



# Analyzing Prescient Factors for Satisfaction of High School Students Batam in English Subject Utilizing Hybrid Learning

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## Abstract

Present research discusses student satisfaction with the English subject by using hybrid learning. This learning system is a learning adjustment process during Covid-19. High schools in Batam have implemented hybrid learning focusing on English subjects. This research aims to find out student satisfaction with hybrid learning by giving the predictive factor that has been provided and how students develop their English subject. The subjects of this research are 214 high school students in Batam, consisting of 20 schools. This study used a mixed method in which the data collection was done through questionnaires and interviews. This study provides factors in the form of satisfaction with hybrid learning, student's rate the computer literacy, student's perception toward the instructor and online learning, and the data from the questionnaire are strengthened by an interview result. The results showed that students rated computer literacy as the most satisfactory category, with an average of 4.33. Students' perceptions of teachers entered the category satisfied with an average score of 3.95, students' perceptions of online learning were also satisfied with an average score of 3.91, and students' attitudes towards hybrid learning were satisfied with an average value of 3.90. The interview results showed that each factor supported students in developing their English language learning. Each factor has advantages and disadvantages for developing English using hybrid learning.

**Keywords:** 1; Hybrid Learning 2; Satisfaction 3; Predictive Factors 4; English

Subject

## **Introduction**

According to the World Health Organization (WHO), the Corona Virus Disease (Covid-19) Pandemic has spread globally in whole countries after appearing in Wuhan, China, at the end of 2019. This condition makes activities hampered, one of which is education in Indonesia. The presence of an unpredicted situation urges the school to adopt a learning management system for learning activities. The learning method widely used in development today is hybrid learning. Hybrid learning is a combination of face-to-face learning by integrating technology during online learning. The mixed implementation must be directly proportional to the strategy used by students and lecturers who use a hybrid learning system (Vonti & Rahmah, 2019).

Hybrid learning can overcome the restrictions and differences in distance, time, and space between learners and instructors (Sutisna & Vonti, 2020). The effectiveness of a method is followed by the potential factors that support students in the learning process. Washington et al., (2020) Investigations have been carried out to determine students' attitudes towards the hybrid learning, use of technology, student's perceptions of instructors and online learning. The predictive factor is intended to find out students' satisfaction while learning using the hybrid learning system. As stated by Suwantarathip (2019) regarding students' attitudes towards hybrid learning, students are satisfied with the learning system from the proportion and the format of hybrid learning.

Online learning is long-term neutralized by the way students are trained to utilize the internet and social media. Connection issues, teachers or students that struggle with technology or are not internet savvy, and issues with creating a positive learning environment are all issues that might arise when learning online. The planning of learning activities in educational design utilizing hybrid learning spaces is expressed in the theory of Trede et al., (2019). The opportunities to teach and prepare graduates for a brighter future. The study has, however, described how the hybrid learning system's environment works. In order to advance students' English language acquisition, the researcher is looking closely at the potential of hybrid learning.

## **Method**

This type of research is an explanatory mix method design that will examine predicts student satisfaction factors in learning using a hybrid learning system by collecting quantitative data and then collecting qualitative data. The research method is used to obtain information about an object from an assessment that aims to understand a problem (Patel 2019). For the questionnaire, the researcher used a closed-ended questionnaire that contained twenty seven questions to gain students' needs and the researcher use a Likert scale. The interview carried out by the researcher is semi-structured interviews. It is offer a part of leeway for researchers to investigate the respondent at the side keeping up an essential meet structure (Abhulimhen-Iyoha, 2020). This kind of interview has prepared

questions but while implementation can be modified subject to the discretion of the interviewer.

The researcher calculates the average score from each item questionnaire and calculates the average score to find the category of each question. After that, the researcher determines the average score of the questions items to the range from very dissatisfied to very satisfied. The interview carried out to strengthen the data questionnaire then made a table to present the statistical data from the questionnaire, and describe the detail in the discussion section.

**Finding & Discussion**

Before revealed the result of the questionnaire, it divided into 4 main parts, which are attitude toward hybrid learning, the use of technology, the student's perception of the teacher, and online learning of hybrid learning. Meanwhile, to find out the flow of hybrid learning in the English learning process, several high school students will be interviewed.

The first part of the questionnaire is about computer literacy. This questionnaire is asked to help researcher concerned with the student's ability and understanding of the use of technology. The second of questionnaire is about student attitude toward the hybrid leaning it consist of two part. The next questionnaire is perception toward the instructor. This part is concerned to know the student's need of the learning process especially in English subject. The last is about perception toward the online learning.

Here is the average score of each factor that has provided from the researcher. From the data above it can be seen that the factor that most supports student satisfaction in hybrid learning is the level of student computer literacy.

The summary of all aspect toward the hybrid learning

No	Factors	Mean
1	Student's rate the computer literacy	4.33
2	Students attitude the hybrid learning	3.90
3	Student's perception toward the instructor	3.95
4	Student's perception toward the online learning	3.91

Figure 1. The summary of all aspect toward the hybrid learning

As students gain more experience using the technology, they know better how to search the source of material, Upload or download material continuously. in line with the study of Valantinaité (2020) that computer literacy is important for hybrid learning and is included in the category of factors that students like. By technology students inquire, discuss, argue, critique, investigate, seek and inform.

From the factors that have provided by the researcher, students feel each factor have influenced students to develop their English learning.

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The summary of result from the questionnaire and interview as follows;

No	Aspects	Interview Result
1	Student's rate the computer literacy	<ol style="list-style-type: none"> <li>1. Enjoy using the technology.</li> <li>2. Feel more confident to enhance the lesson.</li> <li>3. More active in online forums.</li> <li>4. Easy to access the material and easy when submitting tasks.</li> <li>5. Technology helps in finding sources that can improve English language skills.</li> </ol>
2	Student's attitude toward the hybrid learning	<ol style="list-style-type: none"> <li>1. Improve the English language learning.</li> <li>2. can assist in managing English learning and gave a better time efficiency.</li> <li>3. Feel suitable with the learning schedule.</li> <li>4. Sometimes bored when same type of activity or task.</li> <li>5. The group discussion that was carried out did not go well.</li> <li>6. Motivation can increase the spirit of learning.</li> </ol>
3	Student's perception toward the instructor.	<ol style="list-style-type: none"> <li>1. Helpful, students need guidance after all.</li> <li>2. Learning feels more proper when there is an instructor.</li> <li>3. it's nice if teachers can be accessed easily.</li> <li>4. Increasing enthusiasm for learning.</li> <li>5. Face-to-face learning is needed to minimize the weaknesses of online learning.</li> <li>6. The learning environment also has an influence for students.</li> </ol>
4	Student's perception toward the online learning of hybrid	<ol style="list-style-type: none"> <li>1. Saving cost and time.</li> <li>2. Understandable.</li> <li>3. More space for the student to reach another resource.</li> <li>4. depend on an internet connection.</li> <li>5. not support discussion.</li> </ol>

Figure 2. The summary of result from the questionnaire and interview as follows

From the interview it can be seen that technology is indeed very important in learning and helps a lot in improving language learning. From looking for sources, learning in our own way, and so on. But it is undeniable that learning directly is more liked by students. Activities with friends directly, communication while studying, and the learning environment helps students in learning. Then, for schools that use hybrid learning can provide learning systems that are suitable for student needs so that the learning objectives can be achieved by the student very well.

### Conclusion

The present study is aimed to reveal what made high school students in Batam feel satisfied with the hybrid learning of the potential factors that have been provided by the researcher that adopted from Suwanthatip study. The result shows that the average of Students computer literacy is 4.33 which is categorized as very satisfied. The average score for attitude toward the hybrid learning is 3.90. The average score of the Student's perception toward the instructor is 3.91. Moreover, the average score of the Student's perception toward the online learning is 3.95.

Moreover, the interviews conducted in this study reveal the factors that can develop English subjects in high schools in Batam. According to the interview, students believe that each factor supports them to increase their English learning. Technology helps them to search the material that cannot be obtained from the instructor, feel more confident to enhance the lesson, and easy to access the material. The hybrid learning can assist in managing English learning, gave a better time efficiency, and, feel suitable with the learning schedule. The presence of instructor indeed in language learning. Helpful, students need

guidance after all and increasing enthusiasm for learning. When it's online learning it can saving cost and time of students, and more space to reach resources.

With the advantages each factor that students state. Some students think that hybrid do not suit them in learning language. They said language learning is better done by face-to-face learning. Technology is indeed very helpful, but direct teacher guidance is just different. Nevertheless, a though technology may not be successful in replacing a teacher always assert by Aravindakshan Menon, (2019).

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