

## **Online-Based English Learning Management in Improving English Communication Ability of Pts Students**

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### **Abstract**

This research is due to the concerns of graduate students who are not proficient in communicating in English, according to the demands of the times and global competition. The purpose of this research is to find out and analyze English Language Learning Management in Improving English Communication Skills of PTS students with qualitative methods. The results of this study reveal that: (1). Planning of Online-Based English Learning in Improving PTS Students' English Communication Skills, with good planning through a clear vision, mission, goals and programs as well as scheduling will be able to improve students' English communication skills; (2). The organization of Online-Based English Learning in Improving the English Communication Skills of PTS Students, hierarchically through the organizational structure and the existence of a teaching team will help the implementation of online-based English learning proceed according to the plans that have been made; (3). Implementation of Online-Based English Learning in Improving PTS Students' English Communication Skills, guided by the curriculum, schedule, lesson plans and implementation of online learning by appointing permanent English lecturers or guest lecturers as native speakers will train and improve students' communication skills; (4). Evaluation of Online-Based English Learning in Improving PTS Students' English Communication Skills, to improve and perfect the online-based English learning process on a regular basis (evaluations are carried out every semester); (5). The inhibiting factors encountered in implementing Online-Based English Learning in Improving the English Communication Skills of PTS Students, both human resource barriers, infrastructure (ICT) and PTS policies must have good alternative solutions so that online-based English learning can run according to what has been planned. planned; (6). Solutions made in Online-Based English Learning in Improving the English Communication Skills of PTS Students, it is better if there is a solution in terms of human resources, facilities and infrastructure (ICT) and PTS policies so that the quality of PTS graduates, especially students who can communicate in English can be achieved; (7). The Impact of Online-Based English Learning in Improving the English Communication Skills of PTS Students, this has an impact on the quality of learning that is carried out online so that students' English skills increase.

**Keywords:** English Learning Management, Online, English Communication

## **Introduction**

The value and dignity of a nation is largely determined by the quality of education. Today many efforts are made by various parties in improving the quality of education. These efforts are based on an awareness of the importance of the role of education and development of human resources and the development of national character (National Character Building) for the advancement of society and the nation. Human development cannot be separated from technological advances, as well as developments in the world of education so that in the era of the industrial revolution 4.0, technology in education is needed. Delivery of teaching materials in the learning process which initially only used blackboards and chalk, and eventually developed little by little using other tools such as computers, laptops, cellphones, Over Head Projectors (OHP), then using infocus or LCD screens that can play movies activities as learning resources.

In the era of digitalization, this learning process increases and is no longer limited by space and time, including sources of teaching materials so that a new learning system is needed in accordance with the demands of digital technology developments. The conventional face-to-face learning system in the classroom, with considerations of efficiency, is shifting to virtual online (online). Where the differences in this learning system will have an impact on determining the learning model including in determining teaching materials, learning methods, media as platforms, learning strategies, and delivery techniques.

With regard to the quality of education in Indonesia, it can be seen from the United Nations Development Program report on the 2019 Human Development Index (HDI-UNDP) which places the quality of education in 111th place out of 189 countries in the world. The low quality of Indonesian education is reinforced by the results of the 2019 Political and Economic Risk Consult (PERC) survey which placed the quality of education in Indonesia at the bottom, namely 10th out of 14 countries in Asia.

Based on the 2018 "English Proficiency Index" data, Indonesia is only able to rank 51st in English proficiency. This ranking is still far behind Singapore, Malaysia, the Philippines, and even Vietnam. In fact, this ability to speak English will have an impact on the quality of Human Resources (HR). The low awareness of the importance of English language education in Indonesia is due to several factors, one of which is inequality in the issue of education in Indonesia. There are at least three challenges in the issue of national education inequality, namely the problem of access to education, quality of education, and equity of educational infrastructure. Technology solutions for access to education As an archipelagic country, Indonesia has the problem of uneven coverage of information technology services to its border areas. One of the solutions to reduce inequality in providing access to education is by utilizing technology to spread literacy.

In the current situation of the Covid-19 pandemic, where everyone is restricted from leaving the house, this online-based learning model is very appropriate to use so that activities in the field of education do not stop. The term online is translated as online learning and abbreviated as "online" which is internet-based learning (e-learning) as a learning medium in education (Sutono et al., 2020). E-learning consists of two words, namely "e" which stands for "electronic", and "learning" which means "learning". So e-learning means learning by using the services or assistance of electronic devices, especially computers (Darmawan, 2014). With online learning, interactions between teachers and students will be more practical because they

don't have to travel to meet. In addition, the learning process can take place wherever and whenever needed. One of its main advantages is the visualization of real problems, so that it can improve students' memory and understanding in storing subject matter for a longer time. This can be more effective in developing skills and fluency in English (Diyyab, 2014).

English is an international language that is needed, especially for communication needs, both in knowledge and in exchanging information. To fulfill this, in the education system in Indonesia English lessons are included in General Basic Subjects from the level of elementary education to secondary education and even to become study programs at the tertiary level. However, from the results of preliminary research it turns out that most of the high school graduates in English proficiency cannot be said to be satisfactory. This can be seen from the low TOEFL scores achieved by students

## **Methods**

In this study using a case study method through a qualitative approach. Data research techniques through observation, interviews, documentation studies, and triangulation. Observations were made regarding the location and conditions of the research site. Interviews were conducted by asking questions to selected respondents who have relevance to the problem under study. Documentation studies are concerned with written documents that support research. Triangulation is done by combining the three techniques. The research location was conducted at STIE Wibawa Karta Raharja and STIE Dr. Khez Muttaqien and as research subjects the respondents consisted of the Head of STIE, Deputy Head of Academic Affairs, Head of Study Program, Student Representatives and other informants who were assessed to understand research problems as a data source. Data analysis was carried out through data reduction, data presentation and drawing conclusions.

## **Results and Discussion**

### ***Planning of Online-Based Student English Learning in Improving PTS Students' English Communication Skills***

Planning of Online-Based Student English Learning in Improving English Communication Skills Students at STIE Wibawa Karta Raharja already have good planning, this can be seen from the Vision, Mission, Goals, Online-Based English Learning Program (Activity Material, Goals, Activity Strategy ) and is complete with a predetermined implementation schedule. While the Planning of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez Muttaqien already has good planning, this can be seen from the Vision, Mission, Goals, Online-Based English Learning Program (activity material, objectives, activity strategy) and is complete with an ongoing implementation schedule with the approval of STIE Dr. Khez Muttaqien.

Planning can be defined as determining beforehand what to do, when to do it and who to do it. This planning involves an element of determination which means that in planning it is implied that decision making is a process within a framework for making decisions and preparing a series of further actions in the future. Planning is nothing but an activity to set goals to be achieved along with ways to achieve these goals. Planning is important to bridge the present and the future which increases the possibility of achieving the desired results. Planning is critical to successful strategy implementation and strategy evaluation, especially because organizing, motivating, staffing, and controlling activities depend on good planning. As Rusyan (1992:28) provides an explanation that: "Several important things are carried out

continuously in management as planning implementation is starting from continuously socializing the goals to be achieved, explaining the importance of the organization, holding clear job descriptions in accordance with the profession and supervision the required amount effectively and efficiently including those relating to the necessary infrastructure and equipment as well as clear finances and transparency with ideal cooperation.

Based on the above, it can be concluded that the Planning of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that planning in learning needs to have a Vision, Mission, Goals, Online-Based English learning program (Activity material, Goals, Activity strategy) and is complete with a predetermined implementation schedule. . So that the purpose of learning English can achieve maximum results.

### ***Organization of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

Organization of Online-Based Student English Learning in Improving English Communication Skills Students at STIE Wibawa Karta Raharja already have good organization, this can be seen from the Organizational Structure and Teaching Team for Online-Based Learning and the division of Tasks and the role of lecturers and Partnerships in order to support improvement the quality of STIE Wibawa Karta Raharja graduates to be able to communicate in English can be achieved. Meanwhile, the organization of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez Muttaqien already has quite good organization, this can be seen from the Organizational Structure and Online-Based Learning Teaching Team as well as the division of Tasks and the roles of lecturers and Partnerships in order to support the improvement of the quality of STIE Dr. Khez Muttaqien has not run optimally because the Mou / Agreement is still not at the implementation stage.

Hasibuan (2015: 34) defines organizing as follows: "As a process of determining, grouping and arranging the various activities needed to achieve goals, placing people in each of these activities, providing the necessary tools, establishing relative authority delegated to each individual who will carry out these activities. Another understanding of the organization was put forward by Gibson, (2013: 7) which stated that: "An organization is a unit that allows the community to achieve a goal that cannot be achieved individually". Organizations are characterized by "goal-directed behavior". Organizational goals and objectives can be achieved more efficiently and effectively through individual and group actions carried out by mutual consent.

Based on the above, it can be concluded that the Organization of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that it is necessary to have an Organizational Structure and an Online-Based Learning Teaching Team as well as the division of Tasks and the role of lecturers and Partnerships in order to support the improvement of the quality of PTS graduates who have the ability to communicate in English.

### ***Implementation of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

The implementation of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Wibawa Karta Raharja already has a good implementation, this can be seen from the Curriculum, Schedule, Semester Learning Plan (RPS), Partnerships in the world of work/agency and Implementation of learning includes the



introduction, core and closing have run optimally so that online-based English learning is able to improve student communication in English properly. While the implementation of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez already has a fairly good implementation, this can be seen from the Curriculum, Schedule, Semester Learning Plan (RPS), Partnership for the world of work/agency and the implementation of learning including introduction, core and closing is still not optimal so that online-based English learning is able to improve communication students in English have not been achieved.

Of the entire series of management processes, implementation (actuating) is the most important management function. The planning and organizing function has more to do with abstract aspects of the management process, while the actuating function places more emphasis on activities directly related to people in the organization. In this case, Terry (2008: 17) argues that: "actuating is an activity carried out by a manager to initiate and continue activities determined by the elements of planning and organizing so that goals can be achieved". In essence, actuating is an effort to make planning a reality through various directions and motivations so that each employee can carry out activities optimally in accordance with their roles, duties and responsibilities. Things that need to be considered in the implementation (actuating) is that an employee will be motivated to do something if: (1) feel confident that he will be able to do it, (2) believe that the work benefits him, (3) is not burdened by personal problems or other tasks that are more important, or urgent, (4) the task is a trust for the person concerned and (5) the relationship between friends in the organization is harmonious.

Syarafina (2021), ICECSR UMSIDA journal, with the title Effectiveness of English Online Learning Strategies During the Covid Pandemic at SMP Muhammadiyah 10 Sidoarjo. The research results were obtained through data collection through interviews, observation, and documentation. Some of the data will be contained in the form of diagrams to show the research results obtained. The conclusion obtained is that this research is a descriptive qualitative research that aims to describe how effective the learning strategies at SMP Muhammadiyah 10 Sidoarjo are in English during the Covid-19 pandemic.

Based on the above, it can be concluded that the implementation of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that there is a Curriculum, Schedule, Semester Learning Plan (RPS), Partnership for the world of work/agency and the Implementation of learning includes introduction, core and closing so that English learning activities can form PTS graduates who have the ability and proficient competence in English, the need for online learning by inviting native speakers or native English speakers so that students are accustomed to directly communicating with native English speakers.

### ***Evaluation of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

Evaluation of Online-Based Student English Learning in Improving Students' English Communication Skills at STIE Wibawa Karta Raharja already has a good evaluation, this can be seen from the implementation of evaluation techniques, analysis of evaluation results and future improvement steps. So that improvements can be monitored and improved every year so that the quality of STIE Wibawa Karta Raharja graduates is able to communicate well in English. While the evaluation of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez Muttaqien already has a fairly good evaluation, this can be seen from the implementation of evaluation techniques, analysis of

evaluation results and future improvement steps. So that improvements can be monitored and improved every year so that the quality of STIE Dr. Khez Muttaqien is able to communicate English is still not optimal

Prayudha (2021), University of Bengkulu, Journal of Community Service, with the title Program for teaching English from home during the Covid 19 pandemic. The Covid 19 virus pandemic has stopped teaching and learning activities in schools and changed teaching methods to online teaching. This makes students feel bored because they cannot feel the learning atmosphere as usual. This activity provides an opportunity for students to be able to experience a learning atmosphere like at school by providing English teaching materials to students. In this activity using teaching methods as well as through socialization and training approaches to students by providing understanding and explanation of English learning material in a fun way. This activity was carried out for a full month to provide a platform for teaching English to students who were affected by the co-19 pandemic. It is hoped that in this activity students will be able to understand English learning material well and be able to experience learning together with their classmates again even though they have to follow the protocol Health.

Based on the above, it can be concluded that the evaluation of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that evaluation is carried out using various evaluation techniques, analysis of evaluation results and steps for future improvement. So that PTS graduates can be evaluated periodically by applying the ability to speak English as an absolute requirement for PTS graduation as evidenced by certification from the ITC or PTS which organizes it to explain the graduate's ability to communicate in English.

### ***The inhibiting factors encountered in implementing Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

Inhibiting factors encountered in Online-Based Student English Learning in Improving Students' English Communication Skills at STIE Wibawa Karta Raharja there are obstacles that must be provided with alternative solutions, it can be seen that there are several obstacles including human resources, facilities and infrastructure and policies that must be given immediately alternative solutions so as not to hinder teaching and learning activities, especially online-based English learning in order to improve students' ability to speak English can be achieved properly. While the inhibiting factors encountered in Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez Muttaqien has obstacles that must be provided with alternative solutions, it can be seen that there are several obstacles including human resources, facilities and infrastructure and policies that must be provided with alternative solutions so as not to hinder teaching and learning activities, especially online-based English learning to improve students' ability to speak the language English can be achieved well.

According to Onno W. Purbo, (in Chandrawati, 2010: 173) e-learning or the abbreviation of electronics in e-learning is used as a term for all internet electronic technology. In practice, e-learning requires technological assistance, because of this, the term computer based learning (CBL) is known, namely learning that fully uses computers and computer assisted learning (CAL), namely learning that uses the main computer aids. The difference between traditional learning and e-learning is that the "traditional" class, the teacher is considered an all-knowing person and is tasked with imparting knowledge to his students. Whereas in "e-learning" learning the main focus is students. Learners are independent at certain

times and are responsible for their learning. The "e-learning" learning atmosphere will force students to play a more active role in their learning.

Agustiani, et al (2019), journal of Pedagogia, Journal of Education, Indonesian University of Education, with the title Student Responses to Blended Learning-Based English Learning through EDMODO at Baturaja University. The Industrial Revolution 4.0 is an opportunity for language teachers to be creative in developing students' speaking skills. One of the creative efforts that can be done is to use the blended learning learning model of the Education Technology Study Program, the use of blended learning learning models has been carried out in several courses. But for English courses it has never been done before. Blended learning can be done with various online learning media, one of which is Edmodo. This study aims to determine student perceptions of English learning based on blended learning through Edmodo at Baturaja University. This research is quantitative descriptive. The research sample was taken using the total sampling method with a total of 44 students of the Educational Technology Study Program, FKIP, Baturaja University, in the 2018/2019 academic year. The instrument in this study used a questionnaire which was analyzed using descriptive analysis techniques. The results showed that 82% agreed with the application of blended learning-based English learning through Edmodo and the remaining 18% disagreed with blended learning-based English learning through Edmodo.

Based on the above, it can be concluded that the inhibiting factors encountered in Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that the inhibiting factors encountered in several obstacles include human resources, facilities and infrastructure and policies that must be immediately given alternative solutions so as not to hinder teaching and learning activities. So that the goals of learning English online will be achieved optimally.

### ***Solutions made in Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

Solutions made in Online-Based Student English Learning in Improving Students' English Communication Skills at STIE Wibawa Karta Raharja already have solutions including solutions for HR, facilities and infrastructure and policies that have been carried out in synergy between the organizing Institution (IMBA Foundation) and Institutions (STIE Wibawa Karta Raharja) has minimized the obstacles that hinder the achievement of online-based English learning so that the quality of graduates can be resolved immediately in order to achieve the maximum target of graduates who are able to communicate in English. Meanwhile, the solution for Online-Based Student English Learning in Improving Students' English Communication Skills at STIE Dr. Khez Muttaqien already has solutions including solutions for human resources, facilities and infrastructure and policies that have been carried out in synergy between the organizing institutions (Islamic education foundation Dr. Khez Muttaqien) and institutions (STIE Dr. Khez Muttaqien) have minimized the obstacles that have become obstacles in achievement of online-based English learning so that the quality of graduates is able to communicate in English.

According to Hasan Alwi (2002: 707-708) ability comes from the word capable which means the first is the power (can, able) to do something and the second is being. Ability itself means ability, skill, strength, wealth. Meanwhile, ability according to language means a person's ability to use language adequately in terms of the language system, which includes among other things politeness, understanding turns in conversation. The ability to speak is owned by all humans. But the skill of speaking in front of a crowd is not necessarily owned by

everyone. Speakers must develop techniques for preparation, for structuring speech, for transmitting energy and enthusiasm, and for capturing and responding to listener interest. The basis of an effective conversation is competent preparation. In this day and age everyone is required to be skilled in speaking (Bill Scott, 1987:5).

The ability to speak is the ability to express opinions or thoughts and feelings to a person or group orally, either face to face or remotely. Moris in Novia (2002: 54) states that speaking is a natural means of communication between members of society to express thoughts and as a form of social behavior.

Based on the above, it can be concluded that the solutions carried out in Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that the solutions carried out include solutions for human resources, facilities and infrastructure and policies that have been carried out in synergy between the organizing institutions (foundations) and institutions (STIEs) have minimized the obstacles that become obstacles in achieving online-based English learning so that the quality of graduates can be resolved immediately in order to achieve the target of graduates who are able to communicate in English can be achieved.

### ***The Impact of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students***

The Impact of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Wibawa Karta Raharja has had a positive impact including quality learning and English communication skills increasing with partnerships with ITC (International Certification for TOEIC and TOEFL) Course Education Institutions, It is hoped that through this collaboration graduates of STIE Wibawa Karta Raharja can compete and be able to communicate well in English. While the impact of Online-Based Student English Learning in Improving Student English Communication Skills at STIE Dr. Khez Muttaqien has had a positive impact including quality learning and increased ability to communicate in English by maximizing the potential of lecturers who teach in Economics English courses. It is hoped that students will be able to communicate well in English.

According to Arifuddin, (2010 : 115) there are several factors that influence the development of English language acquisition, namely internal factors: age, talent, assumptions, aspects of cognition, motivation, self-confidence, personality and external factors, namely: language situation, strategy learning, teachers, and the environment.

Based on the above, it can be concluded that the impact of Online-Based Student English Learning in Improving the English Communication Skills of PTS Students. This is supported by relevant previous theory and research which states that it can have a positive impact including quality learning and English communication skills increasing by partnering with ITC course educational institutions.

## **Conclusion**

In general, there are common goals through online-based English learning programs in improving the English communication skills of PTS students. In principle, an online-based English learning program that refers to standards and procedures and is implemented online via Zoom Meeting or Google Meet is in accordance with the PTS Semester Program Plan (RPS). Online-based English learning can bridge learning in the network so that students can be trained to directly communicate in English by inviting guest lecturers as native speakers. It



is proven that learning is interactive and innovative through question and answer and direct communication in English so that it can train students' abilities directly. in communicating, although it has not reached the expected degree. Specifically as follows:

1. Planning of Online-Based English Learning in Improving English Communication Skills of PTS Students, with good planning through a clear vision, mission, goals and programs as well as scheduling will be able to improve students' English communication skills.
2. The organization of Online-Based English Learning in Improving the English Communication Skills of PTS Students, hierarchically through the organizational structure and the existence of a teaching team will help carry out online-based English learning according to the plans that have been made.
3. Implementation of Online-Based English Learning in Improving the English Communication Skills of PTS Students, guided by the curriculum, schedule, RPS and implementation of online learning by appointing permanent English lecturers or guest lecturers as native speakers will train and improve students' communication skills.
4. Evaluation of Online-Based English Learning in Improving PTS Students' English Communication Skills, to improve and perfect the online-based English learning process on a regular basis (evaluations are carried out every semester)
5. The inhibiting factors encountered in implementing Online-Based English Learning in Improving the English Communication Skills of PTS Students, both human resource barriers, infrastructure (ICT) and PTS policies must have good alternative solutions so that online-based English learning can run in accordance with that was planned.
6. Solutions made in Online-Based English Learning in Improving the English Communication Skills of PTS Students, it is better if there is a solution in terms of human resources, facilities and infrastructure (ICT) and PTS policies so that the quality of PTS graduates, especially students who can communicate in English, can be achieved.
7. The Impact of Online-Based English Learning in Improving the English Communication Skills of PTS Students, this has an impact on the quality of learning conducted online so that students' English skills increase.

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