CHAPTER I
INTRODUCTION

A. Research Background

At this time, language is very important role in human life. Humans as social creatures need a means to interact with other humans in society. For the purposes of social interaction, a communication tool called language is needed. According to Wahyuni (2016) language is a system formed from agreed sound signals, which is characterized by structure, creativity, placement, duality and interdependent cultural spread. People in Indonesia do not only learn one language, but in this era learning more than one language is very important, where language has an important role in introducing culture in this era. Various nations will introduce culture as a national identity, and English was become an official international language. The use of English as an international language has an influence on education in Indonesia, English language also has a role in education in Indonesia, one of which has been implemented in Indonesia, namely ISS (International Standard School).

Then, language is also a social communication tool in the form of a system of sound symbols produced from human speech which is also called speaking. As stated by Hidayati (2018: 85) speaking is the ability to say words as a form of expression in stating or conveying ideas and feelings. Therefore, to express feelings and ideas aesthetically and logically, students are also required to be able to convey something effectively and efficiently so that it can be accepted by the recipient. Therefore, to achieve the correct aims, objectives and targets in speaking using English to communicate, English speaking skills are very necessary in the learning process. Because to communicate with other people who live all over the world, a second or international language is needed, namely English. To be able to speak English, students need learning, whether studying at school, college or privately or autodidactically. Learning is all psychological activity carried out by

individuals so that their behavior is different before and after learning, this is because of intelligence or new knowledge.

According to Dermawan and Sujoko (2021) learning is a process or effort carried out by each individual or group to achieve changes in behavior, both in the form of knowledge, skills, attitudes and positive values as an experience from various material that has been studied. To learn to speak English, students do not only learn at school, but also through various important aspects of life, in fact fearning experiences can be obtained through various areas of life and the surrounding environment, such as within the family, in social interactions, using technological media and through various informal learning activities. As the development of science and technology enters Indonesia, the world of education in Indonesia is experiencing increasingly rapid development, especially in the development of Science and Technology (ST) which is currently encouraging educators and students to be more creative in creating active learning. With the presence of technological media, students are more motivated to learn, encouraging students to talk, read, and stimulate their imaginations (Tafonao, 2018).

Apart from that, technology has a huge impact on human life, where the use of mobile learning in the world of education brings a positive response to the development of learning. Mobile learning is learning through mobile technology such as cell phones, smartphones, e-readers and tablet devices without being limited by time and location. According to Mohammed and Lawal, (2018:8) mobile learning (M-learning) is a form of distance education that involves connectivity via mobile devices and occurs when students are not limited to a predetermined location. Mobile learning is technology that can be used anywhere and at any time, whether at school, office, at home or when traveling, so that the learning process is not only conventional. Meanwhile, the role and development of technology really helps students to develop their foreign language skills, namely English, by getting a source of livelihood, either by reading, using the correct language, translating, and even developing the language through social media applications, one of which is Telegram.

According to Dhanan and Iwan (2021) Telegram is a cloud-based instant messaging application.

Furthermore, telegram has a special feature compared to other applications, namely the robot or bot feature. This feature allows users to program with various commands. By using a telegram bot we can carry out a series of instructions that we want by sending certain messages or command lines (Dermawan and Sujoko, 2021). This means that the instructions can be executed according to the code programmed by the user. In this case, students use the Telegram bot as a medium for learning English. Where bot allow students to learn more economically and easily. A chatbot (also known as a talkbot, chatterbot, Bot, IM bot, interactive agent, or Artificial Conversational Entity) is an application that can help answer some questions that users ask automatically. During the observation, the researcher found several students who used the Telegram BOT to learn to speak English, then the researcher had an interest in researching this issue, the researcher saw that students close to the researcher often used the Telegram bot to learn, therefore the researcher asked whether there were any students others used Telegram bot to learn English like he did, and we contacted other students, especially level heads, to confirm whether it was true that they used Telegram bot to learn English speaking. After that, researcher found that it was true that there were students who studied using Telegram bot to learn, but not all second semester students of the English study program use bot to learn English. Researcher then only took samples from students who used Telegram bot to learn English. Students learn by chatting with the telegram bot, where in the telegram bot feature there are many menu options for learning, for example vocabulary, grammar, and play language games. This telegram bot is the "AndyEnglishBot" channel.

Chat bot are usually used in dialogue systems for various practical purposes including customer service or obtaining information (Sudiatmika, 2020). Some chat bot use an approach that can detect user habits in using the simplest chat bot learn new word, usually just searching for keywords and answers in the database. It should also be noted that in this case the researcher

is not the manager of the Andy English Bot, therefore the researcher cannot provide IDs to students, because this is an API Bot system where the API Bot is an existing service and is managed on the Telegram platform, then the user communicates with the Bot and get any service through the original Telegram application (Gunawan, 2018). While the telegram API (their Telegram Client), this API allows you to create your own custom Telegram client, is 100% open to all developers who want to create Telegram applications on the Telegram platform (Leonardo et al., 2020). The researcher conducted this research because researcher seen and read that in previous research there were interesting results and there had been no research related to the title of this research carried out on English Language Education Study Program students at IKIP PGRI Pontianak

Furthermore, according to Marisa Yunita et al., (2022) stated that for students the Telegram Bot application is very easy to learn English, students only need to have the Telegram application, there are many features that can be used as a medium for learning English, especially in an effort to improve speaking skills. Not only used for studying, Telegram can also be used to help with academic information services. As stated by Sastrawangsa (2017), Telegram Bot can also be used for services and information in the academic field for students and lecturers. In the research he conducted he succeeded in creating a Telegram Bot for Students to provide fast and reliable services. He succeeded in creating a bot for student information automation services in the smart campus concept.

In this research, students who have used Telegram bot to learn to speak English are investigated what their perceptions are when using Telegram Bot as a medium for learning to speak English. In this research, researcher found perceptions based on the experiences of students who learned English using the Telegram bot. In this research, researcher succeeded in find out students perceptions of using Telegram bot for learning, especially English learning. Researcher found 75 students who used Telegram bot to learn English, but these 75 students came from four different classes so that from each of the four

classes the researcher took the students who used Telegram bot the most, namely from one class in the second semester class B in the afternoon of the English Language Education Study Program, class B in the afternoon consists of 32 students and all of them use Telegram bot to learn English, although there are also some of them who do not use Telegram bot to learn very often. In this research the researcher succeeded in finding out their perceptions in learning English using the Telegram bot. In addition, this research was conducted because researcher saw that many English students were using Telegram bot to learn and improve their English skills and students were using Telegram bot independently to learn.

This research is motivated from research gaps in previous studies. Based on research conducted by Ismail Xodabande (2017) "Investigated the efficiency of teaching Iranian EFL students in English pronunciation via Telegram a social media platform". The results of the current study indicate that the use of social media networks in teaching linguistic aspects very effective and promising. Then, Davood Mashhadi Heidar and Maryam Kaviani (2016) with the title "Social Effectiveness of Telegram as a Social Network in Teaching English Vocabulary", the findings of this study show that variations in students academic progress and the use of social networks are directly related. Social impact of Telegram in the context of teaching English students at the tertiary level can strengthen their social skills in different environments such as social networks.

Further research by Behjat and Abbasi (2018) entiled "The impact of storytelling via Telegram on the conversational complexity of Iranian EFL students". The findings of this study also show that using Telegram to tell stories can make students conversations more complicated. Several speech ability issues raised by the Telegram application have been clarified as a result of this investigation. Furthermore Vahdat and Mazareian (2020) entiled "The Impact of Telegram on Learning of Collocational Knowledge among EFL High School Students". The results of this study indicate that teaching collocations using Telegram has increased collocation learning is more than classical

techniques and methods. But, it can also exacerbate existing problems with this problem. Students can take advantage of class time by participating in relevant and interesting projects using the Telegram application in their learning activities. This fact shows the efficacy of the program.

Furthermore, Shima Ghobadi and Saeed Taki (2018) entitled Effects of Telegram Stickers on Learning English Vocabulary: Focus on Iranian EFL Students. The results of this study support the research conducted by Ashiyan and Salehi (2016), who revealed that most of the participants used the sticker to show their feelings including happiness, love, sadness, surprise, etc. The similarity with the research that the researcher was conduct is in the material instrument and the research instrument consists of a questionnaire based on a Likert scale.

Meanwhile, According to research conducted from Marisa Yunita *et al.*, (2022) with the title Students Perceptions of Using Telegram. The results of this research show that using Telegram as a tool for learning English shows a positive response from students who appreciate the convenience it provides. Telegram can make it easier for students in the learning process because through Telegram students can easily get information or announcements, do and submit assignments, and students can save their learning materials and use them whenever and wherever they want.

Based on the explanation above, researcher are encouraged to conduct related research but with different objectives. The difference with previous research is that the researcher want to found students perceptions of the use of telegram bot in learning speaking in English. Apart from that, this research was conducted because the researcher saw that many English students were using Telegram bots to learn and improve their English skills were students are used telegram bot independently to learn. However, this study refers to the study of students perceptions of the use of telegram bot in learning speaking in English. Due to importance of knowing, this research focused on the students perceptions of the use of telegram bot in learning speaking in English for

second semester student at English Language Education Study Program IKIP PGRI Pontianak.

Based on the explanation above, the researcher was focus to find out what are the students perceptions of the use of Telegram Bot in speaking learning for students of the English Language Education Study Program at IKIP PGRI Pontianak. With the title of this study is "Students Perception of The Use of Telegram bot in Learning Speaking in English".

B. Research Question

Based on the background the research question is what are the perceptions of the students in the use of telegram bot in learning speaking in English?

C. Research Purpose

Based on the research question, the research purposes is to find out the perceptions of the students in the use of telegram bot in learning speaking in English.

D. Significances of Research

The research results are expected to provide theoretical and practical benefits. The significance of this research is further explained below:

1. Theoretical significances

Theoretically, Telegram can help improve speaking skills, can be an alternative to learning English online, this research is expected to be useful for Lectures/Teachers and Students to find out what are the perceptions of students when using Telegram Bot in speaking learning. And also the benefits of this research for other researchers, that this research can be useful as a reference for future researchers who was conduct research students perception of the use of Telegram Bot in speaking learning in English.

2. Practical Significances

a. For Lecturers/Teachers

In this research, the research results can be useful for Lectures/Teachers to find out about the use of telegram in speaking

learning so that Lecturers/Teachers can be use Telegram as a media to provide alternatives that can help students deepen this learning.

b. For Students

In this research, it is hoped that it was be useful for students to use the Telegram Bot in speaking learning, so that it can help them improve their ability to use English language, students can use the media used by researcher in the learning process to achieve the goal of learning objectives.

c. For Future Researchers

In researching the use of telegram in speaking learning there are still many shortcomings, therefore the researcher hopes that the research results can be useful to add insight for the researcher themselves and also for other researchers by providing a little description and knowledge about it. I hope that future researchers can complement the shortcomings of this research, perhaps in the future researcher can use more participation in this research.

E. Scope of Research

In this research, the researcher investigated the Perception of Students when Using Telegram Bot in Speaking Learning.

1. Research Variable

A variable is a trait or quality of a person or an entity that can be measured or seen by the research and varies between the people or entities under study (Creswell, 2012). A Variable is a study object that can be measured by researcher either individually or on groups. The researcher only used one variable in this study. Hence, "Students perceptions of The Use of Telegram bot in Speaking Learning" is the only variable that considered in this research.

2. Research Terminology

The researcher provides the following explanations which are used in this research the terms are below:

a. Speaking

Kuning (2020) states that, speaking is the ability of people in talking English that used to deliver information with fluently and can be categorized as capable of speaking English if they have good pronunciation, have good fluency, master a lot of vocabulary, have good grammar mastery, and must be able to arrange words into well organized sentences which can be understood by the listener.

b. Telegram

Telegram is a cloud-based instant messaging application focused on speed and security. Telegram is designed to make it easier for users to send text messages, audio, video, images and stickers safely (Fahana & Ridho, 2018).

c. Learning

According to Thursan Hakim (2005) The notion of learning is a process of change in human personality, and these changes are manifested in the form of increasing the quality and quantity of behavior such as increasing skills, knowledge, attitudes, habits, understanding, skills, thinking power, and other abilities.

d. Perceptions

Abdul Rahman Shaleh (2008) said the term perception is often used to express experience to an object or an event that is experienced, has been explained in the dictionary that perception is considered as an influence or impression by objects that solely use sensory observation in which perception is the ability to distinguish, grouping, focusing attention on a stimulus object.