

THE USE OF HELLO TALK APPLICATION FOR SPEAKING SKILLS: A CASE STUDY OF ONLINE LANGUAGE LEARNERS FOR SENIOR HIGH SCHOOL

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ABSTRACT In today's modern era, technological developments have brought many changes, even technology has also spread to the world of education. One of them is the technology of learning English this technology is known as Hello Talk the use of this application is also one of the impacts of the existence of technological developments. Hello Talk is an application to learn various languages, especially English. This research aims to find out how students use the Hello Talk application as a learning medium for English speaking skills this research is conducted online and the intended subjects are high school students who have long used the Hello Talk application as a learning media. This research is qualitative research and the data collection technique used by the researcher was the interview technique, the interview here involves 4 high school 11th-grade students. The results of this study indicate that the Hello Talk application can help students to practice speaking skills. Students stated that they preferred the teacher to use code-switching during class activities, even though they thought it to be relatively difficult to accomplish. In order to improve the learning process, they also suggested incorporating extra resources like online platforms and applications and encouraged engaged conversation in pairs or groups about their various subjects of study. In addition, the use of the Hello Talk application also has many features that can help develop students' speaking skills, such as Voice Room, Talking with native speakers, Calls, and voice notes.

Keywords: Hello Talk application, technology, speaking skills

INTRODUCTION

In learning English, there are 4 skills that people can master, namely, speaking, listening, writing, and reading. Of these four skills, speaking is one of the most important parts of English, because speaking is often used in everyday life. According to (Hamsia, 2018) For students of all ages, speaking especially in a foreign language is an essential skill. Understanding others who speak a different language is anticipated. The learners must select the best word and use proper grammar to effectively and exactly communicate information. In the opinion of other researchers (Moh. Hafidz, 2021) Speaking is an oral contact that conveys a message to a listener so that the listener can respond appropriately to the message communicated. appropriately.

According to Febriyani et al. (2020) Speaking is the most common way that people communicate with one another regularly to exchange thoughts and opinions. Many people find it challenging to express themselves verbally, particularly when pronouncing words correctly in English. Speaking and listening in English well is crucial, particularly in the workplace. Having good English communication speaking skills is very important, especially in professional life. If someone has good English communication skills, then there will be no difficulties in communicating with colleagues or conducting job interviews. According to (Suryani et al., 2021) Speaking, as defined by the Oxford Dictionary, is the process of imparting information or expressing one's thoughts and feelings in spoken language.

The ability to speak English can bring many benefits to everyone, such as in the fields of communication, social culture, academics, and technology, not only that, the ability to speak English can also get to know culture, and be able to communicate with people in various countries. According to Butarbutar (2021) Speaking ability is the capacity to communicate or express ideas verbally in a meaningful way. However, not everyone can speak English effectively. Aside from a lack of vocabulary, most students nowadays are hesitant and lack confidence in their talents, thus they are unable to speak English properly (Zayyana, 2023).

In communication, people can use technology. Now days are starting to become more sophisticated, and people interact a lot using technology by applying technology in life, it can make it easier for people to do anything, technology will never end but will continue to develop. According to Clark-Wilson et al. (2020) Furthermore, during the previous two decades, the variety of digital technology accessible has grown significantly, as have its capabilities and power.

In truth, technology has made anything possible, including studying English. Students may use their smartphones to improve their English abilities, as demonstrated by the Hello Talk application technology. HelloTalk is a conversation-based mobile-assisted language program that is said to be capable of creating an immersive culture. According to Yolanda & Abbas (2022) HelloTalk is a great new language learning program that does one thing: it connects you directly with native speakers and provides an interface for texting and speaking with them right from your smartphone. Hello, Talk is an easy-to-use program with various functions, including Helloword, English Time, Hello English, Amy, Translate, English Dictionary, notepad, and more. Furthermore, the HelloTalk program is rarely used to teach pupils how to talk. As a result, the HelloTalk program is extremely effective for teaching speaking skills to students.

By using this application, people can chat with anyone without having to feel embarrassed or afraid of making a mistake, because the person they are talking to is not someone they know. According to Wibowo & Raihani (2019). HelloTalk is a conversation-based mobile language software that claims to make cultural immersion, language learning, and practice simple, entertaining, and intuitive by allowing users to connect and converse synchronously with native speakers from all over the world.

Based on the researcher's experience, the researcher found a group in the Hello Talk application where the name of the group was specifically for people who wanted to hone their English skills. After considering it, it turned out that the majority of the group were still school children, on average they were still in first grade. 11 high schools, and they helped each other to improve their speaking skills, the researcher also joined the group, it turned out that the student had difficulty speaking, the student still felt afraid and embarrassed.

From the notes above, as well as several journals that researchers have read, researchers are interested in researching further about the Hello Talk application, and why so many people choose this application to learn English. Therefore, the research will examine it further with the title The Use of Hello Talk Application for Speaking Skills Case Study of Online Language Learners for Senior High School.

LITERATURE REVIEW

According to Asilestari (2018) The author uses the definition of speaking itself to clarify what speaking is. Speaking is the act of communicating thoughts, feelings, and ideas to an audience using audible symbols or palpable physical movements, with the expectation that they comprehend what we are trying to say. The speaker can generalize, influence others, ask and answer questions, and offer instructions.

Speaking is one of the speaking skills that are used daily, one of which is communicating, how someone conveys ideas, feelings, and thoughts to others. In addition, speaking is also included in language skills in English, these skills are included in productive skills where these skills are carried out without editing and revising but are applied directly so people must learn to speak well so that communication becomes smooth. According to Yusuf (2021) Speaking is a crucial aspect of English learning since it involves communicating with others in English.

Speaking also has an important role in all aspects of language skills which can be used as a means of activity that plays an important role in interaction and communication, namely when you want to convey your opinions, thoughts, and ideas to others using a series of words and

sentences. According to Angelina (2020) noted that "speech is a participatory process of building meaning that involves producing, receiving, and digesting information.

Several types of speaking found in the world of education are; 1) Interactive, it is one of the speaking activities that can be done using direct or indirect interactions involving speakers and listeners, 2) Partially interactive, speaking activities are carried out with direct or indirect interaction between the listener and the speaker, 3) Non-Interactive, it is a speaking activity where there is no interaction, the speaker just wants to practice the fluency and accuracy of the words spoken.

This Hello Talk application is one of the popular language learning applications there is a team that manages namely Zackery Ngai CEO and founder of the Hello Talk application which was launched in 2012, now in PlayStore has a rating of 3.6, this application here to help language learning and practice language like talking to friends in this application has covered almost all languages in the world. According to Rizka et al. (2023) HelloTalk encourages critical and innovative thinking among pupils. Students have reported that utilizing HelloTalk for independent study allows for more communication chances.

"HelloTalk is a conversation-based mobile-aided language Technology that is trusted to make cultural immersion, language learning, and practice easy, engaging, and intuitive by allowing users to synchronously connect and communicate with native speakers from all over the world," according to the app's description. Conversation partners can connect using several facilities, including written text, speech-to-text, recorded audio messages, video chats, and doodling (as cited in Daulay et al., 2023).

Every learning that uses Technology must have difficulties, the following difficulties that researchers have encountered while using the Hello Talk application are:

1. Internet connection

It is common in technology-based learning if there is interference in the internet connection, but this problem is very detrimental to every user, often researchers encounter someone in the application and complain about the same thing.

2. Application Error

While using this application, researchers often encounter someone who always complains about the application being corrupted when they are busy chatting with native speakers.

3. Limited time and VIP

This application has a time limit if you want to enter someone's voice room, for example when people want to join the native speaker's voice room then that person only has 90 minutes, but if that person wants to open his voice room then that person has 2 hours, and if you want to use it again you have to wait for the next day, if you want to join the voice room without a time limit then that person has to pay (VIP) (Damayanti et al., 2024).

According to Imanina & Palupi (2023), Apart from the few of HelloTalk's features that assist its users in carrying out the language learning process, informants have identified barriers. HelloTalk features a membership structure that differentiates between regular and VIP accounts. VIP accounts are premium accounts, whilst regular accounts are free.

RESEARCH METHOD

The research method is a method that can be used by a researcher to find or explore facts in the field and available data to test their truth. Therefore, the approach taken in this study will use a qualitative approach, According to Taguchi (as cited in Maimuna et al., 2021). Researchers can use qualitative techniques to gain insight into the underlying causes of an event. Qualitative is a research procedure that describes the behavior of certain people,

events, or places in detail or real and deep. According to Haven & Grootel (2019), this qualitative research often uses language as data, written or oral, but can also use photos, videos, and recorded behavior. and also qualitative data is often collected through interviews, group discussions, and also through observation. According to Nassaji (2020) qualitative research can also be called a naturalistic research method and also deals with non-numerical data, and is contextual and interpretive in nature.

The subjects taken in this study were four 11th-grade high school students. This research used online interviews, the four students were chosen by the researcher for the first reason because the researcher often encountered these students using the application in a Voice Room discussing several topics, the second is because students want to develop their speaking skills through this Hello Talk application, and the last reason is that students are very easy to find, and the way students communicate is so detailed that researchers interviewed the 4 students.

This research focuses on the use of the Hello Talk application as a learning medium to develop students' speaking skills, researchers also observe the effectiveness of this application as a learning medium chosen by students. The data that researchers take is using online interviews with several questions.

FINDINGS AND DISCUSSION

The first thing the researcher did was to observe the learning process using the field note method. In this study, researchers collected data by conducting interviews and observations. Observations of the student learning process and interviews are listed in the field notes in the appendix of the data obtained from the study of the Hello Talk application in improving students' speaking skills. This research was conducted online. Researchers took data related to the Hello Talk application as a learning medium to improve speaking skills and analyzed what had been obtained and the obstacles experienced by each Hello Talk user.

On January 15, 2024, researchers contacted the sources to be interviewed and asked permission to interview several questions. Then the next day on January 20, 2024, the researcher contacted the source again to join a Voice Room, after all were collected the researcher explained the flow that would be carried out during the interview, and this interview was conducted online. The following are the results of the interview.

Table 1: A sample of the interview script from the students

<i>Q1. What do you know about the Hello Talk app? And how did you know about this application?</i>
<i>P1. Free language learning app, I found out about this app when I wanted to search for English learning apps on Google.</i>
<i>P3. Recommendation from a friend who was on the ship and my friend knew about this application from an advertisement while playing games, what I know about this application is that this application can help me to develop my English skills, especially the speaking part.</i>
<i>P4. An application that helps people who want to learn languages, because this application is very complete there are so many languages that others can learn. I know it from YouTube ads.</i>

Based on the results of the online interviews above, students gave responses that were what the researcher wanted. when students were asked about the Hello Talk application, students gave appropriate and correct answers, this application is a language exchange application and also a very educational application for students second, students know this application from various technologies, namely from YouTube ads and finding out on Google, from this, researchers can conclude that students' desire to learn is very serious. and researchers also concluded that the Hello Talk application is well known throughout the community of technology users (Habibah et al., 2021). As time goes by technology is growing rapidly not only for education but even for anything available in technology.

Table 2: A sample of the interview script from the students

<i>Q2. Why did you choose Hello Talk as a learning tool to improve your speaking skills?</i>
<i>P1. Because I already have a friend on the Hello Talk app, he is learning German, and he can so I think this app is very effective for me, to practice my speaking skills. then the appearance is very attractive to me, and most of the users of this application can speak English fluently so I am interested in learning using this application.</i>
<i>P2. I tried this app because I think this app is very helpful for me, especially in speaking English, I can practice my speaking skills with foreigners, even with native speakers directly. I also have new friends who can teach me about English, not only English but also about the culture in that country</i>
<i>P3. For me this application is very easy to use than other applications, I have tried several other applications but there is no future like this Hello Talk application, in this application I can talk directly with a native speaker even though it is only 10 minutes but it helps me in terms of speaking.</i>
<i>P4. An application with complete features for me who is still a beginner, because there are also learning features such as tutoring. with this application, we can use it anytime.</i>

The explanation from the student above, the researcher thinks that this application is very interesting to use, not only to learn English but also because there are so many languages that can be learned, students can make friends and can legalize cultures that exist outside the country, this can also increase knowledge and insight for students, so the researcher also thinks that this application can be used to learn while getting to know the cultures that exist in Indonesia, even native speakers also use this application which helps people to learn according to the language they want, especially English language learning speaking skill.

Table 3: A sample of the interview script from the students

<i>Q3. How do you utilize the Hello Talk application as a learning medium to improve your speaking skills?</i>
<i>P2. Yes, the way I use it is by joining the Voice Room of outsiders who are fluent in English, then I make friends with one of the outsiders who wants to learn Indonesian then I take advantage of this right to exchange languages, he teaches me to speak English properly and correctly, while I teach the person good and correct Indonesian.</i>
<i>P4. Utilizing it by joining someone's Voice Room, but I look for titles that speak English such as English practice, because sometimes there are titles that do not match the title of English practice but speak using the language of their own country, for example, Indian people, usually I look for a room that is very crowded there sometimes mentoring native speakers directly.</i>

From the students' answers above, almost all of the ways to use this application are the same because basically, the most effective way to develop students' speaking skills is by joining a voice room. Other ways can be used, namely by using voice messages and telephone, but most students use voice room, students can communicate with native speakers which makes students more enthusiastic because the person they are inviting to speak understands and can understand mistakes if the words spoken by students are wrong or unclear, therefore the voice feature This room is one of the goals for developing students' speaking skills.

Table 4: A sample of the interview script from the students

<i>Q4. What are the positive and negative impacts of using the Hello Talk app?</i>
<i>P3. The positive impact of the Hello Talk application for me is that I can learn a foreign language and have foreign friends who can help me get used to speaking English, and also my grades are getting better in English lessons at school, while the impact while for the negative impact, I haven't found it because during the last 5 months, I used this application everything was safe and secure.</i>
<i>P1. The first positive impact is that I have friends from various countries so that I can know their culture and habits, thus training me to constantly speak English so that I get used to and start to like English lessons at school. The negative impact is that sometimes if the person who opens the room does not like the person they are talking to then they will expel the person.</i>
<i>P2. Positive impact can improve my English language skills, I am more confident. I haven't found any negative impact</i>

Almost all the answers given by students have positive responses and are by what researchers know, this application almost rarely has a negative impact because this application is different from other applications in that the people in it do not use this application according to the name of the application, but the Hello Talk application is different, almost everyone the researcher met just wanted to learn and wanted to have friends and learn about new cultures, this application has features that are not boring but increase students' enthusiasm to continue learning, it's no wonder that users of this application can quickly master it (Salik, et al., 2020). the learning they want, let alone speaking skills. So, thousands of people from various countries have used this application, because researchers looked at the rating in the Playstore application at that time, there were approximately 3.6 thousand users.

Table 5: A sample of the interview script from the students

<i>Q5. What obstacles do you often encounter when using this application?</i>
<i>P1. The obstacle is that this application is not completely free, for example, when you want to join the voice room it is only given 90 minutes and if you want more than 90 minutes then you have to use the VIP feature which is paid.</i>
<i>P2. The obstacle is time constraints, the time given by this application is very little, and if you want to exceed the specified limit, you have to pay to be able to use this application indefinitely.</i>
<i>P3. The obstacle I have with the Hello Talk app is time. The time given in a day if you want to join someone's voice room is very little about 90 minutes and I don't feel satisfied yet.</i>

The answers given by students are something that also happens to researchers, the time constraints provided by this application are very limited, but this does not make students lazy to continue developing their speaking skills, students still have a way to continue communicating using voice, namely by chatting. I use voice messages or telephone, so this application has a limit of 90 minutes per day. Sometimes, if students want to keep communicating with people from various countries, the students open their voice room by determining the most interesting theme possible so that other people are interested in visiting the room.

Table 6: A Sample of Interview Script For Student

<i>Q6. Did your speaking skills improve when you used the app? How long did it take to improve your speaking skills using the app?</i>
<i>P1. Yes, for me this is very helpful, as I said earlier initially I was afraid of being wrong and shy now I am starting to be more confident, and I started to believe in myself for quite a long time for about 2 months I started to get used to speaking without fear of being wrong and embarrassed.</i>
<i>P2. Yes, it can improve for me, I started to speak English around 2 weeks, ago because I already have Basic English but I don't have a partner to speak English with.</i>
<i>P4. My speaking ability is growing, I started to be confident and fluent when entering the 3rd month of using this app, but there are still many mistakes in my pronunciation, such as other people not understanding what I mean.</i>

From the answers given by students, it can be concluded that the way they achieve the target of being able to speak fluently using English is different because not all students have the same level of understanding, but it does not rule out the possibility that this application will still be very effective to use, the more often you use the application This is a medium for developing speaking skills, the faster students can speak English fluently because something can start from habit.

CONCLUSION

Lastly, important findings from the study on English language acquisition with the HelloTalk app are presented. The program increases students' enthusiasm and self-assurance

when speaking English. Students who regularly communicate with native English speakers on HelloTalk have been able to overcome their fear of making mistakes and gain confidence in their ability to express themselves. For language learners, HelloTalk is crucial in fostering a positive and encouraging environment. The study recognizes the challenges and disadvantages related to emotional elements. In the app, students may feel nervous or self-conscious when speaking with native speakers. Teachers and language exchange partners are essential in motivating and assisting students in overcoming challenges.

Based on the findings of the researchers and the discussion that has been discussed, it also can be concluded that the use of the Hello Talk application has many positive impacts on students who use the application which can facilitate and assist students in the learning process of speaking skills, as for the positive impact that researchers find is that students are more confident when facing English lessons at school, namely because students are accustomed to using the Hello Talk application to speak with foreigners even with native speakers. After the research observed that there were still many students who lacked confidence in speaking English, many students thought that these students could not speak English, in fact after the researchers observed, students were only less accustomed to speaking English and also did not have a partner to speak English. For that reason, this application is very effective for developing speaking skills. Through the Hello Talk application, students can learn more knowledge about English. Obtain emotional stability and maintain students will to actively engage in conversations. Students' learning outcomes are improved by HelloTalk's cognitive component. The English language is taught to students with an emphasis on listening comprehension, idiomatic expressions, grammar structures, and cultural nuances. The comprehensive understanding of English that these cognitive advantages offer helps students become more proficient language users. According to studies, pupils can learn to speak English with the help of the HelloTalk app. Students are able to interact in real time in this dynamic and engaging setting. Gain better vocabulary, grammar, conversational skills, and cultural awareness.

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