid-19 pandemic. There are three aspect of student satisfaction levels in this form, first is cognitive aspect with 44,23%, second is affective aspect with 45,23% and third is psychomotor aspects with 48,30%. Based on the data interpretation, there are very satisfied till very not satisfied. In the goal of learning process, the highest percentage aspect of student satisfaction is in psychomotor aspect with the average score with 48,30%. Based on total mean of all aspect is 45,92%. From the result, researcher can be concluded that students` satisfaction in goal of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

b. Teacher

The second indicator of the questionnaires is teacher. Teacher in learning process included educate, guiding, train, teaching.

Graphic 4.2
Students' satisfied in teacher of learning process.

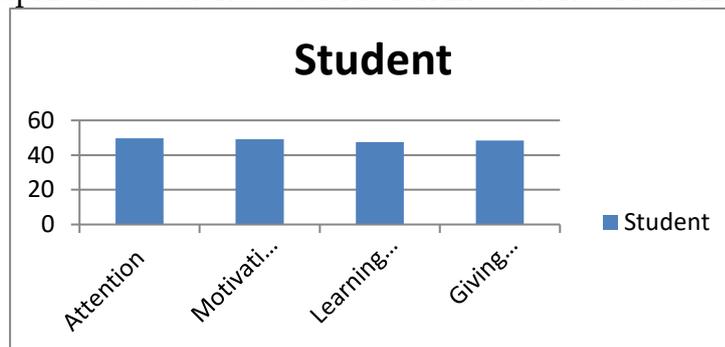


Based on the graphic above, this related to the level of student satisfaction in the teacher of the English learning process from home during the Covid-19 pandemic. There are four aspect of student satisfaction levels in this form, first is educate aspect with 42,37%, second is guiding aspect with 50,00%, third is train aspect with 50,00% and fourth is teaching aspect with 50,84%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the teacher of learning process, the highest percentage aspect of student satisfaction is in teaching aspect with the average score with 50,84%. Based on total mean of all aspect is 48,30%. From the result, researcher can be concluded that students' satisfaction in teacher of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

c. Student

The third indicator of the questionnaires is student. Teacher in learning process included attention, motivation, learning activeness and giving feedback or feedback.

Graphic 4.3 Students` satisfaction in student of learning process



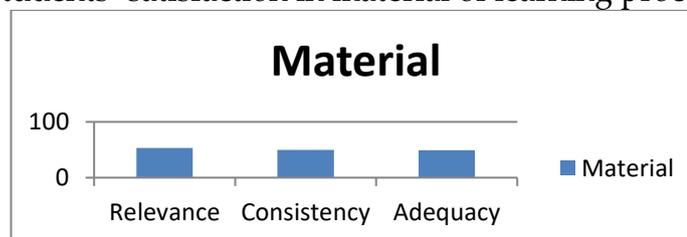
Based on the graphic above, related to the level of student satisfaction in the student of learning process from home during the Covid-19 pandemic. There are four aspect of student satisfaction levels in this form, first is attention aspect with 49,66%, second is motivation aspects with 49,15%, third is learning activeness aspect with 47,45% and fourth is giving feedback or feedback with 48,47%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the student of learning process, the highest percentage aspect of student satisfaction is in attention aspect with the average score with 49,66%. Based on total mean of all aspect is 48,68%. From the result, researcher can be concluded that students` satisfaction in student of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

d. Material

The fourth indicator of the questionnaire is material. Material in learning process included relevance, consistency and adequacy.

Graphic 4.4

Students` satisfaction in material of learning process



Based on the graphic above, this related to the level of student satisfaction in the material of learning process from home during the Covid-19 pandemic. There are three aspect of student satisfaction levels in this form, first is relevance aspect

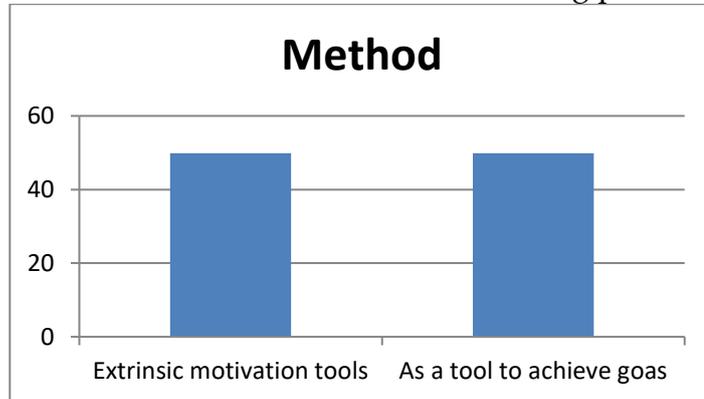
with 53,38%, second is consistency aspects with 49,66 % and third is adequacy aspect with 49,32% . Based on the data interpretation, there are the very satisfied till very not satisfied. In the material of learning process, the highest percentage aspect of student satisfaction is in relevance aspect with the average score with 53,38%. Based on total mean of all aspect is 50,78%. From the result, researcher can be concluded that students` satisfaction in material of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

e. Method

The fifth indicator of the questionnaires is method. Method in learning process were included extrinsic motivation tools and as a tool to achieve the goal.

Graphic 4.5

Students` satisfied in method of learning process.

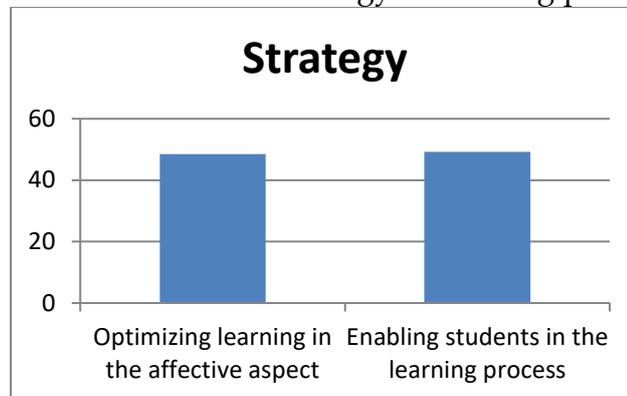


Based on the graphic above, this related to the level of student satisfaction in the method of learning process from home during the Covid-19 pandemic. There are two aspect of student satisfaction levels in this form, first is extrinsic motivation tools aspect with 49,83% and second is as a tool to achieve goal aspects with 49,83%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the method of learning process, the aspect of student satisfaction is same with the average score with 49,83%. Based on total mean of all aspect is 49,83%. From the result, researcher can be concluded that students` satisfaction in method of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

f. Strategy

The sixth indicator of the questionnaires is strategy. Strategy in learning process included optimizing learning in the affective aspect and enabling students in learning process.

Graphic 4.6
Students' satisfied in strategy of learning process.

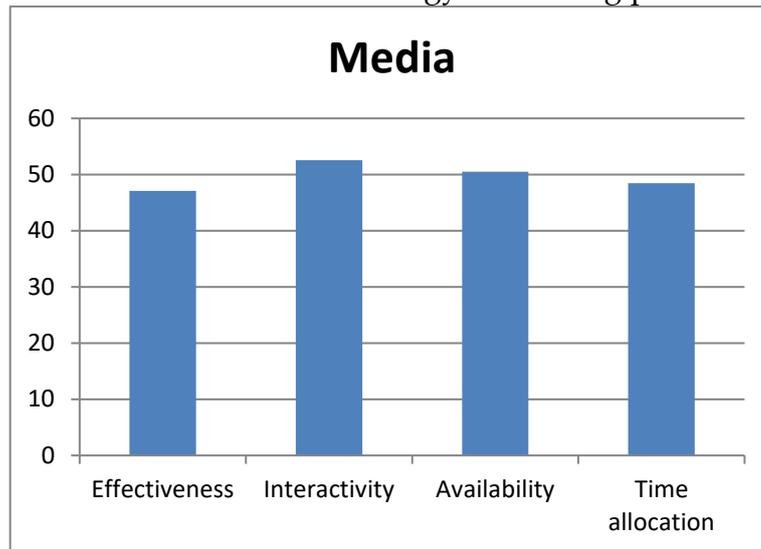


Based on the graphic above, this related to the level of student satisfaction in the strategy of learning process from home during the Covid-19 pandemic. There are two aspect of student satisfaction levels in this form, first is optimizing learning in the affective aspect with 48,55% and second is enabling students in the learning process aspects with 49,23%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the strategy of learning process, the highest percentage aspect of student satisfaction is in enabling students in the learning process with the average score with 49,23%. Based on total mean of all aspect is 48,89%. From the result, researcher can be concluded that students' satisfaction in strategy of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

g. Media

The seventh indicator of the questionnaires is media. Media in learning process included effectiveness, interactivity, availability and time allocation.

Graphic 4.7
Students' satisfied in strategy of learning process.

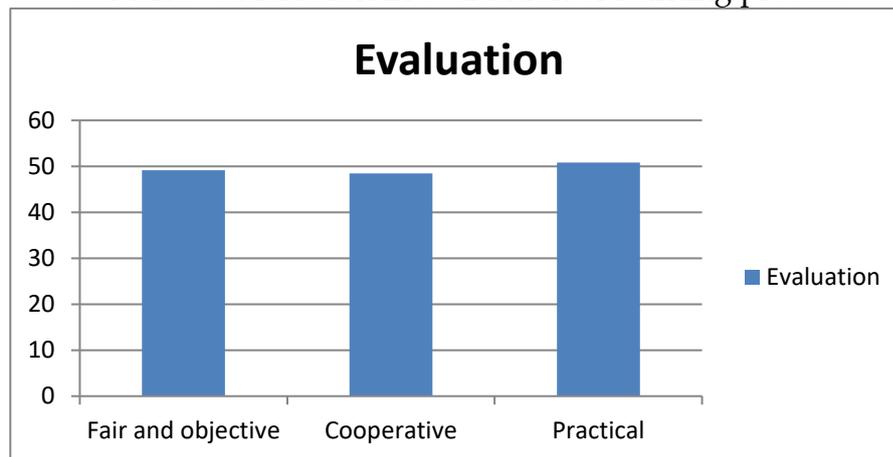


Based on the graphic above, this related to the level of student satisfaction in the media of learning process from home during the Covid-19 pandemic. There are four aspect of student satisfaction levels in this form, first is effectiveness aspect with 47,11%, second is Interactivity with 52,54%, third is availability with 50,50% and fourth is time allocation with 48,47%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the media of learning process, the highest percentage aspect of student satisfaction is interactivity students with the average score with 52,54%. Based on total mean of all aspect is 49,65%. From the result, researcher can be concluded that students' satisfaction in media of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

h. Evaluation

The eighth indicator of the questionnaires is evaluation. Evaluation in learning process included fair and objective, cooperative and practical.

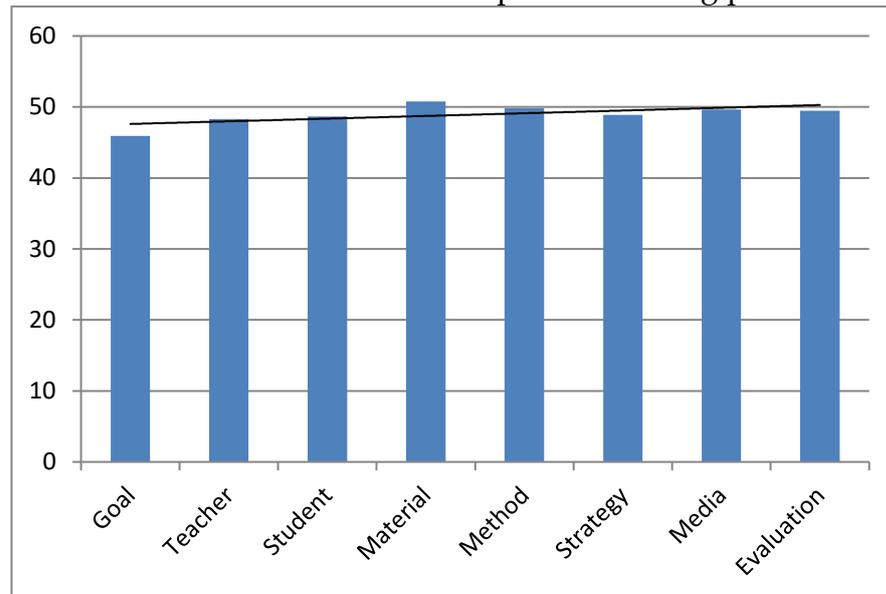
Graphic 4.8
Students' satisfaction in evaluation of learning process



Based on the graphic above, this related to the level of student satisfaction in the evaluation of learning process from home during the Covid-19 pandemic. There are three aspect of student satisfaction levels in this form, first is fair and objective aspect with 49,15%, second is Cooperative with 48,47% and third is practical with 50,84%. Based on the data interpretation, there are the very satisfied till very not satisfied. In the evaluation of learning process, the highest percentage aspect of student satisfaction is practical students with the average score with 50,84%. %. Based on total mean of all aspect is 49,48%. From the result, researcher can be concluded that students' satisfaction in goal of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Based on the explained the eight indicators above, the researcher concluded that the highest percentage indicator of students' satisfaction in learning English from home during covid-19 pandemic is material. It can be seen in the graphic below.

Graphic 4.9
Students' satisfaction in all aspect in learning process



Based on the graphic above, the researcher got that the average of level of student satisfaction in learning English from home during covid-19 pandemic in all aspect is 48,94%. It is mean, the level of student satisfaction in learning English from home during covid-19 pandemic is quite satisfied. Thus the interpretation of the data is $\geq 40\% - \leq 70\%$. In addition the highest respondent answered in questioner of the level student satisfaction is in material aspect with 50,38% mean score.

DISCUSSION

The Covid-19 pandemic is a virus outbreak that is very much discussed at the moment. Many aspects are plagued by the COVID-19 pandemic. Likewise, with the educational aspect, the teaching and learning process is disrupted by this virus. The learning process which was originally face-to-face has changed, students' study at home using electronic media such as cellphones, television and others. Many students are not satisfied with learning using this electronic tool. One of the causes of student difficulties is network limitations, lack of understanding of what the teacher is saying, and so on. To see the level of satisfaction of students learning English from home using E-learning at MTI Pasia, it can be seen from the satisfaction with the achievement of the objectives of the learning process and the components of the learning process.

According to Rustaman (2001) stated that learning process is a process in which there are activities teacher-student interaction and reciprocal communication that takes place within educational situations to achieve learning goals. In the learning process, teachers and students are two components that cannot be separated. Between the two components, there must be mutual interaction support so that student learning outcomes can be achieved optimally, to see the level of satisfaction of students who learn English from home using E-learning is to look at the level of satisfaction of the learning process objectives. Learning objectives are divided into three categories, namely: cognitive (intellectual abilities), affective (moral development), and psychomotor (skills). Furthermore, it is seen from the satisfaction with the components of the learning process. In teaching and learning activities, several components of learning are related to one another, namely:

First is the teacher, Zain et al (1997: 50), states that the teacher is one component that is very influential in learning. The learning process, because the teacher's role is very important, including preparing material, delivering material, and being responsible for and managing all teaching and learning activities in the learning process. In this case, the researcher found that the level of student satisfaction on teacher in learning English from home during covid-19 at MTI Pasia is 48,30%. From the result, researcher can be concluded that students' satisfaction in teacher of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Second is student, Zain et al (1997: 50), students are learners with a unique personality to be the subject education. The uniqueness of students can be seen from their emotional, moral, intellectual, and social must be recognized in the educational process. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 48,68%. From the result, researcher can be concluded that students' satisfaction in student of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Third is material, Nana and Ibrahim (2003) said that learning material is something that is presented by the teacher to be processed and then understood by students, to achieve instructional goals that have been set. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 50,78%. From the result, researcher can be concluded that students' satisfaction in material of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Fourth is method, Djamarah (2000) said that a method is a method used at the time of teaching by arranging the best possible material presented to obtain learning planned to achieve goals. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 49,83%. From the result, researcher can be concluded that students' satisfaction in method of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Fifth is media, Djamarah (2000) said that a media is a set of tools or supplements used by the teacher or educators to communicate with students. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 49,65%. From the result, researcher can be concluded that students' satisfaction in media of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Sixth is strategy, Hewitt, D. (2008) said that a strategy is a plan in the form of a selection of learning components consisting of stages or learning patterns to achieve learning objectives. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 48,89%. From the result, researcher can be concluded that students' satisfaction in strategy of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

The last is evaluation, Suryobroto (1986) said that an evaluation is an assessment activity to measure and determine whether or not learning objectives are achieved as well as controlling the accuracy of a method used by the teacher

against students. In this case, the researcher found that the level of student satisfaction on student in learning English from home during covid-19 at MTI Pasia is 49,48%. From the result, researcher can be concluded that students' satisfaction in goal of learning process is quite satisfied, because it is on the interpretation scale $\geq 40\%$ - $\leq 70\%$.

Based on the finding, the researcher found that the average of the level of students' satisfaction in learning English from home during covid-19 pandemic 48,94% or was $\geq 40\%$ - $\leq 70\%$ "quite satisfied". It means that, the level of students' satisfaction in learning English from home at MTI PASIA during covid-19 pandemic got quite satisfied. Researcher field agree with the student, the level satisfaction in learning from home during covid-19 quite satisfied.

4. CONCLUSIONS

Based on the results of research conducted by researchers with the title the level of student satisfaction learning English from home at MTI PASIA during COVID-19 pandemic, especially the research was conducted on the level of student satisfaction in learning English towards the objectives and learning components. The results obtained that the level of satisfaction of student towards learning objectives is 45.92%, teacher 48.30%, student 48.68%, material 50.78%, method 49.83%, strategy 48.89%, media 49.65% and evaluation 49, 48%. The average answer was 48.94 or $\geq 40\%$ - $\leq 70\%$ and this means they are quite satisfied, according to data interpretation that has been determined.

Furthermore, in some forms of students' satisfaction above, the researcher found the average was 48,94 or was $\geq 40\%$ - $\leq 70\%$ "quite satisfied". It means that, the level of student' satisfaction in learning English from home during covid-19 pandemic was quite satisfied.

REFERENCES

- Arifmiboy. (2017). *Statistik Pendidikan*. IAIN Bukittinggi
- Arsyad, Azhar. (2011). *Media Pembelajaran*.(8th69) Rajawali Pers
- Aswan, Djamarabahri. (1997). *Strategi Belajar Mengajar*.Rineka Cipta
- Bilfaqih, qomaruddin. (2015). *Esensi Pengembangan Pembelajaran Daring*, deepublish
- Djamarah, Syaiful. (2000). *Guru dan Anak Didik dalam Interaksi Edukatif*. Rineka Cipta
- Hewitt, D. (2008). *Understanding Effective Learning Strategies For The Classroom*.Open University Press, McGraw-Hill Education.
- Isman. (2016). *Pembelajaran Modal Dalam Jaringan*, deepublish.
- Mawar. (2012). Efektivitas Penggunaan Media Pembelajaran E-Learning Berbasis Web Pada Pelajaran Teknologi Informasi Dan Komunikasi Terhadap Hasil Belajar Siswa Kelas X SMA Negeri 1 Kalasan Yogyakarta,*Retrieved from Repositori Unismuh.ac.id*
- Nana, Syaodih S, Ibrahim, R.. (2003). *Perencanaan Pengajaran*. Rineka Cipta.
- Sugiyono, (2018) , *Metode Penelitian Kuantitatif, Kualitatif, A* , Rineka Cipta,
- Sukardi, (2003). *Metode Penelitian Pendidikan*, PT Bumi Aksara
- Rustaman. (2001).*Pengertian Pembelajaran Menurut Para Ahli*, PT. Imperial Bhakti Utama.
- Sugiyono. (2015). *Metode Penelitian Pendidikan*, Alfabeta.
- Suryobroto, B. (1986). *Mengenal Metode Pengajaran di Sekolah dan Pendekatan Baru dalam Proses Belajar Mengajar*. Amarta Buku.