

## INTENSIVE ENGLISH COURSE IN ONLINE CLASS THROUGH WHATSAPP AND ENGLISH DISCOVERY AS MALL PLATFORM IN SPEAKING

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**ABSTRACT** Technology in education is used as a tool to achieve learning goals. The utilization of technology in the field of education can make it easier to get information. This research aimed to investigate the utilization of technology to find out how students respond to using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in learning outcomes in speaking skills. The researcher used a narrative qualitative method as a research design which came from observation, questionnaires, and interviews. Moreover, the research design for the students' responses observed the teaching-learning process. The subjects of this research were 20 students in the second semester of the academic year 2022/2023 at Universitas Muhammadiyah Surabaya. This research showed that WhatsApp as a Mobile-Assisted Language Learning (MALL) platform makes students interested in and enjoy learning English through Intensive English Courses in online classes. Therefore, this learning medium is online learning with a collection of substances open on the English Discoveries platform. In online learning, speakers can check how understudy learning comes about particularly through the Teacher Management System (TMS) hence, teachers can continuously grant input for each student's online learning advance. Since they can learn anywhere and anytime that was as a new experience in learning English for their daily activities in speaking ability.

**Keywords:** WhatsApp, English Discovery, Mobile-Assisted Language Learning (MALL), speaking ability

### INTRODUCTION

In this period of the 21st century, technology plays an imperative part in all perspectives of life, particularly within the field of education. The utilization of technology within the field of education can make it less demanding to urge data. This technology acts as a means to provide information. Technology in education is utilized as a tool to realize learning objectives (Maritsa et al., 2021). Online courses may be an educational strategy that joins any frame of technology; they also depict an instructive setting in which education and learning happen inside an environment that's based on the web. Online classes allow for more prominent adaptability in terms of time and area, as well as investment funds in terms of both time and cash for understudies. In expansion, it makes the method of learning more intelligent and collaborative by interfacing learners with specialists who are located in completely different areas. Online courses make modern instructional strategies that increase educational proficiency as well as the number of learning opportunities accessible. These strategies include putting information on a web site where it can be kept up-to-date and on a standard basis. An online course could be a frame of education that from the viewpoint of the understudy, involves inclusion, the inspiration to memorize, and the proficiency of communication.

Universitas Muhammadiyah Surabaya is preparing to achieve a superior and international campus, always taking various ways to improve quality in various fields. One of them is improving the quality of learning which is considered not to have been carried out optimally. There are 3 causes, namely (1) learners are less able to carry out the learning process in accordance with the demands of developments in learning technology, (2) learners are mistaken in viewing the learning process, and (3) learners use learning concepts that are not relevant to developments in learning technology. In improving the quality of learning by adapting to developments in learning technology. To achieve this by revolutionizing and orienting towards modern learning using electronic media such as laptops, smartphones and others. Thus, it can encourage the learning process in the information technology era. Therefore, various supports are needed apart from university leaders to provide online class

facilities and smooth internet access, as well as collaborating with providers who provide platforms as student learning resources for e-learning that provide student independence and are in line with their passions. Online class in the era of globalization and era 4.0 is very important improve students' English skill as an international language that is required to be able to communicate. English is not only for communicating directly but also for understanding current lecture books, most of which are the latest references in English, both printed and e-books. The students must improve their English language skills, especially communication skills for daily conversations. It is also very important because after graduating students can use their English language skills to continue their studies and also enter the world of work.

English course is a course that require a lot of time to practice thus, students are able to communicate especially in intensive course. At the beginning of the semester, students are required to take this course because it is a compulsory course. With general English skills studying English topics for daily conversation, it is hoped that students can be able to speak basic English before studying English for Specific Purposes-based English courses which are mandatory courses for each study program. Based on the conditions that occur to students, the learning constraint is that students need a lot of time for more intensive English learning. It takes online classes that can be anywhere and anytime. Therefore, it takes a certain learning model under certain conditions. Blended learning model learning can be applied by combining offline teaching (Asynchronous) and online teaching (Synchronous) to become an alternative learning model that is more effective, efficient, and attractive for students (Puspitasari, 2021). This opinion was conveyed by Bates & Sangra (2011) that mixing traditional teaching methods in higher education such as face-to-face teaching and online teaching is referred to as blended learning and is often considered a 21st-century pedagogy for universities.

An adjustment is required in learning the blended learning show with specialized improvement bolster, specifically web preparation on campus, which can be an impediment to online learning, thus, the learning preparation can run easily. Instructors have to adjust confront-to-confront and online components when overhauling courses and require specialized advancement to be fruitful. The teacher must also balance face-to-face and online components when updating learning models utilizing mixed learning models, and specialized improvement is required to attain learning targets. Within the blended learning model, learning is characterized as face-to-face learning and computer-assisted learning. According to Singh et al., (2021) characterizes blended learning as a combination of face-to-face learning and learning with digital media. This definition is the most common and broadly utilized. Learning in this way gives comfort since it combines different ways of conveyance, educational models, and learning styles, as well as presenting different exchange media alternatives between the teacher as a facilitator and the understudies who get the instruction. Karmini et al. (2023) expressed that blended learning is technology-based learning. In other words, blended learning can be deciphered as ordinary learning that is enhanced by using innovation. Blended learning model learning is additionally a combination of offline instructing (face to face) and online teaching, but more than that as a component of social interaction. Thus, understudies not only get learning involvement when guided by a teacher in the course or outside the classroom, but also get a broader learning involvement and independently.

The blended learning model is a learning program whose goal is to optimize learning outcomes by minimizing the need for face-to-face interaction and overcoming the problem of time constraints through online learning. All students need time to practice. Thus, class meetings and web-based platforms to facilitate practicing it. A number of studies have been conducted to examine the impact of the blended learning model on developing speaking skills. The use of blended learning models with online learning platforms in English courses in order to maximize integrated delivery of material thus, the learning process will be more effective, efficient and interesting which in turn can improve learning outcomes, especially speaking

skills. One of the international standard English learning platforms is English Discoveries from ETS Subsidiary, Edusoft Ltd which is a modern technology that uses electronic media such as laptops, smartphones and others (Firmansyah et al., 2022). The English Discoveries platform, which is equipped with features that help learning English, can provide many benefits because the materials are integrated for the four language skills, namely listening, speaking, reading and writing as well as vocabulary, pronunciation and grammar. This integrated capability serves as the foundation for mastering English. One of the four English skill is speaking which is the goal of learning in the Intensive English Course class. With online learning using the English Discoveries Platform, students can do it anywhere and anytime independently every day for 24 hours. So, this learning model for students is very effective, efficient and interesting. Online learning for students with a blended learning model using the English Discoveries Platform has been implemented since 2019.

Mallillin et al., (2020) state that online classes are lessons conducted through the utilization of innovation and the Internet. Besides, online learning is centered not only on the online settings but also incorporates a full run of computer-based learning stages and conveyance strategies, classes, designs, and media such as mixed media, instructive programming, recreations, diversions, and the utilization of modern media on settled and portable stages across all teaching ranges. Clearly, innovation is required to bolster online learning. In brief, the fast evolution of data communication innovation (ICT) impacts the advancement of online learning. Innovation has positive impacts on teaching and learning. Innovation has been created quickly and is presently ready to utilize distinctive stages for online learning. There are so numerous intriguing online learning stages that can be utilized for online learning, such as Zoom, WhatsApp, Google Meets, Google Classroom, Google Classroom, Quizizz, Kahoot, YouTube, Canva, and others. The cooperative energy of ICT and online learning would provide an unused encounter for both the instructors and the understudies in instructing learning.

Pointing to the explanation above, the researcher chose to examine this investigation that pointed to the utilization of innovation to discover out how understudies react to utilizing WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in learning results in talking ability. This investigation was conducted at a comprehensive and specialized learning course in English on WhatsApp. The English Course offers a comprehensive and specialized learning course that encourages English language security through the prevalent WhatsApp platform. It offers an assorted range of programs catering to different language learning needs, including daily English conversation covering grammar. Through its inventive approach and far-reaching nearness, it proceeds to enable people around the world to improve their English language capability helpfully and successfully. The larger part of understudies within the to begin with and moment semester that offers to youthful grown-ups looking to progress their dialect abilities for individual development and proficient victory. In spite of this, there are understudies partaking in this language lesson.

## **LITERATURE REVIEW**

### **Blended Learning**

The Blended learning show coordinating ICT viably to progress educating and learning encounters and way better comes about for understudies and teachers. Propels in innovation give openings for teachers to plan and provide addresses so as to upgrade the learning encounter by propelling understudies through interactivity and collaboration. This conclusion was upheld by Allan (2007), who expressed that in a perfect world, blended learning encounters ought to be participative, not intuitively. Hence, the forms of cognition and collaboration are both enhanced; think and work together to make way better learning. The blended learning show isn't an advancement in innovation from learning with the address demonstrated, but speakers

must be able to overhaul the learning prepared in higher instruction through a combination of face-to-face gatherings in lessons and online. The blended learning demonstration does not utilize innovation, which makes it troublesome for understudies; instead, it has the opportunity to plan learning by combining physical and virtual gatherings. This is usually demonstrated by a few inquiries about the benefits of the blended learning show, which incorporate: In studies conducted at European colleges, O'Dowd (2018) looked at online engagement in outside dialect instruction and inter-university compatibility. Subsequently, it can be concluded that English course learning with a blended learning demonstration seriously is a movement that synergizes college programs with a blended learning design.

### **Online Class Using MALL**

The approach of digital technology has had approximately a transformative effect on the field of instruction, catalyzing a striking move towards online learning platforms. With the adaptability to get to instructive substance from any area and at any time, online courses have gotten to be an increasingly alluring choice for understudies looking to strike a balance between their scholastic interests and other commitments (Fischer et al, 2022). Due to the development and accessibility of versatile gadgets, mobile-assisted language learning, or MALL, has drawn in a lot of interest as of late. MALL stands for portable technology integration into language learning forms. Cases of versatile advances incorporate smartphones and tablets. Compelling securing of a remote language includes utilizing suitable learning procedures (Utami & Prestridge, 2023). These techniques are vital for English learners, especially those learning English as a momentary or remote language. A study found that various inquiry-based studies have established an association between language learning techniques and capability in English. The utilization design of these procedures was essentially connected to English capability (Kaçar et al, 2021). A wide range of cognitive preparation procedures and exercises are utilized within the preparation of procuring a moment language (Fisher et al., 2023). Their study recommends that utilizing a more prominent assortment of strategies increases the plausibility of accomplishing the specified level of English capability. For learners, the shrewd approach is to look for learning arrangements by utilizing the instruments promptly accessible to them. Also, it is imperative for each college understudy to have a cell phone, as this device holds noteworthy significance within the learning process.

A study was conducted on the viability of portable phones compared to paper flashcards for lexicon learning among undergrad understudies in Turkey (Sage & Piazzini, 2020). The analysts shaped a test bunch that utilized a lexicon program on their versatile phones, whereas a control group worked with the same words utilizing conventional paper flashcards. After a six-week period amid extracurricular hours, the study uncovered that the group utilizing portable phones appeared to have more noteworthy enhancement in acing the English lexicon when compared to the conventional flashcard strategy. As a result, the analysts pointed out an inventive approach to instructing lexicon utilizing portable phones, with the objective of upgrading learners' capacity to effortlessly and agreeably memorize words. With the accessibility of mobile phones, which each understudy must possess, they can be utilized as a learning device that does not require time, vitality, or a toll. In addition, it has appeared that online learning viably addresses the diverse learning needs of understudies, cultivating intuitively virtual classrooms that are open anytime and anywhere (Hamsia et al, 2021).

### **RESEARCH METHODS**

The research was designed using a narrative qualitative method to achieve the expected results. A qualitative method is applied to find the data that has been acquired (Hamsia & Roifah, 2023). This research examined the utilization of technology to find out how students respond to using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in

learning outcomes in speaking skill. This research obtained qualitative data through observation, questionnaire, and interview. The subjects of this research were 20 students in the second semester of the academic year 2022/2023. This research was conducted at Universitas Muhammadiyah Surabaya. The researcher observed the teaching-learning process. The researcher observed the teaching-learning process in online class using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in learning outcomes in speaking skills. The researcher used English Discoveries platform as the media. The second instrument is questionnaire provided by the researcher to the students. The researchers can find out the utilization of technology to find out how students respond to using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in learning outcomes in speaking skill through the questionnaire. In the interview session, the interview respondent was the lecturer. The interview contains modified five questions from the previous research of Huda, 2015. This interview was conducted to find out the students' English improvement after online class using WhatsApp. Through the observation the teaching-learning process in the online class, the questionnaire given to the students and interview with the lecturer, the researcher can analyze the data. The questionnaire result identified online class using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform in learning outcomes in speaking skill.

## **FINDINGS AND DISCUSSION**

### **Observation in the Learning Stage of Online Class**

In the learning of Intensive English Course class, a blended learning model is used where time is set for face-to-face using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform and time for online. Offline or face-to-face meetings in class are used by lecturer to review online material, discuss and provide feedback to students. For 1 year in semester 1 and semester 2 for the implementation of learning English. So in the first week, online class using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform is implemented, then in the second week, students carry out online learning activities on the English Discoveries platform to study e-learning materials and complete assignments. This integrated capability is because existing technology is equipped with features that help language learning. Apart from that, in the English Discoveries platform there is also a "Video Conferencing Planner" feature which can use any video conference platform as a chat room for discussions, including WhatsApp application groups.

Learning with a blended learning model is a challenge, especially for experienced lecturer. Lecturer who teaches in Intensive English Course classes with students of different abilities or at different levels are called dealing with mixed-ability classes. There are various levels of student ability, namely basic level, intermediate level and advanced level. In the learning process with heterogeneous groupings or groupings of students with different levels of ability, this will influence group performance because high achieving students can teach other group members. Cooperative learning focuses on team work such as assignments to create role plays thus students help each other and at the end of the lesson the lecturer analyzes and provides feedback thus, the group's performance improves.

This phenomenon ultimately has an impact on the achievement of English communication skill, because in the evaluation of learning outcomes students are not only required to have grades that reach standards but also have courage and self-confidence when communicating in English with foreigners wherever and whenever. It is very important that the blended learning model has an impact on improving the quality of the learning process based on student centered learning, for this reason an online platform is needed thus online learning is effective, efficient and makes learning more interesting (attractiveness) as well as fun (joyfulness). The use of WhatsApp as a Mobile-Assisted Language Learning (MALL) platform WhatsApp as a Mobile-Assisted Language Learning (MALL) platform. The media of English

Discoveries as the topic is a solution for integrated English learning for reading, writing, listening, speaking skills and complete with vocabulary, pronunciation and grammar. Apart from that, thus, students don't get bored, they are also equipped with magazines and games features. Learning with a blended learning model using the English Discoveries (ED) platform is an English language learning solution that can help overcome the challenges faced by English language learners in the 21st century, providing students and lecturers with effective tools that are well suited to learning needs to maximize achievement of results. This media is also an interactive learning platform to provide an interesting English learning experience. In addition, a wide variety of materials allows lecturers to expand online learning into classes that can be accessed easily.

As a first step, the English Discoveries (ED) was introduced to students by being given a personal account. The lecturer explained about the features contained in this learning media using WhatsApp as a Mobile-Assisted Language Learning (MALL) platform. Then lecturer and students open the ED link <http://ed.engdis.com/umsby> and get the first page as follows:

Figure 1: First page of ED



Lecturers can monitor student progress via the class report dashboard. Thus, the development of learning using ED can be known to every student through the Teacher Management System (TMS) page as in Figure 2.

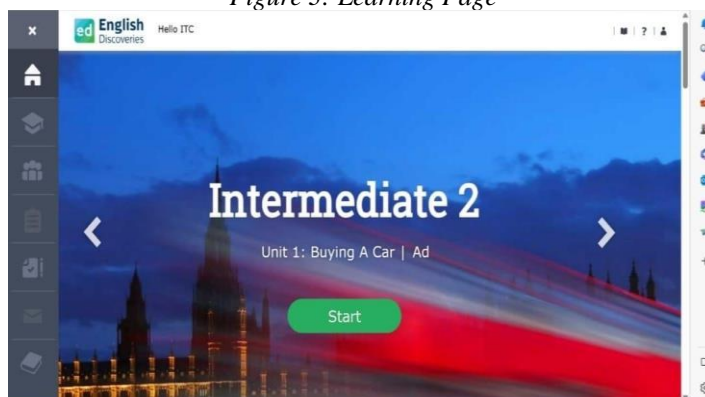
Figure 2: Teacher Management System



The English Discoveries as the learning media has been equipped with many features that can be used for integrated English learning to improve English communication skill as shown in Figure 3. In online learning utilizing English Discoveries, there is one unit each week. In 1 unit, there are around 10 lessons, so each day they have to total 1 lesson for 3 steps, namely explore, practice, and test. Based on the schedule of exercises carried out by understudies each day, it can give numerous opportunities to memorize utilizing online data technology thus, they can progress their English language skills, particularly communication

skills. The students have the opportunity to receive explanations through online activities for discussions and to share topics via WhatsApp as seen in Figure 4.

*Figure 3: Learning Page*



*Figure 4: Online Learning*



Learning English through the implementation of blended learning using the English Discoveries platform for communication skills is expected to improve students' oral communication in English in the surrounding environment for daily conversations. This can be very useful not only in work but also for pursuing studies abroad. English communication skills are often spontaneous, and constantly developing.

The students' talking capacity can be progressed by utilizing Mobile-Assisted Language Learning (MALL) Learning Show (Arsari et al., 2023). Enhancement happening by utilizing demonstrate Mobile-Assisted Language Learning (MALL) can be seen from the preparatory organize, the primary cycle, moment cycle and third cycle separately expanded from the score of understudies who still drop into the category of less than satisfactory in preparatory and the primary cycle, and after that to be very palatable in cycle stages II and got to be fulfillment at this organize of the cycle III.

Speaking skills are defined as language skills in which people can provide their thoughts or data to others. Speaking is an oral interaction where the participants work together to understand the meaning of ideas and information. Based on five articles from twenty-eight looked into in this ponder, it appeared that the Mobile-Assisted Language Learning (MALL) center has been useful in progressing students' speaking skills. The use of MALL in the classroom can move students' pronunciation forward (Mutiaraningrum & Nugroho (2021). In line with this, Lutfi (2020) consider WhatsApp as Mobile-Assisted Language Learning (MALL) within the classroom that makes a difference in helping students pronounce

vocabulary with correct pronunciation. On the other hand, by applying MALL, the students might increase their inspiration and reduce their uneasiness when speaking English (Vigneshwari, 2022).

Based on action research on improving students' speaking ability using Mobile Assisted Language Learning (MALL), it was found that understudies are fascinated by and appreciate learning English through an intensive English course in an online lesson. Subsequently, this learning medium is online learning with a collection of substances open on the English Discoveries platform. The benefit of combined WhatsApp and English Discoveries are the students have better pronunciation and develop speaking fluency. In implementing learning models, Mobile Assisted Language Learning (MALL) in learning to speak English has expanded understudy involvement. Involvement in their learning tends to extend; it is characterized by their reaction to the lecture of the course, actively asking when they do not understand the material that is being examined, attempting to discover answers freely with their smartphone gadget to utilize the internet, do the tasks given, be genuine in doing them, and not disregarding the homework that is given to them. In addition, the researcher saw correlations on students' improvement through utilized MALL application in language learning.

## CONCLUSION

Universitas Muhammadiyah of Surabaya executes blended learning for intensive English course learning, utilizing English Discoveries as the learning medium for the synchronous and WhatsApp as a Mobile-Assisted Language Learning (MALL) platform for the asynchronous. This is often an arrangement for executing English learning while progressing in talking ability. The process of learning English involves the execution of blended learning utilizing the English Disclosures as the learning medium. It appears that understudies have the offices and framework to carry out learning not as offline but too online. Online learning is compelling in that it permits teachers and understudies to participate in virtual classes that can be gotten to anywhere and anytime. Online learning can help understudies learn autonomously and increase inspiration. Based on exercises that are routinely carried out by understudies every day, it can give numerous openings to memorize utilizing online data innovation. Hence, they can progress their English talking aptitude since they have more time to practice their English, particularly their talking ability to communicate in daily activities. This learning medium is online learning with an assortment of substances accessible on the English Discoveries platform. In online learning, speakers can check understudy learning results specifically through the Teacher Management System (TMS) thus, teachers can continuously give input for each student's online learning progress.

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