CHAPTER V

CONCLUSION AND SUGGESTION

This chapter discusses about the conclusion of this research counting students’ satisfaction during joining online class in CALL 2 program. Furthermore, this chapter also contains the suggestion regarding the research for students, lecturers, also the next researchers.

A. Conclusion

In purpose to answer the research question, how students’ satisfaction of Computer Assistant Language Learning (CALL) online class at State Islamic University Sunan Ampel Surabaya, the researcher concludes the results of the findings and the discussions in the previous chapter. As stated by Ali and Ahmad students’ satisfaction levels in online learning course are very dissatisfy, dissatisfy, neutral, satisfy, and very satisfy.\(^1\) Basically, all of the levels are appeared in different items of each factor; however, as explained above, to generalize the responds, set of formulas are used. The general percentages of students’ satisfaction in each factor are: student-instructor interaction factor gets 64,8% means neutral, instructor’s performance factor gets 66,4% means neutral as well, course evaluation gets 68,4% means satisfied, administration factor gets

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69.4% means satisfied as well, and functionality factor gets 65.4% means neutral.

So, there are 3 factors are neutral and 2 factors are satisfying.

From the result stated above, as ‘neutral’ dominates the result of the students’ responds; we can simply conclude that the answer is, indeed, ‘neutral’. To make it sure, the same formula used in finding the satisfaction level of each factor is also used for the whole numbers of the factors. In general, it is founded that percentage of interest and expectation is 66.7%. In conclusion, as the final result is less than 68.00%, this means that the students’ satisfaction level in the e-learning process of the course is neutral.

**B. Suggestion**

The researcher proposes some suggestions to university that use technology in teaching and learning process, lecturers that teach CALL with online class, and further researchers. They are as these following points:

1. To university that use technology in teaching and learning process

   a. It is essential to develop the official guidelines in online learning class of the university based on the students’ need and the purpose of the course.

   b. It is considerable to facilitate students to access computer or online to make them easier in running the online class.
2. To lecturers that teach CALL with online class

   a. Considering students’ ability, students’ condition, and students’ need is very crucial before designing lesson plan and materials, so lectures should consider students’ need and the main purpose of the course before developing materials for them.

   b. As the five factors mentioned above clearly explained about the things affecting students’ satisfaction in online class, lectures should reflect on every detail of those factors. Including website selected for the online class, assessment, scoring rubric, and so on.

3. To the further researcher

The researcher has figured out about satisfaction of Computer Assistant Language Learning (CALL) online class at State Islamic University Sunan Ampel Surabaya. The researcher presents a suggestion for further researchers in conducting a next research which is still related to this research. It is significantly considerable to conduct a research what kind of website that is appropriate for online learning especially for this course. In addition, some weaknesses of this research can be reference for further research in order to make a complete study about satisfaction about online learning class can be achieved.