

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter will present the references from the expert which are useful to give relevant knowledge in the field of the study in the next chapter. The researcher is going to describe some theories and review some relevant research findings. This chapter discusses definition of perception, factor affecting perception, person perception, definition of e – learning, the kinds of e – learning, concept of students’ perception towards e – learning, and previous study.

2.1 Definition of Perception

Perception is defined as act from an environment through physical thinking that is showed by an individual or someone (Chambers Dictionary in Tarhan 2003). This is the probability that every individual or group have different opinion and action to the same social phenomenon. Besides, Nelson and Quick in Tarhan 2003 argue that social perception is the process of thinking and then interpreting information about another people or group.

Perception is the process of selecting, organizing, and interpreting sensory stimulations into meaningful information about people’s environment. (Rao and Nalayan in Unumeri 2012). They have concept that the definition of perception can define in some elements. First, environment influence human attention, feelings, and the way people act. Second, something difficult in

perception is separating the information from the people's action. Last, perception guides the perceiver to use, to process, to give relevant information towards fulfilling the perceiver's requirement. Perception is the most important determinant of people behavior. Meanwhile, Michener in Unumeri 2012 stated that perception refers to the process impressions of other people's characters and personalities.

Students' perception refers to someone's feeling of dislike or like towards something or item, it includes also the negative, positive opinion, and neutral point of view towards an object (Allen in Alenezi 2012). While, Hongbo in Alenezi 2012 stated that perception relates to students' feeling, attitude towards the awareness of understanding others, interpreting object, events, processes of learning, and identifying based on environment.

2.2 Factor Affecting Perception

Basically, perception is affected by two factors, namely the internal and external factors.

2.2.1 Internal Factor

Internal factors can be influenced by some aspects, they are:

- a. Needs and Wants: people at different level have different need, wants, and thinking. Furthermore, the expectations, motivation, and desires of people also influence people's perception of others and situations around them (Rao and Narayan in Unumari 2012).

- b. **Personality:** Individual characteristic behavior is another strong influence on what people's opinion about something or other people. It says that optimistic people is the things in good or positive terms, and pessimistic beings in negative terms (Maslow in Unumary 2012) between the optimist and the pessimist exist a category of people who are capable of perceiving others "accurately and objectively".
- c. **Experience:** This aspect is combining with knowledge and experience that has a significant impact on the perception of an individual, successful experience enhance the perception ability and lead to accuracy in perception.

2.2.2 External Factors

External factor can be influenced by some aspects, they are:

- a. **Intensity:** this aspect can influence the person's perception. It gives something difference in an object that will be given opinion by people.
- b. **Frequency:** it gives steady repetition of a particular object in order to give strong thinking or strong perception of that object.
- c. **Status:** the status of a person being perceived uses a lot of influences on a perception within an organization; highly officers influence employees than person who has lower place of organization.
- d. **Contrast:** something that looks difference with common or normal environment will get more attention from people, and it influence person's perception to particular object.

2.3 Person Perception

Person perception is the people outputs (evaluations, memories, impressions) that are gotten and shaped by their knowledge and experience in social phenomenon (Marcrae and Badenhausen, 2001). Based on Robbins theory in person perception (2001), person perception is interpretation of an object, this is important because people make conclusion regarding what they see and what they feel in form of judgment about an object. Perception and Judgments regarding a person's action are significantly influenced by the assumption we make about the person's internal. In this study, the researcher takes person perception as people outputs, opinion, and assumption about their experience and environments that influence their self action also cause people outputs (evaluation, memory, impression).

Robbins was observing about the behavior of an individual (2001), he determines internally and externally caused. Internally caused behavior is those that are believed to be under the personal control of the individual or have been done purposively by person. Externally caused behavior is like as resulting from outside causes, that is the person is seen as having been motivated to act in a particular way by the force of situation, and not because of person own choice.

The determination of internally caused behavior depends on the following three factors; they are distinctiveness, consensus, and consistency.

Distinctiveness refers to an individual showing different behavior at different situations. Consensus refers to the uniformity of the behavior shown by all the

people, if everyone reports late on a particular morning, it can assume that there is a traffic disruption in the city and that behavior is externally caused, but if the consensus is low, it is internally caused. Consistency is the reverse of distinctiveness; this is judging behavior of an individual, the person looks at someone past experience. If the present behavior is consistently found to occur in the past as well (that is being late at least three times a week). It can be called as internally caused. In other word, behavior is more consistent.

However, in Robbins theory (2001) stated there are often some errors in person judgment about other people's behavior or things; we tend to underestimate the influence of external factors and overestimate the influence of internal or personal factors. This is called fundamental assumption error. Another fact called self – serving refers to the inclination for individuals to assume their own successes to internal factors while putting the blame for failures on external factors. Self-fulfilling prophecy or Pygmalion effect; an interesting aspect of people perception is the fact that people's expectations are often found to determine the actual performance.

A few of the frequently mistakes are selective perception, halo effect, contrast effect, and stereotyping. Selective perception is people have a tendency to selectively interpret what they see on the basis of their interest, background, experience, and attitude. We have either time to process all the relevant inputs or facts and we automatically select a few, so the probability is there are miss some important cues in the process. Halo effect refers to the tendency of forming a

general impression about an individual on the basis of a characteristic. Contrast effect refers to the process of giving value to individual in other people's performance. Stereotyping is the process of judging someone on the basis of someone's perception of the group to which that perception belongs to.

2.4 Definition of E – Learning

E-learning can be defined as the use of electronic media, including the internet, intranets, extranets, satellite broadcast, audio/video tape, interactive TV, and CD-ROM to share the teaching material which involves a number of applications and processes, including computer-based learning, web-based learning, virtual classrooms, and digital collaboration (Clarck& Mayer in Nitiasih, 2013). While, according to Fee in Ana, (2013), E-learning is an approach to learn and to develop a collection of learning methods using digital technologies which is used to improve the quality of learning. From those definitions, it can be understood that e – learning is using electronic media to transfer and support teaching and learning process. Based on the explanation above it can be concluded that e – learning is facilitation of internet connection to improve quality learning, and it has many useful for lecturer and students in the process of teaching learning.

To develop an e-learning website, a special application is needed. The application to develop an e-learning website is called as Course Management System (CMS). There are some CMS that can be used to develop an e-learning

website. One of those kinds is Moodle. The lecturer and the students are able to use many tools to help the lecturer to support their instruction. The tools which are offered in every course that is developed using Moodle are classified into two categories, namely: resource and activity. “Resource” provides tools that can be used by the lecturers to upload materials. Those tools are: file, folder, IMS content, label, page, and URL. On the other hand, “Activity” consists of tools that can be used by the lecturers to design teaching and learning activities, such as: assignment, chat, forum, wiki, glossary, lesson, and quiz (Cooch in Buzzeto, 2008).

- a. “Resource” provides some tools that can be used by lecturer to share materials.
 1. File, this tool enables the lecturers to upload a single file (e.g. .doc, .pdf, and .jpg).
 2. Folder, this tool will be very helpful if the lecturers want to upload some files at once. Instead of uploading it one by one, they can do it just in one click.
 3. IMS Content, the lecturers will need this tool if they want to upload simple learning content that is created using authorizing software.
 4. Label, using this tool, lecturers may upload picture, video, or audio. This tool will be very useful for breaking up long list of resources.

5. Page,if the lecturers want to upload a file in the form of a web page, they may use this tool.
6. URL,this tool is used when the lecturers want to display file(s) or material from other websites or displaying a large size file that is stored in another website.

b. “Activity” provides some tools that can be used by lecturer to design teaching and learning activities.

1. Assignment, this tool will help the lecturers to create assignment. This tool offers some types of assignments, namely: advanced uploading of files, upload a single file, online text, and offline activity. Advance uploading files assignment will allow the students to upload one or more files in any format. While, upload a single file assignment only allow the students to upload a single file. Online text assignment allows the students to input text directly to the web. Offline activity is useful if the students are expected to conduct the assignment offline or outside the e-learning website. This tool only shows the description of the assignment and the students cannot upload any files through this tool.
2. Chat, this tool will allow the students to chat with other online students and lecturer(s). This tool will be very useful when the

students have problems and need some helps from the lecturers or the other students.

3. Forum, this tool is a powerful tool that can be used by the lecturers to conduct online discussion. The difference between forum and chat is that forum will be available anytime, while chat is only available in a certain time in a course as what is designed by the lecturers or the administrator.
4. Wiki, a wiki is a collection of collaboratively authored web pages (Cole & Foster in Buzzetto 2008). This tool is a powerful tool for conducting collaborative work, because every student can edit or add more pages to the wiki.
5. Glossary, this tool can be used by the lecturers to create glossary or list of terms and their explanation to help the students in understanding the terms that they will face when they are learning through the e-learning website.
6. Lesson, this tool will help the lecturers to create a web page that has a question on its bottom.
7. Quiz, using this tool, the lecturers will be able to create various types of assessment, they are: multiple choice, short-answer, matching, essay, and embedded question. In addition, the lecturers also may insert feedback for each question item.

2.5 The Kinds of E – Learning

E – Learning website can be categorized into two categories, they are synchronous and asynchronous (Lee and Owens in Ana, 2012).

1. Synchronous means that the e-learning website requires the lecturer and all of the students are online at the same time during the instruction process. It needs live interaction communication. Usually, supported by media such as video conferencing and chat. It has the potential to support students in the development of learning communities.
2. Asynchronous means e-learning website can be used by the lecturer and the students without need to be online at the same time during the instruction process. It does not need a live interaction. The students can leave a message to be replied by the lecturer afterward. In other word, it called as offline instruction. Commonly facilitated by media such as e – mail and discussion forum, support work relation among learners and lecturers, even when participant cannot be online in the same time.

2.6 Concept of Students Perception towards E – Learning

Perception is the process by which people interpret and organize sensation to produce a meaningful experience. Perception involved more process of thinking as a result of the information received from the sensory systems

regards certain things or events. It is the output process of producing interpretation by an individual and it influenced the way people think and feel to something or environment (Lindsay and Norman in Ahen 2009).

Marcrae and Badenhausen (2001) stated that person perception is the people outputs (evaluations, memories, impressions) that are gotten and shaped by their knowledge and experience in social phenomenon. Those information output in that study is an active process that is guided and shaped by people's general beliefs about the world or the situation. In other word, to measure the individual or group's perception toward something or their new environment is able to use evaluation, impression, and memories about an object.

Evaluation is the process of judgment or giving value to the result which have been achieved in a program (Tyler in Idowu, 2015). While, Rombach in Idowu (2015) stated that evaluation is collecting information then use that information to make conclusion about an educational program. There are two types of evaluation, they are formative and summative (Blooms in Idowu 2015). Formative evaluation is monitoring progress in each step during the teaching learning process, whether the process is effective or not, and if not, what changes must be made to improve its effectiveness. Summative evaluation is measurement of impact or change at the end of entire teaching learning process. It is used to make decisions regarding the future of the students' teaming or the program that must be developed, whether it should be continued or stopped, replicated or disseminated.

Memory can be defined as saving information relates to personal experience (Hoven and Eggen, 2007). While James in Tulving (1989) stated that memory is saving good or bad experience that is through in the past and it can be showed in the future. Memory is set of cognitive capacities by which retain information and saving past experience, usually for present purposes. Memory is one of the important ways by which our histories, our current action and experiences. Memory is able to be a source of knowledge. We remember experiences events which are not happening now, so memory differs from perception. In this study memory is students' past experience about implementing e – learning.

Impression is the overall effect of something that has already occurs (Mazarin, 2015). Impression refers to the process in which individuals attempt to influence the opinions or perceptions others hold of them. Impression management also referred to as self-presentation, it is a goal – directed activity that helps to establish the boundaries of what is considered acceptable behavior. Impression management has been used to define interpersonal communication phenomena, including environment. In impression management individual or organization must establish and maintain impressions that are congruent with the perceptions they want to convey to their public. In this research impression refers to the students' opinion about e – learning that is implemented in thesis writing class.

In this research, students give opinion based on their experience and knowledge after they finish thesis writing subject that use e – learning website in teaching learning process. It is the first time in thesis writing class use e – learning, so the researcher wants to know the difference perception and interpretation about the process, environment, effectiveness, and the result of that subject based on respondents’ evaluation, memory, and impression.

2.7 Previous Research

The previous study is done by Michael Tagoe (2012) with the title “Students’ perceptions on incorporating e – learning into teaching and learning at the University of Ghana”. This study reports the result or research by university of technology students’ in Ghana to explore their responses in e – learning on every process of teaching learning. The study is based on students’ experiences taking an online learning of 600 students in Ghana. The basic instrument that researcher used is questionnaire. A questionnaire was developed to collect the necessary data from the students. The result indicated that most students have opinion that e – learning is going to enhance teaching and learning process, based on their experience, they also think by using e – learning in the process of teaching learning have problem with the connectivity.

The second previous study is done by ZaidatunTasir, Yahya M, J Harun, and N. A Shukor(2013) with the title “Students’ Perception towards the Use of Social Networking as an e learning Platform”.The population of the study was

600 students of the final year undergraduate students in one of the faculties in a Malaysian university. The researcher uses questionnaire to investigate students' perception. Based on the discussion stated most of students have a moderate positive perception towards e-learning. E-Learning forum captured most of the students' attention due to its interactivity functions in e-learning system. Students strongly agreed that e-learning forum is for knowledge sharing and e-learning space is for collaboration and interactivity. Most of them believe that e-learning forum is an open space for instructional discussion. The findings in this study showed that students highly accept social networking tools to be a main platform of e-learning in the university and they are ready to use it as well. It is obvious that social networking tools have the ability to be the preferable tool for university students' communication and interaction. Overall, it was evident that the students need more interactive learning environment that allows them to have greater chances to manage and control their online learning environment. The lecturers' role based on these findings is to guide students and to be their consultant and advisor throughout their learning process.

This research is based on those two previous studies. The similarities of this research and both of previous research are analyzing students' perception towards e-learning in university students and using questionnaire as the pilot instrument to get data from the subjects of the research. The differences between this research and previous research are first, the frequency of implementing e-learning in class, in this research the researcher analyze e-learning in the first

time is implemented by lecturer and students in thesis writing class, while in the two previous studies, the researcher analyzes e – learning in several times is implemented by lecturer and students on every subjects in the faculty. Second, in this study the researcher uses eight grade of english department students, while in the first previous study uses all undergraduate students, but the researcher selects and compares the sample using stratified sampling, and in the second previous study uses final year undergraduate students in department of educational multimedia. Last, in this study the researcher analyzes students' perception in thesis writing subject, while in the two previous study, the researcher analyzes students' perception on every subjects in the faculty.

After reading all the previous study above, the researcher believes that analysiss the students' perception towards e – learning at university Muhammadiyah Gresik will give many benefits. The university or English department will know the opinion or perception of students towards e learning that is implemented in the first time in thesis writing class. It can be an evaluation for the university and English department based on the students' need in the process of learning.