STUDENTS' PROBLEMS IN MASTERING LISTENING SKILL AT THE FIRST SEMESTER OF STUDENTS TOURISM ACADEMY OF ULCLA TARUTUNG

Oleh:
Kanca Silaban
Akademi Pariwisata ULCLA, Tarutung

E-mail:
silabankanca03@gmail.com

ABSTRACT

This qualitative research was done as an effort to analyze the major factor of the causes of low students' ability in understanding the English language through listening skill. Whether the low used of media in Tourism Academy of ULCLA as the causes of low Students ability in listening skill. The population research and the sample was the 2020/2021 second grade students of Tourism Academy of ULCLA Tarutung with total 30 students and consists of Hospitality Major. Instrument with used of this research was to use media as audio-lingual to analyze the low students' ability in studying listening skill. In the collecting data procedures, there are four steps that: Planning, Action, Observation, and Reflection. In the first data, the writer makes the exam material as research material to make simple conversation or with words that are often hear or even frequently used by student their daily lives. But after examination, the result of students' paper only 25 % from the amount 30 Students. Of these, the writer concludes that the mastery and the skill of students to understanding listening is very low. This cause by the lack of the using of media supporting. After that and show of the value, the writer tries to make the exam about the different sound with the aim so that student knows the difference between native speaker with from their teacher or maybe daily conversation. So the second and the third result of the data at least increase, based the table become 35 % and in this section students acknowledge the different between native speaker pronunciation with subject teachers or the people around them influence practice hearing students. Until fifth test, we can see the percentage of the test of students is very low it means Unsatisfied. the analysis of the causes of low student's skill in understanding the English language through listening skill are the lack of the using of audiolingual methods and the causes from external and internal of students.

Keywords - *Listening, Pronunciation, Intonation, Phonetic Transcription, Audio-lingual Method*

INTRODUCTION

Language as a means of communication is the most important part of the human existence and social process that it's has so many functions of performance in human being's life. To create a communication language, we use or we need. Language is a means of communication by speech and writing used by a particular person in a particular country or region. As we know in this world there are many languages, to be able to communicate with the world we should be able to master the English language, both passive and active. In this way we expect to be able to passively capture the use of the English language by listening or by reading. With an active way, we can use the English language to produce it, it means to understand and develop English speaking and writing it in the field. Because the main concept to master the English language is being able to use and develop the four language skills; listening, speaking, reading and writing. English language becomes an international language because English is used by scholar and to become proficient in science pioneer and also, we see the advanced technology of today, all technology tools using the English language. Because that the authors make the title of the action research. Before I was a lecturer, the author think that all students would have been happy to learn English, because of supporting tools and methods support an increasingly sophisticated and more. After authors undergoing phases as a lecture, the mind of the writer with the opposite reality. Author thinks what cause it?

Since first entering class, the Authors tries to greet students using language as well as to ask, but none of the students were able to answer. What is the difficult in mastering the English language? Students responded; "the term of Listening, because difference English reading and writing, so when you hear our teacher or our friends speak English, we became troubled analyse, what will say to us". Because that authors made the study of thesis this title.

In the day of high technology, I feel that there are so many references that the students will receive to supplement their need for mastering English. There's no longer any reason that media is one of the causes from students lack of ability to hear and understanding the media. In the media there are so many support of applications for every student to master English. Specifically, they choose tourism where it required that they speak English. But before preparing the research, the author tries to find solutions from the cause of low of listening skill. It caused by several factors; external and internal factors.

External factors are caused from others influence or outside influence. External factors caused by the Teachers; Application, a monotone delivery of content without the use of a new method, for example teacher just dictate it to train students listening skills, without presence of new method as using of audio-lingual methods, for example; Tape, CD, Record, etc. In this case the students became lazy to study English, even more skill they do not master English.

Internal factors defined as the factor causing learning difficulties to students within their selves. As we know in this era, not be reason of students that they are not facilitated with audio-lingual tools because they have been using the mobile phone to be support them for downloading of application which supporting to learn of English that can train students ability to

STUDENTS' PROBLEMS IN UNDERSTANDING LISTENING SKILL AT THE FIRST SEMESTER OF STUDENTS TOURISM ACADEMY OF ULCLA TARUTUNG
Kanca Silaban

listening skill. These internal factors are grouped into two parts, psychological factors and physiological factors.

Psychological factors are student intellectual, intelligence level of students the talent of students in learning English that are also called nonintellectual means attitude of students in learning English is there a student's motivation to learn, how students process the learning material, whether students concentrate on learning the English language.

Physiological factor is the redness of the students the brain and nervous system function poorly in receiving, processing, storing knowledge that has been described by his teacher.

Based on the explanation above, it is based on the internal factors by the students themselves Today, most student do not know the English language lessons, but some are still interest with the grasp are weak or lacking in analyzing speech English or listening of English.

The Problem of the study

What is major factor of the causes of low students' ability in understanding the English language in studying listening skill?

REVIEW OF RELATED LITERATURE

2.1. English Language

2.1.1. Language

http://oxforddictionaries.com/.../language has written that the meaning of language is the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way a study of the way children learn language. Language as a mean of communication. Communication is a process of delivering a message from one party to another to enable the interplay between them.

Language as a means of communication is the most important part of the human existence and social process that it has so many functions of performance in human beings' life (Herbert H Clark and Eve. Clark (1997:77)).

2.1.2 English

http://thefreedictionary.com/ English say that the meaning of English as:

a. Adjective; of relating to, or characteristic of england or its people or culture.
b. Noun; relating to the English language

2.1.3 English Language

English language has the written that the English language is endless evolving and changing. The English Language as an international language chosen because most of the world's population use English to speak and understand English. According to Anton M Moeliono (2003), English Language becomes an international language because English is used by scholars and to become proficient in science pioneer.

2.2 Listening

Listening is an interaction between speaker and listener. It adds action to normally passive process. The speakers look for verbal and nonverbal responses from the listener to determine if the message is being listened to. Usually the response is nonverbal because if the response is verbal the speaker's/ listener roles are reserved so the listener becomes the speaker and no longer listening. Based on the response the speaker chosen to either adjust or continue with his/her communication style. Listening is one the most important skill you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationship with others.

a) We listen to obtain the information

b) We listen to Understand
c) We listen to enjoyment
d) We listen to learn.

Given all this listening we do; you would think we'd be good at it. (http://www.an.af.mil/../)

2.2.1. Active Listening

Active listening is a communication technique that requires Listener to feedback what they hear to the speaker, by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, to confirm the understanding of both parties.

2.2.2. Effective Listening

Effectives listening including responding, this is communicating attention and interest as well as voicing our own view. Obstacles to effective listening, there are two broad types of obstacles to good listening: those external and those inside to us. External obstacles, the message overload the amount of communication in our live make it's impossible to listen fully to all of it. Internal obstacle, common obstacles to listening is preoccupation.

Effective listening includes:

a. Understanding the different between dialogue and just taking turns talking.
b. Hearing what people mean; not just focusing one the words they use.
c. Responding a speaker feeling instead of imposing your own.
d. Understanding how the nature of a relationship affects listening and how listening affects the nature of a relationship.

2.3. Audio-lingual Methods

Audio-lingual methods are the method of foreign language teaching which emphasizes the teaching of listening and speaking before reading and writing. It uses dialogues as the main form of language presentation and drills as the main

training techniques. Mother tongue is discouraged in the classroom (http://sun48.lstc.edu.cnz;9090/eol/common/)

Audio-lingual methods are a style of teaching used in teaching foreign language. It is based on behaviorist theory, which professes that certain traits of living things and this case of humans (dictionary of Wikipedia, the free encyclopedia, in the indication of http://en.wikipedia.org/wiki/Audio-lingual).

2.4. Pronunciation

Meaning of Pronunciation

a. The way in which a word is pronounced.
b. The manner in which someone utters a word; *"they are always correcting my pronunciations"*.
c. The way of word or language is customarily spoken, *"The pronunciations of Chinese is difficult for foreigner"*. That is the correct pronunciations.
(http://thefreedictionary.com/pronounciation)

2.5. Intonation

Meaning of Intonation;

a. The rise and fall of the voice in speaking
b. The action of intoning or reciting in a singing voice
c. An intoned utterance
d. A manner of producing on uttering tones, especially with regard to accuracy of pitch.
e. Linguistics the use of changing pith of convey syntactic information, a questioning intonation.
(www.wikipedia.dictionary.com)

2.6. Phonetic Transcription

A transcription intended to represent each distinct speech sound with a separate symbol. (http://www.freetranslation.com)

RESEARCH METHODOLOGY

Research Design

This study is one variable research so qualitative design would be used. In order to get

more objective and reliable data. This means that study intend to find a new theory and did not describe the situation of thing that exist in this study. This study attempted to investigate the level of students' ability to understanding and constructing Listening.

The writer used the case study as the method because it was in the line with the objectives of this research which was to reveal "the causes of low students' ability in understanding the English language through listening skill and what the major factors".

The Population and Sample

Talking about population, Arikunto (2010:102) gives the definition that: Population in the whole number of subject or people under observation in a research. The Population that is used to conduct the experiment is the second grade of students in Tourism Academy of ULCLA Tarutung consist 30 Students. The number of population is enough to be reached as the sample too. As suggest by Arikunto (2010:109), Sample must have the representative characteristic of the population that observed in a research. If the population is more than 100 persons, it can be taken as the sample. So, in this study the writer take the sample is amount of population.

The Instrument of Collecting Data

Based on this, in collecting data the writer makes use of the new methods to students with the aim to:

1. Determine, whether by used of method, student is able to understand the English language through listening skill.
2. Enhance the students' ability to understand the English language through listening skill.

Data collection used by the authors that are giving exam through:

1. Listening to the conversation of the audio-lingual and rewrite what is heard in their paper.

2. Complete the blanks in students' paper through the conversation of students heard from tape.

Procedure of Collecting Data
Steps

In the data collection procedures, in this test is to identify students' understanding of listening skill through the use of methods audio-lingual. In this stage the authors make stages before the field and after the field. Steps being taken there are four steps that: Planning, Action, Observation, and Reflection.

a. Planning

Planning is concerned with action or arrangement of doing something in this phase. The writer think that the planning will help to think through the direction of this research, so that can select the most appropriate tools for collecting and analysing the data. The plan phase consists of some steps, as follow:

1. Before the field
   a. Preparing the teaching facilities namely media, for example audiolingual tools.
   b. Preparing research instrument, such as observation format to observe the teaching and learning process.
   c. Making lesson plan consist of the steps of action
   d. Prepare the discourse or conversation incomplete
   e. Preparing the students assignment needed.

2. After the field
   a. Showing support media that can enhance students' skills in understanding of listening.
   b. Gives the conversations to the students and provides instruction on how to fill the students.

b. Action
   Action means the process of activity that will be done. The writer in this study uses still audio-lingual methods namely laptop and record of conversation from this laptop, will become media in teaching listening.

   In this phase, the teacher describes the

definition the steps to listen well and how to be active listeners. The end of these steps the teacher gave a listening text as example conversation and preparing media for the complete conversation.

c. Observation

The purpose of this step is to find out information in the teaching and learning process such as the attitude of the teacher or the students or class events. The writer observed the using of still as the media of instruction to provide understanding and enhance student's ability to learn English through listening skill.

Observation conducted to record the process during the teaching media, in order to give and increase the students' ability in understands listening.

In this case, the writer attempts to master classes, addressing the class so that students are interest in and focus on the media as well as to attract the attention of the students to do as instructed within listening material. There are many things had been observed by the writer in this observation are:

1. Many students do not give serious attention during the beginning of the meeting
2. Many students are eager to learn and want to understand, but it is based on the mastering stage do not know listening so they would not know it by listening.
3. Many students who are interested to know and understand the listening but based on the lack of media support so that students are less interest.
4. The teacher did not admonish the students are less interest.
   Based on the data from the observation sheet, the writer got the information to handle the class so that students' achievement is improved.
1. The writer could manage the class

2. The writer made the conversation as the matter of examination or matter of research.
3. The writer gave more chance for the students to ask the questions related to the lesson.
4. From the analysis, it can be concluded that there was an improvement in the student.

d. Reflection

Reflection is the evaluation or the feedback process from of action. It is used to help the teacher to make decision. In reflection the data problem and the difficulties are about to be processed. The reflection phases consist of some steps, as follow:
1. The writer makes the conclusion
2. The writer makes the planning to solve it

In this step, the researcher reflected the data whether the action given could improve students' skill in studying listening or not.

1. With used of audio-lingual methods to increase of students' skill in learning English language through listening skill, the student was more serious during the teaching and learning process.
2. Most students tried to give comment and opinion
3. Students become brave to give their voice in the class

The Technique of Data Analysis

The following procedures was implemented to analyzed the data:

1. Scoring the sample answer
2. Listing the scores iin tthe score table
3. Determining their ability
   To percentage the students score in the data from the test which were given to the student correct and errors in answering the test:
   $$\bar{Q} = \frac{N}{K}x100$$

Where :
Q   : Percentage of the students of able or not able

DATA ANALYSIS AND INTERPRETATION

Based on the problem of the study and the objective of the study, the writer explain again that the problem of this research is what is the major factor the causes of low students' skill in understanding the English language through listening skill and aim to find the cause of it. Therefore, the writer made the research design with used of qualitative. Based on this, the writer only analyzed what is the major factor the causes of low students' skill in understanding the English language through listening skill.

As well as these set forth by the writer in the first chapter, the main cause is the lack of willing support their selves by environment which is able to train hearing students understanding the language through listening skill. The writer analyzes the problem by using research in the second grade in Tourism Academy of ULCLA Tarutung. So, in this chapter is about the analysis and interpretation of the field data.

Analysis of Data Record

According to the Research methodology used by the writer, which is at the stage of the data collection procedures, Writer use these measures or to analyse the data is Planning stage, Action, Observation, and Reflection. In this step, the writer makes five meeting/ times of exam to students form conversation sheet and listening data record with used audiolingual. So, the result of the data analysis is:

"The percentage of the students' achievementt after used of audiolingual method until five times of conversation"

TEST	Research Material	Percentage Student's Skill
I	Expressing Greeting	25 %
II	Different Sounds	35 %
III	Plural and Singular	35 %
IV	Complete Sentence	40 %
	Complete Sentence	45 %

Analysis Test

In the first data, the writer makes the exam material as research material to make simple conversation or with words that are often hear or even frequently used by student their daily lives. But after examination, the result of students' papers only 25 % from the amount 30 Students. Of these, the writer concludes that the mastery and the skill of students to understanding listening is very low. This cause by the lack of the using of media supporting. After that and show of the value, the writer try to make the exam about the different sound with the aim so that student know the difference between native speaker with from their teacher or maybe daily conversation. So, the second and the third result of the data at least increase, based the table become 35 % and, in this section, students acknowledge the different between native speaker pronunciations with subject teachers or the people around them influence practice hearing students. Until fifth test, we can see the percentage of the test of students is very low it means Unsatisfied. So, the writer makes the conclusion that the analysis of the causes of low students' skill in understanding the English language through listening skill are the lack of the using of audio-lingual methods and the causes from external and internal of students.

Based the determining students skill, so the result of students percentage which is able, we used this pattern:

$$\bar{Q}1 = \frac{N1}{K1} x100$$

When;
Q1 : Percentage of the student's able
N1 : The number of the students able
K1 : The number of students totality

$$Q1 = \underline{\frac{N1}{K1}} \text{ X 100 \%}$$

$$Q1 = \underline{\frac{27}{80}} \text{ X 100\%}$$

Q1 = 33,75 %

For know of student percent which is unable, we can used this pattern

$$\bar{Q}2 = \frac{N2}{K2} x100$$

When;

Q2 : Percentage of the student's able

N2 : The number of the students able

K2 : The number of students totality

$$\bar{Q}2 = \frac{N2}{K2} x100$$

$$Q2 = \underline{\frac{53}{80}} \text{ X 100\%}$$

Q2 = 66,25 %

Student's difficulties in Listening

Everyone who had much experience in language learning or teaching will recognize that suggestion are not necessarily new or different. However, the value or selective listening as a technique consist of:

a. Its selectivity
b. Its systematic and comprehensive approach.

The application of these general principles will be indicating as we consider in some detail of matter of systematic ordering of features to which one should listen. It's quite impossible to make use rule for precisely the order in which features of a language should be listen for language differ widely in their structure and to extend to order of features should be determinate by the needs of individual learner. However, in general the order of the feature should be:

a. Phonetic transcription (Sound)
b. Vocabulary
c. Grammar

The technique of selective listening is fundamentally in listening only to certain features at time. The general principles of selected listening may be enumerated as follow:

a. Selective listening should begin from the very moment that one first hear a language
b. One should listen for only one features at the time
c. The order of listening to different feature should be systematic
d. One should concentrate particularly on those features which the learner difficulty in understanding of speaking

According Alex case in http://www.usingEnglish.com, that made some student find listening difficult its cause of:

a. They are trying to understand every word
b. Calm down and relax. No one care hear every word that other people say in all circumstance
c. Use your eyes and ears simultaneously and guess while you listen: If there are some words that you can't hear clearly, try to guess by considering to lip movement, expression and the context of the speech
d. Try to move near the person who talk to you.

http://ezinearticles.com writes that to overcome the listening difficulties:

a. Students aggressive behavior and will most likely bring a negative response from the speaker being interrupted
b. When the listener is interrupting, he or she is certainly not listening fully

Interpretation

The writer interprets the data the classroom realities and language acquisition. It can be observed the section of instructional events. Instructional modes and language function. So, we know that the teaching learning English is communicatively done or not.

Based on the analysis of the data and finding teaching learning realities of instructional events were focused or teacher talks and teacher explain. It means in teaching learning process teacher gave so much explanation. They probably didn't consider

whether students paid attention them or not and they understand the lesson or not.

Actually, in English teaching process, English instruction is given better in order to make English more familiar for students and teacher themselves. So that by listening English more often they feel it not a hard thing to do or a new thing anymore. Then they spontaneously try to use English in their daily life.

CONCLUSION

Based on the research done related to literature and methodology, the analysis of the data previous chapter four, can be concludes as the following:

a. Before was being the students collage in Tourism Academy, in the previous school, there is a medium supporting the school language lab, but not used perfectly by the school especially subject teachers to train the students' ability for listening.
b. Teachers only bring to lab, but not quite the students in an active to understand the listening materials.
c. The lack of time and the lack of books are becoming a big problem for the student.
d. The difference of pronunciations who hear students between teachers with native speaker for the audio have the difference.
e. In teaching learning process, the writer find out that there is no good interaction between teachers and students.

REFERENCES

http://oxforddictionaries.com/.../language

http://dictionary.reference.com/browse/cause.2013.meaning

http://chaeneletrejo1.efoliomn.com/Lis

http://www.usingenglish.com,

http://ezinearticles.com

www.wikipedia.dictionary.com

http://www.freetranslation.com

http://sun48.lstc.edu.cnz;9090/eol/common/

http://thefreedictionary.com/pronounciation