

SATISFACTION ON LEARNING EFL IN MAKASSAR: STUDENTS PERCEPTION TO WORK MECHANISM OF ENGLISH TEACHER

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ABSTRACT

The focus of this study to investigate the satisfaction on learning EFL based on students' perception to work mechanism of English teacher. Qualitative method used in this research. There were 360 students from some senior high school in Makassar as population in this research with total number of samples were 30 students taken by using purposive sample. The research instruments were interview, and questionnaire. The work Mechanism of English teacher has walked better. That can be analyzed by pursuant of data field from students' perception that English teacher in bringing the materials have used assorted of method, using planning in teaching, owning ability to manage the class better, and discipline in running the duty. But based on the data obtained in the field, there are still some teachers using conventional methods that make students feel bored in class. After conducted this research, it is expected that the policies of stakeholders, especially in schools so that in the future the learning process will run better and the quality of teachers will be better so that the output obtained is far better than before.

Keywords: *Satisfaction, EFL, Work Mechanism, English Teachers, Students Perception*

INTRODUCTION

Education is very important for human life because all at once which differentiate between animals. Animals only use instinct to study or know something but for human study is a combination of activity to concern maturation for reach a better life (Sahlan, 2010). Therefore, education as an activity which concern with certain goal. It occupies a central position and strategies in building human social life and positioning human in pluralism life precisely (Idrus, 1997).

Education is all actions or experiences carried out by someone who have a formative effect on the mind, character, or physical ability. Technically, education means the process carried out by the community to obtain and transmit knowledge, skills, and values from one generation to the next.

One of the main parts of education is the teacher. Teachers are individuals who act as facilitators for students in a learning process. The teacher is a noble profession because being a teacher we can help other individuals in acquiring knowledge. A teacher must be able to become an educator as well as a teacher.

Not everyone can do that, sometimes many people can only teach something but cannot educate. In the era of industrial revolution 4.0, a teacher not only has to be a teacher and educator but must be able to control various things including technology so that later can be applied in the learning process. Teachers are required to be able to keep up with the times so that later teachers are expected to abandon conventional learning models and move on to more innovative learning models.

In education, the teachers have a role as a facilitator to facilitate the student in learning process, both in class and outside the classroom. Teacher is master of the subject, who owns wide knowledge so that can teach better. Circumstance and real teacher ability need not become the matter which requires being paid attention, teacher cause claimed to own the ability in all respective matter with the teaching and education execution.

A teacher must be able to master and understand the field of science taught so that later what is conveyed to students can be easily understood. Teachers in every learning process are expected to always bring new things in class. In the learning process the teacher acts more as a designer, facilitator, and mentor and emphasizes more on the model of active student learning where students become the center of the learning process. This is done so that students can explore their potential so that they will produce quality and independent output. A good teacher is a teacher who can communicate well, has a lot of experience and knowledge that is always shared with students.

In the current era of globalization, teachers must be able to become an intellectual who can show a moral vision, courage, and have an analysis to develop students in the future (Bates, 2008). Teachers must understand that social life can have an influence on the educational process both in school and in the curriculum. Social life can be used as a means in the learning process by incorporating these elements into the learning material (McLaren & Farahmandpur, 2001). The curriculum used in the learning process must be able to help teachers develop their capacity so that later it will affect students themselves (Ball, 2009).

The teacher must have a critical attitude and revolutionary thinking in the future. This is due to the many interests that meet the world of education. By acting like that, the teacher will not be easily involved in things other than education and teaching such as politics (Kumashiro, 2010). Critical teachers can shape the development of the world of education with its constructive criticisms so that there are solutions that are obtained for the sake of a better education world.

In this research, it is expected to be able to get an idea of how the government's attitude going forward so that later it can be used as a benchmark for improvement in the education sector. It is also expected that the perceptions given by students to teachers can be used as material for evaluation by various parties, especially stakeholders in improving and improving the quality of teachers.

Teacher in Indonesia

In Indonesia, the number of teachers according to Ministry of Education is 3.015.315 teachers. Of that number, 2.294.191 teachers are civil servants and permanent teachers in foundations. While the remaining 721.124 teachers are non-permanent and non-certified teachers. Of the 3 (three) million teachers there are many who still have problems, both in terms of professionalism and personality. The problem of educators in Indonesia, including internal and external problems. The internal problem lies in the educator himself because he is often found by educators who do not meet the qualifications as teachers, so that in his teaching practice it becomes less interesting and not inspiring for his students. Second, external problems. The government as the decision maker must improve and evaluate the educational aspects that are lacking (Rohman, 2016) .

The teacher is a facilitator for students at school. The teacher is tasked to assist and guide students at school. The role of teachers is now more important as teachers recognize it as a profession. A teacher is said to be a professional if he has qualifications in terms of pedagogy, personality, and social, professional, intertwined with each other (Shabir, 2015). In various countries, someone who wants to become a teacher in schools must have a professional qualification from university to teach in a school. But in Indonesia, this has become a reversal where a teacher gets a professional title when he has become a teacher in schools. The professional title is obtained after serving for 5 years and must follow the teacher professional program.

In the learning process, a teacher must prepare a learning plan that contains the competency standards to be achieved at each meeting. A teacher in each learning process must prepare various things such as learning media, methods and many other things so that the learning process goes well. A professional teacher is required to be versatile to keep up with the times. Teachers may not only have one skill, for example in the field of English language science but are also required to be able to master technology, arts and more. Aside from being a teacher, teachers are also required to be educators so that later students in addition to acquiring cognitive knowledge also have good affective.

A teacher surrendered by the responsibility which multi dimension. (Sahlan, 2010) Teacher is a career position needing special education background of professional and functional, teacher training or practice. This position need a basis for code of professionalism because has direct correlation to human being. The teacher as a professional is responsible for educate, teach, guide, direct, train, and evaluate students in each learning process. In carrying out its duties, a teacher is directly responsible for parents, nation and state. In carrying out its duties a teacher has the right to obtain a salary and other facilities. However, this is still a major obstacle in Indonesia. There are still many teachers who get salaries below the standard, especially contract teachers. The government as the decision holder should pay attention to this matter. A teacher with a variety of obligations is less noticed now. How can a teacher improve their quality while their welfare alone is

not considered. So, it is not wrong if there are still many teachers in Indonesia still below the standard because of the lack of government attention to them.

The need for teachers in Indonesia is still relatively high. This is evidenced by the number of universities that open teacher training programs both in English and other fields of study. In addition, the government has also opened a teacher professional program to improve the quality and professionalism of a teacher. Now, the government has made a line for every student who takes teacher training after finishing the undergraduate program, they must continue their education in the teacher training program. This is done so that later the teachers who are in the schools have professional titles.

In addition to participating in the teacher profession program, one of the many programs carried out by the government to improve the quality of teachers is to provide various trainings, technical guidance and so on. With these various activities, it is expected that teachers in Indonesia will become more professional, more mature, competitive and ready to follow the learning process in the classroom. With the increase in competence for a teacher, it is expected that the students produced are better and better qualified.

In the world of education, the teacher as a facilitator in the learning process of students both in class and outside the classroom. A teacher must be able to interact well with his students. With the existence of good interactions, it is expected that there is a strong emotional connection between teachers and students who can later help students in terms of cognitive and affective. A teacher must be able to socialize with students and the surrounding environment. A teacher is expected not to give too much distance to students and too hard to students so students can feel that the teacher is a substitute for their parents at school.

Teacher is one who surrounded the duty and also responsibility by government representing career, functional, and professional. In this service needed a special background of teacher training or practice and experience, despitefully this position also needed the basics for code of professionalism because becoming important target in humanizing the human being in real meaning according to education aspiration. Teacher as one of the elements of education and also one of the sources of learn to teach. Teacher have the duty, function, role and responsibility to educate, to guide, mothering and also teach and train the student so that learning to recognize the potency in himself.

Students' perceptions of teachers can influence their attitudes in following the learning process at school. By often giving assessments to their teachers such as about their teaching style, methods, communication skills, discipline and class management, can help teachers to improve their quality. Student perceptions of teachers are one way of measuring the quality level of a teacher that has only been done by stakeholders at school. A teacher who has a good perception in the eyes of students tends to be confident, has a good personality and admired by his students.

Work Mechanism of English Teacher

The teacher has a big responsibility in the teaching and learning process. Teachers are required to have basic skills needed as educators, mentors and instructors and this ability is reflected in competence. (Majid, 2008) explain that the competencies possessed by the teacher will show teacher quality in teaching. These competencies will be realized in the form mastery of knowledge and professionals in carrying out their functions as teacher. Teacher competency is a set of mastery that must be in the teacher to be able to realize performance appropriately and effectively (Kunandar & Si, 2009).

A teacher is required to always be updated knowledge, insight, skills lead to development expected profession. In various studies said that quality of teacher is the most important factors of education quality (Suryadi, 2001). Furthermore, qualified teachers are able to teach students effectively in accordance with resource and environmental constraints. One of the things that must be done by a teacher in the learning process is to use various methods that vary in the learning process so that in each meeting students get new things in each lesson. With variations in learning methods students are more motivated in learning because the methods given are not the same in each meeting.

A teacher cannot supervise all his students in a learning process but by using various methods the teacher can help students to find effective learning methods that are in accordance with the wishes of students. Teachers are required to perform his duties in accordance with the division of tasks. Teachers are sometimes required to be able to do new things in a pursuit. In today's digital era, teachers are required to be able to work according to technological developments. Teachers are expected to no longer use conventional methods in the learning process, especially in English subjects. In working, teachers are expected to use technology to help their performance. By implementing that all the qualities of a teacher can be increased and can form the work mechanism of the teacher every day.

Under consideration, the writer tries to describe the definition work mechanism is the way of or method utilized by teacher to reach the study target which have been specified previously. Therefore, good work mechanism, if conducted with learn projection by anticipating all existing element and prediction to become wise and wise in conducting the duty, as an educator which is full of seriousness. And in the following the writer explains about work mechanism to reach the target study.

Students Satisfaction

In schools, especially in the classroom there will be a learning process conducted between the teacher and the student. The student is the main customer of the school. The learning process expected by students is a quality learning process. The quality of the education process in schools is that it can give satisfaction to their students.

Student satisfaction measures are a core element of comprehensive institutional assessment planning and services as a formal needs assessment and student satisfaction assessments can shape the strategies and tactics of an institution to make improvements quickly by developing plans and priorities for educational activities and can also help schools to find out student expectations of all aspects of the service provided. The teacher is the main factor in the school world to provide teaching and learning to students. Therefore teachers must have good teaching qualities. Student satisfaction includes matters related to the learning process carried out by the teacher. Students can see and assess how the learning process carried out by English teachers, where students are consumers and can provide perceptions of teachers who provide educational services.

Students' Perception

Perception is the stage the earliest of a series of processors information and can be said that perception is a process of interpreting or interpret the information obtained through the human awareness (Suharnan, 2005). Students' perceptions of teacher have continued to be among the most important measures for evaluate teaching learning activities (Scherer, Nilsen, & Jansen, 2016). Studies examining students' perceptions square measure new, particularly in the field of technical education. The role of students in the instructional process is critical as their perception could influence their attitude toward any other technical education subjects. Teachers, academic managers and policy manufacturers ought to observe as once students' perception of their teachers' performance is low; this might lead to their negative angle. A teacher must do everything to improve his quality so that in the learning process good results are obtained so that students' perceptions of the teacher are good (Hassan, Alias, Saleh, & Awang, 2017). The quality of a teacher does not always reflect that the teacher is good or bad. Sometimes there are teachers who have a good attitude but the quality in terms of academics is less, and vice versa, there are teachers whose attitude is not good but has good academic quality. Students in schools want a teacher who has a good personality and also has good academic quality so that they can be used as an example for students in their daily lives (Raufelder et al., 2016).

METHODS

This research used qualitative method. Qualitative research is a method of collecting, analyzing, and interpreting data in a narrative and visual manner that is comprehensive (eg, non-numeric) to obtain an overview of certain interesting phenomena. Qualitative research methods are designed and made different from the types of quantitative research (Gay, Mills, & Airasian, 2009). The object of this research was English teacher in Makassar. The population of this research was 360 students from some senior high school in Makassar with sample of number were 30 students taken by using purposive sample. In collecting the data, the writer used two instruments there were interview and questionnaires.

FINDINGS & DISCUSSIONS

Findings

English teacher in learning process must have a work mechanism. The work Mechanism of English teacher is one of the forms used by an educator in seeing the standard and student ability in comprehending of English subject. Professional teachers have to own assorted ability as a mode to facilitate the assorted to present the method in a class.

Failure of an educator sometimes happened as an effect of the existence of unfavorable job mechanism even a student, difficult to comprehend the items of lesson, lack of energy, sympathy and empathy, as one of work mechanism component of the teacher. Analyze the work mechanism of English teacher at the school, as a comprehensive effort in the mobilization of all components having an effect on the learning process in class.

In this study, there are several things that researchers want to know based on the perceptions of students about the working mechanism of the English teachers in the schools. To obtain these data, the writer chose a questionnaire as a main instrument to analyze. The analysis data of the questionnaire showed in the table below:

Table 1 The Result of Questionnaire about Work Mechanism of English Teacher

No	Questions	Answers					
		Always		Sometimes		Never	
		Frequency	Percentage (%)	Frequency	Percentage (%)	Frequency	Percentage (%)
1	English Teacher Using Text Book in Learning Process	18	60	11	37	1	3
2	English Teacher in Using Variety Methods in Learning Process	16	53	13	44	1	3
3	English Teacher Discipline	28	93	2	7	0	0
4	English Teacher Gives Motivation in Learning Process	24	80	5	17	1	3
5	English teacher giving evaluation in learning process	23	77	7	23	0	0

Source: Questionnaire for the Students

From the table above, in data No. 1 indicate that 18 respondents or 60 % said the English teacher use the text book in course of learning to teach, 11

respondents or 37 % the guide-book, and 1 student or 3 % said the teacher never use text book .Based on the result, the researcher concluded that the use of textbooks was limited to directing the activities of teachers in each learning process. In the learning process, the textbook only functions as an introduction. The determinant of the success of a learning process is the teacher. If a teacher can produce effective and interesting learning methods sourced from textbooks, the learning process becomes more interesting and students will not feel bored in the classroom. Textbooks can no longer be used as a means to record material. In today's digital age, students can already have their textbooks in digital form that can be used on a smartphone or laptop. The existence of textbooks cannot be abandoned because with a textbook, the teacher has material references on what they will teach each week.

In Data No. 2, 16 respondents or 53 % said the English teacher always use variety method in learning process, 13 respondents or 44 % said sometimes, and 1 student or 1 % said the teacher never use variety method. It indicates that the teacher always uses the variation method in learning process with the answer category which enough this significant indicate that the variations used by teacher in teaching have good, goodness in use the text book, and also by using variety of method. If strategy of learning applying with various methods the target of study of English subject can be reached better, and this require to be made by pattern for every other teacher and enable become the parameter of how to make the directive educator to be consistent and professional. The use of applicable pedagogy incorporates associate ordered method of accomplishing associate finish or playing a task (Adediwura & Tayo, 2007).

In data No. 3. 28 respondents or 93 % said the English teacher is discipline, 2 respondents or 7 % said sometimes, and no one student or 0 % said never so we can say the English teacher in Makassar is very discipline. The teacher plays a vital role and always considered the most correct by students. A teacher must have good personal qualities and always be respected by students. A teacher must be a good example for students in the learning process, especially in terms of discipline and on time (Pavlina, Zorica, & Pongrac, 2011). The work mechanism of English teacher not only seen from ability in teaching but also support aspect like discipline. Without good discipline teachers assumed less hold responsible to its profession as educator. This becomes the dilemma because if teachers have a less discipline, the student will be imitating the ugly habit found on teacher. Discipline is the ability to exercise self-control in certain class conditions (Isangedighi, 2007). Discipline is not only for students but also for teachers. A teacher must have disciplined behavior, especially in the classroom so that the learning process goes well. School space is a tool for learning, classroom management, and a place to apply discipline behavior in a learning process (Udofot, 1995). Therefore, the purpose of class management is to help students display appropriate behavior during the learning process in class. In addition, the other goal is to help the teacher in arranging the class so that students can focus on the learning process so that the desired learning objectives can be achieved.

From the data No. 4, 24 respondents or 80 % said the English teacher always giving motivating student in learning process, 5 respondents or 17 % said sometimes, and 1 student or 1 % said never. In tabulation above, many respondent choose always, it mean is true the teacher doing like that at school, generally always give motivation in learning process to the student. The result of questionnaire related by the result of teacher interview. The English teacher said that as a teacher, giving motivation to the students is one of part of their job. Giving motivation can improve students' ability, knowledge, and enthusiasm in learning process. (Harmer, 2007) says "motivation is a few quite drives that encourage some body to pursue a course of action. Drive suggests that a bent at intervals AN organism toward a goal relies on the changes within the organism method. In addition, (Brown, 2000) defines motivation as inner drive, impulse, feeling or need that moves one to a selected action.

In teaching activities, motivation is the important, because can enhance the student's interest in the learning a lesson. For students with high motivation, they have more energy to learn. Motivation is that the psychological method that arouses, directs, and maintains behavior toward a goal. Psychological method suggests that, series of actions dispensed from the mind's command to try and do or accomplish one thing (Guariento & Morley, 2001). Teacher plays a very important half in motivating students. If your teacher is kind, friendly, generous, and conveys lessons smoothly, you can give yourself a pat. You will love the topic schooled by this angelic teacher and luxuriate in your categories. But you won't be thus lucky to satisfy super academics all the time. Competition forces folks to boost themselves to survive the tough world and drive them up to the highest of social pyramid. To increase our motivation, especially in learning, try to compete with students who are smarter and perform better in class or school. If this cannot be established in increasing your learning motivation, try to compete at a higher level, for example with other school students. By doing this, a student will be more motivated to study harder, trying to improve their abilities so that the goals they want to achieve can be achieved. Another thing that can be done to increase motivation is to believe in yourself. By believing in ourselves we will not feel smaller than others and always confident in our abilities.

From the data No. 5, there are 23 respondents or 77 % said the English teacher always giving evaluation, 7 respondents or 23 % said sometimes, and no one student or 0 % said never. One part of the program for administering language learning that is most after implementation is evaluation. Evaluation is an inseparable part of organizing overall learning. Evaluation is also one of the steps teachers must take to see the feedback. The main purpose of the evaluation is to find out the results of a learning process and to find out whether the curriculum objectives have been achieved so that student learning outcomes are consistent with the learning objectives especially in English program. Another goal to be achieved is to know the effectiveness of the curriculum used and to evaluate the teacher, methodology, teaching materials in the language program itself(Richards & Renandya, 2002).

Language learning evaluation can be done with two ways including by

formative evaluation in the process of language learning and summative evaluation at the end of learning which is important and complementary in language learning. This was confirmed by Richards "in the integrated approach, both formative evaluation and planning of curriculum, and summative evaluation at the end of the program, are important and complementary.

The work mechanism of English teacher covering in various aspect and have made as order accommodating their profession as professional and by see the fact above, basically the work mechanism of English teacher in have been done.

Discussions

On this part, the writer discusses and interpreted the findings based on the theoretical point of view and limited by research questions. It will be presented in integrated way. Concerning to the result of the previous section, it can be explained theoretically that teachers' teaching activity in the classroom is influenced by their beliefs.

A teacher besides as a teacher also serves as a mentor for each student. a teacher is required to have a level of quality that is good enough to be an example for each student. This also applies in the process of learning English both that is carried out at official educational institutions such as schools and course institutions because it will have a significant impact on learning outcomes.

Every teacher must have good competence because it is a standard that must be owned and developed by a teacher as a teacher. A teacher must have high integrity and professionalism so that he can carry out his duties and responsibilities properly. A teacher in order to produce good and effective performance must have competence in the field of science that is taught and has good skills so that later the output produced is in accordance with the learning objectives (Yulianti, 2014).

Being a teacher is not an easy thing. This is due to the teacher not only being a teacher in class but also acting as an educator who always motivates students to be more active in learning. By providing motivation, especially in the process of learning English, students will become even more active in learning which leads to increased student learning outcomes.

In the current era of globalization, a teacher is required to be more creative in managing the class. So that later the learning process runs well so that students do not feel bored. The teacher is expected to be able to bring something different at each meeting in class. By bringing new things to every learning process, students become very enthusiastic and interested in learning.

The quality of education is in the hands of the teacher. The curriculum is important but not urgent for the quality of education. Thousands' minister as great as anything is not too important for the quality of education. Teachers will find it difficult to accept change if their competence is low. Education will be increasingly complicated in the future if the quality of teachers is indeed weak. Then, competence must be immediately improved. That is the important point of the quality of Indonesian education now and in the future especially the working

mechanism of English teachers so that the results are expected to help the progress of the Indonesia.

CONCLUSIONS

The work Mechanism of English teacher has walked better. That can be analyzed by pursuant of data field that English teacher in bringing the materials have used assorted of method, using planning in teaching, owning ability to manage the class better, and discipline in running the duty. But based on the data obtained in the field, there are still some teachers who are still teaching using conventional methods that make students feel bored in class. In the future, it is expected that the policies of stakeholders, especially in schools so that in the learning process will run better and the quality of teachers will be better so that the output obtained is far better than before.

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